

Operational Processes Team

Employee	Title	Department
Chamise Cubbison	Asst. Auditor/Controller	Auditor-Controllers Office
Janelle Rau	Deputy Chief Executive Officer	Executive Office
Danelle Fierro	Human Resources Analyst	Human Resources Department
Megan Di Franco	Sr. Department Analyst	Department of Transportation
Amber Munoz	Deputy Transportation Director	Department of Transportation
Scott Abbott	Compliance Manager	Health & Human Services Agency
Jena Conner	Deputy Director Social Services	Health & Human Services Agency
Denise Bartolomei	Human Resources Manager	Human Resources Department
Michael Makdisi	Deputy County Counsel	County Counsel
Dee Pallesen	Staff Services Administrator	Health & Human Services Agency



COUNTY OF MENDOCINO
EXECUTIVE LEADERSHIP TEAM

Mendocino County Operational Processes Project (Special Ops) Charter

Date Created:

Date Last Revised: 12/13/17

*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)

Project Name: Mendocino County Operational Processes Team
(Special Ops)

Description and Purpose:

Special Ops is a participative team that will provide recommendations to Mendocino County Executive Leadership Team (MCELT) and will participate in, and champion, the implementation of improvements to Mendocino County Policies and Procedures.

Project Background, Summary, and Scope:

After several rounds of HPO exercises and brainstorming the barriers to becoming HPO, Operational Procedures was one key area identified. There are several policies, processes, and procedures that would be helpful to clarify and identify potential improvements, which would lead to better County efficiency and functionality.

The Special Ops group will work with subject matter experts on outdated and/or inefficient County policies, procedures, and processes to recommend improvements and changes.

Provide Examples of Project Goals and Objectives:

- 1. Review policies and procedures*
- 2. Increase procedural efficiency*
- 3. Improve customer service*
- 4. Protect public resources*
- 5. Empower employees to make decisions at all levels*
- 6. Recommend policy changes to Board of Supervisors and key staff*
- 7. Recommend procedure/supporting document changes to key staff*
- 8. Create user friendly guides to common processes and procedures*
- 9. Identify mechanisms for education about policies and procedures*

Provide Examples of Project Deliverables:

Recommendations, user guides and/or educational mechanisms respecting:

- 1. Low Hanging Fruit: easily updated and less complex policies (10-20 of the brief, outdated policies) (6 month)*
- 2. Policy #18: Travel and Meal Policy (18 month)*
- 3. Policy #1: Purchasing, Leasing & Contracting Policy (18 month)*

Support Needed:

The group will need countywide, departmental commitment and support in creating workgroups made up of subject matter experts, a budget for workgroup facilitators, meeting materials, and meeting space.

Project Timelines:

Low Hanging Fruit – 6 months	
Project Related Date	Month/Year
Anticipated Start Date	1/1/18
Anticipated Date to MCELT	6/30/18

Policy # 18 – 18 months	
Project Related Date	Month/Year
Anticipated Start Date	1/1/18
Anticipated Date to MCELT	6/30/19

Policy # 1 – 18 months	
Project Related Date	Month/Year
Anticipated Start Date	1/1/18
Anticipated Date to MCELT	6/30/19