

APPLICABILITY DEPARTMENT WIDE

REVISION DATE PAGE NUMBER 11/25/24 1 of 4

NUMBER **DOC 100.050**

TITLE

POLICY

OUTCOME-BASED MANAGEMENT

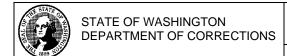
REVIEW/REVISION HISTORY:

5/19/00 Effective: Revised: 12/20/02 Revised: 1/21/03 Revised: 12/4/06 Revised: 5/30/08 Reviewed: 4/27/09 Reviewed: 2/1/10 Revised: 10/16/13 3/13/17 Revised: Revised: 7/17/20 11/25/24 Revised:

Department of Corrections

SUMMARY OF REVISION/REVIEW:

Major changes to include adjusting language f Read carefully!	for clarification and updated responsibilities.	
APPROVED:		
Signature on file	11/21/24	
CHERYL STRANGE, Secretary	Date Signed	



APPLICABILITY	
DEPARTMENT WIDE	

REVISION DATE PAGE NUMBER 11/25/24 2 of 4

NUMBER **DOC 100.050**

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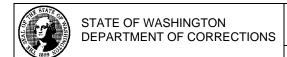
DOC 100.100 is hereby incorporated into this policy; <u>RCW 43.17.380</u>; <u>RCW 43.17.385</u>; <u>RCW 43.17.390</u>; DOC 200.060 Financial Management; <u>DOC Strategic Plan</u>

POLICY:

- I. The Department will use an outcome-based management approach to establish goals and objectives (i.e., priorities), and measure and improve Department performance. The approach will:
 - A. Include practices and tools for strategic planning, enterprise project management, performance measurement, and continuous improvement.
 - B. Be integrated into how the Department conducts business, maintains accountability, prioritizes projects, makes decisions, and provides services.

DIRECTIVE:

- I. General Responsibilities
 - A. Department leadership will engage and support the development, implementation, and sustainment of the outcome-based management approach to improve public services provided by the Department per RCW 43.17.380 and RCW 43.17.385.
 - B. Office of Strategy and Innovation employees will establish standard tools, methods, and training that support continuous improvement efforts throughout the Department, including strategic planning and enterprise level projects.
 - 1. Training and employee-led improvement efforts will be reported as required to the Governor's office.
- II. Enterprise Strategic Planning
 - A. Office of Strategy and Innovation employees will provide consultation and facilitation in the Department's strategic planning efforts per DOC 200.060 Financial Management.
 - B. The Department's Strategic Plan will establish and connect priorities to operations and program areas and include measures to monitor progress.
 - C. Each Division will develop a business plan to establish and monitor strategies, activities, and measures that will advance the Department's priorities and connect core work to identified priorities.



APPLICABILITY	
DEPARTMENT WIDE	Ξ

REVISION DATE PAGE NUMBER 11/25/24 3 of 4

NUMBER **DOC 100.050**

POLICY

OUTCOME-BASED MANAGEMENT

- D. Strategic plans, including related enterprise documents and performance measures, will be posted on the Department's external website at doc.wa.gov.
- III. Enterprise Project and Change Management Responsibilities

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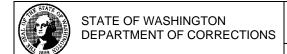
- A. The Office of Strategy and Innovation Director will work with executive leadership to prioritize enterprise level projects and change management assignments, which may include:
 - 1. Advancing the Department's priorities
 - 2. Responding to external drivers (e.g., court decisions, legislation)
 - 3. Cross-divisional Department resources
 - 4. High risk/high consequence impacts
 - 5. High visibility (e.g., external reporting, accessibility)
- B. Office of Strategy and Innovation employees will manage enterprise level projects.

IV. Performance Measurement

- A. The Research and Data Analytics Unit will develop interactive Department level dashboards and provide the Governor's Office and Office of Financial Management required datasets and measures.
- B. The Office of Strategy and Innovation Director will ensure implementation of the Department's dashboards.
- C. Dashboards will be integrated into the outcome-based management approach and budget processes.
- D. Quarterly results reviews will be conducted at the Department and division levels, and will include:
 - 1. Analyzing performance measures and relevant data,
 - 2. Assessing prior period strategies and activities for effectiveness,
 - 3. Adjusting and developing next period strategies and activities, and
 - 4. Updating and tracking specific action plans for improving outcomes.

V. Assessments

- A. The Office of Strategy and Innovation Director will ensure the following assessments are coordinated as resources allow:
 - 1. Yearly assessment of the Department's management, accountability, and performance approach per RCW 43.17.385.



APPLICABILITY	
DEPARTMENT WIDE	:

REVISION DATE PAGE NUMBER 11/25/24 4 of 4

NUMBER **DOC 100.050**

POLICY

OUTCOME-BASED MANAGEMENT

2. Application every 3 years for an independent assessment of the Department's management, accountability, and performance system per RCW 43.17.390.

DEFINITIONS:

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

TITLE

ATTACHMENTS:

None

DOC FORMS:

None