## 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:**
- ✓Held CAAO trainings
- ✓All-staff touch-base meetings
- ✓All-staff survey
- ✓Position descriptions updated
- ✓In-services and annual retreats
- ✓Issued a Code of Ethical Conduct
- ✓Voted Best Workplace

**Training/Development:**
- ✓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 & supervisor training
- ✓Received tech-cred grants
- ✓OU Leadership Summits
- ✓Members of AGA, GFOA, IAAO, and CPIM - attended seminars

**Awards:**
- ✓Developed a traveling trophy award: The Excellence Project
- ✓OU Community Partner Award

### Focus on Strengths & Customer Service

**Accomplishments:**
- ✓Implemented a new dog tag system
- ✓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 public (more than 80 presentations conducted)
- ✓Provided same-day legal review for lot splits

**Training/Development:**
- ✓Record 98% CAUV apps returned prior to deadline
- ✓Created lot splits fact sheet 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 manual
- ✓GFOA Leadership Award

### Improve Communication and Outreach

**Accomplishments:**
- ✓Expanded personal meeting opportunities for sexennial update
- ✓Drafted multiple white papers and advocated for property tax reform
- ✓300 visitors to REA building during Tour of Homes
- ✓Hosted Real Estate Summit
- ✓Partnered with OSU Ext. for landscaping project
- ✓Public records request response: on the same day on 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
- ✓45+ news releases distributed Proclamations for accounting/appraising skill awareness, GIS, W&M
- ✓Multiple Auditor fact sheets and videos
- ✓Updated websites to provide more information
- ✓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:**
- ✓Solidified ERP Governance & engaged all stakeholders
- ✓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 used more than 70% of the time
- ✓Map of the Month initiative
- ✓New monitoring tool for financial systems technology
- ✓Participated in Records Commission, improved document imaging
- ✓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

**Awards:**
- ✓GIS received 1st place in the statewide Analytic Mapping Contest
- ✓GIS showed leadership in statewide work groups 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 political subdivisions
- ✓New capitalization threshold and depreciation
- ✓Waived requirements for Budget Commission formal hearings
- ✓Implemented DocLink for Budget Commission
- ✓Participated in multiple work groups to improve county-wide 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

## GOALS ACHIEVED

## HONORS...

- AGA Excellence in Government Service
- GFOA Achievement Awards
- OU Recognition of Distinction
- OU Partnership Award
- Auditor of State and CAAO Honors
- 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
- 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!**

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