

# Auditing and Evaluating Government Program Performance

Use Performance Information to Drive Decisions and Promote Accountability



## Featuring Two Interactive Courses:

### Course 1: Audit Performance Information

- Develop relevant program measures that align with agency objectives
- Improve data quality systems with best practice performance auditing standards

### Course 2: Program Evaluation

- Receive the latest updates on the state of program evaluation in the Obama Administration
- Understand the key steps to build an evaluation system within your organization

Eliminate Ideological Performance Goals and Replace Them with Goals Based on Citizen Feedback

[www.PerformanceWeb.org/Audit](http://www.PerformanceWeb.org/Audit)

# Auditing and Evaluating Program Performance

## Course One: Audit Performance Information

### Day One: Monday, October 26, 2009

8:30

Conference Registration & Continental Breakfast

9:00

#### Design Performance Measures That Management Can Actually Use

- Learn how to develop well written goals, objectives and measures
- Understand the advantages and disadvantages of various data sources
- Evaluate data collection costs

#### Create Reliable, Timely and Useful Performance Measurement Systems in Government

- Learn techniques for measuring hard to measure outcomes
- Develop a performance measurement system that accounts for goals, measures and key outputs
- Communicate the essential steps necessary to ensure the quality of your data

#### Validity, Verification and Data Quality Standards

- Understand how data reflects programmatic outcomes
- Explore benefits of the development of data methodologies and auditing techniques to improve performance systems
- Improve data quality systems consistent with best practice performance auditing standards

12:00

Lunch Break

1:00

#### Establish Common Measures, Definitions and Reporting Standards

- Standardize data across program managers
- Audit and detect inconsistencies in performance information
- Adhere to reliability and relevancy standards of information

#### Examine the Quality of Data Sources and Evaluate Costs and Benefits of Individual Measurements

- Define the measures used in management decisions
- Assess data collection and reporting and evaluation costs
- Examine the quality of data sources

#### Create a Comprehensive Maturity Model for Auditing Performance Information

- Set a quality threshold for performance information
- Streamline the number of performance measures
- Use measures to drive a change in government

4:00

Day One Adjourns

## Course One: Continued

Day Two: Tuesday, October 27, 2009

8:30

Continental Breakfast

9:00

### Assess the Strengths, Weaknesses and Changes Needed to Implement an Effective Performance Management Program

- Identify best practices for institutionalizing your program initiatives
- Learn to communicate a performance message to key stakeholders
- Review the current performance reporting mandates and best practices

### Develop Relevant Program Measures that Align with Agency Objectives

- Learn the various criteria that can be used to determine measure relevancy
- Identify measures that provide a complete picture of program activities
- Explore updates on the latest OMB guidelines for data quality standards

12:00

Lunch Break

## Who Should Attend:

- Government Auditors
- Inspectors General
- Program Managers
- Project Managers
- Program Analysts
- Strategic Planners
- Division Managers
- Program Planners
- City and County Executives
- IT Managers

## Top 5 Reasons to Attend:

1. **Examine** Obama's plan to "fundamentally reconfigure" the Program Assessment Rating Tool
2. **Examine** the different types of program evaluation and how to use them
3. **Understand** the relationships between performance auditing, performance measurement, program evaluation and organizational learning
4. **Determine** program relevancy to the agency's mission
5. **Use** evaluation methods to discover program strengths and weaknesses



## Become

### A Certified Government Performance Manager:

#### Advance Your Career

Education and professional certification are becoming necessary for promotion and requirements for coveted positions. In the Certified Government Performance Manager program, you will acquire the skills and tools to make you the lead performance management resource for your organization.

#### Meet New Certification Requirements

To hold a position as a performance manager in government you must demonstrate compliance with new skills sets required by OMB and Congress. Receiving your certificate is one key way to demonstrate your skills.

#### Customize a Program to Fit Your Needs

Working with Institute training managers, you can select courses that will have direct application and impact to your work.

For more information about certification, please contact Melvin Hall at 202-739-9630 or [Melvin.Hall@PerformanceInstitute.org](mailto:Melvin.Hall@PerformanceInstitute.org)

## Course One: Continued

### Day Two, Continued: October 27, 2009

1:00

#### Performance Auditing as a Tool to Improve Government Accountability

- Learn updates on performance auditing guidelines and standards
- Explore various standards used in conducting performance audits
- Learn how to develop audit findings

#### Force Manager-Auditor and Stakeholder Relationships to Improve Performance Measurement Quality

- Establish beneficial auditor-manager relationships
- Learn to express the value of auditing to program managers
- Define strategies for improving the quality of program partnerships

#### Devise Performance Measures Consistent with Data Quality and Audit Standards

- Align performance goals and measures with agency data systems
- Address validity in the strategic design of your system
- Incorporate data standards into the strategic architecture of your performance measurement system

4:00

Day Two Adjourns

## Course Two: Program Evaluation

Day One: Wednesday, October 28, 2009

8:30

Registration & Continental Breakfast

9:00

### Set the Stage for the Program Evaluation Framework

- Examine the Obama Administration's focus and mandates for data collection, reporting and use of findings
- Understand the relationship between evaluation and performance auditing, performance measurement, program evaluation and organizational learning
- Establish a common framework on basic evaluation terms

### Phase One of Learning Approach to Evaluation: Focus the Inquiry

- Review the impetus for evaluation
- Understand the organization's context
- Develop the logic model

12:00

Lunch Break

1:00

### Phase One of Learning Approach to Evaluation: Focus the Inquiry (continued)

- Clarify the purpose of the evaluation
- Develop the evaluation's key questions
- Think explicitly about the use of findings

### Phase Two of Learning Approach to Evaluation: Carry out the Inquiry

- Develop and implement the evaluation plan

4:00

Day One Adjourns

## Trainer Biography

**Stuart S. Grifel,**  
Managing Partner for Intellect  
Government Systems, L.L.C.

Stuart S. Grifel is Managing Partner for Intellect Government Systems, L.L.C. Intellect Government Systems is focused on the development of software that enables governments to be more effective and to better manage scarce resources. Prior to that he was an Audit Supervisor for Broward County, Florida and Audit Supervisor and Corporate Internal Auditor for the City of Austin, Texas, where one of his key responsibilities were certifying the reliability of departments' performance measures. Mr. Grifel has over 25 years experience in government performance measurement, operations reviews, performance auditing, and productivity improvement. Mr. Grifel co-authored the book "Auditor Roles in Government Performance Measurement: A Guide to Exemplary Practices at the Local, State, and Provincial Levels" The Institute of Internal Auditors (2004).



## Trainer Biography

### Rosalie Torres, Ph.D.

Rosalie Torres is a recent board member of the American Evaluation Association. She serves on the editorial boards of major evaluation journals and served as the staff director for the 1994 revision of the Joint Committee's Program Evaluation Standards.

She has taught graduate level research and evaluation courses at several universities, and routinely conducts workshops on various topics related to evaluation practice. She has authored/co-authored numerous books and articles articulating practice-based theories of evaluation use; the relationship between evaluation and individual, team, and organizational learning; and effective strategies for communicating and reporting evaluation findings. Among them are: *Evaluation Strategies for Communicating and Reporting: Enhancing Learning in Organizations*, 2nd edition (Sage, 2005), and *Evaluative Inquiry for Learning in Organizations* (Sage, 1999).

## Course Two: Continued

### Day Two: Thursday, October 29, 2009

8:30

Continental Breakfast

9:00

#### Phase Three of Learning Approach to Evaluation: Apply Learning

- Interpret the data and develop communications and reports
- Support the action plan based on evaluation findings
- Monitor and provide feedback on actions taken

#### Build an Evaluation System Within Your Organization

- Gather and review information about organization's mission, purpose, strategic plan, structure and staffing
- Diagnose status of organization's infrastructure critical to organizational learning and design of evaluation system
- Reach shared understanding on the organization's overall theory of change

12:00

Lunch Break

1:00

#### Build an Evaluation System Within Your Organization (continued)

- Use theory of change and logic models to identify inquiry questions for informing organizational improvement and success
- Identify additional measures needed and complete plan for data collection, analysis, reporting and use
- Implement and evaluate the evaluation system

4:00

Conference Adjourns

## Sponsorship Opportunities:

As a conference and training provider, The Performance Institute is an expert in bringing together leaders to share and discuss best practices and innovations. We connect decision-makers with respected solution providers.

The Institute offers four different pre-designed sponsorship packages:

- Event Co-Sponsor
- Session Sponsor
- Luncheon Sponsor
- Exhibit Booth Sponsor

For more information on sponsorships or to get started, contact Jessica Ward at 202-739-9707 or [Jessica.Ward@PerformanceInstitute.org](mailto:Jessica.Ward@PerformanceInstitute.org)

## In-House Training

One of the more popular vehicles for accessing the Institute's educational offerings is the delivery of on-site trainings and management facilitations. Bringing a training or facilitation in-house gives you the opportunity to customize a program that addresses your exact challenges and provides a more personal learning experience, while virtually eliminating travel expenses. Whether you require training for your department or for an organization-wide initiative, the advanced learning methods employed by The Performance Institute will create an intimate training atmosphere that maximizes knowledge transfer to enhance the talent within your organization.

### Customization:

We realize that not all obstacles can be overcome by applying an "off-the-shelf solution". While many training providers will offer you some variation of their standard training, The Performance Institute's subject matter experts will work with you and your team to examine your programs and determine your exact areas of need. The identification of real life examples will create a learning atmosphere that resonates with participants while at the same time providing immediate return on your training investment. Using interactive exercises that employ actual projects or scenarios from your organization, instructors can address specific challenges and align the curriculum of each session to your objectives. While the majority of on-site trainings are focused on smaller groups, The Performance Institute also has the ability to accommodate organizational-wide training initiatives. Utilizing multiple instructors, The Institute has the capacity to deliver courses to groups of up to 300 participants per day.

### Areas of expertise:

On-site delivery of single courses, certification programs and entire packages of specialized courses are available in the following areas:

- Strategic Planning
- Performance Measurement
- Project Management
- Lean Six Sigma
- Workforce Management
- Performance-Based Budgeting
- Performance-Based Contracting
- Performance Reporting
- Program Evaluation
- Administrative Management
- Leadership and Change


For more information about in-house training options available to you, please contact Jennifer Mueller at 202-739-9619 or [Jennifer.Mueller@PerformanceInstitute.org](mailto:Jennifer.Mueller@PerformanceInstitute.org).

# Auditing and Evaluating Program Performance

## Logistics & Registration

### VENUE & HOTEL

Auditing and Evaluating Program Performance will be held at The Performance Institute's Training Center in Arlington, VA, just one block east of the Courthouse Metro stop on the Orange Line. A public parking garage is located inside of the building for \$10 per day.

 ● The Performance Institute  
1515 North Courthouse Rd., Suite 600  
Arlington, VA 22201  
703-894-0481

A limited number of rooms have been reserved at the Arlington Rosslyn Courtyard by Marriott at the prevailing rate of \$233 until September 25. This rate is based on the Government Per Diem and is subject to change. Please call the hotel directly and reference code "Audit and Evaluate Program Performance" when making reservations to get the discounted rate. The hotel is conveniently located three blocks from the Rosslyn Metro station. Please ask the hotel about a complimentary shuttle that is also available for your convenience.

 ● Arlington Rosslyn Courtyard by Marriott  
● 1533 Clarendon Blvd.  
Arlington, VA 22209  
Phone: 703-528-2222 / 1-800-321-2211  
www.courtyardarlingtonrosslyn.com

### TUITION & GROUP DISCOUNTS

The tuitions rate for Auditing and Evaluating Program Performance are as follows:

Offerings	Early Bird Rate	Regular Rate
Audit Performance Information	\$999	\$1099
Program Evaluation	\$999	\$1099
Attend Both and Save!	\$1599	\$1699

\*Register before August 17 and receive an Early Bird Discount

For more information on group discounts for Auditing and Evaluating Program Performance, please contact Melvin Hall at 202-739-9630 or Melvin.Hall@PerformanceInstitute.org

#### Cancellation Policy:

For live events: The Performance Institute will provide a full refund less \$399 administration fee for cancellations four weeks before the event. If cancellation occurs within two weeks prior to conference start date, no refund will be issued. Registrants who fail to attend and do not cancel prior to the event will be charged the entire registration fee.

For webinars: The Performance Institute will provide a full refund less \$50 administrative fee for cancellations four weeks before the event. If cancellation occurs within two weeks prior to conference start date, no refund will be issued. Registrants who fail to attend and do not cancel prior to the meeting will be charged the entire registration fee.

All the cancellation requests need to be made online. Your confirmation email contains links to modify or cancel registrations. Please note that the cancellation is not final until you receive a written confirmation.

Payment must be secured prior to the conference. If payment is not received by the conference start date, a method of payment must be presented at the time of registration in order to guarantee your participation at the event.

#### Discounts

- All 'Early Bird' Discounts must require payment at time of registration and before the cut-off date in order to receive any discount.
- Any discounts offered whether by The Performance Institute (including team discounts) must also require payment at the time of registration.
- All discount offers cannot be combined with any other offer.
- Discounts cannot be applied retroactively

#### Quality Assurance:

The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to:

The Performance Institute: Corporate Headquarters  
805 15th Street NW, 3rd Floor  
Washington, D.C. 20005

Note: As speakers are confirmed six months before the event, some speaker changes or topic changes may occur in the program. The Performance Institute is not responsible for speaker changes, but will work to ensure a comparable speaker is located to participate in the program.

If for any reason The Performance Institute decides to cancel this conference, The Performance Institute accepts no responsibility for covering airfare, hotel or other costs incurred by registrants, including delegates, sponsors and guests.

### REGISTRATION

1. ONLINE at [www.PerformanceWeb.org/Audit](http://www.PerformanceWeb.org/Audit)
2. VIA FAX to 866-234-0680
3. VIA PHONE to 877-992-9521
4. VIA MAIL to 805 15th Street NW, 3rd Floor, Washington, D.C. 20005

- Yes! Register me for Auditing and Evaluating Program Performance
- Register me for the following course only:
  - Course 1: Auditing Performance Information
  - Course 2: Program Evaluation
- Please call me. I am interested in a special Group Discount for my team

#### Delegate Information

Name \_\_\_\_\_ Title \_\_\_\_\_

Office \_\_\_\_\_ Organization \_\_\_\_\_


Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

#### Payment Information

- Training Form/Purchase Order
- Check (accepted by mail only)
- Credit Card 

Credit Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Name on Card \_\_\_\_\_ 3 Digit Card verification # \_\_\_\_\_

Billing Zip Code \_\_\_\_\_

Please make checks payable to: The Performance Institute

Priority Code: P724-WEB