

Human Resources



# County Manager's 2024 Performance Evaluation

December 17, 2024

# Evaluation Parameters

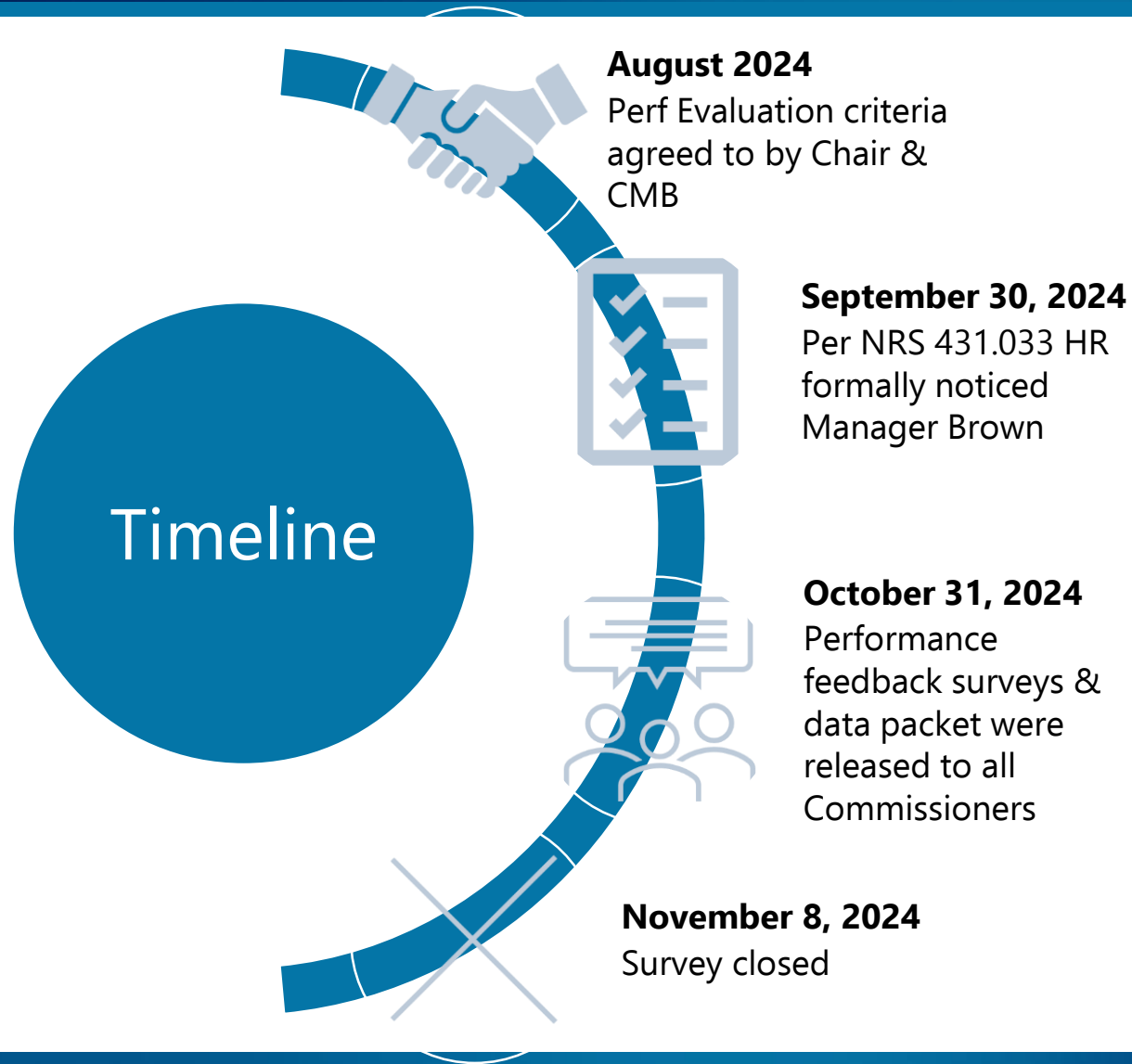




## Performance Evaluation Requirements

- Section 9.c of the current Employment Agreement between Washoe County and County Manager Eric Brown requires:
  - *"Each year prior to or as near as possible to the commencement date of this contract...the Board of County Commissioners will review and evaluate Employee's performance in accordance with the provisions of the Open Meeting Law."*
- NRS 241.033 requires:
  - Written Notice to employee of time and place of meeting at least 5 working days before the meeting.
  - Written Notice of a list of general topics to be discussed.

# Washoe County: County Manager's 2024 Performance Evaluation





## **Changes to the 2024 survey design:**

- Developed weighted components and specific objectives
- Developed data packet to guide rating of objectives
- Instituted three-point rating system & final evaluation rating
- Removed external stakeholder survey
- Realigned the annual Employee Engagement survey to coincide with CM annual evaluation timeline





## Survey Structure:

### 4 weighted components

- Strategic planning initiatives (50%)
- Board relations (30%)
- Internal leadership (10%)
  - \*direct reports only
- Community stakeholder engagement (10%)

### 1 non weighted component

- Recommendations for improvement



## Scoring

- Developed and utilized a rubric to assign the score for each item
- Score averaged by section, and then multiplied by the weight for the category
- Final evaluation score assigned based on rubric:

Rating	Description
1	Minimally effective: partially met objective
2	Effective: met objective
3	Highly Effective: exceeded objective



## Survey Response Rate

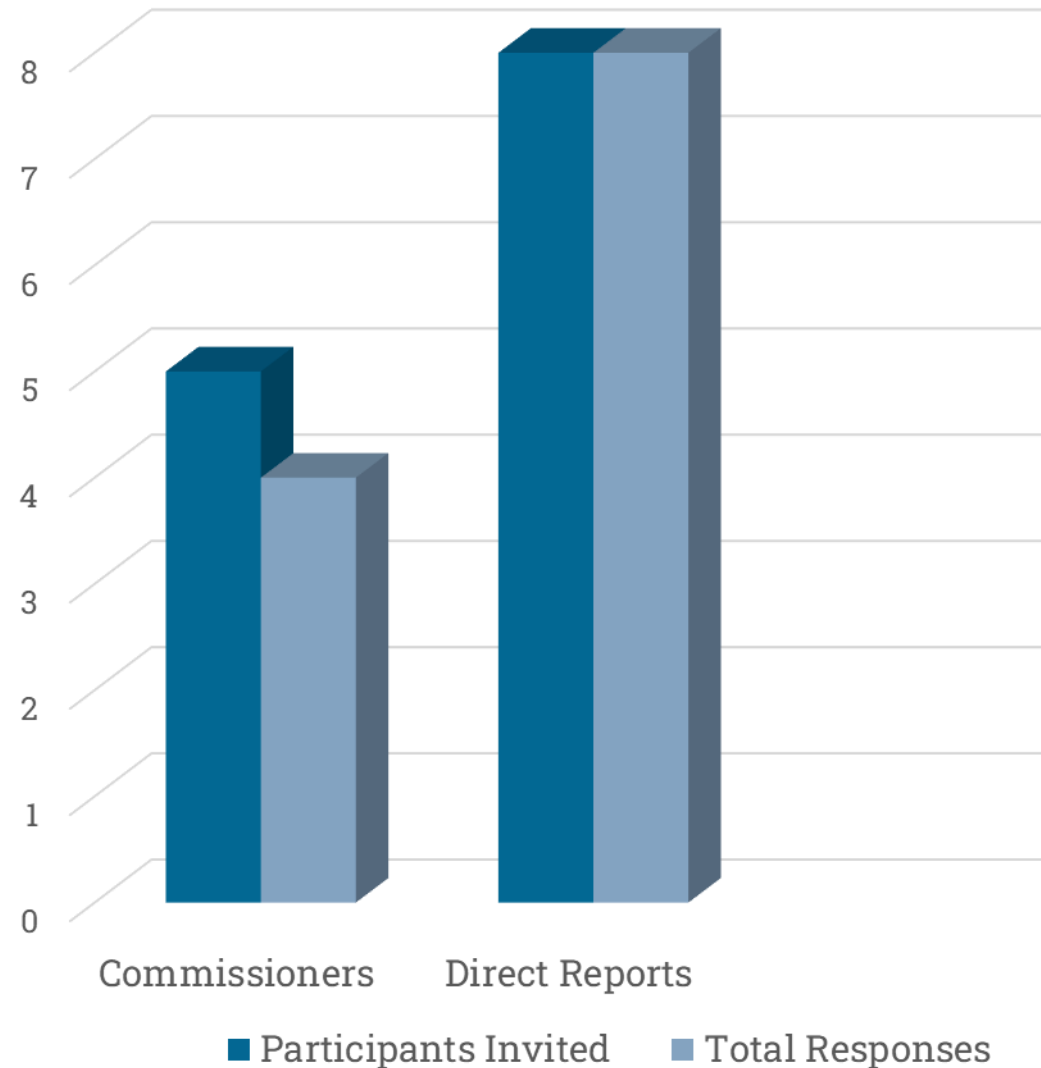
8 Direct Reports surveyed.

✓ 100% Response Rate

5 Commissioners surveyed.

✓ 80% Response Rate

**92% Total Response Rate**





# Survey Results





# Survey Results:

## Section 1: Strategic Plan Objectives

		# of 1 Ratings	# of 2 Ratings	# of 3 Ratings	Avg. of Ratings
1.	Successfully implemented a structurally balanced budget for FY24 based on ACFR final report.	0	1	3	2.75
2.	Obtained BCC approval to a structurally balanced FY25 budget based on BCC approval and State acceptance.	0	0	4	3.00
3.	Obtain Federal/State/Private grants and other funding to support key Strategic Plan initiatives.	0	2	2	2.50
4.	Obtain BCC approval of \$14.5 million IFC funding for West Hills.	0	0	4	3.00
5.	Complete Cares Campus construction.	0	2	2	2.50
6.	Obtain BCC approval for new Affordable Housing projects in Washoe County.	1	1	2	2.25
7.	Hire Mental Health Administrator.	0	1	3	2.75
8.	Obtain BCC acceptance of initial County mental health action plan.	0	2	2	2.50
9.	Obtain BCC approval of West Hills facility utilization plan.	0	2	2	2.50
10.	Complete senior center remodel RFP and initiate remodel projects.	1	0	3	2.50
11.	Complete RFP selection process for Senior Services food vendor.	0	2	2	2.50
12.	Successful implementation of new Voter Registration and Election Management System.	1	1	2	2.25
13.	Achieve regional CAD/Dispatch workplan benchmarks.	0	1	3	2.75
14.	Implement technology solutions to enhance community outreach (Speak Up, Dev HUB at CABS, Wordly.ai).	0	1	3	2.75
15.	Receive BCC approval of Future of Work 9th Street Master Plan.	0	1	3	2.75

**Section  
average =  
2.62**

**1 = Minimally Effective  
2 = Effective  
3 = Highly Effective**

# Survey Results:

## Section 2: Board Relations



		# of 1 Ratings	# of 2 Ratings	# of 3 Ratings	Average of Ratings
1.	Effectively implement the Board's policy directions and philosophy.	0	3	1	2.25
2.	Communicate complete and accurate information to all Board members in a timely manner.	0	4	0	2.00
3.	Obtain Federal/State/Private grants and other funding to support key Strategic Plan initiatives.	0	2	2	2.50
4.	Effectively communicated on and began implementation of Strategic Plan initiatives.	0	3	1	2.25

**Section average = 2.17**

- 1 = Minimally Effective**
- 2 = Effective**
- 3 = Highly Effective**

# Survey Results:

## Section 3: Internal Leadership



		# of 1 Ratings	# of 2 Ratings	# of 3 Ratings	Average of Ratings
1.	Functions as an effective leader of the organization; gaining trust, respect and cooperation.	0	1	7	2.88
2.	Values staff and recognizes them for their contributions.	0	0	8	3.00
3.	Works to be an effective liaison between Board members and staff; allowing staff the space needed to successfully execute the Board policies.	0	2	5	2.63
4.	Provided clear direction to address Strategic Plan initiatives.	0	0	8	3.00

**Section average = 2.88**

- 1 = Minimally Effective**
- 2 = Effective**
- 3 = Highly Effective**



# Survey Results:

## Section 4: Community Stakeholder Engagement

		# of 1 Ratings	# of 2 Ratings	# of 3 Ratings	Average of Ratings
1.	Practices timely and effective communication with all stakeholders on emergency issues within the County.	0	3	1	2.25
2.	Remains accessible to leadership of other agencies, jurisdictions, and organizations and displays appropriate diplomacy and tact.	0	0	4	3.00
3.	Effectively communicates and coordinates with a variety of stakeholders throughout the region and state.	0	0	4	3.00

**Section average = 2.75**

**1 = Minimally Effective**

**2 = Effective**

**3 = Highly Effective**



One comment received:

Recommendation: Considering the growth of our community and the increase in required services expected to be delivered in a timely and cost-effective manner the burden on staff has also increased. Therefore, given the critical role of the County Managers Office to the entire organization having a thorough review by an independent third party of staffing requirements, roles and responsibilities, organizational structure, communication effectiveness, and workload proficiencies as well as identifying additional resources and recommendations is significant. This review will ensure the strategic goals and objectives outlined by the board of county commissioners are successfully achieved and to prevent an overload of duties on staff. The intention of the review is based on the premise that if the County Manager's office is efficacious then a positive impact to other departments and ultimately, those, we serve throughout our community will be the benefactor.

Congratulations: Reaching above the 80% mark for employee satisfaction, reaching 85% for workplace culture – employees feel someone cares about them as a person, & Strong Budget Performance. Opportunities: Increasing Career Growth employee 36% percentage, Increasing Professional Development/Training for employees, and measuring and anticipating community needs – aim for the balance of being proactive with the required demands of services.





# Survey Results: Final Evaluation Score Sheet

Area of Evaluation	Averaged Score	Section Weight	Weighted Score
Section 1: Strategic Planning Outcomes	2.62	50%	1.31
Section 2: Board Relations	2.17	30%	.65
Section 3: Internal Leadership	2.88	10%	.29
Section 4: Community Stakeholder Engagement	2.75	10%	.28
<b>Final Evaluation Score</b>			<b>2.53</b>

**A rating of 2.53 = Effective**



**Thank you!**