

2SHB 1970 - S COMM AMD

By Committee on Government Operations & Elections

ADOPTED 04/12/2005

1 Strike everything after the enacting clause and insert the  
2 following:

3 "NEW SECTION. **Sec. 1.** The legislature finds that:

4 (1) Citizens demand and deserve accountability of public programs  
5 and activities. Public programs must continuously improve  
6 accountability and performance reporting in order to increase public  
7 trust.

8 (2) Washington state government agencies must continuously improve  
9 their management and performance so citizens receive maximum value for  
10 their tax dollars.

11 (3) The application of best practices in performance management has  
12 improved results and accountability in many Washington state agencies  
13 and other jurisdictions.

14 (4) All Washington state agencies must develop a performance-based  
15 culture that can better demonstrate accountability and achievement.

16 NEW SECTION. **Sec. 2.** A new section is added to chapter 43.17 RCW  
17 to read as follows:

18 As used in sections 3 and 4 of this act:

19 (1) "State agency" or "agency" means a state agency, department,  
20 office, officer, board, commission, bureau, division, institution, or  
21 institution of higher education, and all offices of executive branch  
22 state government-elected officials, except agricultural commissions  
23 under Title 15 RCW.

24 (2) "Quality management, accountability, and performance system"  
25 means a nationally recognized integrated, interdisciplinary system of  
26 measures, tools, and reports used to improve the performance of a work  
27 unit or organization.

1        NEW SECTION.    **Sec. 3.**    A new section is added to chapter 43.17 RCW  
2 to read as follows:

3        (1) Each state agency shall, within available funds, develop and  
4 implement a quality management, accountability, and performance system  
5 to improve the public services it provides.

6        (2) Each agency shall ensure that managers and staff at all levels,  
7 including those who directly deliver services, are engaged in the  
8 system and shall provide managers and staff with the training necessary  
9 for successful implementation.

10       (3) Each agency shall, within available funds, ensure that its  
11 quality management, accountability, and performance system:

12       (a) Uses strategic business planning to establish goals,  
13 objectives, and activities consistent with the priorities of  
14 government, as provided in statute;

15       (b) Engages stakeholders and customers in establishing service  
16 requirements and improving service delivery systems;

17       (c) Includes clear, relevant, and easy-to-understand measures for  
18 each activity;

19       (d) Gathers, monitors, and analyzes activity data;

20       (e) Uses the data to evaluate the effectiveness of programs to  
21 manage process performance, improve efficiency, and reduce costs;

22       (f) Establishes performance goals and expectations for employees  
23 that reflect the organization's objectives; and provides for regular  
24 assessments of employee performance;

25       (g) Uses activity measures to report progress toward agency  
26 objectives to the agency director at least quarterly;

27       (h) Where performance is not meeting intended objectives, holds  
28 regular problem-solving sessions to develop and implement a plan for  
29 addressing gaps; and

30       (i) Allocates resources based on strategies to improve performance.

31       (4) Each agency shall conduct a yearly assessment of its quality  
32 management, accountability, and performance system.

33       (5) State agencies whose chief executives are appointed by the  
34 governor shall report to the governor on agency performance at least  
35 quarterly. The reports shall be included on the agencies', the  
36 governor's, and the office of financial management's web sites.

37       (6) The governor shall report annually to citizens on the

1 performance of state agency programs. The governor's report shall  
2 include:

3 (a) Progress made toward the priorities of government as a result  
4 of agency activities; and

5 (b) Improvements in agency quality management systems, fiscal  
6 efficiency, process efficiency, asset management, personnel management,  
7 statutory and regulatory compliance, and management of technology  
8 systems.

9 (7) Each state agency shall integrate efforts made under this  
10 section with other management, accountability, and performance systems  
11 undertaken under executive order or other authority.

12 NEW SECTION. **Sec. 4.** A new section is added to chapter 43.17 RCW  
13 to read as follows:

14 Starting no later than 2008, and at least once every three years  
15 thereafter, each agency shall apply to the Washington state quality  
16 award, or similar organization, for an independent assessment of its  
17 quality management, accountability, and performance system. The  
18 assessment shall evaluate the effectiveness of all elements of its  
19 management, accountability, and performance system, including:  
20 Leadership, strategic planning, customer focus, analysis and  
21 information, employee performance management, and process improvement.  
22 The purpose of the assessment is to recognize best practice and  
23 identify improvement opportunities.

24 NEW SECTION. **Sec. 5.** If specific funding for the purposes of this  
25 act, referencing this act by bill or chapter number, is not provided by  
26 June 30, 2005, in the omnibus appropriations act, this act is null and  
27 void."

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28 On page 1, line 2 of the title, after "performance;" strike the

1 remainder of the title and insert "adding new sections to chapter 43.17  
2 RCW; and creating new sections."

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