



County Clerk / Human Resources FY2020 Performance Indicators

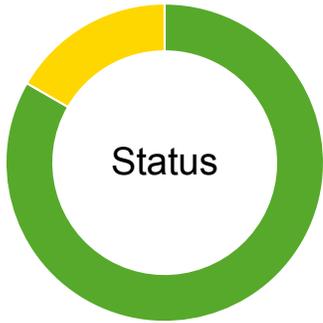
Date not set

Report Created On: Sep 21, 2020

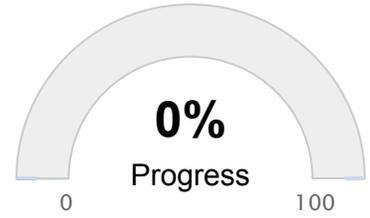
6

Goal

Overall Summary



	%
● On Track	83.33
● Some Disruption	16.67



Report Legend

 No Update

 Overdue

 Priority

Goal 3.1.6

Ongoing - Ongoing

On Track

Implement a process improvement program across departments

Owner: Stacy Moyer

Update provided by Stacy Moyer on Apr 08, 2020 18:31:41

Update this period: on track and notifications/thank you letters are sent to Board members once the clerk has been notified.

Next steps:

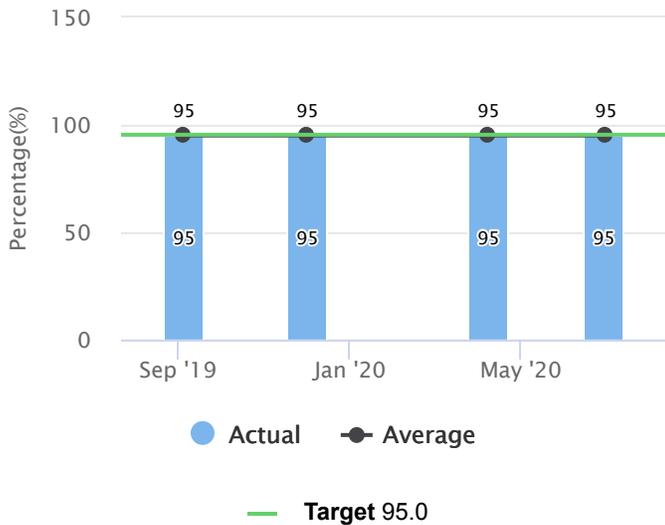
Disruptions (if necessary):

Goal 3.1.6 > Metric

Board appointees terms who expire who were sent thank you letters within 7 days

Percentag of board appointees terms who expire who were sent thank you letters within 7 days (Goal: 95% or greater)

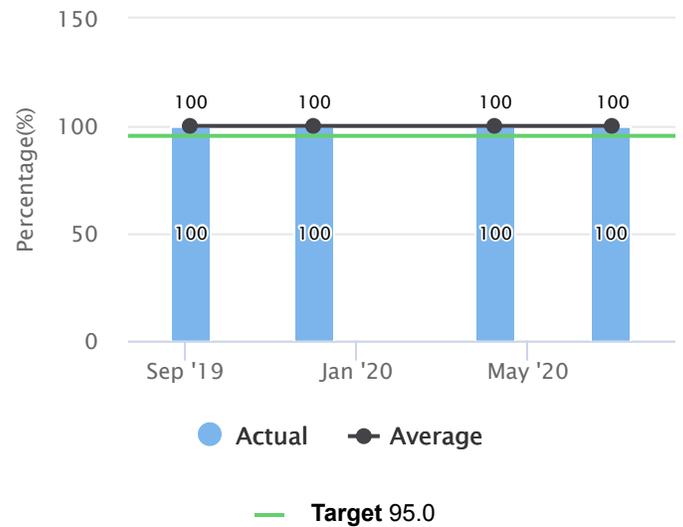
Owner: Stacy Moyer Last Update: Aug 13, 2020 18:47:31



Board appointees/changes that are updated on Board Traq

Percentage of board appointees/changes that are updated on Board Traq within 7 business days after the regular monthly BoC meeting (Goal: 95% or greater)

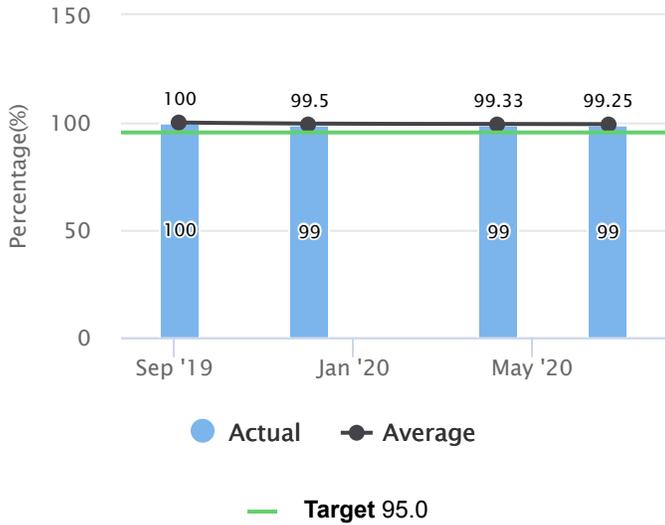
Owner: Stacy Moyer Last Update: Aug 13, 2020 18:48:00



Board appointees who are notified within 7 business days after the regular monthly BoCC meeting

Percentage of all board appointees who are notified within 7 business days after the regular monthly BoCC meeting (Goal: 95% or greater)

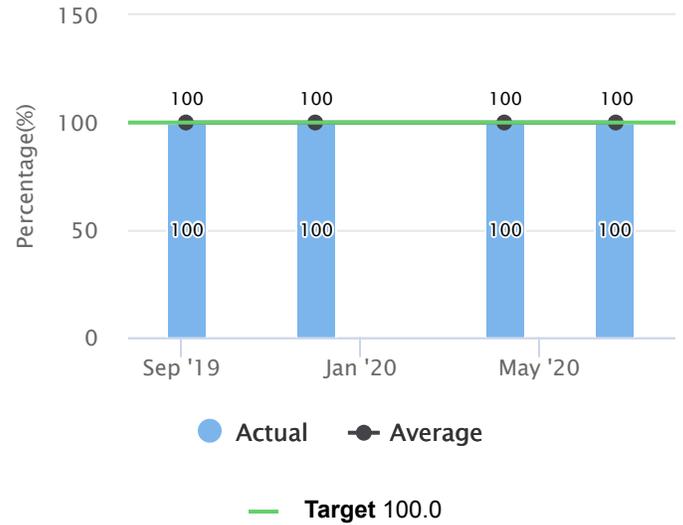
Owner: Stacy Moyer Last Update: Aug 13, 2020 18:41:24



Agenda packet is distributed 3 days prior to regularly scheduled BoCC meetings

Percent of regularly scheduled Board of Commissioners (BoCC) meetings that agenda packet is distributed 3 days prior (Goal: 100%)

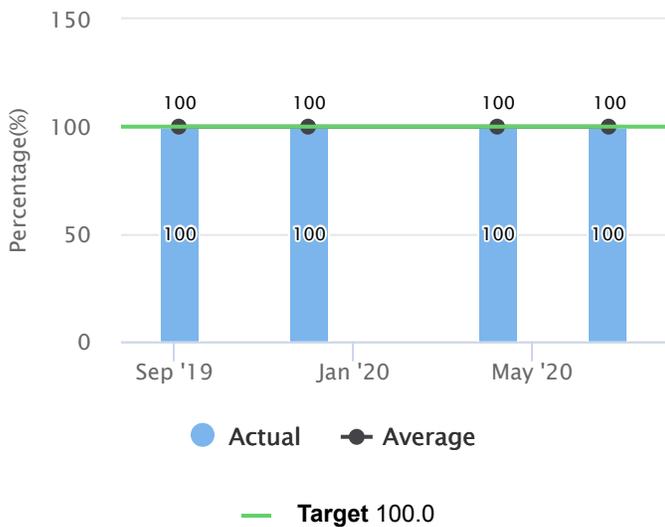
Owner: Stacy Moyer Last Update: Aug 13, 2020 18:40:22



Preliminary agenda is distributed 10 days prior to regularly scheduled BoCC meetings

Percent of regularly scheduled BoCC meetings that preliminary agenda is distributed 10 days prior (Goal: 100%)

Owner: Stacy Moyer Last Update: Aug 13, 2020 18:40:37



Goal 3.1.7

Ongoing - Ongoing

On Track

Revise Internal Policies, Ordinances, and Resolutions

Owner: Stacy Moyer

Update provided by Cindy Hendricks on Apr 13, 2020 13:04:52

Update this period: Ordinances, resolutions and policies are in process. Several were approved in 3rd quarter.

Next steps:

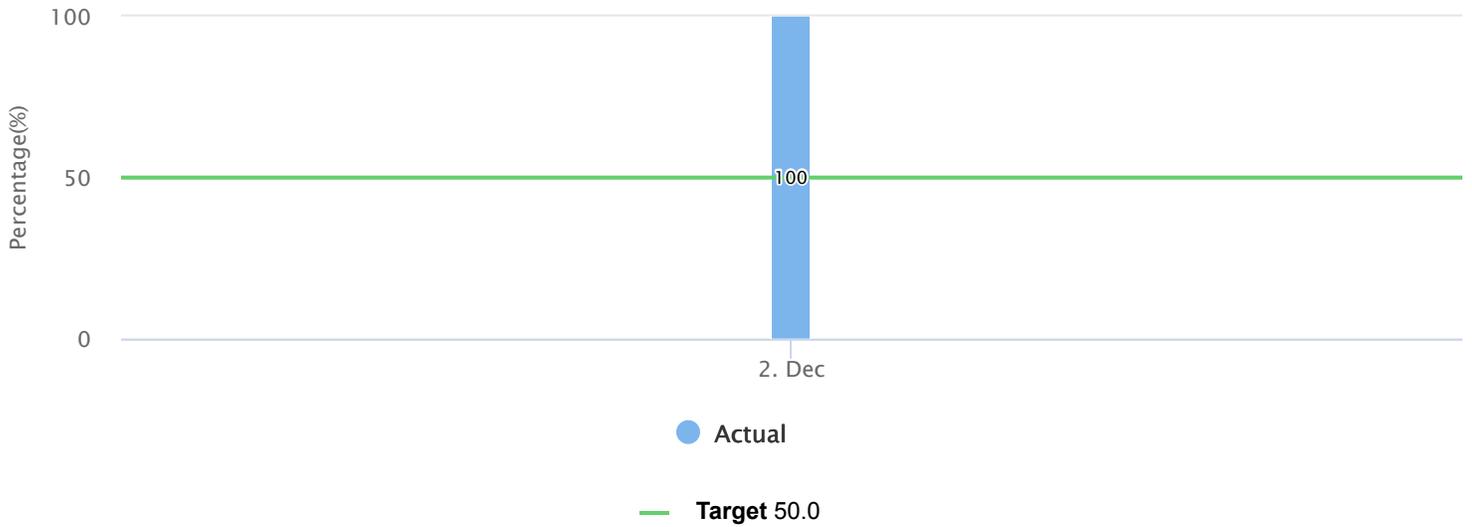
Disruptions (if necessary):

Goal 3.1.7 > Metric

Departments that are consulted for Ordinance updates

Percent of department directors that have responsibility for ordinances that Clerk meets with annually for possible updates (Goal: 50% or greater)

Owner: Stacy Moyer Last Update: Apr 08, 2020 19:43:02



Comment

This has been completed for this fiscal year

Goal 3.1.8

Ongoing - Ongoing

On Track

Improve professional development and training needs of County staff

Owner: Stacy Moyer

Update provided by Cindy Hendricks on Apr 13, 2020 13:07:36

Update this period: Department Directors, Supervisors and many Front Line personnel have completed leadership training.

Next steps:

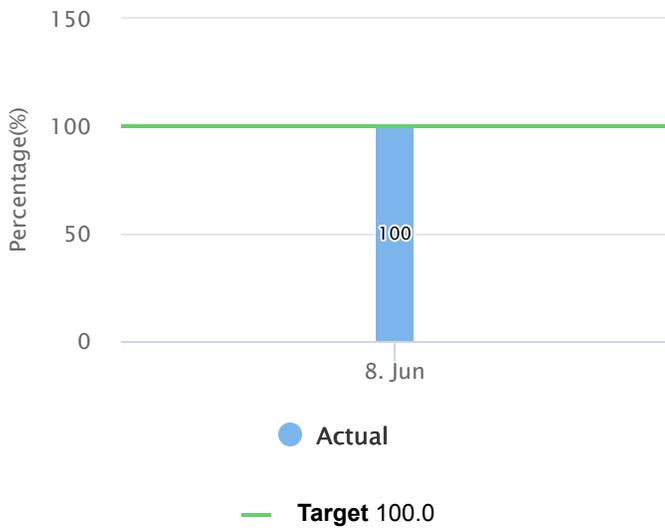
Disruptions (if necessary):

Goal 3.1.8 > Metric

Develop a Leadership Academy for supervisors

Develop a Leadership Academy for supervisors to improve skills
(Goal: 100% complete by 2/28/20)

Owner: Stacy Moyer Last Update: Sep 08, 2020 14:36:00

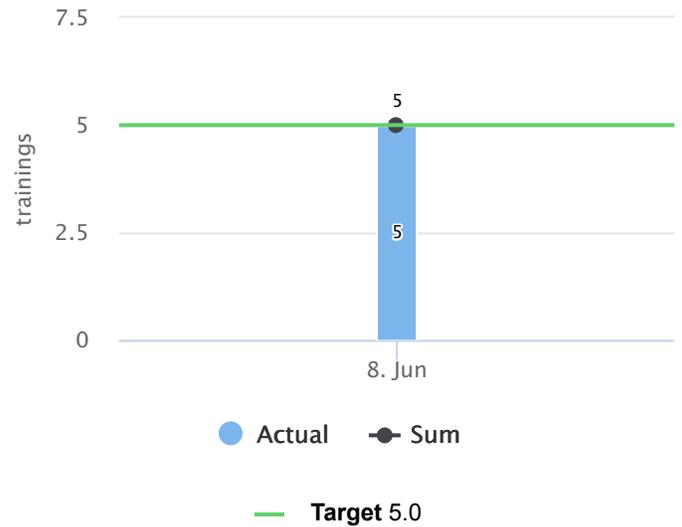


Comment
7/20/2020 - Leadership Academy has been placed on hold due to COVID-19

Develop staff training opportunities

Develop staff training opportunities (Goal: 5 trainings by 6/30/2020)

Owner: Stacy Moyer Last Update: Sep 08, 2020 14:36:45

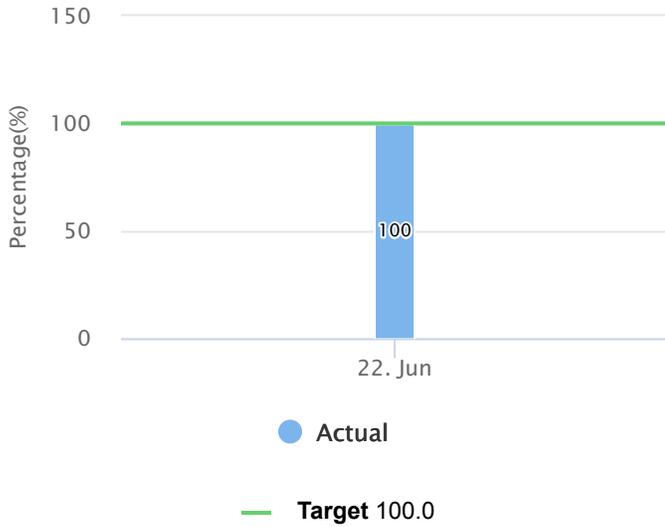


Comment
Staff training opportunities will be developed within this fiscal year.
COVID-19 created a major disruption to this goal

Curriculum for new staff orientation/ onboarding developed and implemented

Curriculum for new staff orientation/ onboarding developed and implemented by 1/1/2020 (Goal: 100% complete)

Owner: Stacy Moyer Last Update: Aug 13, 2020 18:50:01



Comment

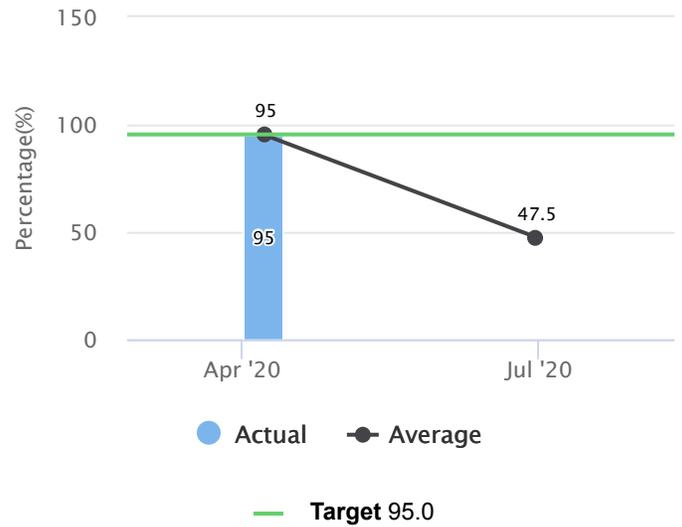
Curriculum is being developed currently and is planned to be rolled out within the next six months.

6/30/2020 - Curriculum was developed and implemented and new sessions will begin in August.

Employees participating in half day orientation / onboarding

Percentage of employees participating in half day orientation/ onboarding within one month of hire (goal: 95% or greater) EXEMPTED Metric due to COVID-19

Owner: Stacy Moyer Last Update: Aug 13, 2020 18:50:49



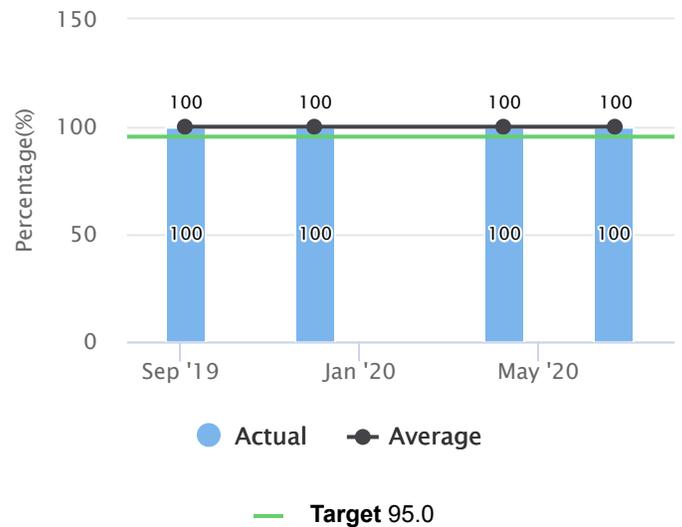
Comment

Sessions took place in January, February and March, due to the coronavirus they have been postponed NO SESSIONS OCCURRED IN MAY-JUNE

New employees offered a survey / check-in at 3 months

Percent of new employees offered a survey and checked in with at 3 months of employment (Goal: 95% or greater)

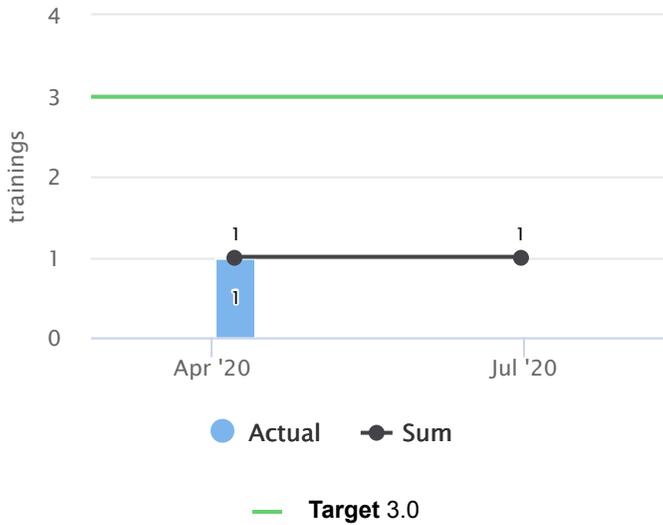
Owner: Stacy Moyer Last Update: Aug 13, 2020 18:47:01



Develop and implement 'mini' trainings for supervisors

Increase number of 'mini' trainings for supervisors on human resources topics of interest (Goal: 3 trainings complete by 6/30/2020) EXEMPTED Metric due to COVID-19

Owner: Stacy Moyer Last Update: Aug 13, 2020 18:51:28



Comment

One meeting has occurred and the remainder of the meetings are currently being impacted by the Coronavirus (3 others had been scheduled and are currently postponed)

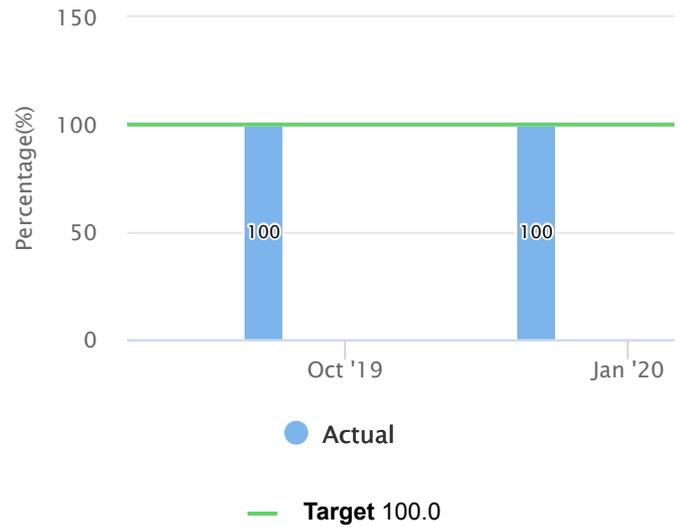
6/30/2020 - mini sessions will be held in the future with appropriate social distancing and other safety precautions in place.

Develop a leadership academy for front-line employees to improve skills

Develop a Leadership Academy for front-line employees to improve skills

(Goal: 100% complete by 2/28/20)

Owner: Stacy Moyer Last Update: Apr 08, 2020 19:41:35



Comment

This has been completed.

Goal 3.1.9

Ongoing - Ongoing

On Track

Improve employee satisfaction and retention - County staff

Owner: Stacy Moyer

Update provided by Cindy Hendricks on Apr 13, 2020 13:08:50

Update this period: Employee satisfaction and retention continues to be monitored and new ways to retain staff are being evaluated.

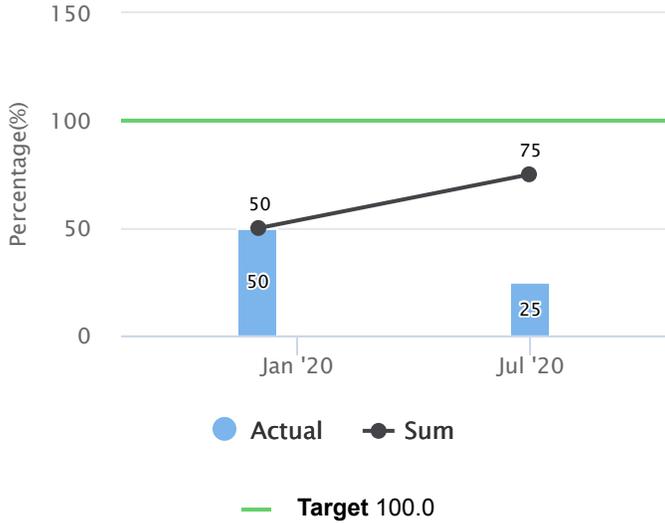
Next steps:

Disruptions (if necessary):

Department head meetings to discuss success & retention

Percentage of department heads met with annually to discuss ways in which HR may support employee success and retention (goal: 100%)

Owner: Stacy Moyer Last Update: Aug 13, 2020 18:52:54



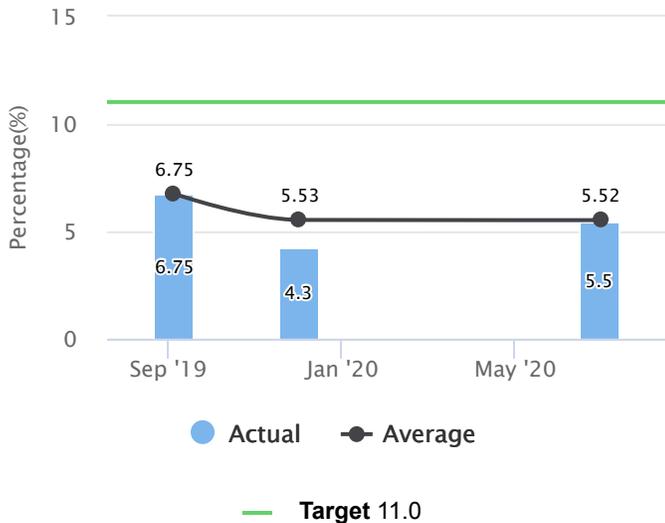
Comment

Department Director meetings will occur throughout the fiscal year. Discussions continue to occur with Department Director at various times throughout the year. Discussions slowed with Department Directors during COVID-19 for this metric

Voluntary turnover rate excluding retirement

Decrease Voluntary turnover rate excluding retirement (goal: <11%)

Owner: Stacy Moyer Last Update: Aug 13, 2020 18:53:05



3-year cycle market study completed on or before Dec 1 annually

Percentage of classifications studied in 3-year cycle market study completed on or before Dec 1 annually (goal: 33% or more)

Owner: Stacy Moyer Last Update: Aug 13, 2020 13:18:08



Comment

The first phase of the 3 year plan will be implemented January 1, 2020. Next phase of this plan will be implemented January 1, 2021.

Exit interviews offered to retiring / resigning employees

Percentage of retiring/resigning staff offered an exit interview (Goal: 100%)

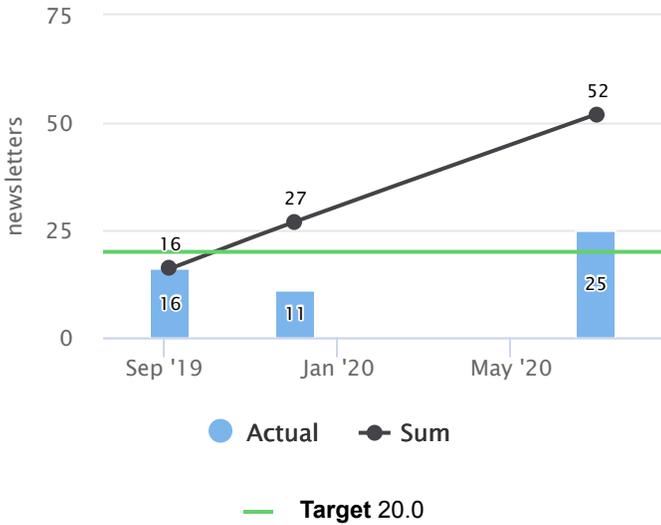
Owner: Stacy Moyer Last Update: Sep 08, 2020 19:36:22



Employee newsletters published

Annual number of employee newsletters which market ongoing opportunities and programming
(Goal: 20 or more)

Owner: Stacy Moyer Last Update: Aug 13, 2020 18:55:55



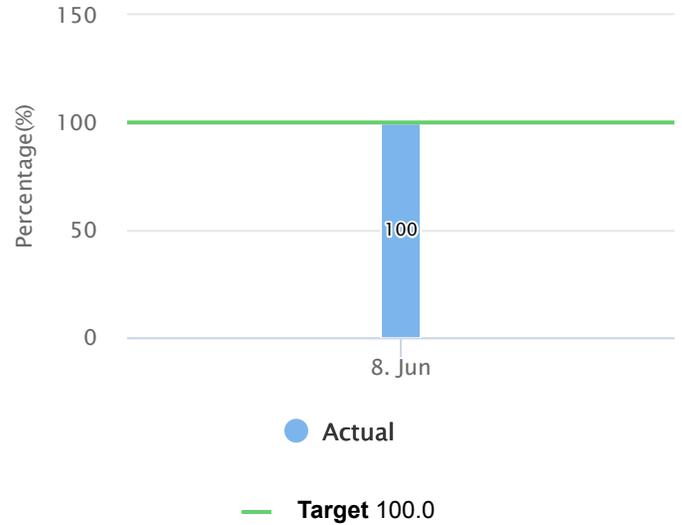
Comment

Employee newsletters are sent out frequently.

Update County Government Human Resources Policies

Update county HR policies
(Goal: 100% complete by 6/30/2020)

Owner: Stacy Moyer Last Update: Sep 08, 2020 14:42:05



Goal 3.1.10

Ongoing - Ongoing Some Disruption

Enhance employee recruitment for County staffing

Owner: Stacy Moyer

Update provided by Stacy Moyer on Apr 08, 2020 18:36:26

Update this period: the HR page of the website continues to be evaluated, attendance at job fairs and career fairs had been planned to all were cancelled due to the Coronavirus.

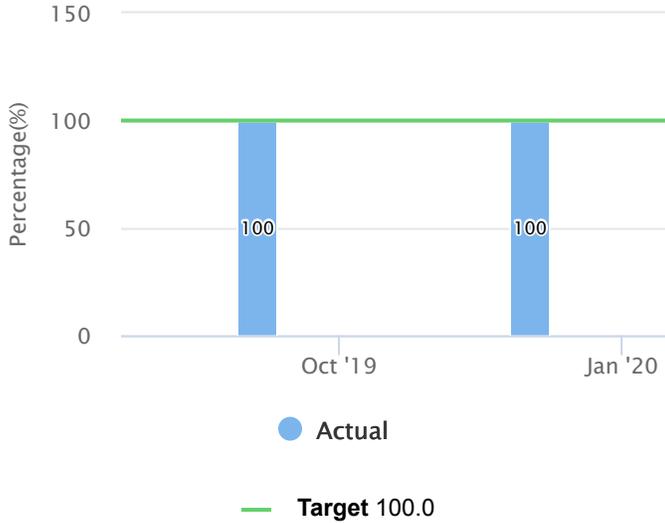
Next steps:

Disruptions (if necessary):

Update benefits list annually

Update benefits list annually (Goal: 100% complete by April 30, 2020)

Owner: Stacy Moyer Last Update: Dec 31, 2019 19:14:38

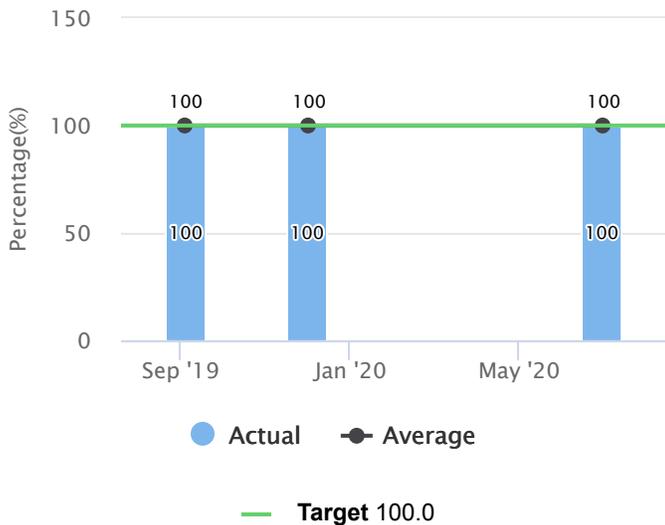


Comment
Benefit sheet will be updated in December, 2019

Maintain an updated online job recruitment and internship HR site

Maintain an updated online job recruitment and internship HR site annually (Goal:100% updated monthly)

Owner: Stacy Moyer Last Update: Aug 13, 2020 18:58:22

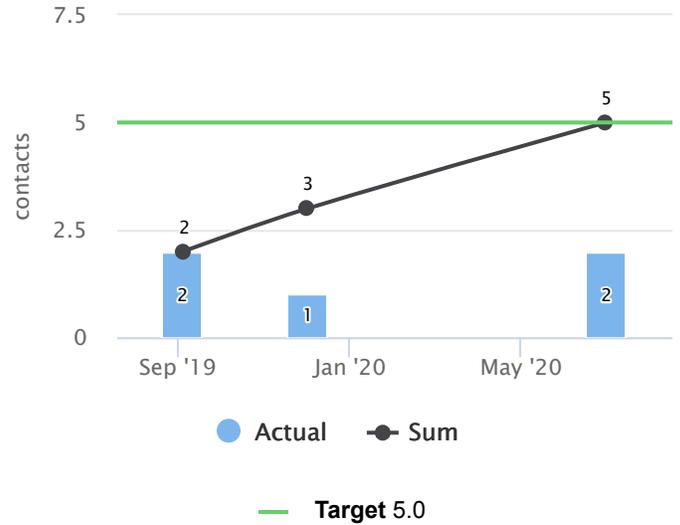


Comment
Colleges are contacted about job openings and possible internships.

College & university internship contacts

Number of college/university contacts made annually for internship opportunities (Goal: 5 or more)

Owner: Stacy Moyer Last Update: Aug 13, 2020 18:59:29

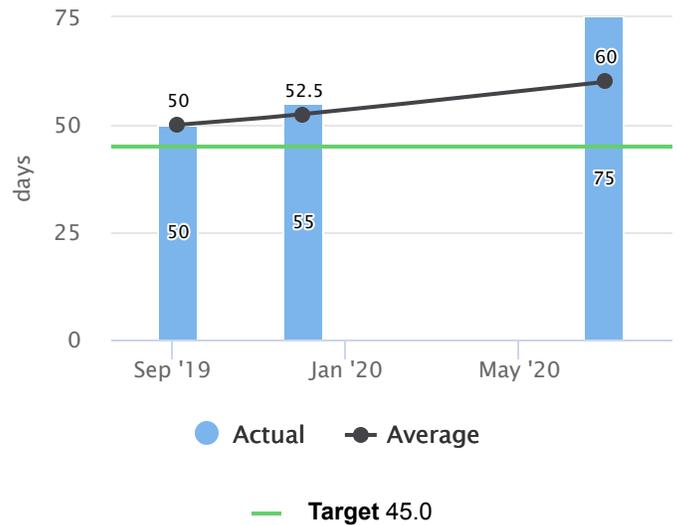


Comment
Colleges are periodically contacted which has directly resulted in internship opportunities.

Average number of days that positions are vacant

Improve outreach and recruitment efforts to reduce the average number of days that a position is vacant (Goal: Average days vacant is 45 days or less) EXEMPTED Metric due to COVID-19

Owner: Stacy Moyer Last Update: Aug 13, 2020 19:00:00



Comment
Due to COVID-19 the average has dramatically increased as many positions were frozen for several months.

Goal 3.1.11

Ongoing - Ongoing

On Track

Facilitate Human Resources business operations through secure and current automation

Owner: Stacy Moyer

Update provided by Stacy Moyer on Apr 08, 2020 18:37:26

Update this period: Due to the coronavirus a new "hands-free" signing process has been implemented until the Munis update occurs (personnel actions workflow does not work properly at this time)

Next steps:

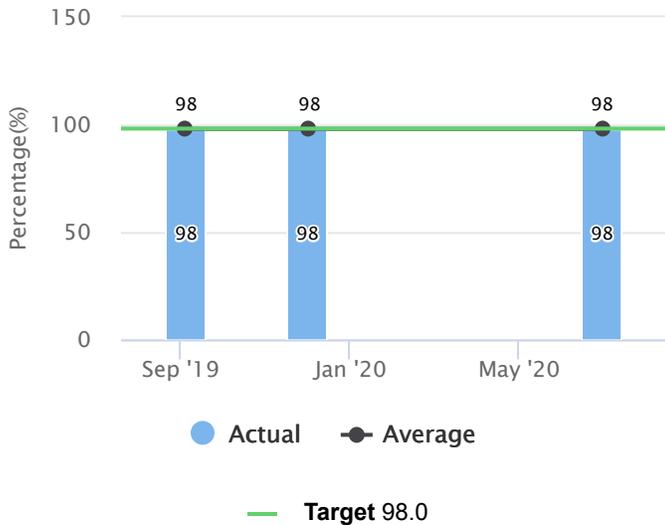
Disruptions (if necessary):

Goal 3.1.11 > Metric

Personnel Action Forms completed within the same business day

Percentage of Personnel Action Forms (PAF) completed within the same business day received in the Human Resources office (Goal: 98% or greater)

Owner: Stacy Moyer Last Update: Aug 13, 2020 19:00:57

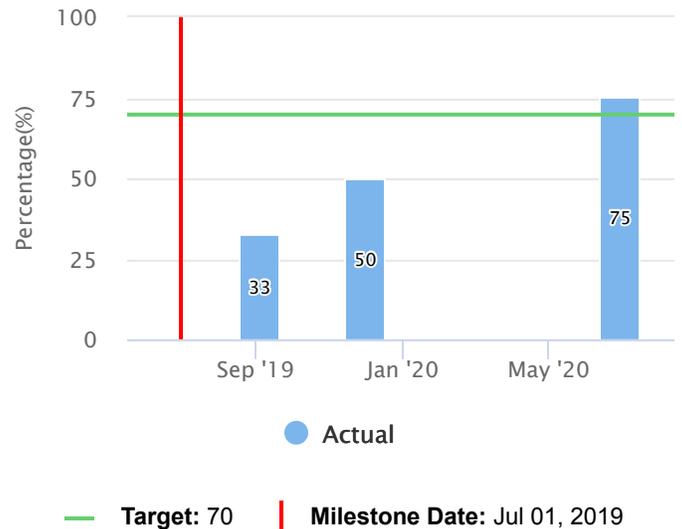


Comment
PAF's continue to be reviewed on a daily basis for appropriate processing.

Open enrollment process, performance appraisals, and the PAF process automated

Percentage of open enrollment process, performance appraisals and the PAF process automated (Goal: 100% by 7/1/2021)

Owner: Stacy Moyer Last Update: Aug 13, 2020 19:02:06



Comment
PAF's have been moved to an electronic platform which has made for smoother processing (no lost paper).