



JOINT LEGISLATIVE OVERSIGHT COMMITTEE
ON HEALTH AND HUMAN SERVICES

Report on Office of Program Evaluation Reporting and Accountability (OPERA)

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Summary of Actions

- 3 positions established
- Recruitment by DHHS Leadership team and Human Resources has been conducted for the Director's position since the 2015-16 year. To date, no individuals have been hired.
- No expenditure of funds appropriated to the Department for the establishment and administration of the Office.
- No assessments or evaluations done under the auspices of this Office.

Alternative Recommendation

- **Incorporate/ align OPERA with the Division of Budget and Analysis (B&A) - Program Performance Analysis Section**
 - B&A is an *independent* division, uniquely positioned to objectively assess and evaluate service/program performance across the various divisions.
 - As with the statutorily required Office of Internal Audit which also sits in the Department, Budget & Analysis is established to provide department-wide independent reviews and analysis of various functions and services/programs to promote accountability and effectiveness apart from its budgetary oversight.
 - The role and responsibilities of B&A allow it to identify and understand the interrelatedness and alignment of services performed for the citizens of the State.

Alternative Recommendation

- B&A is committed and has led as well as supported DHHS in adopting outcome-based performance management as our operating strategy to:
 - Determine our most important results
 - Monitor progress toward meeting goals
 - Invest resources strategically
 - Continuously improve performance, adjust operations in response to results, and achieve accountability for results
- B&A is positioned to enforce appropriate firewalls and controls to ensure appropriate balance between evaluation and other accountability activities.
- Department has already developed a web-based system that currently contains the majority of requirements as detailed in session law.