

**Coroner's Office
FY 2009-10 Performance Plan**

I. MISSION STATEMENT

The mission of the Coroner's Office is to keep current with advancements in forensic investigations, public health and the application of technology in forensics, while providing individual and personalized service to the families and agencies that require our services.

II. DEPARTMENT OVERVIEW

The Coroner's Office is responsible for investigating the cause and manner of all sudden or unexpected deaths within the County, or natural deaths where the person has not been seen under the close care of a physician. The office is also responsible for identifying any unknown decedent and locating the next of kin and preserving all criminal and/or civil evidence and personal assets and estates.

III. FY 2008-09 ACCOMPLISHMENTS

- Completed 259 death investigations, with 209 autopsies
- Successfully identified all but two unknown persons
- Collaborated with the County Administrator's Office (CAO) to assess potential sites for a central County morgue

IV. GOALS AND KEY INITIATIVES FOR FY 2009-10

Goal 1: Provide a safe and secure environment for the Coroner's activities that allows for utilization of the current advancements in forensic investigations, while maintaining safeguards for public health concerns

Please indicate how goal reflects one of the department's highest priorities and aligns with Countywide Goals and Priorities

The Coroner takes every precaution and utilizes the most advanced forensic techniques to ensure a safe environment for the general public and residents of Marin County.

FY 2009-10 Key Initiatives
1. Work with the CAO to secure site for central morgue facility and design an implementation plan
2. Maintain safe working conditions for personnel by providing necessary safety equipment and implementing aggressive performance review program

Goal 2: Streamline and evaluate services to ensure business activities are carried out in an effective, efficient and safe manner

Please indicate how goal reflects one of the department's highest priorities and aligns with Countywide Goals and Priorities

The department strives to provide the best services possible to the citizens of Marin County

FY 2009-10 Key Initiatives

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FY 2009-10 Key Initiatives

1. Execute new contract with vendor for removal services

Goal 3: Provide training to staff to enable them to perform their duties in the most effective and efficient manner possible

Please indicate how goal reflects one of the department's highest priorities and aligns with Countywide Goals and Priorities

The Coroner and staff have mandatory training requirements that ensure efficient and effective delivery of services to Marin County citizens.

FY 2009-10 Key Initiatives

1. Maintain mandated State training requirements
2. Provide 24 hours of certified training for the Coroner Investigators
3. Provide safety training to prevent job related injuries
4. Administer joint trainings with pathologist on cause of death issues

V. KEY CHALLENGES AND ISSUES

- Purchase or lease new central morgue facility and complete any necessary improvements
- Provide the most advanced equipment in the new morgue facility
- Maintain employee morale during tough economic times

VI. PERFORMANCE MEASURES

Objective: Close Coroner's cases within two weeks

Measures	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Estimate	FY 09-10 Estimate
Workload Measures				
Number of required staff hours	14,750	14,900	15,000	15,000
Number of cases closed annually	910	960	1,000	1,000
Efficiency Measures				
Average number of staff hours per case closure	15	15	15	15
Caseload per staff person	302	320	300	300
Effectiveness Measures				
Percent of cases closed within two weeks	98%	98%	99%	98%

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Department Comments: Deaths within Marin County have been fairly consistent over the past 10 years.