

2013 County Best Practices Award



TEXAS ASSOCIATION *of* COUNTIES

TAC's Best Practices Awards Program recognizes accomplishments and best practices in county government. This annual program highlights innovation, inspires county leaders and improves the public's perception of their county's government. In 2013, only six counties were recognized with a Best Practice Award.



TARRANT COUNTY

BRIDGING THE KNOWLEDGE GAPS

With more than 140 employees, the **Tarrant County Clerk's Office** faced a challenge common among many large employers: how to best disseminate new and timely information and training materials regarding new policies and procedures to staff so that they can provide the best possible experience to customers.

“The size, turnover and varied physical locations made it difficult for employees to know each other and what their area of responsibility was. This made it difficult to direct callers to the proper person,” states the county’s Best Practices nomination form. “It was difficult to create a sense of connection to one another. ... The office lacked a comprehensive, searchable knowledge base.”

The **County Clerk, Mary Louise Garcia**, decided to develop a robust internal website — called an intranet — for staff that could leverage all the advances in web technology. Working with a technology solutions provider and employees, the office created a proactive and collaborative site that was easy to use, increased efficiency and broke down departmental barriers.

To ensure that employees regularly use the site and find it helpful, the office has each department maintain its own sub site and individual users maintain their own pages. The site is searchable and includes an employee directory so that staff knows who is responsible for specific duties. Managers can use the site to organize employee vacation needs, analyze workload data and staff assignments, reducing customer wait times and the need for overtime. The site also includes a community page for all employees that includes photos, online resources, a bulletin board and other features. The site has also allowed the county to streamline many of its procedures and responsibilities via the creation of online libraries and other functionality.