



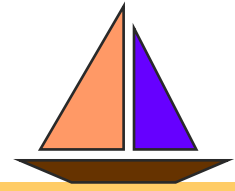
# Performance Accountability



- Section 216, Florida Statutes, the Government Performance and Accountability Act, requires submission by state agencies of performance-based budget requests, programs, and performance measures.
- Chapter 186, Florida Statutes, requires each agency to identify the measurable objectives that will be used to judge the achievement of the goals and objectives in their Agency Strategic Plans.



# What is Sterling?



## ■ The Sterling Process

- A management system and related assessment which provides a clear concise look at how an organization conducts business today, how well the organization is doing in all parts and elements, and how it prepares to meet the challenges of tomorrow.
- Improves communication, productivity, effectiveness and helps to achieve strategic goals.
- The Sterling Criteria for Organizational Performance Excellence is based on the Malcolm Baldrige Criteria, which are nationally recognized as the world-class standard for organizational excellence.



# Sterling Journey



- Assessment Surveys
- Focus Groups
- Senior Leadership Team
- Process Teams:
  - Employee Recognition/Reward
  - Employee Satisfaction
  - Communications
  - Measurements
  - Strategic Planning





# Seven categories



- Leadership
- Strategic Planning
- Customer and Market Focus
- Measurement
- Analysis and Knowledge Management
- Human Resource Focus
- Process Management
- Results



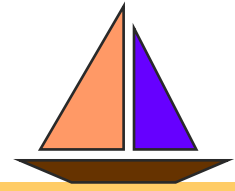
# Vision, Mission and Values



- **February, 2006: Carroll Consulting, Inc. met with BOCC to gather input:**
  - Affordable workforce housing
  - Balanced environment and economy
  - Exciting tourist attraction
  - Working with partners
  - Unique island community
- **May, 2006: BOCC adopted Mission, Vision and Value Statements**



# Cornerstones of Leadership Stewarding Direction Utopia in the Florida Keys

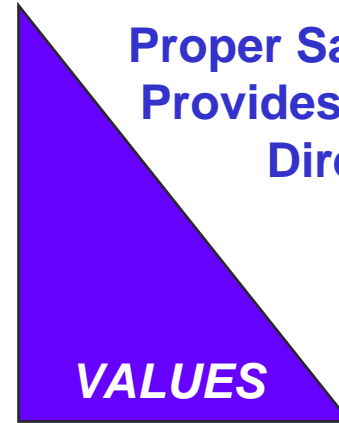
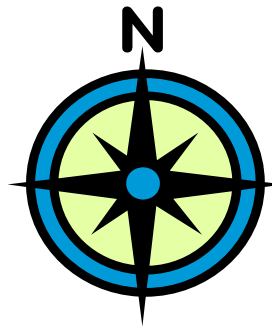


## Full Sails Provides Propulsion

Working and learning together to maintain the diverse community by preserving the natural resources and habitat that makes us a unique and preferred place to live and visit!



*What will we become in the future?*



Proper Sail Trimming Provides Behavioral Direction

*What do we believe in?*

## *Mission*

*Why do we exist? What's the purpose?*

The mission of Monroe County is to provide outstanding public service responsive to the needs of our citizens, our unique community, and our environment.

**Solid Hull provides the Foundation**



# Our Values

We believe in the highest of ethical behavior as we sail the Seven “C”s

- **Competence = knowledge.** We encourage a competent workforce through continuing education and training. Knowledge adds value to the services we provide and increases employee and citizen satisfaction.
- **Creative = new ideas.** We are open to new ideas. We believe in taking fresh approaches to overcome challenges while striving to add value to the services we provide to our community.
- **Committed = career as a calling to public service.** We believe that service to government is the highest career calling. A professional attitude imposes a pledge of excellent performance with a commitment to the organization.
- **Concern = fiscal responsibility.** We believe fiscal responsibility demonstrates our respect for the citizens whose taxes support our organization. Fiscal responsibility recognizes that most problems cannot be solved by money alone; however, take seriously our task to safeguard the public trust.
- **Care = positive and supportive work environment.** We provide a positive work environment for our employees by recognizing their needs and allowing a balance with their professional and personal lives. We treat everyone with respect. We are compassionate and responsive to the needs of all citizens.
- **Communication = exchange of ideas.** We believe that two way communication amongst our organization, our employees, and our citizens is essential. We encourage feedback and the sharing of ideas. By working together, we can share information and improve our services through open government.
- **Continuity = fairness, equality and sustainability.** We believe in fairness and equality and place emphasis on truth and honesty in all of our actions. Through the use of strategic planning we ensure the continuity and sustainability of County services and programs.



# What do we hope to achieve?



- Confirm our strengths
- Focus on opportunities for improvement
- Increase efficiency
- Achieve higher levels of employee and customer satisfaction
- Governor's Sterling Award

