

## **Testimony of the League of Women Voters of Cook County Regarding the Proposed Ordinance Amendment to Performance Based Management and Budgeting**

Good Morning Commissioners, Officials, and Staff,  
I am Karin Hribar, Co-President of the League of Women Voters of Cook County.

Last year, the League provided all the Commissioners and other Elected Officials with a copy of our study of STAR, the Cook County Performance Management System. The League then and now support the use of a performance management system by all elected and appointed officials in Cook County government in order to improve the workings of the County for all its citizens.

Our study noted a number of positive elements and outcomes we saw as a result of the performance management system then in place. We also identified a number of problems we saw and concerns we had, mainly with the actual implementation, or lack of implementation of the system throughout County government. We also provided a number of suggestions for improving the performance management web site, which is a means for communicating with the public.

This proposed ordinance amendment 16-3977 is a very ambitious plan. It endeavors to improve the budget process, improve the delivery of County services, improve managerial and legislative decision-making, provide greater detail on County services and programs to the public, and improve public trust by holding the County and departments accountable for achieving results.

But how the amended ordinance will actually be implemented is the key to whether any or all of these improvements will result.

First, \*Will the goals that are set by each department reflect core missions and duties?

\*Will the measures used be results-oriented?

\*Will benchmarks and best practices from other government entities and private industry be used in setting goals and targets of achievement?

\*Will the results be reported to the public at least yearly in an easily readable format that is archived for comparison purposes?

\*Will all elected and appointed officials truly embrace this new set of requirements? Previously, based on our conversations with them and information on the STAR web site, it was clear that few elected officials, other than the President, embraced the performance management system.

And lastly, \*Will you, the Commissioners, the public's representatives, see the role you can have to ensure the elected officials and departments have worthwhile goals, measures, and targets? Will you utilize the opportunities you have throughout the year, and particularly during the budget review sessions, to question officials and departments about results and the goals, measures and targets for the new fiscal year?

The League looks forward to observing how this ordinance is implemented and hopes that the desired results will be achieved. If so, we believe everyone will benefit.