



Performance and Resource Teams (PaRTs) Charter

Purpose. The Performance and Resource Teams (PaRTs) were formed to

- (1) review and direct performance improvements on Strategic Plan measures that affect delivery of services to customers and
- (2) review expenditure projections to ensure that resources are planned wisely to support those services.

The PaRTs are chartered by the Secretary and sponsored by members of her management team. They report monthly to the Secretary and Executive Performance and Resource Team (EPaRT).

Members

Members of the PaRTs are decision makers who represent

- District operations
- District programs
- Zone programs
- Zone resource management
- Information Systems
- Central Office programs
- Central Office budget
- Quality Management

Members of the EPaRT are the Secretary, the Deputy Secretary, the Assistant Secretary for Substance Abuse and Mental Health, the Assistant Secretary for Operations, the Assistant Secretary for Administration and the Chief Information Officer. The budget director and the director of Quality Management shall serve as staff for the EPaRT.

Meetings

The PaRTs meet formally once a month, with ad hoc meetings as needed for problem analysis and resolution. The EPaRT meets monthly to review PaRTs activities and accomplishments. The department meets quarterly to review performance and spending overall. Each zone/the Region also meets on a regular schedule to review performance and spending in the districts.

Guiding Principles

Performance measures and resource use shall be linked to strategic and business plans and should support service delivery in the community.

The agency will adopt and adhere to performance measures that create accountability to customers, management and taxpayers.

The agency will adhere to and enhance its quality management methodology to review performance, assign resources, and improve customer service.

Scope and Responsibilities. In August 2005, the PaRTs, EPaRT, and Implementation Team were established. The PaRTs were tasked to

- Monitor, analyze and report on program performances
- Ensure that program resources are managed effectively and efficiently
- Identify need and strategies for corrective action and monitor implementation impact
- Conduct continuous SWOT environmental analysis
- Report monthly status, progress and issues to executive performance and resource management team
- Identify needed policy and resource changes

The PaRTs are responsible for delivering to the EPaRT and the department

- Monthly performance status report in prescribed format with Quality Improvement and Control (QIC) stories as necessary
- Monthly expenditure projection analysis including proposed budget amendments
- Team actions
- Major issues for EPaRT decision or direction based upon analyses and data-based recommendations
- Information items

The EPaRT is tasked with ensuring that it uses the PaRTs process to protect the vulnerable, promote strong and economically self-sufficient families, and advance personal and family recovery.

The Implementation Team, with staff drawn from several sectors in the department, is charged with developing the tools and training that assist the PaRTs in initiating their review processes. The Implementation Team is entrusted with creating a framework to insure that PaRTs activities are reported within a framework that

- Is consistent with the agency strategic and business plans
- Supports the implementation of Sterling processes and other quality management methods
- Maintains focus on customer service and accountability
- Provides useful information for decision-making to the Secretary and the EPaRT.

Upon completion of the Implementation Team's tasks, members from the Sterling Category 2 (Strategic Planning) and Category 7 Customer-Focused Results workgroups,

Office of Quality Management and the Assistant Secretary for Operations will comprise a steering committee for purposes of providing technical assistance consistent with Sterling criteria.