



# Skagit County Administrative Services

Trisha Logue, County Administrator

Questions submitted regarding the Strategic Plan Consultant Solicitation – Updated 12/8/2021

**1. Does the County have regular/ongoing opportunities, channels, and venues for engaging the community? If so, can you briefly describe the County's engagement activities?** Yes. The County is engaged on Twitter, NextDoor, Facebook, and via various list serve tools. Further, the Board of Commissioners holds public meetings and takes regular public comment. The County also relies on its formal boards and committees to solicit stakeholder and community input (i.e. Planning Commission, Behavioral Health Advisory Board, etc.) The County employs public outreach positions in a number of departments, including staff charged with direct outreach to underserved groups.

**2. What distinctive roles will County staff, Board of County Commissioners (BoCC), and leadership play in this process?**

The consultant will guide the strategic planning process under the direction of the Deputy County Administrator. The Board will be formally and informally consulted via work sessions on a regular basis. Department Heads and Elected Officials will be heavily involved in developing the plan, and we expect senior management within departments to also play a role. All staff will be provided with an opportunity to comment on the plan. Administrative support, such as meeting scheduling, will be available to the consultant. Limited communications support will also be available.

**3. Has the County evaluated the effectiveness of its previous strategic planning process, as well as the implementation effort? If so, what improvements are you hoping to make during the upcoming planning cycle?**

No. However, we have received feedback that the process was not inclusive of all department heads and elected officials.

**4. What mechanisms does the County have in place for monitoring and evaluating progress?**

The County does not have formal organizational mechanisms in place for monitoring and evaluating progress. However, departments have their own performance management tools. For example, the homeless housing program uses statewide data to monitor its performance, and the planning department tracks metrics such as days to permits. The County has not, however, tracked progress toward the strategic plan.

**5. For planning and scoping purposes, can you please share your project budget estimate?**

The consultant should propose whatever they think is reasonable for an organization of the County's size, taking into consideration timeline and goals. The County is more interested in ensuring the consultant's hourly rate is competitive for similarly scoped proposals. The County expects to negotiate with the selected firm during the contracting phase.

**6. Has the County conducted a citizen engagement/customer satisfaction survey within the past year or two? If so, can the survey and results be provided to us?**

No.

**7. Does the County expect the consulting team to provide the final strategic plan as a professional graphically designed document or as a Microsoft Word document that the County will take and professionally design?**

As a professionally designed document.

**8. Has an update on progress achieved for the various initiatives included in the current strategic plan been captured?**

No.