



Management Evaluation

State Handbook Of Management Evaluation (SHOME)

Missouri
Leadership Academy
Spring 2022
Team E

Team Members



Dan Dahler
DED



Heather Osborne
DMH



Mindy Rustemeyer
DHSS



Pam Sandbothe
DHSS



Scott Schlueter
DPS



Robbie Sterner
DPS

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Process Analogy



Source: Extreme Government Makeover by Ken Miller



How can the State of Missouri provide a standardized framework and supporting tools so state agencies can evaluate available resources and program efficiency?

The Whys...

To be good stewards of taxpayer dollars

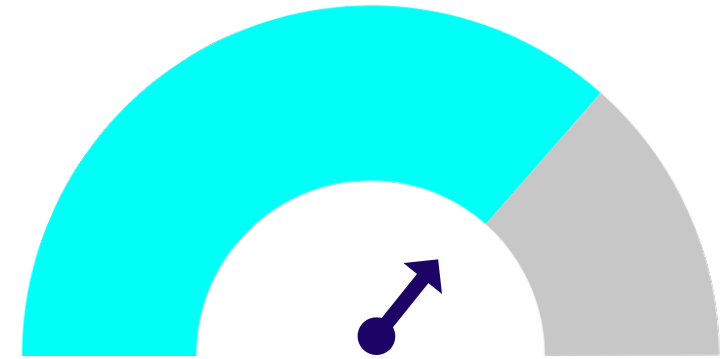
To minimize budget requests

To build knowledge, skills, and abilities in team members

To provide consistency across departments

Quarterly Pulse Survey 13: May 2022 Data

The QPS showed that only 73% of team members felt they had adequate knowledge, skills, and resources needed to provide good citizen/customer service.



73% of team members

Benefits of the Evaluation Tool:

Budget
Tool

Strategic
Planning

Program
Improvement



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Why SHOME?

The purpose of this evaluation tool is to assist managers in creating a holistic picture of current or new programs in order to review efficiencies and if necessary, provide a thorough justification for budget New Decision Items (NDIs).

How do I use the tool?

This tool is broken down into 5 general sections for standard use across all state departments. It is encouraged to add custom questions to better analyze the department's specific needs. Please respond to the questions with as much detail as possible as it will only benefit the program in the future. Ideally, upon completion of this form, program managers should be able to present to upper management for review and approval. Take particular note of the last item on this form, as it is a critical metric for an NDI narrative.

If you have questions, or need assistance, please reach out to your **Department Operational Excellence Coordinator**.

Evaluation Form

Program Name: *

Program Manager: *

Department/Division: *

Date: *

 / /

MM DD YYYY

Section 1. General Information- the details of any program are the foundation for providing staff the knowledge and guiding factors needed to deliver proper customer service.

What is the purpose of the program? *



The Evaluation Tool: SHOME

Team Excellence
SHOME

The final and most critical question on the tool...

Our program can serve _____ (number and type of customers) with our current funding and FTE resources. With _____ (amount of funding and/or number of FTE), this program can increase service to _____ (number and type of customers).

Additional Resources

Show Me Excellence Website

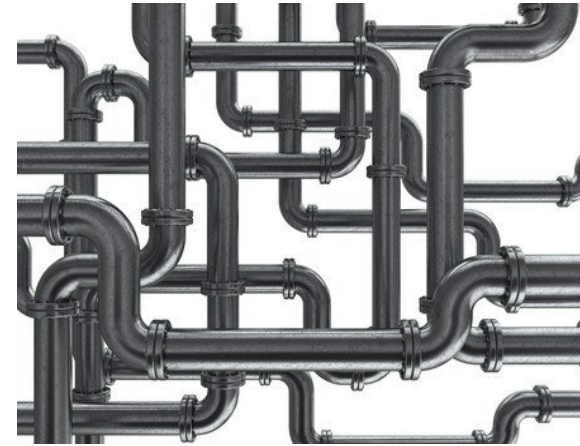
<https://showmeexcellence.mo.gov>

Who we are... provides the operational excellence community's contact information by department.

Show Me Excellence Playbook... a leaders guide to operational excellence.

Next Steps

1. Recommend bi-monthly meetings with department budget leaders and Office of Administration budget and planning.
2. Operational Excellence community takes ownership and converts to a user friendly web based tool.
3. Operational Excellence community and senior leadership share with their departments and becomes a best practice.





Thank You

Daniel.Dahler@ded.mo.gov

Heather.Osborne@dmh.mo.gov

Mindy.Rustemeyer@health.mo.gov

Pamela.Sandbothe@health.mo.gov

Scott.Schlueter@mshp.dps.mo.gov

Robbie.Sterner@dfs.dps.mo.gov

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