

ROCK COUNTY, WISCONSIN

NOTE: This is a Teleconference



**BLUE RIBBON COMMISSION ON ORGANIZATIONAL EXCELLENCE
TUESDAY – NOVEMBER 17, 2020 - 6:00 P.M.
CALL: 1-312-626-6799
MEETING ID: 856 1956 2140
PASSCODE: 849346**

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If you are interested in providing public comments on items on this agenda, you must submit your comments by noon on Tuesday, November 17, 2020. To submit a public comment use the following email: marilyn@co.rock.wi.us.

Join from a telephone:

- On your phone, dial the phone number provided above
- Enter the meeting ID number when prompted, using your dial-pad.
- Please note that long-distance charges may apply. This is not a toll-free number.

➤ **Please mute your phone when you are not speaking to minimize background noises**

Instructions for the hearing impaired –

<https://support.zoom.us/hc/en-us/articles/207279736-Getting-started-with-closed-captioning>

**BLUE RIBBON COMMISSION ON ORGANIZATIONAL EXCELLENCE
TUESDAY – NOVEMBER 17, 2020 - 6:00 P.M.**

Agenda

1. Call to Order
2. Adoption of Agenda
3. Approval of Minutes from October 13, 2020
4. Election of Vice Chair
5. Discussion of Committee Members' Goals and Perceptions
 - A. What Makes You Feel Valued as an Employee?
 - B. What is the Perception of Public Employees vs. The Private Sector?
 - C. What Does Equity in the Workplace Mean to You?
 - D. What Are the Most Important Things the Commission can Contribute to Improving Rock County's Workplace Culture?
6. Review of Departmental Mission, Vision and Values Statements
7. Suggestions for Consultants, Process, and Scope
8. Setting Goals for the Next Meeting
 - A. Discuss other Local Governments' Similar Projects
 - B. Work toward Finalizing Scope of Consultant, Project Overall
9. Set Meeting Date and Time
10. Citizen Participation and Announcements
11. Adjournment

The County of Rock will provide reasonable accommodations to people with disabilities. Please contact us at 608-757-5510 or e-mail countyadmin@co.rock.wi.us at least 48 hours prior to a public meeting to discuss any accommodations that may be necessary.



BLUE RIBBON COMMISSION ON ORGANIZATIONAL EXCELLENCE
Minutes – October 13, 2020

Call to Order. Chair Knudson called the meeting of the Blue Ribbon Commission on Organizational Excellence to order at 6:00 P.M. on Tuesday, October 13, 2020, via teleconference.

Committee Members Present. Supervisors Knudson, Purviance, Peer, Beaver, Aegerter; Kristin Fillhouer (UW-Whitewater at Rock County) and Marc Perry (Community Action).

Committee Members Absent: None.

Staff Members Present. Josh Smith, County Administrator; Randy Terronez, Assistant to the County Administrator; Annette Mikula, Human Resources Director; Amy Spoden, Assistant Human Resources Director; Terri Carlson, Risk Manager.

Others Present: Supervisor Bostwick.

Approval of Agenda. Supervisor Purviance moved approval of the agenda, second by Supervisor Aegerter. ADOPTED.

Introduction of Members. The members introduced themselves.

Establishment of Goals.

Setting Meeting Norms Chair Knudson said we will know more as time goes on. Supervisor Aegerter said she would like to have this as an environment free to express all ideas.

Review of Resolution Establishing Commission Chair Knudson went over the resolution and why the Commission was created.

Mission and Vision of the Commission Chair Knudson said many of the departments have created their own missions and visions and we need to make sure all are in alignment with the County's Mission Statement and Vision. He added that he would like to bring in everyone's thoughts and views on enhancing the County's reputation in the community as an employer.

Goals and Timeline Chair Knudson said the Commission has about a year as a timeline. Mr. Smith said one of the goals is to look outside for a consultant to see what areas are good and where we need improvement to find things we do not see ourselves to make jobs better, and to make the County a better place to work.

Mr. Smith said there are two timelines:

- 1) The budget – submission begins the first part of August, goes to County Board the first week of October, and is then adopted in November.
- 2) Policy changes – go to the County Board in October for 2022. The Board can, at any time, bring changes when needed.

Supervisor Purviance asked how much is budgeted for this committee to hire a consultant. Mr. Smith said about \$30,000 was budgeted for outside consulting.

Overview of Structure of County Personnel Rules (Ordinance, Policies and Procedures and Work Rules) Ms. Mikula said, per WI State Statutes, the County Personnel Rules (ordinances and policies and procedures) can be amended through the regular procedures by the County Board. Ms. Mikula went over the ordinance and an overview of the policies and procedures. She added that the 2011 ACT 10 limited the ability to limited bargaining to the three law enforcement unions. Many of the bargained rights were included in the language of the policy and procedures. The Policies and Procedures are taken each year to the County Board Staff Committee and then on to the County Board.

Supervisor Purviance asked about what has been done with about diversity and inclusion. Ms. Mikula said this is an area the County has worked on through the years. She said we try to get job opening out to various groups and organizations as well as through different means (i.e. internet, Facebook, etc.) She said a survey was done a few years ago and resulted in the engagement with Mr. Perry to assist the County's Diversity and Inclusion workgroup.

Next Steps.

Discussion of Contracting for Third-Party Review of Personnel Rules Mr. Smith said professional services do not require going through the bidding process, but have the ability to choose who we feel is the most qualified. He said we can send an RFP to specific organizations we may like to hear from and also on the website. We can choose more than one if we would like to break the process into sections/areas.

Chair Knudson asked if they are aware of different counties/states who have gone through this process to obtain recommendations/thoughts from them. Mr. Smith said this would be fine, but to keep in mind that they have to be compatible with WI laws. Ms. Fillhouer added that we need to be very intentional in the hiring process of the consultant(s)

Ms. Fillhouer asked if there would be guidelines to follow. Mr. Smith said there is a more formalized route that could be used to give direction in the RFP.

Mr. Perry said he agreed with this and added that parameters need to be set for the competency level and the HR background.

Supervisor Beaver said she feels it is important to have someone who is fair and honest.

Supervisor Peer said he said he feels they need to be very objective.

Supervisor Aegerter said she feels there needs to be a realistic timeline, and to be open-minded to achieve our goals.

Supervisor Purviance said the School District of Beloit has done some work with consulting groups and that it is important to share the result of the work that was done. Also, to make sure we keep an eye on the vision and to be transparent.

Next Meeting Date and Format Chair Knudson asked if they committee would be able to meet in two weeks. To come to the meeting with suggestions on consultants. Ms. Fillhouer said she felt a couple weeks would be good. Also, she agrees that maybe two different consulting groups may be needed. Mr. Perry agreed that meeting in two weeks would be good and then to reassess again.

October 27, 2020 at 6:00 P.M. was agreed on by all.

Citizen Participation, Communications, Announcements, Information. None.

Adjournment. Supervisor Beaver moved adjournment at 7:01 P.M., second by Supervisor Purviance. ADOPTED.

Respectfully submitted,

Marilyn Bondehagen
Office Coordinator

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE.

COURTS – Mission Statement

Mission of Wisconsin's Court System: To protect individual's rights, privileges and liberties, to maintain the rule of law, and to provide a forum for the resolution of disputes that is fair, accessible, independent and effective. It is the responsibility of the Circuit Court to fulfill this mission in Rock County.

Our Mission – Mediation & Family Court

Rock County Mediation and Family Court Services (MFCS) provides the mandated service of mediation to separated, divorced, and never-married parents of Rock County, WI who may need assistance in developing a mutually acceptable plan concerning physical placement (time) and legal custody (decisions) related to co-parenting the children.

Mediation is the best and most economical option to resolve child-related issues when parents do not live together. In a confidential cooperative problem-solving process, mediation is designed specifically to assist with re-organizing the child's family as he/she transitions between Mom's house and Dad's house.

Mission – Planning, Economic & Community Development

To maintain a process of continuous improvement and investment, enhancing diplomatic leadership in collaboration, encouragement, support, education, and innovation within Rock County and throughout Southern Wisconsin, ensuring a high quality of life for current and future Rock County residents.

The Rock County and Agency mission statements, along with the Rock County Comprehensive Plan 2035, guide the long-range and day-to-day operations of the Agency.

Veterans Services Mission Statement

It is the mission of the Rock County Veterans Services Department to advocate for and provide assistance to all veterans of the U.S. Armed Services, and their dependents and survivors. We ensure that clients obtain all available and appropriate benefits for which they are entitled. The Department staff is committed to act in a courteous, effective and fiscally responsible manner, providing maximum service to its clientele.

Mission, Vision & Values – Public Health

Organizational Values

Leadership Diversity and Health Equity Collaboration
Integrity A Spirit of Wellness Accountability and Fiscal Responsibility
Adaptation and Continuous Improvement

Vision

Rock County Wisconsin...a healthy, thriving community.

Mission

The Rock County Public Health Department is the catalyst that cultivates a spirit of wellness and improves the quality of life by promoting healthier lifestyles and environments through collaborative community partnerships.

Southern Wisconsin Regional Airport

Our mission statement: To provide a safe, operational airport that meets or exceeds FAA standards for all pilots, tenants, and customers to enjoy for business or recreation.

Our vision Statement: To expand the potential that exists through teamwork, communication, and fiscal responsibility.

Rock-IT –

Our Mission

Rock-IT develops innovative IT Services, IT Infrastructure, and IT Data Solutions for the data processing, hosting and management needs of our Rock County partners.

Our Vision

We foster collaborative relationships with our Rock County partners to provide innovative technology services and solutions in support of Rock County operations.

Our Guiding Principles

Culture of Respect

We cultivate an empathetic caring environment with honest communication that is respectful of others.

Commitment to Excellence

We are accessible, reliable, creative, and accountable for our actions through personal responsibility, integrity, and thoughtful resource stewardship.

Customer Focused

We meet our customers' needs through engaged listening with an innovative focus to design and deliver shared, scalable, flexible IT services that enable our partners to innovate. Rock-IT

Empowerment

We encourage our staff to take initiative with our partners in a supportive and collaborative environment.

Continuous Improvement

We strive to review our strengths and weaknesses in an attempt to identify opportunities.

Security Focused

We acknowledge our role as stewards of data, applying industry best practices, appropriate controls, and resources.

Life & Work Balance

We take pride in our actions and find reward in both our personal and professional lives.

Professional Growth

We foster an environment of continuous learning.

HR does not have a specific mission statement, but this is the statement we have on our internet site.

Diversity Action Statement

Rock County recognizes that diversity and inclusion are prominent factors that can maximize the success of our workplace. County employees reflect the different cultures, background, beliefs and abilities inherent in the larger population of Rock County.

The foundation of our diversity philosophy is to articulate clearly to employees and the general public our intention to create a culture that enhances our ability to hire, retain, develop, manage and promote a diverse workforce. We will ensure that our employees and consumers are treated fairly, free from intolerance and discrimination

Council on Aging Mission Statement

The mission of the Rock County Council on Aging shall be to advocate for the independence, self-worth and dignity of residents of Rock County by assisting them to meet their varied health, nutrition, economic and social needs.

Mission Statement/Program Description

ROCK COUNTY MISSION STATEMENT:

To enhance the quality of life, health, safety and trust of all citizens by providing top quality public services through a creative and responsible team committed to excellence, integrity, accountability and respect.

FACILITIES MISSION STATEMENT:

The purpose of the Rock County Facilities Maintenance Department is to coordinate the physical workplace with the people and work of the organization, to utilize the most efficient and cost-effective facility management practices, to preserve and extend the useful life of the facilities, and to provide the highest quality and value to the County's stakeholders. As well as provide to all citizens and staff who enter and work in all County Facilities a safe and comfortable environment, delivering Excellent Customer Service while maintaining financial responsibility.

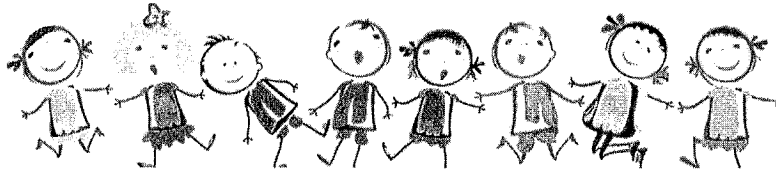
PROGRAM DESCRIPTION:

The Rock County Facility Management Department services over 2,000,000 gross square feet of buildings. Major services of the Department include: climate control, space planning, energy management, preventative maintenance, mechanical/electrical repair and emergency service, light construction, housekeeping, liaison with contracted services, signage, building security and lock services. These services are monitored through a computerized facilities management program to assure control of priorities and efficient labor use. In addition to these services, the Director and Superintendents provide consultation to other department heads, program directors on a variety of issues affecting county facilities.

Facilities Management

51 S. Main St.

Janesville, Wisconsin 53545



ROCK COUNTY CHILD SUPPORT AGENCY

MISSION

To promote parental responsibility and enhance the well-being of children and families by providing child support services to our community.

VISION

The Rock County Child Support Agency strives to build bridges within our community by committing to our core values.

We value...

- Children and families
- Communication
- Performance excellence
- Skill, knowledge, and innovation in our workforce
- Professional and ethical conduct
- Respect, understanding, and compassion
- Dedicated service with integrity

"We put children first!"

Our Mission.....

The Rock County
Communications Center is
designed to provide the most
efficient method for citizens
to obtain fast, effective public
safety services 24 hours a day
throughout the year.





Rock County Human Services Department

Vision, Mission and Guiding Principles

Vision:

A welcoming system of care and services that inspires healing, growth and hope.

Mission:

In partnership with those we serve, we work to enhance independence and wellbeing through the delivery of exceptional services, grounded in trusting relationships and respect for the dignity of all people.

Guiding Principles:

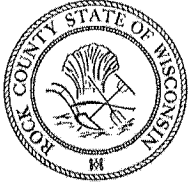
- We support the Rock County Core values of ***Honesty, Integrity and Respect*** by promoting truthfulness and transparency, doing the right thing for the right reason, and treating clients, colleagues and community partners with courtesy and consideration.
- We work to earn the ***trust*** of our clients, colleagues and the community through openness, empathy, reliability, and shared power.
- We promote a sense of ***safety*** for all by supporting a work environment that values the physical and psychological safety of all clients, employees and visitors.
- We approach relationships with ***curiosity and compassion***, acknowledging the impact of trauma and adverse experiences and seeking to understand and respond to individual perspectives and needs.
- We seek out ***strengths and resiliencies*** and we believe change and recovery are possible for all people.
- We embrace ***diversity*** as a core component of strength among our workforce and clientele.
- We strive for a welcoming and inclusive organizational culture and commit to culturally competent practice and service delivery.
- We believe that our employees are our greatest resource to fulfill our mission; we seek to recruit, develop and maintain a ***workforce that is engaged***, accountable, respected, and supported to be successful.
- We value ***partnerships with the community*** and we strive to collaborate, coordinate efforts, and share resources to collectively improve outcomes for citizens.
- We uphold the value of ***stewardship*** and we commit to the responsible and efficient management of resources.



Rock County Human Services Department Professional Standards

As an employee of the Rock County Human Services Department, I will:

- Behave in a manner that is consistent with the Vision, Mission and Guiding Principles of the Rock County Human Services Department.
- Abide by the guidelines of the "Commitment to Co-Workers."
- Provide all services in accordance with applicable federal, state and local laws, rules and regulations, as well as County and HSD policies and procedures.
- Participate in activities that promote quality assurance and quality improvement and bring concerns regarding possible deficiencies or errors in the quality of care, treatment or services provided to clients to the attention of my supervisor or someone who can properly assess and resolve the concern.
- Conform to the codes of ethics and standards for respective professions and licensure, and exercise sound judgment in the performance of duties.
- Comply with all policies, laws and regulations governing the confidentiality of information.
- Promote a positive image for RCHSD, its employees and its services.
- Conduct myself in a manner appropriate to my standing as a representative of local government, representing the best interests of the County's citizens.
- Avoid actual or perceived conflicts of interest as defined in the Personnel Ordinance, County Ordinance Section 18.602.
- Never involve consumers and their families or other service providers in criticism or controversy related to internal policies, practices, staff actions or personalities.
- Perform duties in a way that promotes public trust and encourages participation in, and access to, County programs and resources.



Rock County Human Services Department Commitment to My Co-Workers

As your co-worker and with our shared goal of providing excellent service to our clients and each other, I commit to the following:

- I will accept responsibility for establishing and maintaining healthy interpersonal relationships with you and every other member of our team.
- I will talk to you promptly if I am having a problem with you. The only time I will discuss it with another person is when I need advice or help in deciding how to communicate with you appropriately.
- I will establish and maintain a relationship of functional trust with you and our other co-workers. My relationships with each of you will be equally respectful, regardless of job titles or levels of educational preparation.
- I will not engage in the "3 Bs" (bickering, back-biting and blaming). I will practice the "3 Cs" (caring, committing and collaborating) in my relationship with you and ask you to do the same with me.
- I will not complain about another co-worker and ask you not to as well. If I hear you doing so, I will ask you to talk to that person.
- I will accept you as you are today, forgiving past problems and ask you to do the same with me.
- I will be committed to finding solutions to problems rather than complaining about them or blaming someone for them, and ask you to do the same.
- I will affirm your contribution to quality client care and program support.
- I will remember that neither of us is perfect, and that human errors are opportunities, not for shame or guilt, but for forgiveness and growth.

- Created by Marie Manthey



Rock County Human Services Department

Leadership Charter

As leaders in our organization, we believe our organizational values guide us in our work with colleagues, families, clients and community members.

We commit to the following:

- Lead by example in order to promote an organizational culture that supports the Mission, Vision and Values of Rock County and the Human Services Department.
- Promote a culture of transparency by clearly communicating expectations and assuring that staff have access to the information they need to do their jobs.
- Demonstrate personal responsibility for continued growth and development as a member of this team.
- Understand the individual strengths and needs of each staff person while supporting and empowering staff to improve and grow professionally.
- Collaborate with internal and external partners to effectively promote team development.
- Prioritize and manage relationships as the primary means of earning trust and influencing outcomes.
- Demonstrate accountability for continuous quality improvement including identifying needs and potential solutions across the Department.



Extension

UNIVERSITY OF WISCONSIN-MADISON

Mission:

We teach, learn, lead and serve, connecting people with the University of Wisconsin–Madison, and engaging with them in transforming lives and communities.

Vision:

We want to become a thriving, well-known and sought-out educational resource that reflects the rich diversity of the state.

Values:

Community:

We empower others and ourselves by listening to, learning from, and respecting local knowledge. We value our partnerships and believe community voices are critical to success. We work in community with one another to build a culture of collegiality.

Discovery:

We promote lifelong learning, unbiased transformational education and excellence through our scholarly work. We integrate University research with community-based knowledge to explore new solutions and their practical applications. We encourage innovation in teaching, research and outreach to serve the public good.

Respect:

We appreciate and serve stewards of our state's resources. We honor and value each other's time and talents. We seek to maintain a balance between life and work priorities.

Relationships:

We foster positive relationships through honesty, open communication and accountability. We meet educational needs by creating linkages among cultural, economic and environmental contexts. We recognize and trust the essential and interconnected nature of all roles within Extension.

Inclusiveness:

We recognize, appreciate and honor the differences, similarities and contributions of all people and communities. We are intentional in our efforts to ensure equity, justice and fairness. We embrace new ideas and approaches in our work.