Your Fairfield County Auditor's Office:

Strategic Plan

FAIRFIELD COUNTY • OHIO AUDITOR

The mission *of the Fairfield County Auditor's Office is to perform statutory duties with excellence, integrity, and innovation while embracing outstanding internal and external customer service to continuously improve county government.*

THEMES

Provide Supervisory Support & Coaching Opportunities for Team Members

Accomplishments:
- ✓All-staff touch-base meetings
- ✓All-staff survey
- ✓Position description updates
- ✓Inservices re: referrals and annual retreats
- ✓Issued an office Code of Ethical Conduct
- ✓Request by CAAO to create and host leadership conferences

Training/Development:
- ✓Mid-term and annual performance assessments
- ✓1:1 meetings: Time with the County Auditor Initiative
- ✓In-services and annual retreats
- ✓Team building and recognition activities
- ✓Strengths assessments
- ✓Individualized, goal-setting coaching sessions
- ✓Performance assessment activities supervisor training
- ✓Received tech-credit grants
- ✓Celebrate Women & Leadership Summit
- ✓Members of AGA, GFOA, and CPIM - attend multiple seminars and led conferences

Awards:
- ✓Developed a traveling trophy award: The Excellence Project

Focus on Strengths & Customer Service

Accomplishments:
- ✓Championed customer service standards
- ✓Happiness Project to increase community engagement and build upon individual strengths
- ✓Honored those with exceptional Weights & Measures practices
- ✓Inventory assignments for efficiency and to support internal customers
- ✓Continuity of operations plans
- ✓Documented open meeting procedures for the TIRCs, BOR, and Budget Commission
- ✓Met all deadlines for payroll and financial reporting
- ✓Conducted outreach with associations and the general public (more than 60 presentations conducted)
- ✓Provided same-day legal review for lot splits

Training/Development:
- ✓Record 98% CAUV apps returned prior to deadline
- ✓Created lot splits factsheet to help with house development
- ✓Conducted internal trainings
- ✓Two-week onboarding training for new employees
- ✓Conducted customer surveys
- ✓Developed Lot Split Application
- ✓Developed DocLink for Settlements

Awards:
- ✓NACO Achievement Award for Board of Revision services and statewide references

Improve Communication and Outreach

Accomplishments:
- ✓300 visitors to REA building during Tour of Homes
- ✓Hosted Real Estate Summit
- ✓Partnered with OSU Ext. for landscaping project
- ✓Public records request response: one-day average
- ✓Website inquiry response: one-day average
- ✓Tripled social media presence
- ✓Updated office directory with purpose statements and contact information
- ✓Monthly newsletter for internal and external customers
- ✓60+ news releases distributed, (Up from 0 in 2021)
- ✓Proclamations for accounting/appraising skill awareness, GIS, W&M
- ✓Multiple Auditor fact sheets and videos
- ✓Updated websites to provide more information for the public
- ✓Served as subject matter experts to other counties

Training/Development:
- ✓Attended township, school district, and other entity meetings
- ✓Conducted all access training
- ✓Conducted ethics training
- ✓Conducted mental health first aid training
- ✓Partnered with Ohio Prisons for workforce training
- ✓Conducted fraud/risk management training

Improve Use of Technology and Records Management Processes

Accomplishments:
- ✓GIS partnership with public safety to improve response times
- ✓New informal hearing electronic scheduling option
- ✓Electronic signature process
- ✓Electronic option for the conveyance of property, now used more than 70% of the time
- ✓Map of the Month initiative
- ✓New monitoring tool for financial systems technology
- ✓Participated in Records Commission
- ✓Reviewed websites for ADA-compliance
- ✓Maintained current technology for GIS users, including multiple county entities
- ✓Managed software as a service function for financial systems to reduce down time

Training/Development:
- ✓Participated in county-wide IT group
- ✓Cybersecurity training for team
- ✓Implemented AI for improved motel lodging tax collections to benefit tourism

Awards:
- ✓GIS received 1st place in the statewide Analytic Mapping Contest
- ✓GIS showing leadership in statewide workgroup to improve digital parcels

Update Financial and REA Processes to Add Value

Accomplishments:
- ✓Intentional in-reach strategies to help internal customers
- ✓Fact sheets to support local school districts and libraries
- ✓New capitalization threshold and depreciation
- ✓Waived requirements for Budget Commission formal hearings
- ✓Participated in multiple work groups to improve countywide services
- ✓Improved technology deliverables
- ✓Contract monitoring tool
- ✓Civic education tools for real estate assessment; three videos
- ✓Updated Internal Control Manual
- ✓Informal hearings
- ✓Appraisal and new construction notices
- ✓Minimum standards for conveyance of property
- ✓Conduct of TIRC meetings, established website presence
- ✓Efficiency of Board of Revision processes

Training/Development:
- ✓New GASB Standards
- ✓Payroll training activities, inter-and intra-departmentally
- ✓Payroll onboarding processes

Awards:
- ✓Excellence Awards for Financial and Popular Reporting
- ✓Auditor of State Award with Distinction

HONORS...

- AGA Excellence in Government Service
- Ohio University Recognition of Distinction
- DD Partner of the Year
- Jane Johnsen Award
- Floyd Wolfe Award
- CLE Commission
- Community Choice Employer of the Year
- USA Today Top Employer
- National Award of Excellence in Financial Reporting
- National Award of Excellence in Popular Reporting
- Inaugural OU Women's Leadership Summit
- Staff featured in state and local news puplications
- 1st Place Statewide Analytical Maps (GIS)
- National Compendium of GIS Best Practices
- Best Practice for Civic Outreach - Athens Advocacy
- 100% of team achieved a Certificate of High Performance Leadership for National Association of Counties (NACO)
- Dr. Carri Brown, 2023 FBI Citizenship Academy and Community Emergency Response Team training graduate
- Coronet Awards from the Fairfield County Heritage Association

PRESENTATIONS AVAILABLE

- Proper Public Purpose
- Grants 101
- Leadership Training
- Strategic Planning
- The Role of Local Government and the County Auditor

CONTACT US!

740-652-7020 • co.fairfield.oh.us/auditor • FairCoAuditor • FairfieldCountyAuditor • FairCoAuditor • fairfield-county-auditor