FY 2026 Performance Management Updates

Organizational Effectiveness

February 26, 2026

Overview

DCo FORWARD 2029 STRATEGIC PLAN — UPDATED FEBRUARY 2026
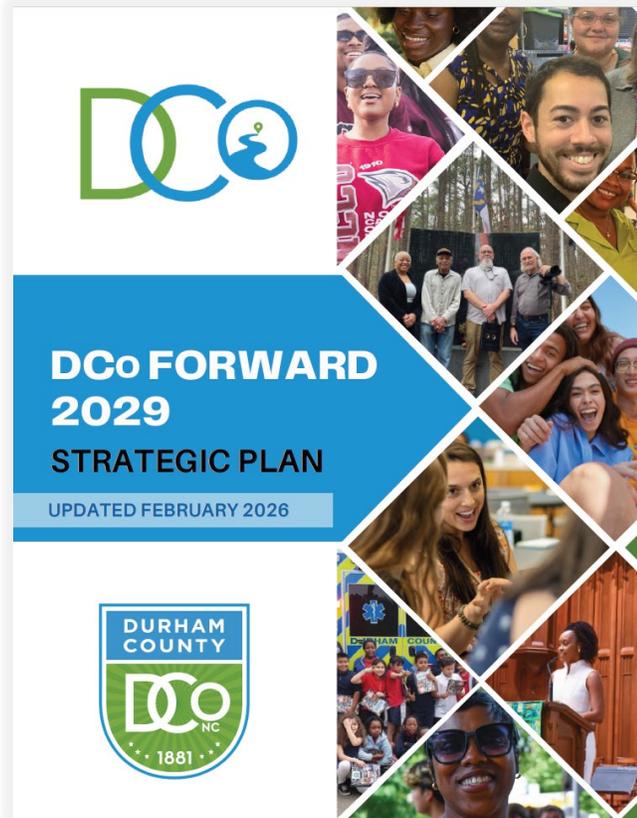
> Evaluation of Department Current Goals and Priorities

> Program Identification (Dec 2025-Jan 2026)

> Performance Measure Analysis and Refinement (February – March)

> Updates to Budget Book Performance Information

> Additional Performance Reporting and Measure Development

> Additional Performance Management Activities

Evaluation of Current Goals and Priorities

Goal – Increase both the quality and quantity of performance information available to County leadership.

- Current challenges require a better understanding of the results of our work at addressing intended needs.

Priority 1 – Ensure we have an accurate picture of the full scope of programming across the enterprise.

Priority 2 – Ensure that we have strong, valid, up-to-date performance measurement of all County programs.

Priority 3 – Increase the amount of high-quality performance data available to leadership and the public.

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Program Identification Process

Starting in December, Budget and OE departments began working with departments to identify the full scope of programs administered by each department.

OE and Budget met with departments and used an established set of evaluative criteria to revise existing program categories and develop new categories where appropriate.

Result of this process was the development of a new comprehensive program listing that will serve as the organizational foundation for performance measurement and reporting.
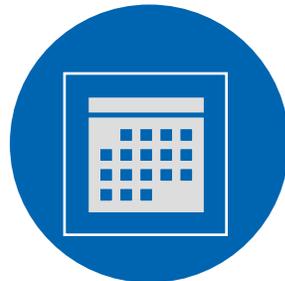
New programs and updated descriptions will be included in the upcoming Budget Book and will be reflected in additional performance reporting and department-level planning materials.

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Organizational Effectiveness Program Assessment

Once programs were identified, OE staff began meeting with departments to develop the following information for each program:
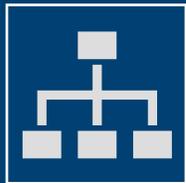
Brief Description / Mission

Service Population

Activities Conducted

Partners / Stakeholders Providing Similar Services

Additional Important Information

The eventual "profile" of each program developed through this process is serving as the foundation for subsequent program-level analysis of performance measures and development of departmental work plans.

Performance Measure Analysis and Refinement:
Key Performance Indicators
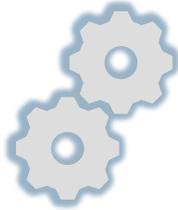
Currently, OE staff are working with departments to analyze existing performance measures for each program.

Measures are being evaluated for:

- Alignment with program objectives.
- Degree to which the measure effectively captures program outcomes.
- Utilization of measurement best practices.
- Data quality.

Analysis is looking at all measures for each program, not just ones that have historically been included in Budget Book.

Does include mapping existing measures against newly defined programs and articulating new measures to fill gaps as possible.

OE is also benchmarking performance measures against peers to compare how we are reporting on similar programs.

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Performance Measure Analysis and Refinement

Once performance measure analysis is completed, OE staff will support departments in updating measures in preparation for inclusion in FY 2027 Budget Book.

| Measure selection for inclusion in Budget Book will be finalized.	Data for selected measures will be reviewed and updated.	Visual presentation of measures will be completed.	Program descriptions will be finalized.

The County will continue to use the ClearPoint system as the tool to collect, review, and store performance measure information for the Budget Book and other purposes.
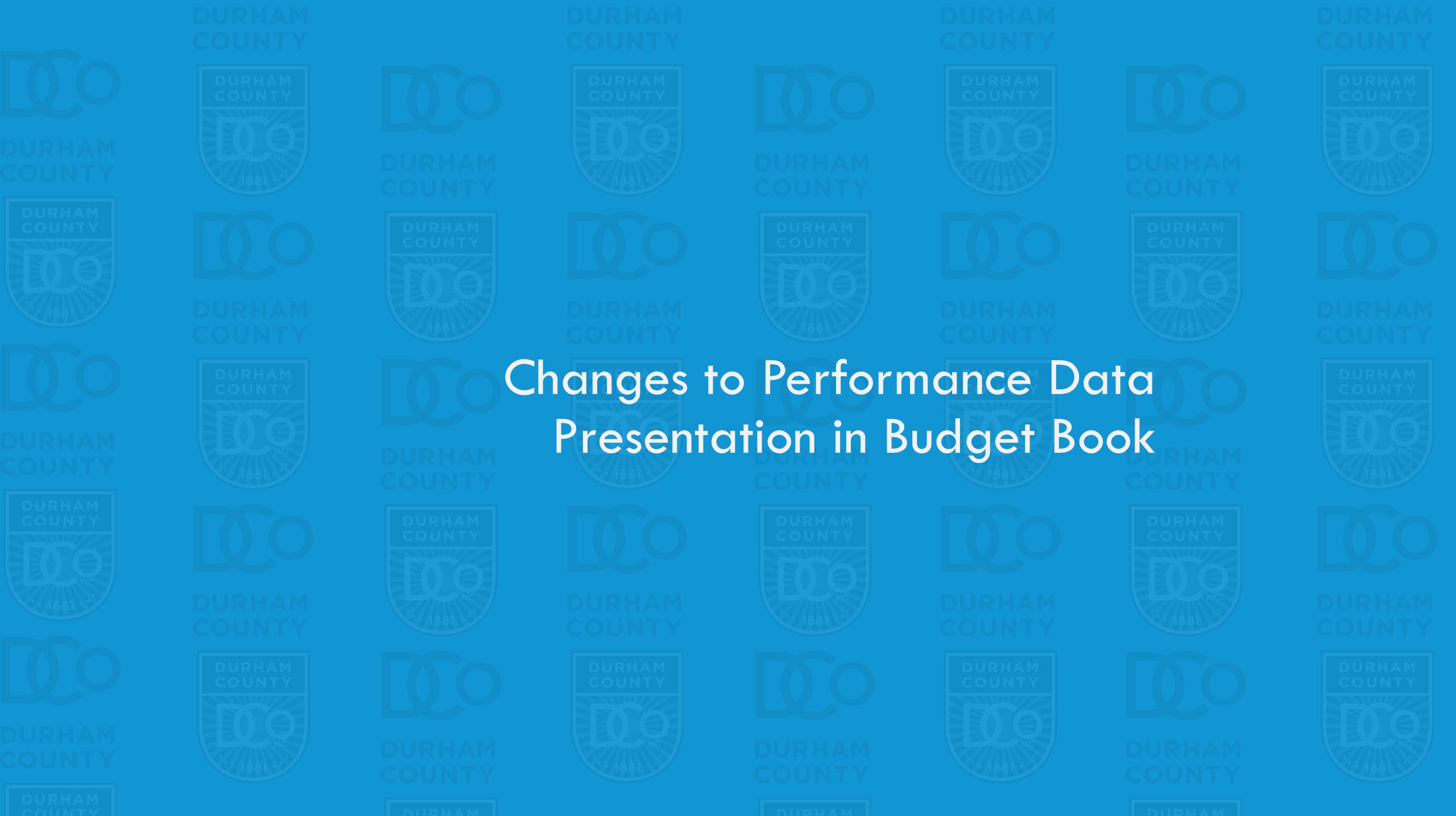
Changes to Performance Data Presentation in Budget Book

Evaluating New Performance Reporting Structure

OE has also been benchmarking our Budget Book performance information against other models to identify potential shifts in how we are presenting information.

- Looking at local/regional peers as well as at national leaders to identify any strategies for more effectively data presentation.

Goal – Maximize ability to report important performance information while maintaining/improving efficiency of Budget Book document.

- How do we ensure that this information is both meaningful and digestible for leadership and the public?

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Current Budget Book Performance Data Structure

> Currently, we have an extensive presentation (with both data visualizations and narrative) with information presented by Department.

> Provides a substantial amount of information for each measure but limits total range of performance information reported.

Alternative Models

> Some other jurisdictions use a more compact, streamlined, tabular approach.

>> Organize performance information by programs.

>> Sacrifice narrative context for an increase in the number of reported metrics.

Supportive Services

The Supportive Services program provides a wide range of long-term support services such as Veteran Assistance, Medicare Counseling, Hospital Care Transitions, Caregiver Support, Assessment and Care Coordination, and Information to the public about Aging and Disability Services. This program provides residents with information to make informed decisions about their service options within the Prince William Area.

Key Measures	FY22 Actuals	FY23 Actuals	FY24 Actuals	FY25 Adopted	FY26 Adopted
Clients reporting that supportive services helped them stay in their homes	100%	100%	100%	99%	99%
Clients reporting that services helped them access aging services	93%	100%	95%	98%	99%
Clients reporting options counseling connected them to services and supports	-	-	95%	95%	95%

Example: Fairfax County, VA

Office of the County Executive

	AGENCY DASHBOARD		
Key Data	FY 2012	FY 2013	FY 2014
Administration Dashboard			
1. Board Package Items Prepared	817	665	576
2. Board Matters Requiring Action	329	315	210
3. Manage Countywide Performance Targets	1,585	1,394	1,445
4. Agencies and Divisions Continuity of Operations Planning (COOP) Reviewed	N/A	45	45
5. Number of General Assembly Bills Affecting County	236	158	199
6. Number of Employees who Attended Department of Human Recourses Training Events	9,886	11,588	10,776
7. Environmental Agenda Plan Initiatives Implemented	3	6	7
Internal Audit Dashboard			
8. Number of Auditable Agencies	45	45	45
9. Business Process Audit Universe	52	52	52
10. County Procurement Card Spending	$45.6m	$53.3m	$53.2m
11. County Governmental Fund Revenues	$3.87b	$4.06b	$4.21b

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Changes to Performance Data Presentation

Revisions to performance data structure still being finalized.

However, high likelihood that FY 27 materials will:

- Organize performance information by program rather than department level reporting.

- Utilize a tabular approach to increase overall number of metrics included in budget document.

- Continue to report targets for metrics and multi-year data (where available).

- Emphasize outcome measures over output and efficiency measures but include clearly identified data on all three types.

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Additional Performance and Planning Activities

Additional Performance Reporting and Measure Development

Development of Companion Performance Report

Recognizing that changes to the Budget Book structure will involve trade-offs, OE will work to develop a companion document that includes more detailed performance information – a step towards an "Annual Performance Report."

The performance measure evaluation process is designed to both update existing measures and identify gaps in performance measurement.

Where identified gaps exist, OE is working with departments to develop new performance measures; new measures have already been identified for some programs.

Measures that are no longer valid or relevant will be archived and no longer maintained.

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Annual Performance Reporting Process

> OE is working with County leadership to develop an annual performance reporting process with periodic meetings to discuss work plan progress and interim data on performance measures.

> Design process is still in its infancy but will be ready for piloting in FY 2027.

> Goal is to provide more timely information to leadership to allow for improved oversight and collective sharing of information.

> OE will also be working on developing more dynamic performance reporting for public consumption (e.g., public-facing dashboards) to accompany ongoing performance reporting – Future Years.