

**Evaluative Feedback: Performance and Results of Performance Vistas, Inc.
Contract with DSS 2001 - 2002
Respondent: Bo Galliher, Director SD&T**

Service Orientation

1. How satisfied are you with the responsiveness of PVI in meeting the needs of DSS under the contract?
PVI has always been responsive to Agency needs within the broad scope of our contracts.
2. How satisfied are you with PVI's communication with your agency?
Both verbal and written communication has always been good.
3. How satisfied are you with PVI's availability to your agency?
Expectations for availability have always been met. Even availability to unplanned activities were worked out satisfactorily.
4. How satisfied are you with the professional attitudes and appearance of PVI's staff?
Attitudes have always been professional. Appearances have been appropriate to the specific activity.
5. How satisfied are you with the preparation of PVI's staff?
Staff has always been informed. It has been obvious that pre-work has been done prior to any meeting, group facilitation, and any other activity.
6. How satisfied are you with the timeliness of any products PVI has produced under the contract?
Timeliness has been within expectations.

Quality of Services

1. How satisfied are you with the overall quality of services provided by PVI through its 2001-02 contract?
The quality of services provided by PVI staff has been exceptionally good.
2. How satisfied are you with the accuracy of any products PVI has produced under the contract?
The products produced have been well researched, developed and tested before being applied to the intended use.
3. How satisfied are you with the usefulness of any products PVI has produced under the contract?
Products have been useful and modified as necessary to meet the changing needs of SCSS.
4. How satisfied are you with the participation of PVI staff in meetings conducted under the contract?
PVI has participated in meetings of staff at all levels. The ability to ask appropriate and probing questions has help PVI to quickly understand the complexities of DSS, get the necessary issues on the table, and move groups toward actionable solutions to issues, problems, etc.
5. How satisfied are you with the facilitation by PVI staff of meetings conducted under the contract?

PVI over and over has shown a high level of skill to help disparate and sometimes hostile groups work through their differences and arrive at a consensus for collaboration, coordination and planned action. The quality of feedback to such groups by PVI in follow-up sessions is of tremendous value to continued cohesion of such groups as they struggle with changes in performance.

6. How satisfied are you with the effectiveness of the services provided by PVI under the 2001-02 contract?

The services and products produced during the past two contract periods have ongoing needs and prepared DSS staff to respond effectively to the strategic direction envisioned by the current Executive Administration.

7. Has the quality of PVI's services improved over last year's services? If so, in what ways?

The quality of service has improved from one contract year to another. This is attributable to the comfort level between PVI staff and DSS staff, increased knowledge of the Agency, understanding and working with the idiosyncrasies of the Agency and it's particular elements, thus enabling PVI to more effectively direct the knowledge, experience, talents and other resources to address Agency needs.

Results

1. To what extent has PVI been successful in the development of planning and evaluation systems at DSS?

PVI had significant impact on planning and evaluation by assisting DSS staff to develop outcomes for every program, use a self assessment process, establish a process for collecting and evaluating data, development of annual improvement plans associated with baseline data, evaluating annual plans to determine level of improvement, focus on key outcomes and results, evaluate resources to determine capacity, establish priorities based on employee capability and capacity, etc.

2. To what extent has PVI been successful in enhancing cooperation and communication among DSS divisions and within their various units?

PVI was very successful in helping the Agency bring employees together to address critical issues that we were not able to work through without expert assistance.

3. A major goal of the PVI contract has been to build the capacity of DSS. How successful have we been in accomplishing this goal?

Knowledge and skills related to performance management.

4. What results did DSS produce as a result of PVI's involvement?

More knowledgeable and skilled managers, a planned approach to improved service delivery, data driven results, effective utilization of resources, training programs to support the improvement strategies, a plan for identifying and involving community resources in client services, etc.