

Community Needs Assessment

Jackson County Board Retreat
February 12, 2009

Jackson County Strategic Plan

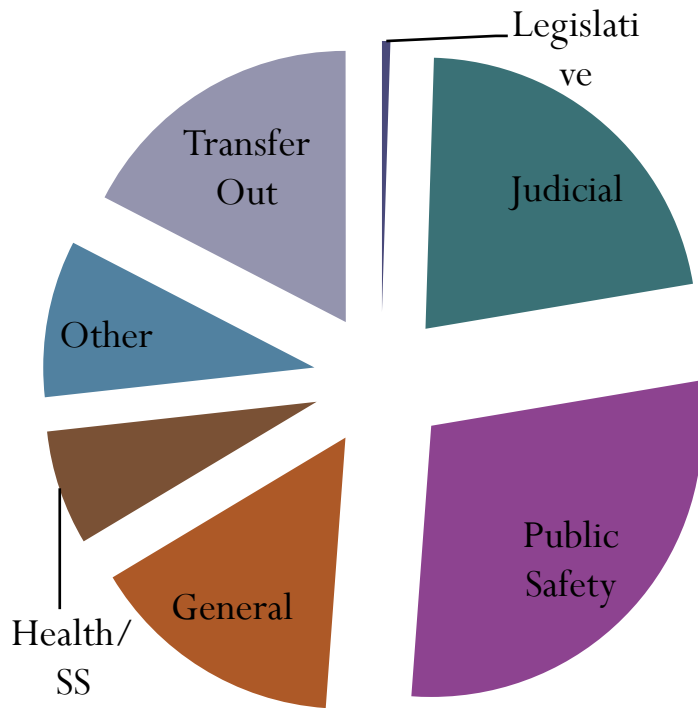


Accomplishments

- Board of Commissioners went through the strategic planning process.
 - Community Involvement
 - Staff Involvement
- Formed County work teams to pursue strategic areas.
 - Groups are meeting.
 - Things are getting done.

Connecting Spending With Goals

Expenditures



Strategic Priorities



Customer Needs – Gov QA

Top Questions

1. Employment
2. Health Care
3. Dogs
4. Delinquent Taxes
5. Court Services
6. Court Services
7. Jobs
8. Health

	Question Summary	Total Viewed
	How can I find out if there are any County employment opportunities or job openings?	267
	Where can I see a doctor for a non-emergency visit if I don't have health insurance?	127
	What information is required in order to purchase a dog license?	105
	Do you accept credit card, on line or payments over the phone for delinquent taxes?	96
	Does the Treasurer accept postmark for delinquent taxes?	96
	Can I get a court-appointed attorney?	86
	My son/daughter received a ticket. How do we pay the ticket?	77
	Can I submit an employment application at anytime?	76
	Where can I get information about Meningitis?	50
	Who do I contact for conference room rental?	34
	Cost of birth certificate?	16
	Can I have my wedding in the parks?	12
	Website access for Register of Deeds	12
	We lost our insurance, what can we do? We can't afford our insurance premiums.	10
	Can I schedule an appointment to see the judge?	9
	What are the rules for inmate visits?	9

Customer Needs – Gov QA

Top Departments

1. Human Resources
2. Public Health
3. Treasurer
4. Circuit/Family/
Probate Court
5. Dog License

Top Answers Viewed by Filter

Reporting Period: 1/1/2009 - 3/31/2009
Group:
Run Date: 02/11/2009 2:11 PM

Top Answers Viewed by Filter

Category	Total Viewed: 1328
Airport	13
Animal Control	17
Buildings	40
Circuit/Family/Probate Court	172
Concealed Weapon Permit	4
Dog License	105
Friend of the Court	21
Human Resources	352
Jail	18
Jury Duty	6
Parks	21
Personal Protection Orders	3
Public Health	257
Public Works	3
Register of Deeds	33
Senior Services	30
Sheriff Department	9
Treasurers	208
Vital Records	16

Top Three – Common Themes

Customer Needs as Identified by
Departments and Agencies

External

- Security / Safety
- Public Health
- Public Education
- Enforcement
- Recreation

Top Three – Common Themes

Customer Needs as Identified by
Departments and Agencies

External

- Maintenance of Capital
- Records Retention
- Staff Availability
- Training and Development

Next Steps

- Meeting on February 18, 2009
 - Board Chambers
 - 5 PM to 7:30 PM
- Discussion
 - Mission, Vision, Strategic Planning
 - Organizational Alignment