



# CTP PERFORMANCE MEASURES

**A presentation for the Association of State Floodplain Managers**

**Laura Algeo, CTP National Program Lead**  
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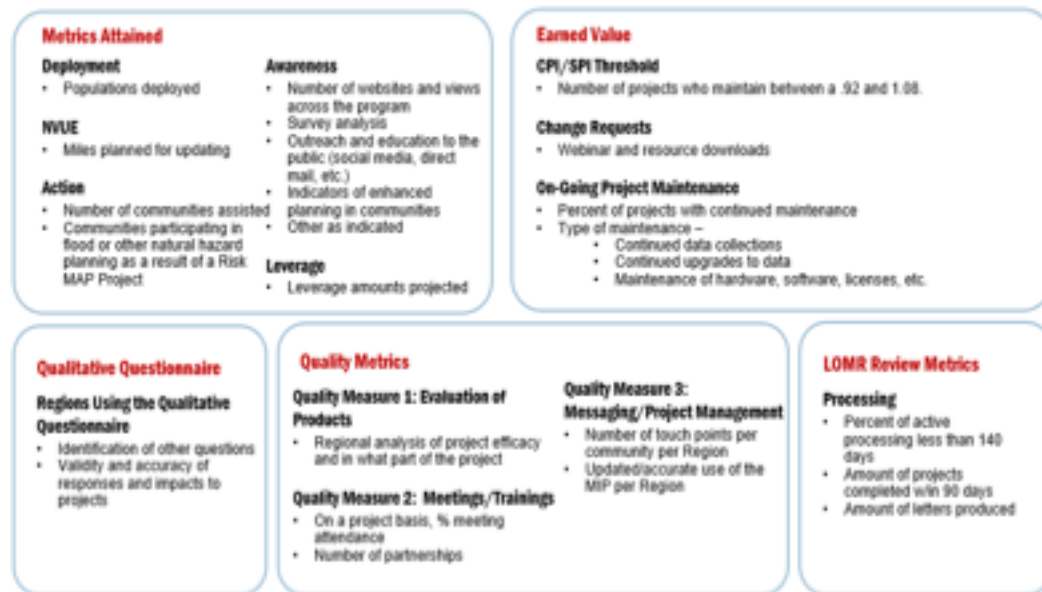
# Session Objectives

**In this session we want to discuss the following:**



# Background - Guidance

Starting in 2015, the CTP Program implemented new performance measures to help CTP and FEMA improve project performance. These performance measures were updated and modified in 2016 and 2017. These metrics, called the CTP Menu of Measures, are written into the Mapping Activity Statements (MAS) and Statements of Work (SOW) for the CTP Program.



The purpose of developing the CTP Menu of Measures was:

- To develop performance measures that are meaningful to the execution and management of grantee operations
- To build capacity of CTP leaders and key stakeholders to use performance metrics as a critical component of mission achievement (data driven decisions)
- To identify a flexible suite of measures that can be continuously adapted to the organization's changing environment and priorities

# CTP Menu of Measures

## Metrics Attained

### Deployment

- Populations deployed

### INVUE

- Miles planned for updating

### Action

- Number of communities assisted
- Communities participating in flood or other natural hazard planning as a result of a Risk MAP Project

### Awareness

- Number of websites and views across the program
- Survey analysis
- Outreach and education to the public (social media, direct mail, etc.)
- Indicators of enhanced planning in communities
- Other as indicated

### Leverage

- Leverage amounts projected

## Earned Value

### CPI/SPI Threshold

- Number of projects who maintain between a .92 and 1.08.

### Change Requests

- Webinar and resource downloads

### On-Going Project Maintenance

- Percent of projects with continued maintenance
- Type of maintenance –
  - Continued data collections
  - Continued upgrades to data
  - Maintenance of hardware, software, licenses, etc.

## Qualitative Questionnaire

### Regions Using the Qualitative Questionnaire

- Identification of other questions
- Validity and accuracy of responses and impacts to projects

## Quality Metrics

### Quality Measure 1: Evaluation of Products

- Regional analysis of project efficacy and in what part of the project

### Quality Measure 2: Meetings/Trainings

- On a project basis, % meeting attendance
- Number of partnerships

### Quality Measure 3: Messaging/Project Management

- Number of touch points per community per Region
- Updated/accurate use of the MIP per Region

## LOMR Review Metrics

### Processing

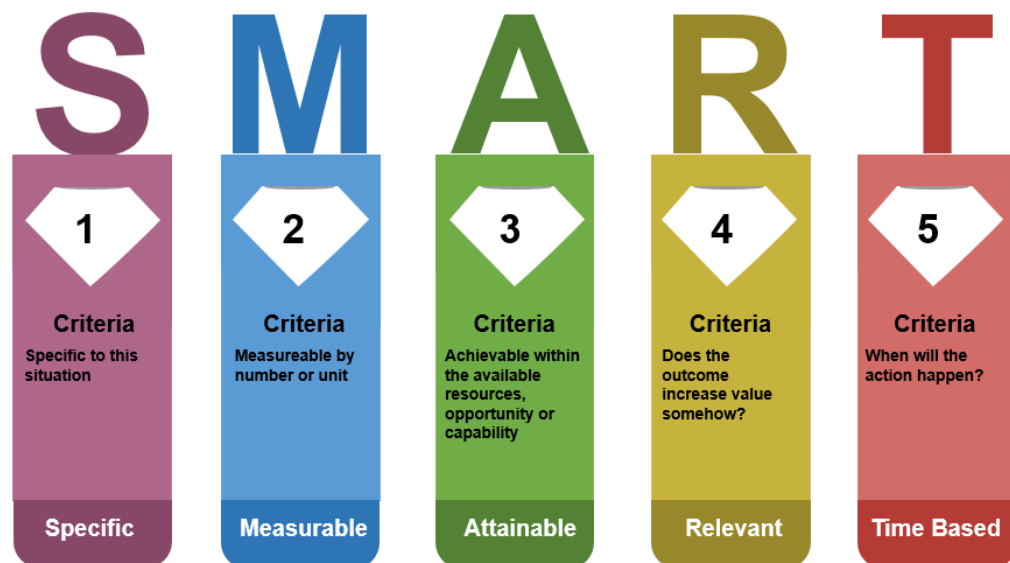
- Percent of active processing less than 140 days
- Amount of projects completed w/in 90 days
- Amount of letters produced



FEMA



# Using SMART Measures



- Used as the basis for continued communications and the setting of expectations
- Validate the agreed upon activities which will be performed and gain a shared understanding of goals
- Determine a good set of measures which apply to each type of activity on an award
- Touch base on a regular basis to ensure data is being captured and determine if activities are progressing as planned

## Performance Measurement Best Practices:

- Agree on the definition of each measure, the data collection method, repository location (who and how), and the reporting frequency
- For each award, set up an IBR type process (link award objectives, work to-be performed, work products/deliverables)

# Two Examples - CTP Menu of Measures



First we will discuss highlights of the following measures...

## 1. Metrics Attained – Awareness – Qualitative Questionnaire

- What are we trying to make attendees aware of?
- Detailed explanations of importance of ratings
- Set definition of success

## 2. Quality Measures 2: Meetings/Trainings

- Document attendance – whose roles are the key to success?
- What has been the result?
- Do some partnerships produce better results?

# Metrics Attained: Awareness

*Metrics Proposed vs Metrics Achieved based on analytics, surveys, word of mouth*



- **Google Analytics**  
Evaluate effectiveness of the Mapping Partners Website – measure increased viewing of the site and potential awareness raised
- **Pre/Post Survey**  
Take survey pre meeting and post meeting to evaluate awareness or understanding of
- **Exit Survey**  
Give survey upon participant exit to assess overall experience and/or distribute to local officials
- **Outreach and Education**  
Identify actions taken by community officials to communicate with and educate the public about flood and hazard risk

# Qualitative Questionnaire

Question	Rating	Explanation
Did CTP provide adequate coordination and briefings to the Region to ensure strong project participation by both parties?		
Has the CTP team kept the Region engaged in a proactive manner on issues that have arisen throughout the project enabling resolution		Important information
How well has the CTP team adapted to the program delivery of Risk MAP, specifically within your Region/Program area?		
For the overall project, how would you rate the level of improved coordination/collaboration or value of additional data collected from the local communities		
Did CTPs respond in an appropriate time to questions regarding QC issues, congressional inquiries, KDP follow up, etc.		



# Quality Measure 2: Meetings/Training

Number	Scope Type	Measure	Task	Target	Ranking
4	MAS (Taken from measure 1.4.5 and 4.2.2)	Uniqueness and value of national, State, regional or local relationships. The ability to effectively cooperate and coordinate with stakeholders.	<ul style="list-style-type: none"> <li>• Coordinate with State Risk MAP Coordinator to discuss agency's prioritization process for Risk MAP projects/schedules, meetings, and stakeholder engagement</li> <li>• Participate in State Risk MAP Strategy Development</li> </ul>	CTP provides feedback on State Strategy, Status of State Meetings and/or other State Coordination meetings at least 2X per year	Achieved

- **Document Attendance**
  - Which roles are key to project success?
  - Goal is to have 100% attendance of those invited
    - How will you document attendance in order to evaluate trends and any correlation between attendance numbers and success
- What partnerships have been developed?
- What has been the result?
  - What types of partnerships produce better results? Why?
  - Did you incentivize public/private partnerships?
    - Did local/federal/state partnerships invite opportunity to engage in more types of non-regulatory products

# Process Improvement: Performance Measures Working Group

## Goals

- ☐ Standardization
- ☐ Efficiency
- ☐ Advance Best Practices

## Accomplishments

- ☐ Analyzed current quarterly reporting forms from various Regions
- ☐ Drafted a variety of reporting templates to find best format
- ☐ Worked with regions to enhance their templates and roll-out to other regions



***Coordinate with your Regions If you have Ideas for Improvement.***

# Tools: CTP Performance Measure Matrix

MEASURE	SUB-MEASURE	SUB-SUB-MEASURE	System of Record	Report (if known)	Is the measure applicable?				
					PM_SOW	SpecialProject_SOW	FloodRiskProject_MAS	LOMR_Review_MAS	COMS_SOW
Quality Metrics (4)  Sample	Quality of Engineering and Mapping Deliverables (4.1)	Tracker Percentage Result (4.1.1)	RSC		NA	NA	A	NA	NA
		Quality Review 5 Recycle Rate (4.1.2)	PTS		NA	NA	A	NA	NA
		Due Process and Post-Preliminary Processing/Administration (4.1.3)	PTS		NA	NA	A	NA	NA
		Quality-Based Revised Preliminary or Other Post-Preliminary Rework (4.1.4)	FEMA/CTP		NA	NA	A	NA	NA
	Meetings / Trainings (4.2)	Attendance (4.2.1)	CTP		A	A	A	NA	A
		Partnerships (4.2.2)	CTP		A	A	A	NA	A
	Messaging / Project Management (4.3)	Touch points with communities	CTP		A	A	A	NA	A
		Document validity (4.3.2)	CTP		A	A	A	NA	A
		Timely MIP Management (required for all projects in MIP) (4.3.3)	Supplemental EV Report		NA	NA	A	NA	A

- **Intent: to digest complete suite of measures in a summary format**
- **Suggests which measures are applicable for each type of MAS/SOW activity and which are no applicable, using “A” and “NA”**
- **Facilitates discussion between CTPs and the Regions specific to the MAS/SOW for each award**
- **Additional toolsets and data collection processes under development – Make sure you are signed up for the Collaboration Center to keep abreast of new tools and resources.**

# Communications and Tools



## Collaboration Center



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**Need assistance in navigating the newly redesigned CTP Collaboration Center?**

For more assistance, visit the [FAQs page](#)

Check out a live website walkthrough on the new [calendar page](#)



Program Updates

**The Cooperating Technical Partners Program received multiple awards from the Hermes Creative Awards!**

Posted: 5/10/2018 at 1:14 PM

**Non-Disaster Grants Management System (ND Grants) Webinar Trainings**

Posted: 5/10/2018 at 1:12 PM

CTP Collaboration Monthly

**June 2018 - CTP Collaboration Monthly**

Posted: 6/7/2018 at 1:13 PM

Upcoming Events

Tuesday, June 12  
**Non-Disaster Grants Management System (ND Grants) webinar training**

Wednesday, June 13  
**Non-Disaster Grants Management System (ND Grants) webinar training**



**Register Now for the CTP Collaboration Center!**  
Click the link below to register for access to the CTP Collaboration Center. <http://tinyurl.com/CollaborationSiteRegistration>





# Questions/Discussion



# THANK YOU



