

## Communication Improvement Team

Employee	Title	Department
Bekkie Emery	Asst. Health & Human Services Director	Health & Human Services Agency
Dan Mazzanti	Facility & Fleet Division Manager	Buildings & Ground
Sarah Dukett	Sr. Administrative Analyst	Executive Office
Maureen Lawrence	Human Resources Technician	Human Resources Department
Kristina Bryce	Social Worker Supervisor	Health & Human Services Agency
Margot Hoyt	Administrative Assistant	Department of Transportation
Dan Hess	Branch Librarian	Library
Karen Lovato	Program Manager	Health & Human Services Agency
Cassandra Borgna	Executive Coordinator	Executive Office



*Our  
Leadership Philosophy*

*In order to achieve effective  
leadership at all levels, and  
excellence in public service, we  
believe...*

*(1) Trust and integrity  
are essential.*

*(2) In departments  
working together  
as one organization.*

*(3) In employees being  
involved in key program and  
policy decisions that impact  
the organization.*

*(4) That  
investing in and supporting  
employee development results  
in the retention  
and promotion  
of quality employees.*

*(September 9, 2013)*

COUNTY OF MENDOCINO  
EXECUTIVE LEADERSHIP TEAM

## Communication Improvement Team Project Charter

Date Created: 1/23/2017

Date Last Revised: 12/18/17

**Team:**

Mendocino County Communication Improvement Team

**Purpose:**

Improve both internal and external communication through evaluation of current communication strategies used throughout the County organization; develop a County-wide communications strategy including recommendations for innovative and realistic mechanisms to improve information sharing throughout Mendocino County.

**Scope:**

Identify existing communication strengths and weaknesses through a communication assessment. The Team will be reviewing the following type of communications:

- Media Relations: Produce publishable content rather than simply distributing press releases.
- Crisis Communications: Responding promptly, accurately and confidently during an emergency in the hours and days that follow. to their interests and needs.
- Digital Communications: Producing content for digital platforms to deliver messaging to the public.
- Strategic Communications: Supporting the design and delivery of high priority policy initiatives. Leading campaigns that are targeted at the right audience. Frame the communication narrative.
- Internal Communications: Cross department coordination to engage staff in delivering the County's/Departmental priorities and supporting organization and cultural change.
- Community/Stakeholder Engagement: Building alliances with partners and third parties to disseminate messages and share content.

The team will prepare findings for the top communication needs for the county, recommendations and project implementation strategies.

**Goals:**

- Complete a Communications Assessment to ensure verbal and written communications and instructions are clear to our community users
- Identify the top 5 communication needs for the County
- Develop recommendations and implementation strategies
- Enhanced use of social media
- Enhance digital communications
- Improve internal communications
- Increase engagement

**Projects:**

- Communication Survey
- Social Media Engagement
- Website content and usability
- How to video series
- Rate Your Experience form
- Diversify publishable content - i.e. nonfictions, newsletters
- Community Campaign – i.e. Mendocino Strong and Grow Your Business (currently under development by the EO)

**Timelines:**

Phase I: January 2018 - June 2018

- Communications Assessment
- Communications Survey
- Identify top 5 communication priorities and prepare recommendations/projects

Phase II: July 2018-June 2019

- Coordinate the top 5 communication projects
  - Examples: video series, increase social media presence, new website content, rate your experience feedback survey/form.

**Evaluating Success:**

- Work with Goal Getters to define a metric to determine success.

Important Questions to consider:

External

- Have you achieved your objectives (i.e. create awareness...etc)?
- Did you reach the right audience?
- Did you use the right tools?
- Were decisions taken as a result?
- Did you come in on budget? If you didn't, why not?

#### Internal

- Did you reach the right people within the organization?
- Did they understand what the message was - did they do what had to be done?
- Did you use the right tools?