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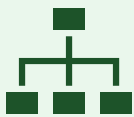
Efficiency Evaluation Annual Report to the Legislative Management Committee

Office of the Legislative Fiscal Analyst and the
Governor's Office of Planning & Budget

In 2021, the Utah State Legislature enacted Utah Code 63J-1-903,904



Establishes a joint team from the Governor's Office of Planning and Budget (GOPB) and the Office of the Legislative Fiscal Analyst (LFA)



Directs the joint team to undertake efficiency improvement projects for state agency processes.



Best Practices Sharing

- Montana State Legislature, Legislative Finance Committee
- Governing for Results Network (NCSL)
- National Directors Meeting
- The Colorado Lab
- Tax Commission
- North Carolina
- Tennessee



Why? The Purpose of Efficiency Projects



Enhance the efficiency of agency operations

- Find and eliminate sources of waste
- Reduce errors



Increase the quality of services to Utahns



Methodology

- Transformational Operations and Performance (TOP)
- Continuous Improvement
- Inventory Management
- Theory of Constraints
- Thinking in Systems
- Six Sigma
- Lean



Most Recent Report: Corrections Inmate Placement

"The purpose of this evaluation was to identify opportunities to improve timely access to treatment and programming in order to reduce incarcerated bed days, prepare inmates for release, and ensure public safety."

1

Formalize the inmate placement decision-making criteria and process.

2

Identify, collect, report, and communicate key information.

3

Base treatment enrollment timing on an inmate's earliest likely release date.



Rec. 1: Formalize the inmate placement decision-making criteria and process



Establish clear hierarchy of criteria for making systematic inmate placement decisions



Prioritize placements based on key constraints such as medical needs and security level, while optimizing for length of stay and inmate access to treatment opportunities



Prioritization Example: Place inmates with lower medical needs in county jails rather than resource-intensive treatment facilities



Critically evaluate unwritten norms and practices currently used in placement decisions; include in formal process if deemed valuable



Provide staff with explicit policies explaining when staff discretion or deviation from standard placement criteria is appropriate

Soon-to-be-Released Efficiency Evaluations



Division of Child and Family Services' Child Protective Services Intake

- Scope: Review of the DCFS intake process for screening reports of child abuse and neglect, including telephone hotline procedures and online reporting resources
- Impact: Improve consistency and accuracy when screening reports to ensure that critical cases are accepted and forwarded to CPS investigators

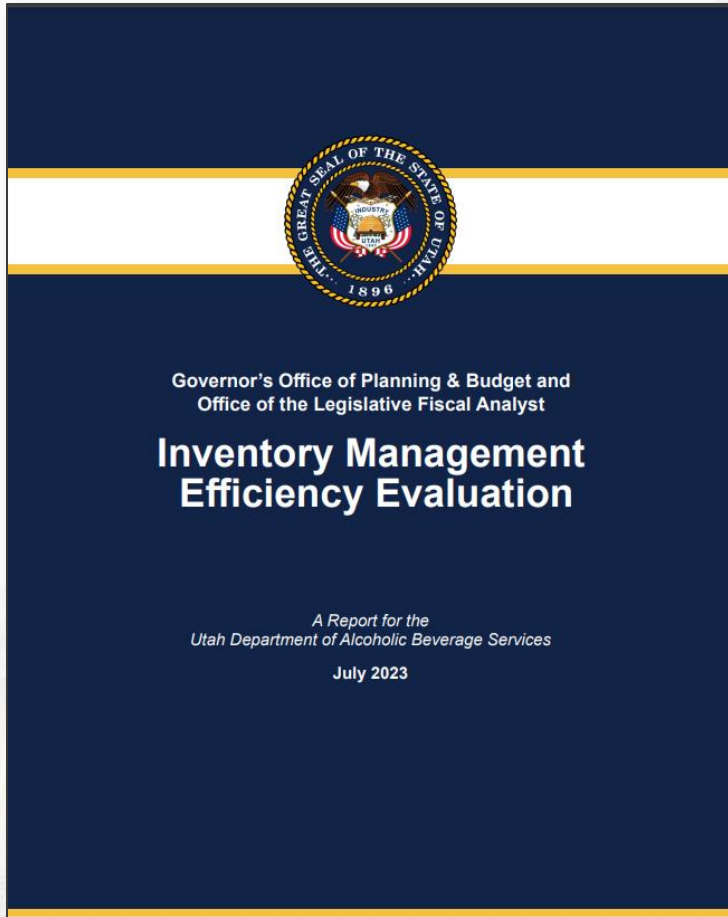


Utah Department of Agriculture and Food's Regulatory Services Division

- Scope: Review of the operations and policies of UDAF regulatory inspection programs, including inspections of dairy facilities, food retail and manufacturing establishments, and weights & measures equipment
- Impact: Optimize inspectors' travel time and increase timely completion of inspections that support food safety and fair business practices



Where to Find Our Reports



- <https://budget.utah.gov/products/performance/>
- <https://gopb.utah.gov/efficiency-evaluations/>



Performance Measures Update

Funding Item Measures

Migration to Power BI

- Increases Potential for Process Automation

Repeat Reporting Enhancements

- Analyst Dropdown Menu
- Agency Interface Modification
- Database Modification to Collect Additional Years' Data



https://le.utah.gov/lfa/newfundingfollowup_2024.html



Performance Measures Update

Line Item Measures

LFA Efficiency Project:

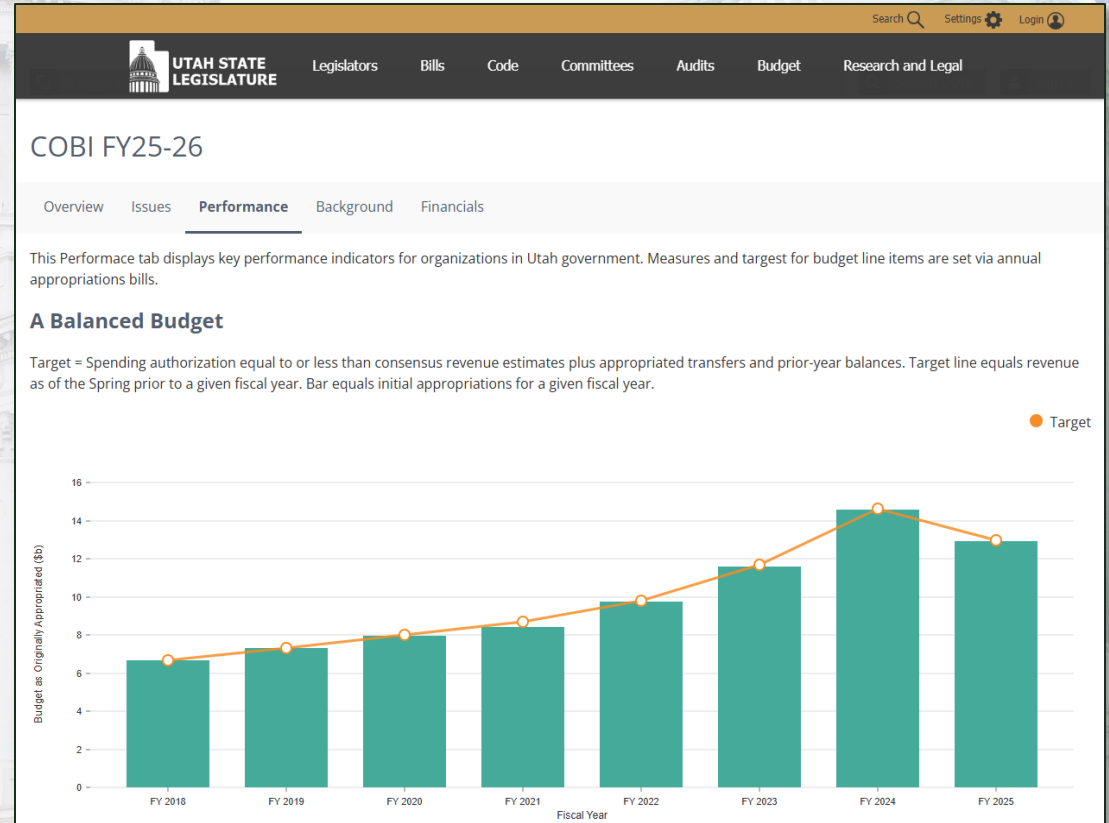
Goal—Reduce Analyst Work in Process During Session

Full Kit

- Implement Measure Lifecycle
- Minimize Handoffs through Automation (BOTSU & Intent Language)

Mistake Proof

- Archive Legacy Data
- Enhanced Data Controls



[Link to Line Item Measures in COBI](#)



Performance Measures Update

Future Developments

**Align Measures with
Strategic Plans & Big Concepts**

**Refine Agency
Reporting Interface**

**Adjust All Measures
API Export**

**Enhance Performance
Measure Dashboards**



Thank you



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