



Accountability and Culture Investment Team

August 14, 2012

Team Membership

- Jack Sweeney, Board of Supervisors
- Terri Daly, CAO
- Joe Harn, Auditor-Controller
- Karl Knoblauch, Human Resources
- Jeanne Amos, Director of Libraries
- Gerri Silva, Director Environmental Management
- Mike Applegarth, CAO Office
- Bobbi Bennett, Human Resources
- Judith Kerr, County Counsel Office
- Greg Sly, Chief Probation Officer (Team Leader)

Purpose

- To provide the Board of Supervisors with recommendations to Improve accountability to our citizens in El Dorado County
- To assist the Board in providing the tools, direction and support needed for departments to achieve improved accountability, accessibility and a positive culture in the workplace
- To empower county employees and managers to provide world-class customer service efficiently and effectively

Goals

- Improve Customer Service
- Increase productivity
- Team / Cooperation / Collaboration
- Up to date, effective and affordable operations
- Positive and effective dispute resolution
- Improved internal and external communication
- Recruitment, support, and retention of qualified Department Heads

Projects

- Written expectations for Department Heads
- Reporting structures for all departments
- Department Head Performance Evaluations
- Personnel Management Resolution (PMR)
- Discrimination, Harassment and Retaliation Policy / Management
- Achievement Assessment Process
- County Mission and Core Values

Projects (continued)

- Human Resources, Risk Management and County Counsel support for departments
- Department Heads selection process
- Fiscal responsibility standards
- Citizen and employee input regarding county culture
- Recruitment, retention and compensation as it effects accountability and culture
- Training needs supporting departments

Projects (continued)

- Highlight areas of excellence
- Improve communications
- Government relations
- Inclusion of community

Committee Progress

- Appointed Department Head Expectations
- Appointed Department Head Evaluations
- Human Resources support
- Risk Management support
- County Counsel role
- Achievement Assessment Process
- Reporting Structures

Department Head Expectations

- County Organization
- Administrative
- Program
- Customer Service
- Fiscal
- Personnel
- Professional
- Board specific expectations for each department

Human Resources

- Centralized Government support of:
 - Human Resources traditional duties
 - Recruitment
 - Technology
 - Employee Relations / Negotiations
 - Equal Employment Opportunity (EEO)
 - Progressive Discipline
 - PMR

Risk Management

- Risk Management specific services
- Specialized support to departments
- Monthly trainings for department representatives
- Safety
- Cost savings

County Counsel Role

- Recommendations to Board of Supervisors for County Counsel role
 - Board's expectations
 - Role / assistance to departments
 - Resources required

Achievement Assessment Process

- Best approaches to report department achievements
- Measurements of service delivery
- Annual reporting to the Board
- Keeping the public well informed
- Information to assist the Board in resource allocation / budgeting

Reporting Structures

- Board defined Reporting Structures
 - Citizens / Board / Departments / Support
- Best interaction, communication and productivity
 - Centralized Government Services
 - Elected Departments
 - Appointed Departments
 - Other specialized services

Summary

- Overall Organizational Review to positively effect El Dorado County Government's business model, achieving accountability and positive workplace culture improvements, resulting in enhanced service to our citizens

Thank You

Questions?