

Appendix B Service Categories

STRATEGIC PLANNING

Additional Requirements

- None

Services may include, but are not limited to:

- Develop or update a comprehensive departmental strategic plan that includes strategies, goals, and objectives of the department and associated implementation training.
- Engage in hands-on, assessment of County and/or department strategic plans to align departmental efforts with Board Priorities and Board Initiatives.
- Identify methods the County can establish to expand on collaborations between County Departments and their partners for more meaningful stakeholder engagement.
- Provide benchmarking data and work with departments to incorporate practices that will align outcomes with the Plan.
- Work with departments to develop, enhance or refine implementation steps for each objective in the strategic plan.

PERFORMANCE MEASUREMENT

Additional Requirements

- None

Services may include, but are not limited to:

- Develop key service delivery measures for departmental services/programs, related to operational performance and outcomes for those receiving services, and a performance measurement system.
- Develop baseline organizational effectiveness data for internal/external services, and provide training required to implement.
- Develop processes for collecting, analyzing, reporting, and displaying performance data.
- Track, measure, compare and analyze current processes for measuring performance.
- Provide benchmarking data and work with agency to incorporate practices that will align outcomes with comparable agencies and organizational goals.

PROCESS IMPROVEMENT

Additional Requirements

- None

Services may include, but are not limited to:

- Streamline County's operations, reduce or eliminate redundant processes, improve efficiency, and enhance its service deliveries to constituents (collectively referred as Process Improvement Services).
- Make recommendations for changes in management and administrative practices, in accordance with industry established guidelines, to increase efficiencies or increase quality control, and/or reduce operating costs.
- Identify inefficiencies and areas of potential cost savings; through the development and introduction of a new "spending plan" to include an analysis of labor, procurement and inventory management processes.
- Assist in the implementation of new processes and procedures through meeting facilitation and training.
- Engage in hands-on, assessment of departments to identify gaps in processes, duplication of efforts, and defects in the execution of operational functions. Provide a report on findings and work with departments to determine improvement priorities.

Appendix B Service Categories

EMERGENCY MANAGEMENT

Additional Requirements

- None

Services may include, but are not limited to:

- **Planning and Preparedness**
 - Assist, coordinate, develop, lead and produce deliverables that address both planning and preparedness activities and documents including, but not limited to, develop emergency management plans; convene and lead working groups; and produce print and digital outreach materials.
- **Response**
 - Assist with building capacity of specific emergency management expertise in the Emergency Operations Center (EOC) when preparing for, responding to, or recovering from a disaster.
- **Recovery**
 - Assist, coordinate, develop, lead efforts to produce deliverables that address recovery activities including, but not limited to, recovery operations, financial recovery and cost recovery.
- **Logistics**
 - Assist and participate in coordination efforts supporting CEO's Office of Emergency Management (OEM) and the EOC in specialized services and assistance in response to novel EOC and EOC-supported response activities, long term response and recovery support, transportation support, long and short-term temporary staging, housing, base camp operations and supply/resource and commodity support and activities for complicated and complex response and recovery after action activities.
- **Mitigation**
 - Assist, coordinate, develop, and lead efforts in operation mitigation and mitigation planning.
- **Grants Management**
 - Assist, coordinate, develop, and lead efforts to produce deliverables that address grants management activities. Those activities may include managing homeland security grants, site visits, coordination and monitoring, validating and finalizing grant projects, reimbursement and attending meetings.
- **Operations**
 - Assist and participate in coordination efforts supporting OEM and the EOC in specialized services and assistance in response to novel EOC activities, non-legal lawsuit assistance, research and validation of activities for complicated and complex response and recovery after action activities.