



The Empire State Capital Area Chapter of the
American Society for Public Administration

Presents, together with the
State Academy for Public Administration
Women's Government Network
Association of Government Accountants

TRANSFORMING STATE GOVERNMENT: Banish Bureaucracy to Reconnect with Citizens

By Jim Chrisinger

"Iowa's performance and accountability leader"

September 26, 2006

1:00pm – 3:00pm

New York State Museum – First Floor Theater

FREE ADMISSION – SPACE IS LIMITED

REGISTRATION REQUIRED TO ESCAC.ASPA@GMAIL.COM

Jim Chrisinger's presentation features stories and data from Iowa state government, including:

- ◆ **"Charter Agencies,"** winner of both a \$100,000 Innovations in American Government Award from the Ash Institute at the Kennedy School of Government at Harvard and a Council of State Governments Innovation Award;
- ◆ **"Purchasing Results,"** results-based budgeting that moves beyond the inertia and incrementalism of traditional budgeting;
- ◆ **"Entrepreneurial Management,"** making customers powerful to lower the cost and improve the responsiveness of government's internal support services; and
- ◆ **"Kaizen" and "Zoom" business process improvement,** dramatically cutting the time it takes to process permits, issue decisions or licenses, and much more, all without sacrificing quality.

Jim Chrisinger leads State of Iowa performance and accountability from the Iowa Department of Management. Current priorities feature the multiple "reinvention" initiatives listed above and implementing Iowa's Accountable Government Act, which Jim authored. He also teaches strategic public management in Iowa State University's Masters in Public Administration program and speaks nationally on government reinvention.

Visit the Empire State Capital Area Chapter (ESCAC) ASPA on the web at

www.aspaonline.org/escac