

Agency and Cross-Agency Priority Goals

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Labor-Management Forum EO Specifies a Focus on Goals and Metrics

Improvements in our ability to accomplish our mission and deliver high quality products and services

- Higher productivity
- Improved customer satisfaction
- Better service delivery
- Cost savings
- Speed and quality of adoption of new business processes and technology
- Improved outcomes and mission delivery



Improved Quality of Employee Work-life

- Higher employee morale
- Greater job satisfaction
- Lower attrition rates
- Employee development and training



Better Labor-Management Relations

- Greater union and employee engagement in workplace decisions
- Expedited collective bargaining process
- Increase in disputes resolved

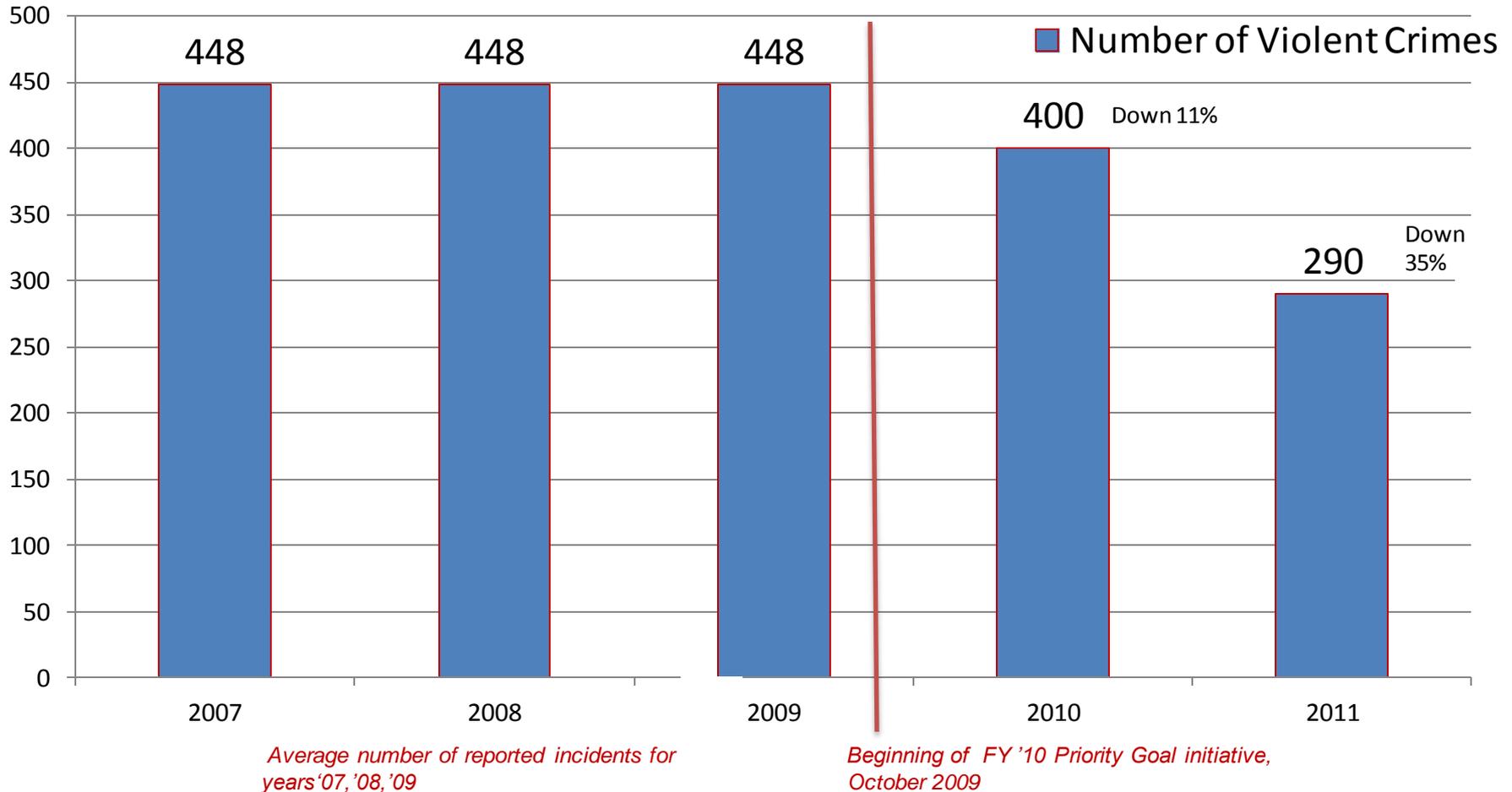
Mission-Focused Goals

GPRA Modernization Act of 2010:

- President sets longer-term Federal Cross-Agency Priority (CAP) Goals (outcome and management) every term, with annual goals and quarterly targets
- Agencies
 - Develop Strategic Plans every 4 years
 - Set Agency Priority Goals every 2 years
 - Set Annual Performance Goals for key aspects of agency performance every year in annual performance plan
- All available through [Performance.gov](https://www.performance.gov)

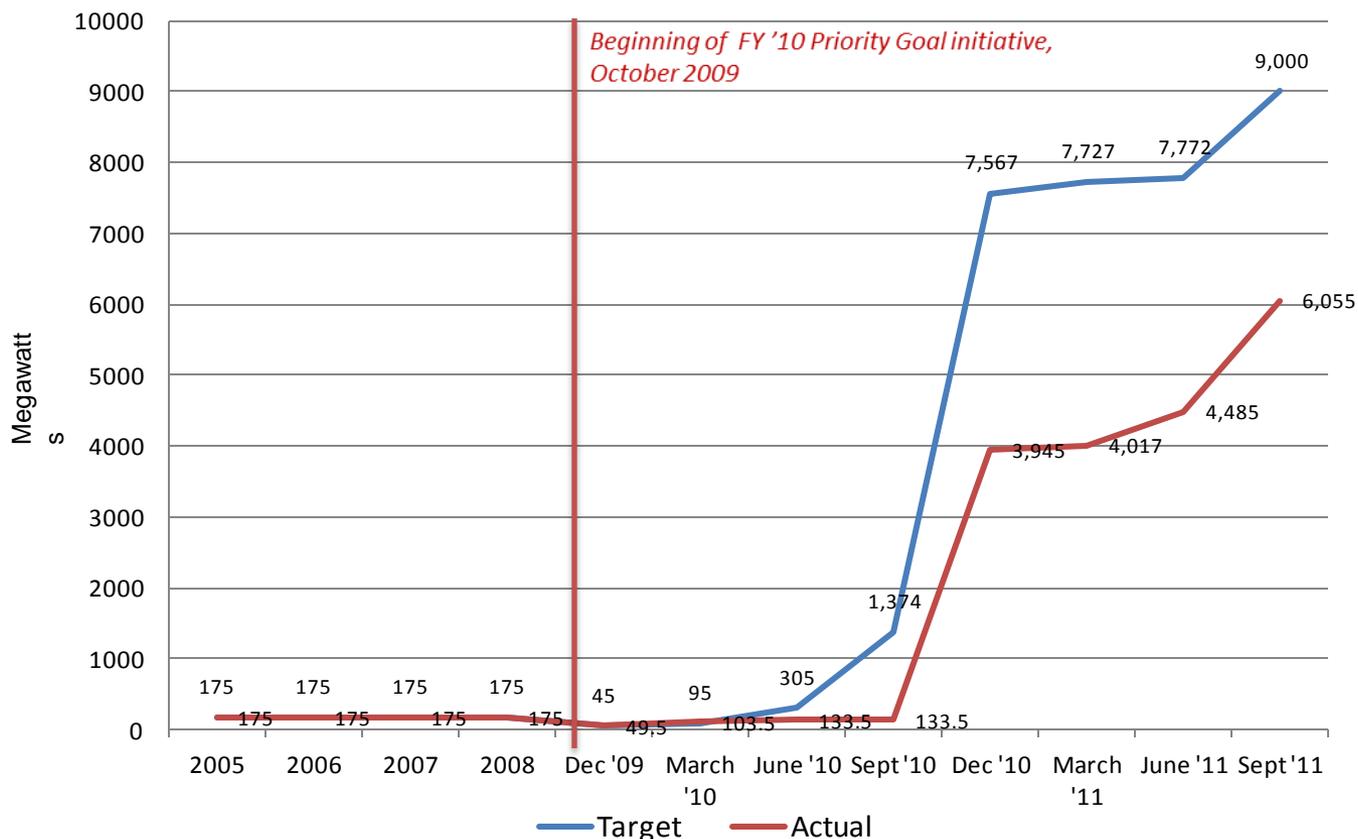
RESULTS: Safe Indian Communities Agency Priority Goal

Number of Violent Crime Incidents in Rocky Boy, Mescalero, Standing Rock, and Wind River Indian Reservations



RESULTS: Department of the Interior

Renewable Energy Development Agency Priority Goal Initiative



Interior Secretary Kenneth Salazar led the Administration's effort to develop new renewable solar, wind, and geothermal energy resources on public lands managed by the Bureau of Land Management.

BLM approved projects generating 6,055 megawatts of new energy, enough to power over a million homes. Though the 9,000 MW goal was not met, Interior's progress toward this goal and its accomplishments to date have been historic.

FY 2012-FY 2013: 103 Agency Priority Goals

- **Homeless Veterans.** By September 30 2013, in partnership with the VA, reduce the number of homeless Veterans to 35,000 by serving 35,500 additional homeless veterans.
- **Rural Development.** By September 30, 2013, the U.S. Department of Agriculture (USDA) will expand U.S. agricultural exports to at least \$150 billion to assist rural communities to build and maintain prosperity through increased agricultural exports.
- **E-Filing.** Increase use of our online services. By the end of FY 2013, we will increase our online filing rates from 36 percent at the end of FY 2011 to 48 percent.
- **Smoking Reduction.** By December 31, 2013, reduce annual adults' cigarette consumption in the United States from 1,281 cigarettes per capita to 1,062 cigarettes per capita, which represents a 17.1% decrease from the 2010 baseline.

The full list of FY12-13 Agency Priority Goals is on Performance.gov

14 Cross-Agency Priority Goals

- 1. Exports.** Double U.S. exports by the end of 2014.
- 2. Entrepreneurship and Small Business.** Increase federal services to entrepreneurs and small businesses with an emphasis on (1) startups and growing firms and (2) underserved markets.
- 3. Broadband.** As part of expanding all broadband capabilities, ensure 4G broadband coverage for 98% of Americans by 2016.
- 4. Energy Efficiency.** Reduce Energy Intensity (energy demand/\$ real GDP) 50% by 2035 (2005 as base year).
- 5. Improve Career Readiness of Veterans.** By September 30, 2013, increase the percent of eligible service members who will be served by career readiness and preparedness programs from 50 percent to 90 percent in order to improve their competitiveness in the job market.
- 6. Science, Technology, Engineering, and Math Education.** Increase the number of well-prepared graduates with STEM degrees by one-third over the next 10 years, resulting in an additional 1 million graduates with degrees in STEM subjects.
- 7. Job Training.** Ensure our country has one of the most skilled workforces in the world by preparing 2 million workers with skills training by 2015 and improving the coordination and delivery of job training services.
- 8. Cybersecurity.** By 2014, achieve 95% utilization of critical administration cybersecurity capabilities on federal information systems.

14 Cross-Agency Priority Goals (cont.)

9. **Sustainability.** By 2020, the Federal Government will reduce its direct greenhouse gas emissions by 28 percent and will reduce its indirect greenhouse gas emissions by 13 percent by 2020 (from 2008 baseline). (P.gov content to come).
10. **Real Property.** The Federal Government will manage real property effectively to generate \$3 billion in cost savings by the end of 2012.
11. **Improper Payments.** The Federal Government will reduce the government-wide improper payment rate by at least two percentage points by FY 2014.
12. **Data Center Consolidation.** Improve IT service delivery, reduce waste and save 3B in taxpayer dollars by closing at least 1200 data centers by FY15.
13. **Closing Skills Gaps.** By September 30, 2013, close the skills gaps by 50% for 3 to 5 critical Federal Government occupations or competencies, and close additional agency-specific high risk occupation and competency gaps.
14. **Acquisition.** Reduce the costs of acquiring common products and services through strategic sourcing by agency identification and strategic sourcing of at least two new commodities or services annually in both FY13 and FY14 expected to yield at least a 10% savings reduction agency-wide over the prices paid in the previous year, with at least one for information technology products or services.

More information is available on Performance.gov

Mission-Focused Labor-Management Forum Metrics and Success

Today's Example – Houston VA Claims Processing

Mission-Focused Goal: December 2010, the Houston VA Claims processors union and management focus on increasing rating production.

Result: Annual rating production (number of claims completed) increased by 40% compared to the average over the prior three fiscal years.

For More Information

See Performance Improvement area of focus, Clear Goals on:

[Performance.gov](https://www.performance.gov)