

Strategic Plan Update

{ Good Governance

⌘ Achieving the best possible process for making and implementing decisions in accordance with the County's core values, legal requirements and industry best practices

Good Governance

Implement systems that improve system-wide process, data sharing and departmental collaboration

↳ CAO – Central Services

- ⌘ Procurement and Contracts created new Competitive Process Request Form to be used to request any type of competitive solicitation.
- ⌘ Coordinated training and contract template updates with County Counsel related to the County's responsibility, in accordance with AB5, pertaining to contracting with Independent Contractors.
- ⌘ Launched PlanetBids in April 2021 allowing all bids and Requests for Proposals to be submitted online.
- ⌘ Established after hours emergency facilities maintenance phone number for departments to call for facilities emergency assistance.
- ⌘ Moved all DOT Utility billings into Quickbooks and all Non-Road billings into an excel template to replace a broken Access database which allowed for timely billings and improved Cash Flow.

⌘ Clerk of the Board

- ⌘ Provided online Legistar, Brown Act, and GovQA trainings.

⌘ County Counsel

- ⌘ Implemented a new case management system allowing the County Counsel's office to electronically manage, organize, and store case information, facilitate remote work, and increase efficiencies.

↳ HHSA

- ⌘ Through the Youth and Family Commission, worked with community leaders to address challenges with youth and families through data sharing and collaboration..
- ⌘ Per AB2083, the Child Welfare Program is working to establish a Children's System of Care, that brings together multiple stakeholders to create system wide processes, share data, resources, and improve collaborative efforts to serve system involved youth
- ⌘ Through its Information and Assistance Program, shared community contacts with appropriate departments that seek community education opportunities specific to the aging process.

Information Technologies

- ☞ Implemented a Risk Management process within IT
- ☞ Improved the security posture of the County by continuing to execute year 2 of a 3-year security strategy
- ☞ Improved connectivity in BOS and Planning Commission Board rooms
- ☞ Improved video conference room
- ☞ FENIX interfaces - addition of C-IV and new benefits vendor interfaces
- ☞ TRAKiT test plans developed
- ☞ Public devices - improved security of mobile devices
- ☞ Migrating library to the EDC Domain and under the support of the IT Department
- ☞ Planned improvements for on-boarding and off-boarding of employees
- ☞ 2021 Elections support
- ☞ Custom application development

⌘ Recorder-Clerk

- ⌘ Implemented an online scheduler for the public to make appointments.
- ⌘ Collaborated with the Surveyor's office on common rejections in order to better serve shared customers when recording documents.
- ⌘ Started working on the Map Project which will help to preserve and maintain records.
- ⌘ Absorbed a 30% increase in recordings in 2021/2022 despite multiple vacancies.
- ⌘ Worked with the Auditor-Controller's office in sharing a staff member to assist with fiscal responsibilities.

Approach large, complex and/or system-wide matters as one organization - Departments will collaborate on projects and efforts that have cross-departmental impacts

& CAO

- ⌘ The 2021 Redistricting Team made up of the CAO, Surveyor, County Counsel, and Registrar of Voters worked together with the Board on a collaborative public process to re-draw Supervisorial District boundaries with the 2020 Census population data in a condensed timeframe due to delays in the Federal data release process.

& CAO – Central Services

- ⌘ Tracking and reporting of ARPA funds for multiple county departments.
- ⌘ Helped create and test manual payroll process prior to roll out for entire county when KRONOS went offline.

↳ Child Support Services

- ⌘ Shared data with HHSA to assist with grant determinations.
- ⌘ Utilized a shared drive in order to facilitate information sharing with the Public Defender for mutual customers.
- ⌘ Collaborated with Probation to share data necessary to locate Child Support customers and participated in Probation's Community Resource Fair.
- ⌘ Collaborated with HHSA on CalSAWS migration.
- ⌘ Collaborated with the Library to perform outreach and provide contact materials at the Libraries throughout the county on a regular basis.

↳ County Counsel

- ↳ Led efforts to improve the county-wide process for responding to public record requests, including providing trainings and assisting multiple departments in responding to large scale requests for records, in-depth inquiries for comprehensive information, and media requests.
- ↳ Collaborated with the Procurement & Contracts Division to revise County-wide contracting templates to address changes in state law relating to independent contractors and, in addition, conducted two County-wide trainings on guidelines for contracting with independent contractors and guidelines for administering contracts.

↳ Human Resources / Risk Management

- ↳ Developed COVID-19 Employee Resource Center website for new information

⌘ Information Technologies

- ⌘ Developed Project Portfolio dashboards to improve organization communication related to IT initiatives and priorities
- ⌘ Implementation of the IT Steering Committee and supporting sub-committees
- ⌘ Full implementation of Adobe Sign
- ⌘ Established a cross departmental ERP Team and developed an agile support model
- ⌘ Plan for decommission of VDI
- ⌘ Completed solicitation to hire expertise for the M365 migration and plan for the migration of Google to Microsoft

⌘ Planning & Building

- ⌘ Continued work with IT on improvements to the TRAKiT permit tracking software to increase efficiencies.

↳ Sheriff

- ⌘ Established an 'Exit Plan' for the homeless and indigent inmates being released. This new plan connects them with services through the Sheriff's Office, Marshall Hospital, HOT and HHSA prior to release.
- ⌘ Met regularly and worked closely with all County Offices, as well as the County Office of Education (EDCOE), El Dorado Irrigation District (EID), Sacramento Municipal Utility District (SMUD), Sierra Pacific Industries (SPI), Pacific Gas and Electric (PG&E), U.S. Forest Service, CAL FIRE, CAL OES, El Dorado County Fire Safe Council, the City of South Lake Tahoe, and the City of Placerville to be as prepared as possible for any emergency.
- ⌘ Continued to have an OES representative embedded on regional and State Incident Management teams, which gives the county real world experience in disaster management.

Promote the development of resources to identify and pursue additional revenue including local, state, federal and private funding for new and existing projects

⌘ Agriculture

- ⌘ Obtained \$228,000 in funding through cooperative agreements with state and federal partners to continue noxious weed eradication efforts on agricultural and non-agricultural lands for years 2021-2023

⌘ Clerk of the Board

- ⌘ Implemented improvements to the audio/video in the Boardroom, which will generate a long-term savings of approximately \$20,000/year as a result of no longer requiring a dedicated videographer.

⌘ Human Resources / Risk Management

- ⌘ Obtained a \$25,000 grant from PRISM for security cameras at the main County campus

Incorporate benchmarks (to other agencies) and best practices to provide context to decisions, using data to inform discussions while promoting efforts to creatively address service delivery

↳ Sheriff

- ↳ Investigators continue to establish and build up relationships with allied agencies and regional partnerships to provide additional assistance and knowledge of emerging drug trends and solutions.

Evaluate requests and recommendations based on complete assessment of the best available information, with the goal of reaching well informed decisions

☞ CAO – Central Services

- ☞ Created Excel document to calculate and compile information required for the annual Road Report replacing broken Access database.
- ☞ Created Excel document to compile Department of Transportation Capital Improvement Project costs to allow project managers to see full costs in real time.
- ☞ Awarded contract and commenced with an updated conditions assessment on the majority of County buildings

⌘ Human Resources / Risk Management

- ⌘ Negotiated and executed two multi-year labor agreements (covering represented bargaining units GE, PL, SU, and PR), updated the Salary and Benefit Resolution for Unrepresented Employees No. 118-2021 (covering unrepresented units EH, CO, UM, UD, and EL), and effectuated associated wage increases based on total compensation market studies.
- ⌘ Conducted additional total compensation market studies for TC, CA, MA, and BD units.
- ⌘ Effectuated charter 504 wage increases (affecting units SA, SM, and UD) and minimum wage increases based on internal and external compensation data for statutory compliance.
- ⌘ Reviewed and processed 890 contract requests (inclusive of initial, renewal, and amendments) for bargaining unit impacts; engaged staff and labor in associated labor relations as applicable.

Create and maintain a supportive culture for all employees through staff engagement in policy and process decisions and through strong labor relations

⌘ Clerk of the Board

- ⌘ Increased office efficiencies and employee morale by providing in-depth cross training of staff and encouraging professional development.

⌘ CAO – Central Services

- ⌘ Created two surveys related to FENIX training and FENIX reporting. ERP team working to establish ongoing training program and identifying ways to streamline and simplify reporting

⌘ Child Support Services

- ⌘ Regularly involve staff at all levels in the decision-making process for case assignments and cases processes.

⌘ Human Resources / Risk Management

- ⌘ Reviewed and processed 890 contract requests (inclusive of initial, renewal, and amendments) for bargaining unit impacts; engaged staff and labor in associated labor relations as applicable.

⌘ Planning & Building

- ⌘ Strengthened appointed committees by providing Brown Act training and efficient meeting practices.
- ⌘ Increased staff recruitment efforts to continually build efficiencies and strengthen service to the public.

⌘ Sheriff

- ⌘ PERT recognized by the National Alliance on Mental Illness for demonstration of law enforcement's best practices in responding to the community members struggling with mental illnesses.
- ⌘ Sheriff's Office Detectives and CSI have been purchasing the latest technology and attending trainings to learn the newest investigative tools to efficiently close cases.

- ⌘ Implement systems that improve system-wide process, data sharing and departmental collaboration
- ⌘ Approach large, complex and/or system-wide matters as one organization – Departments will collaborate on projects and efforts that have cross-departmental impacts
- ⌘ Promote the development of resources to identify and pursue additional revenue including local, state, federal and private funding for new and existing projects
- ⌘ Incorporate benchmarks (to other agencies) and best practices to provide context to decisions, using data to inform discussions while promoting efforts to creatively address service delivery
- ⌘ Evaluate requests and recommendations based on complete assessment of the best available information, with the goal of reaching well informed decisions
- ⌘ Create and maintain a supportive culture for all employees through staff engagement in policy and process decisions and through strong labor relations

Themes & Priorities