

Value Stream	Goal	Description	Goal Owner	Targeted Completion Date	Notes on Progress / List help that is needed from Board or Leaders
Animal Control	Accept Credit / Debit Cards	Explore options to accept credit card payments	Sue Gale	December 1,2020	now looking at shelter software that allows debit and credit to be run thru it. Still exploring options
Animal Control	Standard Work for Cost Reduction	Continue exploration of fee model that can move Animal Control department nearer to self-sustaining within its funds.	Sue Gale	December 1,2019	Raised fees/cut budget
Assessor	Customer Service Improvement	Educate(via seminar or Press Release statements) the public on what the valuation-assessment-taxation process is and what their role in the process is	Tom Hougas	1/1/21	No new seminars planned
Assessor	Customer Service Improvement	Put together a calendar of deadlines for all forms/submissions to reduce the number of phone calls and questions throughout the year	Tom Hougas	8/1/18	
Assessor	Standard Work for Cost Reduction	Re-arrange the department (physically) so that we can communicate more efficiently and effectively with each other. Our office is currently separated by a hallway, which is NOT conducive to ensuring that we are operating most effectively	Tom Hougas	1/1/19	
Assessor	Standard Work for Cost Reduction	GET ALL PROPERTIES ASSESSED AND VALUED PROPERLY - per statute my department MUST do this for all properties every 4 years - will require substantial increase in my staff to get the job done properly, correctly, and within	Tom Hougas	1/1/22	
Assessor	Standard Work for Cost Reduction	Put together ordinance requiring engineering firms to use CAD systems and submit their control points in electronic form, for internal/GIS purposes only	Tom Hougas	2019	Dave Ostrander and I working cooperatively on this.
Assessor	Technology Efficiency Improvements	Modernize systems and pursue new technology to drive efficiency	Tom Hougas	1/1/19	
Assessor	Technology Efficiency Improvements	Continual evaluation of software (functionally appropriate, available, and practical) to improve work and information flow within the Assessors department as well as with the County Clerk and Treasurer offices	Tom Hougas	1/1/19	
Assessor	Technology Efficiency Improvements	Get all forms that the public uses online	Tom Hougas	1/1/19	
Assessor	Technology Efficiency Improvements	More user-friendly conveniences for public to review and compare their property to other 'like' properties	Tom Hougas	1/1/19	
Circuit Clerk	Eliminate Paper	Explore current processes to convert to paperless	Corri Trotter		

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Circuit Clerk	Standard Work for Cost Reduction	Implement monthly revenue & expense work flow process to show details of revenue flowing from sheriff department all way to revenue generation or payment.	Corri Trotter		
Circuit Clerk	Standard Work for Cost Reduction	Improve jury selection process	Corri Trotter	2019	Exploring costs of jury software
Circuit Clerk	Standard Work for Cost Reduction	Work to correct audit findings and budget practices	Corri Trotter	2017/2018	Audit findings reduced in 2017
Circuit Clerk	Team Efficiency Improvements	Continue to seek out ways to increase efficiency with other departments we work with within the County.	Corri Trotter		Sheriff Dept. and Court Reporters are e-filing docs to our office
Circuit Clerk	Team Efficiency Improvements	Work with local agencies on the E-Citation software selection and implement process	Corri Trotter	2018	Sheriff Dept. is working with Sunbelt on citation format and implementation timeline
Circuit Clerk	Customer Service Improvement	Improve website page	Corri Trotter	2018	E-filing instructions, general info and fillable forms have been added to website for public use. Still need to simplify the layout.
Clerk	Accept Credit / Debit Cards	Acceptance of Credit/Debit -cards for payments. Increased service to users.	Kay Olson	Second quarter of 2018	Contracting with CourtMoney
Coroner	Capital Assets	The only item of significant cost would be updating the county vehicle in 2019. Currently have one year left on loan for our 2013. Estimated cost of this is \$8,500.00 per year for five years.	John Callahan		
Coroner	Customer Service Improvement	Remain involved in community programs to promote the safest environment for our residence.	John Callahan		
Coroner	Staff Training	Stay active in educational seminars for training, some of which is required by State Standards.	John Callahan		
Coroner	Standard Work for Cost Reduction	In an effort to continue the operations and goals of this department I find it imperative to keep staff as we have it today. As mentioned in goal number 1 and 2, this office responds and must continue to respond regardless of the time	John Callahan		
Coroner	Standard Work for Cost Reduction	Continue to provide the most comprehensive death investigation 365 days a year, 24 hours per day	John Callahan		

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Coroner	Standard Work for Cost Reduction	From a budgetary standpoint there are a number of items of interest currently and in the future that will be addressed. In 2017 the updating of camera equipment will take place. Expected expenses will be estimated at \$3,500.00. This will be purchased from grant money having no effect on my budget. A pill counting machine estimated at \$4000.00 is being reviewed at this time and if purchased would come from our special fund and again would have no effect on the budget. A new updated autopsy table is also being reviewed and if purchased at an estimated cost of \$4,500.00 would come from the special fund and again would not affect the budget.	John Callahan		
Elections	Capital Assets	Voting Equipment – look to begin research, comparison and testing for implementation of new voting equipment that will best suit County's needs. (Current voting equipment: OS machines (15+ years old), TAX machines (11+ years old).	Kay Olson	11/1/20	continually being updated on the certification status of new equipment
Elections	Employee Recruiting	Increase recruiting for election support staff	Kay Olson	11/1/19	Updating Election Judge Manual, and ongoing election judge recruitment.
Elections	Customer Service Improvement	Marketing campaign to encourage all registered voters to vote	Kay Olson	11/1/18	Updating Voter Information Card to be distributed before the 2018 General election.
Elections	Customer Service Improvement	Voter Education Campaign - Continue to increase voter awareness, especially Voter Registration, Early Voting, and Vote by Mail services.	Kay Olson	11/1/18	Updating Voter Information Card to be distributed before the 2018 General election.
Emergency Management Agency	Standard Work for Cost Reduction	Funding for NIXLE, to allow for emergency notification of County Employees and extend capability of public emergency notification	Joe Schroeder	Last quarter of 2018	Safety Committee, EMA Oversight Committee, Finance Committee, County Board Chairman, County Administrator
Facilities/Courthouse	Safety	Asbestos removal- 05/06/2014 Proposal- 3 phase asbestos removal in Courthouse- \$36750 Total.	Kevin Callahan		
Facilities/Courthouse	Safety	Develop capital plan to replace old toilets and fixtures. Approximately fifty-five (55) toilets. Immediately replace three (3) non-working toilets (cells with no toilets cannot be utilized).	Kevin Callahan		

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Facilities/Courthouse	Safety	Develop plan for abnormal staircase in courthouse.	Kevin Callahan		
Facilities/Courthouse	Safety	Install A/C in old section of jail as recommended by County Jail Inspections for health and safety of inmates and staff. 08/07/15 Proposal to retrofit A/C system to existing system- \$35500.	Kevin Callahan		
Facilities/Courthouse	Safety	Repair top bunk in jail cell. Currently cannot utilize cell for safety reasons.	Sheriff Callahan		
Facilities/Courthouse	Safety	Replace roof on Courthouse. 02/02/16 Proposal- \$168320	Sheriff Callahan		
Facilities/Sheriff Dept.	Safety	Replace roof on Sheriff's Office. 09/07/16 Proposal- \$22800.	Sheriff Callahan		
Facilities/Courthouse	Safety	Tuck-point east/west walls of Courthouse- 07/21/15 Proposal- \$35000.	Sheriff Callahan		
Facilities/Admin Building	Employee Recruiting	Attempt to have the PT custodian position returned or budget for more overtime to meet dept. needs	Tony Arnold	12/1/19	Will put in FY19 Budget
Facilities/Admin Building	Team Efficiency Improvements	Organize key box. Create key policy	Tony Arnold	7/1/18	
Facilities/Admin Building	Maintenance Efficiency Improvements	Work with HVAC contractor to extend the return air duct system to help with the negative air pressure at west end of building	Tony Arnold	7/1/18	
Facilities/Admin Building	Maintenance Efficiency Improvements	Calibrate or replace the HVAC VAV in offices with temperature issues	Tony Arnold	Nov.2018	
Facilities/Admin Building	Safety	Replace bad sections of concrete sidewalks	Tony Arnold	7/1/18	
Facilities/Admin Building	Safety	Admin Building carpet replacement	Tony Arnold	11/30/18	
Facilities	Standard Work for Cost Reduction	Consolidate Maintenance departments and form a single building and grounds department to oversee all County Owned Assets.	George Gray	2/28/19	
Finance	Legal Compliance	Resolve all open issues resulting from the Mack and associates audit. Develop and implement standard work to ensure that the County is in compliance with all federal, state and local laws.	John Roth	3/1/18	

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Finance	Standard Work for Cost Reduction	Identify and train two 6 Sigma Black belts to run efficiency improvement projects for Grundy County organization	Chris Balkema	6/30/18	
Finance	Standard Work for Cost Reduction	Determine cost/benefit and practicability of centralizing purchasing for the County	Ann Gill		Roth to ask Gill about it
Finance	Standard Work for Cost Reduction	Develop an annual 3 year rolling financial forecast and long term solvency plan	George Gray	9/30/18	
Finance	Standard Work for Cost Reduction	Develop rolling business monitors to manage incoming revenues with outgoing expenses on a more real time basis	George Gray	6/30/18	Developing format
Finance	Standard Work for Cost Reduction	Implement 5% budget reduction by achieving efficiency targets in each department	John Roth	3/31/18	
Finance	Customer Service Improvement	Explore options to shift revenue away from property tax structure as much as possible	Chris Balkema	12/1/2017 CB to update	Will partner with Administrator & Finance team
GIS	Standard Work for Cost Reduction	Re capture aerial imagery of the county (last capture spring 2015)	Dave Ostrander	6/1/19	Discussed with assessor and determined that pushing this capture to 2020 will be in the best interest of saving the county money and aligning
GIS	Technology Efficiency Improvements	Assist IT and county software vendors in upgrading the county's licenses of SQL Server.	Dave Ostrander	5/1/18	SQL licensing purchased
GIS	Technology Efficiency Improvements	Develop a cloud hosted election results application for the general election.	Dave Ostrander	10/1/18	
GIS	Technology Efficiency Improvements	Develop a culvert inspection and maintenance application that follows IDOT prescribed inspection intervals based on culvert condition, record and archive those field inspections, and record and archive maintenance/repairs performed on county	Dave Ostrander	11/1/18	
GIS	Technology Efficiency Improvements	Develop a data download portal for county maintained GIS data layers, and set update schedules.	Dave Ostrander	12/1/19	
GIS	Technology Efficiency Improvements	Develop a building inspection application covering each phase of the county's unincorporated residential permitting/inspection processes.	Dave Ostrander	5/1/19	Discovered a software limitation, which is being resolved by vendor for a future release (to enable 1:M forms via URL scheming). Also had
GIS	Technology Efficiency Improvements	Migrate existing Flex applications to JavaScript.	Dave Ostrander	12/1/19	
GIS	Technology Efficiency Improvements	Plan, prepare, and commence adapting ETSB 911 data layers to fulfill the requirements of the NextGen911 data model.	Dave Ostrander	11/1/19	In Progress: Developed an automated process to provide data updates to 911 computer aided dispatch system.

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GIS	Technology Efficiency Improvements	Prototype an assessment tool capable of mass appraisal of residential properties; given building characteristic data, location based analytics, and 3 year fair market valuations.	Dave Ostrander	8/1/19	
Grundy County Transit	Long Range Planning	Regular status meetings with staff to determine where we are now, what we want to focus on going forward, what we need to improve in our service.	Sherey Zerbian	12/1/19	Schedule monthly meetings
Grundy County Transit	Standard Work for Cost Reduction	Begin tracking on-time records to aid in development of process to improve service times	Sherey Zerbian	12/1/18	On Time performance tracked daily, yearly average/FY17 = 96.4%, average in FY18 through Dec. 2017 = 97%
Grundy County Transit	Standard Work for Cost Reduction	Develop more sustainable sources of local match	Sherey Zerbian	4/15/18	New contracts are with New Beginnings, MCHS, Park Pointe, one new advertiser & renewed 2 others for one year contracts. approved to
Grundy County Transit	Standard Work for Cost Reduction	Successfully manage service bid process	Sherey Zerbian	6/15/18	Contract to be awarded June 13, 2018
Grundy County Transit	Standard Work for Cost Reduction	Work towards ride coordination with contiguous counties	Sherey Zerbian	6/1/19	Due to logistics and scarcity of resources, efforts to coordinate are currently on hold, will attempt to work with neighboring counties again in
Grundy County Transit	Technology Efficiency Improvements	Obtain Maintenance tracking software	Sherey Zerbian	4/18/18	Determined with new inhouse tracking system that software is not needed at this time.
Health Department	Customer Service Improvement	Create marketing strategy to educate the community on public health topics	Phil Jass	12/16/17	This Goal has been completed and work is ongoing. Please refer to the 2016 Grundy County Health Department Strategic Plan for
Health Department	Legal Compliance	Ensure compliance with IPLAN and HD certification requirements	Phil Jass	Dec-16	This Goal has been completed. This goal has 2 objectives and 2 tasks. Please refer to the 2016 Grundy County Health Department Strategic
Health Department	Staff Training	Identify Health Department accreditation sources and maintain existing accreditation and program requirements	Phil Jass	Dec-17	This Goal has been completed and work is ongoing. This goal has 1 objective and 2 tasks. Please refer to the 2016 Grundy County Health
Health Department	Staff Training	Develop a framework for consistent professional and performance development for all health department employees.	Phil Jass	Dec-17	This Goal has been completed. This Goal has 4 objectives and 9 tasks in the 2016 Grundy County Health Department Strategic Plan. Please
Health Department	Standard Work for Cost Reduction	Explore service level, operational, and fee structures that will move the department away from reliance on general fund subsidy.	Phil Jass	Dec-20	This Goal is not listed in the 2016 Grundy County Health Department Strategic Plan, but work is being made in this area as management
Health Department	Standard Work for Cost Reduction	Optimize the revenue streams within Health Department	Phil Jass	Dec-17	This Goal is in progress with some of the objectives and tasks completed. Please refer to the 2016 Grundy County Health Department Strategic
Health Department	Standard Work for Cost Reduction	Gather data to assess current services or the need for additional services in the County	Phil Jass	Dec-17	This Goal is in progress. This goal has 1 objective and 2 tasks. Please refer to the 2016 Grundy County Health Department Strategic Plan for

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Health Department	Standard Work for Cost Reduction	Provide comprehensive public health service to the residents of Grundy County by maximizing internal resources and external partnerships.	Phil Jass	Dec-18	This Goal has 2 objectives and 6 tasks within the Grundy County Health Department Strategic Plan 2016. Progress is being made.
Health Department	Technology Efficiency Improvements	Implement the new ezEMRx and environmental health electronic software using clearly defined processes and guidelines.	Phil Jass	Dec-16	This Goal has been completed. This goal has 1 objective and 2 tasks, Please refer to the 2016 Grundy County Health Department Strategic Plan for more details.
Health Department	Technology Efficiency Improvements	Develop and implement a system by which we assess client satisfaction	Phil Jass	Jun-17	This Goal is in progress with some components completed. The Goal has 2 objectives and 2 tasks. Please refer to the 2016 Grundy County Health Department Strategic Plan for more details.
Health Department	Technology Efficiency Improvements	Work with IT to develop an efficiency/budgetary plan that addresses the use of technology equipment within the Health Department	Phil Jass	Dec-17	This Goal is in progress. This goal has 1 objective and 3 tasks. Please refer to the 2016 Grundy County Health Department Strategic Plan for more details.
Highway	Customer Service Improvement	Partner with surrounding counties, EDO's and municipalities to develop comprehensive infrastructure plan that best suits the residents.			Met with Kendall County Highway Committee on April 7. Spoke with County Engineer for Will County about joint meeting with their
Highway	Long Range Planning	Implement & execute the 5-year road upgrade plan that was passed in fall of 2016			Target date for new 5-Year plan is October 2017
Highway	Technology Efficiency Improvements	Continue to update and improve highway website with bridge postings, location of construction projects, highway department history			Updated construction projects, bridge postings, new Highway Commissioner list
Highway	Economic Development	Purchase ROW for Brisbin Road improvement			Remove from Goals
Highway	Customer Service Improvement	Finalize four lane Ridge Road plan with railroad overpass widening so that all work is completed by end of 2018			Phase 1 Report should be approved in Jan 2018
Highway	Economic Development	Finance construction of Brisbin Road improvement by 2020 without going out for bonds.			Saving for project in Federal Aid Matching Tax Fund
Insurance	Safety	Create safer environment that allow worker compensation costs to be reduced by 50%	Chris Balkema	12/1/18	Monthly safety meetings are in progress & action items are assigned.
Insurance	Safety	Identify Safety Leader and execute safety plan that includes evacuation, severe weather and active shooter training.	Chris Balkema	10/1/17	Need assistance from Maureen (CCMSI), Debbie J. & safety committee
Insurance	Safety	Utilize and publish proactive and reactive safety data (near misses, recordable injury frequency and lost time case frequency)	Chris Balkema	11/1/17	Need assistance from Maureen (CCMSI), Debbie J. & safety committee
Insurance	Standard Work for Cost Reduction	Develop and implement plan to reach parity with neighboring Counties on County health insurance contribution levels within five years.	George Gray	8/30/18	In negotiations

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Land Use	Customer Service Improvement	LOMR Completion for Claypool & Maine Drainage Districts	Heidi Miller	Ongoing 2018 final	Working with CBBEL with response to submittal
Land Use	Legal Compliance	Contract with Engineering firm to aid in the compliance of the County Storm water Ordinance for the Stormwater Commission	Heidi Miller/George Gray	Begin 2017 complete 2018	RFP
Land Use	Long Range Planning	Add maps from 2030 Comprehensive Plan to a GIS layer	Heidi Miller	Finish 2018	Houseal Lavigne contract
Land Use	Long Range Planning	Five Year Update of the Solid Waste Plan	Heidi Miller	Finish 2019	Solid Waste Committee to be formed
Land Use	Standard Work for Cost Reduction	Grant Writer/Manager for County	Heidi Miller/George Gray	Consider 2018	
Land Use	Customer Service Improvement	Making the Land Use Committee a stand-alone committee	Heidi Miller/DebJo Kinsella	12/2018	County Board Reorganizational Meeting
Personnel	Employee Relations Improvement	Implement 360 degree feedback plan for each employee	Debbie Jankiewicz		Further Discussion Required
Personnel	Employee Relations Improvement	Partner with department heads and supervisors to improve moral and engage employees	Debbie Jankiewicz		
Personnel	Employee Relations Improvement	Partner with HR manager to update Grundy County Personnel Manual	Debbie Jankiewicz	5/31/18	In Progress
Personnel	Employee Relations Improvement	Employee benefit program	Debbie Jankiewicz	8/1/18	In Progress
Personnel	Employee Relations Improvement	Employee Recognition	Debbie Jankiewicz	12/31/18	
Personnel	Standard Work for Cost Reduction	Ensure that all job descriptions are accurate and up to date for all personnel	Debbie Jankiewicz	1/1/19	In Progress
Personnel	Standard Work for Cost Reduction	Develop and execute plan to relocate payroll processing to different dept.	Debbie Jankiewicz	On hold	Further Discussion Required
Personnel	Standard Work for Cost Reduction	Implement end of year annual review process with goals cascaded through departments that align with County Board goals.	Debbie Jankiewicz		Further Discussion Required

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Personnel	Standard Work for Cost Reduction	Move towards one sick day policy and structure for the entire County	Debbie Jankiewicz	12/31/18	In Progress
Public Defender	Need Goals	Need Goals	Gary Dobbs		Need Public Defender Goals
Recorder's Office	Fee Structure Improvements	Flat Fees - work with Recording staff and IACCR Association towards Illinois Recorders Flat Fee structure, ensuring no loss of revenue to County.	Kay Olson	Would like to bring to Co Bd by July/Sept 2018	Predictable Fee's implemented by 1/2019. Working to set fee to maintain recording fee revenues
Recorder's Office	Standard Work for Cost Reduction	Assessor Staff access to CIC Recording software - eliminating monthly production of hard copies for Assessor's Office. (Deeds & P-Tax forms)	Kay Olson	By 2019	Clerk, Recording Staff and Assessor
Regional Office Of Education	Customer Service Improvement	We currently provide Notary Public Services in Grundy County. We would like to provide that service in Kendall. Once that is completed, we would like to register and promote that service.	Chris Mehochko	7/1/18	In Progress
Regional Office Of Education	Staff Training	Staff recently participated in ALICE Training. We will continue to work with other county offices to streamline our services in order to efficiently serve our constituents.	Chris Mehochko	11/30/18	Partially Complete/Ongoing
Regional Office Of Education	Standard Work for Cost Reduction	Continue to look into ways to run Premier Academy more efficiently and effectively while increasing programs offered to our students.	Chris Mehochko	6/30/18 & beyond	Ongoing long term goal
Regional Office Of Education	Standard Work for Cost Reduction	Fingerprint machines have been updated. Will begin the process of becoming an official third party vendor.	Chris Mehochko	11/30/18	
Sheriff	Customer Service Improvement	Continue to monitor crime statistics working to maintain the downward trend.	Kevin Callahan		
Sheriff	Standard Work for Cost Reduction	Limit extradition for misdemeanor warrants to surrounding counties and cook county only. This will reduce labor for transports as well as liability in the Jail.	Kevin Callahan		
Sheriff	Standard Work for Cost Reduction	Continue to encourage the County Board to explore the IMRF early retirement incentive program	Kevin Callahan		
Sheriff	Standard Work for Cost Reduction	Continue to increase revenue. Maintain current staffing levels to continue this upward trend in revenue.	Kevin Callahan		
Sheriff	Standard Work for Cost Reduction	Eliminate \$12000 in Sergeant's Overtime by sharing roll call information electronically	Kevin Callahan		
Sheriff	Standard Work for Cost Reduction	Institute mobile roll calls	Kevin Callahan		

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Sheriff	Standard Work for Cost Reduction	Work with the Clerk and SA office on deployment of electronic citations. Use the fees collected for e-citations to cover the annual costs (maintenance, hardware, supplies).	Kevin Callahan		
Sheriff	Technology Efficiency Improvements	Deploy a shared database for traffic citations and notice to appear charges to eliminate triplicate data entry by three different departments (Sheriff, Clerk, SA).	Kevin Callahan		
Sheriff	Technology Efficiency Improvements	Replace two existing legacy T1 circuits with one lower cost fiber circuit to act as backup internet and provide LEADS connectivity (In process and should be completed by the end of 2017)	Kevin Callahan		
State's Attorney	Need Goals	Begin a Teen Court	Jason Helland	1/1/19	
Technology	Customer Service Improvement	Allocation of time to where the public uses the services. Information attained from Google analytics.	Tim Doss	6/1/18	
Technology	Customer Service Improvement	Reduction in costs of Call One billing	Tim Doss	8/1/18	
Technology	Standard Work for Cost Reduction	KnowBe4 training for all employees	Tim Doss	6/1/18	
Technology	Standard Work for Cost Reduction	Printer fleet consolidation	Tim Doss	11/1/18	
Technology	Standard Work for Cost Reduction	Consolidation of purchasing with other departments for software and hardware.	Tim Doss	1/1/19	
Technology	Standard Work for Cost Reduction	Maximize the use of CIC and IQM2 processes to ensure greatest amount of efficiency for the County	Tim Doss	8/1/18	
Technology	Standard Work for Cost Reduction	Streamline website pages (using internal resources) to make all data easier to locate and use	Tim Doss	1/1/19	
Technology	Standard Work for Cost Reduction	Continue server upgrade and consolidation plan	Tim Doss	8/1/18	
Technology	Standard Work for Cost Reduction	Develop plan to offer gently used equipment for sale to the public	Tim Doss	8/1/18	
Technology	Standard Work for Cost Reduction	Develop specific criteria for requesting new equipment	Tim Doss	8/1/18	

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Technology	Standard Work for Cost Reduction	Keep under Budget	Tim Doss	11/1/18	
Technology	Standard Work for Cost Reduction	Monthly reporting of staff time allocation	Tim Doss	5/1/18	
Technology	Standard Work for Cost Reduction	Reduce overall budget	Tim Doss	7/1/19	
Technology	Standard Work for Cost Reduction	Work on evaluating new software opportunities to reduce workload	Tim Doss	1/1/19	
Technology	Technology Efficiency Improvements	Move all old email servers into new process	Tim Doss	1/1/19	
Technology	Technology Efficiency Improvements	Continue with workstation upgrades	Tim Doss	1/1/19	
Technology	Technology Efficiency Improvements	File structure-reconstructive / user rights	Tim Doss	5/1/18	
Technology	Technology Efficiency Improvements	Implementation of new mail archive	Tim Doss	1/1/19	
Technology	Technology Efficiency Improvements	Installation of fax finder system	Tim Doss	6/1/18	
Technology	Technology Efficiency Improvements	Move all County functions possibly under one umbrella	Tim Doss	11/1/20	
Technology	Technology Efficiency Improvements	Quotes for 2020 server replacement opportunities	Tim Doss	6/1/19	
Technology	Technology Efficiency Improvements	Quotes for new mail archive for 2019	Tim Doss	7/1/18	
Technology	Technology Efficiency Improvements	Replacement of physical servers to new virtual server hosts	Tim Doss	10/1/20	
Technology	Technology Efficiency Improvements	Review fiber runs in all locations	Tim Doss	9/1/19	

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Technology	Technology Efficiency Improvements	Virtual servers moved to 2016	Tim Doss	7/1/18	
Veteran's Assistance Commission	Need Goals	Need Goals	Ken Buck		Need VAC Goals
COMPLETED					
Animal Control	Safety	Manager has expressed concern over safety with help from CCMSI	Sue Gale	Completed	waiting for radios
Animal Control	Standard Work for Cost Reduction	Achieve 5% annual efficiency target	Sue Gale	Completed	Have changeed several vendors to cut cost,Turn off all lights except office in afternoons,reduced paper usage
Elections	Standard Work for Cost Reduction	Funds – Due to ever-changing Election Codes, ensure sufficient funds are available to implement and administer all Grundy County elections fairly, efficiently and securely.	Kay Olson	completed	Working with Elections Committee & COBD to ensure appropriate funding.
Elections	Standard Work for Cost Reduction	Continued Consolidation of Voting Precincts - within Polling Place locations (where allowable by statute).	Kay Olson	Have Completed 2017	COBD approved the consolidation of 11 voting precincts.
Elections	Standard Work for Cost Reduction	Streamline polling locations	Kay Olson	completed	Currently consolidated the 40 precincts into 26 polling locations
Elections	Standard Work for Cost Reduction	Work toward efficiencies in the election process, including polling place consolidation, early voting, and maximizing available technology	Kay Olson	completed	Upgraded Voter Reg System 8/2017. New pollbooks 9/2017. Continuing to consolidate precincts.
Elections	Standard Work for Cost Reduction	Streamline Voting Day Procedures - making most of available technology, and striving to make Election Judge Processes as efficient as possible (when allowable by Statute).	Kay Olson	Completed 09/2017	New Hardware, software approved and purchased to implement new Pollbooks at all precincts.
Emergency Management Agency	Capital Assets	Purchase New Color Copier for EMA/EOC, pending INSPA-IPRA (Nuclear) Grant Approval	Joe Schroeder	Completed 11/13/17	
Emergency Management Agency	Customer Service & Agency Response Improvement	Vehicle & Equipment Replacement (vehicle accident), actual completeion date pending used vehicle (ACV) or new vehicle replacement planning.	Joe Schroeder	Completed 10/12/17	EMA Oversight Committee, Finance Committee, County Board Chairman, County Administrator
Emergency Management Agency	Capital Assets	Funding of EMA radios and system costs on the new 911 system mandated 9-1-1 communications system	Joe Schroeder	Completed	EMA Oversight Committee, Finance Committee

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Emergency Management Agency	Technology Efficiency Improvements	IT network transfer back to County IT, update server memory, complete upgrade of EOC phone project. Continuous updates.	Joe Schroeder	Completed 7/13/17	I.T. Department
Facilities/Admin Building	Standard Work for Cost Reduction	Come in under budget at the end of the fiscal year	Tony Arnold	Nov. 30, 2017	
Facilities/Admin Building	Safety	Pursue proposal for additional security to cover Health Dept hours	Tony Arnold	Completed	
Facilities/Admin Building	Team Efficiency Improvements	Mow all grass in one day	Tony Arnold	Nov. 30, 2017	
Finance	Eliminate Paper	Partner with Treasurer's office to move towards paperless billing and voucher process	Lori Werden	Completed	
Finance	Legal Compliance	Resolve all open issues resulting from the IRS audit. Develop and implement standard work to ensure that County is in compliance with all federal, state and local laws.	Lori Werden	Completed	Vehicle Policy in place
Finance	Long Range Planning	Implement Vision 2020 of how Grundy County will look, what services will be provided and have a refreshed comprehensive plan update	Chris Balkema	Completed	Vision & goals passed. Goal owners are executing goals
Finance	Standard Work for Cost Reduction	Create a path to close 2017 budget gap of \$709,000 without amending the budget	John Roth	Completed	
Finance	Standard Work for Cost Reduction	Implement rolling quarterly budget review	George Gray	Completed	
Land Use	Standard Work for Cost Reduction	Evaluation to land use contractor	Heidi Miller	Completed	
Land Use	Standard Work for Cost Reduction	Job Description changes for Building Inspector	Heidi Miller	Completed	Approved by Land Use and Personnel Committee/Salary consideration to Finance
Technology	Customer Service Improvement	Survey evaluations	Tim Doss	5/10/17	Completed
Technology	Standard Work for Cost Reduction	Reduction of work orders; departments to learn to solve simple IT problems.	Tim Doss	Completed	
Technology	Standard Work for Cost Reduction	Outside security audit	Tim Doss	Completed	

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Technology	Standard Work for Cost Reduction	Phone system RFP	Tim Doss	Completed	
Technology	Customer Service Improvement	Options for new election results for public viewing	Tim Doss	Completed	
Technology	Standard Work for Cost Reduction	Internship	Tim Doss	Completed	
GIS	Standard Work for Cost Reduction	Undertake previously outsourced parcel map maintenance as an in-house service, leveraging existing county licensed software, and upgrading our current cadastral data to the parcel fabric data model.	Dave Ostrander	Completed 6/1/2017	Parcel map maintenance currently being performed in-house. Produced \$20,000 to \$80,000 in annual savings. eliminated parcel
GIS	Standard Work for Cost Reduction	Transition GIS Technician position from part time to full time	Dave Ostrander	Completed 10/1/2017	
GIS	Technology Efficiency Improvements	Update all backend scripting and querying processes to work with the new parcel fabric data model.	Dave Ostrander	Completed 2/1/2018	Reworked 160+ sql views, stored procedures, tables, batch files, scheduled tasks, web services, and applications.
Circuit Clerk	Customer Service Improvement	Offer training sessions for the local Bar Association on the E filing process	Corri Trotter	Completed July 2017	
Recorder's Office	Standard Work for Cost Reduction	Eliminate production of hard copy backup of all docs recorded each month. (Costs savings-printing, paper, staff time and storage space.)	Kay Olson	Completed April 2017	Clerk & Recording Staff
Recorder's Office	Accept Credit / Debit Cards	Acceptance of Credit/Debit- cards for payments. Increased service to users.	Kay Olson	Completed	Vendor Chosen-"Court Money" Clerk & Recording Staff
Recorder's Office	Staff Training	RMIS (remote access/printing services) online records searching option.(monthly/yearly user subscription or online account) Increase awareness of recording and MyDec to Recording users	Kay Olson	completed	Continued media releases and social media output
Clerk	Fee Structure Improvements	Revisit 2013 Fee Study - implement any additional fee increases, if available.	Kay Olson	Completed	
Clerk	Technology Efficiency Improvements	Implementation of Electronic Receipting System - increasing staff efficiency, and simplify End of Month and Monthly Fee Reporting processes.	Kay Olson	Completed	Implementing DevNet's electronic receipting system.
Grundy County Transit	Standard Work for Cost Reduction	Continue to track ridership to determine when to add additional dispatcher for high volume times of day.	Sherey Zerbian	Completed	New pt dispatcher was added in September 2017
Grundy County Transit	Customer Service Improvement	Distribute customer satisfaction surveys to find areas of our service that need improvement	Sherey Zerbian	Completed	Completed December 2017, identified need for more follow-up on call backs.

Value Stream	Goal	Description	Goal Owner	Targeted Completion Date	Notes on Progress / List help that is needed from Board or Leaders
Facilities	Standard Work for Cost Reduction	Develop 5 year proactive maintenance plan for County assets	George Gray	Completed	
Insurance	Safety	Develop plan for each building and area to have designated trained leaders that will oversee emergency and ensure all employees are accounted for in the event of emergencies or evacuations.	George Gray	10/1/17	Need assistance from Maureen (CCMSI), Debbie J. & safety committee
Sheriff	Employee Relations Improvement	Successfully resolve and ratify Deputy and Sergeants contracts	Kevin Callahan	completed	
Assessor	Staff Training	Continual education of staff to stay up-to-date on ever-changing statutes so that the public is always receiving correct and timely information	Tom Hougas	completed	monthly staff meetings
Assessor	Standard Work for Cost Reduction	Meet with the Township Supervisors to arrive at a multi-year plan of action and general understanding on how the process and resulting payments should work.	Tom Hougas	completed	Agreement made with 6 townships, 11 more yet to finalize
Assessor	Standard Work for Cost Reduction	Put together more thorough instructions for the Township Assessors for their Annual Meeting	Tom Hougas	completed	Completed 2017 and held meeting on 12/20/2017, next meeting scheduled for 12/4/2018 5pm