


Goal-Setting

*Facilitated Discussion with the
Crook County Board of Commissioners*

January 15, 2025




1/15/2025


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Values

- Excellence
- Fiscal Responsibility
- Trust
- Creativity and Innovation
- Empowerment of Staff



1/15/2025



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Vision

Provide a safe and vibrant community in which to live, work, thrive, and play. *Be part of the experience!*



1/15/2025



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Mission

Crook County will
inspire trust
through excellence and quality of service
by embracing creative and innovative methods,
and by being friendly,
responsive,
and fiscally responsible
to enhance the health, safety, and quality of life
for its citizens.



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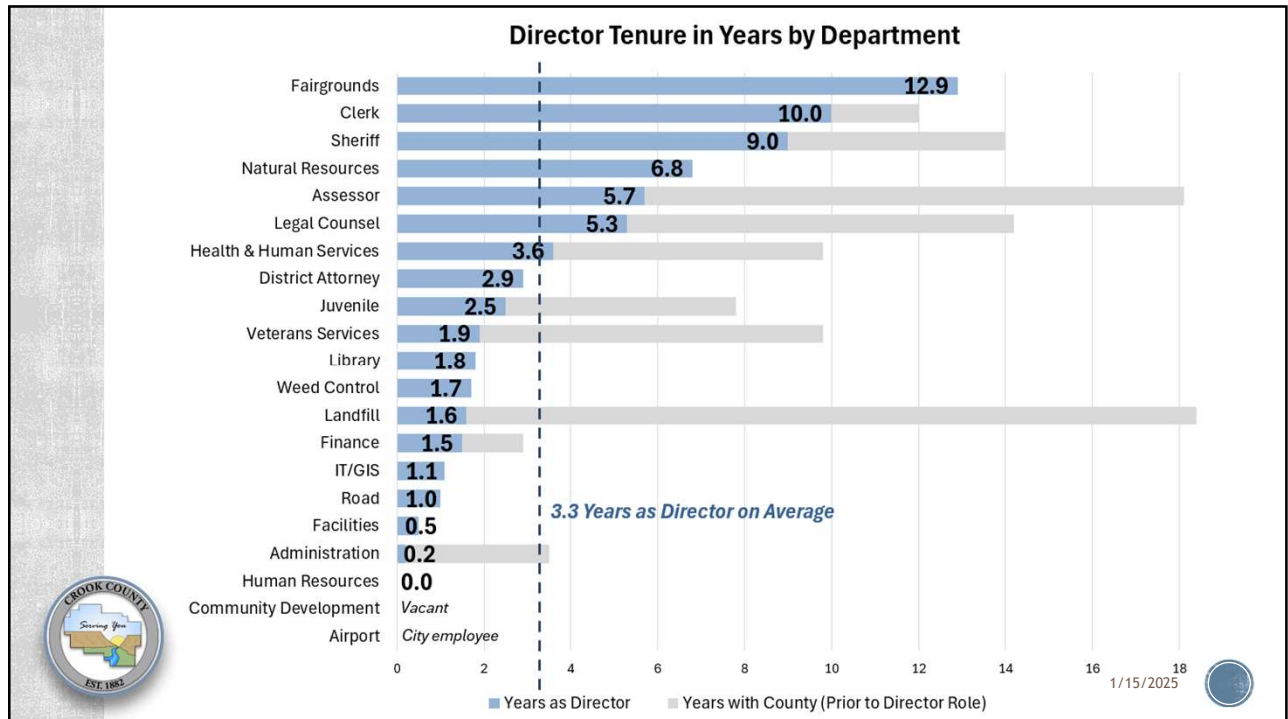
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Observations



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Needs

- Empower County Manager
 - Define and align core services of each department to BOC priorities
 - Recognize Will's passion to best serve the community, BOC, and staff through transparency and communication
 - Identify core services in a way that can be easily articulated in the organization
- Understand, value, and hear contributions of each department



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Needs

Organizational alignment:


- Clear direction and prioritization from Board of Commissioners
- Strategic resource management
 - Stable funding
 - Facilities maintenance
 - Fleet management and maintenance
 - Long-range planning
- Cross-collaboration among departments (remove island mentality)




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Purpose of Today




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Intent of the Goals

- Clarity
- Priority
- Allocation of resources
- Stability (short-term and long-term)
- Focus for Departments
- Maximization of collective strengths



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Intent of the Strategy

- Enable County Manager to provide direction to departments
- Efficient and effective use of resources
- Confirmation of core service prioritization by department

Meeting the needs of the citizens



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Activity

Board of Commissioners



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Next Steps

- Review of current goals
- Broaden perspective
- Narrow the focus by intention
- Evaluate needs by department
- Departments to define core services



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Break

*Meeting will
resume shortly*



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Next Steps

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Review of Current Goals



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Current Goals

1. Delivering Outstanding Service:

- We're building on the progress made last year by maintaining the momentum from FY 2024.
- By mid-2025, we'll have established clear levels of service for all county programs and standardized our operating procedures.
- Most importantly, we're ensuring that we can deliver on existing commitments before taking on new projects or initiatives.



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Current Goals

2. Introducing the County Manager Position:

- This new role will enhance leadership and organizational efficiency. By April 2024, we'll have clearly defined the responsibilities for both the County Manager and the Board of Commissioners.
- We'll also work closely with all departments to ensure a smooth transition and clear communication about these changes.



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Current Goals

3. Strengthening Our Workforce:

- We're focused on keeping compensation competitive while improving how we recruit and retain employees.
- Insights from exit interviews will guide our efforts to make Crook County an even better place to work.
- By late 2024, we plan to incorporate management training and department-specific training into our budgets.



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Current Goals

4. Improving County Facilities:

- The Justice Center project is a top priority, with plans to relocate key departments by mid-2025.
- We're also crafting a comprehensive facilities plan, including renovations for the Historic Courthouse and collaboration with the Parks District and the City on a new Events Center.



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Current Goals

5. Modernizing Technology:

- Our IT upgrades are well underway, with Phase I of the ERP system set to go live later this year.
- In early 2025, we'll begin rolling out a new HR system to improve efficiency in payroll and human resources processes.
- We're also enhancing network security and ensuring our Justice Center is equipped with state-of-the-art technology.



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Current Goals

6. Launching an Asset Management Program:

- By early 2025, we'll implement a system to better manage our fleet, equipment, and buildings, ensuring optimal use of county resources.

7. Enhancing Communication:

- A refreshed communication strategy will roll out in early 2025, including updates to our website and the launch of a phased social media presence to better engage with our community.



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Current Goals

8. Developing a Strategic Financial Plan:

- We're aligning departmental and county-wide plans to address funding gaps and integrate financial strategies.
- These efforts will ensure that Crook County remains fiscally responsible while meeting community needs.

9. Focusing on Public Safety:

- We're modernizing public safety facilities and updating our fleet, with major milestones scheduled for completion by early 2025.



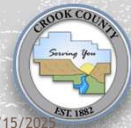
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Broaden Perspective



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Discussion

What did we actually hear?




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Narrow Focus



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Discussion

*Through **intent**,
what does success
look like over the
next 12 months?*




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Evaluate Needs



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Discussion

What did you hear each department say they need?



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Regulatory compliance
Staff training
Recruit and retain

Workplace safety

Facilities utilization

Funding Service Level

*Union contracts
Accountability
Leadership*

Aging assets

Adequate staffing

Collaborate

Deferred maintenance

Workplace culture

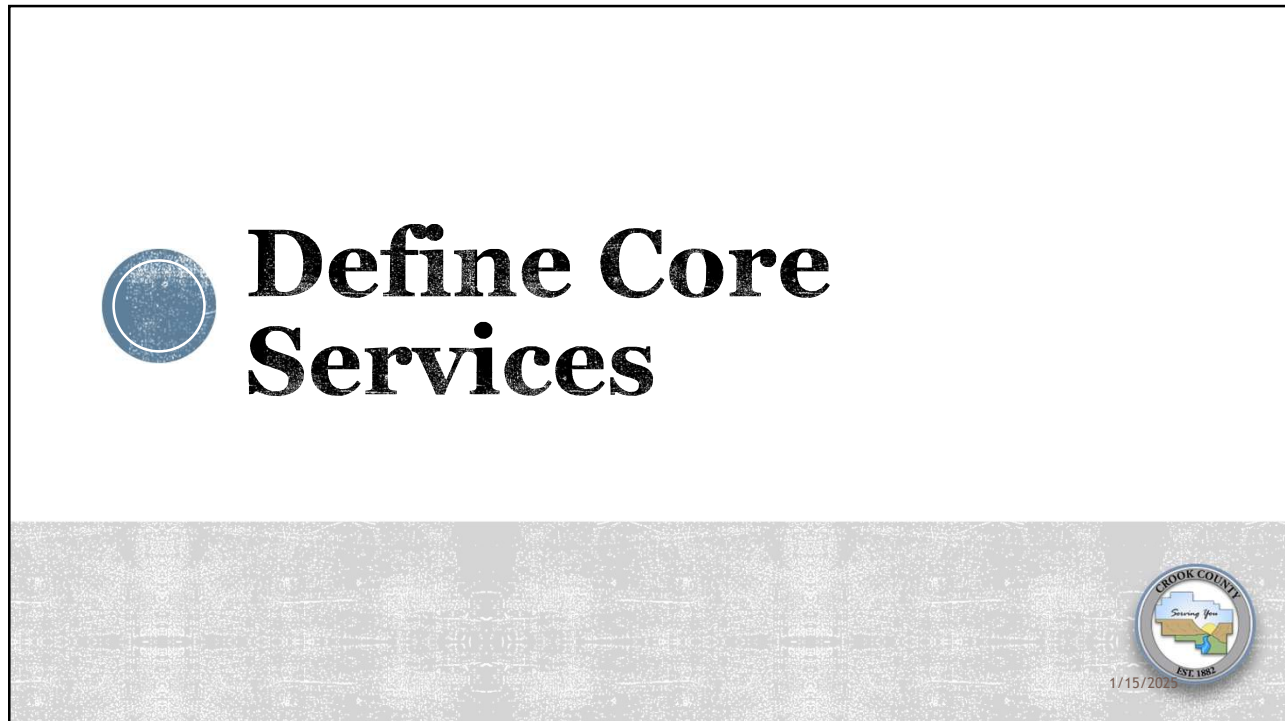
Communication





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 **Define Core Services**

 1/15/2025

This slide features a large blue circular icon on the left, followed by the text "Define Core Services" in a bold, black serif font. The bottom right corner contains the official logo of Crook County, Oregon, which includes a map of the county and the text "CROOK COUNTY", "Serving You", and "EST. 1882". Below the logo is the date "1/15/2025".

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 **Discussion**

County Manager

 1/15/2025

This slide features a large blue circular icon on the left containing the word "Discussion" in white serif font. To the right of the icon is a vertical grey line, followed by the text "County Manager" in a black serif font. The bottom right corner contains the official logo of Crook County, Oregon, which includes a map of the county and the text "CROOK COUNTY", "Serving You", and "EST. 1882". Below the logo is the date "1/15/2025".

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