

# Performance Vistas, Inc.

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[www.PerformanceVistas.org](http://www.PerformanceVistas.org)

## Corporate Identity



A small research, consultation and training agency organized as a non-profit with Georgia's Secretary of State. Headquartered in suburban Atlanta, with an office in Pensacola, Florida. Bailey and Grimm have been planning, training and evaluating community, state and federal projects for nearly three decades. **MISSION: Building the capacity of public servants to achieve new performance horizons... planning, performance analysis, training, evaluation, and organizational learning systems.**

Performance Vistas provides specialized and intense services to meet the needs of a few carefully selected client agencies. We owe our success to the attention we pay to quality work, our highly experienced staff, and the partnership approach we bring to our engagements. Our consulting philosophy has earned us the respect and trust of all our clients. We match senior consultants with leadership experience in the relevant arenas of a project, and that ensures successful project outcomes and satisfied "customers."

**Our clients are state and county human services agencies and private service providers – and their stakeholders: their workforces and clients, the public and policy-makers.** We serve people in these agencies who do uncommon things to achieve quality-of-life outcomes for their clients. Performance Vistas' clients are trying to improve their systems of service provision and management, and are committed to continuous organizational learning. Sometimes allows us to improve efficiency by re-engineering service processes using technology. Often it means working side-by-side with our clients as they clarify strategic directions, refine their operational models, and build the organizational capacity they need for achieving results.

Performance Vistas is **a process-oriented consulting firm: We help our clients look for answers to continuous improvement in their own decision systems and work teams:**

- We ask the right questions, listen well, and clarify the facts.
- We help our partners analyze their strengths and weaknesses.
- We assess, plan, monitor and evaluate agency performance.
- We enhance productivity.
- We help leaders develop their organizations through strategic planning, leadership development and team building.
- We help managers design and establish their performance measurement systems.
- We help managers analyze their workforce's demands and capacities, and we help them make an analytical case for the resources needed to match agency goals.
- We help design, deliver and evaluate the effectiveness of performance training systems and technical assistance functions.

**To achieve quality outcomes organizations must commit to change, and take concrete action to demonstrate that commitment.** Excellent performance requires “taking the pulse” of the community’s problems and listening to the needs of customers. Program designs should spring from logical assumptions about what works to meet those needs. Outcome evaluation is a key way agencies can determine mission accomplishment. But it also helps agencies establish their priorities, do a better job of allocating their assets, and generating support from policy makers and funders. Our clients are not satisfied with simply monitoring compliance (“how well did we do what we said we’d do?”). They evaluate outcomes (“What life changes did the client experience?”). They are committed to devoting adequate resources and training to accomplish those results.

Our web site, at [www.PerformanceVistas.org](http://www.PerformanceVistas.org), explains our project history and qualifications. It also provides a way to contact active and former clients’ project managers, and it offers testimonials from project directors who have worked with Performance Vistas.

## **Performance Vistas’ Principals**

Performance Vistas calls on the following principals for a typical engagement:

- **J. Douglas Bailey**, MSW. Co-Founder and President. Mr. Bailey usually serves as project director and administrative point person, but he also leads project teams. He trains, provides on-site technical assistance, facilitates planning sessions, and manages technical functions such as data collection and analysis.
- **Richard E. Grimm**, PhD. Co-Founder, Board member and Senior Associate. Dr. Grimm often serves as lead investigator and project co-director. He also provides on-site TA and project leadership, facilitates planning and leads training and data collection teams.
- **Ashley Self**, BA. Associate. Ms. Self is our database manager and lead developer of data capture and reporting tools, formats and protocols. She is responsible for analyzing data and producing data reports. She is also our lead facilitator for developing client staffs in data systems.
- **Gregory Chatham**, BS in Electrical Engineering. Associate. Mr. Chatham leads the design and development of automated, online project performance reporting systems and grant application systems. He also provides technical assistance and co-trains as part of the team, and is the lead on mediation processes and personnel practices.
- **James C. Shine**, MPA, JD, Senior Associate. Mr. Shine provides policy analysis, planning, technical criminal justice support and training as part of our team.

The Board of Directors at Performance Vistas, Inc. is a who’s who of experienced public servants with consulting backgrounds that enable them to advise on projects as needed:

- Bill V. Galliher, MSW, staff development & training and operations administration;
- Judge John T. Parnham, drug court innovations & training;
- Harry K. Singletary, adult corrections administration and management systems;
- Maureen Drouin, mental health planning and evaluation;
- Barbara A. Bailey, educational systems, strategic planning and child development.

Other consultants are engaged as required by a given project. Among the people whom we trust and who have served on teams with us in the past are:

- Woodrow Pelt, BS, multi-media productions and web hosting;
- Scott Stewart, PhD, computer-assisted instruction and performance-based learning;
- Jeff Dockman, BS, online interactive training and data collection systems design;
- Steven Kossman, MA, juvenile & adult corrections; community supervision services.