





#### 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

#### 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

Internal Services:

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

Effective  
Management  
Systems

Well-Defined Internal  
Service Strategies  
& Goals

Performance  
Measurement  
Systems

**Communicate  
the Results –  
Good & Bad**

Reliable Information for  
Decision-Making