



# WASHOE COUNTY STRATEGIC PLAN FY21 SUMMARY

## VALUES



### **Integrity**

We are dedicated to uncompromising honesty in our dealings with the public and each other in conformance with our code of conduct.



### **Effective Communication**

We believe in simple, accurate, and clear communication. We encourage the open exchange of ideas and information.



### **Quality Public Service**

The County exists to serve the public. We put the needs and expectations of citizens at the center of everything we do and take pride in delivering services of the highest quality.

## MISSION

The purpose of the mission statement is to clearly articulate why we exist as an organization.:

**Working together regionally to provide and sustain a safe, secure and healthy community.**

## VISION

The purpose of the vision is to establish a concrete picture of the future:

**Washoe County will be the social, economic and policy leadership force in Nevada and the western United States.**

## GUIDING PRINCIPLES

As Washoe County employees, we approach our work by putting first our community responsibility to:

### **Support and represent the people we serve.**

Elevate the quality of life so our community is a great place for everyone to live, regardless of means. We support and believe in diversity, inclusivity, and accessibility to all.

### **Be forward thinking.**

We will make decisions that are future looking, support economic diversification and are financially sustainable.

### **Protect our natural resources.**

Be caretakers of the environment so we preserve our region for future generations.

### **Collaborate within and across the County.**

Nurture and strengthen collaboration regionally with citizens, community organizations, nonprofits, business and government agencies.

### **Commit to digital delivery.**

Drive a fundamental change through the value chain of County services by continuing digital delivery of services and processes where the outcomes for citizens and staff are improved.

### **Reduce redundancies and non-value adds.**




Reduce non-value add steps in the process. Stop non-essential services by deconstructing and reconstructing where we can.

### **Show up as “One County” externally and internally.**

Promote the idea that we are “One County” instead of independent entities, while also celebrating the uniqueness of each department.



# ROADMAP TO SUSTAINABILITY

County Objectives	What We Are Doing (Goals)	How We Will Do It (FY22 Initiatives)
<b>Fiscal Sustainability</b> 	RESTORE FISCAL STABILITY FROM IMPACTS OF COVID-19 PANDEMIC	<b>FEDERAL FUNDING &amp; COST REIMBURSEMENT:</b> Secure reimbursement from available funding sources.
	LONG-TERM SUSTAINABILITY	<b>LONG-TERM FINANCIAL PLAN:</b> Explore/analyze sustainability of long-range existing and potential revenues and expenditure plans to include homelessness initiatives. <b>FACILITIES PLANNING:</b> Review and analyze costs related to the revised Facilities Master Plan based on shifts from COVID and remote working, including looking at a North Valleys Complex. <b>NORTH VALLEYS SEWER:</b> Explore sewer delivery in the North Valleys and possibly merging with City of Reno's sewer utilities.
	EFFICIENT DELIVERY OF REGIONAL SERVICES	<b>P25 RADIO SYSTEM:</b> Deployment of the P25 Radio system. <b>REGIONAL COLLABORATION:</b> Work with City of Reno and Sparks specifically in high leverage areas such as Public Safety, Human Services and Public Health to find opportunities to streamline service delivery.
<b>Economic Impacts</b> 	MEET THE NEEDS OF OUR GROWING COMMUNITY	<b>SERVICE LEVELS:</b> Co-create the Washoe County Master Plan update, with our regional partners to grow our tax base and quality of life with Service Levels aligned with County Fiscal Solvency and incorporate what "building back" looks like.
	SUPPORT A THRIVING COMMUNITY	<b>COMMUNITY PUBLIC HEALTH &amp; RECOVERY:</b> Continue to reopen and manage COVID-19 economic impacts to ensure our citizens have confidence in the overall recovery of our community.
	PLAN FOR EXPANDED WASTEWATER & STORMWATER	<b>STORMWATER MODEL:</b> Develop a fiscally sustainable model to manage all stormwater Countywide.
<b>Vulnerable Populations</b> 	ADDRESS HOMELESSNESS WITH A REGIONAL APPROACH	<b>REGIONAL DATA SYSTEM:</b> Establish a regional system to collect and manage quality data so it is easy for service providers and individuals experiencing homelessness to work together. <b>CASE MGMT:</b> Ensure Washoe County meets appropriate case management capacity to match community demand. <b>REGIONAL HOMELESS SERVICES:</b> Transition lead role of providing homeless services and the Continuum of Care to Washoe County, unifying the many different teams working to address homelessness.
	EXPAND APPROPRIATE HOUSING OPTIONS ACROSS COMMUNITY	<b>HOUSING CAPACITY:</b> Expand the capacity for homeless services housing programs in Washoe County. <b>PREVENTATIVE HOUSING LOSS:</b> Focus on expanding efforts to keep people in their homes, after the COVID eviction moratorium ends in July.
	COORDINATION BETWEEN AGENCIES & COMMUNICATION OF PROGRAMS	<b>OUTREACH EFFORTS:</b> Strengthen the coordinated and proactive structure for outreach services across our community.
<b>Innovative Services</b> 	LEVERAGE TECHNOLOGY TO STREAMLINE AND AUTOMATE	<b>LONG-RANGE TECH PLAN:</b> Develop/update the long-range technology/system replacements & upgrades plan to 2025. <b>DIGITAL DELIVERY OF SERVICES:</b> Make the County website the one-stop shop for everything citizens need from our organization with online forms for all services, apps where appropriate, payment, paying attention to those that are underserved.
	STRENGTHEN OUR CULTURE OF SERVICE	<b>COMMUNITY ENGAGEMENT:</b> Continue to engage citizens across the community through diverse channels (CABs, special public meetings, social, etc.). <b>EMPLOYEE DEVELOPMENT:</b> Expand professional training and emphasize leadership development.
	PROMOTE EXPERIMENTATION & INNOVATION	<b>ENVIRONMENTAL SUSTAINABILITY:</b> Expand regional environmental sustainability efforts, including waste reduction/recycling, by enhancing the County's efforts as well as working with regional partners.