

Portals on Results, Information, Measurement and Evaluation (PRIME)

Michel Brosseau¹

Performance Management, Correctional Service of Canada

Performance Management Branch is responsible for the provision of performance measurement by analyzing, monitoring, and measuring the overall performance of the Correctional Service of Canada nation wide. The Branch activities are guided by the government comprehensive reporting and accountability framework.

Background

In the last few years, Treasury Board Secretariat has put in place a strategy to modernize management practices in the public sector. It is mainly recognizing that good management practices should be focusing on continuous assessment of progress and reporting on that progress. This should lead to better-informed decisions, better public policies and better service delivery. Managers are expected to define anticipated results and continually focus attention towards results achievement; measure performance regularly and objectively, and learn from this information; and, adjust to improve efficiency and effectiveness.

The government strategy consists of a three-step strategy:

- 1) identify key results;
- 2) measure performance, learn and improve; and
- 3) report to Parliament and Canadians.

The expectations put on Departments are that: key results should focus on *outcomes*; when measuring performance, we should identify indicators to measure *progress* on objectives and *results* for short- medium- and long-term; and performance information should be included into existing reports.

CSC strategic response

In support to this mandate, Performance Management has been expanding and improving tools such as the Corporate Reporting System (CRS) and Reports of Automated Data Applied to Reintegration (RADAR). Requests from the user community have also promoted the development of more focused tools such as the Corporate Monitoring Tool (CMT) and a Community Management Information System (CMIS). All those tools are serving a specific purpose, i.e., providing information quickly to managers in specific areas of our business.

Program model

PRIME is a Web-based tool that was developed to provide high-level performance information to

managers. It is not by itself a new set of reports but rather a one stop-shopping place with ease of use in mind. Most of the reports accessible in PRIME are available already in other tools such as CRS, CMT, etc. Most of these reports have been simplified from their original format for ease of use and to focus on results and progress. For some of the reports, we have used this Web-based tool to make paper-based reports produced by Performance Management available electronically.

PRIME is divided in two main performance-oriented areas. The first one is called "Outcomes and results" with reports such as: Re-offending after WED, Survival Analysis for murderers released on Day parole and full parole, Proportion of offenders in community who commits crimes, Temporary Absences and Work Releases, Major Institutional Incidents excluding escapes, Escapees, Major Community Offences and Release Outcomes. A second one is called "Process and compliance" with reports related to Admissions, Releases, Offender Grievances and Correctional Plans on Time.

Also, two additional information links are available that provide access to, and specific information regarding 'Offender Profiles' and 'Tools'.

So PRIME facilitates our mandate as an information portal to reports and tools developed by Performance Management available elsewhere in the Correctional Service of Canada Intranet or that has been paper based until now.

The target audience is obviously managers at all levels that need to monitor their own achievements on specific activities that will, in return, impact on the overall performance of the Correctional Service of Canada. Most of the actual reports in PRIME are updated once a month and are showing historical data. By following up on key activities, the Service should be in a better position to assess its progress, and when necessary, take the proper actions to adjust processes or policies that are not performing as expected.

PRIME is at an early stage of development and plans are put forward to improve its content and the technology supporting it. It will become the central element of our management framework. ■

¹ 340 Laurier Avenue West, Ottawa, Ontario K1A 0P9