

Madison County Success Plan

Tactic Updates

1st Quarter 2018

Tactic 1 – Develop Program to intersect 5-year Capital Plan (Owners: Joe Wisinski & John Regan)

Q1 Goal: Complete capital plan for County buildings, collect building asset condition ratings and along with Highway Capital plan, review with HB&G Committee. Review with Full Board if necessary.

- John Regan worked to get all buildings into a draft plan, the highway buildings were reviewed by Joe Wisinski, and the first draft was put together and reviewed by the Tactic Team on February 23, 2018.
- Suggestions were made to adjust the Buildings 5 year plan, and it was also decided to delay the presentation to the Highway buildings and grounds committee until May and to first review with Ron Bono, Chairman of the HB&G committee, in early April.

Tactic 2 – Emergency Purchasing Process (Owner: Laurie Winters)

Q1 Goal: Create an emergency purchasing process for situations that may arise for County buildings, roadways, epidemics, natural disasters, and terrorism. Review the progress with the A&O Committee.

- Discussed various type of emergencies that could take place
- Checked with the County Attorney's Office regarding if the Chairman of the Board would be able to sign a contract or approve funds to be transferred in an emergency situation without full board approval
- Checked with others Counties to see if any of them have an Emergency Procedures in place
- Working on how to create and implement the plan for a draft of the Emergency Procedures

Tactic 3 – Design a Communications Solution for the County (Owner: Mark Scimone & Eric Faisst)

Q1 Goal:

1. Hire employee to lead development of and maintain Public Communications Plan.

2. Define communication goals, objectives and metrics.

- Money is in budget to hire a PIO; however on hold
- Met to discuss and define communication goals, objectives and metrics
- Reached out for/searched for sample strategic marketing plans to review
- Meeting with Madison County's Tourism firm to discuss Communication Plan

Tactic 4 – Create an Employee Performance Process that Aligns with Organizational Metrics (Owner: Eileen Zehr & Ryan Aylward)

Q1 Goal: Identify which employees currently have annual evaluations completed and the competencies that department's value

- Determined that the majority of Madison County employees do not receive annual evaluations and the majority of appointing authorities had a number of areas they wish to see evaluated that overlapped.

Tactic 5 – Establish a Customer Satisfaction Survey Process (Owner: Eric Faisst)

Q1 Goal:

1. *Define survey goals*
2. *Design process and select questions and sample*
 - County purchased Survey Monkey. Tactic team developed questions.
 - Survey goals set - at least 380 completed surveys per year.
 - Hardcopies provided at each department and town office, and on the web site. Surveys collected by each department and forwarded to tactic owner for entry. Results forwarded to team for analysis and development of report. Report to BOS in fall of each year. Draft policy in process.
 - Other:
 - Survey designed and ready to administer.
 - Discussed need for second, random community survey to gather entire community perspective.

Tactic 6 – Create Economic Development Public Relations Program (Owners: Scott Ingmire & Kipp Hicks)

Q1 Goal: Highlight CFA grant successes via Press Release

- Our First Quarter milestone was to Highlight CFA grant success via Press Release.
- That press release was developed and distributed by Kipp Hicks.
- Oneida Daily Dispatch published our press release in the March 6th edition of the print newspaper.

Tactic 7 – Build a Federal/State Strategy to Secure Grant / Earmarked Dollars (Owner: Tina Wayland-Smith)

Q1 Goals:

1. *Survey department to determine who is utilizing grant funding presently.*
2. *Identify employees who write grants.*
 - Surveyed departments to determine who is utilizing grant funding presently.
 - Identified employees who write grants (spreadsheet created)

Tactic 8 – Establish an Employee Engagement Survey (Owner: Mike Fitzgerald)

Q1 Goals:

1. *Define survey goals (do we need to be more specific?)*
2. *Design process, select questions and sample*
 - As a means to test the short, seven question survey, the Public Health Department gave the survey to their employees in January 2018. All employees (34) responded. One modification to a question was suggested because of the trial.
 - All responses would have a Likert five-scale possibility (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree). The questions are indicative of an engaged workforce (feel valued, have defined goals and expectations, that their work can make a difference, that they work with integrity, that there is opportunity for growth and development, and that they are proud county employees).

- A meeting will be scheduled with the Team in the coming weeks to review the trial, review the questions and prepare to meet the expectations of Quarter 2 (promote survey, deploy survey, analyze survey).

Tactic 9 – Construct Customer Excellence Recognition Program. (Owners: Teisha Cook & Joanne Miller)

Q1 Goal:

1. *Create a survey for employees to see what they would appreciate/what would be valuable in terms of rewards and recognition.*
2. *Research and review recognition programs that are already happening in county departments*
 - Mike Keville will draft an email for the team to send out to departments. Email will seek information regarding already existing recognition programs in departments. Email will go out to departments by 2/9, with a return date for departmental feedback of 2/23.
 - Feedback will go out to goal team members for consideration and review.
 - Next team meeting scheduled for 3/7 where department feedback will be reviewed further, and questions will be development for employee survey. Team members can come prepared with sample questions to 3/7 meeting.
 - Survey will be put into Survey Monkey by a yet to be identified team member with a survey roll-out date of 3/19. Surveys will be emailed to employees and hard copies (if wanted) will be given to departments. Surveys to be returned by 3/30.
 - April 2018 – meeting scheduled to review survey data. Date TBA.

Tactic 10 – Establish Executive Leadership & Professional Development Programs (Owners: Mark Scimone & Mark Aesch)

- Emerging Madison Leaders Program and ExecPlus Leadership Coaching with Mark Aesch is currently in progress.