

**Board of Allen County Commissioners
Efficiency and Effectiveness Task Force**

Wednesday, March 25, 2015 (2-4pm)
Cornerstone Youth Center, Monroeville, Indiana

Meeting Agenda

1. Welcome & Introductions
2. Purpose of the Task Force
3. Initial Discussion Points
 - a. County Organizational Chart
 - b. Allen County Strategic Plan
 - i. Cross-department functions
 - ii. Internal audit department
 - iii. Six Sigma or Lean Certification
 - iv. Opportunities to be proactive in providing services
 - v. Customer satisfaction & experience
 - c. Administrative Options
 - d. Other Issues
4. Task Force Membership
5. Next Steps in the Process
6. Comments From the Floor
7. Adjourn

The next Task Force meeting will be held on **Wednesday, April 29th 2-4pm**
at the New Haven Police Training Room (815 Lincoln Highway East)

Task Force Members

Kent Castleman, President, NewAllen Alliance
Michael Eikenberry, Dean, IPFW Doermer School of Business
Ben Eisbart, Board Member, Greater Fort Wayne Inc.
Roger Hadley, President, Allen County Farm Bureau
Terry McDonald , Mayor, City of New Haven
Bob Taylor, President and CEO, Do it Best Corp.

Facilitator: Ellen Cutter, Director, IPFW Community Research Institute

Resources Consulted

G. William Fishing, Attorney, Allen County
Chris Cloud, Executive Assistant, Allen County Board of Commissioners
Linda Bloom, Allen County Commissioner (District 3)
Nelson Peters, Allen County Commissioner (District 2)
Therese Brown, Allen County Commissioner (District 1)
Tom Harris, Allen County Council President

Reference Materials

Draft Allen County Organizational Chart
Allen County Strategic Plan update, 2011

About the Allen County Strategic Plan

Awarded the County Achievement Award in 2011 by the Association of Indiana Counties

Beginning in February of 2008 and concluding in May of 2009, Allen County's Elected Officials and Department Heads, along with their staffs, worked on creating a Strategic Plan for the County. To our knowledge, this Strategic Plan is the first of its kind with respect to county government in Indiana.

Participation in the project was voluntary and demonstrated cooperation among separately elected office holders and appointed department heads, working towards a shared community vision and mission, and common County-wide goals. Twenty five offices and department participated in the plan.

As the project progressed with the help of an outside consultant, it did not take long for this to become an internally driven project with the creation of a Strategic Plan Executive Committee. Most traditional local government strategic plans are community development plans; this initial plan took the path of being an internal "business" plan for each department. This resulted in over 400 department-level objectives proposed to be completed over the next five years! All of the submitted department and office objectives, activities and tasks, and measures have been compiled and the strategic plan document is to be updated yearly.

Strategic Plan Executive Committee Members

Jeff Baxter, Superintendent, Parks and Recreation
Therese Brown, County Commissioner
Chris Cloud, Commissioners' Office Staff
Dave Fuller, Building Commissioner
Tom Harris, County Council
Larry Brown, County Council

Nelson Peters, County Commissioner
Mike Talbott, Purdue Cooperative Extension
Bev Zuber, Wayne Township Assessor
Tera Klutz, Auditor

Pat Fahey, Department of Planning Services
(Committee Chairman)