

## Meeting of the Steering Committee on Performance and Outcome Reforms 11/04/09

The Steering Committee on Performance and Outcome Reforms met again on Wednesday November 4, 2009. The committee is charged by the Legislature to develop performance measures for “essential services” within the human services delivery system.

The meeting was chaired by Ramsey County Commissioner Toni Carter. The committee received reports from the sub-groups working on the following tasks: development of a common glossary of terms on performance management; development of a draft work-plan, development of a committee charter, and development of a remedies framework for counties failing to meet performance standards. First, a work-plan was presented to the committee that was characterized as a general document that will be available to the public on the Department of Human Services website. The work plan consists largely of the deliverables legislatively required of the committee. The sub-group will make some revisions to the work plan and bring the document back to the next meeting for adoption. Additionally, the committee anticipates development of a more detailed work-plan as its work continues. Next, the committee reviewed a draft charter which was adopted with minor changes. The charter sets forth the purpose of the committee as well as expectations of members. The committee then reviewed a common glossary of performance management terms to be used by the committee. Finally, the committee discussed a draft proposal on a framework for remedies for counties failing to meet performance standards. The committee emphasized that any punitive measures such as financial penalties or taking away of a service from county administration would be the final step in an accountability process. Additionally, the committee discussed and approved of the need for a remedies framework to revolve around a continuous improvement philosophy. Lastly, the committee did agree that any recommendation on remedies would need to be only a framework and that a more definitive accountability process would be difficult to establish prior to knowing what the program performance standards will be. No framework for remedies was adopted at this meeting and the sub-group developing the framework for remedies will continue to meet and report back to the committee in December.

The next meeting of the Steering Committee will be held on November 4<sup>th</sup> from 1:30 p.m. to 4:30 p. m.