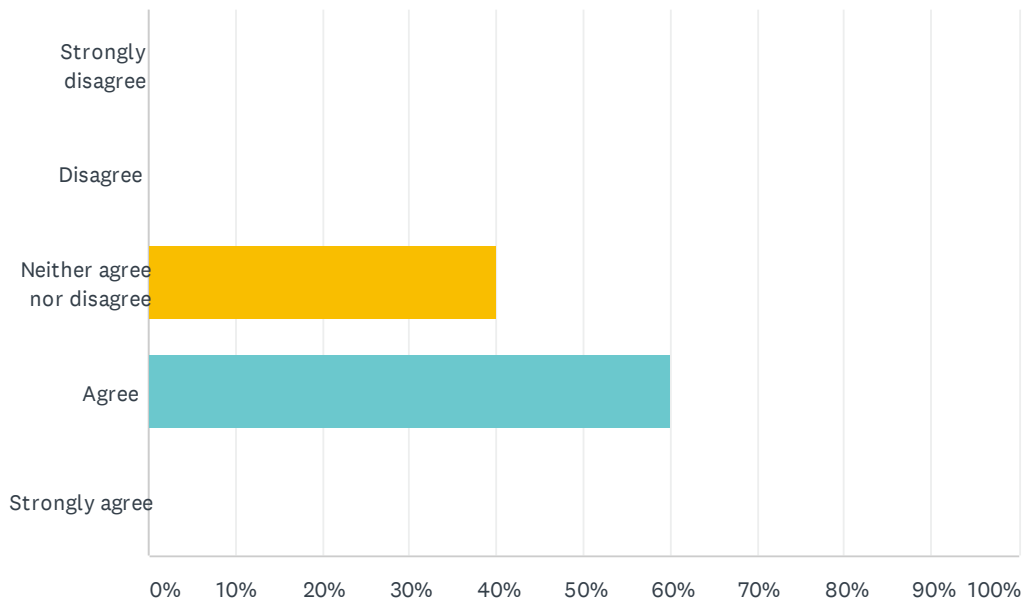


Q1 The legislative oversight process was systematic and logical.

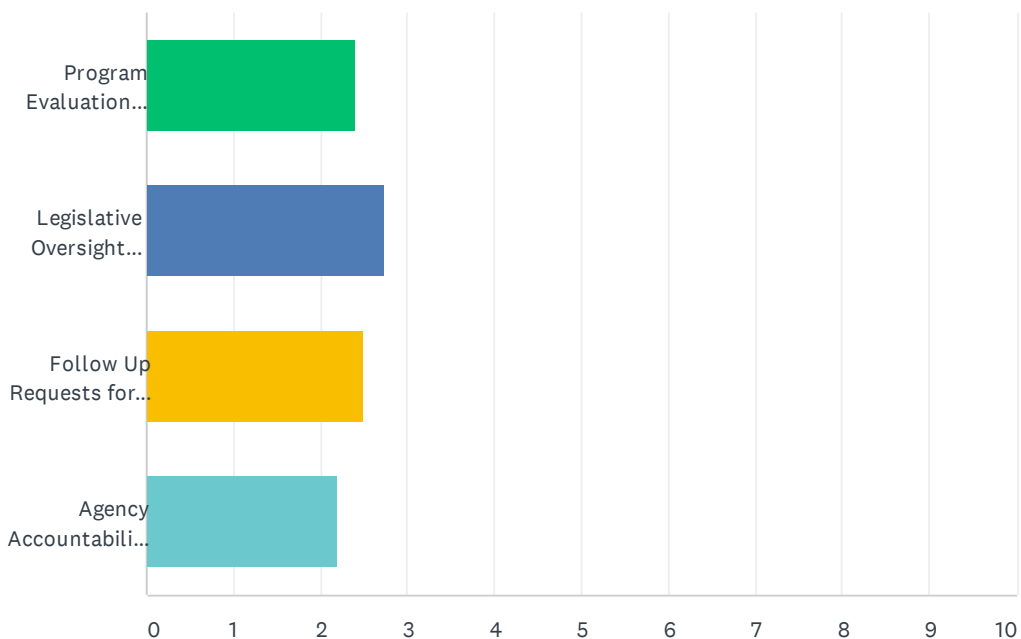
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly disagree	0.00%	0
Disagree	0.00%	0
Neither agree nor disagree	40.00%	2
Agree	60.00%	3
Strongly agree	0.00%	0
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.

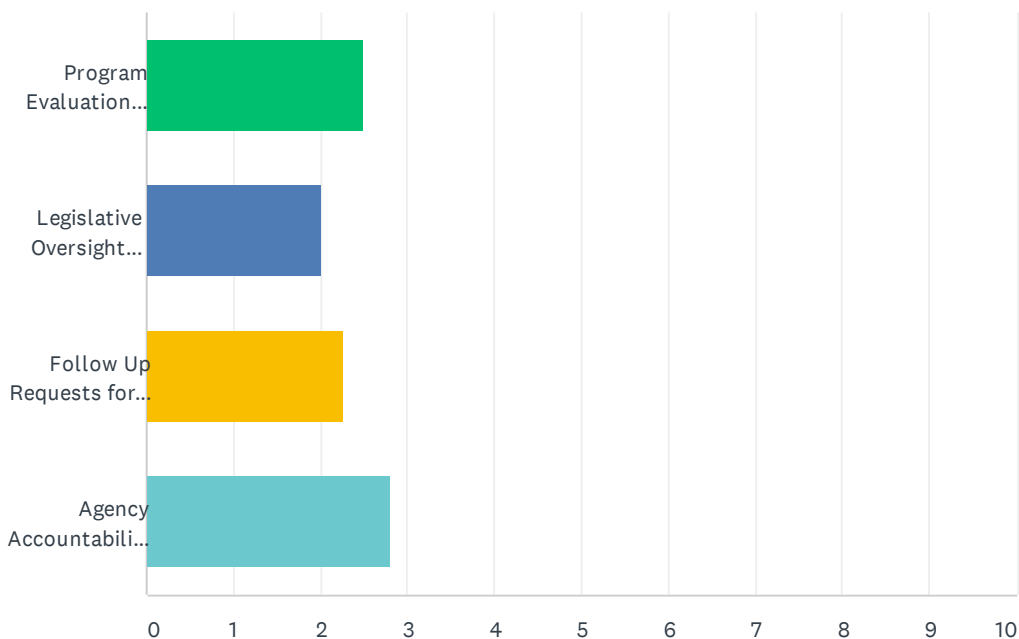
Answered: 5 Skipped: 0



	1	2	3	4	TOTAL	SCORE
Program Evaluation Report	20.00% 1	40.00% 2	0.00% 0	40.00% 2	5	2.40
Legislative Oversight Meetings	25.00% 1	50.00% 2	0.00% 0	25.00% 1	4	2.75
Follow Up Requests for Information	25.00% 1	0.00% 0	75.00% 3	0.00% 0	4	2.50
Agency Accountability Report	20.00% 1	20.00% 1	20.00% 1	40.00% 2	5	2.20

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.

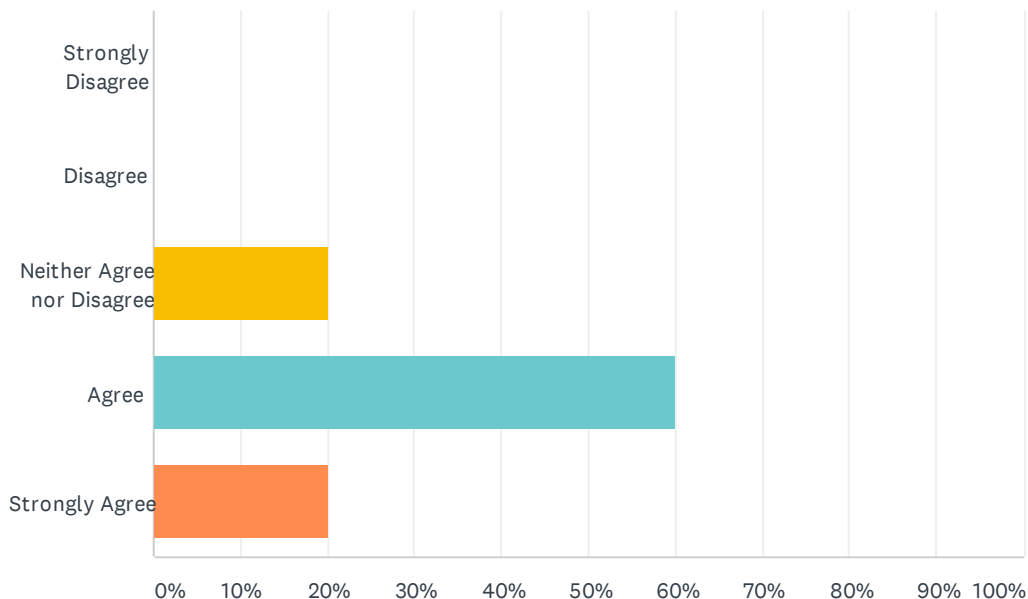
Answered: 5 Skipped: 0



	1	2	3	4	TOTAL	SCORE
Program Evaluation Report	0.00% 0	75.00% 3	0.00% 0	25.00% 1	4	2.50
Legislative Oversight Meetings	20.00% 1	0.00% 0	40.00% 2	40.00% 2	5	2.00
Follow Up Requests for Information	0.00% 0	25.00% 1	75.00% 3	0.00% 0	4	2.25
Agency Accountability Report	60.00% 3	0.00% 0	0.00% 0	40.00% 2	5	2.80

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

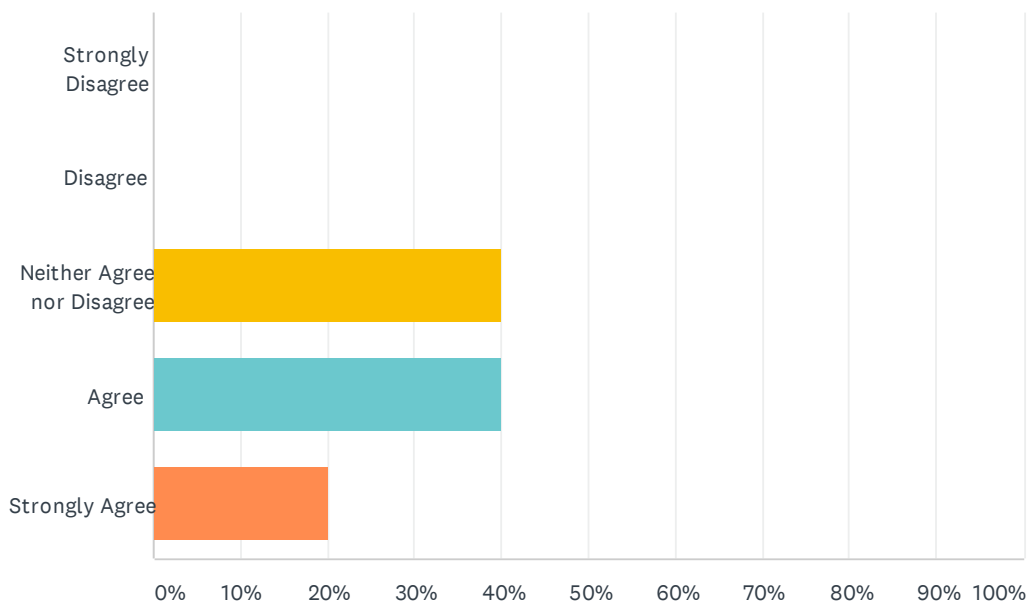
Answered: 5 Skipped: 0



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

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

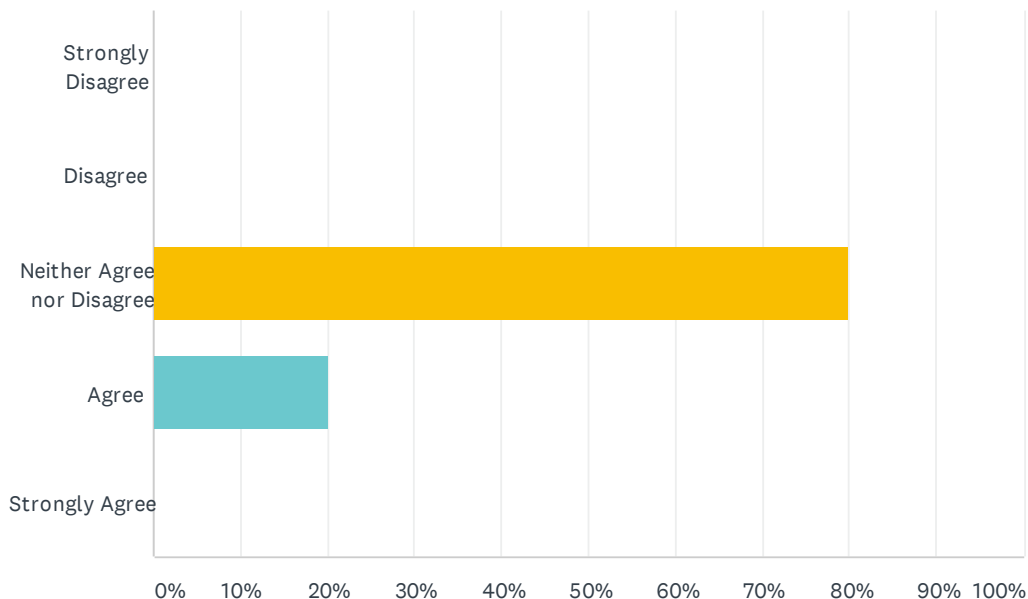
Answered: 5 Skipped: 0



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

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

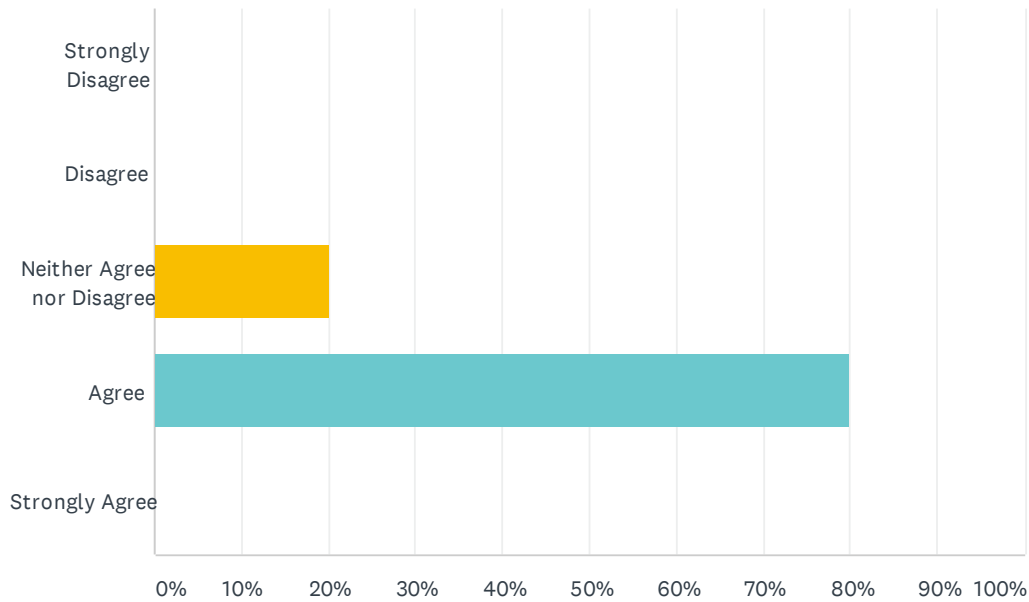
Answered: 5 Skipped: 0



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

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

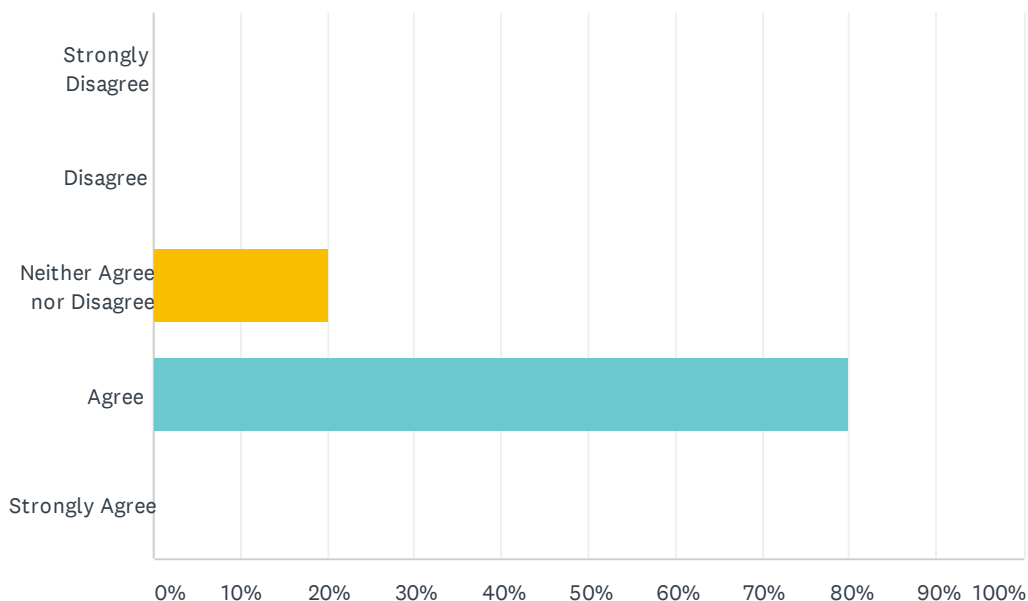
Answered: 5 Skipped: 0



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

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

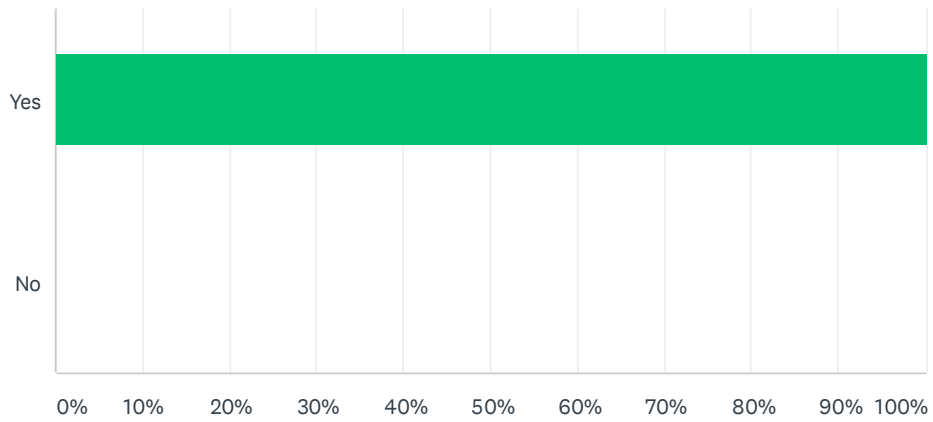
Answered: 5 Skipped: 0



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

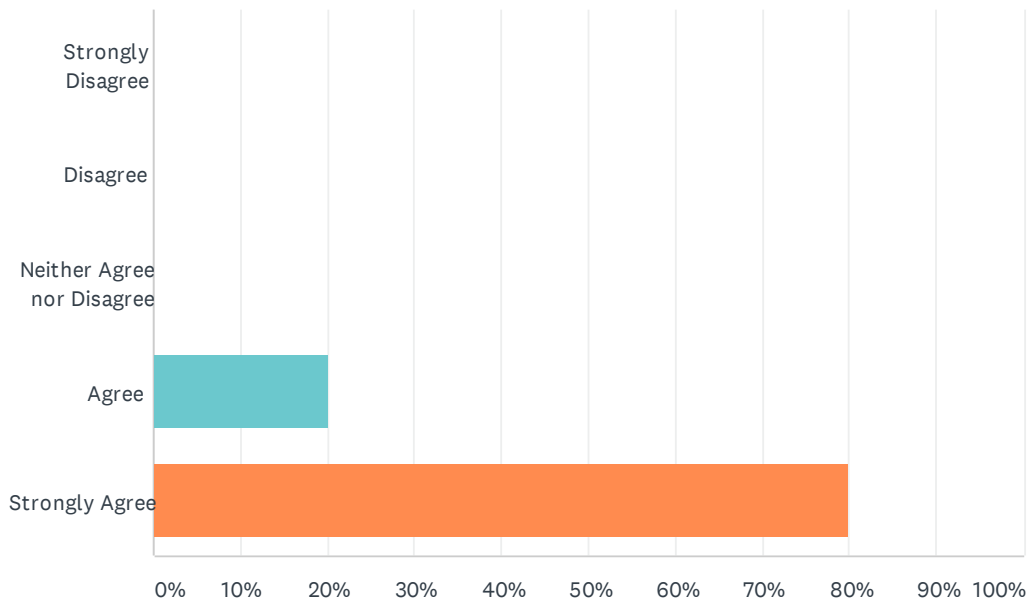
Q10 Please describe any internal changes that resulted from the study process that have not already been noted in the Committee's report.

Answered: 3 Skipped: 2

#	RESPONSES	DATE
1	All changes were noted in the Committee's report.	11/6/2020 10:01 AM
2	Changed our release process review.	11/3/2020 2:32 PM
3	These changes were noted in the recommendations.	10/29/2020 9:48 AM

Q11 House legislative oversight staff were responsive.

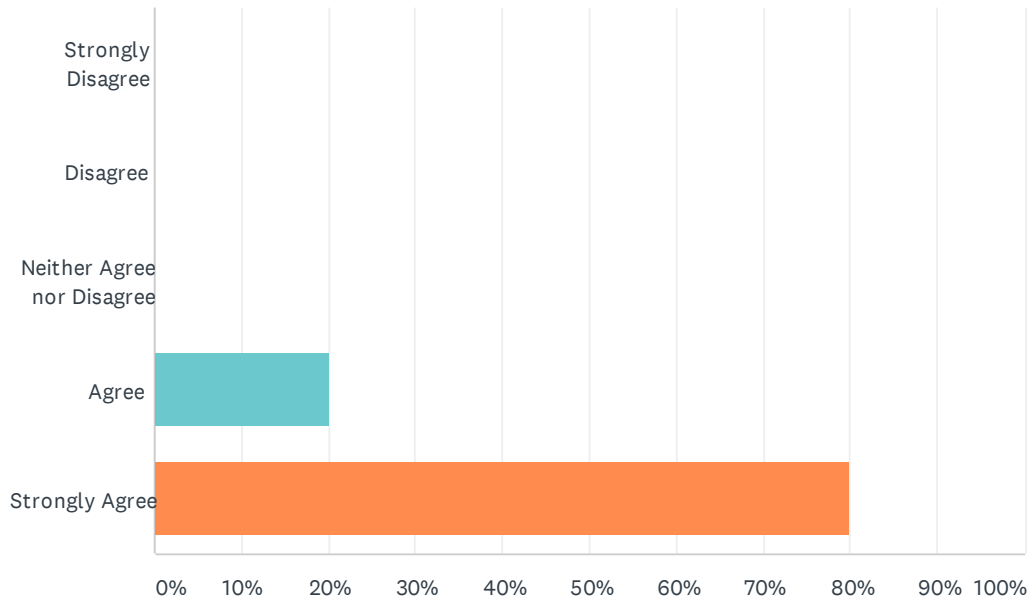
Answered: 5 Skipped: 0



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

Q12 House legislative oversight staff were professional.

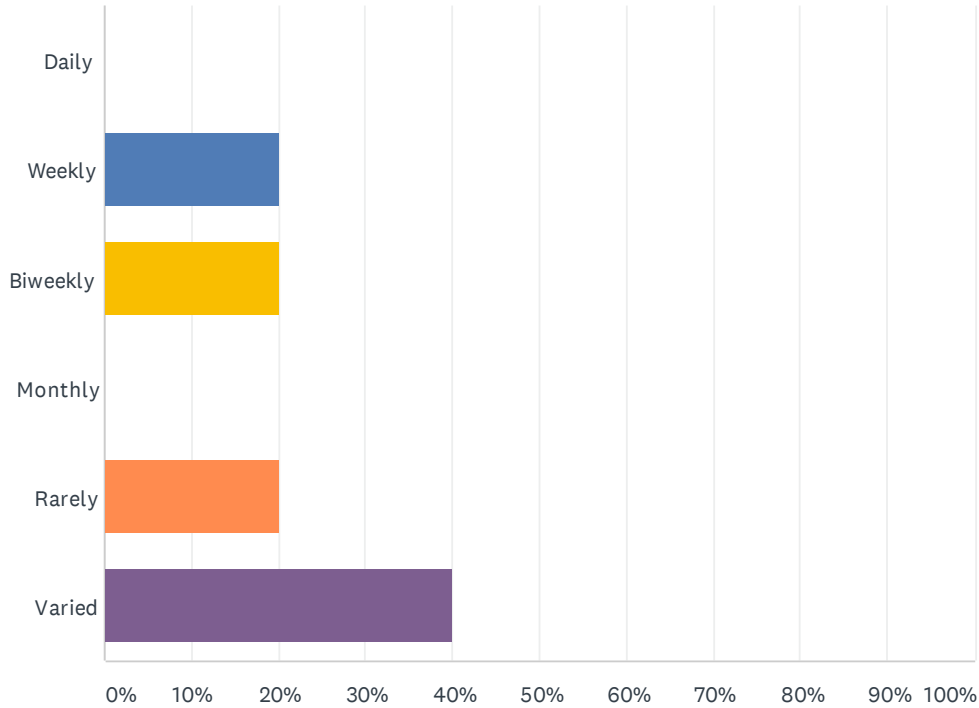
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Neither Agree nor Disagree	0.00%	0
Agree	20.00%	1
Strongly Agree	80.00%	4
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	20.00% 1
Varied	40.00% 2
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	The only suggestion that I would like to offer is to consider eliminating anonymous comments. While I fully understand the intent to encourage comments and to protect those who choose to participate in the process, I also find it a waste of our legislators, the Oversight staff and the Agency's staff's time to have to respond to some of the deceitfully planned attacks that the process allows. I enjoyed the opportunity to share the wonderful work that our agency does, but found it disruptive to the entire process to constantly respond to unassigned attacks. I don't think the intent of the anonymous platform was ever to allow disgruntled and former employees to berate agencies or to launch personal attacks against someone else's character. I strongly encourage the Committee to find another way to obtain public comment that is objective and valuable.	11/6/2020 2:57 PM
2	According to the Committee's material, The purpose of legislative oversight is to determine if agency laws and programs are being implemented and carried out in accordance with the intent of the General Assembly and whether or not they should be continued, curtailed or even eliminated. For an agency that is tasked with administering federal programs, this purpose needs to be altered. Perhaps the process should focus exclusively on the State issues and leave the federal issues up to the jurisdiction of the federal agencies responsible for oversight and review.	11/6/2020 10:48 AM
3	Do not allow attorney/advocates to ask questions through legislators sitting on the committee during the hearings.	11/3/2020 2:37 PM
4	We found the current process to be in-depth and very thorough so we do not see any additional steps that need to be added to the review process.	10/29/2020 9:50 AM

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

Answered: 3 Skipped: 2

#	RESPONSES	DATE
1	I would love to see a survey by the legislators, because while I hope they understand more about our agency - I don't actually know and only time will show. But I would welcome these same questions so that agencies can measure their effectiveness.	11/6/2020 2:57 PM
2	Funding vs. results, how does the agency compare to similar states.	11/3/2020 2:37 PM
3	It would depend on the agency after reviewing the duties and the statutory requirements. I would review the Performance Evaluation Report and look at the Deliverables to get an understanding of the agency's responsibilities in order to formulate questions about the performance of the duties.	10/29/2020 9:50 AM

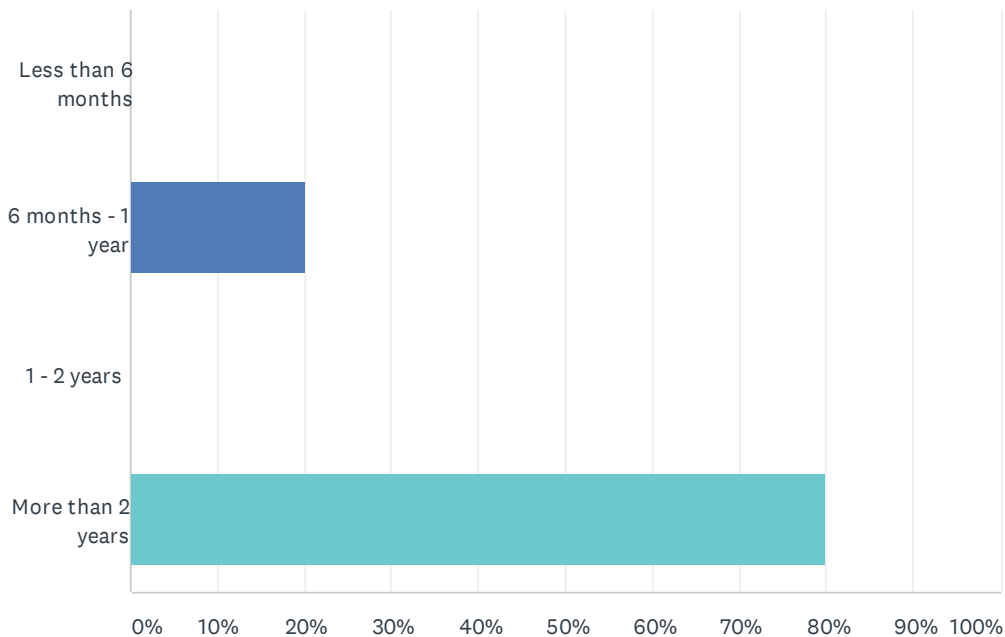
Q16 What advice would you give agency personnel at other agencies under study?

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	Even after the process, I'm really not sure.	11/6/2020 2:57 PM
2	I would tell them work hard on the Program Evaluation Report, unless they are exempt from providing it. Additionally, I would tell them to meet with committee staff to gain an understanding of the process from start to finish. Also, they need to be braced that it will most certainly take longer than anticipated.	11/6/2020 10:48 AM
3	Be ready to get cross examined like you are in court. This process should be to gather information from the agency personnel however when they are treated like they on trial they do not answer with proper information because they get scared. If the process is designed to gather information, legislators should have more of a conversational type of questioning rather than a cross examination style.	11/3/2020 2:37 PM
4	Remain engaged throughout the process. We worked diligently with committee staff throughout the process to ensure the best possible product for the committee to review. We wanted to provide a complete and thorough review of our agency. This was important in order to inform the committee about the many duties that we perform, and about the services we provide to a variety of customers. Look at this this process as an opportunity to inform members of the committee about the important work that your agency provides. It also provides an opportunity for management to reflect on possible enhancements or improvements that the agency may want to consider.	10/29/2020 9:50 AM

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	20.00%	1
1 - 2 years	0.00%	0
More than 2 years	80.00%	4
TOTAL		5