





- INDICATORS**
1. Internal perception of trust and confidence
  2. Internal satisfaction with service quality, effectiveness and price
  3. Amount spent on Internal Services as a % of total budget (*specific measures TBD and benchmarked against comparable counties*)

**DEMONSTRATE EFFECTIVE MANAGEMENT**

*Partners:*  
Participate and understand how decisions are made

*Employees:*  
Are satisfied that they receive the supports they need

- Elected Officials...
- Set countywide policy for management framework and internal services
  - Provide adequate resources
  - Encourage an environment for optimal employee-County relationships

- Senior Leaders...
- Participate with Board in policy-setting
  - Successfully integrate objectives, opportunities and resources
  - Communicate with staff, stakeholders & community

- Optimal Employee-County Relationships
- Represented
  - Non-Represented

- Program Management...
- Implements the program management framework
  - Carries out strategic planning

- Internal Services Management...
- Develops strategies with partners and service users
  - Carries out strategic planning
  - Assures costs are reasonable

**Accountable to the County**

- Exercise Strong Internal Controls
- Maintain a Highly Qualified Staff
- Comply with Internal & External Standards and Regulations
- Evaluate, Improve, Streamline & Change Internal & External Regulations

**MANAGE RISKS TO EMPLOYEES & THE COUNTY**

Employees conduct themselves appropriately.  
 County is protected from liability.

**ACHIEVE MEASURABLE PERFORMANCE**

Employees have clear:

- Expectations, direction & understand priorities & goals
- Roles & responsibilities

Internals Services:

- Are cost-effective
- Ensure employees can do their work effectively

- Effective Management Systems
- Well-Defined Internal Service Strategies & Goals
- Performance Measurement Systems

Reliable Information for Decision-Making

Communicate the Results – Good & Bad