

NYSAC Training for County Officials

County Government Operations

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NYSAC
— NEW YORK STATE —
ASSOCIATION OF COUNTIES



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County Government Operations

County Management Team

- a. Who is your management team? It should be a tight group — the Chief of Staff, the admin director, the communications director and counsel.
- b. Promote a productive, ongoing dialogue. Your management team needs to meet separately from the County Leader at least once a week.
- c. In these meetings — you need to run the show:
 - a. “Ok, what were we talking about last time we met? It was x, y and z, right?”
 - b. So where are we right now on x, y and z? Let’s have an update?
 - c. What should we do next about x, y and z?
 - d. Let’s agree on a plan. Is everybody clear on it? Ok, so here’s what we will do before our next meeting. . .”

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Meeting Management

Internal Staff Meetings

- a. Have an agenda and keep it tight and on target.
- b. Participants need to be prepared – insist on preparation.

External Meetings and Public Events

- a. Prepare a written memo for the principal/boss. It should have the following headings:
 - Description of Event
 - Purpose of Event
 - Background Information
 - Talking Points.

Administrator/deputy executive should be the one that collects and proofs these materials and sends them to the boss in a daily briefing book.

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Daily Briefings

- a. For all internal and external events, and major pieces of work, the boss should be briefed on a daily basis.
- b. Administrator/deputy executive should be the one that collects and proofs these materials and sends them to the boss in a daily briefing book.
- c. The inner circle management team should be cc-ed.
- d. Final memos should be provided to the boss at least 24 hours before the meeting or event.

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Process Issues

- Management team should meet periodically, at least monthly, to talk about process issues.
- Questions to consider:
 - Is our internal system working?
 - What did we do well this month?
 - Where did we have a breakdown?
 - What's caused the breakdown?
 - How do we fix it moving forward?
- This is a critical management exercise that will lead to process improvements.
- County Operations should be about process improvement
Can be amended through state legislation
followed by voter referendum

County Government Operations

Department Monthly Reports

- Standardized Reports for Each County
- Department/Month/Due Date/Status of Actions
- Items that need attention from CE/Administrator/Board Chair
- PR/Media Opportunities
- Current Issues/Upcoming Issues
- Project Updates
- Departmental Goals/Measurements
- Job Openings/Retirements/Employee Recognition
- Recent Major Accomplishments
- Resolutions Needing Legislative Approval

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Questions?

