

Performance Plan Team

Employee	Title	Department
Jenine Miller	Asst. Health & Human Services Agency Director	Health & Human Services Agency
Shannon Richards	Chief Child Support Attorney	Child Support
Jody Johnston	Sr. Program Manager	Health & Human Services Agency
Doug Gherkin	Staff Services Manager	Health & Human Services Agency
Pauline Rantala	Program Manager	Health & Human Services Agency
Amanda Wolter	Administrative Assistant	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

Performance Plan (Metrics) Project Charter

Metrics: A way to measure that can be easily understood and transferable

Date Created: 1/26/17	Date Last Revised: 12/15/17
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Project Name: *Goal Getters (G²)*

Description and Purpose:

Develop plans to identify culture and measure performance metrics in order to define and track the success of the County's (MCELT) project teams, identify opportunities for improvement, and educate our decision making process. This experience will be utilized to develop additional performance metrics throughout the organization, including metrics related to disaster assistance and recovery.

Project Background, Summary, and Scope:

Following Tony Gardner's High Performance Organization model and County Leadership philosophy, our goal is to facilitate measurement of success and drive improvement in the Mendocino County Executive Leadership Team (MCELT) project teams and beyond.

Provide Examples of Project Goals and Objectives:

1. Assist project teams and MCELT in developing measurable benchmarks based on project goals and objectives.
2. Develop method of reporting for project teams and MCELT, based on established benchmarks/indicators.
3. Develop tools to track measurements of progress to allow the information to be easily utilized in the decision-making process.

Provide Examples of Project Deliverables:

1. *Meet with all project teams and assist them in developing clear measurable benchmarks including fire resiliency actions (6 month goal)*
2. *Make recommendations to MCELT on countywide measuring tools including a centralized platform for tracking and measuring countywide services. (18 month goal)*

Resources Needed:

- Access to tools like Open Gov
- Consultant to help determine the best tool(s) of measurement; or designated team member(s) to research what other county or local governments use.
- Time commitment from Department Heads/MCELT to make this process a priority and allow project teams to attend training, etc.

Success & Completion Criteria:

1. Meet with 100% of the project teams and help them establish measurable goals (6 months).
2. Make sure all project teams have achieved 90% of their goals/measurements (18 months).