

## Department Scorecard Measures

Fiscal Year 2017

### CJS - Criminal Justice Services

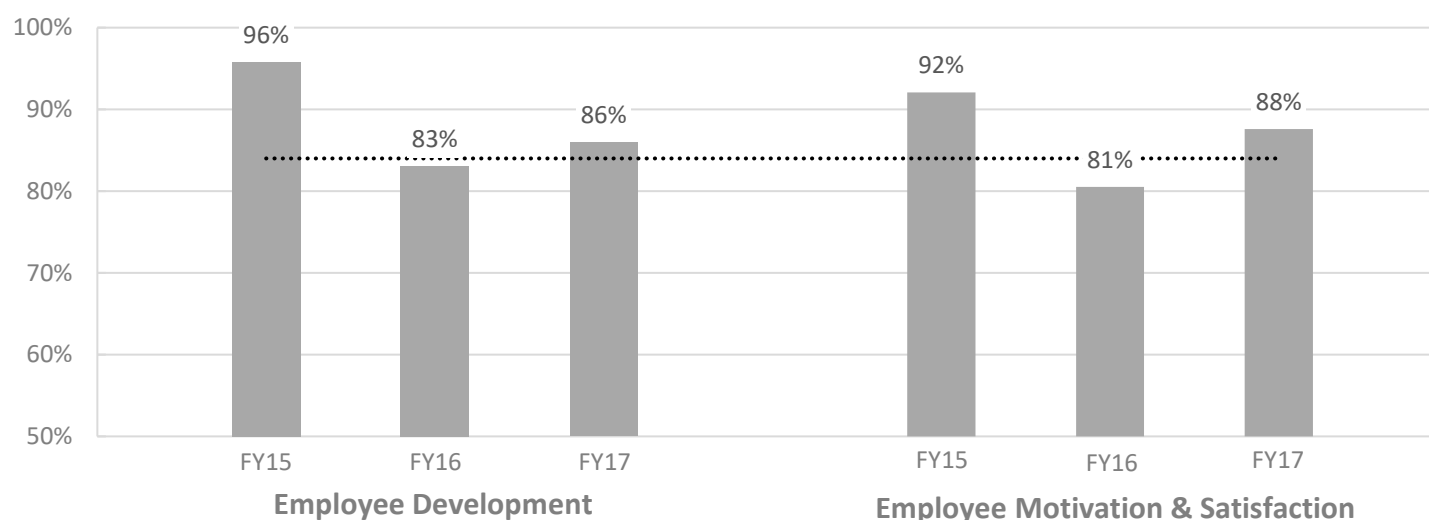
N = 48

Employee Development	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall
My supervisor annually assesses progress on my individual development plan. <sup>1,2</sup>	97%	93%	98%	95% ●
My supervisor supports my participation in professional development opportunities.	94%	88%	98%	92% ●
I have a workplan that includes an individual development plan (IDP). <sup>2</sup>	91%	96%	100%	88% ●
My supervisor provides sufficient feedback regarding my performance.	75%	75%	89%	87% ○
My supervisor provides timely feedback about my performance.	73%	65%	94%	86% ○
<b>Employee Development Index</b>	<b>86%</b>	<b>83%</b>	<b>96%</b>	<b>89%</b> ●

Employee Motivation & Satisfaction	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall
My co-workers are respectful of each other.	96%	94%	96%	88% ●
My co-workers are willing to assist each other.	94%	91%	96%	90% ●
My supervisor treats me with respect.	90%	85%	93%	93% ●
My supervisor provides the flexibility I need to balance work and personal life.	90%	81%	96%	92% ●
Most days I feel good about coming to work.	88%	76%	87%	85% ○
I would recommend Mecklenburg County to others as a good place to work.	87%	91%	89%	85% ○
My supervisor treats me fairly.	85%	79%	94%	90% ●
I am able to openly communicate concerns to my supervisor.	85%	69%	91%	87% ○
My supervisor encourages an open exchange of ideas.	83%	75%	91%	86% ○
My supervisor acknowledges my achievements.	83%	70%	89%	87% ○
My supervisor encourages creative thinking.	83%	74%	91%	85% ○
<b>Employee Motivation &amp; Satisfaction Index</b>	<b>88%</b>	<b>81%</b>	<b>92%</b>	<b>88%</b> ●

#### Index Score Trends

..... County Target (84%)



**Results** ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

<sup>1</sup> Only those who respond "yes" to "I have a workplan that includes an individual development plan (IDP)" receive this question.

<sup>2</sup> Results reflect % Yes responses.

## Supplemental Information

Fiscal Year 2017

### CJS - Criminal Justice Services

N = 48

Questions	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall
The work I do is important.	98%	89%	100%	99% ●
Overall, I feel secure going to my vehicle during regular business hours.	98%	98%	91%	93% ●
Overall, I feel secure at my workplace during regular business hours.	98%	92%	87%	90% ●
My co-workers respect individuals by valuing their differences (backgrounds, values & beliefs).	96%	92%	96%	91% ●
I am able to apply skills I learn in trainings to better perform my job.	96%	91%	94%	92% ●
Overall, I am satisfied with the security personnel presence at the facility where I work.	94%	89%	91%	85% ○
Overall, I feel secure at my workplace after regular business hours.	93%	84%	87%	78% ●
Information Technology solves my technology problems quickly.	91%	92%	95%	88% ●
Information Technology solves my technology problems effectively.	89%	94%	91%	89% ●
My supervisor respects individuals by valuing their differences (backgrounds, values & beliefs).	89%	87%	93%	93% ●
My supervisor values me.	87%	78%	93%	91% ●
The Board of County Commissioners values County employees.	85%	88%	90%	73% ●
I am familiar with the goals and objectives outlined in my department's strategic business plan. <sup>*3</sup>	83%	-	-	80% ○
I have received info about what to do in the event of an emergency (tornado, bomb threat). <sup>1</sup>	83%	82%	80%	87% ○
I have the necessary technology (hardware and software) to do my job well.	81%	88%	84%	86% ○
My workload is reasonable.	79%	85%	98%	76% ●
The executive leadership of Mecklenburg County values County employees.	77%	78%	89%	81% ○
Overall, I feel secure going to my vehicle after regular business hours.	75%	76%	79%	74% ●
The technology (hardware and software) I use on the job is reliable.	71%	85%	76%	78% ●
My department director values employees in our department.	63%	67%	68%	85% ○
My department director clearly communicates what is going on in my department.	56%	66%	54%	80% ○
My department director leads by example. <sup>*2</sup>	54%	-	-	83% ○

**Results** ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs Improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

\* = New measure. <sup>1</sup> Results reflect % Yes responses.

<sup>2</sup> Results reflect % Well/Very Well responses. <sup>3</sup> Results reflect % Somewhat Familiar/Very Familiar responses.

## Department Scorecard Measures

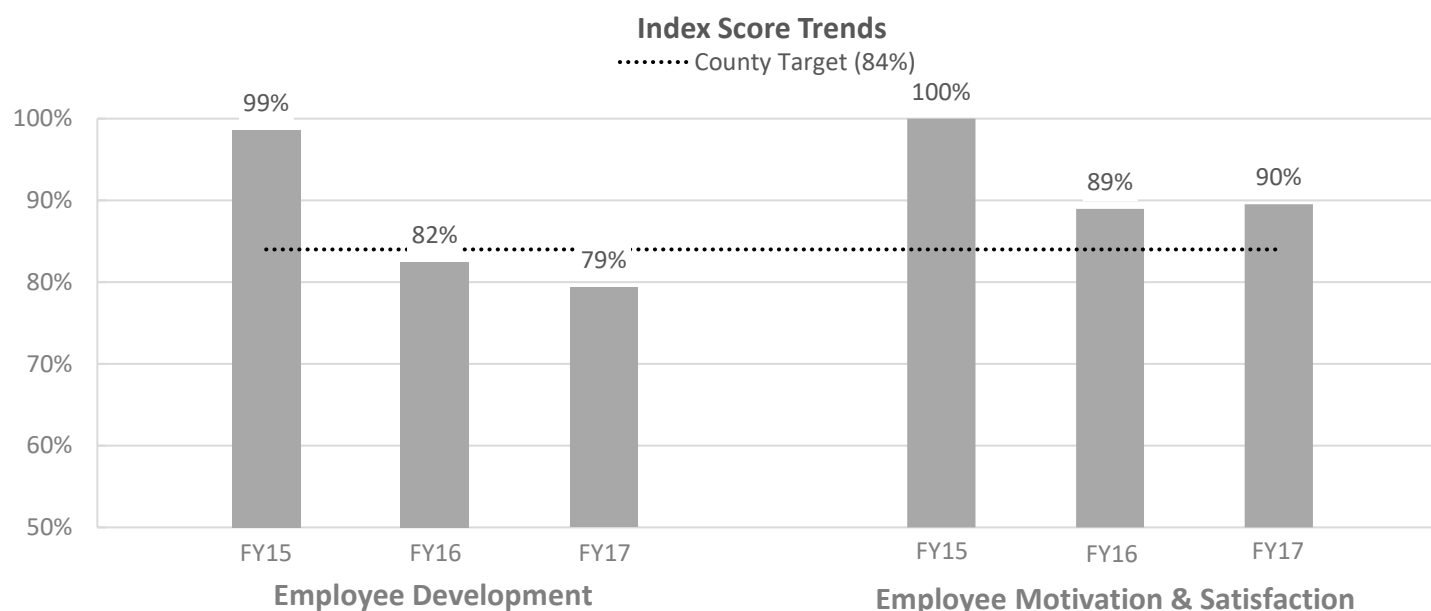
Fiscal Year 2017

### CJS - Drug Treatment Court

N = 15

Employee Development	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall
My supervisor annually assesses progress on my individual development plan. <sup>1,2</sup>	100%	91%	100%	95% ●
My supervisor supports my participation in professional development opportunities.	100%	93%	100%	92% ●
I have a workplan that includes an individual development plan (IDP). <sup>2</sup>	83%	100%	100%	88% ●
My supervisor provides timely feedback about my performance.	60%	64%	100%	86% ○
My supervisor provides sufficient feedback regarding my performance.	53%	64%	93%	87% ○
<b>Employee Development Index</b>	<b>79%</b>	<b>82%</b>	<b>99%</b>	<b>89%</b> ●

Employee Motivation & Satisfaction	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall
My supervisor provides the flexibility I need to balance work and personal life.	100%	93%	100%	92% ●
My co-workers are willing to assist each other.	100%	93%	100%	90% ●
I would recommend Mecklenburg County to others as a good place to work.	100%	100%	100%	85% ○
My supervisor treats me with respect.	93%	93%	100%	93% ●
My co-workers are respectful of each other.	93%	93%	100%	88% ●
Most days I feel good about coming to work.	93%	86%	100%	85% ○
My supervisor treats me fairly.	93%	93%	100%	90% ●
My supervisor encourages creative thinking.	80%	93%	100%	85% ○
My supervisor acknowledges my achievements.	80%	64%	100%	87% ○
I am able to openly communicate concerns to my supervisor.	79%	86%	100%	87% ○
My supervisor encourages an open exchange of ideas.	73%	86%	100%	86% ○
<b>Employee Motivation &amp; Satisfaction Index</b>	<b>90%</b>	<b>89%</b>	<b>100%</b>	<b>88%</b> ●



Results ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

<sup>1</sup> Only those who respond "yes" to "I have a workplan that includes an individual development plan (IDP)" receive this question.

<sup>2</sup> Results reflect % Yes responses.

## Supplemental Information

Fiscal Year 2017

### CJS - Drug Treatment Court

N = 15

Questions	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall
The work I do is important.	100%	100%	100%	99% ●
My supervisor respects individuals by valuing their differences (backgrounds, values & beliefs).	100%	93%	100%	93% ●
I am able to apply skills I learn in trainings to better perform my job.	100%	85%	100%	92% ●
Overall, I feel secure going to my vehicle during regular business hours.	100%	100%	100%	93% ●
Overall, I feel secure at my workplace during regular business hours.	100%	100%	100%	90% ●
Information Technology solves my technology problems effectively.	100%	100%	100%	89% ●
I have received info about what to do in the event of an emergency (tornado, bomb threat). <sup>1</sup>	100%	93%	100%	87% ○
Information Technology solves my technology problems quickly.	100%	100%	100%	88% ●
The executive leadership of Mecklenburg County values County employees.	100%	100%	100%	81% ○
Overall, I am satisfied with the security personnel presence at the facility where I work.	100%	100%	100%	85% ○
The Board of County Commissioners values County employees.	100%	100%	100%	73% ●
Overall, I feel secure at my workplace after regular business hours.	100%	100%	100%	78% ●
Overall, I feel secure going to my vehicle after regular business hours.	100%	100%	93%	74% ●
My co-workers respect individuals by valuing their differences (backgrounds, values & beliefs).	93%	93%	100%	91% ●
My supervisor values me.	93%	93%	100%	91% ●
I am familiar with the goals and objectives outlined in my department's strategic business plan. <sup>*3</sup>	87%	-	-	80% ○
My workload is reasonable.	79%	79%	100%	76% ●
My department director values employees in our department.	77%	85%	93%	85% ○
My department director clearly communicates what is going on in my department.	69%	79%	86%	80% ○
I have the necessary technology (hardware and software) to do my job well.	67%	79%	62%	86% ○
The technology (hardware and software) I use on the job is reliable.	67%	79%	57%	78% ●
My department director leads by example. <sup>*2</sup>	60%	-	-	83% ○

Results ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs Improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

\* = New measure. <sup>1</sup> Results reflect % Yes responses.

<sup>2</sup> Results reflect % Well/Very Well responses. <sup>3</sup> Results reflect % Somewhat Familiar/Very Familiar responses.

## Department Scorecard Measures

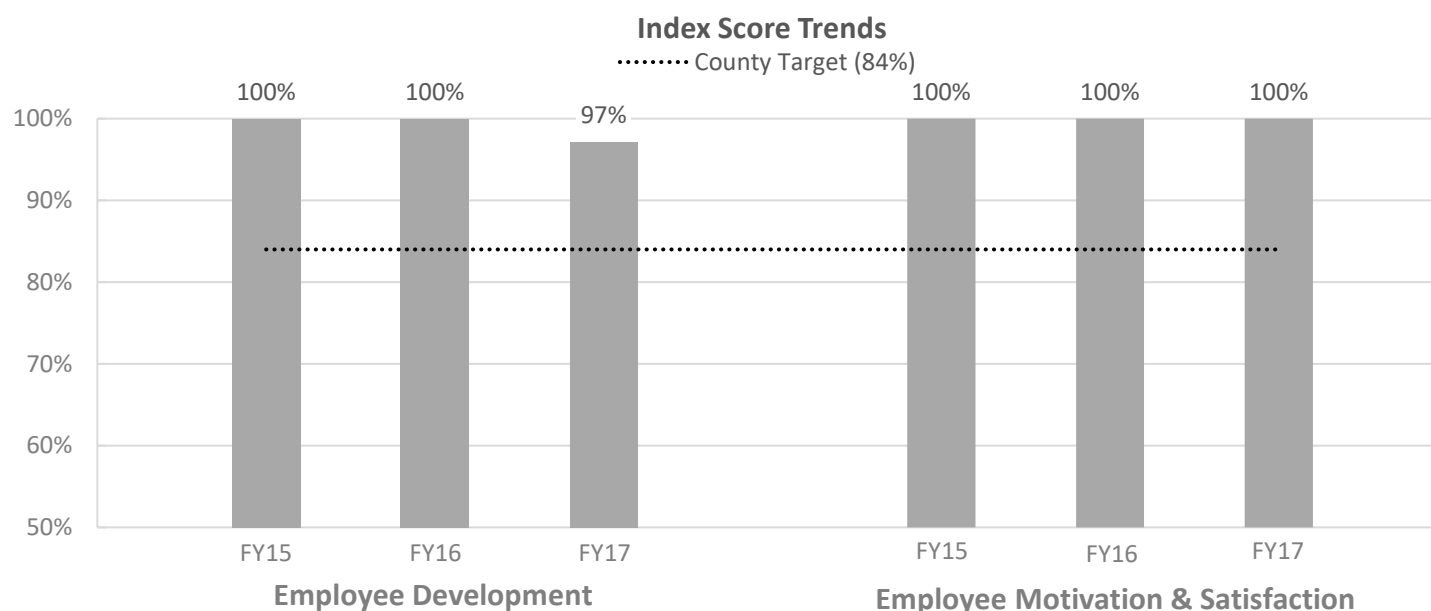
Fiscal Year 2017

### CJS - Forensic Evaluation

N = 7

Employee Development	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall
My supervisor annually assesses progress on my individual development plan. <sup>1,2</sup>	100%	100%	100%	95% ●
My supervisor supports my participation in professional development opportunities.	100%	100%	100%	92% ●
My supervisor provides sufficient feedback regarding my performance.	100%	100%	100%	87% ○
My supervisor provides timely feedback about my performance.	100%	100%	100%	86% ○
I have a workplan that includes an individual development plan (IDP). <sup>2</sup>	86%	100%	100%	88% ●
<b>Employee Development Index</b>	<b>97%</b>	100%	100%	89% ●

Employee Motivation & Satisfaction	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall
My supervisor treats me with respect.	100%	100%	100%	93% ●
My supervisor provides the flexibility I need to balance work and personal life.	100%	100%	100%	92% ●
My supervisor treats me fairly.	100%	100%	100%	90% ●
My co-workers are willing to assist each other.	100%	100%	100%	90% ●
I would recommend Mecklenburg County to others as a good place to work.	100%	100%	100%	85% ○
My co-workers are respectful of each other.	100%	100%	100%	88% ●
Most days I feel good about coming to work.	100%	100%	100%	85% ○
I am able to openly communicate concerns to my supervisor.	100%	100%	100%	87% ○
My supervisor encourages an open exchange of ideas.	100%	100%	100%	86% ○
My supervisor encourages creative thinking.	100%	100%	100%	85% ○
My supervisor acknowledges my achievements.	100%	100%	100%	87% ○
<b>Employee Motivation &amp; Satisfaction Index</b>	<b>100%</b>	100%	100%	88% ●



**Results** ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

<sup>1</sup> Only those who respond "yes" to "I have a workplan that includes an individual development plan (IDP)" receive this question.

<sup>2</sup> Results reflect % Yes responses.

## Supplemental Information

Fiscal Year 2017

### CJS - Forensic Evaluation

N = 7

Questions	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall
The work I do is important.	100%	100%	100%	99% ●
My supervisor respects individuals by valuing their differences (backgrounds, values & beliefs).	100%	100%	100%	93% ●
I am able to apply skills I learn in trainings to better perform my job.	100%	100%	100%	92% ●
My co-workers respect individuals by valuing their differences (backgrounds, values & beliefs).	100%	100%	100%	91% ●
Overall, I feel secure going to my vehicle during regular business hours.	100%	100%	60%	93% ●
My supervisor values me.	100%	100%	100%	91% ●
Overall, I feel secure at my workplace during regular business hours.	100%	100%	60%	90% ●
Information Technology solves my technology problems effectively.	100%	100%	100%	89% ●
I have the necessary technology (hardware and software) to do my job well.	100%	100%	100%	86% ○
The technology (hardware and software) I use on the job is reliable.	100%	100%	100%	78% ●
Overall, I feel secure at my workplace after regular business hours.	100%	67%	50%	78% ●
Information Technology solves my technology problems quickly.	86%	100%	100%	88% ●
Overall, I am satisfied with the security personnel presence at the facility where I work.	86%	83%	60%	85% ○
My workload is reasonable.	86%	100%	100%	76% ●
I am familiar with the goals and objectives outlined in my department's strategic business plan. <sup>*3</sup>	86%	-	-	80% ○
I have received info about what to do in the event of an emergency (tornado, bomb threat). <sup>1</sup>	83%	67%	80%	87% ○
My department director values employees in our department.	71%	80%	80%	85% ○
My department director clearly communicates what is going on in my department.	71%	80%	80%	80% ○
Overall, I feel secure going to my vehicle after regular business hours.	71%	33%	40%	74% ●
My department director leads by example. <sup>*2</sup>	71%	-	-	83% ○
The Board of County Commissioners values County employees.	67%	75%	67%	73% ●
The executive leadership of Mecklenburg County values County employees.	57%	83%	80%	81% ○

Results ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs Improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

\* = New measure. <sup>1</sup> Results reflect % Yes responses.

<sup>2</sup> Results reflect % Well/Very Well responses. <sup>3</sup> Results reflect % Somewhat Familiar/Very Familiar responses.

## Department Scorecard Measures

Fiscal Year 2017

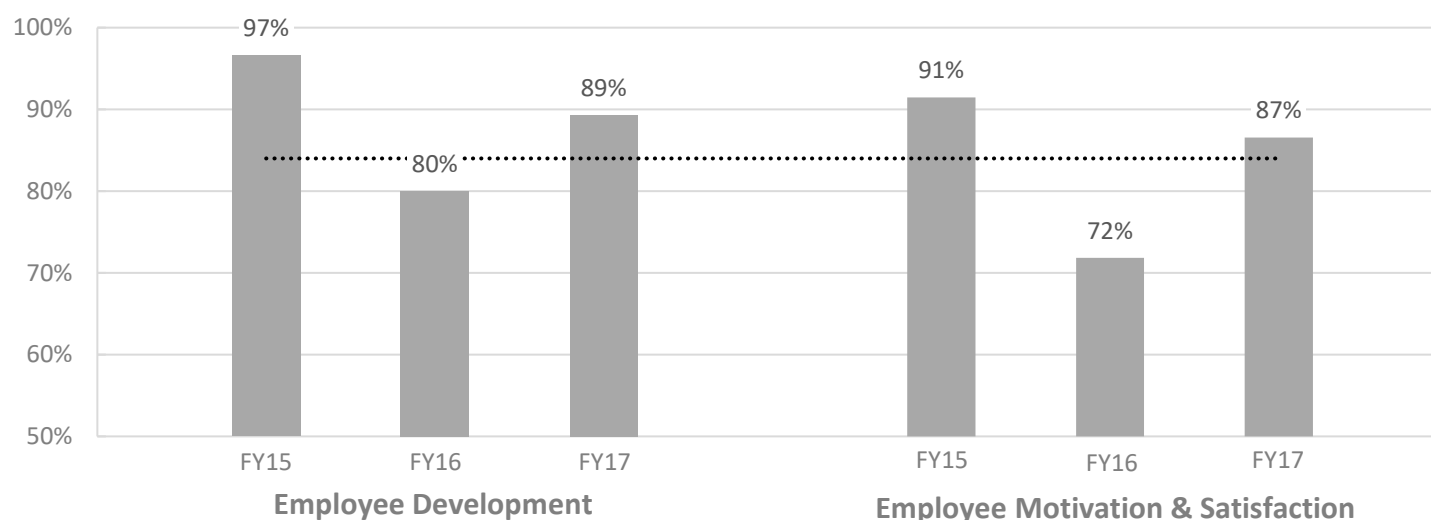
### CJS - Pretrial Services (includes Fine Collection)

N = 15

Employee Development	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall	
My supervisor annually assesses progress on my individual development plan. <sup>1,2</sup>	100%	94%	94%	95%	●
I have a workplan that includes an individual development plan (IDP). <sup>2</sup>	100%	100%	100%	88%	●
My supervisor provides sufficient feedback regarding my performance.	87%	72%	94%	87%	○
My supervisor supports my participation in professional development opportunities.	80%	78%	100%	92%	●
My supervisor provides timely feedback about my performance.	80%	56%	95%	86%	○
<b>Employee Development Index</b>	<b>89%</b>	80%	97%	89%	●

Employee Motivation & Satisfaction	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall	
My co-workers are willing to assist each other.	100%	94%	100%	90%	●
My co-workers are respectful of each other.	100%	89%	100%	88%	●
My supervisor encourages an open exchange of ideas.	93%	72%	89%	86%	○
My supervisor treats me with respect.	87%	82%	94%	93%	●
I am able to openly communicate concerns to my supervisor.	87%	50%	89%	87%	○
My supervisor acknowledges my achievements.	87%	71%	88%	87%	○
My supervisor encourages creative thinking.	86%	67%	88%	85%	○
My supervisor provides the flexibility I need to balance work and personal life.	80%	67%	100%	92%	●
My supervisor treats me fairly.	80%	61%	94%	90%	●
Most days I feel good about coming to work.	80%	63%	81%	85%	○
I would recommend Mecklenburg County to others as a good place to work.	73%	75%	81%	85%	○
<b>Employee Motivation &amp; Satisfaction Index</b>	<b>87%</b>	72%	91%	88%	●

**Index Score Trends**  
..... County Target (84%)



**Results** ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

<sup>1</sup> Only those who respond "yes" to "I have a workplan that includes an individual development plan (IDP)" receive this question.

<sup>2</sup> Results reflect % Yes responses.

## Supplemental Information

Fiscal Year 2017

### CJS - Pretrial Services (includes Fine Collection)

N = 15

Questions	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall
The work I do is important.	100%	83%	100%	99% ●
Overall, I feel secure going to my vehicle during regular business hours.	100%	94%	89%	93% ●
Overall, I feel secure at my workplace during regular business hours.	100%	83%	89%	90% ●
My co-workers respect individuals by valuing their differences (backgrounds, values & beliefs).	93%	89%	100%	91% ●
Overall, I am satisfied with the security personnel presence at the facility where I work.	93%	76%	89%	85% ○
Overall, I feel secure at my workplace after regular business hours.	91%	76%	88%	78% ●
I am able to apply skills I learn in trainings to better perform my job.	86%	94%	89%	92% ●
My supervisor values me.	86%	63%	89%	91% ●
The Board of County Commissioners values County employees.	85%	79%	93%	73% ●
Information Technology solves my technology problems quickly.	80%	89%	94%	88% ●
My workload is reasonable.	80%	83%	95%	76% ●
My supervisor respects individuals by valuing their differences (backgrounds, values & beliefs).	77%	71%	94%	93% ●
Information Technology solves my technology problems effectively.	73%	94%	89%	89% ●
I have the necessary technology (hardware and software) to do my job well.	73%	94%	100%	86% ○
I am familiar with the goals and objectives outlined in my department's strategic business plan.* <sup>3</sup>	73%	-	-	80% ○
The executive leadership of Mecklenburg County values County employees.	71%	63%	94%	81% ○
Overall, I feel secure going to my vehicle after regular business hours.	67%	76%	75%	74% ●
I have received info about what to do in the event of an emergency (tornado, bomb threat). <sup>1</sup>	60%	80%	67%	87% ○
My department director values employees in our department.	54%	40%	47%	85% ○
The technology (hardware and software) I use on the job is reliable.	53%	94%	83%	78% ●
My department director leads by example.* <sup>2</sup>	53%	-	-	83% ○
My department director clearly communicates what is going on in my department.	46%	47%	28%	80% ○

**Results** ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs Improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

\* = New measure. <sup>1</sup> Results reflect % Yes responses.

<sup>2</sup> Results reflect % Well/Very Well responses. <sup>3</sup> Results reflect % Somewhat Familiar/Very Familiar responses.



## Department Scorecard Measures

Fiscal Year 2017

### CJS - Other (includes Criminal Justice Planning, Reentry Services)

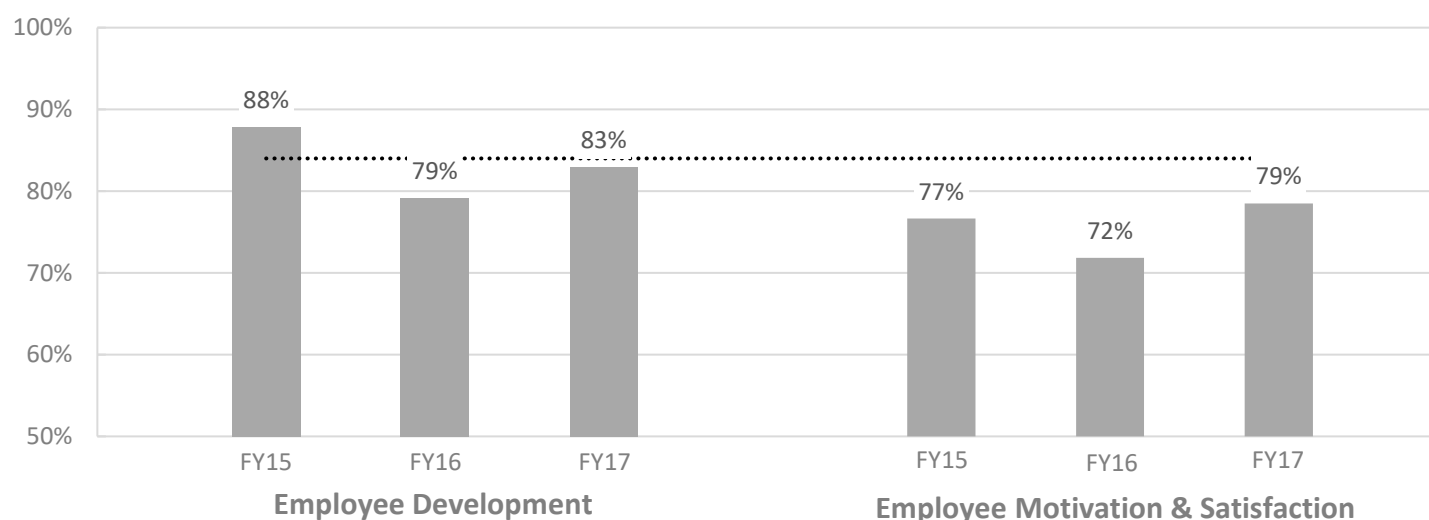
N = 11

Employee Development	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall	
My supervisor supports my participation in professional development opportunities.	100%	90%	89%	92%	●
I have a workplan that includes an individual development plan (IDP). <sup>2</sup>	91%	80%	100%	88%	●
My supervisor annually assesses progress on my individual development plan. <sup>1,2</sup>	88%	86%	100%	95%	●
My supervisor provides sufficient feedback regarding my performance.	73%	80%	70%	87%	○
My supervisor provides timely feedback about my performance.	64%	60%	80%	86%	○
<b>Employee Development Index</b>	<b>83%</b>	<b>79%</b>	<b>88%</b>	<b>89%</b>	<b>●</b>

Employee Motivation & Satisfaction	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall	
My co-workers are respectful of each other.	91%	100%	70%	88%	●
My supervisor treats me with respect.	82%	70%	80%	93%	●
My supervisor provides the flexibility I need to balance work and personal life.	82%	80%	80%	92%	●
I would recommend Mecklenburg County to others as a good place to work.	82%	100%	80%	85%	○
Most days I feel good about coming to work.	82%	70%	70%	85%	○
I am able to openly communicate concerns to my supervisor.	82%	60%	78%	87%	○
My supervisor treats me fairly.	73%	80%	80%	90%	●
My co-workers are willing to assist each other.	73%	80%	80%	90%	●
My supervisor encourages an open exchange of ideas.	73%	50%	80%	86%	○
My supervisor encourages creative thinking.	73%	44%	78%	85%	○
My supervisor acknowledges my achievements.	73%	56%	67%	87%	○
<b>Employee Motivation &amp; Satisfaction Index</b>	<b>79%</b>	<b>72%</b>	<b>77%</b>	<b>88%</b>	<b>●</b>

#### Index Score Trends

..... County Target (84%)



Results ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

<sup>1</sup> Only those who respond "yes" to "I have a workplan that includes an individual development plan (IDP)" receive this question.

<sup>2</sup> Results reflect % Yes responses.

## Supplemental Information

Fiscal Year 2017

### CJS - Other (includes Criminal Justice Planning, Reentry Services)

N = 11

Questions	FY17 Results	FY16 Results	FY15 Results	FY17 County Overall	
I am able to apply skills I learn in trainings to better perform my job.	100%	89%	89%	92%	●
My co-workers respect individuals by valuing their differences (backgrounds, values & beliefs).	100%	90%	78%	91%	●
I have the necessary technology (hardware and software) to do my job well.	100%	80%	78%	86%	○
Information Technology solves my technology problems quickly.	100%	80%	88%	88%	●
The work I do is important.	91%	78%	100%	99%	●
Overall, I feel secure going to my vehicle during regular business hours.	91%	100%	100%	93%	●
Overall, I feel secure at my workplace during regular business hours.	91%	90%	78%	90%	●
I have received info about what to do in the event of an emergency (tornado, bomb threat). <sup>1</sup>	91%	80%	78%	87%	○
I am familiar with the goals and objectives outlined in my department's strategic business plan. <sup>*3</sup>	91%	-	-	80%	○
Information Technology solves my technology problems effectively.	90%	80%	75%	89%	●
Overall, I am satisfied with the security personnel presence at the facility where I work.	90%	100%	100%	85%	○
My supervisor respects individuals by valuing their differences (backgrounds, values & beliefs).	82%	100%	78%	93%	●
The technology (hardware and software) I use on the job is reliable.	82%	70%	78%	78%	●
Overall, I feel secure at my workplace after regular business hours.	82%	89%	86%	78%	●
The Board of County Commissioners values County employees.	80%	89%	75%	73%	●
My supervisor values me.	73%	67%	89%	91%	●
My workload is reasonable.	73%	89%	100%	76%	●
The executive leadership of Mecklenburg County values County employees.	70%	70%	70%	81%	○
Overall, I feel secure going to my vehicle after regular business hours.	55%	70%	86%	74%	●
My department director values employees in our department.	50%	80%	67%	85%	○
My department director clearly communicates what is going on in my department.	40%	70%	44%	80%	○
My department director leads by example. <sup>*2</sup>	36%	-	-	83%	○

Results ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs Improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

\* = New measure. <sup>1</sup> Results reflect % Yes responses.

<sup>2</sup> Results reflect % Well/Very Well responses. <sup>3</sup> Results reflect % Somewhat Familiar/Very Familiar responses.