

2022 Marc Holzer Public Performance Symposium Performance and Communications



COLORADO
Governor Jared Polis



Legislation requires Annual Performance Plans

An Act

State Measurement for
Accountable, Responsive, and
Transparent (SMART)
Government Act
HB 13-1299



View all department performance plans here:
<https://operations.colorado.gov/department-performance-plans>

Those Become the Governor's Dashboard

- Audience: Public
- Shows the 70 to 80 most important things our administration is working on, with detail on another 400 related leading indicators
- Every metric reviewed every month
- Reviewed with agencies in subcabinets, when there are multiple agencies in the room.
- **BLUES** and **GREENS**, focused on showing positive progress over time

Select Fiscal Year & Metric / Agency

Department of Corrections Wildly Important Goals FY 21-22

Goal Met | Not Met



Select a goal area to view the wildly important goal and leading indicators:



Which becomes Agency Scorecards

- Audience: Decision Makers
- Shows the exact same data. Used internally, as a part of annual evaluations for Cabinet Members, as a small percentage of their total performance rating
- Every metric reviewed every month
- Reviewed with agencies one on one
- **GREENS** and **REDS**, meant to surface problems, so they can be seen, addressed, and discussed

DOC FY 21-22 Agency Scorecard

Dean Williams, Executive Director | Progress as of February 2022

Agency measures:

DOC lag measures (total 3)

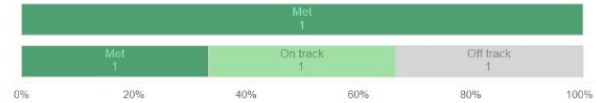


DOC lead measures (total 14)

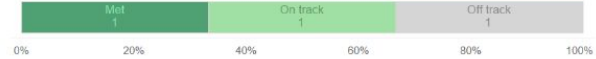


Working Group only:

DOC WG lag measures (total 1)



DOC WG lead measures (total 3)



All DOC FY22 Wildly Important Goals

Progress compared to monthly target

Category Title	Department WIG	Baseline	Target	Progress
Decrease One-Year Return Rate	Decrease the recidivism rate by reducing the one-year return rate to 20% from the fiscal year 2017-2019 cohort average of 23% by June 30th, 2022.	23.0%	20.0%	10.5%
	Decrease the Technical Parole Violation (TPV) rate to 14.20% from the fiscal year 2019-2021 average of 18.43% by June 30, 2022.	18.4%	14.2%	20.8K
	Develop and deliver training to all department staff detailing dynamic security interactions. Increase dynamic security contacts in all facilities from 0 contacts to 150,800 by June 30, 2022.	0	150.8K	8
	Evaluate mentoring program initiated at Sterling Correctional Facility in April 2021. Expand mentoring program from 1 facility to 5 facilities by June 30, 2022.	1	5	36
	Increase development and delivery of restorative justice trainings to staff and inmates from 2 to 10 trainings in all facilities by June 30, 2022.	2	10	269
	Increase the number of participants in the Transitional Work Opportunities program (Take TWO) from 125 to 225 by June 30, 2022.	125	225	

Which become content

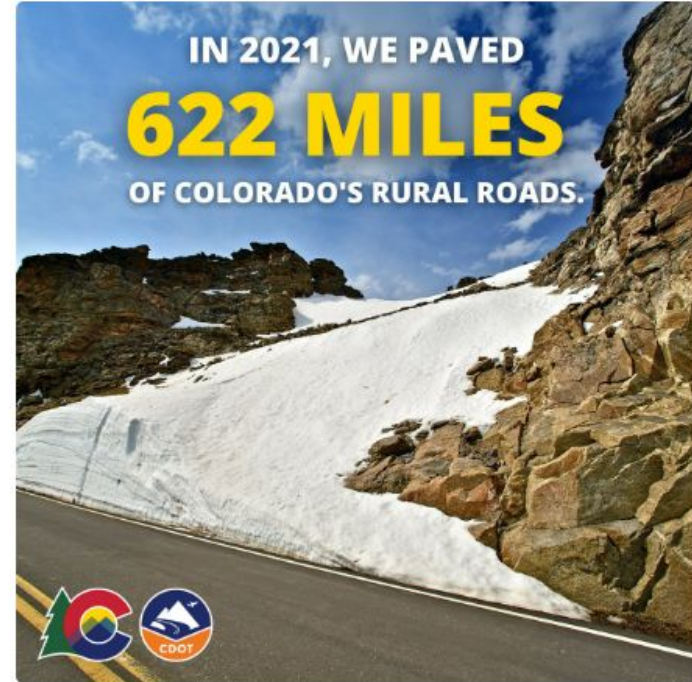


Governor Jared Polis ✓

@GovofCO | 137,621 followers



We have improved driver safety, fixed rural roads, delivered transportation projects on time and under budget and will carry this mission into 2022 to help save Coloradans money, create good jobs and continue growing our economy.
codot.gov/programs/your-...



“We measure what’s important and make important what we measure.”



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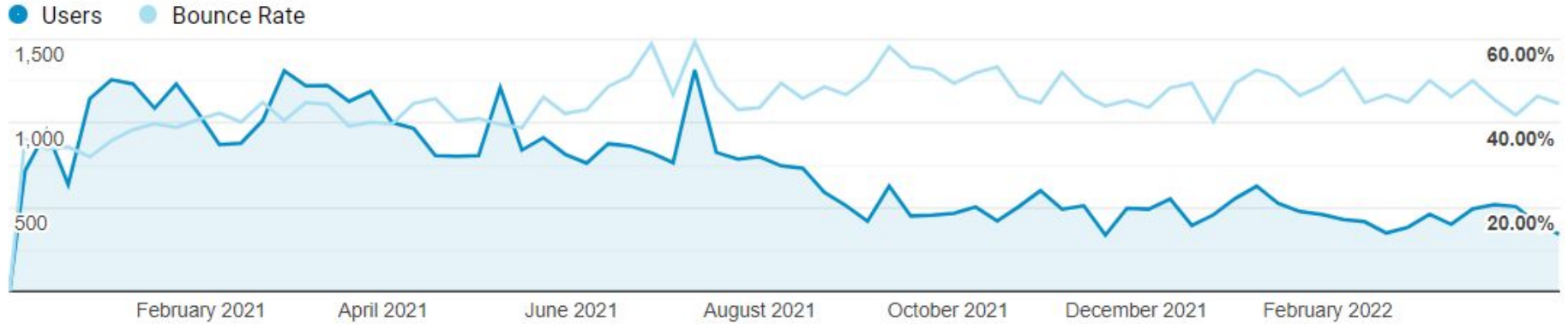


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Report · 19:00, 29 Jan 2022 · [View on Twitter](#)

Our Audience

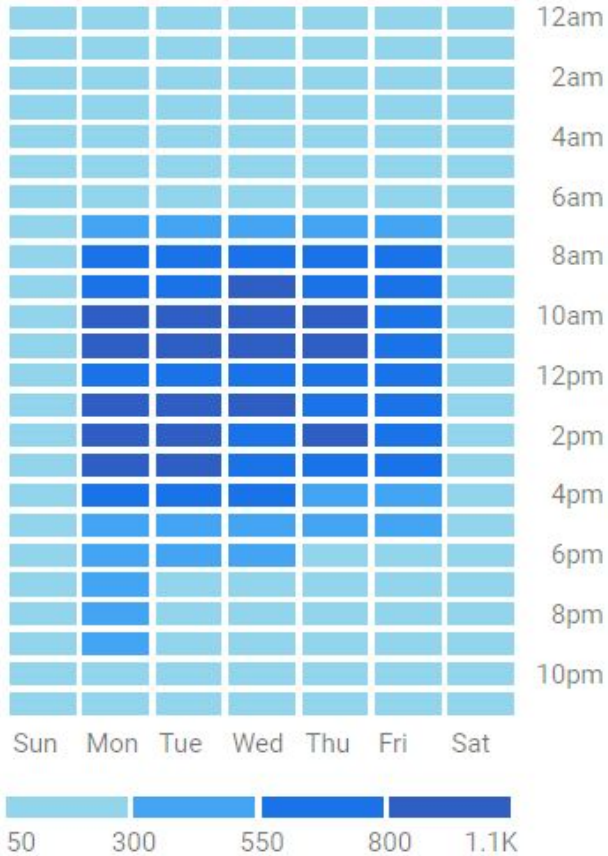
dashboard.colorado.gov



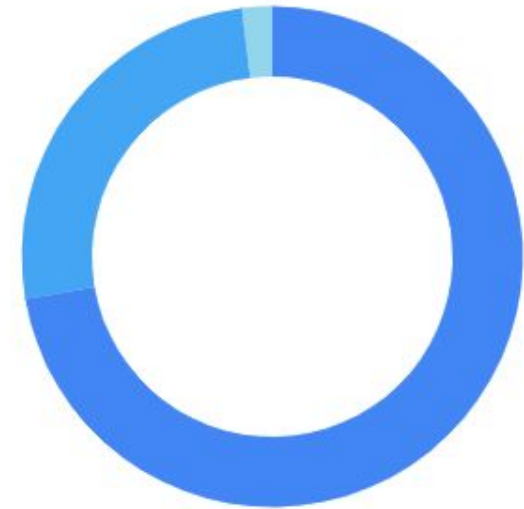
Weekly users and bounce rate, after website refresh



Users by time of day



Sessions by device



Desktop

72.3%

-



Mobile

25.7%

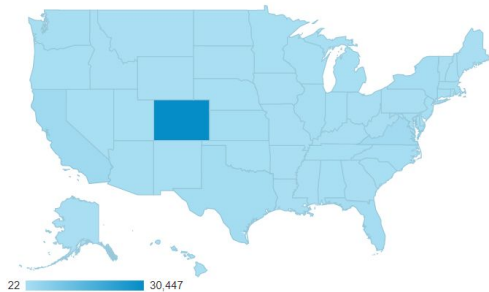
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Tablet

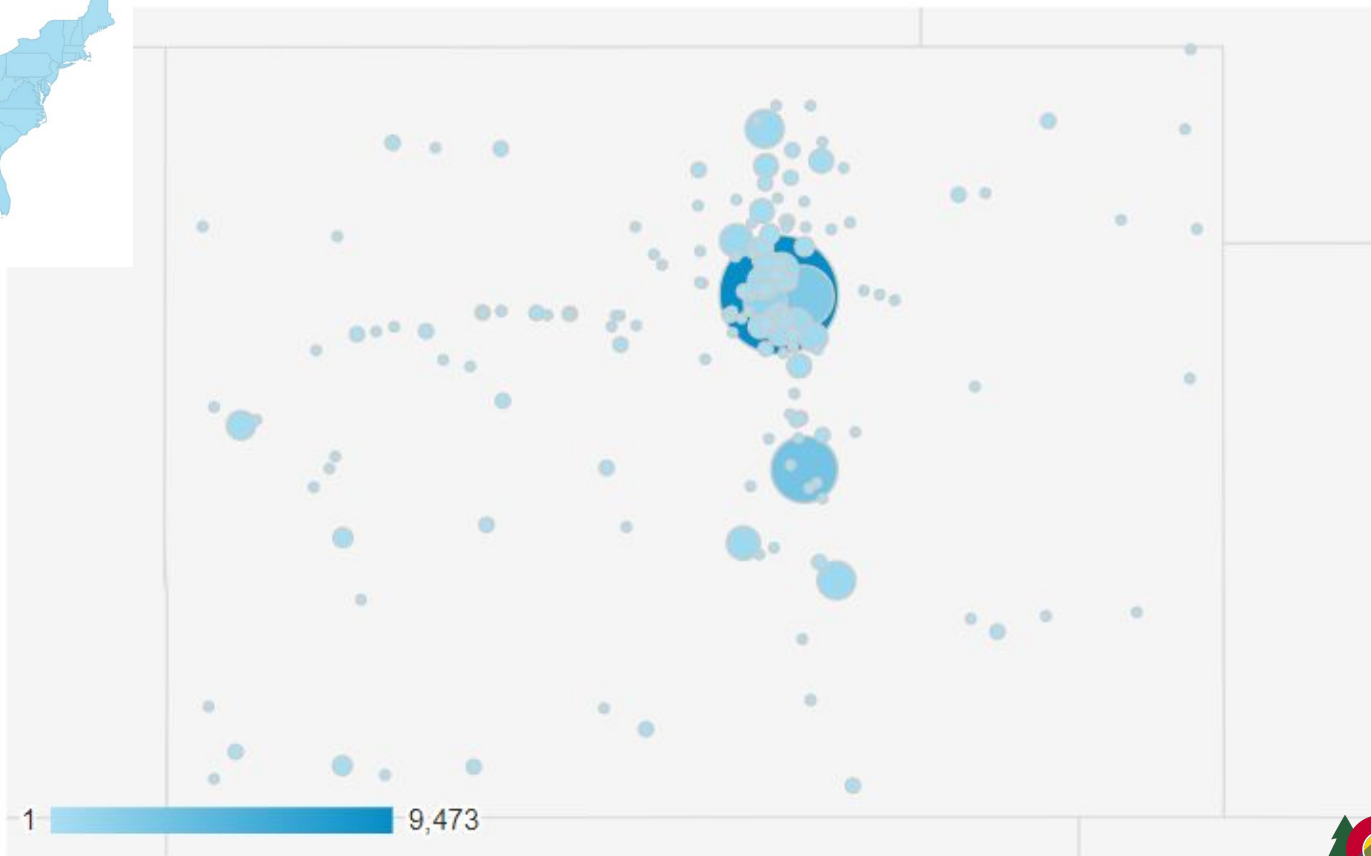
2.0%

-



95% of all views
are in the US

66% of all views
are in CO



Telling a Performance Story



COLORADO
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What Unemployment Claims Sound Like

Summary

Each beep represents a human being who has lost their job, and is turning to us for help and support. In April, more people reported being unemployed in Colorado than ever recorded since we began measuring: 12.2%. This next illustration assumes that the total number of calls were received at a constant interval 24 hours a day, 7 days a week. Note that all speeds are increased 100X for the sake of keeping this presentation less than 10 minutes.



2019, An Average Year

(18 bpm)



2009, Peak of the Housing Crisis

(77 bpm)



2020, Peak of COVID-19 Crisis

(1,016 bpm)

Questions?



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