

**SENATE . . . . . No. 01586**

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The Commonwealth of Massachusetts

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PRESENTED BY:

*Brian A. Joyce*

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*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the passage of the accompanying bill:

An Act creating a performance management system for the Commonwealth..

\_\_\_\_\_  
PETITION OF:

NAME:	DISTRICT/ADDRESS:
<i>Brian A. Joyce</i>	<i>Norfolk, Bristol, and Plymouth</i>

# SENATE . . . . . No. 01586

By Mr. Joyce, petition (accompanied by bill, Senate, No. 1586) of Joyce for legislation to create flexibility in contracting for public construction [Joint Committee on State Administration and Regulatory Oversight].

[SIMILAR MATTER FILED IN PREVIOUS SESSION  
SEE  
SENATE  
, NO. 1426 OF 2009-2010.]

## The Commonwealth of Massachusetts

In the Year Two Thousand Eleven

An Act creating a performance management system for the Commonwealth..

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1 SECTION 1. Chapter 7 of the General Laws is hereby amended by inserting the  
2 following section after section 56. Section 57. For the purpose of Sections 57 through 60 of this  
3 chapter the following terms shall have the following meanings:-  
4 "Agency", means an entity of the Executive Branch of State government.  
5 "Executive Office" means the Executive Office for Administration and Finance.  
6 "Goal" means a broad statement that describes the desired long-term results toward which an  
7 agency directs its efforts. Goals support, clarify, and provide direction to the agency's mission

8 and assist in the application of State resources toward implementation of the managing for results  
9 State comprehensive plan.

10 "Managing for results" means a planning, performance measurement, and budgeting process that  
11 emphasizes use of resources to achieve measurable results, accountability, efficiency, and  
12 continuous improvement in State government programs.

13 "Mission" means the purpose for an agency's existence and includes a description of what an  
14 agency does and for whom it does it.

15 "Objective" means a specific and measurable short-term target for achievement of an agency's  
16 goals and includes a description of the desired results and a target date for accomplishment.

17

18 (1) "Performance measure" means a quantitative or qualitative indicator used to assess  
19 whether an agency is meeting its goals and objectives.

20 (2) "Performance measure" includes the following:

21 (i) an efficiency measure that quantifies the relationship between measures of the  
22 inputs used to produce goods or services and the measures of the outputs of these activities;

23

24 (ii) an input measure that quantifies the amount of resources used to provide  
25 goods and services;

26 (iii) an outcome measure that quantifies the results an agency achieves or the  
27 benefits citizens receive from an agency's activities;

28 (iv) an output measure that quantifies the amount of goods and services produced  
29 by the agency; and

30 (v) a quality measure that quantifies or describes:

31 1. the effectiveness of the agency in meeting agency objectives;

32

33 2. aspects of the satisfaction that customers may or may not have  
34 with State goods or services; or

35 3. how State goods or services compare to some external or  
36 internal standard.

37 "State comprehensive plan" means a statement of goals which serve as a broad directive for  
38 improving or making more cost effective State resources and services. The plan shall include no  
39 more than 10 statewide goals and 50 to 100 performance measures that describe the statewide  
40 progress towards its goals.

41 "StateStat" means the accountability process described in Section 60 of this chapter.

42 "Strategic plan" means a statement of direction implemented by an agency to carry out its  
43 mission.

44 SECTION 3. Chapter 7 of the General Laws is hereby amended by inserting the  
45 following section after section 58

46 59. Review of State Comprehensive Plan

47 (a) Review and update goals, objectives and measures of State comprehensive plan.-

48 The Executive Office shall review and update as necessary:

49 (1) the goals developed in the managing for results State comprehensive plan; and

50 (2) the plan's objectives and performance measures.

51

52 (b) Selection of six goals.- Except as otherwise provided in this subtitle, on or before

53 July 1 of each year an agency, in conjunction with the Executive Office, shall select no more

54 than six agency goals that are:

55 (1) compatible with the managing for results State comprehensive plan; or

56

57 (2) consistent with the agency's mission if the goals identified in the managing for

58 results State comprehensive plan do not apply to the agency.

59 (c) Submission of agency strategic plan with budget.- Except as otherwise provided in

60 this subtitle, with its annual budget submission to the Executive Office, an agency shall develop

61 and submit to the Executive Office as part of the budget process a managing for results agency

62 strategic plan that shall include:

63 (1) a mission statement;

64 (2) a description of the agency's goals;

65 (3) a description of the objectives and performance measures implemented at the

66 program level to achieve the agency's goals, including:

67 (i) performance measure statistics for at least the 2 most recently  
68 completed fiscal years; and

69 (ii) performance measure estimates for the current year appropriation and  
70 budget request year;

71 (4) a discussion of the agency's progress in meeting its goals and performance  
72 measures and any challenges the agency has faced in working toward its goals;

73 (5) a description of the internal controls established to ensure reliability of the  
74 data collected for each performance measure; and

75 (6) an identification of the customers and stakeholders served.

76 (d) Documentation of internal controls.- An agency subject to this section shall maintain  
77 documentation of the internal controls established to evaluate performance measures that shall be  
78 subject to review by the State.

79 (e) Reports.-

80 (1) The Executive Office shall provide a report to the Senate Committee on Ways  
81 and Means and House Committee on Ways and Means in January of each year on the contents of  
82 the State comprehensive plan and the State's progress toward the goals outlined in the plan.

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84 (2) The report shall include details on each agency's progress.

85 (3) The Senate Committee on Ways and Means and House Committee on Ways  
86 and Means may hold hearings after receiving the report.

87 (4) The first report shall be submitted on or before January 31, 2010 and shall  
88 include a presentation of the first managing for results State comprehensive plan.

89 SECTION 4. Chapter 7 of the General Laws is hereby amended by inserting the  
90 following section after section 59

91 60. StateStat Process

92 The Secretary of Administration and Finance shall review the strategic plans and the State  
93 comprehensive plan and may recommend appropriate changes to agency budgets.

94 There is a Statestat process that is managed by the Executive Branch

95 Statestat is an accountability process that involves:

96 The adoption of a strategic plan and the establishment of goals by an agency;

97 The adoption of a comprehensive set of performance and citizen satisfaction measurements by an  
98 agency;

99 Regular and frequent:

100 Submission of timely and accurate data by an agency;

101 Review and analysis of submitted data;

102 Accountability meetings to assess an agency's performance;

103 Continuous review of strategies and tactics used by an agency to meet the goals of the agency;

104 Continuous assessment of the progress of an agency towards meeting the goals of the agency.

105 Requiring agency to use process – the Governor may require an agency to participate in the  
106 StateStat process to help facilitate and accelerate the achievement of managing for results goals  
107 and objectives.

108 Reports –

109 Each agency that participates in the StateStat process shall submit a strategic plan and  
110 performance measurement report to the Secretary as part of its annual budget submission.

111 The Report submitted by each agency that participates in the StateStat process shall contain the  
112 information required in section 59 of this chapter.

113           SECTION 5. This act shall take effect upon passage.