

Performance management in the public sector---

October 6 2005 in Copenhagen

In the U.S. performance management or "managing for results" as an approach for public sector management has proven it's effects during 10 – 15 years.

Now 4 leading Americans visit Denmark to inspire us to perform better in welfare policies

- Learn from successful American approaches to performance management in the areas of welfare services
- Set up performance management system
- Performance measurement and effective indicators
- Building a strategic information model
- The inclusive process of involving employees at all levels to accepting the approach
- Managing private vendors with a focus on results
- Building evaluation capacity in organizations and vendors

From 4 high performing U.S. organizations:

- » The World Bank
- » New York City Homeless Services
- » New York City HR dep. and labour market
- » The Edna McConnell Clark Foundation (youth development)

Københavns
Kommune



Ministeriet for Flygtninge
Indvandrere og Integration



SOCIALMINISTERIET

RAMBOLL
management

Performance management in the public sector---

October 6 2005 in Copenhagen

In the U.S. performance management or "managing for results" as an approach for public sector management has proven it's effects during 10 – 15 years.

Now 4 leading Americans visit Denmark to inspire us to perform better in welfare policies

- Learn from successful American approaches to performance management in the areas of welfare services
- Set up performance management system
- Performance measurement and effective indicators
- Building a strategic information model
- The inclusive process of involving employees at all levels to accepting the approach
- Managing private vendors with a focus on results
- Building evaluation capacity in organizations and vendors

From 4 high performing U.S. organizations:

- » The World Bank
- » New York City Homeless Services
- » New York City HR dep. and labour market
- » The Edna McConnell Clark Foundation (youth development)

Københavns
Kommune



Ministeriet for Flygtninge
Indvandrere og Integration



SOCIALMINISTERIET

RAMBOLL
management

The value-added of performance management---

In the U.S. performance management or "managing for results" as an approach for public sector management has proven its effects during 10 - 15 years.

Now managers in the public sector and organisations in Denmark are offered the opportunity to learn more of successful American approaches to effect measurement on the traditionally more "soft" areas of welfare policies; and performance management in setting strategic goals, performance targets, budgetteting, and managing private and external vendors.

We have invited 4 highly interesting Americans of high performance organizations to inspire us how to improve the Danish public sector in "managing for results" taking us further down the road of performance measurement and managing outcome and impact.

Taking departure in labour market, children development, and homeless services the 4 speakers will demonstrate the American approach to performance management:

- How to set up a results based performance measurement and performance management system of setting goals, evaluating these by effective indicators, and anchoring the approach at all levels of the organization
- How to build evaluation capacity in institutions and organisations delivering services in the approach of performance management by performance measurement

- Which criteria and indicators can effectively be applied in measuring effects of social services
- What is the effective process to create inclusion involving employees at all levels in accepting the approach
- How can public sector agencies manage private vendors with the focus on results

The ability to measure effects of public expenditures and set up results based performance management systems will probably become one of the most crucial challenges for Danish politicians and managers in the coming years.

The pressure on developing new systems of performance management is coming from a need to use public expenditure effectively, and to have more systematic knowledge of what works and what does not work when allocating resources and designing policies. Today, some of the most costly public expenditure areas are still characterized by a lack of knowledge about the actual short and long term effects of the various instruments and policies that are being used.

The approach of performance management will deliver results and knowledge to politicians and managers creating better opportunities for managing for results.



Conference programme---

The conference offers politicians, managers and strategic planners in the public sector and organizations 4 key note speakers having proven results with performance management in welfare services.

Furthermore, 3 workshops are offered allowing participants to get more closely involved with the speakers in discussions on experiences of what works and how to apply the approach.

October 6 2005 Pyramiden, Dansk Industri, H.C. Andersens Boulevard 18, København

- 9.00 Registration and coffee
- 9.15 Opening by Arbejdsmarkedetsstyrelsen and Københavns Kommune
- 9.45 Ray Rist, the World Bank, and former Head of OMB: Office of Management and Budget in Washington D.C.
- 10.45 Coffee
- 11.00 Maryann Schretzman, Dep. of Homeless Services, New York City: Performance measurement and management in the field of homeless services in New York City – experiences and results: better effects, more targeted, faster, and more efficient
- 12.00 Lunch
- 13.00 Mark Hoover, former Head of HR Department, New York City: Performance management in the employment sector: managing for results by effect measurement, managing private vendors, and using IT tools (VendorStat)
- 14.00 David Hunter, Edna McConnell Clark Foundation: Building evaluation and monitoring capacity in public organizations and private vendors – capacity building for better results, more efficiency, and evidence based programme activity
- 15.00 3 workshops (coffee in workshops):
More in-depth presentation of approaches, systems, tools, methods, and IT by:
 - Maryann Schretzman
 - Mark Hoover
 - David Hunter
- 16.00 Rambøll Management: Performance management: How to get started, how to implement the approach, organization, process, IT
- 16.30 Closing by Integrationsministeriet and Socialministeriet
- 17.00 End of conference

October 6 2005

Pyramiden, Dansk Industri, H.C. Andersens Boulevard 18, 1787 København V, phone ++45 3377 3377

Fee: 5,000 DKKR (excl. VAT) per person

Please register September 22nd 2005 at the latest.

Register at:
www.ramboll-management.dk

Or with Hanne Aaskov Paroli:

hanne.aaskov.paroli@ramboll-management.com
Rambøll Management
Nørregade 7A
1165 København K
Phone 3397 8294
Fax 3397 8233

Registration:

1st participant:

Name: _____ Position: _____

e-mail: _____

2nd participant:

Name: _____ Position: _____

e-mail: _____

3rd participant:

Name: _____ Position: _____

e-mail: _____

Organisation: _____

Adress: _____

Phone: _____ EAN no.: _____

Københavns
Kommune



Ministeriet for Flygtninge
Indvandrere og Integration

