

## WORKFORCE AND ORGANIZATIONAL EXCELLENCE

STRATEGIC PRIORITY	ACTION ITEM(S)	LEAD	TIME FRAME
Evaluate software used by the county for efficiency and potential upgrades	Coordinate with all county departments and information technology to develop a comprehensive report	Information Technology / County Administration	June 2026
Enhance Customer Service	Develop an in-house customer service training for all county employees to complete.	County Administration / Human Resources	3 months (may consider a minimum of 6 months in order to create the training program)
Minimize and lower county liability premiums	Conduct due diligence and report back to the Board for proposed next steps	Risk Management / County Administration	TBD
Support health of county employees	Explore options and programs	Human Resources / County Administration	December 2025
Implement use of Artificial Intelligence	Coordinate with departments to review best practices and policy development	Information Technology / County Administration	December 2026