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September 2010
Washington, DC



Office of Management and Budget



Administration's Performance Management Approach

- **Clearly articulated priorities**
 - Communicated as specific goals
 - Senior accountable official for each goal
- **Regular, data-driven performance measurement and analysis** by agencies and OMB
- **Unrelenting follow-up to keep agencies on-track** (e.g. Tech-Stat, quarterly Priority Goals reviews)
- **Transparency** via **Performance.gov**



Performance.gov Objectives

1 Tool for Performance Improvement	<ul style="list-style-type: none">▶ Keep agencies focused on improving on priorities with quarterly progress updates to Performance.gov used for agency reviews and quarterly OMB Results Reviews/deeper dive analyses
2 Window for Congress & the Public	<ul style="list-style-type: none">▶ Provide Congress, the public, and stakeholders a window into how the Administration and agencies are progressing on key initiatives
3 Enable cross-agency learning and coordination	<ul style="list-style-type: none">▶ Facilitate cross-agency coordination by making it easier to find others with shared or similar goals▶ Facilitate cross-agency learning by making it easier to find proven practices for common functions and promising practices to test
4 Platform to collect feedback	<ul style="list-style-type: none">▶ Receive feedback from stakeholders on the goals, the strategies and measures being used to track progress



Performance.gov provides a new one-stop window to federal performance information

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DRIVING FEDERAL PERFORMANCE

A productivity boom has transformed private sector performance over the past two decades. These gains reflect efficiency and service quality improvements, driven by both management and technological innovations. The Federal Government has almost entirely missed out on these advances and now lags behind the private sector. The Obama Administration's Performance Agenda will close this gap by focusing on making improvements in key areas that will save money, use resources more effectively, and improve citizen services.

Featured Story: Hiring Reform at HUD



The time for tinkering around the margins of Federal hiring has passed. The President's reform initiative challenges Federal agencies to streamline every aspect of their hiring process in order to improve applicant and hiring manager satisfaction. One agency took this challenge to another level. [Learn More](#)

1 2 3 4 5 6

AREAS OF FOCUS

TECHNOLOGY

Previous Next

The Administration is working to ensure that the \$75 billion in annual spending on information technology is spent efficiently and managed well. Current government-wide efforts include:

- Improving how we manage IT projects
- Streamlining agency IT operations
- Ensuring the security of our information infrastructure.



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MAJOR AREAS OF FOCUS

Outcome/Mission-Focused

- Agency High Priority Performance Goals
- Sustainability

Mission-Support

- Technology
- Acquisitions
- Financial management
- Human resources

Open government/ Customer service



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For each agency, the site will provide an overview of key performance information

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HOME » DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

Main Practitioner's Corner Performance Post



Secretary:
Shaun Donovan

Contact Agency

Website

Agency's Performance Mission

The mission of the Department of Housing and Urban Development (HUD) is to invest in quality, affordable homes and build strong, safe, healthy communities for all. Encourage and develop the fullest cooperation with private enterprise in achieving the objectives of the Department; and Conduct continuing comprehensive studies, and make available findings.

The dream of buying a new house became reality for this family in Serling, VA.

Learn More



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Agency P

View Eva

DRAFT

For each agency:

- Agency's High Priority Performance Goals
- Links to strategic plans, annual plans, and Congressional Budget justifications
- Links to planned and ongoing evaluations



For each goal, the site will provide key explanatory information and updates on progress



For each goal:

- Why goal and strategies chosen
- Agency's action plan to achieve each goal, shown as quarterly milestones
- Quarterly targets for key measures, as appropriate
- Quarterly updates on measures and milestones and adjustments to action plans incorporating new information
- Contextual measures to aid interpretation (e.g. outcome indicators, causal factors, unwanted side effects)
- Related evaluations and studies

Government High Priority Performance Goals

Responding to the President's challenge to deliver a government that works - one that is effective, efficient, fair, and transparent, Cabinet members and leaders of major federal agencies identified a limited number of near-term High Priority Performance Goals (Priority Goals) for their agencies.

These goals were first listed in the President's FY2011 budget. The goals must have ambitious but realistic targets to achieve within 18 to 24 months, without need for new resources or legislation. Because the goals are ambitious, it is not reasonable to expect that all of them will be met. It is reasonable, however, to expect government leaders to drive progress toward their goals, report progress or problems candidly, and adjust agency action quickly when needed.

Performance.gov provides a window into how agencies are delivering on their Priority Goals. Below you will find a full list of the Priority Goals. You can select a goal to gain a better understanding of the progress being made.

Featured Story

DHS performs 100 percent watchlist



TSA to Conduct Watchlist Checks for Domestic Flights

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High Priority Performance Goals

View by Agency Theme Program Type

Create Strong Local and Regional Communities

By 2011, increase the prosperity of rural communities by concentrating and strategically investing in 8-10 regions, resulting in the creation of strong local and regional economies, with a particular emphasis on food systems, renewable energy, broadband-based economies, and rural recreation.

[Learn More](#)



Department of Agriculture
Theme: Community and Regional Development
Program Type(s): Direct Federal Programs

Accelerate the protection of clean, abundant water resources

By the end of 2011, accelerate the protection of clean, abundant water resources by implementing high impact targeted (HIT) practices on three million acres of national forest and private working lands in priority landscapes.

[Learn More](#)



Department of Agriculture
Theme: Natural Resources and Environment
Program Type(s): Direct Federal Programs; Competitive Grant Programs (CO)

Increase the number of provinces in Afghanistan that are deemed "Generally Food Secure."

Increase the average number of provinces in Afghanistan that are deemed "Generally Food Secure" from an annual average of 11 in 2008 to an annual average of 14 in 2011, in support of the President's Afghanistan and Pakistan Strategy. As a result, 41 percent of Afghanistan's provinces will be food secure.

[Learn More](#)



Department of Agriculture
Theme: International Affairs; Agriculture
Program Type(s): Direct Federal Programs; Competitive Grant Programs (CO)



Foreclosure prevention example



Clearly defined goals with targets

- 1) Assist 3.1 million homeowners who are at risk of losing their homes due to foreclosure.
- 400,000 homeowners will be assisted through FHA early delinquency intervention.
 - 300,000 homeowners will be assisted through FHA loss mitigation programs.

Overall implementation strategy

HUD has developed a comprehensive set of loss mitigation products to provide support to homeowners who are struggling to maintain their homes. The type of assistance most commonly offered by loan servicers is early delinquency intervention, in which lenders and borrowers enter into formal forbearance agreements (non-incentive repayment plans). These products have been effective over the years, but as the housing crisis grew, HUD was required to add new programs and make

adjustments to existing programs. For FHA borrowers that receive a forbearance agreement over current levels, homeowners will keep their homes.

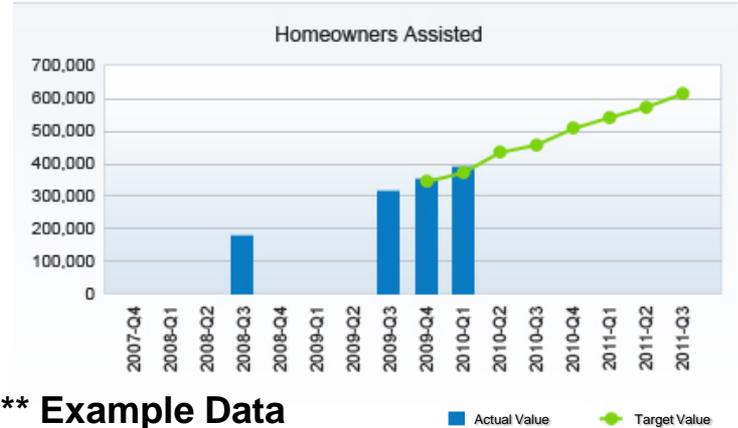
Due to changes in programs and its monitoring and oversight of servicer milestones below support our efforts effectively, a process to validate a

The other critical element of the mortgages are required to take various tools available to assist insufficient, and as a result many as its network of HUD approved targeting hardest hit areas) to in

Defined milestones and status

Completion Date		Milestone	Status
Estimated	Actual		
03/31/2010	03/31/2010	Conduct 3 Servicer Visits in FY10, Q2	✓
Overview			
Servicer visits consist of a high level review of the servicer's process from collections through foreclosure. The HUD team reviews the flow of processing to ensure that it supports loss mitigation efforts over foreclosure. Servicer visits were Everhome (2/26/10), Chase (2/16/10) and Midland (3/30/10).			
05/31/2010	05/24/2010	Conduct Loss Mitigation Tr	+
06/30/2010		Sponsor Loss Mitigation O	+

Key performance metrics



** Example Data

The site also lists related programs outside the agency and data that provides context on the goal



The site also provides information on an agency's progress in meeting government-wide management goals

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Download the Annual Report



- Overview
- Agency Priority Goals
- Government-wide Efforts

HUD is also working on advancing the Administration's government-wide management agenda, which is focused on:

- Information Technology:** efforts include [improving management of IT investments](#), [streamlining IT operations](#), and [ensuring IT systems are secure](#)
- Financial Management:** efforts include [reducing improper payments](#), [managing property effectively](#), [increasing reliability](#), and [reducing money owed](#)
- Acquisitions:** efforts include slowing spending, [decreasing contracting risk](#), [expanding strategic sourcing](#), and [developing new sources](#)
- Human Resources:** efforts include [hiring the best talent](#), [respecting the workforce](#), and [expecting the best from employees](#)
- Open Government:** efforts include promoting transparency, fostering participation, and increasing collaboration



Visitors can also access information on a management area across government and/or by agency ...

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HUMAN RESOURCES

Main Tools

Recruit, Hire, Honor and Retain a World-Class Workforce

The challenges facing this country are huge – whether it is keeping our homeland safe, restoring confidence in our financial system, or ensuring adequate health care for our veterans. Agencies must attract, develop and engage the most talented and diverse workforce possible in order to achieve the best for the American public. We have not always lived up to that goal. Sometimes we miss out on talented individuals because of a slow application and hiring process. Other times we lose good employees by not engaging them or recognizing their excellence. The Administration is addressing these problems in order to improve mission performance, and this website shows progress on some of the key human resource initiatives underway.

The Human Resource (HR) Dashboard uses data received from agencies to the Office of Personnel Management (OPM) to provide the public with a virtual window into the details of the Federal workforce and government-wide progress recruiting, hiring, engaging and retaining the best employees possible.

Featured Story: Hiring Reform at HUD

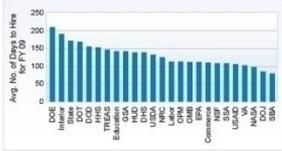


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Key Initiatives

Hire the Best

To achieve its mission the government must ensure that it is able to find and hire the best talent possible. We have terrific people in the Federal Government. However we often miss out on talented individuals because the application and hiring process is so cumbersome and slow that people do not choose to apply for positions or they find other jobs before the hiring process is complete. The Administration has put speeding up and improving the hiring process to attract top talent high on its performance agenda in order to address this issue. Government agencies are continuing to work to recruit people of all backgrounds and create an inclusive environment.

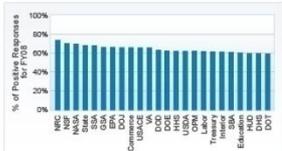


Agency	Avg. No. of Days to Hire
DOE	210
Interior	195
DOT	185
DOJ	180
DOD	175
SSA	170
SP4	165
THREAS	160
OSIA	155
OSHA	150
DHS	145
USA	140
Labor	135
CHIE	130
Commerce	125
SSA	120
USAID	115
NSA	110
NSA	105
SP4	100

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Respect the Workforce

Agencies also must treat employees fairly in order to retain talented individuals. To that end, agencies are continuing to work on promoting a healthy work-life balance, creating development opportunities, and rewarding performance, all of which contributes to building an engaged workforce, improved employee well-being, and increased rates of retention.

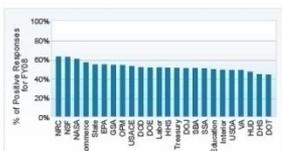


Agency	% of Positive Responses
NSC	85
NSA	80
NSA	75
SSA	70
SP4	65
DOJ	60
USAID	55
DOJ	50
DOJ	45
DOJ	40
USA	35
Labor	30
THREAS	25
SSA	20
SSA	15
Education	10
PHD	5
DOT	0

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Expect the Best

Attracting people to government service is only the beginning – we must create a culture where they strive to excel at performing their responsibilities. Agencies are working to develop the leadership and instill the norms to encourage employees to be as effective as possible at serving the public each and every day.



Agency	% of Positive Responses
NSC	85
NSA	80
NSA	75
SSA	70
SP4	65
DOJ	60
USAID	55
DOJ	50
DOJ	45
USA	40
Labor	35
THREAS	30
SSA	25
SSA	20
Education	15
PHD	10
DOT	5

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**** Example Data**

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For each functional area:

- Descriptions of key government-wide initiatives
- Explanations of targets
- Metrics showing government and agency performance
- Links to learn more

