



FY20 Strategic Goals and Initiatives

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| <p>Fiscal Sustainability</p> | <p>Washoe County recognizes the importance of sustainable fiscal planning, accountability and transparency in the management of public funds, assets, programs and services.</p> <p>FY20 Focus:</p> <ul style="list-style-type: none"> • Explore new revenue sources • Explore existing regional service arrangements • Support legislative action that promotes fiscal sustainability • Assess the organization-wide impact of pre-trial services and court assignment process |
| <p>Economic Impacts</p> | <p>Be responsive and proactive to pending economic impacts.</p> <p>FY20 Initiatives:</p> <ul style="list-style-type: none"> • Provide clarity to the Community on what role Washoe County has and what resources it provides • Define the impact of growth to Washoe County services in terms of cost of resources |
| <p>Vulnerable Populations</p> | <p>Identify and triage the most vulnerable population as identified by community need and work together cross-departmentally and regionally to provide adequate resources and support.</p> <p>FY20 Initiatives:</p> <ul style="list-style-type: none"> • Increase transitional and affordable housing capacity in Washoe County • Ensure case management levels are within established standard caseload guidelines • Identify and implement solutions to address substance abuse in Washoe County • Expand programming for vulnerable populations at the NNAMHS campus in partnership with the State of Nevada |
| <p>Unified Team/Employee Engagement</p> | <p>Washoe County employees working together to innovate public service and improve customer outcomes.</p> <p>FY20 Initiatives:</p> <ul style="list-style-type: none"> • Washoe311 development through continued department on-boarding, education and outreach efforts to employees and the community. • Ensure Office 365 rollout and communication educates employees on new technology process and features. • Participation in the Best Places to Work™ program and develop specific employee focused initiatives bases on survey results • Developing a Continuous Process Improvement program that supports a culture of service through employee empowerment • Expansion of the Cross Department Resource Sharing Program |

