



# Albemarle County

## ICMA Fellowship

### 2013-2014 FELLOWS WORKPLAN

#### **Customer Interaction Center** - *County Executive's Office*

Develop a centralized Customer Interaction Center to provide shared office administration and customer service functions for departments in the County Office Buildings. We have had a meeting of department heads that would form the pilot stage of the program, but have not had the time or resources to move the project beyond the conceptual stage. We would like to have fellows support in continuing to flesh this concept out and developing an implementation plan and policies to govern the staffing and operation of the Center. Specific work would include a survey of existing office assistant staff, research into peer communities, and analysis of staffing needs and required skill sets. Some of the preliminary research has been done, but there is still a lot of work to do to get this program in place and up and running. Work on this project could begin immediately, with an eye towards launching the pilot stage of the project by May, 2014, depending on staffing requirements.

#### **Albemarle Performs Redesign** - *OMB, IT, County Executive*

Revamp the performance management website ([www.Albemarleperforms.org](http://www.Albemarleperforms.org)), refresh current measures, and develop measures for those departments that do not currently have any key performance indicators.

#### **Recruitment marketing** - *Human Resources*

Evaluate and recommend leading edge social networking, mobile applications, and electronic media for recruitment.

#### **Community gang assessment workgroup** – *Police Department*

Assist the regional gang steering committee with conducting a community assessment, based upon the guidelines of the National Gang Reduction Model. This position would support the

Gang Assessment Workgroup and researcher in conducting neighborhood assessments, developing a strategic plan to support gang reduction and identifying target areas for support.

**Business Process Analysis – Fire/Rescue**

Guide process to transfer records to electronic document, support succession planning in light of two impending retirements in the administration, and develop recommendations for office redesign job descriptions to facilitate efficiency.

**Connecting Fire/Rescue's Records Management (RMS) System with Existing Systems - Fire Rescue, GDS, Zoning, IT**

The intent of this project is to ensure that as new businesses are added to the County, or existing businesses change location, these changes are reflected in the RMS for fire rescue. Work with Zoning, IT, GDS, and Fire Rescue to ensure that every new and relocated business is mapped, geocoded, and stored in the Fire RMS as well as any other pertinent County systems.

**Safe Community Designation - Fire Rescue, Police, DSS, Public Health, County Executive's Office**

Assist in the first steps in seeking to become a designated Safe Community, which is a national award administered by the National Safety Council.

**County Community Risk Report and Analysis of Fires/Burns in Albemarle County - Fire Rescue, Police, DSS, Public Health, County Executive's Office**

The fellow works with other departments and agencies within the region (Police Department, Public Health, Social Services) to gather data, conduct analysis, and write the final report. The project deliverables would also include the methodology and approach to gathering data and conducting the analysis such that the report may be reproduced by County staff on an annual basis. This annual report will then become the basis for determining where public education and community risk reduction efforts and resources are focused year to year.

**Family Support & Bright Stars Program Social ROI – Social Services**

Design a comprehensive evaluation of the Bright Stars (Pre-k) and Family Support programs. Includes a comprehensive lit review, development of a feasible plan for evaluating the outcomes (social and economic, short- and long-term) of the program, and work with school administrators and County legal staff to establish a data-sharing agreement for this analysis.

**Language Assistance – Social Services**

Join the Language Access Network team to implement an action plan that was submitted to the Office of Civil Rights to assure full compliance with Title IV of the Civil Rights Act in providing services to persons with limited English proficiency.

**Fiber Contract and SLAs** - *IT, Schools IT, JRML, County Attorney, Finance*

At present the ACPS fiber network is partially held by the County and partially leased by CenturyLink. For cost savings and efficiency purposes, Albemarle County Public Schools will be moving all fiber connections to be owned by the County (rather than CenturyLink) and maintained by a service provider. As part of this initiative, the service provider installing the fiber will provide connections to all County owned facilities. The purpose of this project is to analyze the current plans and develop a strategy for implementation, guidelines for use of the County fiber, a long term vision of inclusion of the CenturyLink fiber as a redundancy measure, and most importantly establishment of a procurement/cost model with a unique service level agreement with the service provider.

**Warehouse Evaluation** - *OFD, General Services, Finance*

Evaluate the need for a warehouse manager position in the County's storage warehouse, based on projected savings that the County may realize as result of this position. Draft business plan to justify hiring/not hiring contract Warehouse Manager.