

**DEPARTMENT
of
MANAGEMENT
PERFORMANCE
REPORT**

**Performance Results
Fiscal Year 2010**

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INTRODUCTION

The Iowa Department of Management (DOM) is pleased to present our Performance Report for fiscal year 2010 (July 1, 2009 - June 30, 2010). This report contains information about the services DOM provided over the past fiscal year. This document is provided pursuant to Iowa Code section 8E.210, which requires agencies to report on performance. The report includes an agency overview, templates providing details about key results areas and a spreadsheet that provides all of our FY 2010 performance plan measures and results by core function and service, product or activity (SPA).

AGENCY OVERVIEW

Mission: The Department of Management (DOM) leads enterprise budgeting and performance and accountability systems so that Iowans receive the highest possible return on public investment.

Guiding Principles

- Collaborative Leadership
- Long Range Thinking
- Customer Focus
- Data-Based Decisions
- Employee Participation
- Continuous Improvement
- Results Orientation

Core Functions

- Enterprise Resource Management
- Local Government Assistance
- Adjudication

Key Services, Products and Activities

DOM's key services, products and activities include:

- State budget development and oversight
- Governance system guidance, technical assistance and oversight – Accountable Government Act (AGA) including strategic and performance planning, Results Iowa and performance auditing
- Lean/process improvement initiatives
- Policy development and analysis
- Revenue estimating and economic forecasting
- Community empowerment coordination
- Enterprise project management
- State Appeal Board administration
- Local government budget certification and support
- Utility tax replacement administration
- Collective bargaining support

Customers

DOM's services and products are delivered to diverse customer groups. Some customers are internal to state government and some are external. Internal customers include all state agencies, the Office of the Governor, the legislature and staff, other elected officials and the judicial branch. External customers include Iowa residents and taxpayers, local governments, local community empowerment groups, the state empowerment board, state appeal board claimants, media and state employee labor organizations.

Organizational Structure

DOM is structured into two divisions- State and Local Budget and Performance Results. DOM began FY 10 with 31 employees. Budget reductions in December of FY 10 resulted in a

reduction in force within DOM, leaving the department with 26 employees. The department ended FY 10 with 23 employees, as 3 employees retired under the State Employee Retirement Incentive Program.

Operations Budget

DOM was appropriated \$2,811,511 from the General Fund in FY 10 to support the general operations of the department. A 10% across the board cut reduced the original GF appropriation by \$281,151. Additional support for the operations of the Department was received in the form of a \$200,000 General Fund supplemental appropriation and a \$200,000 appropriation from the Federal Recovery and Reinvestment Fund to assist in the administration of the federal American Recovery and Reinvestment Act (ARRA) monies received by Iowa. The Department also received a \$56,000 appropriation from the Road Use Tax Fund which supports the work done on behalf of the Iowa Department of Transportation. The Community Empowerment Office, which falls under the control of the department, is operated on funding transferred from the Iowa Department of Education. Funding to support the general operations of the Community Empowerment Office totaled \$447,968 in FY 2010.

KEY RESULT TEMPLATE

CORE FUNCTION

Name: Enterprise Resource Management

SERVICES/PRODUCTS/ACTIVITIES

Name: Planning and Accountability

Description: This SPA addresses many areas of the Accountable Government Act (AGA) including coordination of enterprise and agency strategic planning, performance planning, performance measurement and performance audits (assessments).

Why we are doing this: To help set strategic direction, provide for accountability and results and enable state government to achieve the most value for Iowans.

What we're doing to achieve results:

During FY 10, DOM's planning and accountability efforts focused primarily on collaborating with state agencies and Public Works LLC to identify and implement opportunities for efficiencies and cost savings. The efficiency review yielded 90 recommendations which were identified in the December 2009. "Iowa Efficiency Review" report. More than half of the recommendations from the report were incorporated into the state government reorganization bill, Senate File 2088, passed by the legislature and signed into law by the Governor. Executive Order 20 (EO 20) directed DOM to take the lead in working with DAS and other state agencies to implement the 39 Efficiency Review recommendations that did not require legislative action. An initial report on EO 20 implementation was submitted to the Governor in June 2010.

DOM continued to provide guidance and technical assistance to departments in developing and updating their strategic plans, performance plans and measures. Some of the notable guidance and technical assistance efforts during FY 10 included assistance with strategic planning efforts within the departments of Commerce (Utilities Board) Economic Development and Workforce Development.

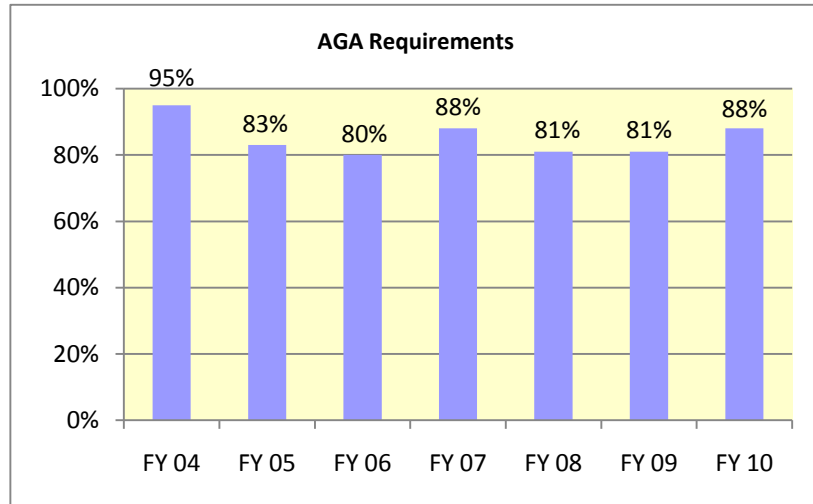
DOM continued to be responsible for oversight of ARRA funds flowing into state government. DOM continued to develop and maintain the database to track Recovery Act funds in Iowa and worked with state agencies to collect and organize information in the database. Information from the database was used to help create visual displays related to the receipt and disbursement of funds on the state's ARRA website www.Recovery.Iowa.gov. The database also served as the data source for required quarterly reports to the federal government.

Results

Performance Measure:
Percent of agencies that meet established AGA requirements

Performance Target:
100%

Data Sources: DOM



Why we are using this measure: To document whether agencies are meeting the statutory requirements of the AGA.

What was achieved: Most departments are complying with the AGA requirements by utilizing the performance tools to manage, monitor and improve agency performance. DOM will continue to work with departments to improve the value of planning and measures as effective management tools

KEY RESULT TEMPLATE

Core Function

Name: Adjudication (State Appeal Board)

Description: DOM coordinates and processes the State Appeal Board claims to make sure they are filed properly within the limits and guidelines established by Iowa Law under Chapters 25 and 669. DOM notifies the claimants (the public and state agencies) of the Board's decisions and then the amount of the award is disbursed if entitled.

Why are we doing this: To meet statutory requirements and provide oversight and statewide consistency

What were doing to achieve results DOM is improving performance by streamlining processes and applying technology as appropriate.

Results

Performance Measure:

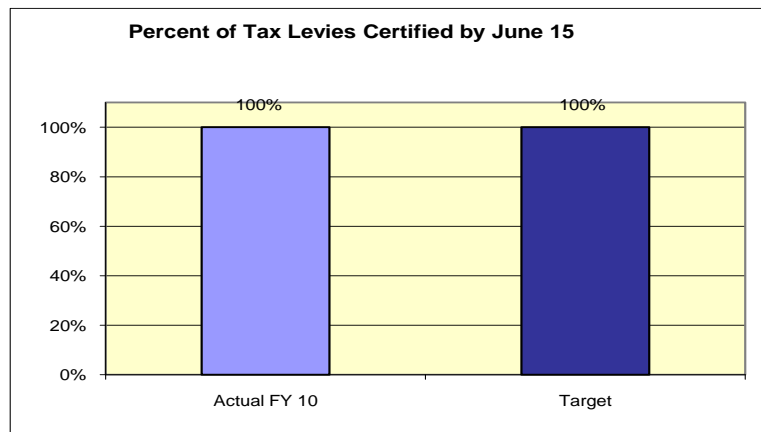
% of cases resolved within 6 months of filing

Performance Target:

80%

Data Sources:

DOM



Data reliability: An independent audit by KPMG is conducted each fiscal year.

Why we are using this measure: To ensure efficient, timely, accurate processing of cases.

KEY RESULT TEMPLATE

SERVICES/PRODUCTS/ACTIVITIES

Name: State Appeal Board

Description: DOM coordinates/ processes State Appeal Board claims to ensure proper filing within limits/guidelines of Code Chapters 25 and 669.

Why we are doing this: To meet statutory requirements and to serve as the central point of contact when submitting claims against the State of Iowa.

What we're doing to achieve results: DOM is improving performance by streamlining processes and applying technology as appropriate.

Results

Performance Measure

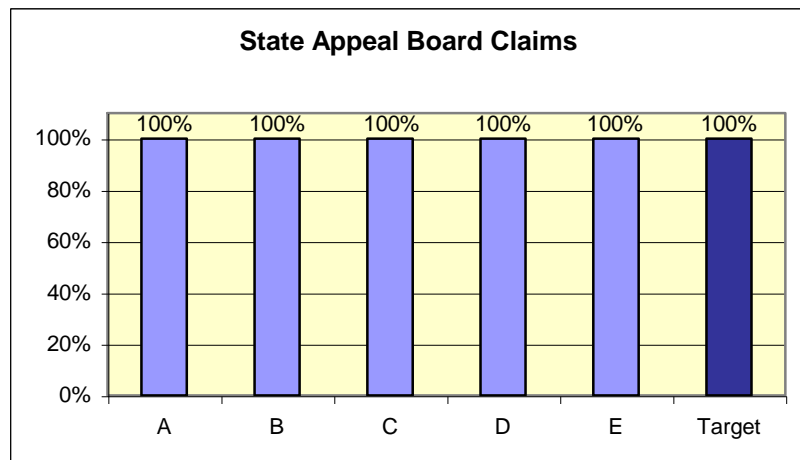
- A. % of requests for SAB information delivered within 7 days
- B. % of requests for SAB information delivered accurately
- C. % of SAB claims processed within 3 weeks
- D. % of SAB claims processed accurately
- E. % of SAB budget appeal hearings held by April 30

Performance Target:

100%

Data Sources:

DOM



Data reliability: An independent audit conducted by KPMG during each fiscal year

Why we are using this measure: Agencies, individuals, legislators, general public rely on the timely and accurate work that DOM performs with regard to the State Appeal Board

What was achieved: Claims were filed timely and within the guidelines of Iowa law.

KEY RESULT TEMPLATE

CORE FUNCTION

Name: Local Government Assistance

Description: DOM certifies local government property tax levies. DOM assists local governments in meeting statutory requirements related to budgets, valuations, annual reporting, Tax Increment Financing (TIF) reporting, and utility replacement taxes.

Why we are doing this: To meet statutory requirements and to provide a central point of contact providing oversight and statewide consistency.

What we're doing to achieve results: DOM is improving performance by streamlining processes and applying technology as appropriate.

Results

Performance Measure:

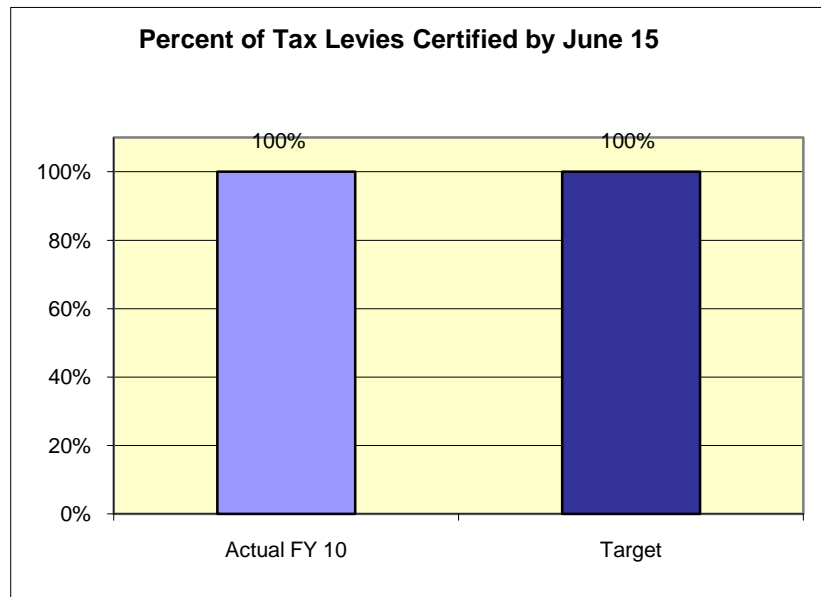
% of tax levies certified by June 15.

Performance Target:

100%

Data Sources:

DOM



Data reliability: Independent audit by State Auditor's Office.

Why we are using this measure: Taxpayers, county auditors, legislators, local governments, and the business community rely on DOM's timely and accurate work with regard to property tax certifications, local budgets, school aid, annual reports, property valuations, and utility replacement taxes.

What was achieved: DOM continued to meet the June 15 statutory certification deadline.

KEY RESULT TEMPLATE

SERVICE/ PRODUCT/ ACTIVITY

Name: Local Government Budgets

Description: DOM certifies local government property tax levies, processes local government budgets, collects and aggregates statewide property valuations, computes and distributes utility replacement tax billing data, processes annual county reports, processes TIF reports, and determines the amount and distribution of school foundation aid. This includes preparing forms, preparing state and local government software, preparing instructions, and providing extensive local government training and assistance geared to help in the understanding of the processes and reporting requirements.

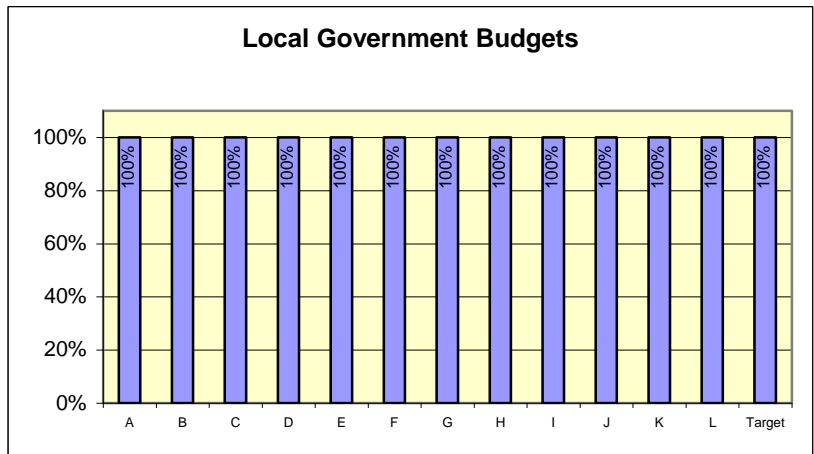
Why we are doing this: To meet statutory requirements, to provide oversight and statewide consistency in these complex functions, and to serve as an independent central repository for budget and valuation information.

What we're doing to achieve results: DOM is improving performance by streamlining processes and applying technology as appropriate.

Results

Performance Measure:

- A. % of city requests for budget materials that are timely
- B. % of city requests for budget materials that are accurate
- C. % of city government rates certified by June 15
- D. % of accurate property valuations on file
- E. % of utility tax replacement tax data delivered to the counties accurately
- F. % of utility tax replacement tax data delivered to the counties timely
- G. % of county budget annual report materials delivered timely
- H. % of county budget annual report materials delivered accurately
- I. % of county government rates certified by June 15
- J. % of school aid payments that are accurate
- K. % of school aid payments that are timely
- L. % of school district rates certified by June 15



Performance Target:

100% is the target for all 12 measures

Data Sources: DOM

Data reliability: Independent audit by State Auditor's Office.

Why we are using this measure: Local government customers rely on the timely and accurate work that DOM performs with regard to local budgets, property tax rates, school aid, annual reports, property valuations, and utility replacement taxes.

What was achieved: DOM has consistently the 100% target. Those relying on our products/services/activities are better able to meet their responsibilities.

AGENCY PERFORMANCE PLAN RESULTS FY 2010

Name of Agency: DEPARTMENT OF MANAGEMENT			
Agency Mission: Lead enterprise planning and coordinate enterprise systems so lowans receive the highest possible return on public investment.			
Core Function: Enterprise Resource Management			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
% of time the State of Iowa maintains the AA+ credit rating	100%	100%	Standard and Poors highest rating is AAA Data Source: Standard and Poors
Service, Product or Activity: Planning & Accountability			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
% of agencies that meet established AGA requirements (Strategic Plans, Performance Plans, Link to Enterprise Plan and Performance Measures, Performance Reports)	100%	88%	See Key Results Template
Number of new and ongoing Lean Projects achieving improved efficiencies	50	21	Staffing reductions included elimination of the FTE dedicated to Lean efforts. DOM entered into an agreement with DED to provide Lean technical assistance to state agencies.
Average number of unique visitors to Results Iowa website monthly	2000	1903	Staffing reductions limited DOM's ability to update the Results Iowa site

Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
% of time budget system operational and accessible to departments for budget submission	100%	100%	What Occurred: Budget system was accessible for 100% of time during budget submission timeframe June 1-October 1. Data Source: DOM
% of agencies that submit budget on time (Oct. 1)	100%	100%	What Occurred: All agencies submitted budgets by the statutory deadline. Data Source: DOM
% Governor's recommendations delivered to the legislature on time (Feb 1)	100%	100%	What Occurred: Governor's recommendations were delivered in mid January and within the statutory time frame. Data Source: DOM
% of bill summaries/legislative action completed by IGOV deadline	100%	100%	What Occurred: All bill summaries/legislative action requests from IGOV were completed timely by DOM. Data Source: DOM

Core Function: Adjudication			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
% of SAB cases resolved within 6 months	80%	80%	See Key Results Template
Service, Product or Activity: State Appeal Board			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
% of requests for SAB information delivered within 7 days	100%	100%	See Key Results Template
% of requests for SAB information delivered accurately	100%	100%	See Key Results Template
% of SAB claims processed within 3 weeks	100%	100%	See Key Results Template
% of SAB claims process accurately	100%	100%	See Key Results Template
% of SAB budget appeal hearings held by April 30	100%	100%	See Key Results Template

Core Function: Local Government Assistance			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
% of tax levies certified by June 15	100%	100%	See Key Results Template
Service, Product or Activity: Local Budgets			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
A. City Budgets			
% of city requests for budget materials that are timely	100%	100%	See Key Results Template
% of city requests for budget materials that are accurate	100%	100%	See Key Results Template
% of city government rates certified by June 15	100%	100%	See Key Results Template
B. Property Valuations			
% of accurate property valuations on file	100%	100%	See Key Results Template
C. Utility Tax Replacement			
% of utility tax replacement tax data delivered to the counties accurately	100%	100%	See Key Results Template
% of utility tax replacement tax data delivered to the counties timely	100%	100%	See Key Results Template
D. School Budgets			
% of school aid payments that are accurate	100%	100%	See Key Results Template
% of school aid payments that are timely	100%	100%	See Key Results Template
% of school district rates certified by June 15	100%	100%	See Key Results Template

Core Function: Education			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Service, Product or Activity: Community Empowerment			
% of parents receiving Community Empowerment family support reporting an increase in confidence and compliance in parenting abilities	80%	80%	
% of preschool-age children receiving Community Empowerment preschool support that demonstrate age appropriate skills	75%	87%	
% of Community Empowerment budgets reviewed at the state level within 10 working days	90%	91%	
% of contracts in place with Community Empowerment areas by August 1	98%	93%	