

ICMA LGMF Fellow – Catawba County
Proposed Work Plan

1. **Budget management / analyst responsibilities** – Assume responsibility for budget development and monitoring for one or more County department operating and capital budgets. *Project Contact: Jennifer Mace*
2. **Community engagement / communications enhancement** – Using social media, video, and graphic design skills, work with the Assistant County Manager and Public Information Officer to implement strategies that “freshen up” Catawba County’s public image, enhance citizen and employee engagement, and promote broader access to information about County government. *Project Contacts: Mary Furtado and Dave Hardin*
3. **Energy Retrofit Reporting** – Working with Facilities Maintenance, prepare a report summarizing the energy savings and monetary return-on-investment that has resulted to date from the energy audit / lighting retrofit implementation. *Project Contact: Robert Huffman*
4. **Rent vs. Own Square Footage Analysis** – Collaborate with Assistant County Manager and Library on evaluating the efficiency of renting space for a County library in the Mountain View area versus owning that space. Develop a replicable methodology for analyzing the break-even point and use that methodology to evaluate the current rental set-up for the Southwest Branch Library, culminating in a recommendation to either maintain the existing relationship or to explore alternatives. *Project Contacts: Dewey Harris and Suzanne White*
5. **Next-Generation Retention Initiatives** – Perform best practice research and analysis on next generation retention initiatives used in other local governments throughout North Carolina and the nation. Inventory best practices, including how the initiatives are resourced, structured, and institutionalized so they are not perceived as the latest “fad,” with research culminating in a prioritized list of recommended implementation strategies. *Project Contact: Dewey Harris ?*
6. **Data Analysis in Support of Injury Reduction Program** – In collaboration with Emergency Services and Human Resources, perform data analysis and evaluation to establish a data baseline for a program aimed at reducing the number, cost, and severity of work-related musculo-skeletal claims among Emergency Medical Services employees over a 5-year period. *Project Contact: Bryan Blanton*
7. **Outsourced Animal Shelter Contract Evaluation** – Work with Emergency Services to evaluate the effectiveness of the recently established contract with the Catawba County Humane Society for operation and administration of the County’s animal shelter. Perform qualitative and quantitative evaluation of the contract’s effectiveness, including such things as adoption rate, procedure compliance rate, customer satisfaction rating, etc., with the research culminating in recommended changes / additions / deletions to the contract and opportunities for improvement. *Project Contact: Bryan Blanton*
8. **EMS Trend Analysis Update:** Periodically, analysis has been conducted on factors that drive EMS call volume and affect EMS response times to emergency calls. Many factors are considered such as population, population distribution, call volume by geographical area and population, and the primary reasons EMS services were utilized. This data is used when developing Capital Improvement Plan and Service Plan requests. As many things that affect this data, both operationally for EMS and demographically for the County, change on a continual basis, the study should be updated. *Project Contact: Bryan Blanton*
9. **1/3rd Compensation / Classification Study Review:** Review current methodology for conducting annual 1/3 study that looks at pay equity between similarly classed positions and reviews compensation adjustments based upon market rate for the position as well as inequity.

Provide fresh perspective on process and results of reviewing position classifications and associated changes. *Project Contact: Cynthia Eades*

10. **Formal Internship Program Development:** In collaboration with Human Resources, perform best practices research on the structure and framework of successful internship programs. Synthesize research findings into formal recommendation for internship program formation to assist Catawba County in developing viable pipeline of younger qualified prospective employees. *Project Contact: Cynthia Eades*
11. **Evaluation of Fit Responder Program Effectiveness:** Working cooperatively with Emergency Services and Human Resources, conduct data analysis and development of metrics to evaluate the effectiveness of the Fit Responder program, which aimed to reduce the number and financial impact of on-the-job injuries within Emergency Medical Services. *Project Contacts: Bryan Blanton & Cynthia Eades*
12. **Wellness / Benefits Video Development:** Work with Human Resources to develop or identify wellness / benefits' related videos on relevant and engaging topics that would be accessible by the employees all the time, rather than just during lunch-n-learn events or department presentations. *Project Contact: Cynthia Eades*
13. **E911 Communication Center Staffing & Scheduling Analysis:** Work with Technology to review options around shift schedules (3 shifts vs. 4 with rotation) and number of hours per shift. Details at: <http://www.911dispatch.com/comm-center-shifts-scheduling/>. After conducting best practice research around scheduling, work with Chief Information Officer to make recommendations regarding changing or maintaining existing scheduling protocol. *Project Contact: Randy Cress*
14. **Technology tele-work / workspace alternatives analysis:** Assist Technology department in evaluating options around office configuration (open space "pod" structure vs. individual work areas) as it related to job satisfaction, customer service, and productivity, with research culminating in recommended strategies for implementation within the Technology department. *Project Contact: Randy Cress*