



Correctional Service  
Canada

Service correctionnel  
Canada



SAFETY, RESPECT  
AND DIGNITY  
FOR ALL

LA SÉCURITÉ,  
LA DIGNITÉ  
ET LE RESPECT  
POUR TOUS

# ***Agenda for Results: Performance Measurement Strategies in support of the Evaluation Function***

## ***Presentation by Correctional Service of Canada***

November 24, 2009



# Purpose of the Presentation

- **Identify challenges in performance planning and assessment areas.**
- **Share practical approaches and solutions to these challenges.**
- **Identify approaches to meeting the requirements of the new Treasury Board policy on evaluation.**



- **Correctional Service Canada (CSC) is working on overcoming challenges associated with:**
  - i. an increasing demand for results reporting from Treasury Board policy;**
  - ii. an operational environment which engenders a multitude of programs and initiatives requiring performance measurement;**
  - iii. a limited pool of evaluators and analysts in the federal government, and;**
  - iv. the complexity of integrating various existing data collection sources.**



# Challenges

- **Two characteristics must be present at multiple points along the performance reporting continuum in order to address these issues:**
  - i. Sound performance measurement practices**
  - ii. Resources to collect, monitor and analyse data**



- **SOUND PERFORMANCE MEASUREMENT PRACTICES**
  
- **Instil a culture of sound performance reporting throughout the department and influence behaviours of program managers.**
  - **Encourage tailored RMAFs for all programs**
  - **Train program managers in understanding and developing effective performance measurement strategies**
  - **Develop complex PAA performance indicators**
  - **Entrench Evaluation and Performance Management Branches in the performance measurement process**
  - **Monitor the collection of information and change requirements as needed**



# Solutions

- **RESOURCES TO COLLECT, MONITOR AND ANALYSE DATA**
- **Recruit experts in the data collections, monitoring and analysis phases.**
  - **Designate data collection responsibilities through program managers**
  - **Enlist the aid of the Performance Management Branch**
  - **Collaborate horizontally, across sectors and across departments**
  - **Facilitate data collection through consultative groups**
  - **Monitor progress through executive steering committees and Performance Management**
  - **Expand the Branch's human resource pool (MOUs and Co-op student placements)**



# Other requirements

- **APPROACHES TO THE NEW EVALUATION POLICY**
  
- **Realign strategies to respond to the changing demands.**
  - **Focus on direct program spending**
  - **Link with Audit and Research Branches**
  - **Tailor evaluation efforts to risk and materiality**
  - **Meta-analytical approach and combine evaluation activities**



**SOUND PERFORMANCE  
MEASUREMENT PRACTICES**

**+**

**RESOURCES TO COLLECT, MONITOR  
AND ANALYSE DATA**

**=**

**RELIABLE RESULTS REPORTING**