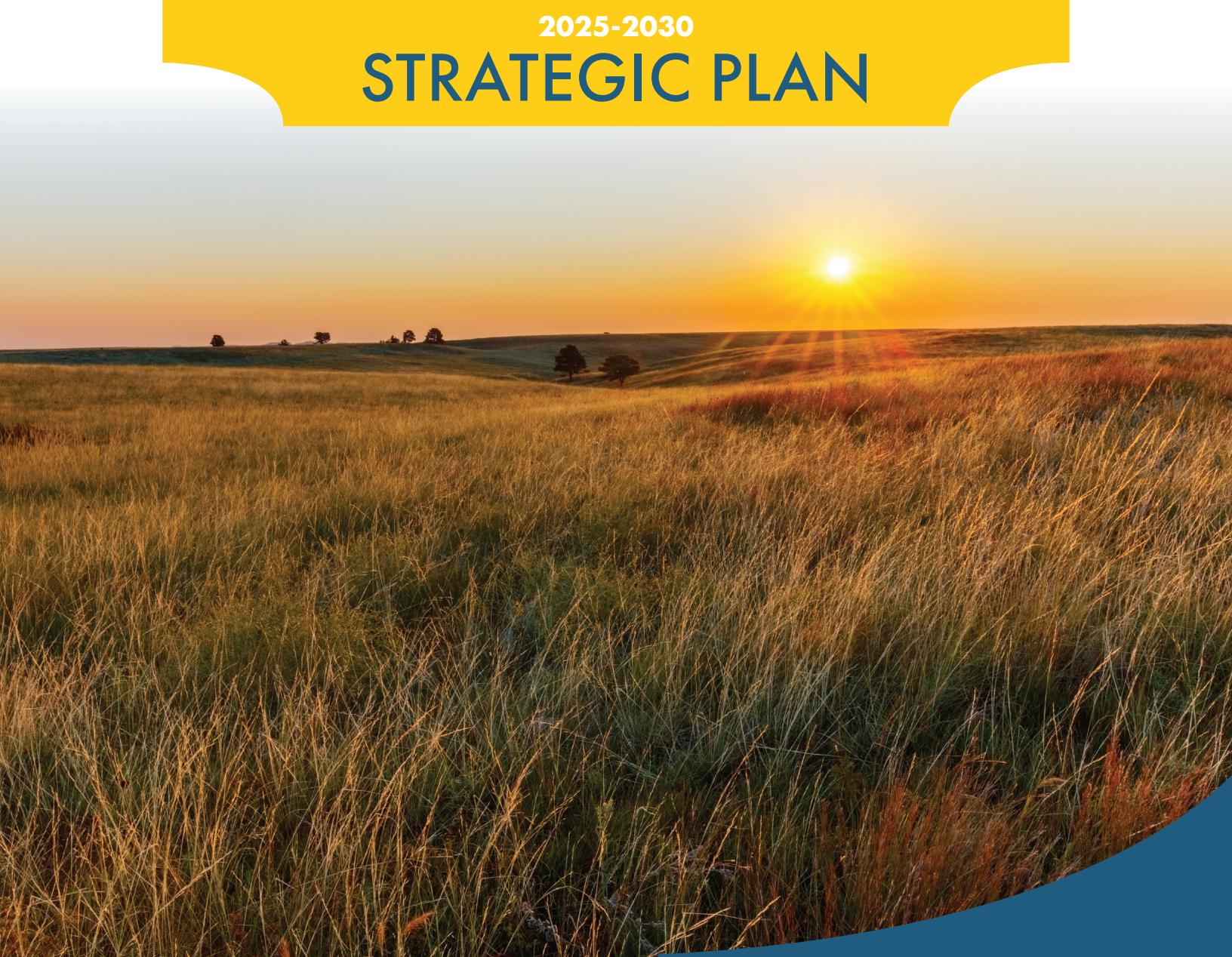




FAIRFIELD
COUNTY • OHIO
AUDITOR

2025-2030
STRATEGIC PLAN





2025-2030 STRATEGIC PLAN STRATEGIC THEMES

Provide Supervisory Support

& COACHING OPPORTUNITIES FOR TEAM MEMBERS



FOCUS ON STRENGTHS AND Customer Service



UPDATE FINANCIAL AND REA PROCESSES TO
Add Value



Improve Use of Technology

AND RECORDS MANAGEMENT PROCESSES



Improve Communication
AND OUTREACH



SERVE • CONNECT • PROTECT

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Introduction to the Strategic Plan

This introductory section of the Strategic Plan includes a summary about strategic planning, the mission of Fairfield County Auditor's Office, and strengths, weaknesses, opportunities, and threats.

What is Strategic Planning?

Strategic planning is an organizational management activity that is used to:

- set priorities,
- focus energy and resources,
- strengthen operations,
- ensure employees and stakeholders are working toward common goals,
- establish agreement around intended outcomes and results, and
- assess and adjust the organization's direction in response to a changing environment.

We believe that strategic planning is a worthy, disciplined effort that produces fundamental decisions and actions to shape and guide our organization, who we are, who we serve, what we do, and why we do it – all with a focus on the future. It is an activity that is both prescribed and organic.

A strategic plan is a document used to communicate goals and objectives typically for a mid-term period of five years. It is a living document and is expected to be updated and reviewed regularly. The strategic planning process allows an organization to gaze beyond a budget horizon, and it allows leaders to consider current issues in the context of the relatively near future; to anticipate challenges ahead; and to decide on how to deal with challenges.

Rather than a process apart from everyday functions of the organization, the mid-range nature of strategic planning allows the organization to bring alignment within a set of goals. This plan is through 2030. It was first documented in 2022 and is updated regularly.

A strategic plan is a flexible, living document that should be adapted to internal and external changes inherent in a complex environment with multiple stakeholders and demands. A strategic plan is a helpful tool for the organization to reach its *vision*. The vision is to secure, attractive residential and commercial neighborhoods where people unite to form a caring, learning, participating, sustainable community where each person is important.

Why do we exist? We provide essential financial reporting and data management services to improve accountability, trustworthiness, and credibility in the private and public sectors.

Mission of the Fairfield County Auditor's Office

The mission of the County Auditor's Office is to perform statutory duties of the County Auditor with excellence, integrity, and innovation while embracing outstanding internal and external customer service to continuously improve county government.

We serve.connect.protect as part of Fairfield County's identity, and our brand is excellence.

We work to ensure high quality services at exceptional value to taxpayers. We foster economic and financial sustainability, and we enhance the county's reputation as a high-performing, learning, and caring organization. Team mission statements are aligned with the overall mission.

Values

- accountability
- accessibility *for all*
- adaptability / flexibility / change management
- subject matter expertise
- kindness - courtesy
- empathy
- consistency
- compliance
- attention to detail
- capability
- collaboration
- continuous improvement
- customer-focus
- efficiency
- effectiveness
- ethical actions
- excellence
- expertise
- fairness
- high-performance
- innovation
- servant leadership
- ownership of process or service
- responsiveness
- quality
- service orientation – positive customer experience
- transparency
- respect, civility
- work-life balance
- strategic
- personal service – grass roots orientation
- empowerment

We value professionalism (taking pride in our work, communicating effectively, projecting positivity, respecting one another in the workplace, delivering service at the highest standards, and maintaining a strong, skilled organizational knowledge base). We value the delivery of cost-effective services (keeping costs down for taxpayers), as well as honoring tradition and history of Fairfield County. Teamwork, collaboration, cooperation, and acknowledging the ideas of others are commonly noted values. Customer service, accountability, and integrity are strong core values, as well. For example, there are standards for customer services responses.

We have discussed the importance of organization health and understanding our **intention** (we want to bolster a brand of excellence); our **attention** (attention is the currency of our leadership, and we will pay attention to what matters most); and our **attitude** (we have a growth mindset and embrace positive communications).

SWOT Analysis for Insight to a Strategic Plan

Prior to the annual retreats, employees participated in a SWOT analysis. The analysis is an ongoing effort. During the retreats, the SWOT analysis was updated. SWOT stands for:

- **S** - Strengths
- **W** - Weaknesses
- **O** - Opportunities
- **T** – Threats

A SWOT analysis helps to create an ultimate to-do list, and it forces you to think about the future. A SWOT analysis lists good and bad things, both from an internal and external viewpoint.

<i>SWOT Factors</i>	<i>Positive</i>	<i>Negative</i>
Internal	Strengths	Weaknesses
External	Opportunities	Threats

Strengths and weaknesses are internal factors, while opportunities and threats are external factors. Strengths and weaknesses mostly focus on the present, while opportunities and threats mostly focus on the future. A SWOT analysis was part of interviews of employees and within multiple meetings of the full staff. Employees were requested to think about the Auditor's Office and to think of the entirety of county government. With a SWOT analysis, there are no wrong answers. The expertise and experience of the employees were trusted, and their perspectives were valued.

<i>Summary of SWOT Analysis</i>	
<p>Strengths</p> <ul style="list-style-type: none">• County partnerships• Understanding and use of stakeholder theory• Positive communication• Technical knowledge & competencies• Dedicated leadership• Passionate team members• Purpose-filled work• Connections with county human infrastructure• Structure that brings the ability to tackle problems with multiple partners• Employees who want to make a difference• Outcomes of work are positive, visible, and measurable• Positive relationships with other sectors and multiple entities• Good reputation - with results• Successful audits• GIS technology• Physical space is exceptional• Employees have knowledge of processes and requirements• Strong leadership• Training opportunities• Organizational health, civility• Good organizational structure for problem solving• Updated processes and technological tools• Strong ERP and EAT systems with good staff connections and interfaces and work groups• Knowledgeable and independent weights and measures inspectors	<p>Weaknesses</p> <ul style="list-style-type: none">• Technology & processes need improved in an ongoing way• Services are not as well known in the community as they could be• Financial officers are ready for additional training and understanding – some departments need support more than others• Formal processes can be improved• True collaboration is very hard work, involving multiple stakeholders• Processes are complex• Employees feel an increasing amount of stress• There are market pressures that are burdensome to some property owners, adding complexity to required communications about property taxes• Long-term planning requires succession planning and there needs to be more thinking about this topic

Opportunities	Threats
<ul style="list-style-type: none">• Potential to engage other entities in strategic reviews; potential to engage more associations and legislators• Growing county offers stability as well as pressures for more services• Relatively stable economy with a healthy financial position of the county• Ongoing reviews of processes will allow for improvements and new technologies, such as with DocLink and the lot split application• Improvements in communications and continued increased use of social media platforms• Additional training is welcome - internally and externally; requirements for training of risk management and fraud, ethics, and unlawful harassment have been met with positivity• Communication of BOR processes and leadership on a statewide basis to help with understanding about BOR processes• Updates for manuals and desk aids, especially for activities within settlements and administration• New property tax exemption opportunities for pre-residential properties• Recommendations for the legislators to support property tax relief	<ul style="list-style-type: none">• Uncertainty in the economy, especially mid-long term• Increasing costs of technology and supply chain disruptions• Increasing costs of critical contracted services related to technology• Cybersecurity threats• Public misinformation and misunderstandings, particularly about BOR or appraisal processes• Public discontent about increases in valuations arising from market activity (with no impactful legislative changes in place at the state level to truly ease the burden of property taxes)• Labor shortage (internal and external aspects)• Exponentially increasing need for new technological competencies• Complexities of artificial intelligence initiatives• Increased fraud in all sectors

Additional Observations

We want to continue to reward customer service skills (return phone calls within one day; return emails within one day, return correspondence within five days) to increase service orientation and support employees' sense of urgency.

We have ***aligned position descriptions with priorities***. We will continue to provide training for leaders and for all employees, ***especially leadership training***.

Recruitment, retention, and recognition activities are meaningful. Supervisors will continue to develop ***coaching and mentoring opportunities***.

We will ***continue to seek input and feedback*** from our stakeholders.

Appraisal Updates

The Fairfield County Auditor's Office completed a ***triennial update*** in 2022. This update was a review of valid sales that occurred over the prior three years. The state issued a recommendation based on the relationship between value and sales price. The County Auditor issued its analysis. By reviewing sales and market trends, property values were adjusted incrementally creating a more predictable tax base (and a less significant change at the sexennial update). Adjustments always vary between neighborhoods as they are based on market conditions.

The Fairfield County Auditor's Office performed a county wide reappraisal in 2025. This is known as a ***sexennial update***. This reappraisal involves physically viewing all properties and updating the value attributes, such as size, condition, construction quality, desirability, and overall utility. Along with physically reviewing properties, appraisers will conduct a thorough review of the prior three years of sales including neighborhood analyses. Market trends provide the framework for updated appraisals. Adjustments vary between neighborhoods based on market conditions.

The Board of Revision process has continued to improve, and there are opportunities to improve communication and understanding of the ***appraisal and review process***. Legislation impacts the BOR processes. The rules and regulations have been updated for the BOR reorganizational meeting in 2026.

The next triennial update is scheduled for 2028; however, it could be altered to 2029 based on changes the state of Ohio may make. In addition, property tax relief reform (introduced in 2025) will alter the effect of appraisal updates on taxation, likely limiting the increases in taxation to inflation, but for voted changes.

Communications

For external communications, we have:

- Created fact sheets for mailings, newsletters, media releases, and other distribution; many of these fact sheets have been replicated for statewide use, especially for property tax relief reform
- Created video presentations
- Added more information to the “postcards” about reappraisals
- **Improved the use of social media**
- Conducted presentations for the Bar, Realtors, and Elected Officials
- Conducted a record number of informal reviews
- Engaged professional services for search engine optimization and social media marketing
- Created videos about how the values effect taxes that are assessed

For internal communications, we have:

- Focused on **payroll coordination** and improvements unique for each department, developing new codes and processes as needed
- Increased integration with departments, including ERP and EAT **workgroups** that engage stakeholders
- Engaged **townships, municipalities and school districts** as needed to be of support to one another
- Improved tax incentive review **council** documentation
- Improved efficiency of **Budget Commission operations**

We want to continue these communication efforts. We have a rapid response plan and a communications strategic plan, as well.

Strategic Themes

During the annual retreat, we examine the strategic plan and asked:

1. Do the themes make sense?
2. Is there a theme missing in this initial analysis?
3. Do the action steps relate to the themes?
4. What action steps should be added?

In addition, the team asked significant questions:

- What can we do together to improve our organizational culture and organizational health?
- How do we continue to live out our values?
- *How do our discussions on ethical and inclusive leadership connect to your personal WHY?*

It is expected that there will be ongoing updates to the action steps, with leaders and small groups developing goals. The team evaluates aspirations and outcomes or results on a weekly basis. The strategic themes evolving from the process were:

Strategic Themes

1. **Provide Supervisory Support & Coaching Opportunities for Team Members**
2. **Update Financial and REA Processes to Add Value**
3. **Focus on Strengths & Customer Service**
4. **Improve Communication and Outreach**
5. **Improve Use of Technology and Records Management Processes**

Updates to the Strategic Plan

The Auditor's Office is dedicated to obtaining additional input and feedback. The strategic plan and its themes were initially discussed in public meeting in January 2022 and have been updated regularly, as well. There are regular updates during public meetings. The strategic plan is a working document that is *posted on the County Auditor's website and within social media*.

STRATEGIC THEME Provide Supervisory Support & Coaching Opportunities for Team			
CHAMPION: Carri Brown WORK GROUP MEMBERS: Supervisors and Managers TARGETED OUTCOMES: Productivity, Team Cohesiveness, Mission Clarity, Employee Retention, Improved Support Systems; Improved Organizational Health			
Action Step(s)	Task Review/Dates	Assigned to	Results
Update the position descriptions and table of organization, ensuring proper alignment with goals, systems, and use of funds.	Table of Organization is updated; position descriptions are current; individual and team goals are in place annually.	Carri Brown	<p>In July 2025, the table of organization was updated and aligned with goals, and the proper use of funds was also reviewed. Goals have been tied to the mission.</p> <p>Employees received copies of position descriptions and verified their accuracy. This will also be done with interim and annual evaluations. Employees report the table of organization is clear. Updates for new hires will continue to be made.</p>
Interim and annual evaluations occur for all employees	Interim and annual evaluations have been scheduled for all staff. Evaluation training was conducted. All employees have set SMART goal templates.	All Supervisors	<p>Evaluations have been conducted, and there is a normal process for them to continue. Feedback has been helpful for the growth and development of team members.</p>
Conduct ASAP/Safety Training	2025 and ongoing	Dave Burgei & Bev Hoskinson	<p>Improved safety and readiness – training conducted for REA. Desk exercises have been conducted. Finance updates have been made. With Finance, there are some building upgrades to occur in 2025 based on the recommendations of subject matter experts.</p>

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Provide NACo training; ; Apply for tech cred training with input on desired training; support Leadership Summits, as well as Chamber programs; there should be at least two opportunities annually for all employees	Annually, all employees have training opportunities.	Carri Brown	Leadership is at all levels. All of staff have certificates. More than 40 technical credentials have been obtained.
One-on-one meetings & coaching/combined with "stay" interviews/an all-staff survey	Annually	Carri Brown and Rachel Elsea	Employees have opportunities for one-on-one times.
Conduct weekly "touch base" meetings will all-staff	Meetings will be held on Mondays to set priorities.	Carri Brown	Monday Morning Meetings have been held since 2021. Employees comment they appreciate reviews of ethics, policy, and goals.
Conduct an all-team retreat	Annually	Carri Brown and Rachel Elsea	Deliverables include Mission Clarity; Individual Smart Goals; Ethics Training; Unlawful Harassment Training; Inservice Ideas, etc. Notes are available.
Conduct individual strengths assessment and connect the assessments with tools to support the performance evaluation process	Annually	Carri Brown	Each employee has insight about individual strengths and how those strengths are needed for team success. Each supervisor has a reference tool.
Prepare in-services to provide information about topics of interest to the team members; add an in-service about GIS, communications, and leadership; create desk manuals (also in the second theme)	At least 4 annually; Desk Manuals updated 2026-2030	Carri Brown	In-services were discussed during all-term meetings. Mental health is a focus. GIS was added in July 2025, as was communication and leadership
Ensure there is information readily available about policy and insurance programs	Annually and ongoing	Rachel Elsea	Rachel Elsea is the point of contact for human resource matters
Design an agreed upon Code of Ethics/Conduct based on strategic planning retreat discussions	Annually	Carri Brown and Team	The code is in place; it includes a "why" statement. A slide show summarizes updates in 2025.
Conduct an analysis for succession planning; hire a mapping technician in 2025	2027-2030; 2025-2026	Carri Brown and Directors	Stability of services; budget is in place for 2025 needs; interns were promoted.
Plan for at least one day a week as remote work with requirements to do so, to improve productivity and flexibility	Annually and ongoing	Directors and Carri	Ongoing monitoring for effectiveness is in place. Employees report appreciation and retention.
Provide stress relief activities during Monday Morning Meetings	2025, and then evaluate	Carri and Managers	Employees will feel supported by supervisors
Explore creations of a local IAAO chapter	2027	Josh Harper and Noel Sodders	Improved opportunities for appraisers
Complete at least two activities for individual recognition and two activities for team building; Continue GEM program at the departmental level. Refresh the culture champions initiative.	2025-2030	Stacy Knight, Jessica Ferguson, Michelle Wright, & Kayla Speakman	Recognition (GEMS, certificates) & "Living our Values" trophy is in place. Team participates in volunteer activities.
COMMENTS The above task list is not inclusive of all activities.			

STRATEGIC THEME Update Processes to Add Value			
CHAMPIONS: Directors and Managers WORK GROUP MEMBERS: All team members with subgroups defined by function			
TARGETED OUTCOMES: Exceptional public service; improved accountability; effective processes; brand of excellence			
Action Step(s)	Task Completion / Review Date	Assigned To	Results
Develop ERP work group with stakeholder engagement; focus on quality of data sets in order to improve reporting flexibility; create processes for bond reporting and AFIS improvements; address legislation	2025 and ongoing	Bev Hoskinson, Jen Dickerson, Mesina Clark	Improved knowledge of ERP; integrated training will continue; communications were developed; more effective use of ERP ; AFIS updated; BBB reviews conducted
Create "Drop in Options" for Payroll; develop intentional departmental outreach for Financial Systems; create annual trainings; support entities under fiscal watches or emergencies	Annually (ongoing)	Bev Hoskinson, Jen Dickerson, and Michelle Wright	Improved internal services and financial control; improved abilities to participate in budgeting processes
Develop a financial leadership academy, incorporate with Making Numbers Count (also in Strengths and Customer Service)	2025	Bev Hoskinson	Improved financial competencies within the county; conducted in 2025
Develop surveys and process for library allocations from the state	2025	Carri Brown	Improved Budget Commission processes, consensus achieved through 2030
Focus on onboarding and reconciliations; include a process to connect with onboarding	2025 and ongoing	Jen Dickerson and Michelle Wright	Improved relationship with HR; improved employee experience
Continue to develop BOR Administrator; define roles for BOR; update rules and regulations; maintain statewide website and reference materials, develop virtual meeting policy	2025 and ongoing	Dave Burgei & Linda O'Toole	Transfer of knowledge; refined processes; documented communication and online access; training has been successful
Develop a log of GIS services and requests; track turnaround times for law enforcement, transit, and other political subdivisions	2025 and ongoing	Dave Burgei and GIS team	Improved documentation of critical GIS services provided for transit, law enforcement, and others
Develop training about GASB 87 and other GASB pronouncements and internal control; Develop a plan for purchase order decentralization; participate in AGA webinars and other AGA activities; attend GFOA conferences	2026 and ongoing	Carri Brown, Bev Hoskinson and Mesina Clark	Improved Organizational Knowledge; improved internal control; new manual introduced and updated; PO process in place and will be monitored; AGA & GFOA opportunities are in place
Continue weights and measure inspectors training and documentation of processes	2025 and ongoing	Patrick Brighton& Carter Corcoran	Detailed documentation of reports, supporting training in other counties
Review transparency modules (checkbook); ensure State Treasurer has annual information; continue to monitor stakeholders needs	Annually, 2026-2030	Bev Hoskinson	More meaningful access to financial data and understanding of financial processes

STRATEGIC THEME

Update Processes to Add Value - Continued

CHAMPION: Directors and Managers

WORK GROUP MEMBERS: All team members with subgroups defined by function

TARGETED OUTCOMES: Exceptional public service; improved accountability; effective processes; brand of excellence

Action Step(s)	Task Completion / Review Date	Assigned To	Results
Schedule evening hours for REA/Hold an “Information Night” – Use new scheduling options with technology; BOR materials automatically placed online; develop communication plan for sexennial update	2025 and 2028 – and ongoing	Josh Harper & Dave Burgei	Determine if evening hours and virtual options are good for the public; examination of scheduling tools. Online posting of BOR materials reduces public records requests because the materials are readily available.
Participate in statewide parcel project and advisory committee	2025 and ongoing	Dave Burgei	Statewide parcel helps with accessibility of data
Debrief from 1000 informal hearings for REA, examine process for improvement; included were personal meetings with virtual, phone, and in-person options.	ongoing	Dave Burgei and Josh Harper	Better public understanding of appraisal process. Surveys show exceptional service.
Review appraisal communications and make edits if needed; create website updates; update BOR data online every 24 hours; review process for appraising low-income housing	2025 and ongoing	Linda O'Toole, Crystal Walker, Makala Finley, Noel Sodders, & Josh Harper	Improved knowledge about process for the public and stakeholders; updated daily; procedures were reviewed
Continue waiver of requirement for Budget Commission for budgets; develop reasonable estimates of revenues; update process with DocLink technology; plan monthly meetings as needed; promote legislation about Budget Commission and taxation ; support modernization of property tax processes & online improvements of Homestead; conduct testimony on 2.2.2026	2025/2026 and ongoing	Carri Brown, Bev Hoskinson & Amanda Rollins	Increased efficiency; more efficiency with multiple entities; we need to be engaged with associations and legislators; process changes may be required; we support property tax relief and reform; we conducted multiple presentations, and reviewed all balances in February
Continue to update the Hotel/Motel lodging procedures using AI; document history of the process; request collaboration for any potential changes	2025 and ongoing	Mesina Clark and team	Improved public knowledge; improved process and funding for tourism related agencies; fact sheets were in place by February 2022; AI services are working
Support 911 (public safety) and EMA technology updates; coordinate with fire chiefs	2025 and ongoing	Dave Burgei and GIS Team	Improved safety services; good partnerships
Prepare documentation and training for fuel card and vendor card policy	2025	Rachel Elsea and Directors	Improved internal control; documented procedures

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Create a CAUV map that includes known solar leases; update that map annually	2025	Carri Brown and GIS Team	Improved organizational knowledge
Improve the creation of the federal schedule; ensure all county deadlines with the Hinkle System and with GFOA are met ; update internal control manual and data stewardship	2025 and ongoing	Bev Hoskinson	Increased accuracy in financial auditing process; improved support for departments
Participate in stormwater utility work group if this is organized	As needed	Dave Burgei	Connecting with County Engineer who will lead the group
Document all procedures and improve manuals, for each position	2026-2030	Directors	Improved job knowledge and ability to sustain operations
Develop the GIS team; create a map of the month each month; honor the map of the year; build connections with law enforcement and workforce development	2025 and ongoing	Dave Burgei and Curt Truax, and GIS team	Improved use of GIS tools; improved recruitment, retention and recognition; understanding of services provided
Monitoring of Financial Systems contracts, implement new grant reporting module	2025 and ongoing	Bev Hoskinson	Improved control and quality; new module for ADAMH, DD, and Health Department pilots
Monitoring of REA related contracts; strengthening TIF and assessment knowledge for Economic Development; improve financial structures in a proactive way	2025 and ongoing	Dave Burgei; Noel Sodders and Josh Harper; Bev Hoskinson and Team	Improved control and quality assurance
Plan for budgeting of fixed assets (gas tank, scanners, folder equipment, laptops, etc.)	2026-2030	Directors	Improved expectations and financial control
Track workload and outcome measures	2025	Directors	Knowledge of who to contact for what purpose and what the work means for the public
Organize tax pay-ins to support ADAMH and DD; organize estimated revenue adjustments	2025 and ongoing	Admin team	Efficient operations; review for adjustments
Ensure ongoing reconciliation of fiduciary funds	2025 and annually	Jen Dickerson	Improved financial reporting and auditing
Participate in statewide discussions about legislation and other topics of interest; planning CAAO meetings in Fairfield County; monitor recommendations about property taxes; develop communications and advocacy for relief	2025-2030	Carri Brown	Prepared Q/A for CAAO brochure; reached out to legislators; attended legislative events; developed fact sheets; CAAO meetings and training held in Fairfield; leading communications; made recommendations
Develop an internship program to support workforce development and the GIS Team	2025-2030	Carri Brown	A fact sheet about lessons learned with interns has been prepared.
Continue to monitor dog licensing process; implement DocuPet in 2025	2025 and annually	Kayla Speakman & Michele Poston	Updated procedures in 2025; evaluation to come
Issue RFPs for required updates; let contract; monitor contract; prepare communication plan	2025/2026; 2028/2029	Dave Burgei	Quality preparations for required update of values
Improve upon the Excellence Project, with certificates and additional recognition	2025 and ongoing	Carri Brown and Managers	Every moment is an opportunity to show excellence – cite examples; create recognition opportunities

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STRATEGIC THEME Focus on Strengths & Customer Service			
CHAMPION: Dave Burgei and Rachel Elsea WORK GROUP MEMBERS: Managers			
TARGETED OUTCOMES: Brand of excellence in public service			
Action Step(s)	Task Completion / Review Date	Assigned To	Results
Communicate individual strengths focus; conduct assessment to identify individual strengths and compile helpful notes for supervisors and employees; make sure new employees have opportunity to identify individual strengths	January 2025 and ongoing	Carri Brown	Positive communication about strengths; team cohesiveness and increased organizational commitment and individual job satisfaction
Tracking of public records requests	January 2025 and ongoing	Rachel Elsea	Efficient and effective responses
Reinforce customer service standards/ report annually on statistics	January 2025 and ongoing	Carri Brown	Common sense of urgency
Provide training on customer service topics	Annually and within Monday Morning Meetings	Carri Brown	Collective understanding of customer service expectations
Encourage use of Bravos and GEMS	Annually and ongoing	All Team Members	Shared appreciation for team members; traveling trophy added for team recognition; departmental GEMs are in place
Note positive examples of customer service; continue to recognize the weekly “wins”	Monday Morning meetings	All Team Members	Improved understanding of and commitment to internal and external customer service
Develop an office wide calendar – a list of significant dates	For 2025 and annually	Rachel Elsea	Improved planning and participation in events
Review and document TIRC processes, conduct cross training and help entities establish schedules; open meeting documentation	2025 and ongoing	Rachel Elsea and Carri Brown	Increased connections with economic development; transparency of multi-jurisdictional activity; website updated; open meeting procedure updated
Develop job shadowing for team members as requested; include other departments who have expressed interest, such as DD; continue internal training and connections with the Finance Department; document year end processes	2025 and ongoing	All Team Members; Payroll – Jen Dickerson, Michelle Wright, Jessica Ferguson, Kit Burley, Jojo Harmon	Improved organizational knowledge and team cohesiveness; improved ability to cover for planned absences

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Continue Finance cross training, especially with financial reporting, Budget Commission and TIRC governance	2026 -2030	Mesina Clark, Amanda Rollins	Improved organizational knowledge
Plan training and observations of year-end processes; plan and conduct internal and stakeholder training	2025-2030	Finance Team	Improved organizational knowledge
Coordinate REA and Settlement and Administration efforts for the establishment of tax rates and year end processes with the state of Ohio	2025-2030	Amanda Rollins, Josh Harper, Noel Sodders, Kayla Speakman & Mesina Clark	Improved organizational knowledge and quality assurance
Communicate about inventory assignments; update depreciation schedules if needed	2025 and annually	Beverly Hoskinson	Better time management and support of financial officers
Update the Internal Control Manual; monitor and continue to develop Wednesday Word to the Wise for communications	2025 and ongoing	Bev Hoskinson, Rachel Elsea, and Finance Team	Improved organizational knowledge and internal control; ongoing tips provided
Update the Continuity of Operations Plan for Financial Systems and Real Estate Assessment; Update ASAP plans as needed	2025 and ongoing	David Burgei and Bev Hoskinson	Improved service and ability to respond to emergencies; REA exercises held
Meet deadlines for sexennial update planning; hold informal meetings	2025 and ongoing	David Burgei and Josh Harper	Monthly meetings to show the process is on track; more than 1K meetings held with the public
Participate in county-wide work groups, such as environmental stewardship work group, IT strategies work group, and Security	2025-2030	Jen Dickerson, Michelle Wright, Beverly Hoskinson	A list of work groups with participants is available and communicated each Monday
Continue Happiness Project/Culture Champion projects	2023 and ongoing	Michelle Wright, Jessica Ferguson, and Stacy Knight	Design at least 2 ways to support those struggling w/ homelessness, recovery, volunteered for recovery and Habitat for Humanity; Volunteered for MOW & United Way; Christmas projects
Focus on financial reporting strength to add value to Fairfield County by continuing MCJDC services with the costs of services recognized; support additional political subdivisions	2025 and throughout MCJDC contract period	Carri Brown	Best interest of Fairfield County is put forth; <i>significant savings to the county general fund</i> ; support of joint venture of four counties & others
Ensure CAUV process is documented well and there is training in place for staff to support the agricultural community	2025-2030	Greg Forquer, Makala Finley, Crystal Walker, Josh Harper	New fact sheets were completed by the end of 2024; there is a calendar organized with deadlines for 2025 going forward
Develop two-week onboarding process for newly hired employees, with templates; increase training opportunities; Develop internal HR practices with documentation	2025 and ongoing	Managers & Rachel Elsea	All employees will feel welcome and will have training opportunities
Clarify all public records and open meeting practices; take Sunshine Law training	2026 and ongoing	Carri Brown and Rachel Elsea & all team members	Policy clarified as well as sent to media and placed online; training during Sunshine Week

COMMENTS The above task list is not inclusive of all activities. It is representative of the activities which were highlighted in an initial analysis during a collaborative planning review.

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STRATEGIC THEME Improve Communication and Outreach			
CHAMPION: Rachel Elsea WORK GROUP MEMBERS: All Managers			
TARGETED OUTCOMES: Improved civic education and outreach			
Action Step(s)	Task Completion / Review Date	Assigned To	Results
Create a newsletter and fact sheets; update website and intranet; build a stronger social media presence	2025 and ongoing	Rachel Elsea and team members	Improved civic education and outreach
Develop a plan for speaking engagements (more than 50 were conducted in 2024); participate in Rotary civic groups to share information and receive community information; participate in Chamber events, such as the educational events about the US Constitution	2025-2030	Rachel Elsea and Carri Brown	Improved civic education and outreach
Create weights and measures education and outreach, building on videos and fact sheets prepared for Fair outreach	2025; 2026-2028	Patrick Brighton and Carter Corcoran	Improved understanding of critical public service
Attend at least one of each township meetings throughout the period; issue communications to support entities; attend other entity meetings; survey stakeholders about training	2025-2030	Carri, Rachel, Amanda, and Managers	Additional outreach and communication; multiple communications have been made with townships
Attend county agency board meetings throughout the period	2025-2030	Carri, Rachel, and Managers	Additional outreach and communication
Conduct at least three civic group or school presentations to support workforce	2025-2030	Carri and Rachel	Additional outreach and communication
Refine the communications and social media strategy; participate in DDL efforts for all-accessibility; refine communications about assessments (ongoing); issue communication about DocuPet	2025-2030	Rachel Elsea and Managers	Clear understanding of communication goals; more knowledge in the community about public services and technical information for Finance and REA
Refine team purpose statements and draft a new directory; distribute directory; conduct accessibility review of operations; conduct a REA summit	2025 and ongoing; REA summit in 2027 and 2029	Rachel Elsea	Improved communications; added notary notations for accessibility; conducted training for those with dementia; prepare sensory tools for the public; organize communication for Veterans – conduct REA summits
Prepare for Sunshine Week (annually)	2025-2030	Rachel Elsea and team members	Improved civic education and outreach

**Strategic Plan for the County Auditor's Office
2025-2030
Updated Regularly; Last Updated February 2026**

Prepare at least 12 press releases or op-ed pieces annually on newsworthy topics	2025 and annually	Rachel Elsea and Managers	Improved civic education and outreach
Focus on a specific communication strategy for reappraisal processes and for all stakeholders	2025 and ongoing	Rachel Elsea, Dave Burgei, Josh Harper	Improved civic education and outreach; improved efficiency and transparency
Plan for awareness activities for 50+ accounting professionals in the county; pilot financial leadership academy	2025 and annually	Carri Brown and Bev Hoskinson	Awareness activities were conducted and are ongoing
Plan awareness activities for appraisal professionals and real estate assessment	2025 and annually	Rachel Elsea and Carri Brown	Awareness activities were conducted and are ongoing
Create a process for notification of square footage changes, such as with finished basements; an example is a postcard template with a phone number for follow up information; engage real estate agents and title agencies	2025 forward	Josh Harper and Real Estate Team	Fewer surprises for homeowners who might not have been informed by real estate agents or title agencies
Conduct customer service surveys in connection with informal hearings	Ongoing	Rachel Elsea and managers	Tracking of service expectations, improvement in outreach
Honor weights & measures expertise and county businesses; create a PSA	2025 and ongoing	Patrick Brighton, Carter Corcoran, and Rachel Elsea	Improved awareness of weights and measures; PSA created in 2024
Create an annual programmatic report and develop a video about services	Annually	Rachel Elsea and Carri Brown	2024 report is available
Ensure Fraud and Risk Management training is taken and communications are made to all departments with the Wed Word to the Wise efforts	Annually or as needed	Rachel Elsea and Bev Hoskinson	Improved understanding of risk management
Create outreach and/or roundtable opportunities for townships and corporations	2028-2030	Amanda Rollins	Procedures for Vendor Self Service are under review
Specifically promote the new property tax exemptions available for pre-residential property	2025-2026	Rachel Elsea	A new process needs to have extra communication to the public for awareness
Plan recognition of community stakeholders	2025-2030	Rachel Elsea and Carri Brown	Improved connections and support of stakeholders
Develop virtual notary options to expand services for the public; communicate options	2028-2030	Rachel Elsea	Additional services for the public and stakeholders
Prepare a rapid response communication plan along with the communications strategic plan	2026-2030	Rachel Elsea	Better ability to respond for the public
COMMENTS The above task list is not inclusive of all activities.			

**Strategic Plan for the County Auditor's Office
2025-2030
Updated Regularly; Last Updated February 2026**

STRATEGIC THEME Improve Use of Technology and Records Processes			
CHAMPION: Dave Burgei WORK GROUP MEMBERS: Managers			
TARGETED OUTCOMES: Improved use of technology and records processes			
Action Step(s)	Review Date	Assigned To	Results
Participate in the Records Commission; review procedures and storage and digitization options	2025-2030; 2026-2030	Rachel Elsea and Finance Team	Proper records management
Ensure Cybersecurity training is taken; implement 2 factor authentication process	2025-2030	Rachel Elsea and Jen Dickerson	Improved cybersecurity measures
Review improvements of hotel/motel lodging tax collection process; update website	2025-2030	Kayla Speakman and Mesina Clark	Improved use of available technology; better service
Develop the DocLink process and training	2025-2026	Bev Hoskinson	Improved efficiency
Focus on Tyler Technology monitoring; improve understanding of ERP and EAT	2025 and ongoing	Amanda Rollins, Josh Harper, & Team	Improved use of available technology
Review websites for ADA compliance; update county building tour; improve data platform for GIS; update REA webpages	2025 and ongoing	Rachel Elsea & Bobby Fagrell and the GIS Team; Dave Burgei	Improved access to online information for residents
Plan contract renewals for enterprise systems	2027	Directors	Improved monitoring and services
Update Finance and REA disaster plan recovery	2025-2030	Directors	Testing done, improved security
Support the Sheriff, Transit, Engineer, Board of Elections, HRCD, SWCD, Fire Chiefs, & others	2025 and ongoing	GIS Team & ERP Group	Improved use of available technology; continuous updates
Implement new process for address changes; manager Tyler updates, such as with TIFs	2025-2030	Josh Harper & Noel Sodders	More convenient public services; greater efficiency for staff
Develop an electronic process for lot splits in support of housing and economic developments	2025-2030	Dave Burgei and Team	Improved service and understanding for the public
Share information learned with Tech Cred	2025-2026	Managers	Improved competencies
Develop workgroups with Treasurer	2025-2030	Noel Sodders & Bev Hoskinson	Improved knowledge & coordination
Implement an online scheduling system	2025-2030	Crystal Walker and Makala Finley	Improved efficiency for the public
Improve ERP governance, involving stakeholders; update utility billing process; update deduction structure for HR benefit administration and employees	2026-2030; 2025	Bev Hoskinson	Refreshed governance committee and more efficient processes
Develop AI policy and examine tools; develop at least two new initiatives; ensure security	2026-2030	Carri Brown and Directors	We are now using AI for REA & lodging tax collections.
Evaluate electronic processes for conveyance, connecting with Recorder's team	2026-2030	Work group lead	Improved services and efficiencies
Develop a long-term list of technology and asset requirements for replacement	2025 and annually	Directors and Rachel Elsea	Better planning for budget requests and operations

Team Purpose Statements

Payroll Systems Management

As a centralized point for responsive information about payroll and related Auditor's Office systems, the purpose of Payroll Systems Management is to deliver exceptional customer service by ensuring employees are paid according to approved payroll schedules in compliance with regulations and policy while sustaining effective systems, data, records, reports, and relationships.

Financial Systems/Annual Comprehensive Financial Report Management

The purpose of the Financial Systems/ACFR Management team is to provide superior customer service to the county and vendors by preparing award-winning financial reports and disbursing funds in an accurate, timely, reliable, and technologically proficient manner while complying with regulations and policy.

Settlements and Administration

The Settlements and Administration team calculates settlements for public entities; organizes data for tax exemptions, special assessments, levies, and Budget Commission processes; issues multiple licenses and homestead exemptions; and provides courteous administrative support with purpose, integrity, gratitude, and efficiency.

Weights and Measures Inspection

Connecting with multiple departments and businesses, Weights and Measures provides equity in the marketplace by testing and inspecting weighing and measuring devices and ensuring appropriate commercial practices are in place.

Geographical Information System

With efficiency and accuracy, GIS manages and organizes spatial and tabular datasets while developing accessible applications for the distribution, utilization, and integration of GIS technology for public entities and citizens of Fairfield County.

Map Room Management

Coordinating with the County Engineer and other leaders, the Map Room team reviews and researches surveys, deeds, and legal descriptions of property for compliance with established conveyance standards while maintaining more than 1,200 tax maps and 71,600 parcel records.

Board of Revision Administration

With expertise in codified processes, the BOR hears complaints on the market value of property and adjusts values as of the tax lien date when justified by evidence presented during the hearings.

Real Estate Management

With fairness and equity, the Real Estate team transfers and appraises real property and also administers state programs for owners of agricultural properties to receive tax savings.

Evaluation of the Strategic Plan

An initial plan was presented for input and feedback in January 2022. The plan was provided to stakeholders in 2022, and in 2023, once updated, it was provided again. It has been provided to major stakeholders at least quarterly since that time. Ongoing updates at each roundtable meeting and at various other meetings were conducted. The themes will continue to be communicated with all employees and stakeholders.

In addition, feedback and input was sought from multiple stakeholders by email and in person. There is an expectation of ongoing ways to obtain input and feedback. The plan is on the website and is announced in social media platforms

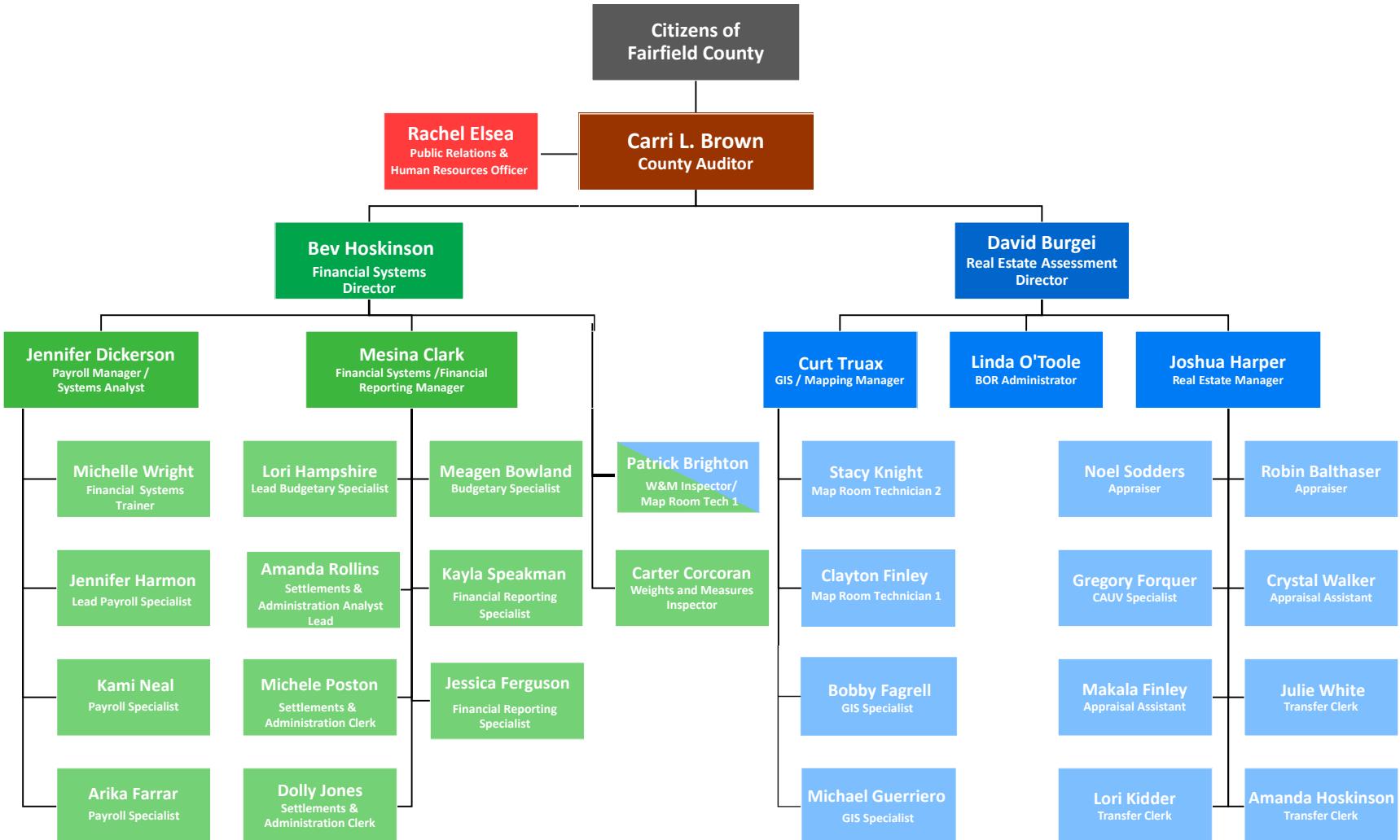
A strategic plan is documented for guidance; it is a living document. Metrics will be reviewed throughout the plan period to help monitor progress. A “year in review” document was created in 2022 and has been updated annually.

If there are any questions or comments about the strategic plan, please contact Carri Brown, carri.brown@fairfieldcountyohio.gov or (740) 652-7096.

***Strategic Plan for the County Auditor's Office
2025-2030
Updated Regularly; Last Updated February 2026***

Exhibits

- Table of Organization
- Narrative about the Team
- Individual Strengths
- Year in Review
- Code of Ethical Conduct



32.875 FTE on Auditor TO
62% REA
38% General Fund
10 FTE on Prosecutor TO

Your Fairfield County Auditor's Office: AT-A-GLANCE



32.875

FULL-TIME
EMPLOYEES

33.875

2.5 full-time
employees fewer
than three years ago

100%

have obtained a
professional certification or
association certificate

31%

have an **associate degree**
or two-year certificate within a
technical discipline



COUNTY AUDITOR EMPLOYEES ARE

highly trained, skilled, and experienced.
And above national and state averages
for education and experience

39%

of employee salaries
are supported by the
General fund

61%

of salaries are supported
by the **Real Estate
Assessment fund**

50%

have a **bachelor's degree**
or higher, which is above
the state average of 29.7%

94%

have at least **5 years** of
governmental service

COUNTY AUDITOR EMPLOYEES ARE
highly-engaged in outreach and community efforts.

Professional Organizations

Employees are actively involved in a number of professional organizations, including: Association of Government Accountants, County Auditor Association of Ohio, Destination Downtown Lancaster, Government Finance Officers Association, International Association of Assessing Officers, Lancaster Special Improvement District, and Mid-Ohio Regional Planning Commission.



Civic Organizations

Employees are school volunteers and coaches. Many are church volunteers and are involved in other civic groups.

Employees are active participants in:

United Way
Salvation Army
Senior Hub
Chamber of Commerce
Rotary Clubs
The Masons
Moose Lodge
Eagles

Pink Hope Society
Fairfield Medical Center TWIGs
Lancaster Ohio Biker Club
Charity Newsies
Red Cross
Lancaster Festival
Destination Downtown Lancaster

CONTACT US!

RESPONSIBILITY Robin (3) Meagen (4) Lori H (1) Michelle (3) Rachel (5) Jessica (1) Stacy (4) Linda (5) Bev (3) Amanda (3) Clayton (3) Dolly (4) Kami (3)	ACHIEVER Carri (3) Makala (1) Robin (2) Noel (1) Josh H (1) Crystal (1) Stacy (3) Bev (5) Kayla (2) Clayton (2) Dolly (5) Bobby (3) Arika (2)	HARMONY Patrick (1) Meagen (5) Stacy (1) Lori K (3) Julie (1) Jessica (3) Michele (5) Kayla (5) Mesina (4)	CONSISTENCY Meagen (2) Lori H (2) Curtis (1) Julie (3) Dave B (5) Jennifer (1)
		INDIVIDUALIZATION Michelle (1) Linda (1) Carter (2) Bev (2) Michael (5)	IDEATION Josh H. (4) Bev (4)
			ARRANGER Clayton (5)
DELIBERATIVE Rachel (1) Curtis (4) Greg (2) Dave B. (1) Mesina (3)	POSITIVITY Patrick (4) Crystal (3) Lori K (2) Julie (5) Mesina (5) Dolly (2)	LEARNER Carri (4) Jen (4) Robin (1) Josh H (5) Crystal (4) Jennifer (2) Amanda (5) Bobby (5) Arika (3)	EMPATHY Lori K (1) Julie (4) Meagen (1) Michelle (4) Curtis (3) Stacy (2) Makala (4) Jennifer (3) Amanda (4) Dolly (1) Michael (1) Kami (4)
DEVELOPER Makala (3) Jen (2) Lori K (4) Bev H. (1) Michele (1) Dolly (3) Bobby (4) Michael (2)	RELATOR Greg (5) Patrick (3) Stacy (3) Jessica (5) Rachel (4) Curtis (5) Linda (3) Amanda (2) Kayla (4) Clayton (4) Mesina (1) Michael (3)	INPUT Carri (5) Greg (4) Jen (5) Robin (4) Crystal (2)	BELIEF Josh H. (3) Rachel (2) Mesina (2) Kami (1)
		SIGNIFICANCE Arika (4)	RESTORATIVE Makala (2) Michele (4) Amanda (1) Clayton (1) Bobby (2)
MAXIMIZER Carri (1) Dave B. (2) Jessica (4) Carter (3) Kami (2)	ANALYTICAL Greg (3) Dave B. (4) Linda (4) Michele (3)	COMMUNICATION Noel (4) Lori H (5) Michelle (2)	STRATEGIC Carri (2) Noel (2) Rachel (3) Carter (5) Arika (1)
INCLUDER Julie (2) Meagen (3) Lori K (5) Lori H (3) Jen (1)	CONNECTEDNESS Jen (3) Linda (2) Michele (2)	FUTURISTIC Robin (5) Kayla (3) Bobby (1)	CONTEXT Patrick (5) Greg (1) Carter (1) Kayla (1)
		SELF ASSURANCE Noel (3)	
INTELLECTION Makala (5) Crystal (5) Jennifer (4) Michael (4)	ADAPTABILITY Patrick (2) Curtis (2) Jessica (2) Carter (4)	DISCIPLINE Dave B (3) Jennfier (5) Kami (5)	WOO Noel (5) Lori H (4) Michelle (5)

RESPONSIBILITY Diligent Loyal Driven Dependable Committed Conscientious	RESTORATIVE Responsive Investigative Problem-oriented Weakness-oriented Unintimidated Insightful	DELIBERATIVE Careful Conservative Sensible Thoughtful Observant Vigilant	CONSISTENCY Fair Equal Consistent Practical Efficient Predictable	
ADAPTABILITY Flexible Responsive Present Spontaneous Agreeable Easy-going	ACHIEVER Driven Diligent Intense Independent Productive Self-motivated	DEVELOPER Encouraging Investing Helpful Observant Patient Growth-oriented	EMPATHY Emotional Expressive Sensitive Intuitive Helpful Confidential	
HARMONY Practical Concrete Conflict-reducing Collaborative Agreeable Task-oriented	POSITIVITY Fun Hopeful Generous Enthusiastic Dramatic Influential	DISCIPLINE Timely Organized Efficient Meticulous Planned Detail-oriented	BELIEF Stable Unchanging Principled Passionate Committed Self-sacrificing	
RELATOR Friendly Caring Authentic Intimate Genuine Transparent	ANALYTICAL Objective Data-driven Skeptical Questioning Scientific Dispassionate	IDEATION Spontaneous Creative Innovative Collaborative Insightful Resourceful	STRATEGIC Intuitive Anticipating Thoughtful Insightful Option-aware Future-oriented	CONTEXT Historical Perceptive Highlighting Collecting Studious Orienting
ACTIVATOR Impatient Dynamic Initiating Catalytic Fast Action-oriented	INDIVIDUALIZATION Unique Aware Fair Insightful Diverse People-oriented	FUTURISTIC Creative Inspiring Anticipating Imaginative Perceptive Future-minded	COMPETITION Scorekeeping Comparing Winning Measuring Selective Driven	INCLUDER Accepting Tolerant Perceptive Integrating Welcoming Others-oriented
MAXIMIZER Quality-oriented Judging Sorting Selective Results-oriented Excellence-aware	LEARNER Curious Interested Inquisitive Open-minded Studious Passionate	COMMUNICAITON Talkative Transparent Interactive Expressive Captivating Presenting	WOO Charming Outgoing Gregarious Engaging Initiating Socially energetic	INTELLECTION Introspective Solitary Intellectual Reflective Intense Thinking-based
INPUT Resourceful Collecting Inquisitive Generous Knowledgeable Investigative	SELF-ASSURANCE Independent Confident Self-Aware Self-Sufficient Persistent Controlling	COMMAND Decisive Persuasive Intimidating Assertive Opinionated Candid	CONNECTEDNESS Integrating Spiritual Comforting Philosophic Counseling Listening	ARRANGER Flexible Interactive Controlling Collaborative Configuring Resourceful

Carri	Maximizer, Strategic, Achiever, Learner, Input
Robin	Learner, Achiever, Responsibility, Input, Futuristic
Meagen	Empathy, Consistency, Includer, Responsibility, Harmony
Patrick	Harmony, Adaptability, Relator, Positivity, Context
Dave B.	Deliberative, Maximizer, Discipline, Analytical, Consistency
Jen	Includer, Developer, Connectedness, Learner, Input
Rachel Elsea	Deliberative, Belief, Strategic, Relator, Responsibility
Kayla	Context, Achiever, Futuristic, Relator, Harmony
Jessica	Responsibility, Adaptability, Harmony, Maximizer, Relator
Makala	Achiever, Restorative, Developer, Empathy, Intellection
Greg	Context, Deliberative, Analytical, Input, Realtor
Lori H.	Responsibility, Consistency, Includer, Woo, Communication
Josh H.	Achiever, Relator, Belief, Ideation, Learner
Kami	Belief, Maximizer, Responsibility, Empathy, Discipline
Lori K.	Empathy, Positivity, Harmony, Developer, Includer
Stacy	Harmony, Empathy, Relator, Responsibility, Achiever
Noel	Achiever, Strategic, Self-Assurance, Communication, Woo
Curtis	Consistency, Adaptability, Empathy, Deliberative, Relator
Amanda	Restorative, Relator, Responsibility, Empathy, Learner
Arika	Strategic, Achiever, Learner, Significance, Focus
Crystal	Achiever, Input, Positivity, Learner, Intellection
Julie	Harmony, Includer, Consistency, Empathy, Positivity
Michelle	Individualization, Communication, Responsibility, Empathy, Woo
Jennifer	Consistency, Learner, Empathy, Intellection, Discipline
Linda	Individualization, Connectedness, Relator, Analytical, Responsibility
Carter	Context, Individualization, Maximizer, Adaptability, Strategic
Clayton	Restorative, Achiever, Responsibility, Relator, Arranger
Dolly	Empathy, Positivity, Developer, Responsibility, Achiever
Bev Hoskinson	Developer, Individualization, Responsibility, Ideation, Achiever
Michele	Developer, Connectedness, Analytical, Restorative, Harmony
Mesina	Realtor, Belief, Deliberative, Harmony, Positivity
Bobby	Futuristic, Restorative, Achiever, Developer, Learner
Michael	Empathy, Developer, Relator, Intellection, Individualization



The County Auditor's Office brand is
excellence!

#Serve.Connect.Protect



Our Mission

The mission of the **Fairfield County Auditor's Office** is to perform statutory duties of the County Auditor with **excellence, integrity, and innovation** while embracing **outstanding internal and external customer service** to **continuously improve county government**.



Our Why Statement

With servant leadership values and community collaboration, the County Auditor's Office provides essential financial reporting and data management to improve accountability, trustworthiness, and credibility in all sectors.

Code of Ethical Conduct

Principle I: People FIRST. We Serve and Support the Public Interest.

Principle II: We Maintain the Highest Standards of Professionalism and Integrity.

Principle III: We Remain Objective in Carrying Out Responsibilities.

County Auditor 2026 Strategic Plan Alignment with Countywide Strategic Pillars



SERVE • CONNECT • PROTECT



Provide Supervisory Support & Coaching Opportunities for Team Members

County Auditor Strategic Activities

- **Create updated desk manuals** for Finance, REA/GIS, Employee Onboarding Practices & Communications, Weights and Measures, Settlements, and Licensing.
- Offer at least **2 training opportunities** for each team member.
- Maintain **100% of staff with professional certificate +/or credentials**
- Conduct in-services on **communications & leadership** topics.

Related to County Strategic Theme: F – County Operations (Serve, Connect, Protect)





Provide Supervisory Support & Coaching Opportunities for Team Members

Alignment Summary:

Strengthening staff skills, leadership, and technical knowledge supports the County's operational excellence goals. By standardizing desk manuals, encouraging certification, and offering individualized coaching, the Auditor's Office enhances efficiency, service quality, and team engagement – key components of effective County Operations (F).

Related to County Strategic Theme: F – County Operations (Serve, Connect, Protect)





Update Financial and REA Processes to Add Value

County Auditor Strategic Activities

- Drive **continuous improvements** of Doc Link for multiple political subdivisions.
- Build upon **ERP Data Governance Committee** actions, including updates for utilities billing.
- Strengthen connections with Economic Development to create **proactive financial structures**; improve understanding of tools, such as TIFs.
- Continually improve **BOR (Board of Revision), TIRC (Tax Incentive Review Council), and Budget Commission** processes. Maintain **excellence** with ACFR, PAFR, and Mass Appraisals.
- Improve **Lodging Tax** processes and potentially offer new services.
- Implement workgroups for **additional electronic conveyance and online Homestead options**.

Related to County Strategic Themes: B – Social Services, C – Housing, E – Economic Development





Update Financial and REA Processes to Add Value

Alignment Summary:

Modernizing and integrating systems ensures equitable resource management across social, housing, and economic sectors. These improvements create efficiencies that strengthen funding reliability for social services (B), support property and housing data accuracy (C), and enable strategic financial planning for equitable economic development (E).

Related to County Strategic Themes: B – Social Services, C – Housing, E – Economic Development





Focus on Strengths & Customer Service

County Auditor Strategic Activities

- Update the **Internal Control Manual** and increase audit readiness.
- Serve as CFO for Juvenile Detention and other political subdivisions.
- Conduct **training for multiple stakeholders & workforce groups**; continue to partner with Ohio University.
- Monitor, promote, and communicate about **property tax relief**.
- Conduct **stakeholder conferences**, Making Numbers Count, Compliance to Confidence, Leadership Training, CAAO training, AGA training, GFOA training, **AOS trainings**, and REA/GIS conferences; serve as volunteer speakers & organizers

Related to County Strategic Themes: B – Social Services, D – Workforce Development, F – County Operations





Focus on Strengths & Customer Service

County Auditor Strategic Activities

Improved internal controls and stakeholder training foster a culture of accountability and service excellence. By managing finances for key social service programs (B), supporting workforce development and stakeholder education (D), and ensuring strong fiscal management practices (F), the Auditor's Office reinforces trust and efficiency in countywide operations. Ongoing legislative reviews are required for good customer service.

Related to County Strategic Themes: B – Social Services, D – Workforce Development, F – County Operations





Improve Communication & Outreach

County Auditor Strategic Activities

- Prepare **Weights and Measures** educational tools.
- Conduct **Speakers' Bureau** presentations.
- Provide **expanded assessment and levy information** for the community.
- Use social media for **financial and popular reporting**.

Related to County Strategic Theme: F – County Operations (Serve, Connect, Protect)





Improve Communication & Outreach

Alignment Summary:

Open, transparent communication empowers residents and builds public confidence in county government. By providing accessible education materials, clear property assessment information, and digital outreach, the Auditor's Office strengthens community connection and demonstrates accountability consistent with County Operations goals (F).

Related to County Strategic Theme: F – County Operations (Serve, Connect, Protect)





Improve Use of Technology & Records Management Process

County Auditor Strategic Activities

- Continuously **improve the lot split innovation** using stakeholder theory.
- Update REA website for greater **transparency and access to information**.
- Enhance **GIS data platforms** to support multiple departments and services (911, transportation, road construction, & communities).

Related to County Strategic Themes: A – Infrastructure, C – Housing, F – County Operations





Improve Use of Technology & Records Management Process

Alignment Summary:

Leveraging technology to improve transparency and data accuracy supports the county's infrastructure and operational excellence.

Updated GIS and REA tools improve decision-making for infrastructure planning (A), enhance housing data systems (C), and promote open, efficient operations (F).

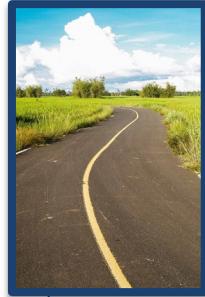
Related to County Strategic Themes: A – Infrastructure, C – Housing, F – County Operations



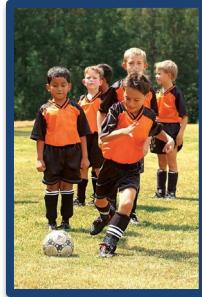
Summary Overview			
Auditor Priority Area	Key Factors	Related County Strategic Pillars	Overall Contribution
1. Supervisory Support & Coaching	Staff development, leadership, technical expertise	F	Builds skilled teams and promotes efficient, service-oriented operations
2. Update Financial & REA Processes	Process improvement, innovation, fiscal governance	B, C, E	Strengthens financial and assessment systems supporting social services, housing, and economic growth
3. Focus on Strengths & Customer Service	Accountability, financial stewardship, stakeholder engagement	B, D, F	Reinforces social service support, workforce development, and operational integrity
4. Improve Communication & Outreach	Transparency, community education, accessibility	F	Expands engagement & trust in county operations
5. Technology & Records Management	Modernization, transparency, data integration	A, C, F	Enhances infrastructure data, housing accuracy, and operational efficiency



County Pillars



A Infrastructure
(Transportation, Utilities,
Roads & Bridges)



B Social Services (Services to Support Self-Sufficiency, Mental Health, Addiction Services, and Youth)



C Housing (Affordable Housing & Housing Assistance)



D Workforce Development (Job Training, Skilled Workforce)



E Economic Development
(Managing Equitable Growth)



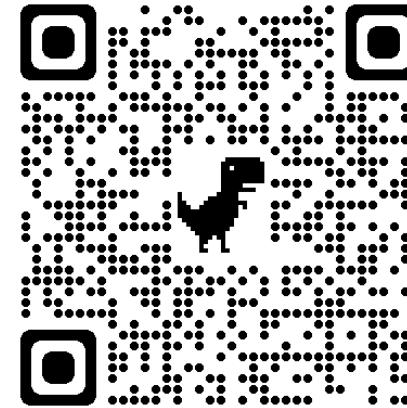
F County Operations (Serve, Connect, Protect)



Contact Information

Meet the Auditor's Office Staff

<https://www.co.fairfield.oh.us/auditor/fc-Auditors-Contacts.html>



Email Auditor Brown:

Carri.Brown@FairfieldCountyOhio.gov



Your Fairfield County Auditor's Office: BY THE NUMBERS



We Serve. We Protect. We Connect.

165,360 POPULATION → **3** CITIES | **13** TOWNSHIPS | **12** VILLAGES

Aa2 BOND RATING | **\$250+ Million** ALL FUNDS BUDGET

 301.6 M Capital assets	 75,600+ Parcels	 \$76.7M+ New construction assessed
--	---	--

DID YOU KNOW? Fairfield County unemployment and poverty rates are below state average.

 31,595 Checks/EFTs issued	 250 Vendor licenses issued	 5,618 Properties conveyed annually
---	--	--

Modernized Minimum Conveyance Standards **DID YOU KNOW?**

63% Conveyances processed electronically	18,652 Dog licenses issued	\$7.3B+ Total county-wide assessed valuation	110,080 Registered voters
--	--------------------------------------	--	-------------------------------------

Data current as of November 2024

WHY DO WE EXIST? We provide leadership with essential financial reporting and data management services to improve accountability, trustworthiness, and credibility in the private and public sectors.

1,352 Surveys collected | **592** Address changes made online

Of the Participants Surveyed...



GIS created a virtual tour of county buildings that can be found on the Fairfield County homepage

DID YOU KNOW?

 Financial systems technology updated	 13,897 Water bottles saved	 DocLink, LotSplit, dog license, tech improvements
--	--	---

Fairfield County has the lowest sales tax rate in the region

DID YOU KNOW?

5,260 Social media followers	< 24 Hours Typical response time for public records requests	29 BOR hearings held	45+ Press releases issued
--	---	--------------------------------	-------------------------------------



Respondent of customer survey



Dr. Carri Brown
Fairfield County Auditor

CONTACT US!

Your Fairfield County Auditor's Office: Strategic Plan



The mission of the Fairfield County Auditor's Office is to perform statutory duties with excellence, integrity, and innovation while embracing outstanding internal and external customer service to continuously improve county government.

THEMES				
Provide Supervisory Support & Coaching Opportunities for Team Members	Focus on Strengths & Customer Service	Improve Communication and Outreach	Improve Use of Technology and Records Management Processes	Update Financial and REA Processes to Add Value
GOALS ACHIEVED				
<p>Accomplishments:</p> <ul style="list-style-type: none"> ✓ Held CAAO trainings ✓ All-staff touch-base meetings ✓ All-staff survey ✓ Position descriptions updated ✓ In-services and annual retreats ✓ Issued a Code of Ethical Conduct ✓ Voted Best Workplace <p>Training/Development:</p> <ul style="list-style-type: none"> ✓ 1:1 meetings: Time with the County Auditor Initiative ✓ In-services and annual retreats ✓ Team building and recognition activities ✓ Strengths assessments ✓ Individualized, goal-setting coaching sessions ✓ Performance assessment & supervisor training ✓ Received tech-cred grants ✓ OU Leadership Summits ✓ Members of AGA, GFOA, IAAO, and CPIM - attended seminars <p>Awards:</p> <ul style="list-style-type: none"> ✓ Developed a traveling trophy award: The Excellence Project ✓ OU Community Partner Award 	<p>Accomplishments:</p> <ul style="list-style-type: none"> ✓ Implemented a new dog tag system ✓ Championed customer service standards ✓ Happiness Project to increase community engagement and build upon individual strengths ✓ Honored those with exceptional Weights & Measures practices ✓ Inventory assignments for efficiency and to support internal customers ✓ Continuity of operations plans ✓ Documented open meeting procedures for the TIRCs, BOR, and Budget Commission ✓ Met all deadlines for payroll and financial reporting ✓ Conducted outreach with associations and the public (more than 80 presentations conducted) ✓ Provided same-day legal review for lot splits <p>Training/Development:</p> <ul style="list-style-type: none"> ✓ Record 98% CAUV apps returned prior to deadline ✓ Created lot splits fact sheet to help with house development ✓ Conducted internal trainings ✓ Two-week onboarding training for new employees ✓ Conducted customer surveys ✓ Developed Lot Split Application ✓ Developed DocLink for Settlements <p>Awards:</p> <ul style="list-style-type: none"> ✓ NACO Achievement Award for Board of Revision services and statewide manual ✓ GFOA Leadership Award 	<p>Accomplishments:</p> <ul style="list-style-type: none"> ✓ Expanded personal meeting opportunities for sexennial update ✓ Drafted multiple white papers and advocated for property tax reform ✓ 300 visitors to REA building during Tour of Homes ✓ Hosted Real Estate Summit ✓ Partnered with OSU Ext. for landscaping project ✓ Public records request response: on the same day on average ✓ Website inquiry response: one-day average ✓ Tripled social media presence ✓ Updated office directory with purpose statements and contact information ✓ Monthly newsletter for internal and external customers ✓ 45+ news releases distributed Proclamations for accounting/appraising skill awareness, GIS, W&M ✓ Multiple Auditor fact sheets and videos ✓ Updated websites to provide more information ✓ Served as subject matter experts to other counties <p>Training/Development:</p> <ul style="list-style-type: none"> ✓ Attended township, school district, and other entity meetings ✓ Conducted all access training ✓ Conducted ethics training ✓ Conducted mental health first aid training ✓ Partnered with Ohio Prisons for workforce training ✓ Conducted fraud/risk management training 	<p>Accomplishments:</p> <ul style="list-style-type: none"> ✓ Solidified ERP Governance & engaged all stakeholders ✓ GIS partnership with public safety to improve response times ✓ New informal hearing electronic scheduling option ✓ Electronic signature process ✓ Electronic option for the conveyance of property used more than 70% of the time ✓ Map of the Month initiative ✓ New monitoring tool for financial systems technology ✓ Participated in Records Commission, improved document imaging ✓ Reviewed websites for ADA compliance ✓ Maintained current technology for GIS users, including multiple county entities ✓ Managed software as a service function for financial systems to reduce down time <p>Training/Development:</p> <ul style="list-style-type: none"> ✓ Participated in county-wide IT group ✓ Cybersecurity training for team <p>Awards:</p> <ul style="list-style-type: none"> ✓ GIS received 1st place in the statewide Analytic Mapping Contest ✓ GIS showed leadership in statewide work groups to improve digital parcels 	<p>Accomplishments:</p> <ul style="list-style-type: none"> ✓ Intentional in-reach strategies to help internal customers ✓ Fact sheets to support local political subdivisions ✓ New capitalization threshold and depreciation ✓ Waived requirements for Budget Commission formal hearings ✓ Implemented DocLink for Budget Commission ✓ Participated in multiple work groups to improve county-wide services ✓ Improved technology deliverables ✓ Contract monitoring tool ✓ Civic education tools for real estate assessment; three videos ✓ Updated Internal Control Manual ✓ Informal hearings ✓ Appraisal and new construction notices ✓ Minimum standards for conveyance of property ✓ Conduct of TIRC meetings, established website presence ✓ Efficiency of Board of Revision processes <p>Training/Development:</p> <ul style="list-style-type: none"> ✓ New GASB Standards ✓ Payroll training activities, inter-and intra-departmentally ✓ Payroll onboarding processes <p>Awards:</p> <ul style="list-style-type: none"> ✓ Excellence Awards for Financial and Popular Reporting ✓ Auditor of State Award with Distinction

HONORS...

- AGA Excellence in Government Service
- GFOA Achievement Awards
- OU Recognition of Distinction
- OU Partnership Award
- Auditor of State and CAAO Honors
- DD Partner of the Year
- Jane Johnsen Award
- Floyd Wolfe Award
- CLE Commission
- Community Choice Employer of the Year
- USA Today Top Employer
- National Award of Excellence in Financial Reporting

- National Award of Excellence in Popular Reporting
- Inaugural OU Women's Leadership Summit
- 1st Place Statewide Analytical Maps (GIS)
- National Compendium of GIS Best Practices
- Best Practice for Civic Outreach - Athens Advocacy
- 100% of team achieved a Certificate of High Performance Leadership for National Association of Counties (NACO)
- Dr. Carri Brown, 2023 FBI Citizenship Academy and Community Emergency Response Team training graduate
- Coronet Awards from the Fairfield County Heritage Association

PRESENTATIONS AVAILABLE

- Proper Public Purpose
- Grants 101
- Leadership Training
- Strategic Planning
- The Role of Local Government and the County Auditor

CONTACT US!