

## MetroStat Impact Meeting (MIM) Engagement Charter

The Office of Innovation, Data, and Engagement (OIDE) provides employees and managers with training, tools, and support to develop their use of data to foster improvement and structured innovation in the service of county residents. We can't wait to get started with you!

### What are MIMs?

MIMs are a weekly series of structured meetings and workshops designed for your benefit.

MIMs use data and evidence to:

- Identify successes and challenges
- Review workflows with an eye toward increasing efficiency
- Measure impact

### What can I expect from OIDE staff?

We will:

1. **Listen and observe** your experience with empathy and as a student of your work.
2. **Train you** on performance concepts and data visualization tools.
3. **Work with you** to establish realistic goals.
4. **Help you** create a sustainable system for collecting and analyzing meaningful data.
5. **Assist you** in developing innovative ideas and **support you** in the implementation of those ideas.

### What will I have to do?

Broadly, we ask that you:

- Be open-minded, engaged, and responsive, both in meetings and to communications
- Commit to at least 12 one-hour meetings and additional time for data-collection
- Follow through on commitments, including tracking data and implementation of new ideas

Specifically, we ask that you:

1. **Review the expectations and goals** set by my Division Director, in partnership with OIDE
2. **Participate in strategic planning** that supports the mission, vision, and values of the Division
3. **Welcome an in-person observation** of my job and / or division's primary processes
4. **Review one or more visual workflow maps** for amendment / approval
5. **Complete a data readiness** assessment
6. **Create a sustainable plan** for ongoing data collection
7. **Look for innovations** within my control and that I can sustain and implement them when I can



## Your MIMs Team and YOU!

NAME	ROLE	RESPONSIBILITIES	I'M EXCITED!
Beth Mitchell	Director of Innovation & Performance	Motivate, listen, learn, inquire, cheerlead, support, troubleshoot, champion	
Roxanne George	Performance & Data Analyst	Schedule, listen, learn, inquire, document, shadow, follow up, train, analyze, visualize	
	Department Director	Sign off, engage, inform, support, sustain	
	Division Director	Attend, engage, inform, explain, follow up, manage, motivate, take ownership	
	Associate Director	Attend, engage, inform, follow up, manage, take ownership	
	Manager	Attend, engage, explain, train, follow up, take ownership	
	Data Steward	Attend, engage, provide data, explain, be trained, visualize, take ownership	