

CAF Resource Center Portugal

Vienna | 07.11.2019 | Cristina Evaristo

Governance of CAF in PT

Ministry of Finance

Next



Ministry of Modernization of the State and Public Administration

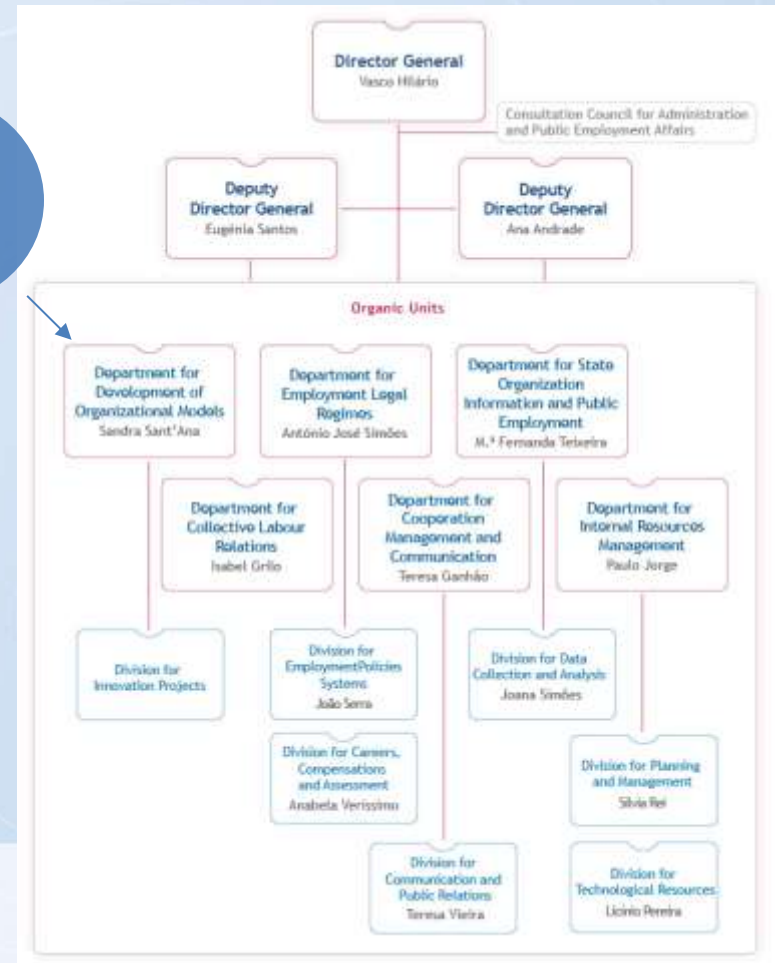
directorate general for administration and public employment

It is a transversal service of direct state administration included in the Ministry of Finance.

supports the definition of policies for public administration with regard to organization and management, employment and human resources management schemes.



national
caf
resource
center



Important milestones that helped with CAF promotion

2004

- 1st CAF National Event

2005

- Quality Program in the Ministry of Social Security and Labor

2007

- 3rd CAF Event - Lisbon (Portuguese Presidency)

2008

- Performance assessment system in the Regional Government of the Azores

2014

- CAF Education and External Assessment of Schools

Resource Center Activities

TECHNICAL
SUPPORT

PROMOTION AND
STUDIES

PARTNERSHIPS

SHARING GOOD
PRACTICES

RECOGNITION

INTERNATIONAL
COOPERATION

Technical support

CAF
Estrutura Comum de Avaliação
Common Assessment Framework

PÁGINA INICIAL QUEM SOMOS CONTACTOS

A CAF em Portugal
A CAF na Europa
CAF 2013
CAF Educação
Modelo Integrado CAF Educação
Processo de autoavaliação - 10 passos
Apoio Técnico
Reconhecimento Externo
Bench learning
Formação e Eventos
Bolsa de formadores

O que é a CAF

Cerca de 3900 organizações públicas europeias já utilizam a CAF.
Em Portugal são conhecidos 425 utilizadores e 771 casos de aplicação da CAF.
Junte-se a esta comunidade!
Nº de utilizações da CAF em Portugal
[ver mais](#)

Guidelines and templates for all CAF appliance process

Collaboration with the organizations in the planning of their self-assessment process

Clarification of questions via email or telephone (concerning self-assessment and external recognition process)

Facilitation of contacts and partnerships for bench learning

Models, guidelines and templates

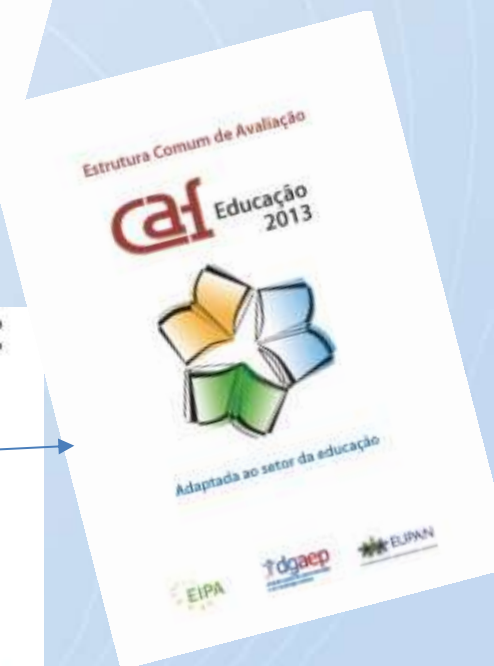
For planning: project plan;
communication plan; risk plan

For self-assessment: SA report
structure; SA form; satisfaction
questionnaires

For improvement: Action Plan with
Prioritization Methodology; sheets
for planning improvement actions

Brochure in PT: CAF 2013 and CAF
Education

Models integration: CAF
Edu/EQAVET and External
Assessment model for Schools



CAF Events

Biennial Events



3rd CAF National Event – at the Noble Hall of the Ministry of Finance

“CAF in meeting the challenges of public organizations”

155 participants from several PA sectors

Themes: sustainability, stakeholder engagement, innovation, organizational learning and organizational empowerment

2 plenary sessions

8 workshops

2 Learning Labs

Recent studies

- Study on CAF application in Central Administration (2018)
- CAF in the Portuguese education sector (2017)

Administration and public employment review (RAEP)

Thematic issue: The contribution of self-assessment to the process of school transformation



Networks



CAF network with central services within each ministry (secretariat-general)

- support for CAF promotion in public services of each sector

Partnerships



POLÍCIA
SEGURANÇA PÚBLICA

- (on going) diagnosis of the CAF appliance process in central and territorial units (through documental analysis and interviews with top management)
- (next) adaptation of the examples of the CAF model to the context of the police organization



CAF - Police
Organizations



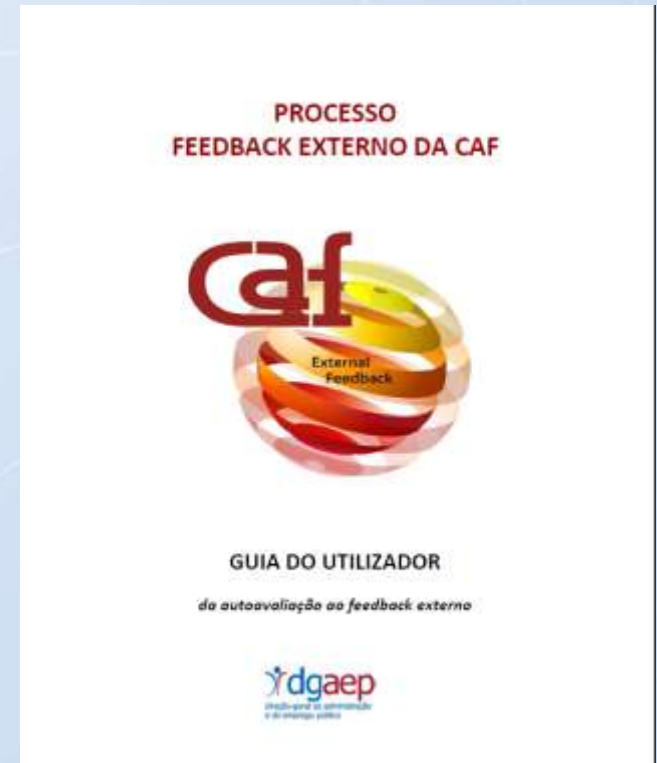
- (on going) adaptation of the examples of the CAF model to the context of the local authorities
- (next) promotion of CAF in local authorities as tool to enhance the implementation of the targets set out in the 17 SDG from Agenda 2030



CAF - Local Authorities

External recognition of CAF

- CAF External Feedback process (PEF)
- DGAEP acts as National Organizer for PEF
- Pool of External Feedback Agents
- PEF brochure in PT →



Ends in 2020

Financial support to projects

- Support System for Modernization and Capacity of Public Administration
- 14 applications approved for Preformatted Operation 3: “Quality Management and Process Management Capacities and Methodologies, Subproject A - Implementation of the CAF Self-Assessment Model in Public Administration”
- € 1,861 million

Ends in 2020

Project CAF 2.0

- Application to SIIGeP – innovation program for public administration
- Innovative methodology for CAF application aiming facilitate quick diagnostics of public services and promoting organizational innovation
- Collaborative project with the participation of CAF advanced users in the conception of a Guide and a tool for self assessment
- The new approach is being tested in the scope of an experimental project with three public organizations

Cooperation with UNIDO/ONU in Cape Verde

UNIDO is the specialized agency of the ONU that promotes industrial development for poverty reduction, inclusive globalization and environmental sustainability

DGAEP provides technical assistance on:

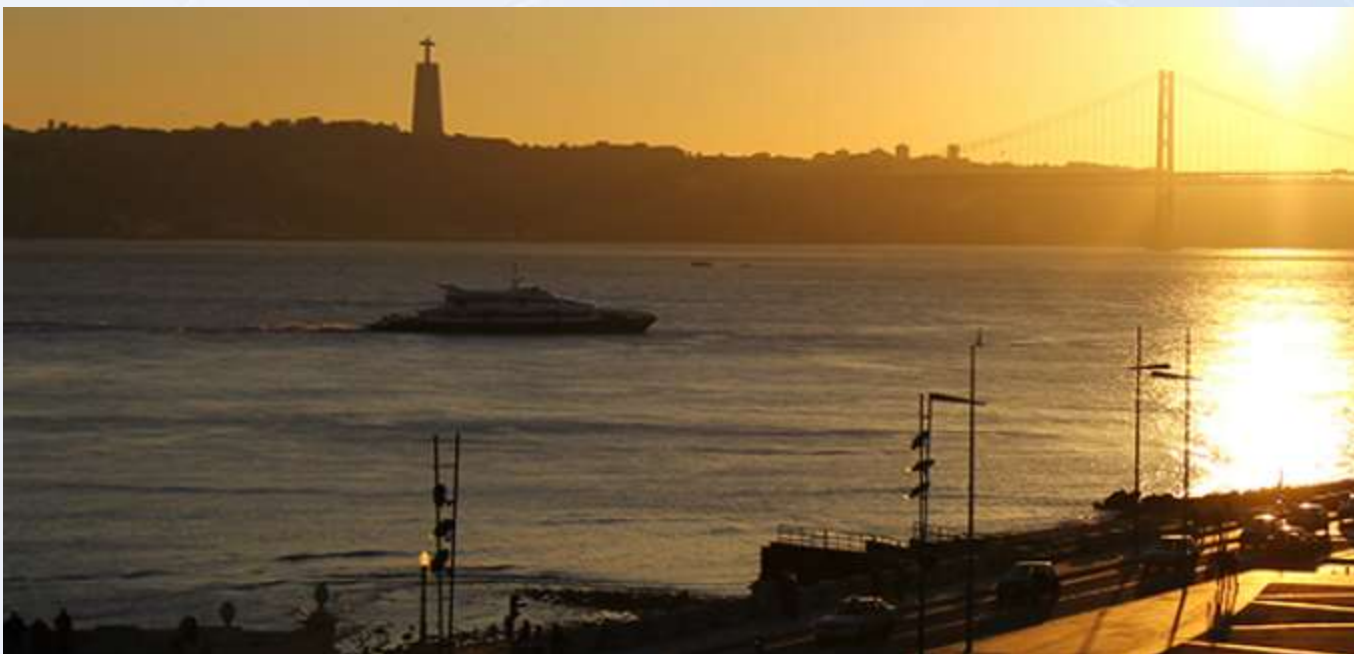
- Pilot-experience in public services that are relevant to improve the business environment in Cape Verde (in the justice and economic sectors)
- Training of SA Teams and project leaders
- CAF External Feedback Process



Recommendations

- Integrate CAF's promotion strategy in the context of ongoing public policies to improve public management, linking, where possible, with incentive systems
- Develop answers to minimize the difficulties of using the model
- Promote the development of collaborative CAF application projects within the relevant government areas

Source: study on CAF application in Central Administration done in 2018



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