POLICY

QUALITY MANAGEMENT, ACCOUNTABILITY, AND PERFORMANCE

REVIEW/REVISION HISTORY:

Effective: 5/19/00
Revised: 12/20/02
Revised: 1/21/03
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Reviewed: 2/1/10
Revised: 10/16/13
Revised: 3/13/17

SUMMARY OF REVISION/REVIEW:

Major changes to reflect establishment of Results DOC and current practices. Read carefully!

APPROVED:

Signature on File 3/7/17

JODY BECKER-GREEN, Secretary Date Signed
Department of Corrections
REFERENCES:

DOC 100.100 is hereby incorporated into this policy; RCW 43.17.380; RCW 43.17.385; RCW 43.17.390

POLICY:

I. The Department will use a quality, outcome-based performance management system to measure and improve Department performance. This system will include practices and tools for measuring, analyzing, and reporting Department performance and results.

II. Department leadership will engage and support the development, implementation, and maintenance of the performance system to improve public services provided by the Department per RCW 43.17.380 and RCW 43.17.385.

III. The performance system will be integrated into how the Department conducts business, maintains accountability, prioritizes projects, makes decisions, and provides services. The knowledge gained from the system will be reflected in the Department’s strategic planning, resource allocation, and management processes.

DIRECTIVE:

I. Performance Management and Accountability

A. Performance Management employees will provide consultation and assistance in the use of performance management and continuous improvement processes throughout the Department.

B. Performance management processes will result in business indicators and measures, and reports containing:

1. Timely, accurate, and relevant data,
2. In-depth data analysis,
3. Performance measurements, and
4. Specific action plans for improving performance.

C. The Secretary will:

1. Convene a Goal Council at least monthly for each key goal identified in the Department’s strategic plan to:

   a. Review performance measures and relevant data,
   b. Develop strategies,
   c. Track action plans, and
   d. Recommend changes to the Fundamentals Map.
2. Authorize a Performance Governance Board to:
   a. Approve changes to the Fundamentals Map,
   b. Review performance measures and action plans,
   c. Prioritize and select continuous improvement project initiatives, and
   d. Monitor the condition of the Department’s outcome-based performance management system.

II. Performance Measures
   A. The Department will develop a comprehensive set of measures to quantify performance and progress toward strategic goals and Governor’s directives, and the long term impact on public safety.
   B. These performance measures and relative targets will be integrated into the performance measurement system, strategic planning, and budget processes.

III. Assessments
   A. The Performance Management Director will coordinate the following assessments:
      1. Yearly self-assessments of its quality management, accountability, and performance system per RCW 43.17.385.
      2. Planning and Performance will coordinate the assessment process and work with subject matter experts to prepare the Department’s self-assessment application and annual update per RCW 43.17.390.

IV. Reporting and Documentation
   A. The Performance Management Director will coordinate efforts with subject matter experts, division managers, and other designated personnel to submit a report of updates to dashboard measures and other performance measures designated by the Governor’s Office and Office of Financial Management.
   B. Performance measures, indicators, action plans, and continuous improvement project documents will be posted on the Department’s internal website at http://idoc/agency/operations/strategic-plan.htm

DEFINITIONS:
Words/terms appearing in this policy may be defined in the glossary section of the Policy Manual.
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