

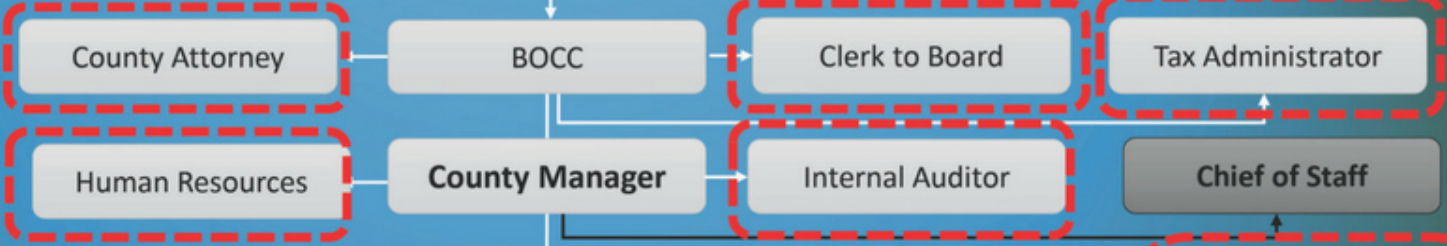
DURHAM NEIGHBORHOOD COLLEGE



2018
PRESENTATION OF
DURHAM COUNTY GOAL AREA 5
ACCOUNTABLE, EFFICIENT and VISIONARY GOVERNMENT
General Manager Claudia Hagerr



CITIZENS



- Goal 1: Community & Family Prosperity
- Goal 2: Health & Well-being for All
- Goal 3: Safe & Secure Community
- Goal 4: Environmental Stewardship
- Goal 5: Accountable, Efficient & Visionary Government

General Manager of Strategic Management, Public Affairs, Innovation, & Special Projects

- Strategic Planning & Innovation
- Public Information
- Legislative Services & Advocacy
- Youth Initiatives
- Durham Public Schools
- Housing Programs
- Management Reporting
- Board Request & Constituent Services
- Special Projects

General Manager, of Public Health & Community Well Being

- Public Health
- Social Services
- Cooperative Extension
- Veteran Services
- Liaison to Alliance Behavioral Services
- Libraries

General Manager for Community & Public Safety

- Sheriff Department & Jail Operations
- Fire Marshall
- Emergency Management
- E-911 & Emergency Communications
- Forest Protection
- Youth Detention Home
- Emergency Medical Services
- CJRC

General Manager of Environmental Stewardship & Community Prosperity

- City/County Planning
- City/County GIS
- City/County Inspections
- Economic Development
- County Engineering
- Soil & Water Conservation District
- Register of Deeds

General Manager, Financial Affairs, Process Improvement & Gov. Efficiency

- Finance
- Budget and Management Svcs
- Information Services and Technology
- Tax Administration
- General Services
- Board of Elections

GOAL 5

DEPARTMENTS

- Finance
- Budget & Management Services
- Information Services & Technology
- General Services
- Board of Elections
- County Attorney
- Human Resources
- Tax Administration
- Internal Audit



**Goal 5:
Accountable,
Efficient and
Visionary
Government**

**Goal Statement:
An effective organization committed to
continuous innovation, exceptional customer
service, transparency and fiscal responsibility**

**Objective 5.1:
Customer
Engagement &
Responsiveness**

Bolster engagement & responsiveness to both internal and external customers

**Objective 5.2:
Talented
Workforce**

Attract, recruit and retain talented workforce

**Objective 5.3:
Sound Business
Systems**

Ensure sound fiscal, operational and technology systems

**Objective 5.4:
Performance
Management &
Accountability**

Improve strategic use of data to promote ongoing process improvement, innovation and accountability



"Schedule the BIG ROCKS first... don't sort the gravel!"

STEPHEN R. COVEY



MANY GOAL FIVE BIG ROCKS, BELONG TO EVERYONE





BIG ROCKS

- Customer Service (Internal and External)
- Talented Workforce
- Sound Business Solutions
- Measuring Performance and Accountability



OBJECTIVE 5.1

CUSTOMER ENGAGEMENT & RESPONSIVENESS

- Annual Joint City-County Resident Survey
- Joint Community Conversations with the City of Durham and Durham Public Schools
- Expanded organizational development efforts with departments



OBJECTIVE 5.1

CUSTOMER ENGAGEMENT & RESPONSIVENESS

- Web and Mobile Services enhancements to improve resident interaction with Durham County
- Expanded Feedback Loops, surveys, focus groups, etc.
- Establish Durham County Communication and Engagement Strategy



Category	FY 2016-17 Original Budget	FY 2017-18 Budget Estimate	% Change FY18 from FY17 Budget
Real Property	\$28,895,852,694	\$29,398,185,706	1.74%
Auto Value	\$2,094,006,400	\$2,231,898,041	6.59%
Personal Value	\$3,584,452,249	\$3,700,000,000	3.36%
Public Service	\$562,100,012	\$565,369,921	0.58%
Total	\$35,136,411,355	\$35,683,937,761	1.56%

Durham County Government www.dco.nc.gov

OBJECTIVE 5.2 TALENTED WORKFORCE

- Budget realignments to support increased department training and organizational development
- Expanded Learning Management Systems Utilization



OBJECTIVE 5.2

TALENTED WORKFORCE

- Success Factor Enhancements to improve recruitment process
- Streamlined On-boarding Process
- Continued administrative operations reviews that help with the recruitment and retention of talented employees



OBJECTIVE 5.3
BUSINESS SOLUTIONS

- Technology enhancements and/or process improvements
 - Open Text
 - eBid (Electronic Bidding) System (went live October 2017)
 - Fiscal Technologies



OBJECTIVE 5.3

BUSINESS SOLUTIONS

- eSignature System
- SuccessFactors HCM Implementation and Upgrade
- Pilot security screening in Human Services Complex

OBJECTIVE 5.4

PERFORMANCE MANAGEMENT & ACCOUNTABILITY

- Increase Strategic Plan Integration with Budget Process
- Expanded performance matrix & benchmark data
- Integration of new technologies: Clear Point, Power BI



OBJECTIVE 5.4

PERFORMANCE MANAGEMENT & ACCOUNTABILITY

- Succession Planning/Talent Management and Learning Management System (LMS) modules
- Planned Improvements with existing SAP system

QUESTIONS & ANSWERS

MANAGING
— FOR —
RESULTS
DURHAM COUNTY



VISIONARY
GOVERNMENT

DCO
STRATEGIC
PLAN

LET US KNOW
WHAT YOU THINK ABOUT GOAL 5



GENERAL MANAGER FOR GENERAL MANAGER OF
ACCOUNTABLE, EFFICIENT & VISIONARY
GOVERNMENT

Claudia Hager

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