



Agency Title/Header Area

Agency
Logo

GMAP TEMPLATE: USE THIS AS A GUIDE FOR GMAP PRESENTATIONS,
AND CONSULT WITH GMAP ANALYST OR GMAP OFFICE.

www.accountability.wa.gov

YOUR TITLE PAGE WITH DIVISION/SECTION/UNIT NAME,
AND AGENCY LOGO...

- INCLUDE DATE AND PRESENTER

Focusing Question (What the data shown is trying to answer)

Graph or table area

- Ideally, the graph shows progress toward the target, inc. most recent history and projected progress for next biennium
- Follow the graphing guidelines – keep it simple, no 3-D bars, etc.
- Be sure to give your graph a **TITLE** and note the **time period** for data shown
- Avoid acronyms
- Sometimes two graphs are necessary; sometimes two or more line graphs can be combined into one

Analysis

- Be specific, analyze the issue and the data.
- Share info that isn't obvious from the graph. What is being learned? What story is being told?
- Why is this meaningful in guiding management decisions that will improve performance?
- Note trends and unusual data points as necessary.
- Anticipate questions the leadership team might have and try to answer them.
- Share information that isn't obvious from the graph.

FOCUSING QUESTION: What management, accountability, or performance issue needs attention? Create a question that can be answered with data analysis, so that informed action plans can be made to improve results. **Repeat this slide layout** and use others as necessary so that this GMAP forum tells your intended story.

DATA CHARTING: Use verifiable source of accurate and timely data. Drill down into data based on what initial data tells you, until you exhaust the data's ability to inform your analysis and action planning.

Then choose the type of chart that best displays the data's meaning, and provides the most information in the simplest way; grab people's attention, tell a quick story. Ideally, show past through present performance, and projected future performance with trend line and targets.

ANALYSIS: Be specific, analyze the issue and the data. Share info that isn't obvious from the graph. What is being learned? What story is being told? Why is this meaningful in guiding management decisions that will improve performance? Note trends and unusual data points as necessary. Anticipate questions the leadership team might have and try to answer them. Share information that isn't obvious from the graph.

ACTION PLANS: What specific actions have been taken or are planned to improve performance? Actions should be very specific – who (a person's name) will do what by when. Actions should be measurable over time to determine results are impacted. What help is needed to achieve the goals?

ACTION PLAN	WHO	DUE DATE

- Headlines not labels should describe the most important point of slide
- Headlines font in Arial or Arial Narrow
- Text font in Arial or Times New Roman
- White or light colored background on slides
- Colored text should also be labeled for black and white copies
- Graphs and charts should be clear, concise and labeled correctly

The following slides are based on examples from GMAP Reports presented in a GMAP Forum.

Vulnerable Children

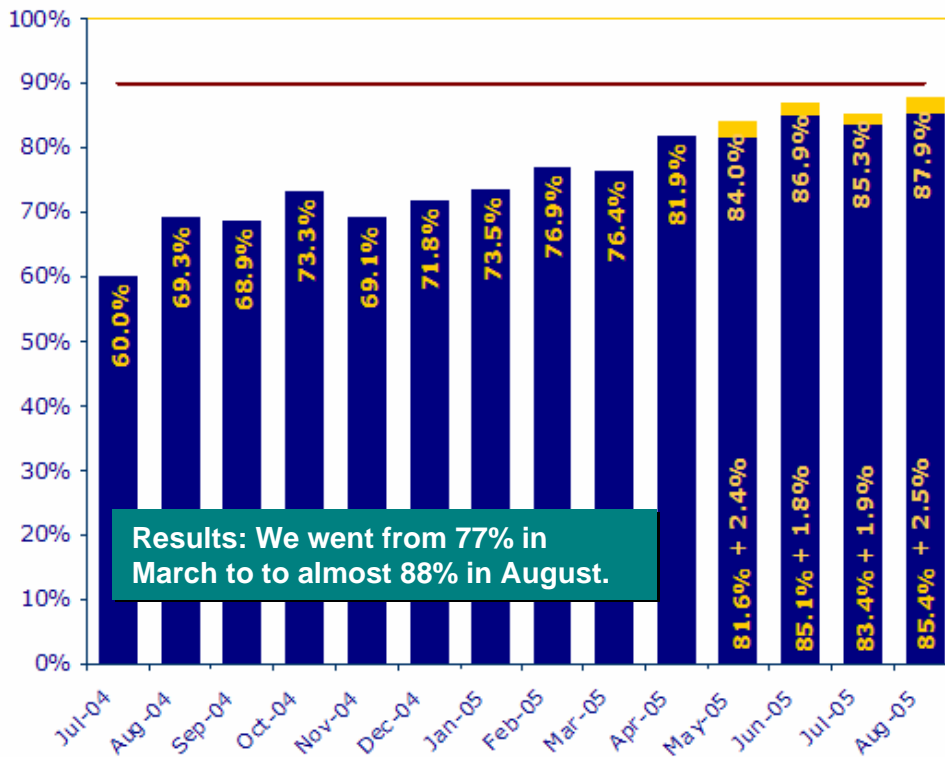
Target: Get to children at highest risk of abuse within 24 hours at least 90% of the time.

Vulnerable Children and Adults GMAP

Children will be safe from abuse and neglect

How quickly do we respond to emergent allegations of abuse or neglect?

Percent of Children in Emergent Referrals Seen or Attempted Within 24 Hours



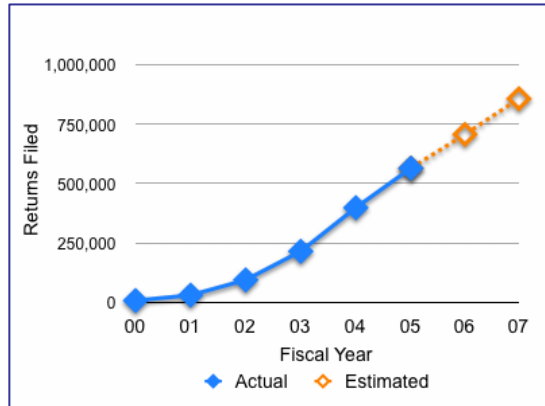
Analysis:

- Improvement in over-all performance since May 2005 implementation
- August performance increased slightly at the same time the new 72-hour non-emergent response was implemented
- Five regions are above 86% performance level
- Two regions reached the 90% Program Improvement goal
- Supports for high performance include stable staffing, experienced supervisors, and management focus on safety

Action Steps:

- Fill vacancies as quickly as possible
- Re-emphasize safety
- Provide additional CAMIS training on documentation of contacts

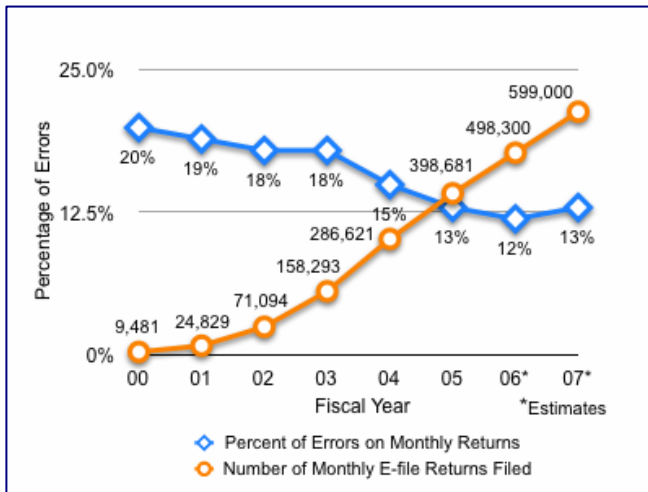
E-file Use Continues to Grow



E-Payments from E-filers



E-file Helps Reduce Monthly Error Rates



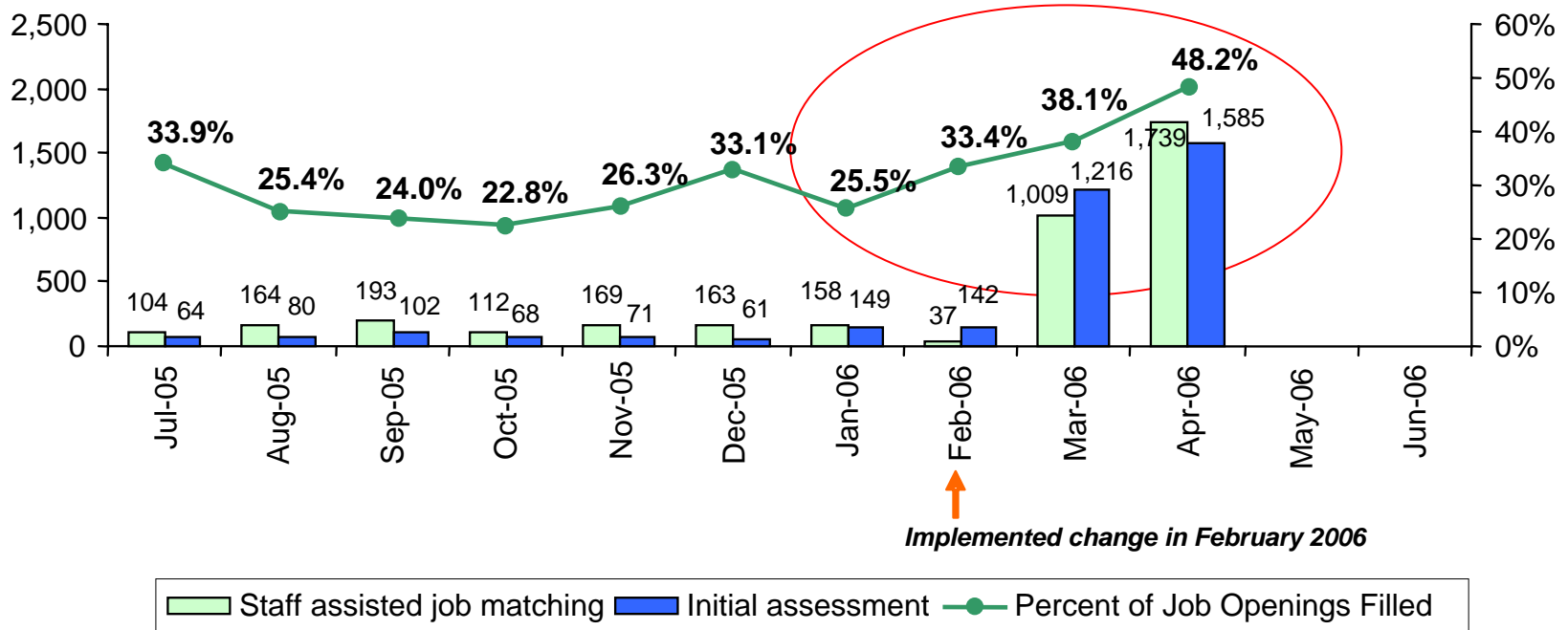
Analysis

More than 550,000 returns, totaling \$4.8 billion were filed electronically in FY05. So far in FY 06, we have received 428,010 e-filed returns. We are on target to meet our FY06 goal of 710,000 returns filed via our website. Approximately 22% of all e-filed returns are submitted outside regular business hours – validating the need to provide online services 24/7.

Actions

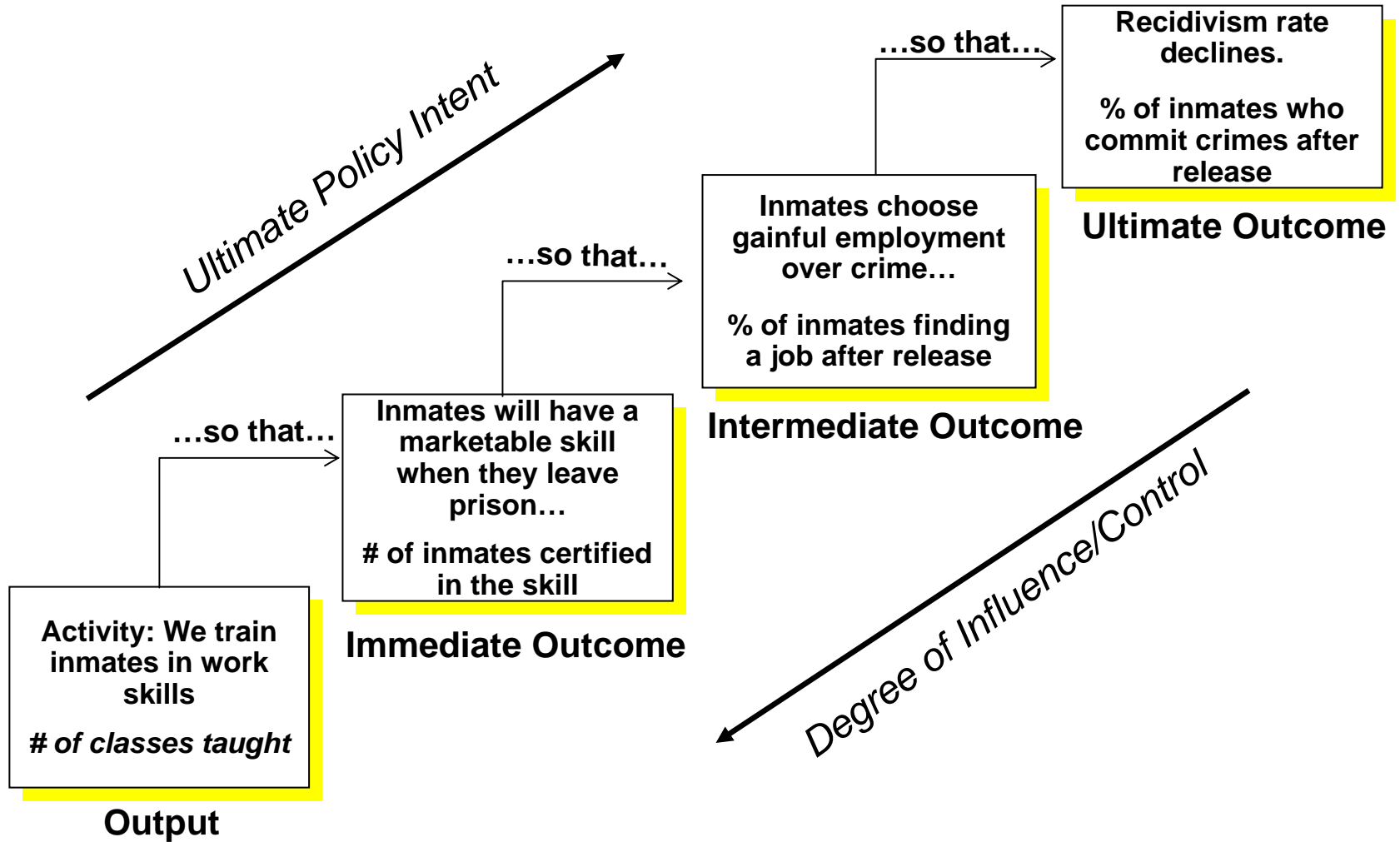
- Expand payment options (in progress)
- Allow taxpayers to file amended returns online (June 2006)
- Redesign E-file and Plain Talk help text (phased approach completed 2007)
- Continue E-file marketing campaign (ongoing)
- Proposed legislation – changing the Electronic Funds Transfer payment due date deadline from 3:00 pm to 12:00 pm to allow more time to file

Pierce County Job Placements Nearly Doubled in 4 Months



Pierce County leads the entire State in Initial Assessments and also has the largest productivity increase in all around service delivery. We are exceeding our YTD jobs openings filled target by 11%.

Department of Corrections Logic Model



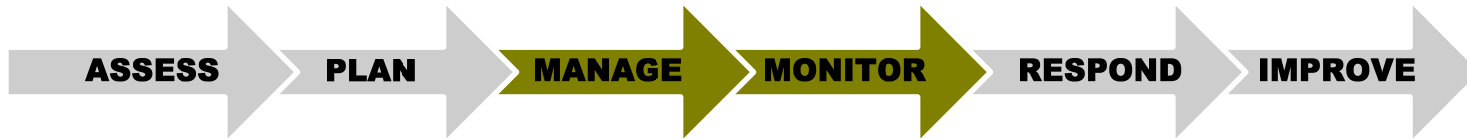
Septic System Action Plan

ACTIONS	Lead	Participants	WHEN
Assure Good Government			
<input type="checkbox"/> Clarify Agency Jurisdiction – Large Systems	DOH, ECY	DOH, ECY, Leg.	2007 Legislature
<input type="checkbox"/> Assure Stable Funding <ul style="list-style-type: none"> ▪ Local Health to have effective O&M; implement management plans ▪ DOH: O&M for large systems, technical assistance ▪ State assistance to small communities & utilities for wastewater planning 	Legislature Legislature Carley - ECY, Snyder - CTED	Governor's Office, Leg. Governor's Office, Leg. DOH, ECY, CTED	2007 Legislature* 2007 Legislature* On-going**
<input type="checkbox"/> Review Effectiveness of Local Health Programs		DOH, LHJs	Every 5 years**
<input type="checkbox"/> Update Large Systems Rule	Guichard, DOH	DOH, SBOH, Stakeholders	7/2009*
<input type="checkbox"/> Develop Septic <i>Tank</i> Rules	Guichard, DOH	DOH, SBOH, Stakeholders	7/2008
<input type="checkbox"/> State Board of Health Rule Updates	Guichard, DOH	DOH, SBOH, Stakeholders	7/2010
Assure Proper Design and Installation			
<input type="checkbox"/> Assure Systems are Designed and Reviewed Properly <ul style="list-style-type: none"> ▪ Evaluate design license effectiveness ▪ Develop design/review checklists and assure consistent quality 	Twiss, DOL Lenning, DOH	DOH, DOL, LHJs, Designers DOH, LHJs, Designers	12/07; every 4 yrs** 2009**
<input type="checkbox"/> Assure Quality Installations <ul style="list-style-type: none"> ▪ Explore state licensure/consistent state exam ▪ Develop consistent final inspection process 	Lenning, DOH	DOH, LHJs, Installers DOH, LHJs, Industry	2009** 2010**
<input type="checkbox"/> Develop and Implement Performance-based Standards for Alternative Technologies	Lenning, DOH	DOH, EPA, others	Initiate 2008**
<input type="checkbox"/> Update Technology Listing and Guidance Documents	Lenning, DOH	DOH, EPA, others	On-going

*Additional resources required under DOH decision package

**Resources required over and above DOH decision package

How will we increase re-entry program participation in prisons?



Prison Programs	WSIPP - Effect on Crime Outcomes (Overall Recidivism)	Return on Investment (per participant)	# of Offenders Released who would benefit from programs	Current Participation		Program Participation Targets					
						Cabinet Strategic Action Plan Target By December 2007		Budget Request Proposal Target By June 2008		Budget Request Proposal Target By June 2009	
Chemical Dependency	-5.7%	\$7,835	4,770	2,385	50%	2,671	56%	2,957	62%	3,816	80%
Correctional Industries	-5.9%	\$9,439	3,035	1,646	54%	1,700	56%	1,821	60%	1,821	60%
Vocational Programming	-9.0%	\$13,738	4,162	1,960	47%	1,960	47%	2,248	54%	2,497	60%
Adult Basic Education	-7.0%	\$10,669	6,243	3,876	62%	3,876	62%	4,370	70%	4,557	73%
Sex Offender Cognitive Behavior Treatment	-7.0%	(\$3,258)	581	142	24%	198	34%	300	52%	400	69%
Cognitive Behavioral Therapy / Mental Health	-6.3%	\$10,299	8,324	663	8%	832	10%	5,411	65%	6,659	80%

ACTION PLAN		WHO	DUE
1	Increase CD treatment provider treatment time with offenders by transferring administrative duties to Correctional Specialist at SCCC.	Patty Noble-Desy	10/23/2006
2	Increase CD treatment provider treatment time with offenders by transferring technical duties of educational lectures and running meetings to technical job class being piloted at SCCC.	Patty Noble-Desy	10/23/2006
3	Complete ongoing research of reasons for CD contractor staff turnover of 18%. Complete a proposal for replacing some contract state with staff staff.	Patty Noble-Desy	12/30/2006
4	Conduct quarterly compliance review with State Board of Community and Technical Colleges, to redistribute underutilized program hours to programs and locations of higher demand.	Michael Paris	1/31/2007
5	Conduct analysis on family centered connections/programs, and develop a proposal for wrap-around services for families preparing for offender releases.	Alice Payne	2/28/2007