



Board of County Commissioners Agenda Request

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Agenda Item #

Requested Meeting Date: March 28, 2017

Title of Item: Accept Big River Group, LLC Strategic Plan Proposal

<input checked="" type="checkbox"/> REGULAR AGENDA <input type="checkbox"/> CONSENT AGENDA <input type="checkbox"/> INFORMATION ONLY	Action Requested: <input checked="" type="checkbox"/> Approve/Deny Motion <input type="checkbox"/> Adopt Resolution (attach draft)	<input type="checkbox"/> Direction Requested <input type="checkbox"/> Discussion Item <input type="checkbox"/> Hold Public Hearing* <small>*provide copy of hearing notice that was published</small>
Submitted by: Jessica Seibert, County Administrator		Department: Administration
Presenter (Name and Title): Jessica Seibert, County Administrator		Estimated Time Needed: 5 min.
Summary of Issue: <p>Previous Board discussion has been held regarding the completion of a strategic plan to identify organizational values and priorities. This will complete the work conducted by the Board and staff in 2015.</p> <p>Proposals have been received from the Association of MN Counties and Big River Group, LLC (please see attached proposals). In speaking with the Isanti Co. Administrator, he noted that they have conducted one full day and two half day sessions with AMC.</p> <p>Staff recommends accepting the proposal from Big River Group, LLC based on the proposed work to be performed, cost and client feedback.</p>		
Alternatives, Options, Effects on Others/Comments: 		
Recommended Action/Motion: Accept written proposal from Big River Group, LLC for strategic planning services.		
Financial Impact: Is there a cost associated with this request? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No What is the total cost, with tax and shipping? \$ 4,820.00 Is this budgeted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>Please Explain:</i> Not budgeted by previous administration.		



Association *of* Minnesota Counties

Strategic Planning Facilitation (*Estimate*)

Send Invoice to:

Jessica Seibert, Administrator
217 2nd Street NW, Rm. 134
Aitkin, MN 56431

Strategic Planning Session – On-site
per half-day
per full-day

\$1000.00
\$1500.00



Isanti County's Mission
 Working Together to Deliver Quality Services that are
 Valued by the Community, Today and Tomorrow.

County Values

All Isanti County employees are dedicated to upholding these values:

- Be professional, respectful and accountable.
- Foster a culture of collaboration.
- Assure long term fiscal stability.
- Emphasize excellence in customer service.
- Empower people to become self-sufficient.

**"ISANTI COUNTY
 IS A STEP ABOVE
 THE REST!"**

County Vision Priorities

Cutting Edge Technology Development to Better Serve Public Needs

1. Determine each county departments online service options.
2. Increase accessibility of quality customer services for the public through technology options.
3. Work with technology department, non-profit technology experts such as Blandin Foundation and community partners to establish a countywide effort to expand broadband.
4. Explore options for EDMS for departments.
5. Research each county departments technology needs for the future.
6. Develop cost projections for county technology needs to enable the county to expand access.
7. Improve staff technology education options.

**"ISANTI COUNTY
 GOVERNMENT
 IS NOW TOTALLY
 AVAILABLE
 ON-LINE!"**

**"ISANTI COUNTY
 PROVIDES MORE
 FOR LESS!"**

Maintain and Enhance a County Employee Workforce That is Efficient and Effective in Meeting Public Needs.

Evaluate Barriers:

- Research other comparable counties to gather information on job descriptions, benefits, and salary structures.
- Compare Isanti County to this data. (Internal comp worth study)

Internal Evaluation:

- Determine accurate data on turnover rates within departments.
- Complete exit interviews of former employees.

Research Current Employee Perspectives:

- Research why county employees stay in county government.
- Gain feedback at office meetings on engagement and satisfaction levels.

Hire and Retain Quality Employees:

- Use information gathered above to strategically retain employees.

Streamline County Service Infrastructure and Processes to Increase Efficiency.

Emphasize Lean Process implementation:

- Consider lean coordinator position feasibility.
- Promote lean culture throughout the county.

Explore and identify opportunities to streamline service infrastructure:

- Hold more strategic planning retreats both countywide and among similar service areas (EE, public safety, land records).
- Research and review what other counties have done to streamline infrastructure.

**"ISANTI COUNTY
 IS THE PLACE TO
 LIVE AND THRIVE!"**

Initiate and/or Support Economic Development Efforts to Build a Strong Future for Isanti County.

1. Develop a committee or working with current committee infrastructure to identify barriers to economic development.
2. Identify the key stakeholders that need to be involved to move the effort forward.
3. Pursue connections with other county economic development structures in the county and regionally.
4. Explore county possibilities to initiate or support increased residential development.
5. Research infrastructure needs for development (sewer and water).

**"ISANTI COUNTY
 IS THE FUTURE...
 FOLLOW US!"**



Aitkin County, MN • March 2017

Proposal for Retreat for County Commissioners

Purpose

The purpose of this proposal text is to describe a process designed to guide and assist the Aitkin County Commissioners through the problem-solving and planning necessary to build on current successes, refine work systems & styles, and help new and experienced Commissioners & new Administrator identify desired processes & procedures, and make progress on:

- 1) ID values & vision to guide completion of strategic plan
- 2) Completion of strategic plan
- 3) ID desired roles & responsibilities for all key decision-making positions

Proposal Design & Plan

This proposal has been developed to provide a systematic method for the Aitkin County Commissioners to move through the identification and refinement of their methods of doing business. The session materials proposed have been used extensively with elected councils & boards from governmental, service and educational organizations; including cities, counties, school districts, interagency collaboratives, educational service cooperatives, non-profit organizations; as well as with corporate boards.

Development & Delivery of Retreat Project

1) Pre-session Work

- A) Telephone conversations with each Commissioner (& department heads?)
- B) Draft agendas & Session materials developed & presented to County Administrator & Commissioners for review, edits and/or approval prior to sessions

2) Work Sessions

Each of the session agendas will be developed to address items as identified by Commissioners during phone calls.

Session 1 (approx. two hours)

- A) Briefly review prior work to develop elements of strategic plan
- B) ID & discuss elements of desired values to guide completion of plan
- C) ID elements of a desired long-term vision for the county
- D) Discuss next steps & evaluate the session

Session 2 (approx. two hours, with department heads)

- A) Briefly review prior work to develop elements of strategic plan
- B) Review updates & progress within departments that may affect final Plan
- C) Commissioners identify benchmarks for progress on plan
- D) Discuss next steps & evaluate the session

Session 3 (approx. two hours)

- A) Briefly review results from both prior sessions
- B) Review & specify desired roles & responsibilities
- C) Discuss next steps & evaluate the session

3) Post-Session Work

- A) We prepare all final products from the session & e-mail results to County
- B) Additional assistance via phone, Skype or in-person for one year

About the Proposer

Dr. Bruce Miles is the owner & CEO of the Big River Group, LLC. He has also been an Assistant Professor & taught Graduate & Doctoral coursework in the areas of leadership, research, planning, finance & personnel. He is a national-level presenter and trainer in the areas of strategic planning, organizational improvement, organizational conflict, & difficult employees.

Bruce has worked as a consultant for the past thirty-four years and works with more than 8,000 participants/110 organizations each year in the areas of:

- Strategic "Chainsaw" planning
- Workplace climate issues
- Leadership training
- Personnel selection & onboarding
- Resistant employees
- Differentiated coaching
- Succession Planning
- Reducing organizational conflict
- Followership training
- Hiring & firing
- Sales management / training
- 360-Feedback projects

Recent clients & organizations include:

- City, county & regional governmental units
- School districts, colleges and universities
- Educational Service Cooperatives
- Medical practices, hospitals and related organizations
- Financial service organizations
- Law firms
- Businesses & manufacturers
- Nonprofit agencies & service providers
- Interagency family service and mental health collaboratives
- Monks
- Hockey Teams

Bruce can be reached @ (800) 500-7017 (office) 320-260-2612 (cell), by e-mail at bruce@bigrivergroup.com, or on his website at www.bigrivergroup.com.

Tasks & Costs

1) Pre-session Work	Steps A, B	\$720.00
2) Work Sessions		
Session 1	Steps A, B, C, D	\$4100.00
Session 2	Steps A, B, C, D	
Session 3	Steps A, B, C	To be negotiated if necessary
3) Post-Session Work	Steps A, B	(No charge)