# Palm Beach County's Strategic Priorities and Cross-Departmental Teams

OFFICE OF FINANCIAL MANAGEMENT & BUDGET DEPARTMENT
STRATEGIC PLANNING & PERFORMANCE MANAGEMENT
DIVISION



Keith A. Clinkscale
Director Strategic Planning &
Performance Management
Lean Six Sigma Black Belt



Marcela Carneiro Millett LMHC, MCAP, CMHP, NCC Senior Strategic Planning Performance Analyst

**Board of County Commissioners CDT Presentations** 

December 15, 2020



# Moving from Outstanding to a Culture of Excellence!

The BCC workshop, in November 2018, allowed County Administrator, Verdenia Baker, and the Board of County Commissioners to redefine the County's Vision and Mission to better-align with PBC's current trajectory.

Six Strategic Priorities were also identified and serve as the basis for all County Departments to follow in their own strategic plans.

Cross-Departmental Teams were created to address these strategic priorities.

Palm Beach County Board of County Commissioners

#### VISION, MISSION, VALUES, GOALS & STRATEGIC PRIORITIES



Core Values

# FUNDAMENTAL COMPETENCE

Trainings, tools, and professional development.



## UNWAVERING COMMITMENT

Do the right thing for the right reasons for our residents.



#### CREATIVE LEADERSHIP

Explore fresh approaches with an open mind.



## INTERACTIVE COMMUNICATION

Share information, listen attentively, provide feedback.

#### **OUR VISION**

Think strategically and anticipate the future. Ensure that decisions we make today will have lasting value.



#### Palm Beach County Board of County Commissioners

#### **OUR MISSION**

To drive a continuous improvement culture of excellence that achieves a measurably high level of public satisfaction.



Customer Focus
Performance Measures
Empowerment
Continuous Quality Improvement
Cost-Efficiency

ECONOMIC DEVELOPMENT



**Strategic Priorities** 

HOUSING & HOMELESSNESS



ENVIRONMENTAL PROTECTION



**INFRASTRUCTURE** 



**PUBLIC SAFETY** 



SUBSTANCE USE & BEHAVIOR DISORDERS





December 15, 2020

# Six Teams, One Mission

Once the Cross-Departmental Teams (CDT's) were created, each CDT created a Mission, Goals, Strategies and ways to break down silos within the County.

As collaborative opportunities appeared, departments worked together to leverage resources and expertise, allowing for more efficient processes and a cost-savings to the County.

Each year, the CDT's present an update to the BCC on the goals they have achieved and new prospects they plan to partake in that align with their particular Strategic Priority.

### **Cross-Departmental Teams**

	ECONOMIC DEVELOPMENT	HOUSING/ HOMELESSNESS	ENVIRONMENTAL PROTECTION	INFRASTRUCTURE	PUBLIC SAFETY	SUBSTANCE USE & BEHAVIOR DISORDERS
Airports					<b>V</b>	
Community Services	· /	<b>~</b>			<b>'</b>	<b>-</b>
Cooperative Extension	<b>~</b>	<b>~</b>	<b>V</b>		<b>~</b>	<b>V</b>
Criminal Justice Commission		<b>~</b>			<b>~</b>	<b>~</b>
Engineering & Public Works			<b>~</b>	<b>~</b>		
Environmental Resources Management			<b>~</b>			
Equal Business Opportunity	<b>~</b>					
Facilities Development & Operations	<b>~</b>		<b>~</b>	<b>~</b>		
Fire Rescue	<b>~</b>	<b>~</b>		<b>~</b>	<b>~</b>	<b>~</b>
Housing & Economic Sustainability	<b>~</b>	<b>~</b>		<b>~</b>		
Human Resources	<b>~</b>					
Library	<b>~</b>	<b>~</b>		<b>~</b>	<b>~</b>	<b>~</b>
Medical Examiner's Office						<b>~</b>
Office of Community Revitalization	<b>~</b>	<b>~</b>	<b>~</b>	<b>~</b>		<b>~</b>
Office of Resillence			<b>~</b>	<b>~</b>		
OFMB	<b>~</b>	<b>~</b>	<b>~</b>	<b>~</b>	<b>~</b>	<b>~</b>
Palm Tran			<b>~</b>	<b>~</b>		
Parks and Recreation	<b>~</b>	<b>~</b>	<b>~</b>	<b>~</b>	<b>~</b>	<b>~</b>
Planning, Zoning & Building	<b>~</b>	<b>✓</b>	<b>~</b>	<b>~</b>	<b>~</b>	<b>~</b>
Public Safety	<b>✓</b>	<b>✓</b>			<b>✓</b>	
Risk Management				<b>~</b>	<b>~</b>	<b>~</b>
Tourist Development Council	<b>~</b>			<b>~</b>		
Water Resources			<b>~</b>	<b>~</b>		
Water Utilities	<b>~</b>		<b>~</b>	<b>~</b>	<b>~</b>	
Youth Services	<b></b>		Departmental Te		<b>/</b>	<b>-</b>

<sup>\*</sup> Cross Departmental Teams for Each Stragetic Priority

Through strategic planning sessions and analyzing the County's needs, six Strategic Priorities were identified and adopted by the County Administrator and Board of County Commissioners for Fiscal Years 2019/2020. Six cross-departmental high-performance teams were created to address each of the six strategic priorities. Departments were surveyed to categorize those that contributed time and resources to a particular area, thus adding them to a "Cross-Departmental Team" (CDT). Several departments participate in more than one CDT. Departments that provide internal customer service or support to these CDT's are also noted and are equally important to addressing the County's strategic priorities.

# Supporting Departments to the Teams:

- Administration
- Equal Opportunity
- Information Systems Services
- Legislative Affairs
- Public Affairs
- Purchasing

