

Budget Activity: Program 100 – Director’s Office – Government and Legislative Relations

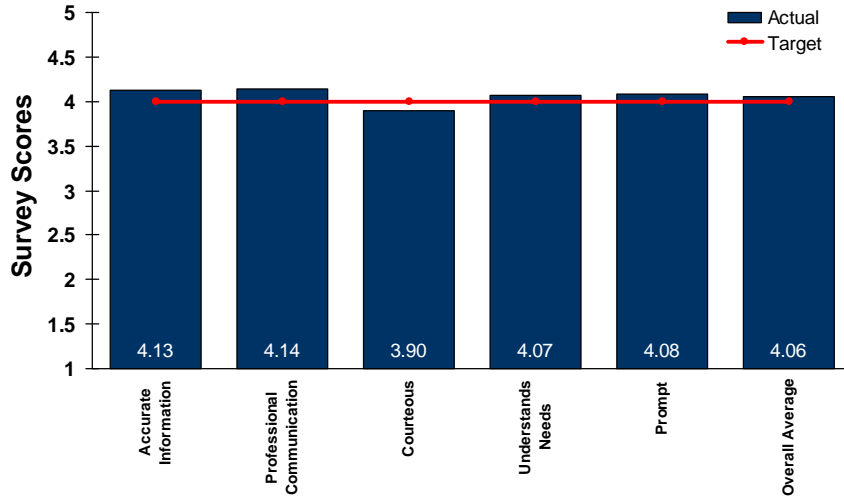
Purpose: Provide strategic planning, performance and policy leadership and support to the agency

Agency Goal: Provide Bold Leadership and Exceptional Service

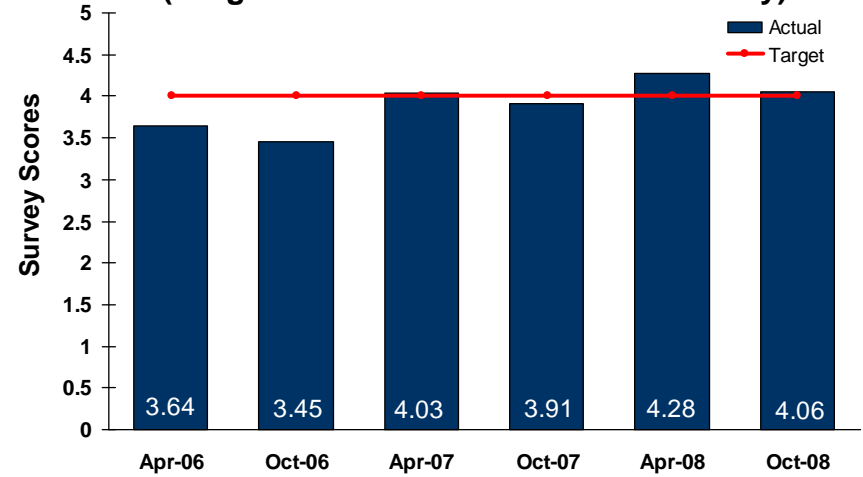
Priority of Government: Strengthen the ability of state government to achieve results efficiently and effectively

Analysis:

October 2008 Segmented Survey Results



Government and Legislative Relations – Average overall customer satisfaction (Program 100 Team Performance Survey)



Action Plan

Attend Division Staff meetings – when able – to enhance understanding of business needs.

Post all guidelines, procedures and templates to the Internet in timely way to foster consistent messages, processes and use

Increase “courteous” rating to at least 4 by next survey.

Who

Marie and Matt

Timeframe

Ongoing

Budget Activity: Program 100 – Director’s Office – Communications Team

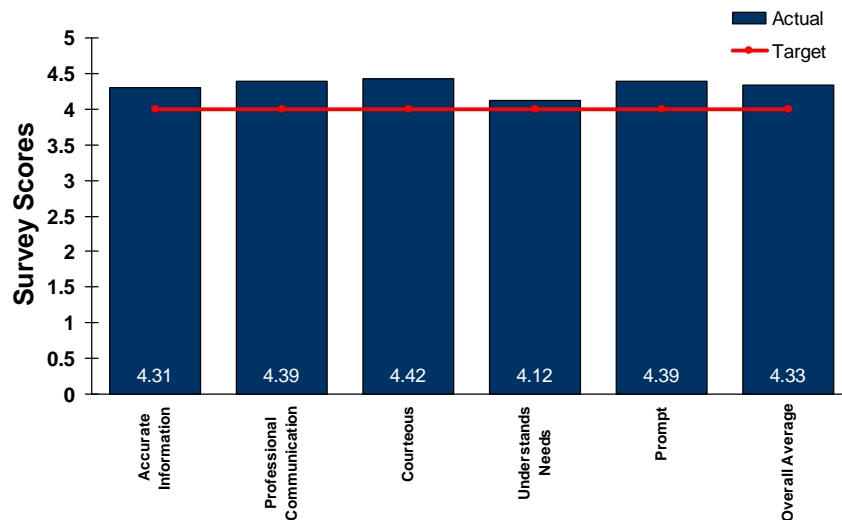
Purpose: Provide communications leadership and support to the agency

Agency Goal: Provide Bold Leadership and Exceptional Service

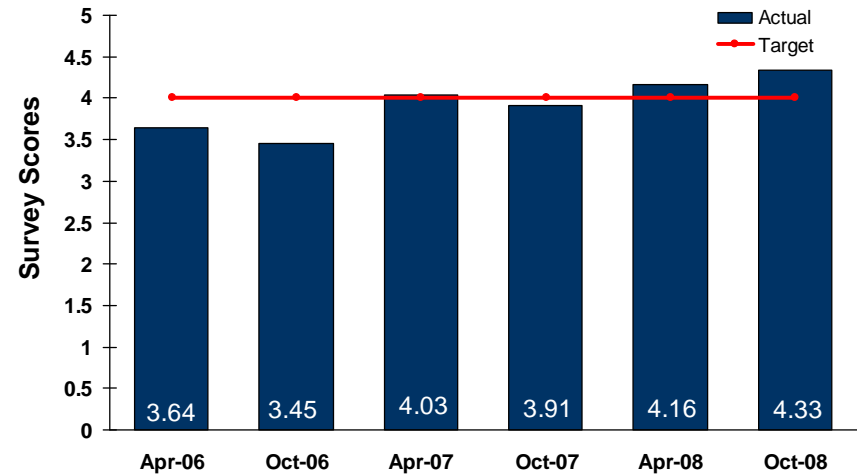
Priority of Government: Strengthen the ability of state government to achieve results efficiently and effectively

Analysis:

October 2008 Segmented Survey Results



Communications Team – Average overall customer satisfaction (Program 100 Team Performance Survey)



Action Plan

Who

Timeframe

Continue to increase familiarity with division programs and their needs by establishing quarterly informational meetings.

Wendy Pugnetti and Penny Thomas

November 2008

Use Leadership Team meetings as a way to understand communications needs and resources.

Wendy Pugnetti

Ongoing

Utilize the Communications Core Team to identify communications needs and opportunities.

Wendy Pugnetti and Penny Thomas

Ongoing

Budget Activity: Program 100 – Director’s Office – Policy and Performance Team

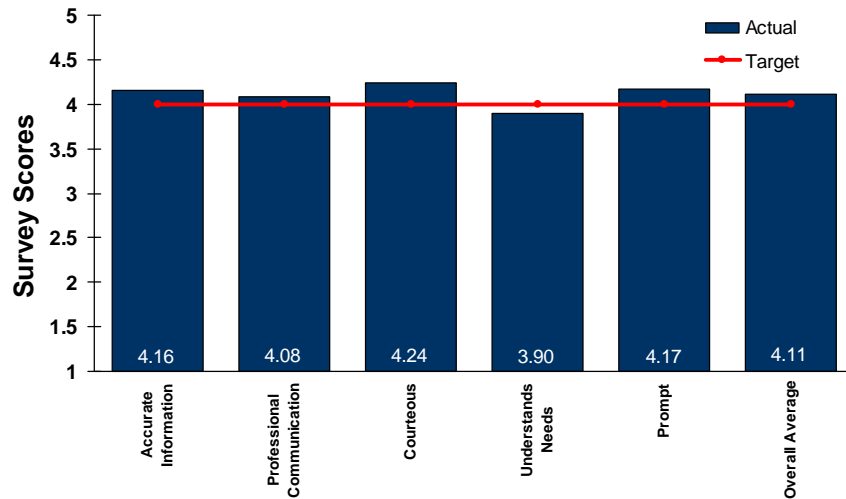
Purpose: Provide strategic planning, performance and policy leadership and support to the agency

Agency Goal: Provide Bold Leadership and Exceptional Service

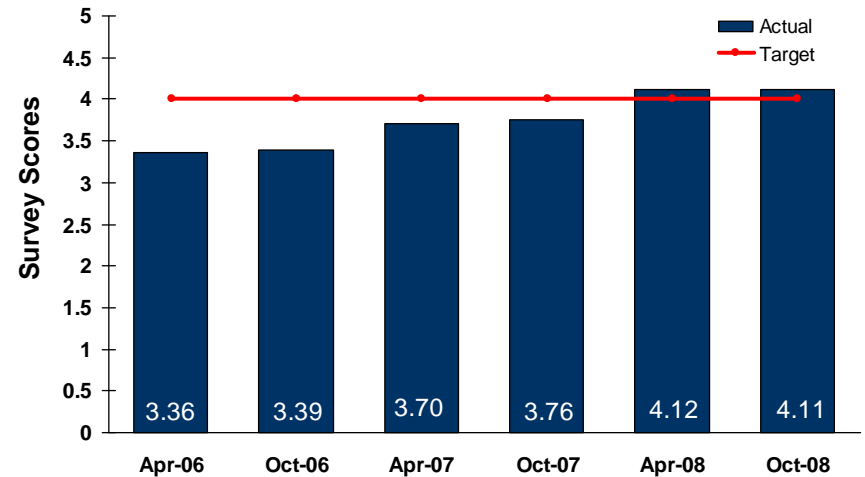
Priority of Government: Strengthen the ability of state government to achieve results efficiently and effectively

Analysis:

October 2008 Segmented Survey Results



Policy and Performance – Average overall customer satisfaction (Program 100 Team Performance Survey)



Action Plan

Who

Timeframe

Continue contact with divisions based on their individual interests identified in the communication meetings.

Cheryl, Cyndee and Julie

Ongoing

Meet with Assistant Directors to share survey results and inquire about opportunities for improvement.

Cyndee

October/November 2008

Conduct a focus group with the GMAP Advisory Team to discuss results and themes identified in the comments related to GMAP and performance.

Cyndee

November 2008

Budget Activity: Program 100 – Director’s Office

Purpose: Provide communications leadership and support to the agency

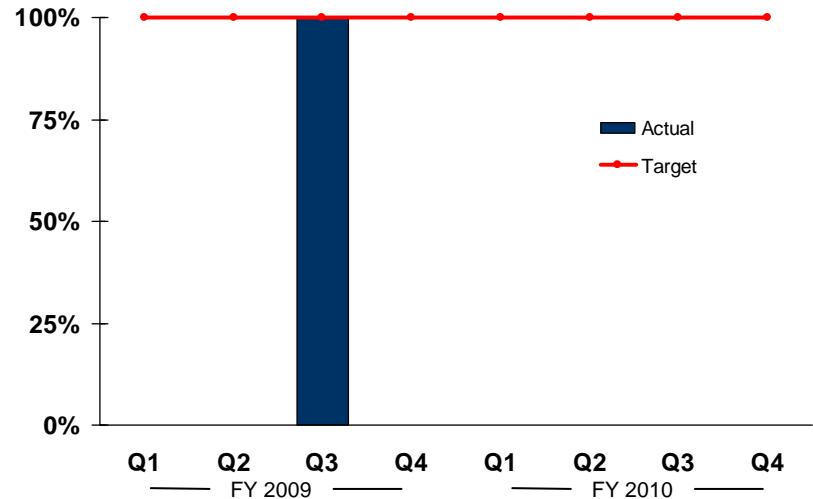
Agency Goal: Provide Bold Leadership and Exceptional Service

Priority of Government: Strengthen the ability of state government to achieve results efficiently and effectively

Analysis:

- From July-Sept, 2008 CTED sent out 7 news releases that were covered in the media

Percent of news releases issued that generate media coverage (output)



Action Plan

Who

Timeframe

Formalize system for routine tracking of news release coverage

Nicole, Penny

November, December 08

Budget Activity: Administration – Director’s Office – Government and Legislative Relations

Purpose: Pass Agency Request Legislation

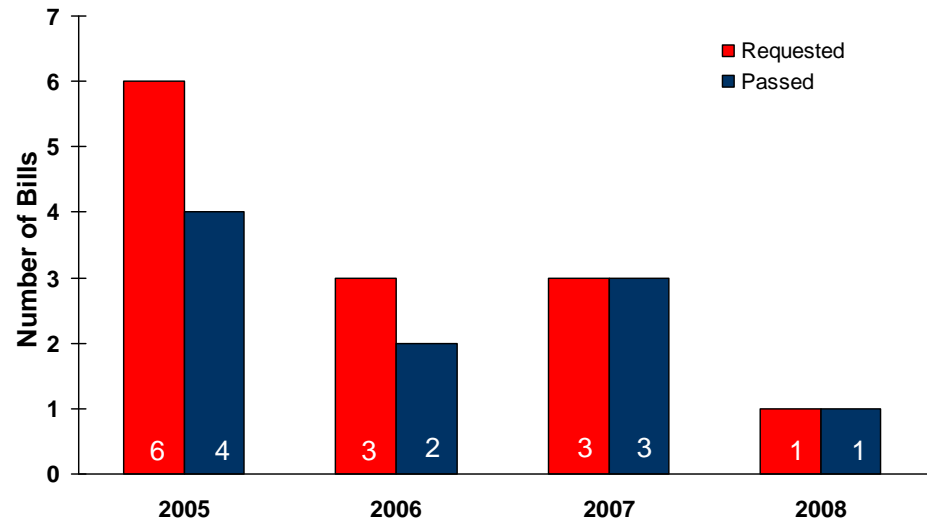
Agency Goal: Supports all five CTED Goals

Priority of Government: Supports various priorities of Government

Analysis:

- Each year one of our agency request bills is the Public Works project list. This has passed every year. In 2007 and 2008 sessions, it was the 5th bill signed.
- Our success is largely determined by the nature of the bill e.g. technical fixes, list approval, funding requests.
- This data does not measure the bills that passed or were “fixed” by G&LR and passed, some of which are sometimes more significant than the agency requests.
- We are averaging a ~70% success rate with agency request legislation.
 - *Data previous to 2005 not available.*

Agency Request Legislation



Action Plan

Develop additional performance measures to evaluate the agency’s legislative activities.

Who

Marie Sullivan & Cyndee Baugh

Timeframe

4th Quarter, FY2008

Budget Activity: Program 100 – Director’s Office

Purpose: Ensure compliance with state and federal rules and regulations.

Agency Goal: Provide Bold Leadership and Exceptional Service

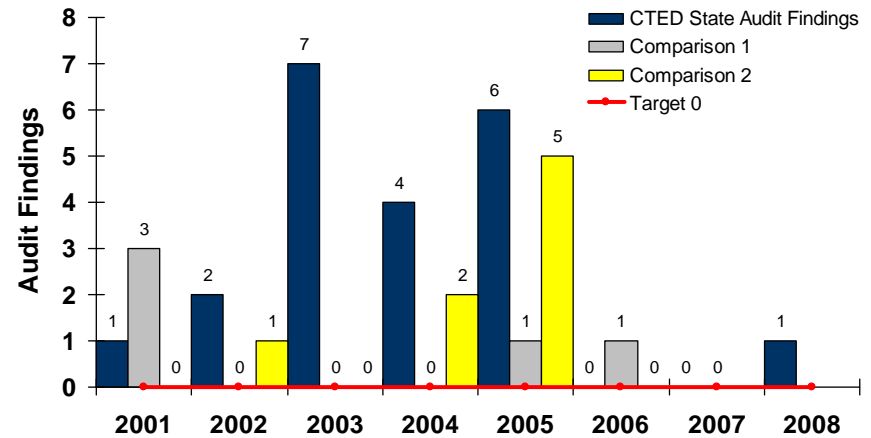
Priority of Government: Strengthen the ability of state government to achieve results efficiently and effectively

Analysis:

- From 2001 – 2005 CTED averaged four audit findings per year.
- 2008 federal audit results will be available later this year.

	State	Federal
2001	0	1
2002	1	1
2003	5	2
2004	2	2
2005	1	5
2006	0	0
2007	0	0
2008	1	?

Number of Audit Findings



Action Plan

Continue to work with agency personnel and State Auditor’s Office to mitigate the impact of audit exceptions to prevent audit findings.

Who

John Thomas

Timeframe

On-going

Budget Activity: Program 100 – Director’s Office

Purpose: Deploy and implement the strategic plan

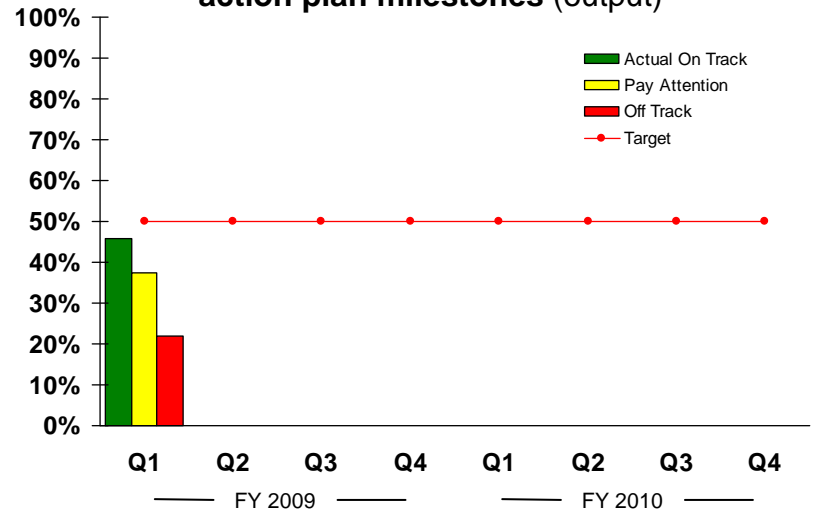
Agency Goal: Provide Bold Leadership and Exceptional Service

Priority of Government: Strengthen the ability of state government to achieve results efficiently and effectively

Analysis:

- 46 strategies support CTED’s eight objectives.
- Action plans were developed in September and are updated monthly (the last Friday of the month). Status is determined by the strategy lead. Objective executive sponsors review and approve.
- The action plan updates will be done in November.
- 1st Quarter
 - 22 strategies are on track
 - 17 strategies are flagged to pay attention
 - 7 strategies are off track
- 26 strategies were identified as needing additional funding to implement. Given the economic downturn, they were not funded.

Percent of strategies that are on track / meeting action plan milestones (output)



Action Plan

Who

Timeframe

Assist the objective executive sponsors with reviewing and updating their strategies and or timeline for implementation

Cyndee Baugh

March 2009