

On April 18th, 2016 the Arapahoe County leadership team met to review the Align Arapahoe Service First goal. The following captures key discussion points and action items from the meeting.

Attendance

Elected Officials: Rod Bockenfeld, Matt Crane, Nancy Doty, Bill Holen, Nancy Jackson, Nancy Sharpe
Staff: David Bessen, Ron Carl, Shannon Carter, Andy Cornell, Debbie Dater, Chandra DeSimone, Nira Duvan, Shannon Geyer, Sue Good, Darcy Kennedy, Don Klemme, Diana Maes, Kim Malloreay, Haley McKean, Matthew Nii, Louie Perea, Barb Peterson, Andrea Rasizer, Joleen Sanchez, Manisha Singh, Cheryl Ternes
Absent Departments: Facilities and Fleet Management, Finance, Public Works and Development

Foster Employee Development

Agenda Objective 1: Share 2015 year-end measures and discuss upcoming events for *Employee Wellness*

Facilitator: Human Resources: Kim Malloreay

- Wellness Counts participation is trending up
- Prevention Index is holding steady
- The Wellness Counts program this year has a new “Online Healthy Lifestyle” program component



Discussion:

- The Wellness Committee is considering alternative incentives -- In 2015, 98.7% of the \$50,000 wellness budget was spent solely on the Wellness Counts participation incentive (\$100 Target gift card)
- The Health Risk Factors and Cost Per Member Per Month measures are no longer available in a meaningful way and should be retired from the scorecard

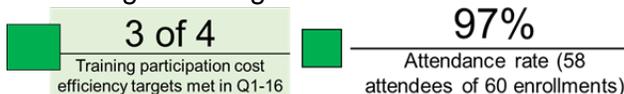
Action Items:

- **Matthew Nii** (action item from 4/18/16): Remove the measures for Health Risk Factors and Cost Per Member Per Month from the County scorecard

Agenda Objective 2: Share measures and next steps for 2016 *Training* and reinforcement courses

Facilitator: Human Resources: Andy Cornell

- Costs and participation for training is on target



- New courses offered this year:
 - Emotional Intelligence: builds the ability to recognize, understand and manage your emotions and the emotions of others around you in order to build effective relationships.
 - Crucial Accountability: builds the skills to effectively handle difficult conversations when there is a gap between what is expected and what has occurred.

Discussion:

- Emotional Intelligence and Crucial Accountability will experience a 30% reduction in cost compared to last year due to hosting these trainings in County buildings
- Previous attendees of courses have been the greatest advocates for these courses and as such classes are filling fast



Agenda Objective 3: Discuss next steps for *Employee Engagement* and share update on action items from the *Leadership Workshop*

Facilitator: Human Resources: Patrick Hernandez



68.8%

Employees aware of this initiative

Discussion:

- The Employee Voice module on *Inside Arapahoe* (which is scheduled to be discontinued) could be adapted to capture and display kudos

Action Items:

- **Patrick Hernandez** (action items from 2016 leadership workshop): continue to follow-up on employee engagement efforts outlined at the leadership workshop
- **Patrick Hernandez** (action item from 10/19/15): Continue to collect feedback on the topic of Fear of Retribution from employees for discussion in 2016

Agenda Objective 4: Discuss schedule for *Engagement Survey*

Facilitator: Human Resources: Patrick Hernandez

Discussion:

- The original plan was to stagger the citizen survey and employee engagement, so we do one survey every year. In fall 2014 we did both a citizen survey and employee engagement. Both surveys are funded again in 2016. If we want to use the survey data at the leadership workshop in 2017, both surveys need to be completed by the end of year.
 - Conducting a citizen survey prior to the election might be tricky
 - The citizen survey needs to go to RFP
 - The first week of December is a desired time frame for a citizen survey
- The leadership team expressed interest in doing both a citizen *and* employee survey before end of 2016

Action Items:

- **Patrick Hernandez** and **Andrea Rasizer** (action item from 4/18/16): Develop a plan for administering both the employee and citizen survey by end of year 2016.

Agenda Objective 5: Share highlights from *Q1-16 Speak Up, We're Listening*

Facilitator: Communication Services: Andrea Rasizer

Action Items:

- Action Item from 1/19/16: Moving forward, the **E-team** and **A-team** will have the opportunity to respond to submitted ideas/questions that apply to more than one department/office or that is Countywide in nature



Achieve Customer Service Excellence

Agenda Objective 6: Discuss next steps with *Telephone Town Hall*

Facilitator: Communication Services: Andrea Rasizer

2016 Town Hall Schedule

- May 19th – General Town Hall with BoCC and Elected Officials
- June 21st – Town Hall on the Bicycle/Pedestrian Master Plan (Open Spaces and Public Works)
- July 14th – General Town Hall with BOCC and Elected Officials
- October 5th – General Town Hall with BOCC and Elected Officials

Action Items:

- **Diana Maes** and **Andrea Rasizer** (action item from 4/18/16): Ensure placeholders for future town halls are on A-team/E-team calendars in Outlook

Agenda Objectives 7-10:

- Discuss necessary level of effort from departments/office for using the *Community Voice Module*
- Provide an update on the *Video Project*
- Provide an update on *Recording/Broadcasting Public Meetings*
- Discuss schedule for *Citizen Survey*

Facilitator: Communication Services: Andrea Rasizer

Discussion:

- *Community Voice:* This is the public-facing version of Employee Voice, which is quite cumbersome to use. The tool requires monitoring and feeding from all departments/offices. A more effective approach to using this tool is to target specific topics (e.g. pedestrian/bicycle plan) and promote using the tool to interested parties

Action Items:

- **Andrea Rasizer** (action item from 4/18/16): Choose a discussion topic to pilot through Community Voice to determine if the tool should be used widely

Agenda Objective 11: Provide an update on the *Get Involved* initiative and share update on action items from the *Leadership Workshop*

Facilitator: Communication Services: Andrea Rasizer

Discussion: Next steps for community awareness and citizen participation from the leadership workshop AAR

Action Items:

- **Andrea Rasizer** (action item from 2016 leadership workshop): continue to follow-up on Community Awareness and Citizen Participation efforts outlined at the leadership workshop

Agenda Objective 12: Discuss recruitment efforts for *Citizen Boards and Committees*

Facilitator: BoCC Administration: Diana Maes

- Social media has been an effective way to increase applications



Discussion:

- What happens to applicants who do not ultimately end up being appointed to a board and committee? Is there a way to refer these people to Volunteer Connections?

Action Items:

- **Diana Maes** and **Nira Duvan** (action item from 4/18/16): Develop and implement a process to involve citizen boards and committee applicants with Volunteer Connections
- **Diana Maes** (action item from 1/22/16): Assess current boards and committee training needs; determine a consistent approach for training (in progress)



Agenda Objective 13: Share and discuss 2016 measures and targets for *Volunteerism*

Facilitator: Community Resources: Nira Duvan

- New targets for 2016 are based on 3-year average for VC and 2-year average for VC + SO

Discussion question: Should volunteer hours or number of volunteers measure citizen participation?



Discussion:

- Solely looking at volunteer hours might be misleading when it comes to understanding overall citizen participation. For instance, in Q1-16, there were 20 more volunteers than in Q1-15, but the number of hours were down. We do not want to retire the hours measurement – this is a helpful measure because it's a standardized, quantifiable dollar measure of value add. Rather, we want to include additional information to provide a more holistic picture.

Agenda Objective 14: Provide an update on the *Customer Thermometer* roll-out

Facilitator: Strategy and Performance: Chandra DeSimone

Action Items:

- Chandra DeSimone** (action item from 4/18/16): Assist departments/offices with the implementation of their thermometers

Agenda Objective 15: Discuss retiring the measures for *Services Online* and *Online Utilization*

Facilitator: Information Technology: David Bessen

Discussion:

- The measures for number of services online and utilization of transaction pages are not helpful to look at from a countywide perspective. It is important to monitor our expansion of online services as well as the utilization thereof, but it would be more effective for specific departments/offices that have these services to review the measures.

Action Items:

- Matthew Nii** (action item from 4/18/16): Remove the measures from the County scorecard
- Departments/offices with online transaction pages** (action item from 4/18/16): Include relevant utilization measures on individual scorecards





Performance Indicator	Agenda Objective	Facilitator
Foster Employee Development		
Employee Wellness	Share 2015 year-end measures and discuss upcoming events	Human Resources: Sue Good and Kim Mallorely
Training	Share measures and next steps for 2016	Human Resources: Andy Cornell
Employee Engagement	Discuss next steps and share update on action items from the <i>Leadership Workshop</i> . Discuss schedule for <i>Engagement Survey</i>	Human Resources: Patrick Hernandez
	Share highlights from Q1-16 <i>Speak Up, We're Listening</i>	Communication Services: Andrea Rasizer
Achieve Customer Service Excellence		
Community Awareness	Discuss next steps with <i>Telephone Town Hall</i>	Communication Services: Andrea Rasizer
	Discuss necessary level of effort from departments/office for using the <i>Community Voice Module</i>	
	Provide an update on the <i>Video Project</i>	
	Provide an update on <i>Recording/Broadcasting Public Meetings</i>	
	Discuss schedule for <i>Citizen Survey</i>	
Citizen Participation	Provide an update on the <i>Get Involved</i> initiative	BOCC Administration: Diana Maes Community Resources: Nira Duvan,
	Share update on action items from the <i>Leadership Workshop</i>	
	Discuss recruitment efforts for <i>Citizen Boards and Committees</i>	
	Share and discuss 2016 measures and targets for <i>Volunteerism</i>	
County Services	Provide an update on the <i>Customer Thermometer</i> roll-out	Strategy and Performance: Chandra DeSimone
	Discuss retiring the measures for <i>Services Online</i> and <i>Online Utilization</i>	Information Technology: David Bessen

Result Measure Status Indicators						Initiative Status Indicators				
On Target	Caution	Below Plan	Baselineing	Tracking Measure	Completed	On Schedule	Behind Schedule	Planning	Not Started	



Foster Employee Development

Performance Indicator: Employee Wellness

Agenda Objective: Share 2015 year-end measures and discuss upcoming events

Facilitators: Human Resources: Sue Good and Kim Mallore

Result Measure	Previous Performance (2014)	Current Performance (2015)	Target (2016)	Initiatives	Action Items and Notes
Wellness Counts Participation: # of wellness counts participants / total # of employees and family members eligible to participate	16.8% 	17.5% 	18%	<ul style="list-style-type: none"> Addition of Kaiser's online "Healthy Lifestyle" program Kaiser relation-based outreach pilot for onsite biometric screening Onsite biometric screening Increase communication to employees' homes to engage family members 	NOTE: the 2014 results are lower than previously reported due to a change in reporting from program registration to program completion
Prevention Index: % of plan members meeting index criteria. Index criteria includes: <ul style="list-style-type: none"> Do not use tobacco Have a BMI in the range of 18.5 – 24.9 Are up-to-date on all age/gender appropriate cardiovascular and cancer screenings 	Female			<ul style="list-style-type: none"> Continue to promote Kaiser tobacco cessation program and resources (tobacco use down in 2015) Fall program to address issues contributing to obesity (rate up 2% in 2015) Continue Wellness Counts and onsite biometric screening programs (screening rate increased in 2015) 	NOTE: going forward this will be reported by gender as this is Kaiser's standard reporting method
	38.6% 	38.0% 	38.6%		
	Male				
	32.4% 	30.8% 	32.4%		
Cost of medical plan per employee: total cost of claims per member per month				<ul style="list-style-type: none"> Kaiser is working on the ability to track claim costs influenced by our wellness program 	NOTE: discontinue this measure as it is not an accurate measure of the impact of the wellness program
Health Risk Factor: % of plan members with zero risk factors					NOTE: discontinue this measure as Kaiser no longer reports and it duplicates certain prevention index measures
Wellness Budget / Funding:					<ul style="list-style-type: none"> Reevaluate incentive / employee communication for 2018 participation
Arapahoe County Budget	\$50,000	\$50,000	\$50,000		

Result Measure Status Indicators					Initiative Status Indicators														
	On Target		Caution		Below Plan		Baselining		Tracking Measure		Completed		On Schedule		Behind Schedule		Planning		Not Started



Service First—Read-Ahead

April 18th, 2016

% spent on Wellness Counts incentives	105.6% 	98.7% 	100%		NOTE: Cost of wellness counts, onsite screenings and flu shots for non-Kaiser members paid by Arapahoe County
Kaiser Programs					
Wellness Counts system and support staff	100%	100%	100%		
One online program	100%	100%	100%		
Onsite screenings	100%	100%	100%		
Flu shots	100%	100%	100%		
Other Wellness Programs and Resources				<ul style="list-style-type: none"> Move onsite flu shots from Road & Bridge to Detention Center and schedule to maximize participation 	NOTE: participation in online “Healthy Lifestyle” program will be a required component of Wellness Counts in 2016
% employees who received onsite Flu shot	18% 	19.7% 	>19.7%		
Employees enrolled in Kaiser Participating in online “Healthy Lifestyle” program	21.5% 	TBD	See NOTE		

Performance Indicator: Training

Agenda Objective: Share measures and next steps for 2016 *Training* and reinforcement courses

Facilitators: Human Resources: Andy Cornell

Result Measure	Actual attendance / target attendance	Actual per-person cost (Q1-16)	Target per-person cost (Q1-16)	Initiatives	Action Items and Notes
Training Participation Cost Efficiency: Per-person cost for key employee development courses	Change Management (2/25/16)				<ul style="list-style-type: none"> <u>Emotional Intelligence:</u> builds the ability to recognize, understand and manage your emotions and the emotions of others around you in order to build effective relationships. <u>Crucial Accountability:</u> builds the skills to effectively handle difficult conversations when there is a gap between what is expected and what has occurred.
	18/20	\$200.06 	\$180.06		
	Emotional Intelligence (3/9/16)				
	14/14	\$142.82 	\$142.80		
	Emotional Intelligence (3/10/16)				
10/10	\$140.00	\$140.00			

Result Measure Status Indicators					Initiative Status Indicators				
On Target	Caution	Below Plan	Baselining	Tracking Measure	Completed	On Schedule	Behind Schedule	Planning	Not Started



		■			
	Crucial Accountability (3/31/16)				
	16/16	\$150.00 ■	\$150.00		

Performance Indicator: Employee Engagement

Agenda Objective: Discuss next steps for *Employee Engagement* and share update on action items from the *Leadership Workshop*

Facilitator: Human Resources: Patrick Hernandez

2016 Next Steps for Employee Engagement (from the 2016 Leadership Workshop After-Action Report):

The lead is the Human Resources Department

- Themes from the Break-Out Groups: The county leadership broke out into teams to discuss the awareness, participation, and effectiveness of the Speak-Up initiatives. While no decisions were made, thematic recommendations included:
 - Ideas & Questions Program:
 - › Publish the process for how a question or idea is reviewed and then approved or denied
 - › Create a transparent tracking system, so employees are aware of “where” their idea or question is within the process
 - › Thank each person who submits an idea or question or develop a way to acknowledge when an idea/question was submitted
 - Employee Voice: There seemed to be consensus that this program should be discontinued as it does not have active participation and is more work than it is worth. If the program were discontinued, there would be a conversation around the importance of developing a change management strategy to communicate this change to employees
 - Kudos:
 - › Publish all kudos on the intranet; use an online submission process
 - Communication:
 - › Continue to actively communicate these programs through all channels – countywide, department/office, and divisions. Share the results of these programs
 - › Develop an awareness goal (e.g. 80% of all employees are aware of Speak-Up)

Performance Indicator: Employee Engagement

Agenda Objective: Discuss schedule for *Engagement Survey*

Facilitator: Human Resources: Patrick Hernandez

Discussion question: When should we schedule the next employee engagement survey?

- Q4-16: this will allow us to review results at the 2017 leadership workshop

Result Measure Status Indicators					Initiative Status Indicators				
■ On Target	■ Caution	■ Below Plan	● Baselining	■ Tracking Measure	✓ Completed	■ On Schedule	■ Behind Schedule	● Planning	■ Not Started



Service First—Read-Ahead

April 18th, 2016

- We want to try staggering survey years for engagement and citizens. Is 2016 a bad year for a citizen survey due to the election?
- Q1-17 or later: we will have to schedule a special session or wait until 2018 leadership workshop

Performance Indicator: Employee Engagement

Agenda Objective: Share highlights from Q1-16 *Speak Up, We're Listening*

Facilitator: Communication Services: Andrea Rasizer

Result Measure	Decision Wise Global Benchmark	Current Performance (2014)	Target	Initiatives	Action Items and Notes
Ability to Receive and Respond to Suggestions Employee favorability rating	47% 	42% 	>47%	Speak Up, We're Listening: Develop new and update existing employee communication channels (two-way, bottom-up) including: employee voice tool, ideas and questions, coffee with a commissioner note posting, kudos, did you know feature in AC Weekly 	- Action Item from 1/19/16: Moving forward, the E-team and A-team will have the opportunity to respond to submitted ideas/questions that apply to more than one department/office or that is Countywide in nature
My Opinion is Sought Out	64% 	52% 	>64%		
Fear of Retribution	63% 	52% 	>63%		- Action Item from 10/19/15: Patrick Hernandez: Continue to collect feedback on this topic from employees for discussion in 2016 - Once Speak Up, We're Listening is fully operational and familiar, then re-evaluate an initiative for this measure
Workload and Stress	71% 	58.5% 	>71%		- See "Fear of Retribution"

Result Measure Status Indicators					Initiative Status Indicators				
On Target	Caution	Below Plan	Baselining	Tracking Measure	Completed	On Schedule	Behind Schedule	Planning	Not Started



Achieve Customer Service Excellence

Performance Indicator: Community Awareness

Agenda Objectives:

- Discuss next steps with *Telephone Town Hall*
- Discuss necessary level of effort from departments/office for using the *Community Voice Module*
- Provide an update on the *Video Project*
- Provide an update on *Recording/Broadcasting Public Meetings*
- Discuss schedule for *Citizen Survey*

Facilitator: Communication Services: Andrea Rasizer

Result Measure	Previous Performance (2008)	Current Performance (2014)	Target	Initiatives	Action Items and Notes
<p>Accessibility of Arapahoe County elected officials <i>Citizen favorability rating</i></p>	N/A	42% 	N/A	<p>Telephone Town Hall: Host 5 telephone town halls by end of 2016 </p>	<ul style="list-style-type: none"> - Action Item from 1/19/16: Andrea Rasizer: Coordinate the follow-up to citizen questions and begin scheduling the next telephone town hall. ✓ - <u>2016 Town Hall Schedule</u> - May 19th – General Town Hall with BoCC and Elected Officials - June 21st – Town Hall on the Bicycle/Pedestrian Master Plan (Open Spaces and Public Works) - July 14th – General Town Hall with BOCC and Elected Officials - October 5th – General Town Hall with BOCC and Elected Officials
<p>Giving residents a chance to express their views before making decision</p>	36% 	40% 	>36%	<p>Community Voice: Implement the CivicsPlus Community Voice module as a tool to obtain citizen feedback </p>	<ul style="list-style-type: none"> - Action Item from 1/19/16: Andrea Rasizer: Set-up the Community Voice Module ✓ - Community Voice is ready and set to launch. - Need participation from all departments and offices to help monitor conversations and respond to questions and ideas.

Result Measure Status Indicators					Initiative Status Indicators				
On Target	Caution	Below Plan	Baselineing	Tracking Measure	Completed	On Schedule	Behind Schedule	Planning	Not Started



					<ul style="list-style-type: none"> - Suggest posting project, initiative specific topics to solicit input from citizens
Informing residents about issues facing the community		45%	N/A	<p>Video Project: Develop and deploy marketing videos about Arapahoe County</p> 	<ul style="list-style-type: none"> - Action Item from 1/19/16: RFP process is underway to create two videos and Andrea Rasizer will report back on selection ✓ - County has hired Denver Open Media to assist with the production of a new County video. - Video to be about 2 – 2 ½ minutes long. - Shooting in late April/early May
				<p>Public Meeting Broadcasting: Develop capability to web broadcast (audio or visual) commissioner meetings</p> 	<ul style="list-style-type: none"> - Action Item from 1/19/16: Funding has been recommended and Andrea Rasizer will provide an update on the RFP ✓ - Meetings for BoCC, Planning Commission, and OSTAB - County has hired Denver Open Media Foundation to provide the online tool, set up and training. - FFM is securing the necessary equipment for the West Hearing Room, East Hearing Room and Arapahoe Board Room at Lima Plaza. - Timeline: April – June 2016 - Funding: \$6,000 annual fee to set up, access online tool and training. - Additional funding to purchase and install equipment

Discussion Question: The last citizen survey was conducted in 2014 and we originally scheduled another citizen survey in 2016. Do we want to conduct the survey pre-election or post-election?

Result Measure Status Indicators					Initiative Status Indicators				
 On Target	 Caution	 Below Plan	 Baselineing	 Tracking Measure	 Completed	 On Schedule	 Behind Schedule	 Planning	 Not Started



Service First—Read-Ahead

April 18th, 2016

Performance Indicator: Citizen Participation

Agenda Objective: Provide an update on the *Get Involved* initiative; Share update on action items from the *Leadership Workshop*

Facilitator: Communication Services: Andrea Rasizer

Result Measure	Previous Performance (2008)	Current Performance (2014)	Target	Initiatives	Action Items and Notes
Welcoming Citizen Involvement <i>Citizen favorability rating</i>	43% 	41% 	> 43%	Get Involved: Create a main page icon that links to a landing page with opportunities to volunteer or serve on a board or committee 	- Action Item from 10/19/15 Andrea Rasizer: Create an icon for main webpage; create a landing page ✓

2016 Next Steps for Community Awareness and Citizen Participation (from the 2016 Leadership Workshop After-Action Report):

The lead is the Communication Services Department

- Themes from the Break-Out Groups: The county leadership broke out into teams to discuss next steps to optimize external communications to improve citizen awareness and understanding. While no decisions were made, thematic recommendations included:
 - Technology:
 - › Develop Arapahoe County mobile apps for maps, payments, etc.
 - › Establish the capability to video record meetings
 - › Create a social media committee that includes representatives from the County to integrate and build social media – this group can create a social media strategy
 - › Conduct employee training on social media tools
 - Forums
 - › Launch a Citizen Academy and improve Committee Orientation
 - › Conduct themed in-person Town Hall meetings
 - › Encourage more staff engagement with the community
 - Other
 - › Citizen newsletters from elected officials – digital or print
 - › Improve outreach to specific groups (e.g. homeowners, citizen organizations)

Result Measure Status Indicators					Initiative Status Indicators				
On Target	Caution	Below Plan	Baselining	Tracking Measure	Completed	On Schedule	Behind Schedule	Planning	Not Started



Service First—Read-Ahead

April 18th, 2016

Performance Indicator: Citizen Participation

Agenda Objective: Discuss recruitment efforts for *Citizen Boards and Committees*

Facilitator: BoCC Administration: Diana Maes

Result Measure	Previous Performance (Q1-15)	Current Performance (Q1-16)	Target	Initiatives	Action Items and Notes
Boards and Committees: For every one vacancy, receive <i>two</i> applicants for boards and committees (applications per vacancy)	1.63 	8.00 	2.00	See <i>Get Involved</i> initiative	<ul style="list-style-type: none"> - Action Item from 1/22/16: Diana Maes: Assess current boards and committee training needs; determine a consistent approach for training - In Q1-16, we received 96 applications for 12 vacancies - <u>Community Corrections Board Applications:</u> 12 from social media, 8 from the website, 1 from word of mouth, 4 from newspapers - <u>Open Space and Trails Advisory Board Applications:</u> 13 from social media, 7 from the website, 8 from word of mouth - 2/9/16: 61 advisory board members were eligible for reappointment – 55 were reappointed - We would like to make more improvements to the website to simplify the process of applying

First Quarter 2016 Citizen Board and Committee Vacancies and Applications

	Vacancies	Applications
Board of Adjustment	2	5
Board of Review	1	2
Citizen Budget Committee	1	1
Community Corrections Board	1	40
Colorado State University Extension Advisory Committee	2	4
Cultural Council	2	13
Fair Planning Committee	1	1
Liquor Authority	1	2
Open Space and Trails Advisory Board	1	28
Totals	12	96

Result Measure Status Indicators	Initiative Status Indicators
 On Target  Caution  Below Plan  Baselineing  Tracking Measure	 Completed  On Schedule  Behind Schedule  Planning  Not Started



Service First—Read-Ahead

April 18th, 2016

Performance Indicator: Citizen Participation

Agenda Objective: Share and discuss 2016 measures and targets for *Volunteerism*

Facilitator: Community Resources: Nira Duvan

Result Measure	Previous Performance (Q1-15)	Current Performance (Q1-16)	Target (Q1-16)	Initiatives	Action Items and Notes
Volunteerism: Increase volunteer service hours by 5% - for a total of 23,378 in 2016 – adding a value of \$539,238 to the services that Arapahoe County provides to the community. # of hours	Volunteer Connections			See <i>Get Involved</i> initiative	<ul style="list-style-type: none"> Action Item from 1/19/16: Nira Duvan: Determine methods for involving high school groups ✓ <ul style="list-style-type: none"> Developed a list of teen friendly volunteer opportunities. Will reach out to area high schools for involvement at the County Fair 2016 targets are based on a 5% increase on a three-year average for volunteer connections and a two-year average for volunteer connections + sheriff 2015 targets were based on a 5% increase on 2014 performance Anecdotal Information: Judicial Services Pre-Trial Phone Calls & Open Spaces Group Projects Outreach: Connected with A/D Works for Job Fair booths, membership on Metro Volunteers website, ad in Volunteer Guide printed by Denver Post this month, volunteer booth at the County Fair in July. Volunteer Appreciation Event: Tuesday April 19 from 6-8 pm. 100+ guests. Theme: Time & Tenure
	3,406	3,292	4,173		
	Volunteer Connections + Sheriff				
	5,546	5,250	6,020		
# of Volunteers (new)	--	181	TBD		
# of departments/offices using volunteers (new)	--	5	TBD		

Performance Indicator: County Services

Agenda Objective: Provide an update on the *Customer Thermometer* roll-out

Facilitator: Strategy and Performance: Chandra DeSimone

Result Measure	Previous Performance (2008)	Current Performance (2014)	Target	Initiatives	Action Items and Notes
Overall Quality of Services <i>Citizen favorability rating</i>	61%	56%	> 61%	Customer Thermometer Initiative: Implement the use of customer thermometer	<ul style="list-style-type: none"> Action Item from 10/19/15: Sarah Godlewski: Oversee implementation with 4-6 departments/offices January-March 2016 All departments and offices now have access to their accounts and can set-up their own thermometers

Result Measure Status Indicators					Initiative Status Indicators				
On Target	Caution	Below Plan	Baselining	Tracking Measure	Completed	On Schedule	Behind Schedule	Planning	Not Started



April 18th, 2016

Service First—Read-Ahead

Performance Indicator: County Services

Agenda Objective: Discuss retiring the measures for *Services Online* and *Online Utilization*

Facilitator: Information Technology: David Bessen

Result Measure	Previous Performance (2014)	Current Performance (2015)	Target	Initiatives	Action Items and Notes
Utilization of Services: Increase website page views of transaction pages by 3% in 2015 (# of page views)	2,002,255 	1,450,134 	2,062,323	County Digitalization Strategy: Complete the strategy document by end of 2015 	- Action Item from 10/19/15: David Bessen: Further develop the initiative - NOTES: Recommend to retire this metric in favor of adding it to individual office/department scorecards
Services Online: Increase # of offerings by 3	33 	34 	34		- Action Item from 10/19/15: David Bessen: Generate a replicable model to evaluate cost-savings/ cost-avoidance of online services - NOTES: Recommend to retire this as a County-wide measure in favor of tracking services in individual departments and offices

Result Measure Status Indicators	Initiative Status Indicators
 On Target  Caution  Below Plan  Baselineing  Tracking Measure	 Completed  On Schedule  Behind Schedule  Planning  Not Started