

Madison County Success Plan

Tactic Updates

2nd Quarter 2018

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

Q2 Goal: Develop budgetary funding and purchasing procedures, including budget cost centers for implementing Capital plans.

- The revised Capital Plans for both Highway and Buildings and Grounds were sent to the Highway Buildings and Grounds Committee Chairman on May 17th. The plans were then submitted for review by the full HB&G Committee on May 23rd and again on June 20th. Joe Wisinski and John Regan asked some questions at the HB&G Committee meeting on June 20th, and they were answered by the Committee. Those answers will result in further adjustments and fine tuning to the Capital Plans.
- The next step is to have another meeting with the Tactic Team members to discuss budgetary funding and purchasing procedures for implementing the Capital Plan. We also plan to review the plan with the HB&G Committee again in July to review any further adjustments that may be needed.

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

Q2 Goal: Survey the departments for their emergency situations that may occur, check on funding availability, research ways to obtain products and services, gather a list of Madison County emergency contacts for these situations. Review the progress with the A&O Committee.

- Surveys out to the departments heads to find out what types of emergencies they have experienced or may have in the future. I am compiling this information to help with the design of the emergency purchasing process and procedures. I have run into a snag, as all the surveys have not been returned.
- Will be meeting with Finance tomorrow and discuss the funding options, if there is not money in budgets for such emergencies.
- As of right now from the responses the following contracts are already in place
 - County Clerks – Backup data with IQS
 - Highway – Inter-municipal contract with NYS DOT
- Checking with the department's to find out what types of products would possibly be needed for an emergency.
- Compiling an emergency contact list of employees.

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

Q2 Goal: Develop plan with recommendations on the communication strategies for leadership review and approval.

- Public Information Officer to start on Monday, July 16th.
- Will work on a communications plan 3rd quarter

Tactic 4 – Create an Employee Performance Process that Aligns with Organizational Metrics

(Owner: Eileen Zehr & Ryan Aylward)

Q2 Goal:

1. Examine the metrics that departments can make available as they relate to the competencies being evaluated
2. Create a draft performance evaluation tool
 - The team has gone more in the direction of providing education to departments on “how to meet with employees” as opposed to creating a performance appraisal form. Still working on a tool long term.

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

Q2 Goal: Set up campaign on survey tool(s), collect and analyze data

- Hard copies of the survey along with self-addressed stamped envelopes were sent to each town office on June 1.
- A link to the survey is on the county’s main web page and has been sent out via Facebook.
- Survey is ongoing, with departments submitting completed surveys as they are collected.

Performance Metric	Performance Goal	Goal Score	Q1 ¹ Score	Q2 ² Score	Q3 Score	Q4 Score	Trend
Overall satisfaction with Madison County services	80%	9	67%	92.0%			↑
% of residents who believe Madison County provides value	80%	8	70%	92.5%			↑
Accessibility to government services	80%	8	N/A	91.5%			↑

n = 250

Notes:

¹. Scores base on 3/27/17 survey results. Satisfaction and value scores based on % of respondents who selected 4 or 5 on a scale of 1-5, with 4 = agree, and 5 = strongly agree. Not based on scale of 1-10 as per plan. Accessibility to government services was not asked during the initial survey.

². Scores based on 250 responses to new survey received between 3/1/18 and 7/5/18. Scores are based on a scale of 1 – 10, with 1 = strongly disagree, and 10 = strongly agree. Final scores are calculated using a weighted average.

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

Q2 Goal: Report to Committee of the Whole on 2017 activities and success

- Presented to the Board of Supervisors on June 12th.

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

Q2 Goals:

1. *Educate departments on grant writing availability.*
2. *Reach out to State and Federal representatives offices.*
 - Team met on May 3rd and reviewed the Quarter Two Milestones
 - Members were tasked with initiating contacts with State and Federal representatives offices
 - Compiled resource list of materials for grant writing opportunities and websites
 - Initial discussion of holding a “Grant Seminar” for County departments

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

Q2 Goals:

1. *Notify/promote survey*
2. *Deploy survey*
3. *Analyze results*
 - Team developed a 10 question Employee Engagement Survey and delivered it to all Madison County Employees during the weeks of May 14 – 25, 2018. The online survey tool (paper copies were provided to those employees without direct access to email) was completed by 389 employees. The first three questions gathered basic demographic data about the department the person was working in, their role (manager, supervisor, employee or other) and the number of years they have worked for Madison County. The remaining seven questions were about employee engagement and closely followed the questions used in a Rockland County survey. A Likert Scale of five responses were provided (strongly agree, agree, neutral, disagree or strongly disagree) to the seven questions that asked:
 1. I have the opportunity to grow and develop as an employee at Madison County
 2. I feel valued as an employee of the County
 3. I would recommend employment at Madison County to others
 4. I feel well-informed about what is expected in my job
 5. I feel I can make a difference by working for Madison County
 6. I am focused on performing my job with integrity
 7. I am proud to work for Madison County
 - Based on the number of surveys completed, there was a 73 percent response rate among County employees. Employees also were “engaged” (defined as agreeing or strongly agreeing with the seven engagement questions above) in 73 percent of the responses, coming just short of the goal of the Madison County Success Plan of 75 percent of employees engaged. However, over 93 percent of county employees are, at a minimum, at least neutral or better with only seven percent indicating they are not engaged.
 - Results of the survey continue to be analyzed and will be shared with Department Heads, elected officials, employees and the public.
 - Quarter 3 will be spent continuing to refine this baseline survey results and prepare to development and how to deploy a more comprehensive employee engagement survey in Quarter 4.

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

Q2 Goal:

1. *Review data collected from employee surveys*
2. *Meet with Ryan Aylward to discuss his ideas regarding reward and recognition programs*
 - Met with Eileen and Ryan on 6/29 to review survey results. Results indicate that most employees would prefer a handwritten acknowledgement for positive feedback or verbal praise. Teisha and Joanne will work on writing something up for departments and give to personnel to review before sending it out.

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

- Emerging Madison Leaders Program and ExecPlus Leadership Coaching with Mark Aesch.