

ATTACHMENT A - FY20 GOALS

1. **Attend the Harvard Strategies for Building and Learning Diverse Organizations Program –**

Completed, although this is also ongoing as information and tools learned are still being explored and tried out in the organization.

I attended this program last September. The experience was rewarding and educational. The program explored how to create, manage, and optimize diversity in organizations. The class helped me obtain a deeper understanding of the complex issues diversity presents within the workplace and in our communities, as well as the performance advantages it can offer if handled correctly. I learned tools and insights into effective hiring, motivation, team building, innovation, and decision making which I use every day and that I am sharing with my management team to create a better work experience and better outcomes. In addition, the issues of race, racism, inclusion, equity, and diversity are more important than ever given recent events. This class has helped prepare me for the difficult conversations we will need to have; want to have in the workplace and in our communities.

2. **Receive the GFOA Award for Excellence in Financial Reporting for the FY19 Comprehensive Annual Financial Report (CAFR) - Completed.** We received the GFOA Award for Excellence in Financial Reporting.

For Fiscal Year 19, we developed a new process for working with our auditors, Isler CPA. The LCOG auditor, Gatlin Hawkins, created a set of draft financials and met with myself and LCOG's Finance Manager and Analyst to go over each set of financials. Isler then created the draft Financial Statements for our review. This process creates better understanding of the financials for all parties as well as more transparency as we discuss how things are described and presented.

3. **Develop a marketing strategy for the Regional Land Information Database (RLID) – Completed.** Marketing strategy is complete, so we are now looking at implementation.

RLID is the central resource for most land-based information in Lane County, Oregon. The system comprises a data warehouse of regional land information from city, county & state government agencies and other service districts. A suite of web-based applications allows users to view, query, analyze & map data and print customized reports. The Program has not been updated in years and no marketing strategy has ever been developed. As technology continues to improve, and information is more readily available, making sure RLID is available, affordable, and useful is important to the region.

The Oregon Consulting Group (OCG) was hired to study the program, determine what improvements are desired by commercial users, and how to market to increase revenues. The OCG is a professionally managed, student-run consulting organization housed in the Lundquist College of Business at the University of Oregon. A new logo was developed and we are now using the new logo. In addition, we brought an intern on-board who designed a prototype "marketing funnel" page that will be added to the RLID website. A marketing plan was developed and the next step will be to determine how to implement (fund) marketing and sales.

4. **Complete the upgrade of the Park Place Building elevators – Almost completed.**

There was a bit of a delay in getting started on the upgrade because the company was upgrading the elevators in one of the parking garages in downtown Eugene. Near the end of February, Otis Elevator began modernizing all three elevators in the building with the state of the art, Otis Gen2 gearless elevators. The COVID-19 crises started and made it difficult for the company to get parts, but the north elevator and the left elevator in the lobby (which was non-operational due to a generator failure) are now upgraded and operational. The right elevator in the lobby is scheduled for full operation by mid-June.

5. **Balance the FY20 Budget** – We are on track to balance the budget.

Because we did not have the S&DS allocation from the state until winter, we carefully monitored the budget and expenses for that Division. Luckily, we received a higher allocation than expected and were able to hire more staff to meet growing demand. When creating the draft Revised FY20 budget, the strategies would lead to a balanced budget; however, the landscape has changed dramatically with the COVID-19 crises. While LCOG has created a solid foundation and has some emergency reserves, no one can tell how long this emergency will last or what the fallout will be. In any case, we will be able to balance the FY20 budget.

6. **Lead Lane County in an accurate and complete count of our population in partnership with the U.S. Census Bureau** – Ongoing. NOTE: the Census has been delayed given the COVID-19 crises, so the work is ongoing.

Working with the U S Census Bureau's representative Dr. Michelle Maher, Lane County created its own Complete Count Committee (CCC) called Lane County Counts. I coordinated this effort, inviting key partner representatives from around the county. I also worked with the Census Bureau so that Lane County would have only one CCC rather than being split in two. An online committee was created to get information out to partners as people are busy and cannot always attend a meeting. Partners were encouraged to reach out to me for resources and information. I also made presentations to several organizations and groups, like the Lane County Superintendent group.

7. **Prioritize training of management staff on critical leadership skills to increase their confidence and ability to manage and lead staff to achieve our goals** – Ongoing.

Training became a focus, especially for Senior and Disability Services where managers lacked basic management and leadership skills. LCOG signed up for Pryor Trainings, which offers both on-line and local trainings and allows tracking of training taken by employees. Additionally, funds are being budgeted for more trainings and managers are being encouraged to look for training opportunities that will better help them in their positions. We now have on-line training available for all managers as well as tracking. Program budgets have been aligned with this goal.