

## Office of Innovation & Performance

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The Office of Innovation & Performance (I&P) is a team of four building a culture of innovation that creates positive outcomes for our community. We accomplish that goal through:

- 1) Assisting departments in improving processes and procedures
- 2) Moving the Strategic Plan forward through measuring performance
- 3) Driving innovative practices throughout the County

Below are some of the initiatives I&P is working on in each of these areas

### Assisting departments in improving processes and procedures

**Cuyahoga County Innovation Academy:** Launched in July 2019, the Cuyahoga County Innovation Academy provides introductory, intermediate, and advanced courses around lean six sigma, project management, change management and organizational behavior principles. The goal of the program is to provide staff with the tools and techniques to implement more efficient and effective processes.

To date, we've had 74 people attend our introductory training (Yellow Belt) and 16 people attend the first intermediate training (Green Belt). The advanced course will begin in 2020. As part of the intermediate and advanced training, attendees are required to complete a project that shows an improvement for the County. Eleven projects are currently underway.

**Startup in Residence Program:** I&P is partnering with nonprofit City Innovate as a member of the 2019-20 cohort of the Startup in Residence (STiR) program. STiR uses a nationwide challenge-based RFP process that allows government agencies to explore creative solutions to challenges through partnerships with tech-based businesses. This is a departure from the traditional RFP process which requires a solution to be identified and polished prior to procurement occurring. In 2020, vendors selected through the challenge-based RFP will participate in a 16-week residency during which they will collaborate with departments to solve current challenges. Six challenges from five departments were submitted for RFP responses. The RFP went live on October 16.

**Audit Process:** I&P serves as County Executive Liaison for Department of Internal Audit to assist DIA with obtaining information. I&P also assists departments to ensure management responses are timely and to address findings in the audit report.

I&P has provided support for Parking Services Audit, Procurement- IT Contracts Audit, Invest in Children Subrecipient Monitoring Audit, DCFS Travel Audit, ERP Consulting Project, IT Inventory Audit, and Sheriff's Department Follow-up Reviews.

**Process Improvement Projects:** I&P works with departments to conduct process improvement projects as requested. Engagements in 2019 include the Procurement process, Medicaid Long Term Care review, and a review of the Open Records Request Process.

### Moving the Strategic Plan forward through measuring performance

**Cuyahoga Performance:** In April 2019, Cuyahoga County released its first Cuyahoga Performance Report. The report identifies over 150 measures tied to the 15 goals of the strategic plan. Cuyahoga Performance is a public facing report that increases transparency into the services provided by the County.