Program # 72024A - MultStat	Version 2/09/2007 s

Priority:	Accountability	**Lead Agency:**	County Management
Program Offer Type:	Innovative/New Program	**Program Contact:**	Karyne Dargan

Related Programs:

Program Characteristics: One-Time-Only Request

Executive Summary

MultStat is a performance measurement system that allows elected officials, department heads and program managers to use data to increase accountability, to expedite problem solving, and to ultimately improve the performance of Multnomah County. The development and intial implementation of this program is offered as one-time only funding--if the pilot year is successful, annual program offers will be submitted.

Program Description

The history of performance measurement in Multnomah County has been marked by ebbs and flows in the quantity and quality of available data. Currently, Priority Briefs provide timely and accurate workload data for basic needs and safety system measures each month, and all County programs now report outcome based performance measures as part of the annual Priority-Based Budgeting process. In both cases, however, data lacks a formal ongoing and accountable review process which limits opportunities to use the data for service delivery management. The development of a "MultStat" model as a management tool for the County is one possible way to accomplish greater use of performance data to increase accountability, efficiency and transparency.

The goals of the MultStat process are to increase accountability, expedite problem solving, and ultimately improve the performance of government agencies and their service outcomes. MultStat is a structured continuous management process for ongoing review of government agencies' performance indicators measuring use of available resources and delivery of services to the public, with a specific focus upon immediate results. The process is based on the four basic process principles:
  1. Provide timely, accurate and relevant data,
  2. Analyze data and develop effective solutions that respond to emerging issues,
  3. Deploy resources quickly to address issues, and
  4. Relentless follow-up.

MultStat is based on existing best practice which helps government agencies move from performance MEASUREMENT to performance MANAGEMENT. Data about the performance of programs and services will be reviewed by the Chair, an executive leadership team, and department heads on a monthly basis to facilitate timely, data-driven, and collaborative decisions about program management and resource deployment. MultStat will be seamlessly linked to the Priority-Based Budgeting process to further align priorities, budgeting, and results.

Program Justification

The overall goal of MultStat is the same as Accountability Priority 4: to provide reliable information for decision-making, improving results, and reporting results. The program will support the free flow of information to increase transparency and increase the efficiency with which management can make decisions. MultStat also creates a clear vision for government by holding County departments accountable for results.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY05-06)	Current Year Purchased (FY06-07)	Current Year Estimate (FY06-07)	Next Year Offer (FY07-08)
Output	Number of performance measures reported	0	0	0	100
Outcome	Percentage of citizens satisfied with Multnomah County	69.0%	0.0%	73.0%	75.0%
Quality	Usefulness of program to Management Team (1 to 100)	0.0%	0.0%	0.0%	85.0%

Performance Measure - Description

The number of measures will grow quickly after the first year. Citizen satisfaction data is from the annual Citizen Survey. A monthly survey to rate Management satisfaction will be developed if offer is purchased.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2007	2007	2008	2008
Materials & Supplies	$0	$0	$6,338	$0
Internal Services	$0	$0	$155,550	$0
Subtotal: Direct Exps:	**$0**	**$0**	**$161,888**	**$0**
Administration	$0	$0	$0	$0
Program Support	$0	$0	$0	$0
Subtotal: Other Exps:	**$0**	**$0**	**$0**	**$0**
Total GF/non-GF:	**$0**	**$0**	**$161,888**	**$0**
Program Total:	**$0**		**$161,888**	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Program Revenue for Admin	$0	$0	$0	$0
Total Revenue:	**$0**	**$0**	**$0**	**$0**

Explanation of Revenues

Significant Program Changes

Last year this program was: