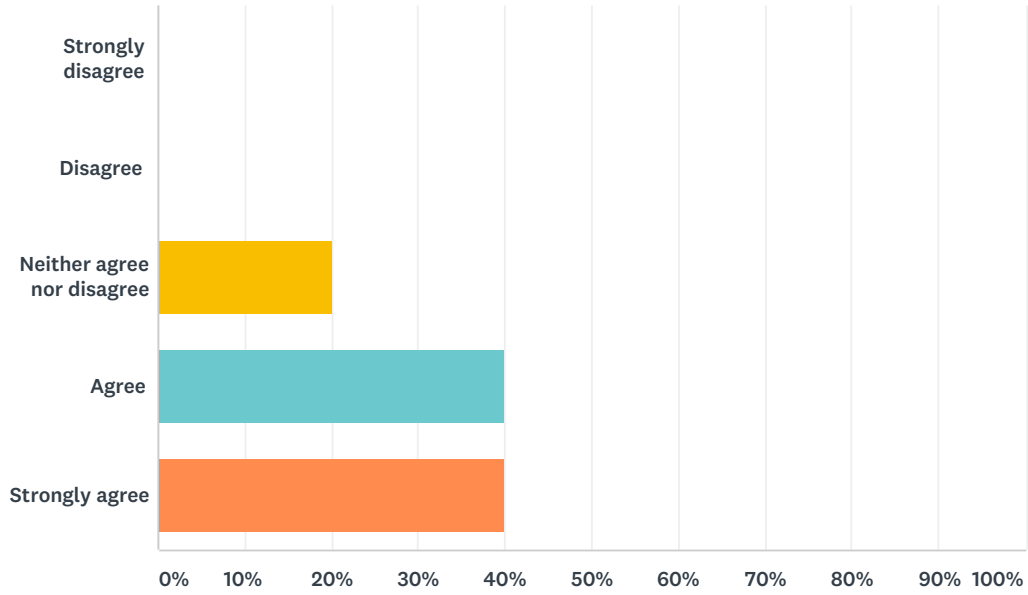


Q1 The legislative oversight process was systematic and logical.

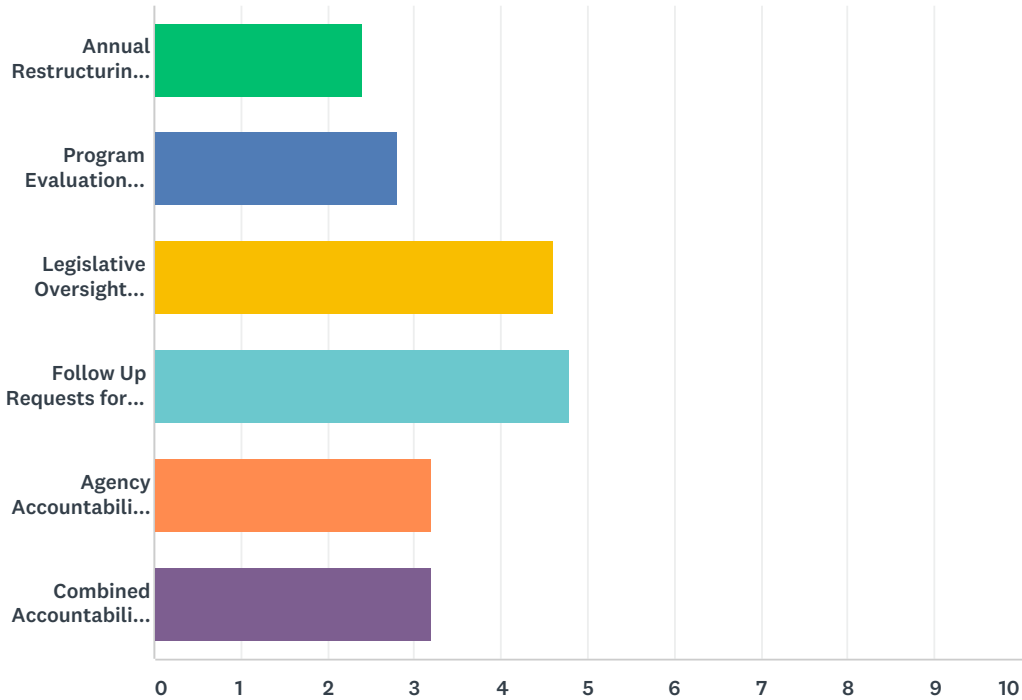
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly disagree	0.00%	0
Disagree	0.00%	0
Neither agree nor disagree	20.00%	1
Agree	40.00%	2
Strongly agree	40.00%	2
TOTAL		5

Q2 Please rank the following in terms of your opinion of their effectiveness in providing information about the agency to legislators, with one being the most effective.

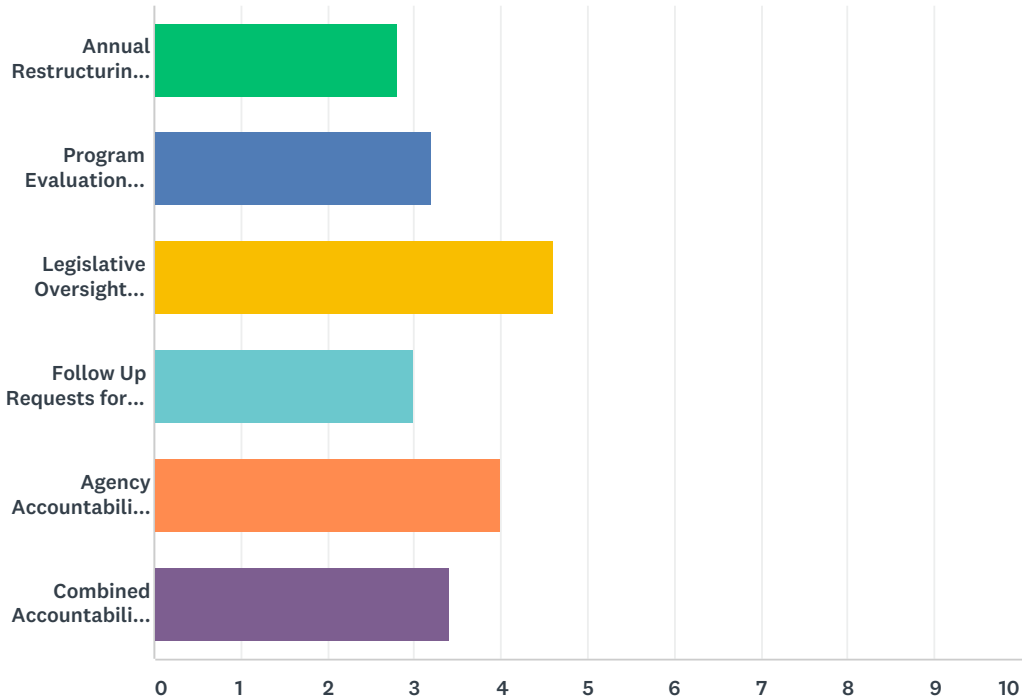
Answered: 5 Skipped: 0



	1	2	3	4	5	6	TOTAL	SCORE
Annual Restructuring Report	20.00% 1	0.00% 0	0.00% 0	0.00% 0	40.00% 2	40.00% 2	5	2.40
Program Evaluation Report	0.00% 0	20.00% 1	0.00% 0	40.00% 2	20.00% 1	20.00% 1	5	2.80
Legislative Oversight Meetings	60.00% 3	0.00% 0	20.00% 1	0.00% 0	0.00% 0	20.00% 1	5	4.60
Follow Up Requests for Information	20.00% 1	60.00% 3	0.00% 0	20.00% 1	0.00% 0	0.00% 0	5	4.80
Agency Accountability Report	0.00% 0	0.00% 0	40.00% 2	40.00% 2	20.00% 1	0.00% 0	5	3.20
Combined Accountability and Restructuring Report	0.00% 0	20.00% 1	40.00% 2	0.00% 0	20.00% 1	20.00% 1	5	3.20

Q3 Please rank the following in terms of your opinion of their effectiveness in providing information about the agency to the public, with one being the most effective.

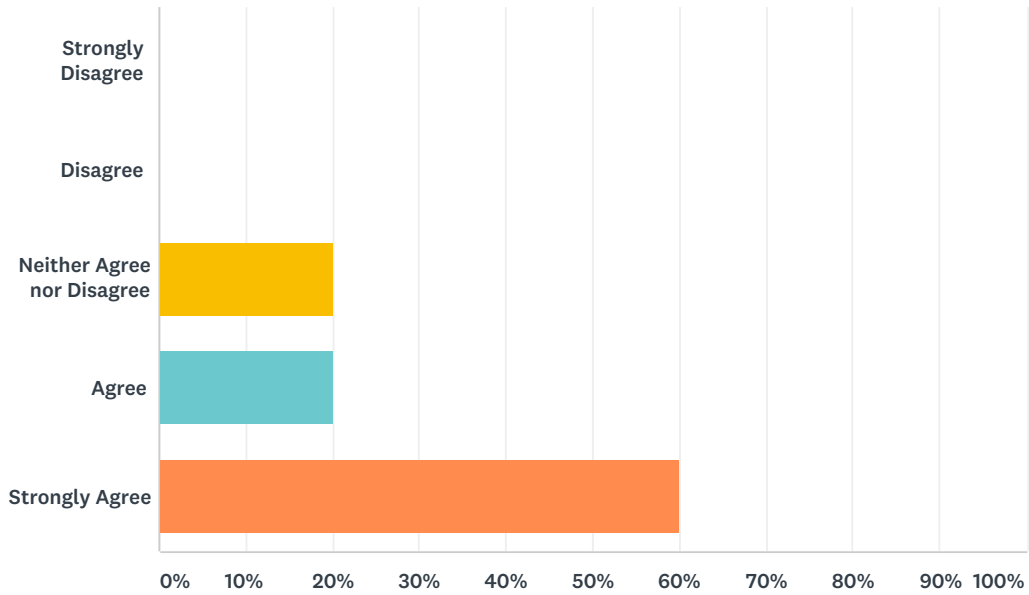
Answered: 5 Skipped: 0



	1	2	3	4	5	6	TOTAL	SCORE
Annual Restructuring Report	20.00% 1	0.00% 0	0.00% 0	40.00% 2	0.00% 0	40.00% 2	5	2.80
Program Evaluation Report	0.00% 0	20.00% 1	20.00% 1	20.00% 1	40.00% 2	0.00% 0	5	3.20
Legislative Oversight Meetings	60.00% 3	0.00% 0	20.00% 1	0.00% 0	0.00% 0	20.00% 1	5	4.60
Follow Up Requests for Information	0.00% 0	20.00% 1	20.00% 1	20.00% 1	20.00% 1	20.00% 1	5	3.00
Agency Accountability Report	0.00% 0	60.00% 3	0.00% 0	20.00% 1	20.00% 1	0.00% 0	5	4.00
Combined Accountability and Restructuring Report	20.00% 1	0.00% 0	40.00% 2	0.00% 0	20.00% 1	20.00% 1	5	3.40

Q4 The legislative oversight process increased legislators' understanding of the agency's mission.

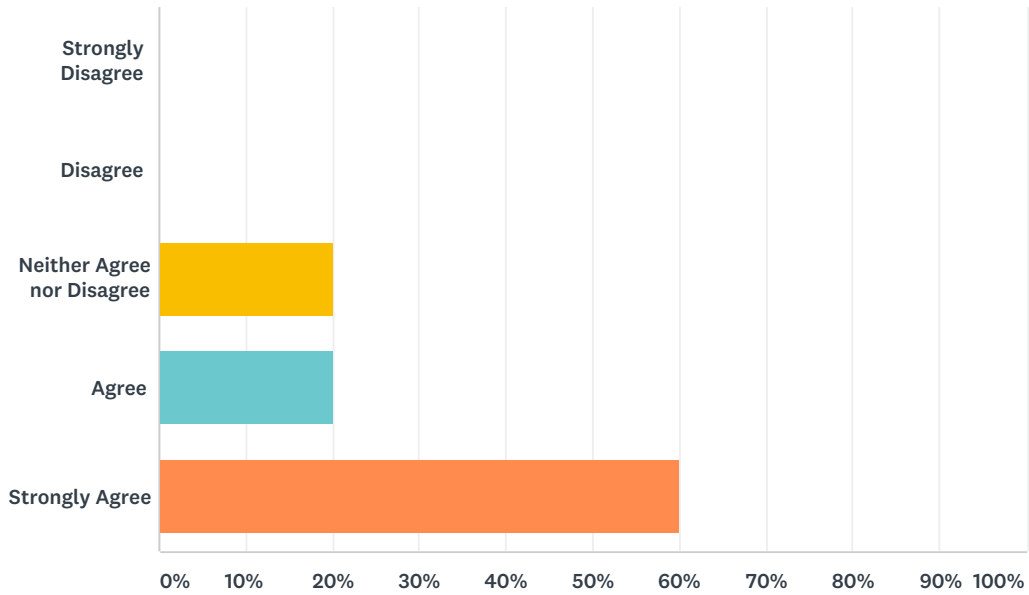
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Neither Agree nor Disagree	20.00%	1
Agree	20.00%	1
Strongly Agree	60.00%	3
TOTAL		5

Q5 The legislative oversight process increased legislators' understanding of the agency's programs.

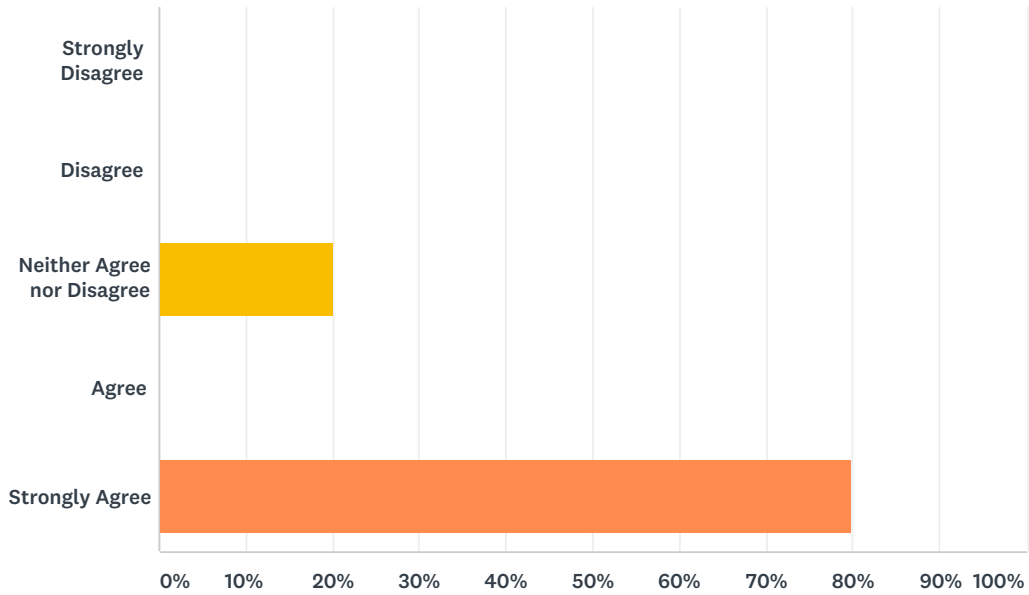
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Neither Agree nor Disagree	20.00%	1
Agree	20.00%	1
Strongly Agree	60.00%	3
TOTAL		5

Q6 The legislative oversight process increased legislators' understanding of the agency's funding.

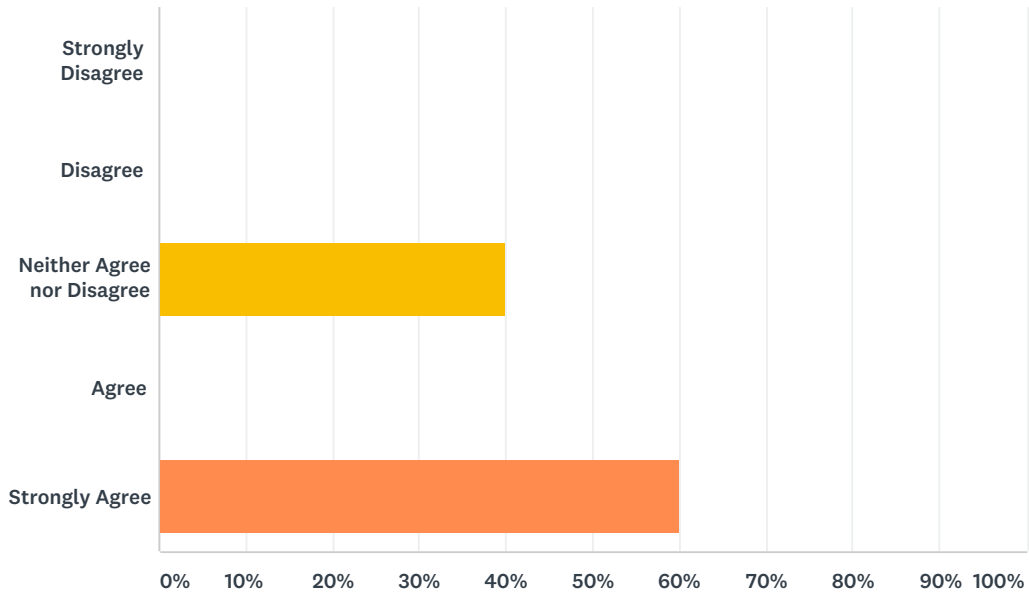
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Neither Agree nor Disagree	20.00%	1
Agree	0.00%	0
Strongly Agree	80.00%	4
TOTAL		5

Q7 The legislative oversight process increased legislators' understanding of the agency's performance.

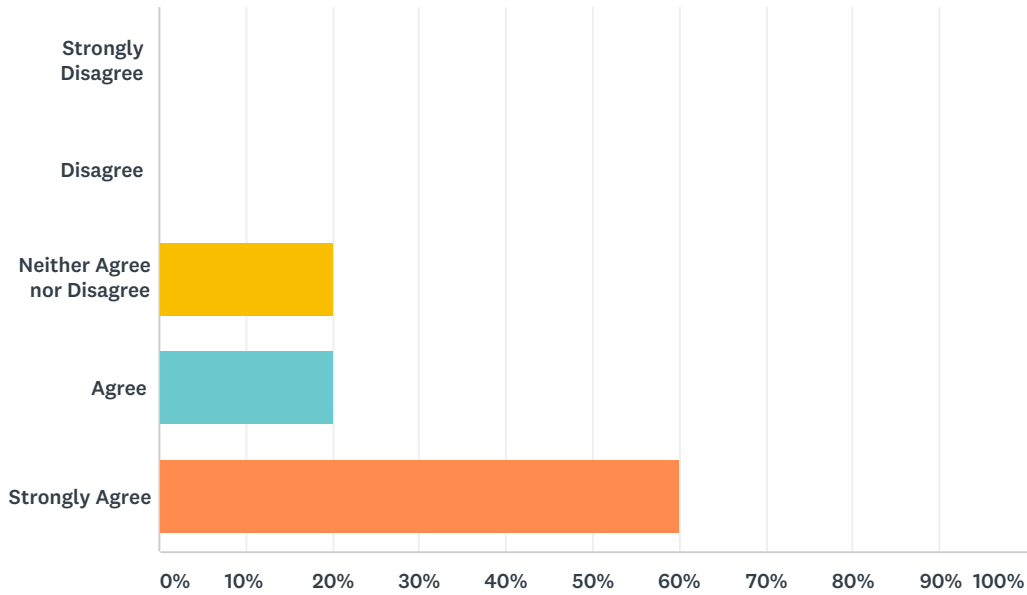
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Neither Agree nor Disagree	40.00%	2
Agree	0.00%	0
Strongly Agree	60.00%	3
TOTAL		5

Q8 We feel this process helped legislators understand the agency's strategic challenges and opportunities.

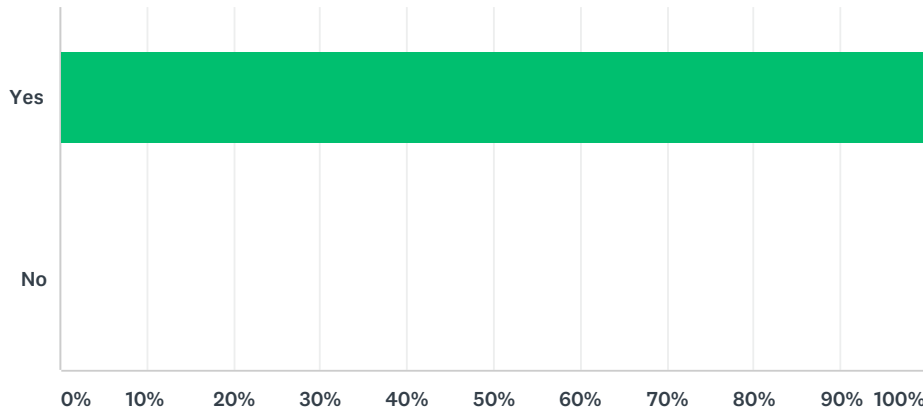
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Neither Agree nor Disagree	20.00%	1
Agree	20.00%	1
Strongly Agree	60.00%	3
TOTAL		5

Q9 Did your agency make any internal changes as a result of the study process?

Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	5
No	0.00%	0
TOTAL		5

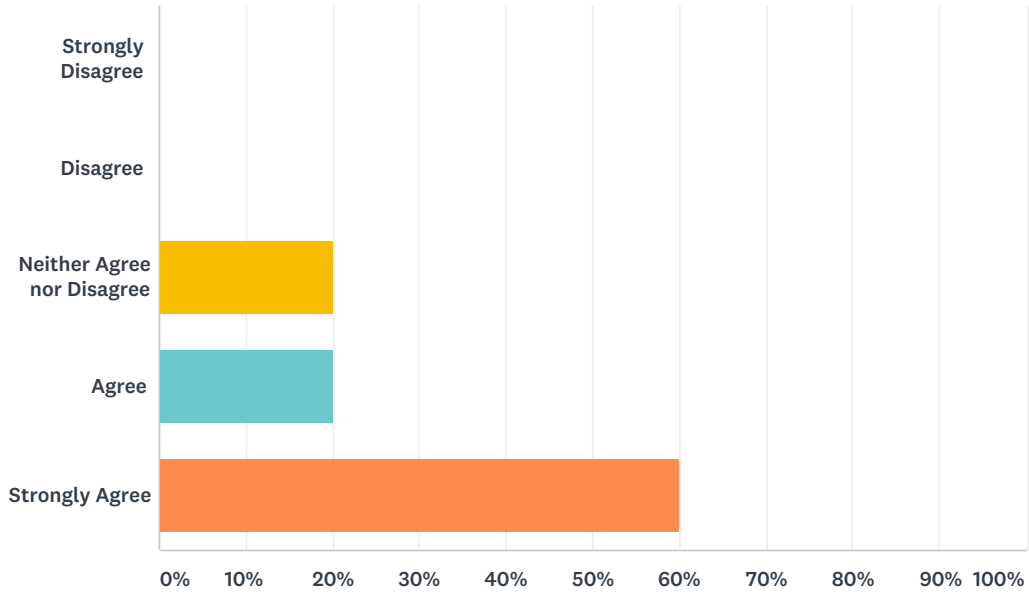
Q10 Please describe the internal changes that resulted from the study process.

Answered: 5 Skipped: 0

#	RESPONSES	DATE
1	The study process provided the agency with beneficial feedback from both customers and legislators that has allowed the agency to better serve the public. Specifically, the agency has hired a staff member to meet the conservation needs of longtime customers. The agency also has implemented several measures, which include; efforts to make local government entities more aware of beneficial agency programs; a reassessment of the agency's fee schedule; and procedures to provide more accountability for funds that are passed through the agency's annual budget. The agency also is in the process of working to codify provisos dealing with agency generated funds. The agency also is working to implement the remaining recommendations of the Legislative Oversight Committee.	1/25/2018 1:32 PM
2	The agency now offers orientation training for new county board members within 30 days of appointment.	1/25/2018 1:15 PM
3	The agency made a number of internal changes as a result of the study process. In particular, the agency made the following changes: -revised tattoo policy -revised budget requests for technology and associated upgrades -implemented random drug testing for law enforcement officers -revised residency policy for law enforcement officers -implemented mechanisms to solicit input from employees including suggestion boxes, Ask the Director e-mail, and Advisory committees -began ride-alongs for Director and command staff	1/19/2018 3:24 PM
4	1) The Commission will be implementing a retention policy after it was brought to our attention the cost of hiring and training new employees. 2) The Commission has developed a checklist for the hiring and training process for new employees. 3) The Commission is redefining the measurement system to better show how successful the programs are implemented through SCHAC's mission.	1/17/2018 3:04 PM
5	abc	1/11/2018 4:45 PM

Q11 House legislative oversight staff were responsive.

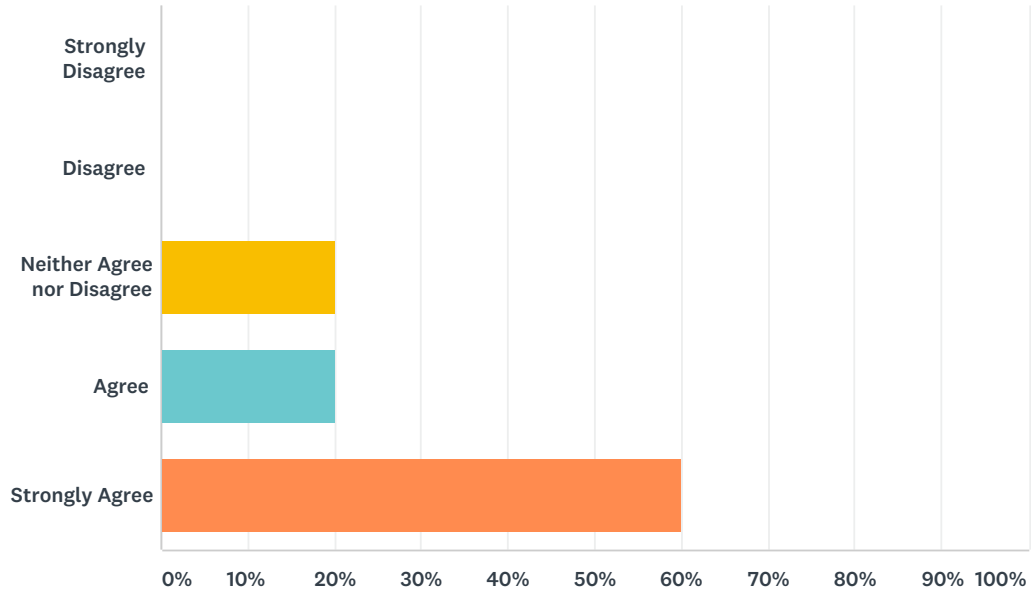
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Neither Agree nor Disagree	20.00%	1
Agree	20.00%	1
Strongly Agree	60.00%	3
TOTAL		5

Q12 House legislative oversight staff were professional.

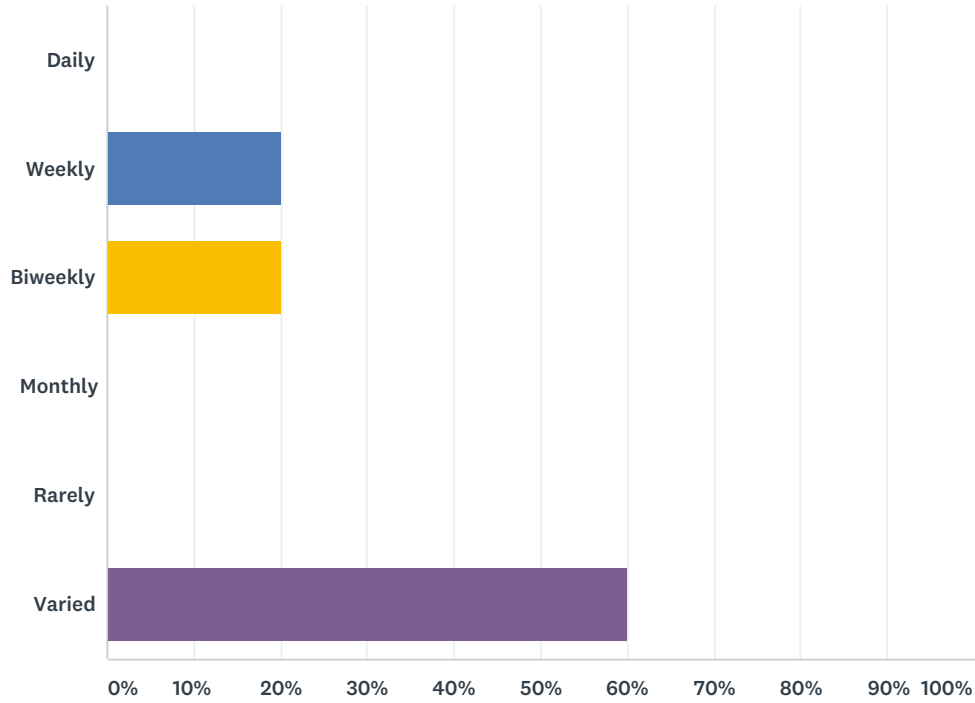
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES
Strongly Disagree	0.00% 0
Disagree	0.00% 0
Neither Agree nor Disagree	20.00% 1
Agree	20.00% 1
Strongly Agree	60.00% 3
TOTAL	5

Q13 During the study process (between receipt of Program Evaluation Report Guidelines and approval of the full committee report), how often were you in contact with committee staff?

Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Daily	0.00%	0
Weekly	20.00%	1
Biweekly	20.00%	1
Monthly	0.00%	0
Rarely	0.00%	0
Varied	60.00%	3
TOTAL		5

Q14 Please list any suggestions for improvement to the process of legislators providing oversight of agencies.

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	We have no suggestions regarding the improvement of the process.	1/25/2018 1:47 PM
2	The scope of inquiry at Legislative Oversight Committee meetings could be narrowed. The agency would often bring a large contingent of staff to meetings in anticipation of potential lines of inquiry, only to have many topics never come up. If the Committee could advise what topics were up for discussion at a particular meeting, the agency could send those staff members best qualified to address those topics. The scope of inquiry in the Requests for Information could be narrowed. At times these requests were voluminous when the agency believes that the same information could have been assessed with a smaller sample size. The Request for Information and Agency Accountability Report seek the same information in a slightly different form resulting in a duplication of efforts. The agency would find it more efficient to provide a single comprehensive report that addresses all topics in one place.	1/19/2018 3:27 PM
3	1) A clear understanding of what the Agency should be presenting during each session. 2) Onsite visits to get a better understanding of each Agency's employees and working conditions. 3) Give smaller Agencies more consideration as to the time involved in submitting reports due to a smaller group of management to share the workload of daily operations and the Legislative Oversight process. 4) Communicate the appropriate method for reaching out to the General Assembly to follow up on the recommendations they've made for themselves through this process.	1/17/2018 3:14 PM
4	abc	1/11/2018 4:46 PM

Q15 What questions would you ask to measure an agency's performance?

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	The current process asks a sufficient number of questions to evaluate an agency's performance.	1/25/2018 1:47 PM
2	-What resources do you need to achieve your agency's objectives? -How can the legislature help your agency achieve its objectives? -Have you considered implementing the following [exemplar program] which has been successful at [another state agency]? -What are your agency's greatest challenges? How are you actively addressing them?	1/19/2018 3:27 PM
3	1) A better process of reaching out to the public as it felt as though it only reached those individuals who wished to react negatively. 2) Employee feedback from those individuals who work at the Agency.	1/17/2018 3:14 PM
4	abc	1/11/2018 4:46 PM

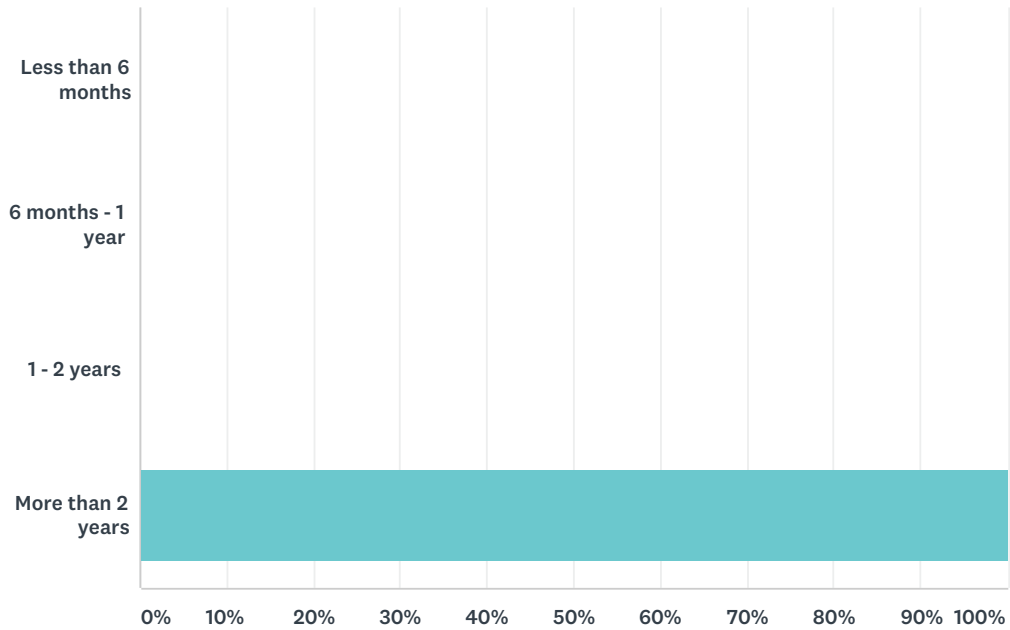
Q16 What advice would you give agency personnel at other agencies under study?

Answered: 5 Skipped: 0

#	RESPONSES	DATE
1	View the process as an opportunity to significantly improve agency performance. It is well worth the time and effort expended by all parties.	1/25/2018 1:47 PM
2	Take advantage of this opportunity to educate others about your agency.	1/25/2018 1:16 PM
3	Organize a committee dedicated to the Oversight Process before the study begins. Have the committee meet on a regular basis to organize requested information and draft reports. Maintain a single point of contact with the Oversight Committee to avoid mixed messages. Be open to suggestions from the process – engage in self-analysis to seek out improvements in your agency's processes.	1/19/2018 3:27 PM
4	1) It's a process, with patience, that ultimately works to give both the Legislators and the staff a better understanding of the Agency, especially those items that may be implicitly understood but never explicitly stated. 2) Use the meetings as an opportunity to have a training for future purposes; for instance: they can be used to assist new employees and current employees to understand the mission/values of the Agency.	1/17/2018 3:14 PM
5	abc	1/11/2018 4:46 PM

Q17 How long have you worked at the agency?

Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES
Less than 6 months	0.00% 0
6 months - 1 year	0.00% 0
1 - 2 years	0.00% 0
More than 2 years	100.00% 5
TOTAL	5