

## What We Do

The Edward J. Collins, Jr. Center for Public Management is dedicated to improving the effectiveness of government. It serves all levels, with special emphasis on Massachusetts state and local governments.

The center concentrates on:

- the *people of government*, by helping to recruit, retain, celebrate, and enhance the quality of public servants.
- the *performance of government*, by increasing program impacts, public understanding, and accountability, and
- the *productivity of government*, by providing technical assistance, facilitation services, and brokering services to help governments cope with increased public demand for services and increasingly tight budgets.



## Edward J. Collins Jr.

Throughout his outstanding public service career, Edward J. Collins Jr. epitomized the spirit and goals of the Center that now bears his name. In all of his key positions—deputy commissioner of the Massachusetts Department of Revenue, Saugus town manager, and chief financial officer of the City of Boston—Ed Collins served as a respected mentor, advisor, and friend to hundreds of municipal and state officials.

## Additional Information

To learn more about the McCormack Graduate School's Edward J. Collins Jr. Center for Public Management at UMass Boston, please

visit:

[www.mccormack.umb.edu/centers/cpm](http://www.mccormack.umb.edu/centers/cpm)

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[Collins.Center@umb.edu](mailto:Collins.Center@umb.edu)

call:

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or write us at the address below:



**EDWARD J. COLLINS JR. CENTER FOR PUBLIC MANAGEMENT**  
McCORMACK GRADUATE SCHOOL OF POLICY STUDIES  
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# The Edward J. Collins Jr. Center for Public Management

Helping Governments Work Better

JOHN W. McCORMACK GRADUATE  
SCHOOL OF POLICY STUDIES



## COLLINS CENTER SERVICES

### People

**Recruitment.** Executive recruitment services to help municipalities hire high-performance leaders, including:

- town and city managers and administrators,
- police and fire chiefs,
- department heads,
- finance directors.

**Celebrations.** Awards and events to recognize great public servants and service.

**Education and training.** Workshops, credit and non-credit courses, and degree programs, as well as training programs tailored to meet particular needs. Course and workshop topics include:

- municipal finance, budgeting, and revenue management,
- performance measurement and management,
- labor negotiations and dispute resolution,
- public communications,
- basic public management skills, including meeting, time, and project management.



### Performance

#### **Performance management and measurement.**

Technical assistance, training, and consulting services for governments adopting CitiStat and other performance management approaches. Tools and services include:

- templates, models, diagnostic methods, and other tools for collecting, organizing, and analyzing data to support performance measurement and management,
- facilitation, implementation assistance, and training.

#### **Performance benchmarking and information exchange.** Services include:

- Secretariat for MassStat, a coalition of municipalities implementing the CitiStat management approach and sharing their statistics and experience (interested communities should contact us),
- facilitation of cross-municipal performance information exchanges,
- analysis of the impact of past cost-cutting projects.

#### **Best Practices.** Services include:

- searching for and sharing best practices reports and case studies relevant to specific needs.

### Productivity

**Facilitating collective activities.** Services include:

- collective purchasing and contracting,
- capacity sharing, including shared dispatch and shared staffing with employees such as veterans' agents and health officers,
- equipment sharing,
- developing and negotiating intermunicipal arrangements.

**Barrier reduction.** Services include:

- identifying and resolving constraints that limit increases in productivity,
- charter reviews and updates,
- analysis of legal and regulatory barriers.

**Cost benchmarking.** Services include:

- comparing costs and cost trends to inform government purchasing and negotiations.

**Revenue maximization.** Services include:

- helping with federal Medicaid reimbursement.

