



TELLER COUNTY DEPARTMENT OPERATIONAL WORK PLAN

2019

June 13, 2019

Table of Contents

Vision, Mission, and Core Values	Page 3
Board of County Commissioners	Page 4-5
County Administrator	Page 5-6
All Departments and Elected Officials	Page 7-8
County Treasurer	Page 8
Public Trustee	Page 8
Finance Department	Page 9-10
Department of Public Health and Environment	Page 10-12
Department of Human Services	Page 12-15
Sheriff's Department	Page 15-17
County Coroner	Page 18
Teller County Human Resources	Page 18-19
Information Technology	Page 19
Public Works	Page 19-21
Community Development Services Division	Page 22-24
County Assessor	Page 24
Clerk and Recorder	Page 24-25
County Surveyor	Page 25-26

TELLER COUNTY DEPARTMENT OPERATIONAL WORK PLAN 2019

Vision: Protect the Past...Embrace the Future

Mission: To promote a high quality of life for all Teller County Citizens by preserving the legacy of the past, meeting the essential public service needs of the present, and preparing for the challenges and opportunities of the future.

Core Values:

TEAMWORK

SERVICE

ACCOUNTABILITY

INTEGRITY

FISCAL RESPONSIBILITY

TRANSPARENCY

ONGOING OPERATIONS:

Board of County Commissioners (BoCC)

1. Fund and support the 4th Judicial District Attorney's office as required by state statute.
2. Review and update the Teller County Capital Plan to list and prioritize long-term projects in conjunction with the annual budget cycle.
3. Operate boards and commissions under State Statute (such as the Board of Review, Board of Adjustment, Board of Equalization, Planning Commission, and others) to keep philosophy, communication, and efficiencies current.
4. Adopt ordinances and resolutions as needed as permitted in Colorado Revised Statutes.
5. Direct and oversee the policy, finance and oversight of county held assets.
6. Contract with local, state, and federal agencies for placement of inmates in the county jail.
7. Establish policies and procedures for the administration of county government
8. Grant licenses as prescribed by law
9. Levy taxes as provided by law; certify mill levies annually
10. Oversee county income and expenses; adopt an annual budget
11. Guide the operations of the county administrator and the departments in the administrator's span of control
12. Defend and protect all actions for and against the county
13. Fills all vacancies in county offices other than those for county commissioner.
14. All powers of the county government are exercised by the board of county commissioners and not an individual member
15. Promote forest health and citizen safety through phased fuels mitigation and education efforts with private land owners, Federal and State land managers, CSU Extension, and the Community
16. In addition to the County Administrator continue meetings with department heads and Elected Officials.
17. Continue the role of the Executive Management Team in policy development on the departmental level as needed.
18. Encourage local service providers to coordinate transportation resources for cost-effective service to clients in need.
19. Continually seek ways to advance the values of Teller County government.
20. Serve as fiscal agent for nonprofit organizations to strengthen the ability of these organizations to contribute to mission accomplishment.
21. Convene BoCC meetings which maintain the integrity of the public process through transparency in our government.
22. Monitor and adjust service levels provided by each department and agency to maximize operating efficiencies within available funding levels and service needs.

23. Continue listening to constituent comments, suggestions and access to county commissioners in order to enhance communications, Teller County customer service, efficiency and accountability.
24. Represent Teller County on regional, state, and national levels to ensure optimum access to funding streams which may help meet local challenges.
25. Support grant programs for mission essential operations that would otherwise not be funded or implemented.
26. Support essential services to Teller County's senior population through essential services, programs and opportunities in Teller County.
27. Support the existing and growing Veteran essential services, programs and opportunities in Teller County.
28. Exercise oversight over Teller County land use regulations and policies in order to support responsible growth.

County Administrator

1. Continue leadership team meetings to develop and implement recommendations facilitating effective, two-way external communication, including research of costs and benefits of non-traditional media.
2. Provide oversight and coordination with County Attorney. Ensure tracking mechanism is in place for departmental and elected office legal costs and conduct pattern analysis for cost benefit.
3. Provide administrative support as required to sustain County-wide operations, including implementation of policies set by the Board of County Commissioners and other Elected Officials; direct support to the Board of County Commissioners, contract review, support for mill levies, administration of grants, support for strategic planning, maintenance and update of insurances, bonds, and office equipment, filing, preparation for and support of meetings and visits, and other associated tasks.
4. Apply a set of weighted criteria anchored in measurable performance metrics for objective assessment of supplemental budget initiatives and to encourage productive participation in the budget process by all department heads and elected officials.
5. Refine all aspects of the budget and adjustments process to reflect County priorities, policies and fiscal timing, as well as funding, resources, and communications methods.
6. Promote forest health and citizen safety through phased fuels mitigation and education efforts with Coalition for Upper South Platte (CUSP), private land owners, Federal and State land managers, CSU Extension, and the Community.
7. Support the Capital Improvement Plan (CIP) Committee as an integral part of the budget process.

8. Continue cost analysis of personnel-related expenses in order to provide the most competitive employee benefits package possible while reflecting County priorities and funding resources.
9. Monitor and adjust service levels provided by each department and agency to maximize operating efficiencies within available funding levels and service needs. Ensure any adjustments to service levels are transparent to Teller County residents.
10. Ensure all departments develop and use supplemental work plans and other analytical tools to set internal priorities, adjust staffing levels, eliminate duplication of effort, consolidate or restructure operations to achieve cost savings and to avoid funding shortfalls.
11. Ensure all Departments fully understand their responsibilities and roles in crisis response and emergency management and that periodic education, training, and practice of those roles occur.
12. Support current grant programs for mission essential operations that would otherwise not be funded or implemented. Support essential services to Teller County's senior population through the Community Service Block Grant (CSBG) transportation grant, participation in Pikes Peak Area Council of Governments (PPACG), include the Pikes Peak Area Agency on Aging-PPAAA, and the Senior Meal Program, as funding allows. Ensure presentation of an annual report to the BoCC on the impact and effectiveness of these programs.
13. Continue customer comment and improvement suggestion programs in all departments to enhance customer service and efficiency
14. Work with key players to develop recommendations for environmentally sound, appropriate, and feasible initiatives which contribute to accomplishment of the Teller County mission, identify potential funding sources for those initiatives, assign responsibility and oversight for grant development, and determine milestones for grant initiation and submission.
15. Continue the use of cost-benefit analysis (CBA) for development, submission and implementation of outside grants to both benefit the operations of individual departments/Elected Officials while remaining in compliance with established County policies and procedures.
16. Revitalize the use of cost-benefit analysis (CBA) for development, submission, and implementation of outside grants in compliance with Uniform Grant Guidance (UGG) to both benefit the operations of individual departments/elected officials while remaining in compliance with established County policies and procedures

All Departments and Elected Officials

1. Strategic Planning Operations:
 - a. Each Department annually review the Teller County strategic plan and supporting work plans for short term and recurring relevancy, and to focus financial priorities. Any additions to the plan will be submitted to Admin for review and consideration of the BOCC by February 28th. The annual review should consider new or pending regulations, laws or guidelines, technology advances, aging equipment fleets and facilities, environmental changes, trends reported or observed as a result of measurable metrics, or in response to safety and changes in risk.
 - b. At the Beginning of the 2nd year of each Elected Official's term, Elected Officials will review the strategic plan to assure direction of Elected Official goals and objectives for their offices
 - c. Cycling on the BoCC 2nd year term of office (every 2 years) each department will review and update the Teller County Strategic Plan in depth, and in cooperation with the BOCC.
 - d. Each Department will submit their changes to Admin for consideration of the Board of County Commissioners by February 28th of each year.
2. Develop or update written continuity manuals to ensure essential processes continue without interruption in the absence the primary persons performing these functions and/or the facilities in which the functions normally occur.
3. Cross train employees to help ensure the continuity of critical functions throughout Teller County government. Conduct succession planning and identify a deputy or subordinate who functions in your absence without disruption of essential departmental services. Ensure the development of policies and procedures guides for each essential function.
4. Conduct performance appraisals as an aid to mentorship and in the retention of high quality employees.
5. Provide prompt and courteous assistance to the public, external entities or other departmental customers regarding requests for documentation, general information, and research to answer specific queries.
6. Use periodic surveys to identify public demand for programs and services and incorporate input from advisory board meetings so that operations reflect community desires and needs.
7. Obtain input at county, regional, and state levels to help determine direction and focus.
8. Focusing on website communications, continue to provide information concerning County processes, issues, and status and through media articles, brochures, and presentations at local, regional, state, and national forums, highlighting quality programs with demonstrated results (including capacity building), to increase the probability of receiving grants and recognition.
9. Attend public meetings such as those held by Home Owner Associations to demonstrate the value placed on customer loyalty, to explain the methodologies behind operations and policies, and to obtain public input concerning those operations and policies.

10. Monitor and adjust service levels provided by each department and agency to maximize operating efficiencies within available funding levels and service needs. Ensure any adjustments to service levels are transparent to Teller County residents.
11. Continue customer comment and improvement suggestion programs within your departments to enhance customer services, efficiency and accountability. Trending data will be briefed to the County Administrator weekly and to the BoCC as situations dictate.
12. Develop and use supplemental work plans and other analytical tools in setting internal priorities, adjusting staffing levels, eliminating duplication of effort, and consolidating or restructuring operations to achieve cost savings and to avoid funding shortfalls.
13. Ensure departmental responsibilities and roles, to include individual responsibilities, in crisis or in response to emergency management situations are understood. Ensure periodic education and training occur and identify any resource shortfalls or capability gaps to the County Administrator.
14. Support current grant programs for mission essential operations that would otherwise not be funded or implemented within your department.

County Treasurer

1. All monetary operations necessary for uninterrupted mission accomplishment, including billing and collection of all County tax accounts, researching and updating customer addresses (in partnership with the Assessor's Office), disbursement of collected taxes, maintenance and redemption of all tax liens as part of annual tax lien sale, maintenance of the County's monetary investments and bank accounts (clearing and tracking of all deposits, balancing and reconciling accounts, and entering and clearing of warrants), processing of abatements from the Assessor's office, providing monthly and semi-annual reports to the BoCC, and participating in outside audits.
2. Continue to emphasize efforts to streamline and revise bank operations minimizing Treasury management costs and transactions.

Public Trustee

1. Maintain all current foreclosure information and hold foreclosure auctions on a weekly basis (including permanent retention of records and maintenance of financial accounts pertaining to foreclosures), release and maintain all Releases of Deed of Trust, maintain bankruptcy records, act as Escrow Agent if required on Contract for Deeds and maintain escrow accounts, implement programs pertaining to the Public Trustee Office to keep abreast of rapidly changing laws, prepare quarterly reports for the BoCC and meet with outside auditors twice yearly.
2. Investigate areas that are not already implemented to paperless operations.

Finance Department

1. Develop, implement, and maintain internal electronic processes to support the County budget process, payroll, accounts payable, cash receipts, and tracking of fixed assets.
2. Working with the IT department continue to increase the capability of the Finance Department to file reports, submit audit information and complete other necessary transactions electronically and transition to paperless systems.
3. Conduct financial operations necessary for uninterrupted mission accomplishment, including accounts payable, cash receipts, payroll, journal entries, audit, internal controls, budgeting, financial analysis, fixed asset tracking, grant tracking, reporting (including State reporting for Department of Social Services programs), and ensuring compliance with State and Federal fiscal requirements, Government Accounting Standards Board (GASB), and Generally Accepted Accounting Practices (GAAP).
4. Provide responsive and tailored assistance to all departments and elected officials concerning financial operations.
5. Provide training for employees responsible for accounting within each department and office and conduct periodic reviews for compliance.
6. Continue developing maximum usage of financial software, including searchable electronic record keeping system, timekeeping and various reporting options. Support all County software users to identify each users most efficient method of obtaining necessary information.
7. Conduct site visits to departments and offices requiring assistance with specific topics such as year-end accounting, grant and regulatory compliance, fiscal controls, budget issues, fiscal reports and reconciliations.
8. Develop and implement a standardized schedule of discussions on financial topics pertaining to all departments and offices (government accounting and budgeting, current budget issues, information availability, year-end processing, payroll and timekeeping, A/P processing, grant accounting, fiscal controls and others.)
9. Stay current on financial regulations, processes and procedural changes at State and Federal levels to determine if/how these changes will affect our County, thus improving our ability to better project and remain in compliance.
10. Continue training on the dynamic changing nature of State and Federal rules, regulations, computer programs and funding in regard to the Department of Human Services (DHS) and incorporate these changes into fiscal operations as required. Conduct an annual risk assessment to County programs if funding from state and federal level for DHS were modified and prepare a report for the Director of Human Services, the County Administrator and BoCC on impact to the County.
11. Support the Director of DHS to determine methods to maximize DHS revenues, leverage DHS funds, and lower DHS expenses wherever possible without impacting the effectiveness of DHS programs.
12. Continue internal audit duties and updates of procedures, including cash, grant compliance and other audits, as necessary.
13. Support the Clerk and Recorder to implement standardized monthly reports and procedures for the Clerk & Recorders Trust Fund and maintain reconciliations on a monthly basis.

14. Streamline financial policies and procedures and document these in a formal policies and procedures handbook to increase the efficiency of both internal Finance Department and overall Teller County government fiscal operations.
15. Include pertinent financial analysis in long-range County planning to ensure all programs and operations fall within projected fiscal parameters.
16. Ensure that all budget requests, changes, additions and developments can be identified under department sections of the Strategic plan and identify to the County Administrator if the request is contained in this plan. This will assist Departments in sound fiscal practices and restraint and keep us in line with established processes and decisions by elected officials on priorities.
17. Conduct the annual budget process in accordance with the schedule established in the annual budget preparation calendar.
18. Refine all aspects of the budget and adjustments process to reflect County priorities, policies and fiscal timing, as well as funding, resources, and communications methods.
19. Support the Capital Improvement Plan (CIP) Committee as an integral part of the budget process. Continue development of capability of online payments for all offices.
20. Reduce storage needs through destruction and retention of records in accordance with approved retention schedules.
21. Consider the level of Wildfire Contingency Funding during budgetary funding considerations.
22. Continue succession planning and training in light of aging departmental staff.

Department of Public Health and Environment

1. Utilize Colorado's Ten Essential Public Health Services to guide core Public Health functions.
2. Support and promote Colorado's Department of Public and Environmental Health plan through implementation of a current, local Community Health Improvement Plan (CHIP) through the Community Health Assessment Planning System (CHAPS) and by participating in the Colorado Association of Local Public Health Organizations (CALPHO) for statewide support.
3. Seek funding for population-based services, communicable disease investigations, immunizations programs, sexually transmitted infections (STI) and reproductive health education and screening, community health education and screening, chronic disease prevention and management, responses to health care concerns of an aging population, and to support nutritional health of low-income mothers and children through the Women, Infants and Children (WIC) program.
4. Collaborate with local agencies (schools, childcare facilities, Department of Human Services (DHS), faith-based organizations, FACT, SATURN, Build A Generation coalitions, the School Based Health Center (RE-1), primary care providers, Pikes Peak Regional Hospital, Community Partnership and others) to support health initiatives throughout the entire individual life span. Prepare an annual report to BoCC and

County Administrator outlining trends, emergent programs or concerns impacting Teller County.

5. Respond to emerging health concerns and issues that negatively impact the health of Teller County citizens.
6. Promote healthy lifestyle choices through prevention services (such as the, STI and reproductive health services and care coordination, youth substance use prevention/Communities That Care, and immunizations), thus decreasing morbidity from preventable diseases and reducing health care costs (dollars expended through Medicare, Medicaid, and private insurance).
7. Promote health care access for families and individuals by supporting the implementation of the Affordable Care Act through Healthy Communities (early periodic screening, diagnosis and treatment) and other programs in collaboration with DSS, Regional Care Collaboration Organization (RCCO), Community Partnership, and primary care providers. Record and report increased caseload in conjunction with DSS to County Administrator.
8. Meet Federal Public Health Emergency Preparedness (PHEP) capabilities requirements with annual review and update of emergency plans and enhance the effectiveness of Public Health response to local emergencies and events by membership in the South Central Healthcare Coalition (SCHCC), and leadership of local Medical Multiagency Coordination (MedMAC) and Medical Reserve Corp (MRC).
9. Review and update as required a Continuity Of Operations Plan (COOP) to achieve seamless, continuous operations during disruption of normal operational circumstances and inform the Office of Emergency Management and the County Administrator of any significant changes or periodic training or to accommodate new employees.
10. Continue systematic workforce development, to include succession planning, possible realignment of employee responsibilities, cross-training to provide back-up for critical functions, and promotion of career development.
11. Develop policies and procedures for Public Health programs and ensure documentation in policy and procedure manuals and back up data base systems to support cross training and continuity.
12. Ensure the Health Department is operating within the guidelines of SB 194 the 2008 Public Health Act and that any deviations are made known to the County Administrator.
13. Investigate and respond to health and environmental problems involving Onsite Wastewater Treatment Systems (OWTS); public and private water quality; indoor and outdoor air quality; food safety; Zoonotic diseases produced by animal parasites; solid and hazardous waste disposal; public swimming pool, body art, campground, public accommodations, and mobile home and RV park complaints; and methamphetamine laboratory clean-up issues.
14. Ensure balance is achieved with regards to the limited staff responsible for Environmental Health between prevention and planning functions.
15. Conduct required inspections and licensing of restaurants, food service kitchens, schools, and childcare facilities to support the protection of public health and to meet

the Colorado Department of Public Health and Environment (CDPHE) annual contract requirements of 80% completed inspections.

16. Through participation in the Colorado Association of Local Public Health Organizations (CALPHO), continue to develop an environmental Program Service Plan in compliance with Senate Bill 194. Recurring: develop core/essential public and environmental health services in compliance with statutory regulations and in collaboration with local, regional and state agencies.
17. Provide community health advocacy through policy and planning supported by sound needs assessments and accurate statistics.
18. Continue to support CSU Extension by making the radon kits provided by CSU available to the public.
19. Use the appropriate passive radon installation code sections when applicable in new construction, in accordance with the County's adopted Building Codes.
20. Through participation in the Colorado Environmental Health Association (CEHA), continue to maintain educational requirements for the National Environmental Health Association (NEHA) professional credentials, as required by Teller County.
21. Through participation in the Colorado Directors of Environmental Health (CDEH), continue to develop programmatic goals that promote a healthy environment within Teller County and which meet internal metrics.

Department of Human Services

Provide the following Child Welfare and Protection Services (as per the Colorado Children's Code, Volume VII) to strengthen the ability of families to protect and care for their own children (in their own homes if possible), minimize harm to children and youth, and promote stable, permanent, and nurturing living environments for children:

- a. 24/7 staff to receive referrals for child abuse and neglect, conduct RED (response, engage, document) team screenings on referrals, determine the track, and investigate those referrals when appropriate
- b. Investigation and assessment services to ensure accurate evaluation and appropriate response for each situation. Prevention Services to families that are on the cusp of becoming more involved in the Child Welfare System.
- c. Family Engagement Models to maintain children in family or family-like situations to support a cohesive Teller County Community. Family preservation and reunification services (CORE services program) to maintain children in their own homes, return children to their homes from out of home placement, or to unite children with their permanent families.

- d. Caseworker services to ensure an effective, individualized family service plan tailored to each child's and family's needs.
- e. Permanency Round Tables to be held as required to find permanent connections for youth in the care of the County.
- f. House Bill 1451 Wraparound services in which families are full participants in planning and services delivery, and services are integrated and coordinated across agencies and programs.
- g. Foster family recruitment and retention to ensure that children who have been removed from the care of their parents shall be placed in a safe environment, shall not be moved indiscriminately from one placement to another, and shall have the assurance of a permanency plan.
- h. Kinship Care support to ensure that children who need to be removed from the care of their parents shall be placed in a kinship or kin-like environment to remain within the family or family-like setting.
- i. Adoption services which consider the child's age, race, ethnicity, culture, language, religion, and other needs when adoptive placement is necessary.
- j. Teller County Nurse Initiated Consultation and Education Program (NIICE) in which to support children, and families to obtain and to understand the medical needs.

ARTICLE 3.1
PROTECTIVE SERVICES FOR ADULTS AT RISK OF
MISTREATMENT OR SELF NEGLECT
PART 1

PROTECTIVE SERVICES FOR AT-RISK ADULTS

Adult Protection Services to help ensure the safety and well-being of the growing number of adults who may be vulnerable to abuse and/or neglect due to physical and mental challenges

- a) 24/7 staff to receive referrals for Adult abuse and neglect, conduct RED (response, engage, document) team screenings on referrals, determine the response and investigate those referrals when appropriate
- b) Respond to the investigations in the least restrictive manner to improve independence of the client and family.
- c) Collaborative services with law enforcement agencies, medical and other service providers, and through the multi-agency Adult Protection Team.
- d) Ongoing casework services to ensure effective, individualized service plans tailored to the need of each at-risk adult.

2. Continually review asset use including County vehicles and office space to ensure confidentiality and program effectiveness and inform Director of Public Works and County Administrator of required or anticipated changes.
3. Provide the following public assistance programs, among others, to support the independence of families and individuals:
 - a. Supplemental Nutrition Assistance Program (SNAP – Food Stamps) to assist low-income individuals and families in purchasing food.
 - b. Colorado Child Care Assistance Program, designed to help low-income families obtain Child Care Assistance while they pursue employment or advancement opportunities.
 - c. Low-income Energy Assistance Program (LEAP) designed to help low-income individuals and families with winter heating costs.
 - d. Old Age Pension (OAP) to assist qualified low-income, elderly individuals in receiving health and medical care benefits.
 - e. Medicaid to assist low-income aged, blind, and disabled persons in meeting basic living costs.
 - f. Temporary Aid to Needy Families (TANF) which emphasizes “work first” and places time limits on basic cash assistance to the working poor.
 - g. Employment First Service which emphasizes SNAP recipients to improve their weekly income so they become less dependent on assistance
4. Strengthen the County's ability to support the growing number of Veterans requiring specialized services.
5. .
6. Produce media articles, make public presentations, and initiate other mechanisms to promote community awareness of the needs and unique abilities of Veterans and available services.
7. Continue to identify and obtain supplemental funding sources for Veterans programs within Teller County.

8. Conduct the Board of Social Services meetings as set forth by the county. In these meetings the following items will be reviewed and approved as necessary;
 - a. Financial Statements

- b. Policy Approvals
- c. Program reviews
- d. Other items deemed necessary

Sheriff's Department Law Enforcement

Administration

1. Provide the citizens of Teller County with the highest degree of professional law enforcement services by investing in and developing the Sheriff's Office human capital and resources.
2. Continue to provide effective and efficient law enforcement services to the citizens and visitors of Teller County through funding and approval for certified law enforcement deputies and non-certified agency personnel through the Board of County Commissioners.
3. Recruit and retain qualified individuals whose character demonstrates integrity, professionalism, and trust through promoting a work environment that fosters quality decision making, creative problem solving, and effective communication.
4. Ensure that command and supervisor staff employees are properly selected, mentored and developed based on the competencies and experience required to fill critical roles within the organization that enhances better service to the community.
5. Maintain funding for Lexipol subscription that, in collaboration with Teller County Human Resources, enables the continuous review and update of Sheriff Office policies and procedures, and ensures agency compliance.
6. Continue to develop methodologies to enhance the documentation and accurate accounting of Sheriff Office operating costs that support justification of the agency's annual budget requests and allocations.
7. Continue to seek Federal, State and local funding opportunities that assist Teller County in supplementing annual general fund budget allocations for personnel, operating resources, and capital investment projects.
8. Continue to enhance the knowledge, skills and capabilities of certified and non-certified personnel through implementation of annual training and exercise planning.
9. Maintain functionality, security, and efficiency of information technology for the Sheriff's Office.
10. The Sheriff's Office will establish a foundation of being fiscally responsible and cost-conscious and in making financial decisions that reflect efficient use of tax-payer and private donation dollars.

Operations

1. Reduce crime through proactive initiatives, mission-led policing, and conducting of criminal investigations through partnerships and collaboration with Federal, State and local agencies that ensures timely response and an ensemble of technological methodologies that provides sound evidence and apprehension of criminals.
2. Continue to create safer Teller County neighborhoods through reducing the victimization of citizens by enhancing Sheriff's Office operations that focus on intelligence collection and data analysis that better identifies violent and property crime trends.
3. Enhance the Agency's ability to prevent and deter crime by inhibiting gang and cartel activities within our communities.
4. Suppress the introduction of illegal narcotics entering Teller County through better interdiction training for Sheriff Office Deputies through the Teller Narcotics Team (TNT) that will enhance their ability to develop better sources of information on drug trafficking.
5. Continue to enhance public safety through coordinated, multi-jurisdiction agency collaboration to decrease illegal diversions of prescription drugs to disrupt criminal activities; and reduce the incidence of overdose deaths.
6. Continue to reduce child abuse by working in collaboration with the Teller County Department of Human Services to promote family organizations within our community which work to reduce the victimization of children. Engage in the planning process of the child abuse prevention on the State and local level to network with local agencies and build relationships.
7. Continue to enhance public safety by making effective use of domestic violence advocate programs that can provide triage and implement 'Safety Plans' upon investigation of domestic violence occurrences.
8. Improve training for Senior Management and Supervisors in collaboration with County Human Resources that provides for development of innovative discipline alternatives that can replace, supplement, or complement traditional suspensions and/or discipline in the best interest of the agency. Include after-action evaluations to ensure disciplined employees take appropriate responsibilities and do not repeat actions.
9. Continue to develop and implement improvements to the report writing system that enables Deputies to complete investigative reports in a timely and efficient manner; and so information can immediately be synthesized for crime analysis and be made available for intelligence purposes.
10. Continue to improve protocols and procedures of real-time crime analysis data and intelligence reports for patrol Deputies.
11. Continue to reduce the crime rate in Teller County by identifying crime trends at the earliest opportunity by reviewing crime analysis reports to identify patterns, modus operandi, and persons of interest; and incorporate collection of data concerning criminal registrants and convicted felons who are repeat offenders as they are released from custody.
12. Maintain the readiness of an Emergency Response Teams (ERT) for enhanced response to high-risk arrest and search warrants, meth labs, active shooters, barricaded subjects, hostage situations and other high-risk incidents.

13. Continue 24/7 patrols to address traffic complaints, accidents, DUIs, criminal mischief, burglaries, assaults, domestic violence, gaming-related incidents, required welfare checks, and all other issues that will benefit the welfare and safety of Teller County residents.
14. Continue to enhance Deputies safety through conducting monthly training programs including required POST compliance for firearms, vehicle operations and arrest control.
15. Continue Sheriff Office animal control operations, maintaining personnel, equipment, and training according to call volumes and contract services.
16. Continue serving of papers for civil processes, and other appropriate tasks.
17. Continue to work with Department of Public Works, Fleet operations to ensure effective and efficient fleet maintenance and replacement of Sheriff Office vehicles.
18. Continue to collaborate between law enforcement and Teller County Public Health, Teller County Department of Human Services, Office of Emergency Services, educational institutions, Home and Property Owners Associations, and local nonprofit agencies to enhance crime prevention and emergency/disaster preparedness efforts.
19. Continue the use of the Sheriff's Posse to perform saturation patrols as a visual deterrent involving routine traffic violations to expand the capability of Patrol Officers to focus on more serious offenses, crowd control at special events, and assist municipalities as an act of goodwill.
20. Continue emphasis on directed patrol of subdivisions to counter the escalating rate of burglaries/thefts.
21. Continue to develop a Reserve Deputy Academy Program, as funding allows, to provide additional, certified Patrol Officers to enhance agency capabilities.
22. Provide a School Resource Officer to be assigned to Summit Elementary for the purpose of protection of the students and engagement in the educational environment.

Jail

1. Continue detention operations for both local prisoners and those from other jurisdictions through contract entities by increasing certified deputy staffing to provide the highest level of safety for employees and inmates; and supply all necessary equipment and training to ensure successful response to security and medical incidents to maintain inmate control.
2. Continue to enhance technological software and hardware resources required to improve the efficiency of jail and facility operations, and provides for the safety and security of employees, inmates and jail facilities.
3. Continue to develop and implement effective training of jail employee in order to stay current with technological advancements and to develop improved efficiency in operations.
4. Continue efforts to reduce paperwork and combine functions electronically for more efficient processing through eliminating duplicate functions that saves time per intake and release.
5. Continue to attempt to reduce criminal recidivism through development of faith-based, educational, and substance abuse programs.
6. Continue to stop introduction of contraband into the facility from visitors.
7. Continue to work with Department of Public Works for completion of routine equipment and facility maintenance, upgrades and repairs of the jail complex to ensure employee and inmate safety, and to prevent escapes.

County Coroner

1. Provide the necessary services of the County Coroner with emphasis on respect for the deceased, maintaining legally defined confidentiality of the decedent's information, and providing timely, accurate information in a format which aids survivors in their grief process.
2. Define, refine and predict the level of service required by the increasing population and advancing age of Teller County residents.
3. Monitor the number of deaths in Teller County that have been properly documented to determine if there are areas of improvement that can be addressed through joint-department efforts. The Coroner's office will provide input to appropriate County departments, senior adult education, and other venues available throughout Teller County (Public Health, DHS, Senior Organizations, etc.).
4. Define, predict, purchase and maintain the supplies, materials, and equipment required for the proper level of service for routine deaths as well as a sudden emergent event.
5. Develop and maintain crucial relationships with adjacent counties and other entities to obtain shared services or necessary forensic services beyond the scope available within Teller County, promote service excellence, and to help ensure timely coordination and smooth accomplishment of service provision.
6. Fund and provide service excellence by funding, obtaining, and maintaining relevant certifications to all available levels (to include application of advances in medical science, knowledge of impact of societal trends, and understanding of the death process).
7. Provide to genetically related survivors pertinent information which may impact the health and well-being of the people in Teller County.

Teller County Human Resources

1. Maintain internal and external equity in salaries, retirement, and benefits (Human Resources - HR).
2. Continue an annual cycle of internal and external job markets analysis by a salary consultant, using industry, state and regional salary surveys.
3. Refine and implement methods and tools to improve the efficiency of budget forecasting relating to salary, benefits, and retirement programs, and include consideration of these issues as part of the annual budget cycle.
4. Continue systematic HR Department professional development and regulatory training to better meet the County's HR needs.
5. Enhance the effectiveness of the Wellness Committee (including representatives from DSS and Public Health) to be advocates for wellness goals and participants in initiating programs which assist County employees in making healthy lifestyle choices and which improve morale.
6. Utilize the resources of appropriate insurance carriers and other cost-effective sources for workplace safety training, promoting safety, professionalism, and respect.
7. Promote professional development training for employees at all levels:
 - a. Maintain Pay for Performance through the annual 360 degree merit cycle.

8. Honor the service of Teller County employees both through recognition at service milestones and by recognizing significant accomplishments as they occur (BoCC and all departments/elected officials).
9. Provide Human Resources support as required to sustain County-wide operations, including maintaining compliance with all applicable employment laws and regulations, providing consistent documentation of HR processes, maintaining currency of staff education and training, and regularly communicating regulatory standards and changes concerning personnel and pay policies to County employees.
10. Continue efficient and accurate personnel-related financial reconciliations.

Information Technology

1. Upgrade workstations and servers including software on a 3 – 4-year life cycle.
2. Provide Information Technology support for network, data backups including offsite archival of backup, e-mail including legal archival of e-mails, internet, Cyber security, and software evaluation.
3. Purchase computer supplies, and provide for software support and maintenance agreements.
4. Provide phone system support. Upgrade phone system equipment to keep phone system current. Utilize technologies to help reduce monthly costs for phone service
5. Maintain the Teller County website including online data for the Assessor, and County Clerk and Recorder.
6. Improve the efficiency of HR-related functions including annual enrollment, new hire, life event, termination processing, and job application processes.
7. Implement better data integration between the Assessor's Office software and Treasurer's Office software.
7. Collaborate with the Colorado Department of Public Health and Environment (CDPHE) on acquisition and effect use of an electronic medical records (EMR) tool and associated billing of services.
8. Conduct the once every three years Digital Ortho Photos project for the GIS.
9. Continue to improve the accuracy of the GIS maps.

Public Works Division

1. Implement the overall Road Maintenance and Improvement Plan, including production and implementation of the annual annex outlining projected projects prioritized by safety considerations and based on available funding. Recommend funding increases to sustain current conditions levels in the future.

2. Continue all established programmed preventive maintenance actions to fleet, facilities, parks, roads, and wastewater assets.
3. Maintain mandated and safety-oriented transportation programming (snowplow service, dust suppression, striping, signage and safety improvements).
4. Emphasize quality in service levels and fixing recurring issues to decrease reactive resource allocation, thus providing sustainable small repairs and improvements throughout the County during less than ideal economic conditions and to recommend prudent expenditures when funding is available that consider long term infrastructure needs.
5. Considering the amount of infrastructure completed in 2007-2009, anticipate future needs to ensure that lifecycle costs and needs are accounted for.
6. Consider the long-term financial impacts of infrastructure requirements in the LUR and how those impacts will be addressed by the County when the 2nd lifecycle costs are anticipated.
7. Provide assistance to the Office of Emergency Management, Law Enforcement, and other agencies during emergency situations.
8. Develop milestones for the Harris Building, a County owned Support Service Center, upgrades to the County Courthouse Facility and a standard long term death records storage facility. Provide annual brief to the BoCC on condition and status of all facilities and progress towards approved milestones Brief County Administrator of three year financial needs.
9. Maintain current parks, trails, and open space and reevaluate funding levels every five years.
10. Evaluate inter departmental fleet charges and trends in conjunction with finance on an annual basis and adjust as necessary.
11. Continuation of the Fleet Maintenance and Replacement Plan to meet the transportation needs of all departments and elected officials by minimizing vehicle downtime and breakdown rates, reducing costs and carbon footprint through the use of more fuel-efficient vehicles, and ensuring that capital is available for necessary vehicle replacements.
12. Continually evaluate funding level required based on conditions and nature and type of fleet vehicles and provide periodic updates to BoCC and County Administrator annually and in advance of need. Fleet update completed 2017
13. Periodically consult with all fleet users concerning usage and compliance with all current fleet policies. If necessary develop a plan to address any deficiencies.
14. Annually review DPW staffing as a result of individual and department performance and changes or increases in our fleet or services.
15. Continue the use of the Vehicle Auction Program. Examine and adjust TCWU tap fees and user rates periodically as necessary to align revenue with operating costs.
16. Ensure TCWU operations remain self sufficient. Monitor Colorado Department of Public Health and Environment regulations to anticipate potential plant upgrades/process changes, and reevaluate the need for future rehabilitation and/or expansion
17. Continue the use of existing measurement methods to continually assess and evaluate manpower/budget/service ratios for desired service levels. Be prepared to provide updates to the BoCC and to the public at large or as a result of changes in measurable metrics.
18. Ensure all County signage remains compliant with current regulations and execute the replacement plan as appropriate.

19. Sustain the four Teller County Parks at current levels and annually evaluate safety and use. Seek and recognize public volunteer support for routine park maintenance and cleanup. Consider signage to recognize public support.
20. Continually inventory and assess all assets/infrastructure under our care and practice both short and long-term asset management strategy to ensure proper lifecycle performance. Annually verify and brief the BoCC that we are staying ahead of deterioration curves to provide consistency.
21. Improve and use our customer service plan, readily accept feedback and strive to tailor program services to meet Teller County resident and elected officials expectation within budgetary constraints. Maintain policy of transparency by insuring Teller County road plans are open to public comment during the Road Maintenance Improvement Plan (RMIP) presentation.
22. Evaluate DPW performance through the use of quantifiable statistical data, Teller County resident feedback and accountability measures.
23. Ensure departments are aware of replanned budgetary meetings, CIPs and supplemental funding meetings. Stay apprised of other departments needs by monitoring the CIP and supplemental budget processes. Assist County Administrator and BoCC with prioritization of annual projects based on manpower vs workload
24. Assess all County non-depreciable assets at least every 36 months and in accordance with criteria established by Government Accounting Standards Board (GASB) 34.
25. Implement the Facilities Maintenance Plan to provide a systematic process of asset management based on sound engineering, consideration of budgetary constraints, and emphasis on preventive maintenance.
26. Provide specialized vehicle maintenance services not available locally to community agencies such as local fire departments and ambulance service providers to shorten downtime and maximize efficiencies for fleet maintenance. While this program generates revenue for the County's Fleet Program it also strengthens local community relationships and provides cost savings to the nonprofit organizations.
27. Clear Teller County Right of Ways (ROW) during other mitigation activity and work with local Home and Property Owner Associations to clear road ROW of trees and other hazards to enhance both fire safety and overall safety of the roadways.
28. Assist departments and elected officials in achieving desired facility enhancements by assisting them as needed during the programming, planning, and designing phases, and then by executing approved improvement projects within budget and manpower constraints.
29. Implement the base line budget for the facilities maintenance function and track reduction of system failures resulting from increased emphasis on preventive maintenance.
30. Perform fire mitigation activities at the Catamount Resource Protection Area, setting the example for management of open space.
31. Ensure that Teller County assets with historical value are maintained in accordance with applicable regulations and appropriate historical preservation practices.
32. Evaluate all existing County infrastructure and facilities to include HVAC, parking, and access and provide annual report to the BoCC along with prioritized recommendations based on feedback from directors and department leaders, urgency or severity of condition and current budget constraints. Include any observed trends or conditions indicating a reduction of planned lifecycle or safety that cannot be accomplished under normal operating budgets.

Community Development Services Division

All CDSO Departments

1. Continue to develop the support role of the Sheriff's Code Enforcement Officer position with CDSO. Prepare annual report to the County Administrator on Code Enforcement Statistics.
2. Continue bi-monthly meetings of the Code Enforcement Team for professional, consistent support of Teller County building code safety and mandated under the Uniform Building Code for Abatement of Dangerous Buildings, the adopted International Building Code, OWTS Regulations and the Teller County Land Use Regulations.
3. Seek and review customer service input from Teller County residents and continue to make customer service a priority. Strive for on-time or early approval of permit requests and requests for information.
4. Promote and maintain open professional relationships with our incorporated cities (Woodland Park, Cripple Creek and Victor), adjacent and other rural counties, reviewing best practices, lessons learned, regulations, and experiences that may benefit Teller County in the future or when presented with similar challenges or developments.

Building

1. Develop the capability of the Front Office staff to conduct plans reviews for small projects to optimize customer service.
2. Emphasize respect for the customer and service excellence in scheduling/conducting inspections, issuing permits and contractor licenses, and investigating and resolving complaints and violations in support of building code safety.
3. Update and simplify handouts and applications.
4. Increase participation by the Building Official, Inspectors, Plans Examiner, and Front Office staff with the Colorado Chapter of the International Code Council (CCICC) to improve communication with other jurisdictions, increase access to outside resources and raise professionalism through certification/continuing education, strengthening staff support to the public.
5. Use and systematically update e-mail lists of contractors to communicate, on a quarterly basis, notifications of code changes and other information affecting the building industry.
6. Incorporate and adopt necessary changes to the Teller County Building Codes for the upcoming three-year cycle in accordance with the International Code Council – (ICC).
7. Use and receive updates and training of the permitting system (Building Department Assistance, BDA) to provide current and accurate information to customers and to assist staff in integrating the roles of the other divisions within the department in the review and issuance of permits).

8. Maximize the capabilities of the Pikes Peak Regional Building Department (PPRBD) permit system by utilizing the newly acquired scanner to accommodate blueprint size documents, making them accessible to customers and bringing us closer to a paperless operation.
9. Continue to scan all existing building plans for both archival requirements and Teller County Assessor needs for NOV and taxation information.
10. Issue and administer septic permits in accordance with Onsite Wastewater Treatment Systems (OWTS) including inspections.
11. Incorporate and adopt necessary changes to the Onsite Wastewater Treatment Systems (OWTS) Regulations in accordance with the Colorado Department of Public Health and Environment (CDPHE) and input from the Environmental Health Officer.

PLANNING

1. Continue review, update, and develop sensible Land Use Regulations (LUR) as appropriate, that protect the rights of individual property owners, adjacent and adjoining property owners, preserve the character of Teller County as a desirable mountain haven, while allowing responsible and measured growth where appropriate and pursuant to the Master Plan.
2. Continue to monitor State legislation concerning evolvement of medical and recreational marijuana as it relates to Article V, Section 1 (4) of the Colorado Constitution, Article XVIII, Sections 14 & 16 as well as Amendment 64
3. Use the Wildfire Hazard Plan and Land Use Regulations in evaluating new development as part of the effort to reduce the wildfire hazard, incorporating enhanced criteria from the International Code Council Wildland Interface Code if appropriate. *Should this not be under the OEM section? In addition, the Building Department has not adopted the International Code Council Urban-Wildland Interface Code.*
4. Continue to emphasize respect for customers and service excellence regarding land use and development issues, including review of building permit applications for compliance with Teller County LUR, review and processing of LUR applications (including amendments, appeals, flood plain development, subdivisions, rezoning, zoning variance, and others), investigation and resolution of zoning violations, and other tasks which contribute to sound master land use planning. Update and simplify form where possible.
5. Encourage career development, training, certification, and continuing education for the planning staff to strengthen professionalism and improve the quality of planning support to the public.
6. Annually review land use regulations (LUR) with an objective of revising or removing erroneous or unnecessary requirements and recommend changes as appropriate to the BoCC.

7. Reintroduce and maintain the audit program for all CUP, SUP, and Variance permits, where applicable.

County Assessor

1. Provide property assessments for tax purposes and transfer ownership records for all Teller County property transactions.
2. Continue systematic workforce development, to include periodic review and, if necessary, realignment of employee responsibilities, ongoing internal cross-training to provide back-up for critical functions, and use of an annual education survey to maximize educational resources.
3. Continue implementation and improvement of a recurring, one and-a-half year schedule prior to each valuation, incorporating inspection and review of all properties, and promoting a consistent, methodical and current valuation process.
4. Ensure all Teller County property sales on the Assessor's website are updated on a daily basis public use and continue to improve the website through customer feedback.
5. Improve the level of service available to Teller County property owners by continuous, proactive efforts to provide relevant, easily accessible information in a user-friendly format through the use of online services and in person.
6. Increase visibility of assessment processes during revaluation years through heightened public contact, especially through the media.
7. Along with IT support, maintain the Assessor's website, server and internal property management program with clear instructions and accurate data tables in order to:
8. Aid property owners who wish to correct property information in the Assessor's records or to protest the Notice of Value for a particular reevaluation period.
9. To realize a cost savings to Teller County taxpayers by reducing the number of duplicative appeals generated by incorrect processes or inaccurate data.

Clerk and Recorder

1. Provide prompt and courteous assistance to the public regarding requests for documentation, general information, and research to answer specific queries. Implement programs pertaining to the Motor Vehicle, Elections, Recording and Vital Statistics, Clerk to the Board and all Departments with the Clerk and Recorders Office and keep abreast of changing laws.
2. Provide and improve service excellence to Teller County citizens in support of elections, transactions involving motor vehicles, providing vital statistics and recording documents for public record.

3. Monitor efficiency, effectiveness and usage rates of the Woodland Park Branch Office and make service adjustments as necessary.
4. Conduct all primary, general, special elections, recounts and recalls held in Teller County, including registration of voters, publishing notice of elections, appointment and training of election judges, printing and distributing Execute state laws relating to motor vehicles (including certification of automobile titles and motor vehicle registration), register, issue, and report to the state licenses for all marriages and civil unions, and administer processes concerning liquor licenses in accordance with applicable federal, state, and local laws.
5. Record and index documents establishing ownership of property and other documents, maintain a file of plats and maps, register, issue, and report to the State Registrar vital statistics (birth, death, and fetal death records), and maintain responsibility for the safekeeping of all associated public records.
6. Notify each person affected by change in property valuation ordered by the Board of Equalization, furnish the County Assessor with a copy of each notice, and publish notice to the public of the date and time the County Board of Equalization will meet to hear appeals.
7. Record all proceedings of the Board of County Commissioners and preserve and file all accounts acted upon by the Board to allow timely availability of accurate, pertinent information to Teller County Citizens.
8. Continue systematic workforce development, succession **training**, to include redefinition and possible realignment of employee responsibilities, cross training to provide back-up for critical functions, and an annual education plan promoting career development.
9. Continue scanning and indexing of older documents and maps.
10. Implement standardized monthly reports and procedures along with the Teller County Finance Department for the Clerk & Recorders Trust Fund and maintain reconciliations on a monthly basis.

County Surveyor

1. The primary function of the Teller County Surveyor's office is to protect, maintain, and perpetuate land survey monuments. The Teller County Surveyor represents the county in all boundary disputes originating in the Public Land Survey System. State law requires the County Surveyor to maintain a plat records file and indexing system for all survey plats. The County Surveyor may provide professional land surveying services to other County departments. The County Surveyor or the appropriate designee shall index for recording all land survey plats filed in the Clerk and Recorder's Office.
2. Administer Teller County land survey records, re-establish and maintain official government survey monuments and review property boundaries

surveys and subdivision plans. Complete additional requirements and duties as outlined by the National Association of County Surveyors (NACS).

3. Review County deeds along with other evidence and render a professional opinion as to the locations and any conflicts of the boundaries of Teller County land.
4. Set monuments on County property corners and mark them so they can be easily found and identified.
5. Keep an accurate record of all services performed and measurements obtained involving County surveys. Recurring: identify and advise Teller County residents or government entities of any apparent defect in land description or evidence of conflict of ownership and/or use.
6. Prepare plats and maps of County property indicating boundary measurements, any monuments found and placed, and the calculated area.

Office of Emergency Management

Planning

1. Continually update threat, hazards, and risk analysis for Teller County and communicate situational awareness to all emergency services partner agencies.
2. Continually update and maintain an Emergency Operations Plan (EOP) and Emergency Support functions (ESF) that align with the National Response Framework (NRF) and in compliance with the National Incident Management System (NIMS).
3. Continue to develop citizen volunteer programs that focus on the use of unique skill sets to include retired first responders and military Veterans. Continue to evaluate grant opportunities that support training and exercises.
4. Continue planning activities that promote federal, state, regional and local governmental agencies, non-governmental/volunteer organizations, and private sector stakeholders' coordination and cooperation
5. Continue to maintain Continuity of Operations (COOP) and Continuity of Government (COG), plans that ensure County operations are sustained during emergency/disaster incidents.
6. Evaluate Federal/State grant program funding opportunities to secure emergency and disaster response equipment, training, and exercise funds that provide sound returns on investments, for Teller County Recurring: evaluate operational plans through exercises, training and real world events using After-Action Reports (AAR), Lessons Learned, and Best Management Practices (BMP) to support validation and revision of plans.
7. Ensure and advocate for an appropriate level of Wildfire Contingency Funding during budgetary funding considerations based on prudent risk assessment and current and predicted environmental conditions.

8. Conduct annual training and exercise programs that maintain adequate levels of first responder and support personnel knowledge and skills to ensure effective incident response and recovery.

Preparedness

1. Sustain the Citizen Corps and Local Emergency Planning Council comprised of [representatives from emergency responder disciplines; elected officials; nongovernmental, civic, volunteer, and faith-based organizations; special needs advocacy groups; the private sector; neighborhood associations; educational institutions; critical infrastructure and public utilities)and, ; the private business sector to incorporate local expertise into emergency planning.
2. Provide emergency information sharing and education presentations for the public on prevention, protection, emergency response, and recovery for all hazards, with specific considerations for high-threat hazards for the area in which they live and work.
3. Continue to update the Teller County “When Disaster Strikes Home” emergency preparedness publication and distribute to citizens and visitors of Teller County.
4. Establish Memorandums of Understanding (MOU) with non-profit, nongovernmental and private sector stakeholders to augment governmental resources.

Response

5. Continue to refine uniform, standardized practices for the County Incident Management Team (IMT) and Incident Response Team (IRT) that facilitates effective multi-agency, multijurisdictional incident response, coordination and logistics support
6. Continue to engage Teller County Employees, other government and nongovernment agency, volunteer and private sector representatives to serve in the County Emergency Operations Center (EOC) and provide training and exercises that ensure consistent coordination of activities throughout operations.
7. Fund, upgrade and enhance critical, communications infrastructure that ensures County-wide, multi-agency interoperability and information sharing capabilities.
8. Sustain logistics management capabilities to identify, record, inventory, dispatch, mobilize, and track human and material resources,
9. Supplement funding for Fire Control, Haz Mat and EMS agency training, exercises, supplies and materials costs.
10. Enhance the participation of County and municipal government agency representatives as members of the South Central Homeland Security Region

and its working groups to build greater regional response, training, exercise, resource and information sharing capabilities.

11. Conduct at a minimum, annual, multi-agency exercises (tabletops, functional, full-scale) that test and evaluate capability status to identify gaps, document necessary improvements, and update response plans.
12. Update the County Animal Response Team (CART) Standard Operating Procedures (SOP) to facilitate small animal and livestock evacuations (CSU Extension)

Recovery

1. Continue to work with Teller County Finance Department to assist in management and documentation of Federal/State Disaster Fund reimbursement grants

Mitigation

1. Continue to conduct public outreach through community wildfire planning that encourages property owners to eliminate vegetation and other fire hazards
2. Maintain and sustain the County Multi-Hazards Mitigation Plan.
3. Leverage Federal/State Hazards Mitigation funding sources that result in the ability to effectively reduce hazards and risks

CSU Extension

1. Continue opportunities for Teller County youth to present their projects in the annual County fair or through another public venue.
2. Maintain and enhance the foundation of traditional 4-H programs as well as the non-traditional 4-H opportunities.
3. Maintain contact with alternative schools, parks and recreation agencies, head start/youth groups, and home school groups to stimulate interest in traditional 4-H clubs or non-traditional 4-H programs.
4. Provide and improve youth development, after school, and school enrichment programs.
5. Develop and provide other programs, which meet identified community needs and desires.
6. Create new programming for small acreage management.
7. Rely on the inputs of the CSU Advisory Committee to address specific areas of programming interest and to update as needed the overall work plan which identifies issues and promotes action.

8. Maintain close communication with CSU research specialists to be apprised of new programmatic opportunities which may benefit the local community.
9. Identify partners in the local community, region, state, and nation to collaborate for grant opportunities.
10. Upgrade local materials (including revision of brochures and website redesign) to promote interest in CSU Extension programs based on reputation for excellence and extensive expertise and resources.
11. Provide individual assistance (research-based fact sheets, response to consumer questions, and informational programs and materials) concerning 4-H and youth development, strong families/healthy homes, nutrition/health/food safety, competitive and sustainable agriculture systems, small acreage management, sustainable community development, natural resources and environment, economic development, and renewable energy/green living/community gardening .
12. Continue to support Teller Park Conservation District (TPCD) efforts concerning noxious weed eradication and public education about noxious weeds and small acreage management.
13. Assess annual and periodic environmental conditions in Teller County. Changes in the environment, including natural and manmade, impact gardening, ranching, wildfire, drought, emergency management, livestock, small acreage management, wildlife habitat, migration and invasive species programs.
14. Offer 4-H programs and projects, Colorado Master Gardener, Radon, Well and Septic, programs, Native Plant Masters, and other activities of interest and benefit to Teller County families, youth, and other residents.
15. Attend State, Regional, and National Extension meetings to learn about what others are doing in Extension to develop local programming.
16. Work on state and national committees/teams to advance Extension, keep it relevant, and to affect local programming.
17. Conduct needs assessments every five years and implement programs to fill those needs where appropriate.
18. Work with the local horticulture groups and schools to provide gardening classes and resources.
19. Work with local emergency operations and CART to plan for emergencies and educate public on livestock/pet evacuation and care procedures during emergencies.