



Clerk to BoC / Human Resources FY2021 Performance Indicators

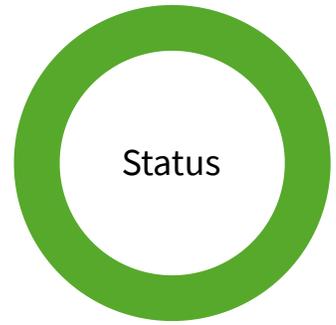
Date not set

Report Created On: Aug 23, 2021

6

Goal

Overall Summary



On Track

%
100.0

0%
Progress

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 Jul 18, 2021 12:20:12

Update this period: Notifications are being completed in a timely manner.

Next steps:

Disruptions (if necessary):

Goal 3.1.6 > Metric

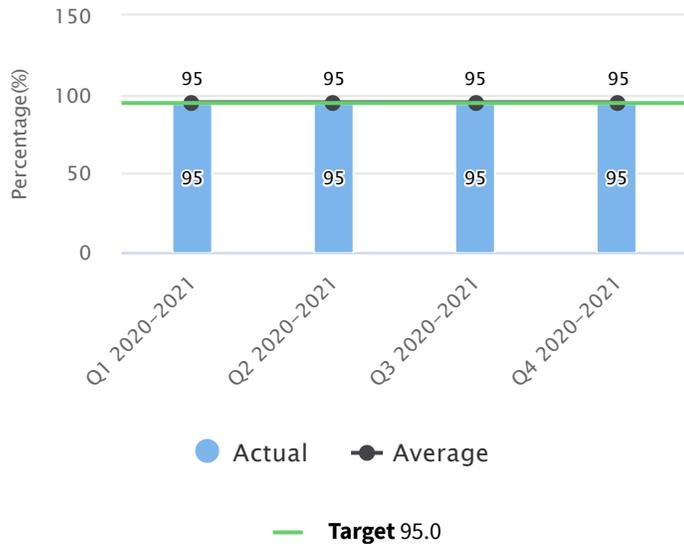
Board appointees terms who expire and sent thank you

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

Goal 3.1.6 Implement a process improvement program across departments

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:05:23



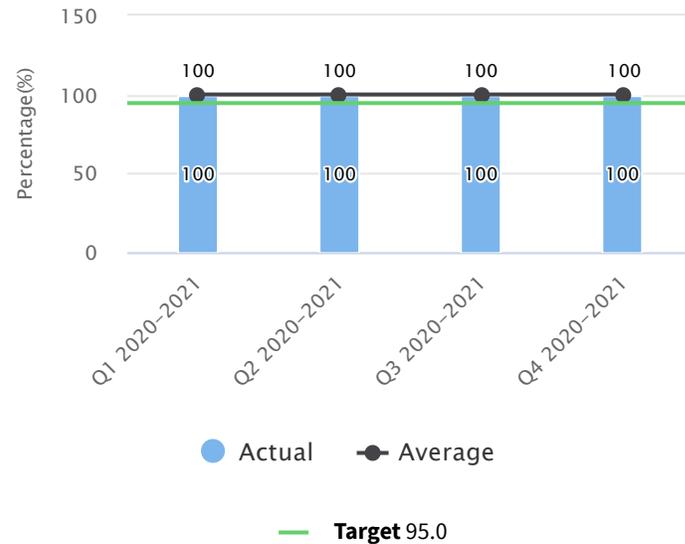
Board appointees/changes updated on Board Traq

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)

Goal 3.1.6 Implement a process improvement program across departments

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:09:14



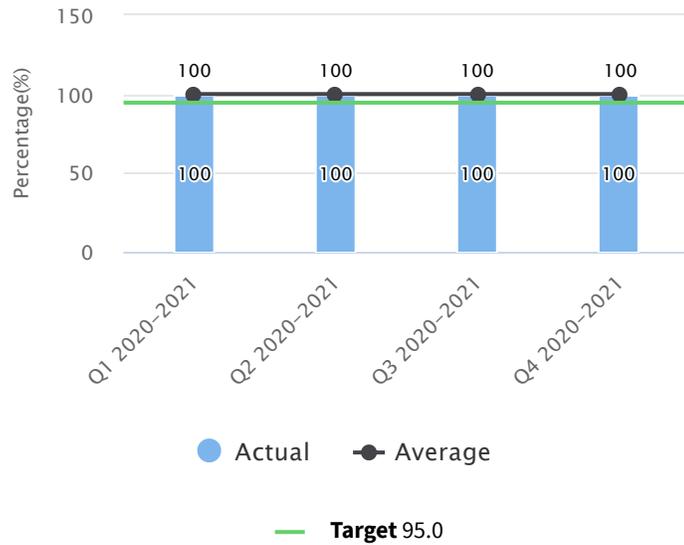
Board appointees notified within 7 business days

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

Goal 3.1.6 Implement a process improvement program across departments

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:10:14



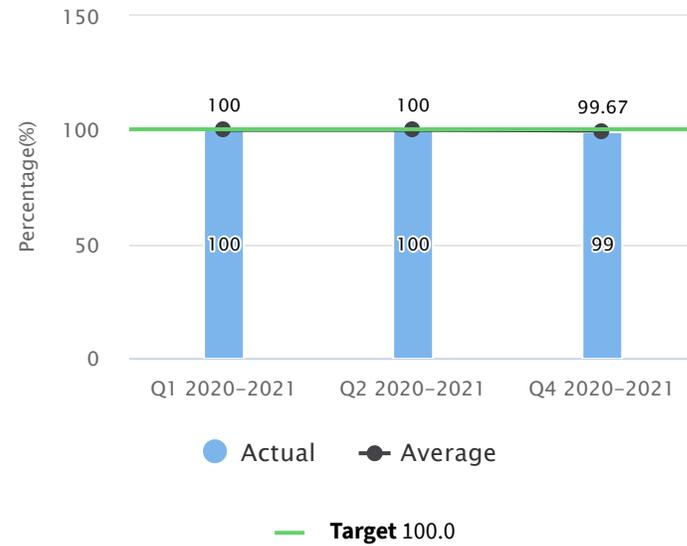
Preliminary agenda is distributed 10 days prior to regularly scheduled BoCC meetings

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

Goal 3.1.6 Implement a process improvement program across departments

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:11:03



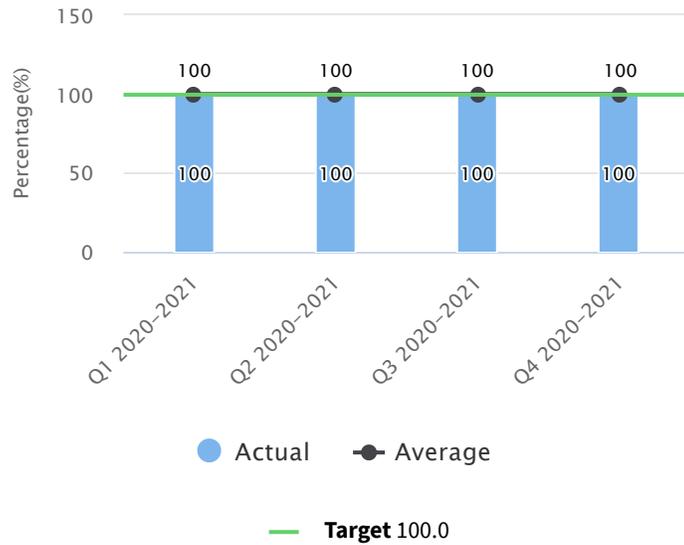
Agenda packet is distributed 3 days prior to meetings

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

Goal 3.1.6 Implement a process improvement program across departments

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:11:21



Goal 3.1.7

Ongoing - Ongoing

On Track

Revise Internal Policies, Ordinances, and Resolutions

Owner: Stacy Moyer

Update provided by Stacy Moyer on Jul 18, 2021 12:20:34

Update this period: policies, ordinances and resolutions were reviewed in January, 2021

Next steps: Review in 1/2022

Disruptions (if necessary):

Goal 3.1.7 > Metric

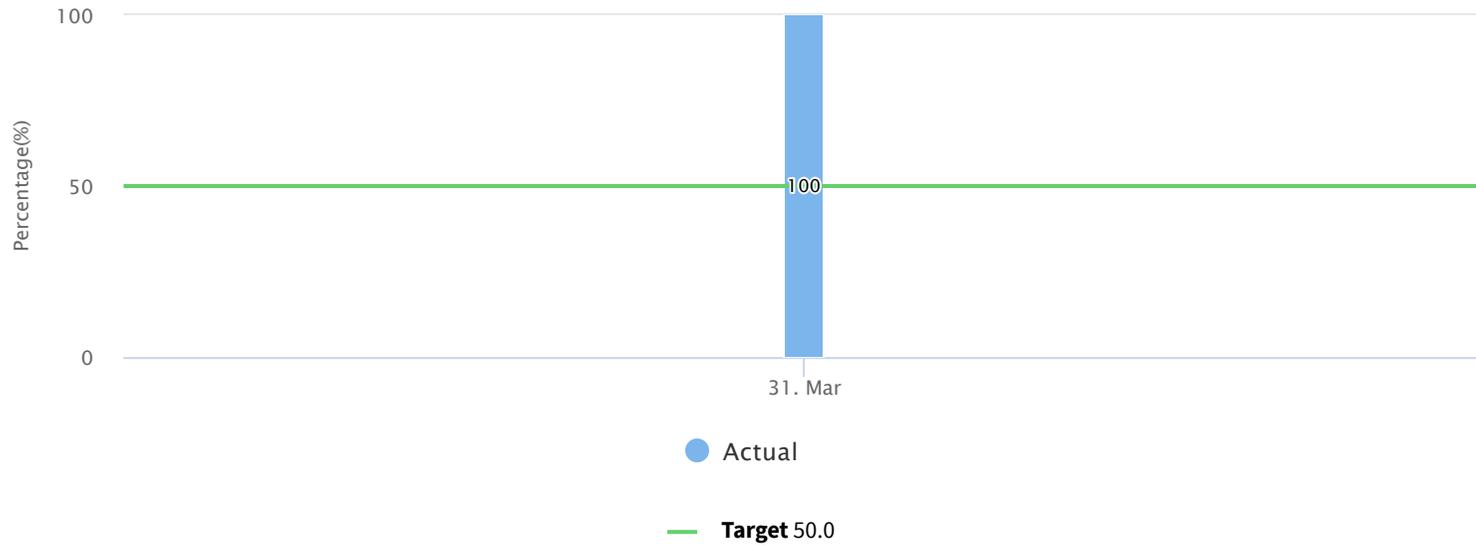
Departments that are consulted for Ordinance updates

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

Goal 3.1.7 Revise Internal Policies, Ordinances, and Resolutions

Owner: Stacy Moyer

Last Update: Apr 08, 2021 19:13:21



Comment

This metric has been accomplished

Goal 3.1.8

Ongoing - Ongoing

On Track

Improve professional development and training needs of County staff

Owner: Stacy Moyer

Update this period: on track

Next steps: discussion with trainers (Sage Garden, other vendors); plan to be implemented in new fiscal year

Disruptions (if necessary):

Goal 3.1.8 > Metric

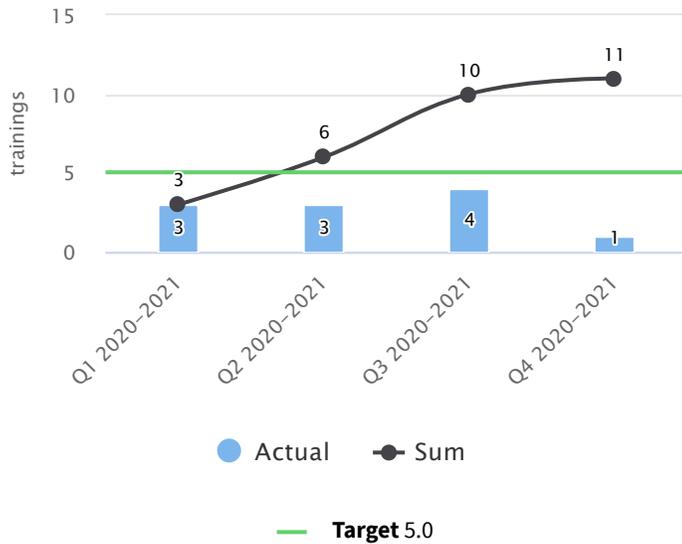
Develop staff training opportunities

Develop staff training opportunities (Goal: 5 trainings by 6/30/2021)

Goal 3.1.8 Improve professional development and training needs of County staff

Owner: Stacy Moyer

Last Update: Jul 12, 2021 18:26:20



Comment

Staff training is ongoing with 101 (first level leadership training), 201 (second level leadership training) and 301 training opportunities.

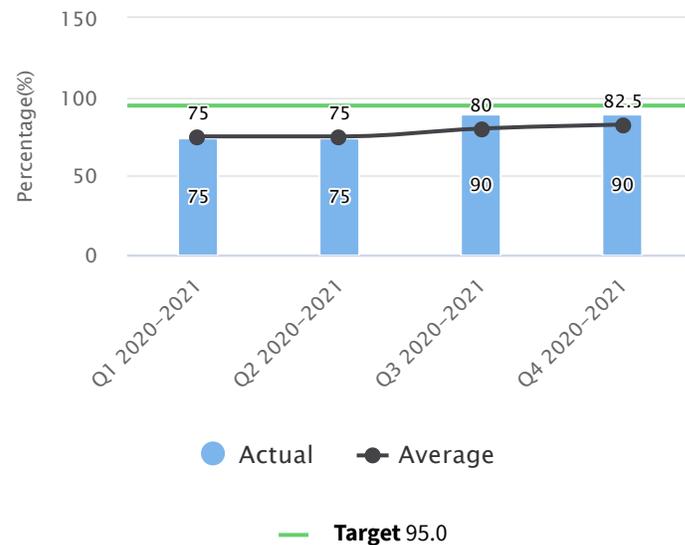
Employees participating in half day orientation/onboarding

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

Goal 3.1.8 Improve professional development and training needs of County staff

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:14:48



Comment

Onboarding meetings have been affected by COVID restrictions. Sessions occurred in August, September, October and November. December was cancelled due to weather concerns.

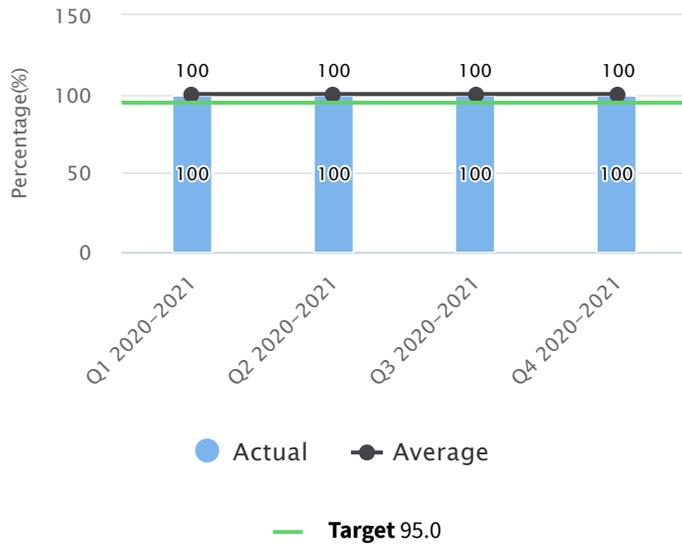
New employees offered a survey / check-in at 3 months

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

Goal 3.1.8 Improve professional development and training needs of County staff

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:15:09



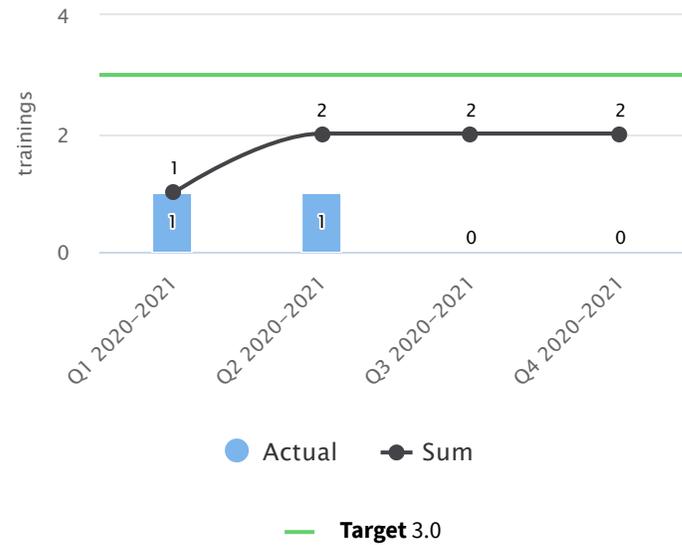
Develop and implement 'mini' trainings for supervisors

Increase number of 'mini' trainings for supervisors on human resources topics of interest (Goal: 3 trainings complete by 6/30/2021)

Goal 3.1.8 Improve professional development and training needs of County staff

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:17:16



Comment

Meeting was to take place but was cancelled due to scheduling conflicts.

Goal 3.1.9

Ongoing - Ongoing

On Track

Improve employee satisfaction and retention - County staff

Owner: Stacy Moyer

Update this period: on target

Next steps: discussion at department director level

Disruptions (if necessary):

Goal 3.1.9 > Metric

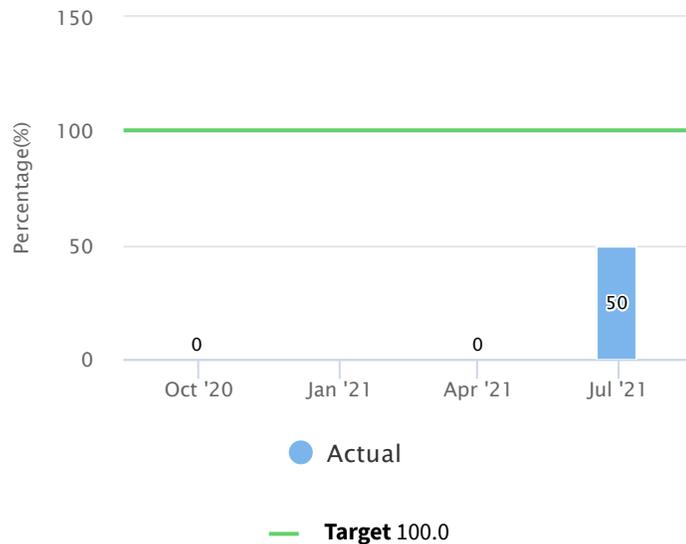
Hold meetings to discuss success & retention

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

Goal 3.1.9 Improve employee satisfaction and retention - County staff

Owner: Stacy Moyer

Last Update: Jul 12, 2021 18:25:22



Comment

Department Director meetings (telephone call support) occur throughout the fiscal year.

Voluntary turnover rate excluding retirement

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

Goal 3.1.9 Improve employee satisfaction and retention - County staff

Owner: Stacy Moyer

Last Update: Jul 12, 2021 18:21:07



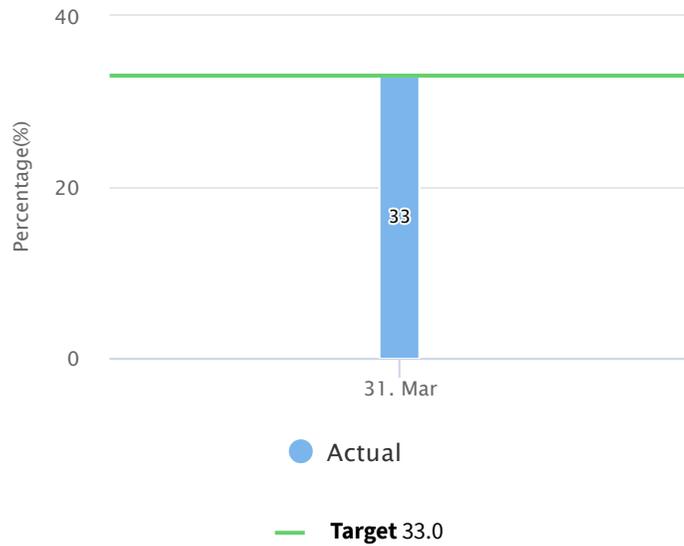
3-year cycle market study completed on or before Dec 1 annually

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

Goal 3.1.9 Improve employee satisfaction and retention - County staff

Owner: Stacy Moyer

Last Update: Jul 12, 2021 18:24:21



Comment

The second phase of the 3 year plan was be implemented January 1, 2021.

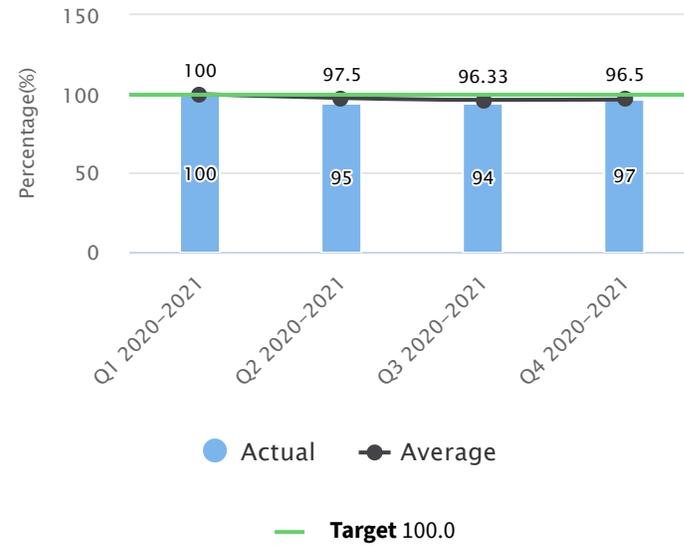
Exit interviews offered to retiring / resigning employees

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

Goal 3.1.9 Improve employee satisfaction and retention - County staff

Owner: Stacy Moyer

Last Update: Jul 12, 2021 18:23:59



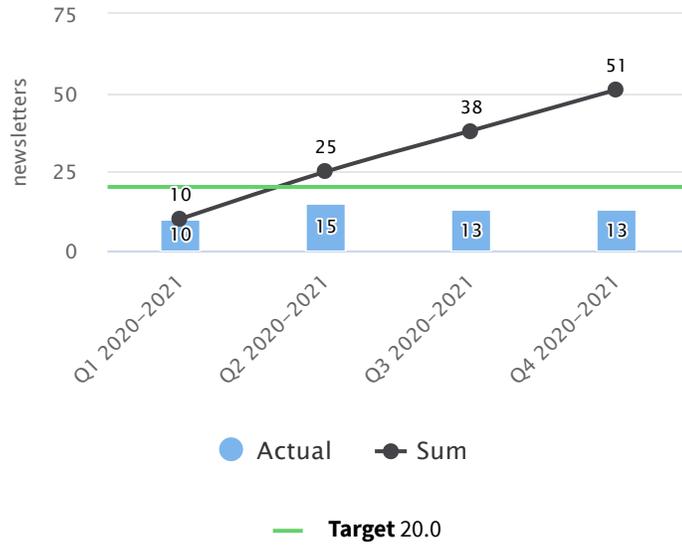
Employee newsletters published

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

Goal 3.1.9 Improve employee satisfaction and retention - County staff

Owner: Stacy Moyer

Last Update: Jul 12, 2021 18:23:22



Comment

Employee newsletters are sent out frequently.

Goal 3.1.10 Ongoing - Ongoing On Track

Enhance employee recruitment for County staffing

Owner: Stacy Moyer

Update this period: updating of HR page on website and attendance at job fairs

Next steps: website is continually updated and attendance at job fairs is ongoing

Disruptions (if necessary): job fairs have been greatly reduced due to COVID.

Goal 3.1.10 > Metric

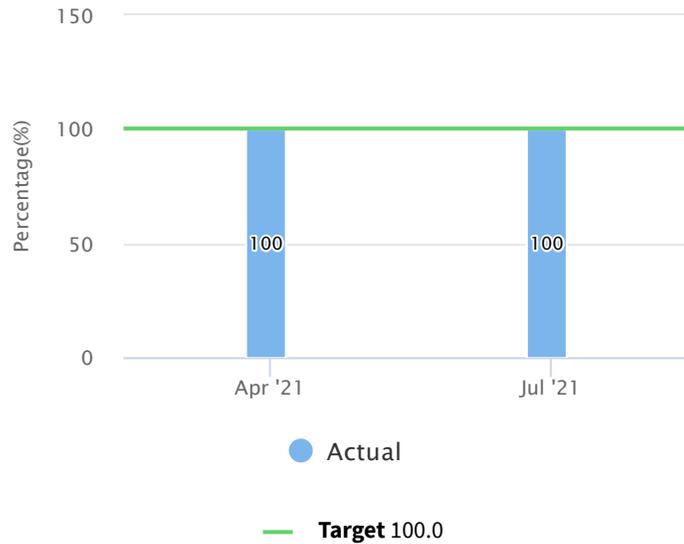
Update benefits list annually

Update benefits list annually (Goal: 100% complete by April 30, 2021)

Goal 3.1.10 Enhance employee recruitment for County staffing

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:26:14



Comment

Benefit sheet was reviewed in June, 2021

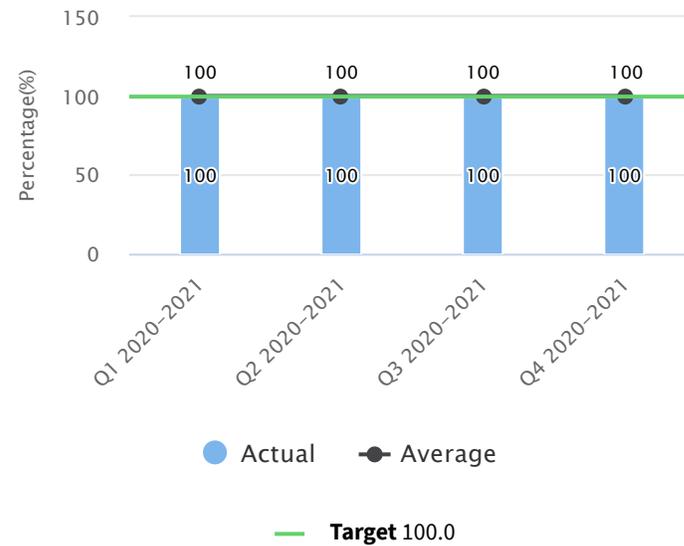
Maintain an updated online job recruitment and internship HR site

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

Goal 3.1.10 Enhance employee recruitment for County staffing

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:25:37



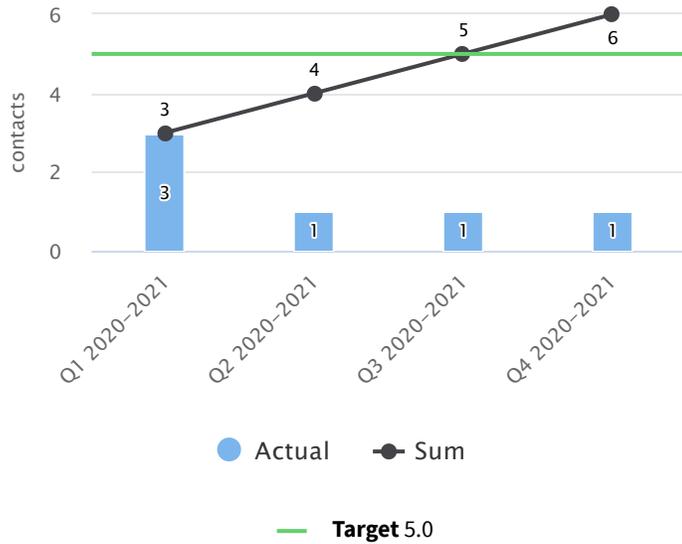
College & university internship contacts

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

Goal 3.1.10 Enhance employee recruitment for County staffing

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:25:08



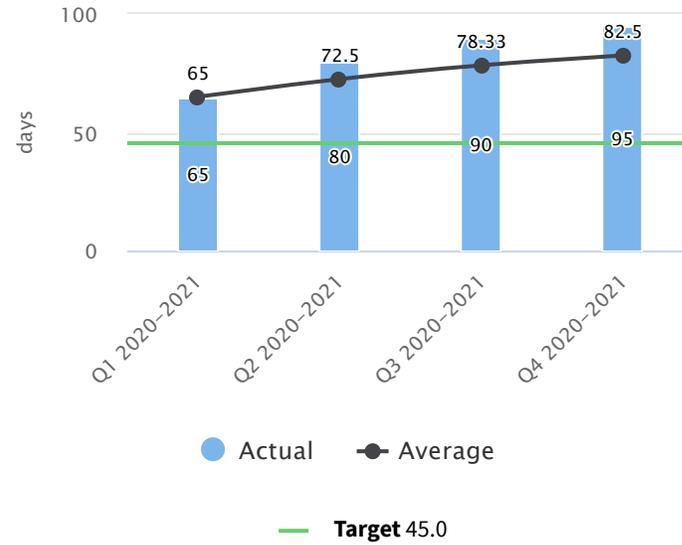
Average number of days that positions are vacant

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)

Goal 3.1.10 Enhance employee recruitment for County staffing

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:24:27



Comment

The current employment "crisis" is exacerbating the hiring process. COVID has created a much lengthier time from date of posting to date of hire

Goal 3.1.11 Ongoing - Ongoing On Track

Facilitate Human Resources business operations through secure and current automation

Owner: Stacy Moyer

Update this period: on target

Next steps: complete

Disruptions (if necessary):

Goal 3.1.11 > Metric

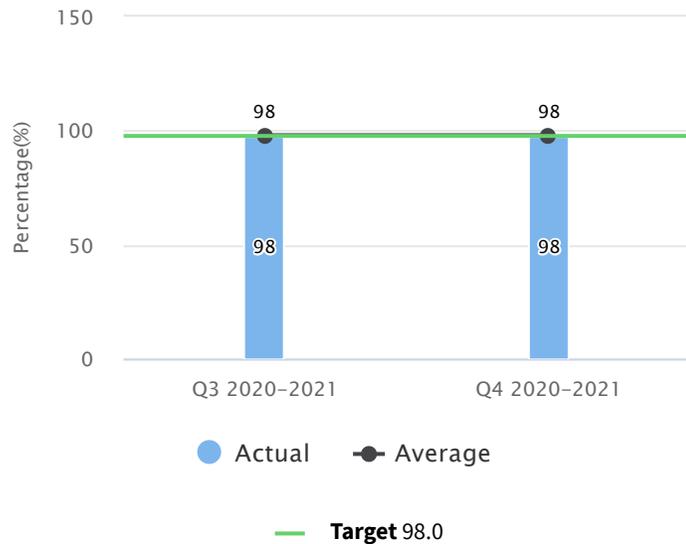
Personnel Action Forms completed the same day

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

Goal 3.1.11 Facilitate Human Resources business operations through secure and current automation

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:17:53



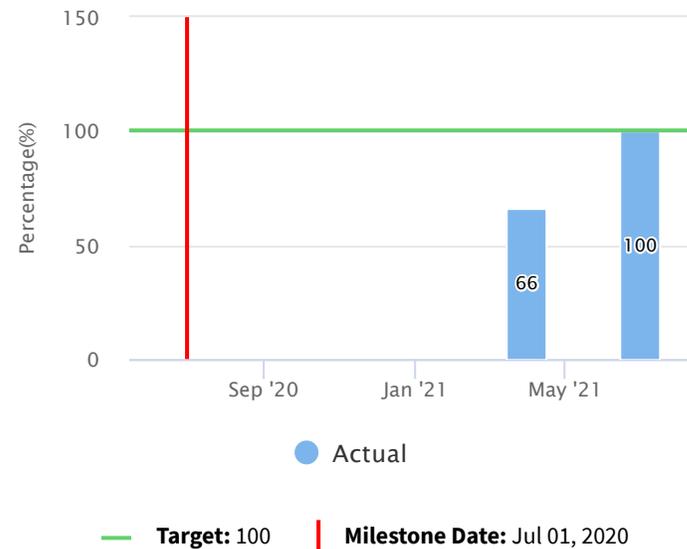
Automation of Open enrollment, appraisals, and PAF

Percentage of open enrollment process, performance appraisals and the PAF process automated (Goal: 100% by 6/30/2021)

Goal 3.1.11 Facilitate Human Resources business operations through secure and current automation

Owner: Stacy Moyer

Last Update: Jul 12, 2021 16:18:21



Comment
goal complete