

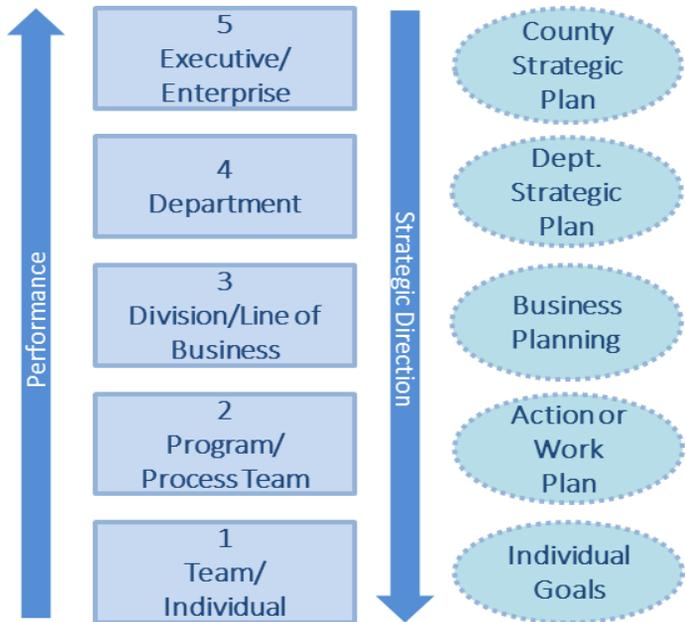
Tier Board Fact Sheet

Overview of King County Tier Structure

At King County there are five tiers representing different levels of the organization. Tier 5 sets priorities for the County and tracks enterprise level metrics towards these goals. Tiers 4 through 1 track metrics that are important to work at that level and shows alignment to strategic priorities.

The picture to the right shows the intended two-way exchange between tier boards at different levels of the organization. The basic idea is that strategic direction cascades down and that the work occurring is reported up to track progress towards the County's goals.

The blue circles on the far right are examples of existing King County products that inform each other from the strategic plan all the way to individual goals.



Tier 4 Board Stabilization Criteria

1. Two to four measures have been developed in each area of focus (people/employees, service/s, cost) => 6-12 measures per department
2. Each metric should include a baseline (historical actuals), target, and a current actual
3. Measures should be actionable and time bound (e.g., not annual measures)
4. Measures that aren't meeting the target should have an action or countermeasures plan noted and visible
5. A physical Tier 4 board exists for every department

Key Terms

- **People** – focuses on employees and workforce. It reflects *how well our team members are fully engaged in their work*
- **Cost** – focuses on financial health and cost of our programs. It reflects *How well we are reducing our rate of cost growth, and improving our financial health*
- **Service** – focuses on both customer service and services we provide. It reflects *How well we are providing our customers what they need, when they need it, and how they want it*