

Monitoring and Evaluating the 2000-2004 Strategic Plan

One of the key elements of the 2000-2004 Strategic Plan is a process for monitoring and evaluating performance. By having a systematic way for comparing actual performance to planned performance, the effectiveness of the actions can be determined. With that knowledge, St. Louis County government can reassess what to do differently in the future to better achieve outcomes and strategies in the Strategic Plan. A formal process for monitoring and evaluating performance also increases the accountability of County government in implementing the outcomes and strategies of the 2000-2004 Strategic Plan.

Monitoring and evaluating the implementation of the 2000-2004 Strategic Plan will be an ongoing process requiring the time and commitment of the County Executive's Office, County Council, department directors and key staff. Ideally, the process to monitor and evaluate the implementation of the Strategic Plan would include three key elements:

- ! **Internal Progress Report**
- ! **External Review**
- ! **Annual Report Card**



Internal Progress Report

Internally, a key to monitoring and evaluating the progress of the Strategic Plan would be regular progress reports completed by the County departments responsible for implementing the recommended strategies. The completion of these progress reports should be timed to be compatible with the County's annual budget cycle. The County Executive's Office is recommended to review the progress reports and serve as the overall internal monitor for the Strategic Plan. The Planning Department could serve an internal consultant to assist County departments in completing and coordinating the reports prior to being presented to the County Executive's Office and County Council.

The progress reports would describe the actions taken by departments toward achieving a specific outcome and strategy of the Strategic Plan, and might include costs, benefits, performance measures, and progress to date. It is recommended that the progress reports become on-line documents, facilitating the ease in

which departments submit them for review.

External Review



Externally, an independent committee could assist with monitoring and

providing feedback on the County's progress of implementing the 2000-2004 Strategic Plan, much in the same way the earlier Steering Committee provided oversight to the strategic planning process. The committee might be made up of citizens and other County stakeholders from diverse backgrounds. It is recommended that the external committee meet at least annually to review progress reports from County departments. The committee could review and comment on the semi-annual reports, and forward their feedback to the County Executive's Office.



Annual Report Card

At the end of each year of the 2000-2004 Strategic Plan, it is recommended that an annual report card be produced and released to the general public. The annual report card would evaluate the year's activities related to the Strategic Plan based upon how well St. Louis County has furthered the achievement of the outcomes and strategies of the Strategic Plan.