

Putting It All Together

2016 BFO Preparation Session #5



Outline

- Review
- Work on BFO Offers
- Making it stick

Budget Offer Questions	Guiding Commentary
What outcomes will be produced if your offer is funded?	<i>In what way are you improving the lives of Chattanoogaans?’ or ‘What do taxpayers get if they ‘buy’ your solution?</i>
What is your plan for producing those outcomes?	<i>Calendar or timeline with major milestones and points of evaluation, with clearly delineated responsibility for different task</i>
What problem are you solving for Chattanooga?	<i>How does your solution fit into the larger work done on this issue? Are you addressing a real, urgent and important need?</i>
How will you know if you are on track and successful?	<i>This question asks you to link your outcome and plan to a specific measure(s) and target(s).</i>
What else should the Results Team know?	<i>Additional comments, root cause analysis to explains your plan to address performance gaps</i>

Source: <https://docs.google.com/document/d/1wBiNj1AJ6uhqiVbr2T8ZH-qZgVQFRIPedADxsMLW4vc/pub>

**What outcomes will be produced if your offer is funded?
What problem are you solving for Chattanooga?**



What is your plan for producing those outcomes?

Performance management is the **systematic process** by which an agency **involves its employees**, as individuals and members of a group, in **improving organizational effectiveness** in the accomplishment of agency mission and goals.

-US Office of Personnel Management



How will you know if you are on track and successful?

Criteria for High Value Measures:

- This measure provides a service or addresses a Citywide problem that is related to my BFO outcome**
- This measure improve the lives of Chattanooga residents**
- This measure will achieve my desired BFO outcome**
- This measure will advance ChattaData priorities**
- I have a plan to track success of this measure**

Results Area

To what extent will this advance City priorities?



← → ↻ <https://performance.chattanooga.gov>



Chattanooga.gov > ChattaData

WELCOME TO CHATTADATA

CITY OF CHATTANOOGA'S PERFORMANCE DASHBOARD

Chattanooga has moved forward to a new era of government. Come see how we measure performance.



Safer Streets



Growing Economy



Stronger
Neighborhoods



Smarter Students &
Stronger Families



High Performing
Government



Additional Links



Key Take Aways

Start with the people, then get specific

Use ChattaData Dashboard (performance.chattanooga.gov)

Don't overcomplicate it

Consider monthly, quarterly measures

Writing your Offer

Criteria	Guiding Assessment Questions	Your Answers
Results Area	<i>To what extent will this advance City priorities? (Smarter Students, Stronger Families; Safer Streets; High Performing Government; Growing Economy; Stronger Neighborhoods)</i>	
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Crafting the Goal Statements

In order to reduce violence in our community, the

(Strategic Priority e.g. promote public safety, enhance environmental quality)

Police Department will reduce violent crime by 20%

(City/Department/Program)

(Direction)

(Key Measure/Metric)

(Target)

by June 30, 2016.

(Timeframe)

Crafting the Goal Statement

Priority	Safer Streets
Department	Police
Desired Outcome	reduce violence in our community
Stakeholders	all Chattanoogaans
Activities	VRI, community based policing
Measure/Metric	violent crime
Target	20% decrease
Timeframe	June 30, 2016

Source: <https://performance.chattanooga.gov/en/stat/goals/y4sb-89dw/g5tx-63t7/rjku-x5r2>

Next Steps

Sign up for Office Hours

BFO Offers due January 22nd