



Legislation Text

File #: 18-0169, **Version:** 1

Chief Administrative Office recommending the Board:

- 1) Receive a presentation updating the implementation of the Good Governance goal of the County's Strategic Plan; and
- 2) Approve new Good Governance objectives for completion. (Est. Time: 30 Min.)

DEPARTMENT RECOMMENDATION

Chief Administrative Office recommending the Board

- 1) Receive a presentation updating the implementation of the Good Governance goal of the County's Strategic Plan; and
- 2) Approve new Good Governance objectives for completion.

DISCUSSION / BACKGROUND

On January 24, 2017, the Board finalized the County's definition of Good Governance as "Achieving the best possible process for making and implementing decisions in accordance with the County's core values, legal requirements and industry best practices." The County's Core Values are Accountability, Collaboration, Integrity and Service Excellence.

In addition, the Board approved six key objectives which are identified below and include an implementation status:

Objective 2.1: Review and update all ordinances and establish mechanisms for timely reviews and updates based on relevance. (Target completion of December 2018)

Status: In progress.

Objective 2.2: Review and update policies related to inter-office services and public services. Establish a mechanism for timely updates, review for relevance to ensure a balance between appropriate level of internal control and efficient work flow. (Target completion of December 2017).

Status: In progress. Substantial progress has been made to review and update or repeal Board Policies. Remaining policies will continue to be reviewed and we anticipate completion of this objective by June 30, 2018. We will also develop new policies to strengthen and modernize inter-office services and public services.

Objective 2.3: Identify and implement 'best practices' within central support departments, and develop service level standards of central support departments/divisions/programs for the purpose of continuous service improvement as well as establishing a framework for improvement communication and customer engagement. (Target completion of June 2017).

Status: Substantially Complete. Service level indicators have been identified for the majority of central support departments, data is now being collected and reported on the County's website for those departments.

Objective 2.4: Develop service level standards for all line/constituent facing departments for the purpose of continuous service improvement as well as establishing a framework for improved communication and customer engagement. (Target completion of June 2018)

Status: Substantially Complete. All appointed department heads are required to identify appropriate service level indicators are part of the annual goals. In addition, service level indicators have been identified by the Sheriff, Treasurer-Tax Collector and the Recorder-Clerk.

Objective 2.5: Develop proactive internal and external communication processes to effectively inform County employees, members of the public and the press of County events, processes, decisions, level of service and reasoning. (Target completion of June 2017)

Status: Completed and ongoing. The County hired a Communications Director who assists with press releases, coordinates interviews from media outlets, prepares internal communications to County employees on issues such as FENIX and TRAKiT, and also assist with tracking and preparing correspondence relative to legislation impacting the County.

Objective 2.6: Develop and implement best practices relative to the operations of the Board of Supervisors. (Target completion of December 2017).

Status: Completed. On December 5, 2017, the Board adopted the *Governance Handbook* that will be reviewed and updates at least annually, as well as a self-evaluation instrument that will be conducted on an annual basis.

Proposed New/Ongoing Objectives

Considering four of the six objectives are completed or substantially complete with sufficient progress being made, staff is recommending the Board approve the following new objectives and project leads:

Objective 2.1: Review and update all ordinances and establish mechanisms for timely reviews and updates based on relevance. (Project Team: Mike Ciccozzi, Project Lead-; Jennifer Franich, CAO; Barbara Houghton, Environmental Management; Charlene Carveth, Ag Commission; Paula Frantz, County Counsel).

Objective 2.2: Review and update, and if appropriate, propose new policies related to inter-office services and public services. Establish a mechanism for timely updates, review for relevance to ensure a balance between appropriate level of internal control and efficient work flow. (Project Team: Jim Mitrisin, Project Lead; Shawne Corley, CAO; CAO Analyst and Deputy County Counsel for each Department).

Objective 2.3: Develop and implement best practices relative to the administration and function of Board appointed Commissions/Committees (Project Team: Jim Mitrisin, Project Lead; Greg Stanton, Environmental Management; Vickie Sanders, Parks; Charlene Carveth, Ag Commission; Mike Ciccozzi (or designee), County Counsel).

Objective 2.4: Develop a multi-year labor negotiation strategy to ensure compensation is consistent with Board philosophy, consistency across bargaining units, as well as long term sustainability. (Project Team: Don Ashton, Project Lead; Brian Richart, Probation; Tameka Usher, Human Resources; Shawne Corley, CAO; James Robbins, HHSa; Tim Moore, Auditor).

Objective 2.5: Review and make any necessary changes to the fiscal/budget policies in the interest of achieving long term fiscal health for the County, including the consideration of priority based budgeting. (Project Team: Shawne Corley, Project Lead; Brian Richart, Probation; Creighton Avila, CAO; Joe Harn, Auditor).

Objective 2.6: Revise the performance evaluation process for all represented employees, as well as implement a 360 Performance Evaluation process for Department Heads and Unrepresented Management employees. (Project Team: Tameka Usher, Project Lead; Don Ashton, CAO; Jeffery Warren, Environmental Management; Laura Schwartz, Central Fiscal; Don Semon, Child Support).

Objective 2.7: Implement a formal, countywide employee development and succession planning program. (Project Team: Patricia Charles-Heathers, Project Lead; Brian Richart, Probation; Tameka Usher, Human Resources; Jeanne Amos, Library; Bill Edwards, HHSa).

If these objectives are approved, staff anticipates returning the Board prior to the end of the fiscal year identifying associated tasks and completion timeframes for each objective.

ALTERNATIVES

The Board could choose to add additional objectives, revise objectives, or not approve one or more of the recommended objectives.

OTHER DEPARTMENT / AGENCY INVOLVEMENT

All participating County departments.

CAO RECOMMENDATION / COMMENTS

The CAO recommends the Board approve the new objectives.

FINANCIAL IMPACT

There is no known financial impact associated with approving this recommendation outside of staff time spend working on implementing the associated tasks.

CLERK OF THE BOARD FOLLOW UP ACTIONS

N/A

STRATEGIC PLAN COMPONENT

Good Governance

CONTACT

Don Ashton, Chief Administrative Officer