

Guidebook for Fiscal Year 2025 Performance Reports

Revised October 2025

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The Need for Performance Reporting

Chapter 8E of the Iowa Code, known as the Accountable Government Act (AGA), requires agencies to develop performance reports. The reports should highlight progress in meeting goals based on measures and targets outlined in agency strategic plans and operational plans using data.

The purpose of performance reports is to enhance state government performance through:

- Improving strategic planning and policy decision making
- Better allocating human and material resources
- Recognizing superior performance
- Informing Iowans about their return from investment in state government

Creating the Performance Report

Operational plans can be formatted to support the branding of your agency. It is recommended to use your agency's FY2025 Operational Plan as a starting point as most of the performance report elements were required for FY2025 operational plans.

Elements to include in your performance report include the following:

- 1) Message from the Director (recommended but not required)
- 2) Executive Summary
- 3) Progress Made in FY2025 On Overall Improvement Efforts
- 4) Major Accomplishments in FY2025
- 5) FY2025 Performance Indicators (Measures & Metrics)

Note: Make the report easy for the public to read, as it will be posted on the DOM website.

Step 1 – Message from the Director *(if desired)*

Step 2 – Executive Summary

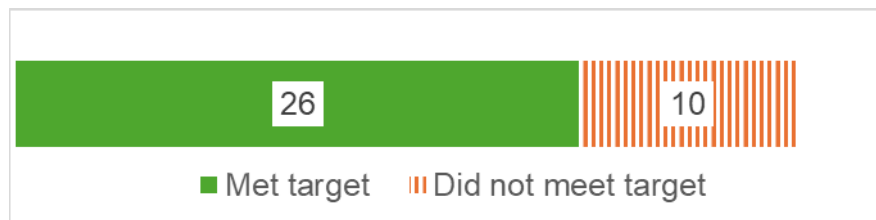
Briefly explain what the report covers. This tells the public what to expect in the document.

Also provide a quick summary and a chart of overall performance. Note that all performance measures will be added later in the report and should not be included here.

Sample text and visual:

This report outlines the Department's progress toward its goals in fiscal year 2025 (FY2025).

The Department tracked 36 performance measures and met the targets for 26 of them.



Step 3 – Progress Made in FY2025 on Overall Improvement Efforts

Describe the progress of important improvement projects that happened during FY2025. These should have been listed in your strategic plan.

Where possible, add performance measures, targets, and actual results for FY2025.

Example:

Strategic Initiative 1: Increase transparency of state government performance

To support this initiative, agency performance dashboards were launched at the start of FY2025 and updated every month.

A vendor built a new data platform in FY2025, with the rest of the work to be completed by our team in FY2026.

Step 4 – Major Accomplishments in FY2025

Highlight any major accomplishments achieved in FY2025 that were not included in step 3. These should have been listed in your operational plan.

Add performance measures, targets, and actual results for FY2025 to support the narrative where appropriate.

Example:

One goal for FY2025 was to increase efficiency by reorganizing the DoIT staff. At the start of FY2025, IT staff members each supported one state agency. The initial target for FY2025 was to have 5 IT staff members support more than one agency. By the end of FY2025, 42 IT staff members supported multiple agencies.

Step 5 – FY2025 Performance Indicators

List all measures in your FY2025 operational plan that were not included in step 4. It may be helpful to include why the measures were tracked.

For each measure, include the target and actual performance for FY2025.

- If performance was significantly different from the target (either above or below), explain what caused the difference.

Example:

State of Iowa Lean & Organizational Change Management (OCM)

DOM's Lean/OCM team works with other state agencies to identify and develop Lean facilitators, lead Lean events, and develop a culture of continuous improvement. The team also works with agencies to support change management efforts.

As a result of this support to state agencies and staff, DOM met targets for both performance measures.

FY2025 Measure	FY2025 Target	FY2025 Actual	FY2025 Target Met?
Number of Staff Across The Enterprise Attending Lean/OCM Training	125	3,530	Yes
Number of Agencies Engaged in Lean/OCM Opportunities	10	11	Yes

For staff that attended training, state agencies reported higher training counts than expected. In the future, attendees at DOM-developed trainings will be tracked separately from trainings hosted by other state agencies.