

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON ~~DISABILITY~~ SERVICES

POLICY	
Department on Disability Services	Subject: Performance Management Program Policy
Responsible Program or Office: Director, Department on Disability Services	Policy Number: 2012- DDS- PERFORMANCE-POL004
Date of Approval by the Director: December 18, 2012	Number of Pages: 2
Effective Date: January 1, 2013	Expiration Date, if Any: N/A
Supersedes Policy Dated: N/A	
Cross References and Related Policies, Procedures and Documents: Performance Management Procedures	

1. PURPOSE

The purpose of this policy is to establish the standards, guidelines and expectations for the Performance Management Program within the Department on Disability Services (DDS) to ensure management effectiveness, continuous learning, quality improvement, and accountability.

2. APPLICABILITY

This policy applies to all DDS administrations, work groups, offices, managers, supervisors and employees.

3. AUTHORITY

The authority for this policy is established in DDS as set forth in D.C. Law 16-264, the "Department on Disability Services Establishment Act of 2006," effective March 14, 2007 (D.C. Official Code § 7-761.01 *et seq.*).

4. POLICY

It is DDS's policy to maintain an active Performance Management Program to govern planning, monitoring, review and evaluation of programs, projects and policies, so as to continually improve effectiveness of the DDS organization and personnel, and to ensure that the mission and objectives of the agency are embedded in the overall operations of the Department. The Performance Management Program will be designed to ensure accountability, and to provide direction, clarify expectations, communicate quality and

outcome standards, and affirm DDS's values for DDS staff, service providers, and the people who receive services.

5. RESPONSIBILITY

The responsibility for this policy is vested in the Director, Department on Disability Services.

6. STANDARDS

- A. The Performance Management Program is designed to ensure achievement of the mission of DDS, which is to provide high quality services that enable people with disabilities to lead meaningful and productive lives as vital members of their families, schools, workplaces and communities in every neighborhood in the District of Columbia.
- B. The Performance Management Program is designed to ensure integration of the mission of DDS with the objectives of the Executive Office of the Mayor.
- C. The Performance Management Program is designed so that compliance is maintained with all local and federal rules and regulations and federal court orders.
- D. Policies and procedures are developed and implemented to provide direction and support for performance management.
- E. Performance measures and benchmarks are established and communicated so that all business units within DDS focus on agreed-upon desired outcomes for the service systems and for the individuals it serves.
- F. Each Administration business unit performance measures shall be aligned with the annual S.M.A.R.T. goals of DDS employees.
- G. Data is recorded, analyzed, and published on Key Performance Indicators (KPIs) for the agency Performance Plan and for each Administration to measure achievement with annual goals.
- H. Reliable performance information is used in management decision-making, including successes and challenges, to inform ongoing quality improvement efforts.
- I. Systems are in place to monitor and evaluate the effectiveness of the DDS staff and contracted providers who work under contract with DDS and/or DHCF in the accomplishment of the mission and annual goals of DDS.



Laura L. Nuss, Director



Approval Date