



MEMORANDUM

To: MCWD Board of Managers

From: James Wisker

Date: June 12, 2018

Re: Item 4.2 – Operational Priorities: June 14, 2018 Operations and Programs Committee (OPC)

Purpose:

To synchronize staff and Board expectations regarding operational priorities for 2018.

Background:

In order to effectively implement opportunities for continuous improvement within the District's operations, staff and the Board must share a clear understanding of the priority outputs for the Operations and Support Services workgroup, and the process that will be used to deliver them while completing ongoing daily workflow.

The 2017 Strategic Plan outlines historic issues and clearly frames the directional priorities within Operations and Support Services. The following issues/needs were identified:

1. Need to clearly define priority outputs of the workgroup (e.g. categories of work);
2. Need to improve proactive coordination of initiatives with staff and Board (e.g. handbook, IT);
3. Need clearly defined planning processes when engaging staff (e.g. goals, roles, milestones).

To address the aforementioned issues, the Strategic Plan established the goal of developing overarching plans to enhance operational support of the District's mission, delivered through intentionally designed processes in the following areas:

- Financial management and planning
- Information technology
- Facilities management
- Human resource management and planning

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2018 Operational Priorities:

As outlined in the District Administrator transition documents, a key objective over the next 24-months is to effectively manage the planned level of organizational change. This effort requires ongoing calibration around clear tactical priorities, partnership between the Board and staff, and high levels of transparent communication across the organization.

It is particularly important within operations, which is undergoing its own level of transition and change management, that staff and the Board are synchronized on priority initiatives and the measured manner in which those projects will be tackled. This will maintain clarity, optimally focus staff time, and balance needed operational improvements against other mission driven strategic priorities across the organization, which also require Board and staff attention.

To begin aligning expectations, on May 23, 2018, staff met with Operations and Programs Committee Chair, Manager Loftus, to discuss these concepts and begin outlining potential 2018 priorities. The following areas were identified as priorities and will be framed for discussion at the June 14, 2018 OPC.

1. 2019 Budget

Develop the 2019 budget with an emphasis on clearly depicting how projects and programs align to deliver organizational outputs, and providing the budget-revenue breakdowns necessary for the Board to exercise appropriate fiscal oversight and decision making.

2. Information Technology Plan

Develop a clear plan (goals, priorities, schedule) for investment in information technology that integrates data entry, storage, retrieval and management systems to support mission driven programming.

3. Financial Reports

Enhance the quality of routine financial reporting by improving the linkage between budgeting and accounting systems to clearly show projected expenditures against actual expenditures in real time throughout the year.

4. Human Resource Philosophy

Establish and memorialize the District's human resource management framework, including philosophies and policies regarding organizational culture, recruitment, hiring, performance evaluations, accountability, professional development, promotion, retention strategies, classification-compensation, and market competitiveness.

Discussion of these potential 2018 priorities will be facilitated at the June 14, 2018 OPC.

If you there are questions in advance of the meeting, please contact James Wisker at 952.641.4509 or Jwisker@minnehahacreek.org

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