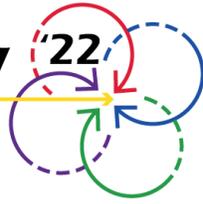




# Renew



## County of Santa Barbara Operational and Organizational Review Program – A Renew '22 Initiative

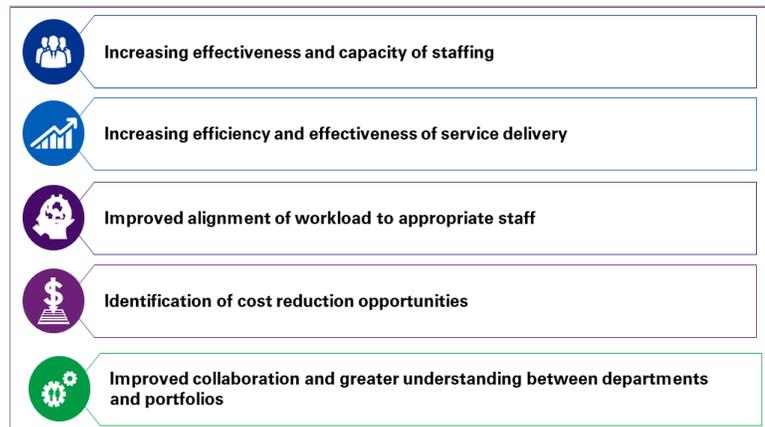
### WHAT?

A key objective of Renew '22 transformation is to explore the overall operational efficiency, effectiveness and service delivery provided by the County and identify strengths, opportunities, benchmarks and best practices. To achieve a deep-dive review, the Board of Supervisors and County Executive Office committed to undertaking a high-level assessment across all 21 County departments.

### WHY?

County residents and stakeholders have an interest in knowing that services provided by County departments are essential, effective and sustainable long term. Given limited resources and competing needs, it is imperative to provide quality County services in the most efficient and cost effective manner. Through a

competitive RFP, KPMG was selected to conduct a five-year departmental review looking at organizational structure, resource utilization and productivity, demand and workload, and performance; and identify opportunities to enhance our service levels and recommend evidence-based best practices for implementation.



### HOW?

Department leadership and staff may be asked to participate and/or contribute to the departmental reviews in a number of ways:

- Participate in interviews or focus groups to discuss roles, responsibilities, department operations
- Work-shadowing to demonstrate roles, processes, and systems within the department
- Provide thoughts on key challenges and/or opportunities to move the County forward
- Complete Countywide or departmental customer surveys
- Provide data as requested by the KPMG consultants

### WHEN?

Departmental reviews scheduled for 2019-2020:

2019	2020
County Executive Office - launched May	Sheriff-Coroner - launch January
Human Resources - launch July	Public Defender - launch January
General Services - launch July	District Attorney - launch April
Public Health - launch October	Probation - launch April
Planning & Development - launch October	