



# Strategic Planning Workshop

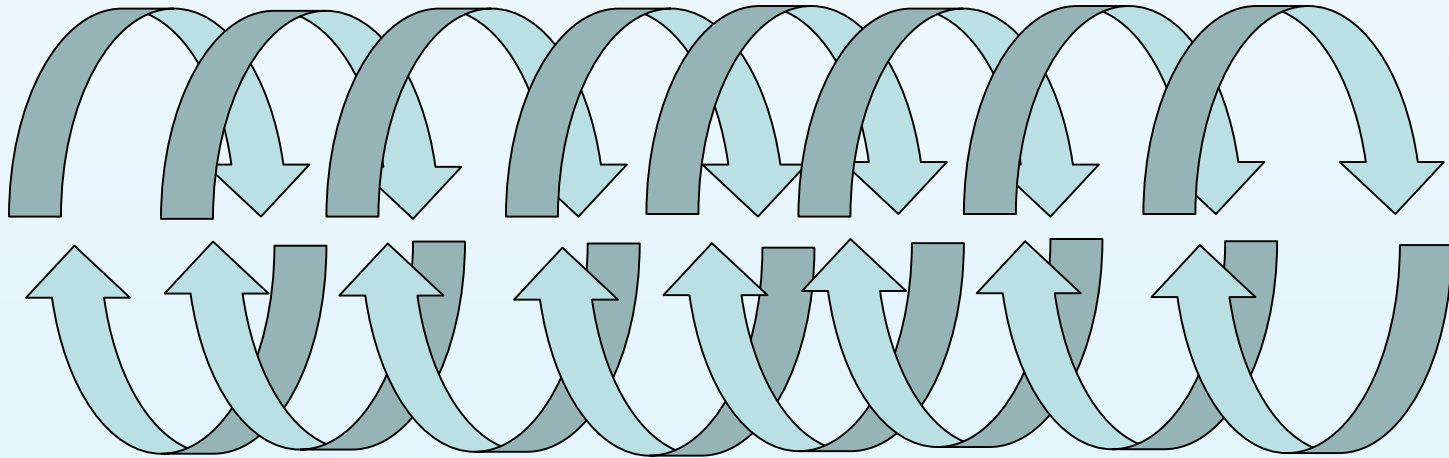
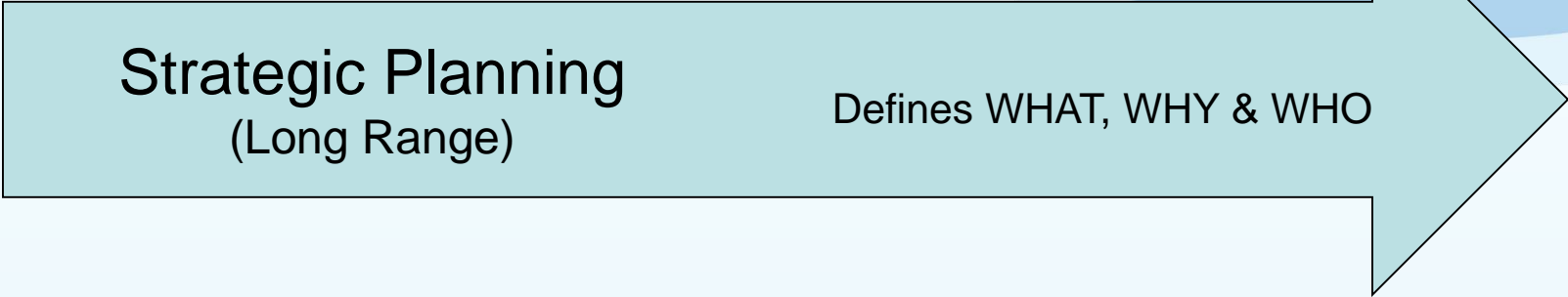
Charlotte County BCC

June 19, 2018



# Agenda

- Recap of current process
- Desired outcomes
- Rethinking the process
  - Strategic Focus Areas
  - Long-range Outcomes
  - Trends that matter
- Next steps



**Business Planning**  
(Cyclical)

Defines HOW, WHEN & ACCOUNTIBILITY



# Strategic & Business Planning

- BCC Strategic plan
- Community scorecard
- Departmental strategic plans
- Performance Based Budget Summaries
- Departmental goals
- Measures
  - Strategic plans
  - Department metrics
  - Florida Benchmarking



# Strategic & Business Planning

- Varying departmental approaches to using strategic plans – Facilities, IT, Utilities
- Some use of dashboards – IT, Utilities, HR
- Employee evaluations
- Employee development conversations

	<b>County-wide</b>	<b>Departmental</b>	<b>Employee</b>
<b>Plan</b>	BCC Strategic Plan	Departmental strategic plans	Employee development conversations
<b>Implement</b>	Budget Initiatives	Performance Based Budget Summaries	Departmental tools
<b>Evaluate</b>	Community scorecard	Measures <ul style="list-style-type: none"> <li>• Strategic plans</li> <li>• Department metrics</li> <li>• Florida Benchmarking</li> </ul>	Employee evaluations



# Process

- Used quarterly business meeting to gather input from all departments.
- Used director meetings to vet and confirm “Desired Outcomes”
- Established working group to develop recommendations and action plan



# Desired Outcomes

## Planning

- Graphic model of the alignment of Charlotte County's strategic planning components

County-wide → Departmental → Employee

- Employee understanding and involvement **in** planning process
- Merging of departmental business plans (PBB sheets) and strategic plans
- Automation that would allow for enhanced monitoring and reporting
- Include stakeholders in planning (where appropriate)





# Desired Outcomes

## Implementation

- Automation to allow centralized update, monitoring and reporting on initiatives
- Consistent approach to initiatives or improvements



# Desired Outcomes

## Measurement & Evaluation

- Automation for data collection and reporting
- Streamline and standardize reporting
- Standardize measurement scope – customer satisfaction, effectiveness, efficiency, etc.
- Institutionalize measurement into evaluation (at all levels)
- Enhance the use of the Monthly Report (tell the story)