FY20 Strategic Goals and Initiatives

Fiscal Sustainability	**Washoe County recognizes the importance of sustainable fiscal planning, accountability and transparency in the management of public funds, assets, programs and services.** FY20 Focus: • 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
Economic Impacts	**Be responsive and proactive to pending economic impacts.** FY20 Initiatives: • 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
Vulnerable Populations	**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.** FY20 Initiatives: • 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 programing for vulnerable populations at the NNAMHS campus in partnership with the State of Nevada
Unified Team/Employee Engagement	**Washoe County employees working together to innovate public service and improve customer outcomes.** FY20 Initiatives: • 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