



COUNTY OF MENDOCINO
EXECUTIVE LEADERSHIP TEAM

Mendocino County Operational Processes Project (Special Ops) Charter

Date Created: 12/28/2023	Date Approved: 2/1/2024
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*Our
Leadership Philosophy*

In order to achieve effective leadership at all levels, and excellence in public service, we believe...

(1) Trust and integrity are essential.

(2) In departments working together as one organization.

(3) In employees being involved in key program and policy decisions that impact the organization.

(4) That investing in and supporting employee development results in the retention and promotion of quality employees.

(September 9, 2013)

Project Name: Mendocino County Operational Processes Team (Special Ops)

Description and Purpose:

Special Ops is a participative team that will provide recommendations to Mendocino County Executive Leadership Team (MCELT) and will participate in, and champion, the implementation of improvements to Mendocino County Policies and Procedures.

Project Background, Summary, and Scope:

After several rounds of HPO exercises and brainstorming the barriers to becoming HPO, Operational Procedures was one key area identified. There are several policies, processes, and procedures that would be helpful to clarify and identify potential improvements, which would lead to better County efficiency and functionality.

The Special Ops group will work with subject matter experts on outdated and/or inefficient County policies, procedures, and processes to recommend improvements and changes.

Provide Examples of Project Goals and Objectives:

- 1. Review policies and procedures*
- 2. Increase procedural efficiency*
- 3. Improve customer service*
- 4. Protect public resources*
- 5. Empower employees to make decisions at all levels*
- 6. Recommend policy changes to Board of Supervisors and key staff*
- 7. Recommend procedure/supporting document changes to key staff*
- 8. Create user friendly guides to common processes and procedures*
- 9. Identify mechanisms for education about policies and procedures*

Provide Examples of Project Deliverables:

Recommendations, user guides and/or educational mechanisms respecting:

- 1. Low Hanging Fruit: easily updated and less complex policies (6-8 of the brief, outdated policies) (6 month)*
- 2. Policy #50: Social Media Use (12 month)*

Support Needed:

The group will need countywide, departmental commitment and support in creating workgroups made up of subject matter experts, a budget for workgroup facilitators, meeting materials, and meeting space.

Project Timelines:

Low Hanging Fruit – 6 months	
Policies: #4 Travel Reimbursements #6 Management Review #8 Proclamations #12 Accountability for Shortages of County Funds #53 COVID-19 Advanced Sick Leave #54 COVID-19 Implementation of FFCRA	
Project Related Date	Month/Year
Anticipated Start Date	2/1/2024
Anticipated Date to MCELT	8/1/2024

12 months	
Policy #50 Social Media Use	
Project Related Date	Month/Year
Anticipated Start Date	2/1/2024
Anticipated Date to MCELT	2/1/2025