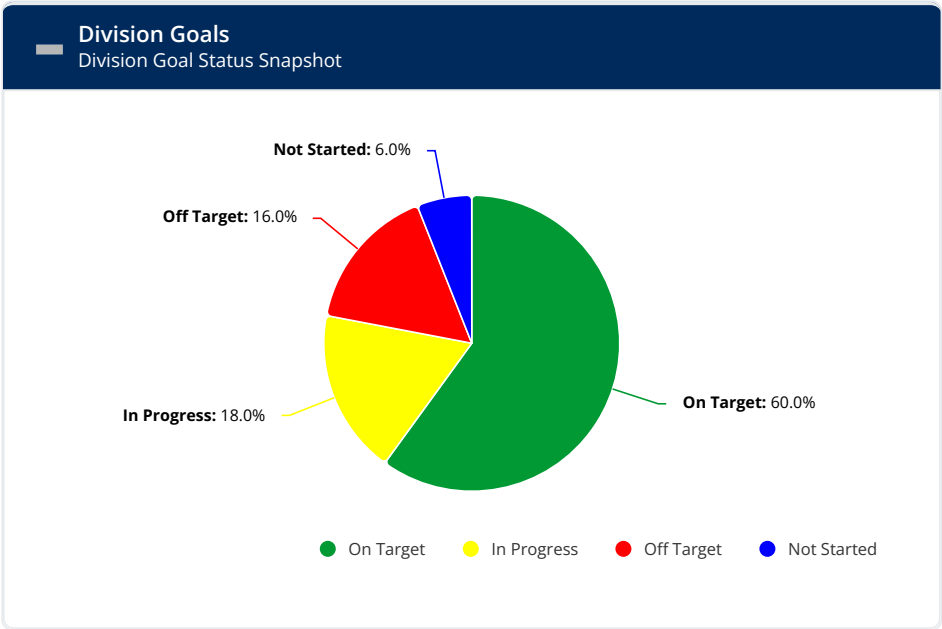
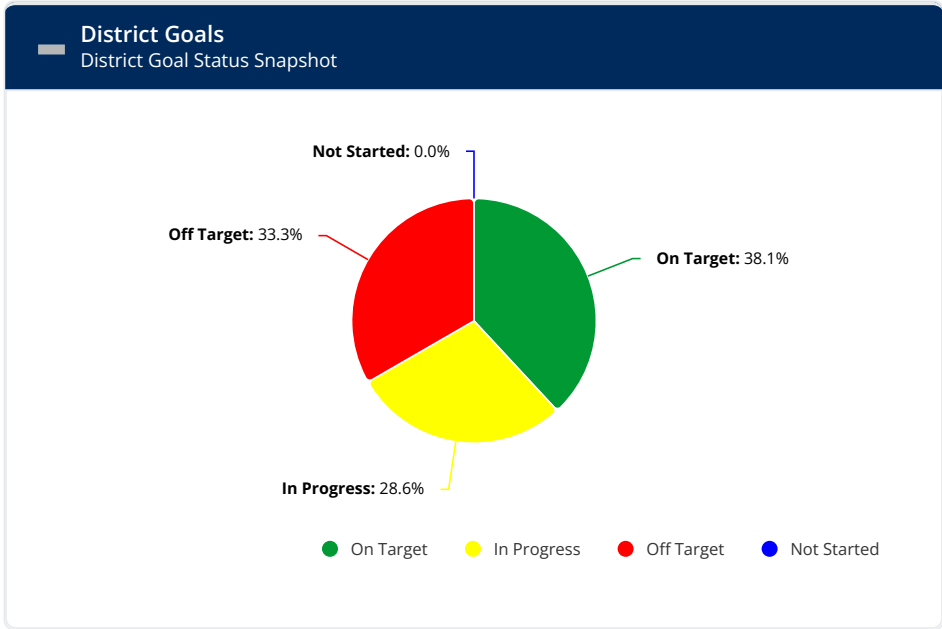
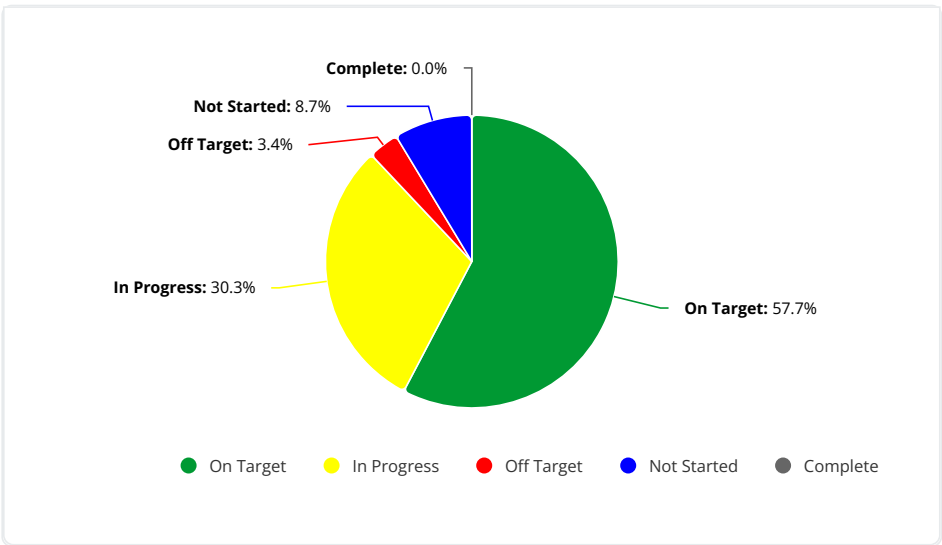
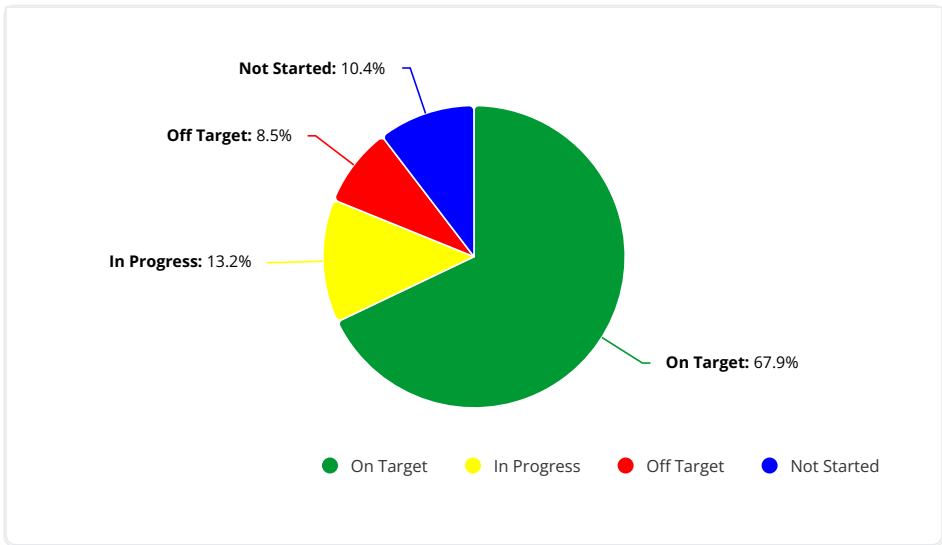


NORTHERN NEVADA Public Health
























Serving Reno, Sparks & Washoe County
























Strategy Overview

















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
Strategic Priority 1: HEALTHY LIVES: Improve the health of our community by empowering individuals to live healthier lives.	● 1.1 Promote healthy behaviors to reduce chronic disease and injury. FY25	● 1.1.1 Proactively prevent disease utilizing effective health education efforts including policy, systems and environmental strategies. FY25	● (PI) 1.1.1.1 Reach at least 2,000 residents and visitors about the impact of secondhand cannabis smoke exposure through communications efforts. (# of residents reached) FY25	● 1.1.1.1.1 Provide education about the dangers of secondhand cannabis smoke exposure through distributing Need to Know cards and developing posts to be shared on social media platforms. FY25
	● 1.1 Promote healthy behaviors to reduce chronic disease and injury. FY25	● 1.1.1 Proactively prevent disease utilizing effective health education efforts including policy, systems and environmental strategies. FY25	● (PI) 1.1.1.2 Maintain breastfeeding rates at 80% among WIC clients who report ever breastfeeding. FY25	● 1.1.1.2.1 Support staff receiving breastfeeding training. FY25
				● 1.1.1.2.2 Offer clients breastfeeding support and services. FY25




















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 1.1 Promote healthy behaviors to reduce chronic disease and injury. FY25	 1.1.1 Proactively prevent disease utilizing effective health education efforts including policy, systems and environmental strategies. FY25	 (PI) 1.1.1.3 Increase multi-family housing properties that have smoke free policies by at least 2. FY25	 1.1.1.3.1 Recruit and provide technical assistance to owners and managers of multi-unit housing properties. FY25
	 1.1 Promote healthy behaviors to reduce chronic disease and injury. FY25	 1.1.1 Proactively prevent disease utilizing effective health education efforts including policy, systems and environmental strategies. FY25	 (PI) 1.1.1.4 Reach at least 4 groups or stakeholders with information on how smoke-free workplace policies impact overall community health. (# of partners that receive smoke-free workplace policy information) FY25	 1.1.1.4.1 Provide education and technical assistance to new and current community partners about smoke-free workplaces. FY25
	 1.1 Promote healthy behaviors to reduce chronic disease and injury. FY25	 1.1.1 Proactively prevent disease utilizing effective health education efforts including policy, systems and environmental strategies. FY25	 (PI) 1.1.1.5 Reach at least 12 groups (youth, parents, service providers) with e-cigarette prevention messaging among youth and young adults. FY25	 1.1.1.5.1 Educate youth, parents, service providers, and decision-makers about the dangers of e-cigarette use among youth and young adults and promote available cessation resources. FY25
	 1.1 Promote healthy behaviors to reduce chronic disease and injury. FY25	 1.1.2 Proactively prevent injury utilizing effective health education efforts including policy, systems and environmental strategies. FY25	 (PI) 1.1.2.1 Reach seniors with fall prevention messaging at least once per quarter (# of messaging/education attempts including events, tabling, and media) FY25	 1.1.2.1.1 Provide education, outreach, and support to seniors and senior groups in Washoe County. FY25
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.1 Act as a safety net by providing accessible health services when/where community members otherwise may not have access. FY25	 (VI) 1.2.1.1a # of WIC participants (quarterly average enrollment, annual average enrollment in Q4) FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.1 Act as a safety net by providing accessible health services when/where community members otherwise may not have access. FY25	 (PI) 1.2.1.1 Maintain at least 95% of enrolled WIC participants as compared to last FY enrollment. FY25	 1.2.1.1.1 Implement retention efforts and new participant recruitment and enrollment activities. FY25




















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				 1.2.1.1.2 Provide outreach to underserved communities. FY25
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.1 Act as a safety net by providing accessible health services when/where community members otherwise may not have access. FY25	 (VI) 1.2.1.2a # of clients served in the immunization program FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.1 Act as a safety net by providing accessible health services when/where community members otherwise may not have access. FY25	 (VI) 1.2.1.3a # of VFC compliance visits FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.1 Act as a safety net by providing accessible health services when/where community members otherwise may not have access. FY25	 (PI) 1.2.1.3 Assure 50% of Vaccine for Children (VFC) providers receive a compliance visit yearly. FY25	 1.2.1.3.1 Perform compliance visits. FY25
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.1 Act as a safety net by providing accessible health services when/where community members otherwise may not have access. FY25	 (VI) 1.2.1.4a # of clients served in the Family Planning and Sexual Health program FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.1 Act as a safety net by providing accessible health services when/where community members otherwise may not have access. FY25	 (PI) 1.2.1.5 Implement 100 community/provider Sexual Health education and outreach activities. FY25	 1.2.1.5.1 Provide educational presentations as requested by the community. FY25
				 1.2.1.5.2 Conduct Academic Detailing to providers addressing sexual health topics. FY25






Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				<ul style="list-style-type: none"> 1.2.1.5.3 Participate in community outreach events. FY25 1.2.1.5.4 Provide offsite testing in partnership with community organizations and businesses. FY25
	1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	(VI) 1.2.2.1a # of reported HIV cases investigated FY25	
	1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	(PI) 1.2.2.1 Initiate investigation of 90% of reported HIV cases within 5 business days of report. FY25	
	1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	(VI) 1.2.2.2a # of primary, secondary syphilis cases investigated FY25	
	1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	(PI) 1.2.2.2 % of primary, secondary syphilis cases initiated within 5 days. FY25	
	1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	(VI) 1.2.2.3a # of maternal syphilis cases investigated FY25	
	1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	(PI) 1.2.2.3 % of maternal syphilis cases initiated within 5 days FY25	


















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (VI) 1.2.2.4a # of other syphilis cases investigated (early latent, late latent/unknown duration, biological false positives, old disease) FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (PI) 1.2.2.4 % of other syphilis cases initiated within 5 days FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (VI) 1.2.2.5a # of congenital syphilis cases investigated FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (PI) 1.2.2.5 % of congenital syphilis cases initiated within 5 days FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (VI) 1.2.2.6a # of reported gonorrhea cases investigated FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (PI) 1.2.2.6 Initiate 90% of prioritized gonorrhea case investigations within 5 business days of report. FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (VI) 1.2.2.7a # of reported chlamydia cases investigated FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (PI) 1.2.2.7 Review 90% of chlamydia cases within 5 days of report. FY25	

Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (VI) 1.2.2.8a # of individuals suspected to have active tuberculosis disease and investigated FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (PI) 1.2.2.8 % of all individuals suspected to have active TB status confirmed within 1 business day via Nucleic Acid Amplification Test (NAAT). FY25	 1.2.2.8.1 Collect, review, and process lab and provider reports for suspected or confirmed active TB disease. FY25
				 1.2.2.8.2 Utilize Directly Observed Therapy (DOT) and virtual DOT to assist with case treatment adherence. FY25
				 1.2.2.8.3 Establish partnerships with community providers to effectively communicate case management and treatment status. FY25
				 1.2.2.8.4 Utilize contact tracing for all sputum smear positive disease cases. FY25
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (PI) 1.2.2.9 For clients with active tuberculosis, increase the percentage that have sputum culture conversion within 60 days of treatment initiation. FY25	
 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (PI) 1.2.2.10 Initiate the index/ source case interview and contact investigation for 100% of sputum smear positive tuberculosis cases within 14 days. FY25		

























Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (VI) 1.2.2.11a # of foodborne, vector borne, vaccine preventable, disease of unusual occurrence, etc. cases investigated FY25	
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.2 Reduce the spread of disease through proactive surveillance, monitoring and intervention. FY25	 (PI) 1.2.2.11 Investigate 100% of foodborne, vector borne, vaccine preventable, disease of unusual occurrence, etc. disease cases within their designated time frame. FY25	 1.2.2.11.1 Complete update of the GCD manual chapters to support investigation process FY25
				 1.2.2.11.2 Ensure workflows are designed so staff know when a lab is reported so they can begin the investigation as soon as feasible. FY25
	 1.2 Promote preventive health services that are proven to improve health outcomes in the community. FY25	 1.2.3 Increase confidence in vaccines among targeted racial and ethnic groups and individuals with disabilities through outreach and access to accurate information. FY25	 (VI) 1.2.3.1a # of community-based vaccine provision events FY25	 1.2.3.1a.1 Provide education at 1 outreach event per quarter. FY25
	 1.3 Improve access to health care so people of all means receive the health care services they need. FY25	 1.3.1 Assist clients with access to health insurance. FY25	 (VI) 1.3.1.1a # of clients that see the Enrollment Assister annually FY25	
	 1.3 Improve access to health care so people of all means receive the health care services they need. FY25	 1.3.1 Assist clients with access to health insurance. FY25	 (PI) 1.3.1.1 Maintain or increase the number of clients that see the Enrollment Assister annually. FY25	 1.3.1.1.1 Collaborate with State Enrollment Assister onsite to provide assistance, by educating staff, thus increasing education to clients and providing proper paperwork and education to clients prior to appointments. FY25

Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 1.3 Improve access to health care so people of all means receive the health care services they need. FY25	 1.3.2 Build a bridge between communities, clients and services with community health workers. FY25	 (VI) 1.3.2.1a # of clients and community members provided assistance with navigation of community resources FY25	
	 1.3 Improve access to health care so people of all means receive the health care services they need. FY25	 1.3.2 Build a bridge between communities, clients and services with community health workers. FY25	 (PI) 1.3.2.1 Increase the number of clients and community members provided assistance with navigation of community resources. (# provided assistance) FY25	 1.3.2.1.1 Monitor number of referrals from each CCHS program. FY25
				 1.3.2.1.2 Create a policy and procedure for referrals to the Community Health Worker. FY25
				 1.3.2.1.3 Create a SharePoint document accessible to all CCHS staff that describes the services the CHW can provide. FY25
	 1.3 Improve access to health care so people of all means receive the health care services they need. FY25	 1.3.2 Build a bridge between communities, clients and services with community health workers. FY25	 (PI) 1.3.2.2 Increase community reach through new partnerships and outreach activities (# of outreach activities) FY25	 1.3.2.2.1 Identify 2 new community partners for recurring outreach. FY25
				 1.3.2.2.2 Conduct 4 outreach activities per month that promote services provided by CCHS to underserved communities. FY25
	 1.3 Improve access to health care so people of all means receive the health care services they need. FY25	 1.3.3 Provide efficient, effective and culturally sensitive services. FY25	 (PI) 1.3.3.1 Increase access to programs and services through completing 3 system improvements. FY25	 1.3.3.1.1 Establish and evaluate contactless client services (provider contact, appointments/self-scheduling, telemedicine, results, payments) FY25
				 1.3.3.1.2 Implement centralized clerical services. FY25




















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
Strategic Priority 2: HEALTHY ENVIRONMENT: Create a healthier environment that allows people to safely enjoy everything Washoe County has to offer.	 2.1 Protect people from negative environmental impacts. FY25	 2.1.1 Monitor ambient air to assess attainment status of criteria air pollutants (Monitoring). FY25	 (PI) 2.1.1.1 Meet or exceed a 75% data capture rate for ozone. FY25	 2.1.1.1.1 Follow EPA QA/QC data capture requirements and report data capture rate on a quarterly basis. (ozone) FY25
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.1 Monitor ambient air to assess attainment status of criteria air pollutants (Monitoring). FY25	 (PI) 2.1.1.2 Meet or exceed a 75% data capture rate for PM2.5. FY25	 2.1.1.2.1 Follow EPA QA/QC data capture requirements and report data capture rate on a quarterly basis. (PM2.5) FY25
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.1 Monitor ambient air to assess attainment status of criteria air pollutants (Monitoring). FY25	 (PI) 2.1.1.3 Meet or exceed a 75% data capture rate for PM10. FY25	 2.1.1.3.1 Follow EPA QA/QC data capture requirements and report data capture rate on a quarterly basis. (PM10) FY25
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.1 Monitor ambient air to assess attainment status of criteria air pollutants (Monitoring). FY25	 (PI) 2.1.1.4 Meet or exceed a 75% data capture rate for carbon monoxide. FY25	 2.1.1.4.1 Follow EPA QA/QC data capture requirements and report data capture rate on a quarterly basis. (carbon monoxide) FY25
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.1 Monitor ambient air to assess attainment status of criteria air pollutants (Monitoring). FY25	 (PI) 2.1.1.5 Meet or exceed a 75% data capture rate for nitrogen dioxide. FY25	 2.1.1.5.1 Follow EPA QA/QC data capture requirements and report data capture rate on a quarterly basis. (nitrogen dioxide) FY25
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.1 Monitor ambient air to assess attainment status of criteria air pollutants (Monitoring). FY25	 (PI) 2.1.1.6 Meet or exceed a 75% data capture rate for sulfur dioxide. FY25	 2.1.1.6.1 Follow EPA QA/QC data capture requirements and report data capture rate on a quarterly basis. (sulfur dioxide) FY25
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.2 Maintain and improve air quality through planning and community education (Planning). FY25	 (VI) 2.1.2.1a # of air quality plans and reports worked on during this period. FY25	 2.1.2.1a.1 Develop and complete 2023 triennial Emissions Inventory and submit to EPA FY25

















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				<p> 2.1.2.1a.2 Update 2025 Ambient Air Monitoring Network Plan and submit to EPA for approval. FY25</p>
				<p> 2.1.2.1a.3 Update 2015-2024 Air Quality Trends Report and present to DBOH for acceptance. FY25</p>
	<p> 2.1 Protect people from negative environmental impacts. FY25</p>	<p> 2.1.2 Maintain and improve air quality through planning and community education (Planning). FY25</p>	<p> (PI) 2.1.2.1 Educate and empower leaders, decision makers and regulated entities through a minimum of 3 AQ outreach opportunities. (# of outreach events) FY25</p>	<p> 2.1.2.1.1 Identify and contact community groups and partners. FY25</p>
	<p> 2.1 Protect people from negative environmental impacts. FY25</p>	<p> 2.1.2 Maintain and improve air quality through planning and community education (Planning). FY25</p>	<p> (VI) 2.1.2.2a # of community planning efforts where AQMD commented. FY25</p>	
	<p> 2.1 Protect people from negative environmental impacts. FY25</p>	<p> 2.1.2 Maintain and improve air quality through planning and community education (Planning). FY25</p>	<p> (VI) 2.1.2.2b # of community planning efforts where AQMD participated as a technical advisor. FY25</p>	
	<p> 2.1 Protect people from negative environmental impacts. FY25</p>	<p> 2.1.2 Maintain and improve air quality through planning and community education (Planning). FY25</p>	<p> (PI) 2.1.2.3 Complete all necessary reviews and any associated updates to air quality regulations. FY25</p>	<p> 2.1.2.3.1 Update Chapter 030 - Parts 030.000 - 030.500 (6 parts) FY25</p>
				<p> 2.1.2.3.2 Update Chapter 040 - Asbestos Control Standards and Acknowledgement of Asbestos Assessment (2 parts) FY25</p>












Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.2 Maintain and improve air quality through planning and community education (Planning). FY25	● (VI) 2.1.2.4 Number of regulations reviewed FY25	
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	● (VI) 2.1.3.1a # of wood-burning devices inspections completed FY25	● 2.1.3.1a.1 Inspect properties which have removed a wood-burning device prior to the close of escrow. FY25
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	● (PI) 2.1.3.1 % wood-burning permits managed within internal best practice standard (NOE 4 business days, COC 10 business days) FY25	
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	● (VI) 2.1.3.1b # of wood-burning device registrations FY25	● 2.1.3.1b.1 Process and issue Notice of Exemption Registrations submitted to the Air Quality Management Division. FY25
				● 2.1.3.1b.2 Process and issue Certificate of Compliance Registrations submitted to the Air Quality Management Division. FY25
				● 2.1.3.1b.3 Process and issue Dealers Affidavit of Sale Registrations submitted to the Air Quality Management Division. FY25
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	● (VI) 2.1.3.2a # of dust control permit inspections completed FY25	● 2.1.3.2a.1 Complete dust control inspections to determine compliance with dust control permit requirements. FY25





















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	 (VI) 2.1.3.2b # of dust control permits FY25	 2.1.3.2b.1 Process and issue Dust Control Permit applications submitted to the Air Quality Management Division. FY25
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	 (PI) 2.1.3.2 % of dust permits managed within 10 business days. FY25	
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	 (VI) 2.1.3.2c Total acreage disturbed by dust permits FY25	
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	 (VI) 2.1.3.3a # of asbestos renovation and demolition inspections completed FY25	 2.1.3.3a.1 Complete inspections of asbestos notifications for demolitions and renovations to determine compliance with asbestos NESHAP standards. FY25
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	 (VI) 2.1.3.3b # of asbestos renovation and demolition notifications FY25	 2.1.3.3b.1 Process asbestos NESHAP notifications for demolition and renovation activities. FY25
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	 (VI) 2.1.3.3c Total square feet of asbestos materials FY25	
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	 (VI) 2.1.3.3d Total linear feet of asbestos materials FY25	
















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	● (PI) 2.1.3.3 % of asbestos permits managed within internal best practice standard. FY25	
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	● (VI) 2.1.3.3e Total cubic feet of asbestos materials FY25	
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	● (VI) 2.1.3.4a # of complaint inspection/investigations FY25	
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	● (VI) 2.1.3.5a # of warnings and notices of violations issued FY25	
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	● (VI) 2.1.3.6a # of stationary source inspections assigned FY25	
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	● (PI) 2.1.3.6 Complete 100% of stationary source inspections assigned. FY25	● 2.1.3.6.1 Complete inspections of stationary sources to determine compliance with permit and regulatory requirements. FY25
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	● (VI) 2.1.3.7a # of stationary source authority to construct/ permit to operate permits issued FY25	
	● 2.1 Protect people from negative environmental impacts. FY25	● 2.1.3 Reduce negative health impacts from regulated air pollutants in Washoe County. (Permitting & Compliance) FY25	● (PI) 2.1.3.7 100% of stationary source authority to construct/ permit to operate permits are issued within 180 days. FY25	● 2.1.3.7.1 Issue authorities to construct to new sources of regulated air pollutants in Washoe County. FY25









Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				 2.1.3.7.2 Renew permits to operate to sources of regulated air pollutants in Washoe County FY25
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.4 Coordinate with State and local partners on waste reduction education, diversion education, and proper disposal. FY25	 (VI) 2.1.4.1a # of inspections completed at permitted waste management facilities per year. FY25	
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.4 Coordinate with State and local partners on waste reduction education, diversion education, and proper disposal. FY25	 (VI) 2.1.4.1b # of waste management facility permits FY25	
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.4 Coordinate with State and local partners on waste reduction education, diversion education, and proper disposal. FY25	 (VI) 2.1.4.1c # of waste-related complaints FY25	
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.4 Coordinate with State and local partners on waste reduction education, diversion education, and proper disposal. FY25	 (PI) 2.1.4.1 Complete 100% of inspections at permitted waste management facilities per year. FY25	 2.1.4.1.1 Develop an audit system and conduct a minimum of 3 audits per staff member. FY25
				 2.1.4.1.2 Update SOPs and develop standardized processes for solid waste complaints. FY25
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.4 Coordinate with State and local partners on waste reduction education, diversion education, and proper disposal. FY25	 (PI) 2.1.4.2 Partner with a minimum of 3 outside agencies to assist in waste reduction/clean up initiatives. FY25	 2.1.4.2.1 Collaborate with KTMB on community engagement regarding reduced waste initiatives. FY25
























Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				 2.1.4.2.2 Utilize tire funds to create grant program to assist local groups with clean up and sustainability efforts in the community. FY25
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.5 Reduce negative environmental health impacts associated with development and infrastructure. FY25	 (VI) 2.1.5.1a # of first review plans reviewed for compliance with AQ regulations and processed (AQM) FY25	
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.5 Reduce negative environmental health impacts associated with development and infrastructure. FY25	 (PI) 2.1.5.1 Ensure 90% of first review plans for compliance with AQ regulations meet jurisdictional timeframes. (AQM) FY25	
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.5 Reduce negative environmental health impacts associated with development and infrastructure. FY25	 (VI) 2.1.5.2a # of residential septic and well plans reviewed and processed FY25	
	 2.1 Protect people from negative environmental impacts. FY25	 2.1.5 Reduce negative environmental health impacts associated with development and infrastructure. FY25	 (PI) 2.1.5.2 Ensure 90% of residential septic and well plan reviews meet a 2-week turnaround FY25	 2.1.5.2.1 Build record types for Land Development Program in Accela by the end of FY25 FY25
				 2.1.5.2.2 Update Land Development regulations and set a schedule for updating by the end of FY25 FY25
				 2.1.5.2.3 Update SOPs and develop standardized comments by the end of FY25 FY25























Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				<p> 2.1.5.2.4 Develop an audit system and conduct a minimum of 3 audits per staff member. FY25</p>
				<p> 2.1.5.2.5 Update Land Development electronic stamps and plan review process. FY25</p>
	<p> 2.1 Protect people from negative environmental impacts. FY25</p>	<p> 2.1.5 Reduce negative environmental health impacts associated with development and infrastructure. FY25</p>	<p> (PI) 2.1.5.3 Conduct a minimum of 3 outreach events to inform interested stakeholders on residential septs and wells. (# of outreach events) FY25</p>	<p> 2.1.5.3.1 Conduct social media campaigns in collaboration with partners. FY25</p>
				<p> 2.1.5.3.2 Track number of event attendees. FY25</p>
	<p> 2.1 Protect people from negative environmental impacts. FY25</p>	<p> 2.1.5 Reduce negative environmental health impacts associated with development and infrastructure. FY25</p>	<p> (VI) 2.1.5.4a # of UST inspections FY25</p>	
	<p> 2.1 Protect people from negative environmental impacts. FY25</p>	<p> 2.1.5 Reduce negative environmental health impacts associated with development and infrastructure. FY25</p>	<p> (VI) 2.1.5.4b # of UST permits FY25</p>	
	<p> 2.1 Protect people from negative environmental impacts. FY25</p>	<p> 2.1.5 Reduce negative environmental health impacts associated with development and infrastructure. FY25</p>	<p> (PI) 2.1.5.4 Complete 100% of inspections at UST permitted facilities per year. FY25</p>	<p> 2.1.5.4.1 Establish training program or standards for new staff in Solid Waste Management and Underground Storage Tank (UST) programs FY25</p>






















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				<p> 2.1.5.4.2 Develop an audit system and conduct a minimum of 3 audits per staff member. FY25</p>
				<p> 2.1.5.4.3 Assess success of permit holder educational tools FY25</p>
	<p> 2.2 Keep people safe where they live, work and play. FY25</p>	<p> 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25</p>	<p> (PI) 2.2.1.1 Set a baseline for the occurrence of foodborne illness risk factors in inspected facilities. FY25</p>	<p> 2.2.1.1.1 Develop a system to track occurrence of foodborne illness risk factors in inspected facilities. FY25</p>
				<p> 2.2.1.1.2 Complete the final report and determine intervention strategies based on results from the 2023-2024 Risk Factor Assessment FY25</p>
				<p> 2.2.1.1.3 Create a system to track food-related complaints for surveillance purposes. FY25</p>
	<p> 2.2 Keep people safe where they live, work and play. FY25</p>	<p> 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25</p>	<p> (VI) 2.2.1.2a # of foodborne illness assessments. FY25</p>	
	<p> 2.2 Keep people safe where they live, work and play. FY25</p>	<p> 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25</p>	<p> (VI) 2.2.1.2b # of inspections for food establishments. FY25</p>	
	<p> 2.2 Keep people safe where they live, work and play. FY25</p>	<p> 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25</p>	<p> (VI) 2.2.1.2c # of temporary food event inspections. FY25</p>	
	<p> 2.2 Keep people safe where they live, work and play. FY25</p>	<p> 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25</p>	<p> (VI) 2.2.1.2d # of permitted food establishments FY25</p>	

















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (VI) 2.2.1.2e # of complaints responded to. FY25	
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (VI) 2.2.1.2f Total # of permitted facilities (non-food permits) at the end of the current quarter (permits include the following: Childcare, Schools, Hotel/Motel, RV/MHP, IBD, Jails, Aquatic Facilities, and RV Dump Stations.) FY25	
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (PI) 2.2.1.2 Complete at least 4 components of standards to make progress toward conformance with FDA retail food program standards. (# of components completed) FY25	 2.2.1.2.1 Standard 2- Complete initial training for all employees. FY25
				 2.2.1.2.2 Standard 2- Maintain CEUs. FY25
				 2.2.1.2.3 Standard 2- Complete initial standardization for all employees. FY25
				 2.2.1.2.4 Standard 3- Develop and implement annual permit for temporary food vendors. FY25
				 2.2.1.2.5 Standard 3- Develop assessment documents for change of ownership and new facilities. FY25
				 2.2.1.2.6 Standard 4- Develop schedule for process to review inspection reports and conduct field evaluations of assigned staff. FY25


Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				 2.2.1.2.7 Standard 4- Transition opening inspection report review. FY25
				 2.2.1.2.8 Standard 5- Revise Outbreak Response Plan with CD. FY25
				 2.2.1.2.9 Standard 6- Implement active managerial control (AMC) program. FY25
				 2.2.1.2.10 Standard 6- Develop a new compliance and enforcement branch. FY25
				 2.2.1.2.11 Standard 7- Increase outreach and education opportunities through social media, public workshops, videos, handouts, and newsletter. FY25
				 2.2.1.2.12 Standard 7- Identify barriers to language accessibility. FY25
				 2.2.1.2.13 Standard 8- Develop a plan to ensure adequate inspection staff to complete inspections and increase conformance with program standards. FY25
				 2.2.1.2.14 Standard 9- Meet Standard 9 and demonstrate status of foodborne illness risk factors over the last 5 years. FY25






Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				 2.2.1.2.15 Standard 9- Develop intervention strategies to address the foodborne illness risk factors identified as needing priority attention. FY25
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (PI) 2.2.1.3 Percentage of required inspections of food establishments completed. FY25	
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (VI) 2.2.1.4a % of passing inspections for routine food inspections FY25	 2.2.1.4a.1 Evaluate the effectiveness of the AMC program and operator recidivism FY25
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (VI) 2.2.1.4b % of passing inspections for routine commercial facility inspections (including childcares, schools, pools, hotels/motels, RV parks, mobile home parks, and dump stations) FY25	 2.2.1.4b.1 Update Pool & Spa regulations to reflect current design and construction FY25
				 2.1.1.4b.2 Establish Childcare regulations and other documentation necessary for program success (inspection form, field guide, guidance documents, etc.) FY25
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (VI) 2.2.1.5a # of total inspections of non-food based permitted facilities including other elements (re-inspections, etc.). FY25	 2.2.1.5a.1 Establish training program or standards for new staff in Permitted Facilities FY25
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (VI) 2.2.1.6a # of other permitted facility complaints FY25	
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (VI) 2.2.1.7a # of sanitary surveys of public water systems FY25	

Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (VI) 2.2.1.7b # of public water system permits FY25	
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (VI) 2.2.1.7c % of public water systems in compliance with lead and copper rule revisions FY25	
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (VI) 2.2.1.7d % of sanitary surveys for year with a significant deficiency FY25	
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.1 Improve safety of residents through education, inspections and enforcement. FY25	 (PI) 2.2.1.7 Complete 100% of required sanitary surveys of public water systems to help ensure proper public health protection. FY25	 2.2.1.7.1 Establish training program or standards for new staff in Land Development and Safe Drinking Water FY25
				 2.2.1.7.2 Achieve 100% compliance with lead and copper rule revisions for Washoe County Public Water Systems FY25
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.2 Reduce the Spread of vector-born disease. FY25	 (VI) 2.2.2.2a # of New Jersey daily trap counts that contain more than 10 mosquitos from May to October FY25	
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.2 Reduce the Spread of vector-born disease. FY25	 (VI) 2.2.2.3a # of mosquito pools submitted for testing. FY25	
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.2 Reduce the Spread of vector-born disease. FY25	 (VI) 2.2.2.4a # of mosquito pools positive for arbovirus (West Nile/St. Louis Encephalitis/Western Equine virus). FY25	





Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.3 Review building plans in advance to assure new facilities meet health standards FY25	 (VI) 2.2.3.1a # of commercial plans reviewed for health standards (Including food establishments) FY25	
	 2.2 Keep people safe where they live, work and play. FY25	 2.2.3 Review building plans in advance to assure new facilities meet health standards FY25	 (PI) 2.2.3.1 Ensure 90% of first review for commercial plans meet a 2-week turnaround FY25	 2.2.3.1.1 Test an updated workflow into Accela for each jurisdiction to create a uniform plan review mechanism. FY25
				 2.2.3.1.2 Establish training program or standards for new staff in Commercial Plan Review FY25
Strategic Priority 3: LOCAL CULTURE OF HEALTH: Lead a transformation in our community's awareness, understanding and appreciation of health resulting in direct action.	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.1 Update public-facing digital presence on website and social media and implement targeted outreach to under-served populations. FY25	 (VI) 3.1.1.1a # total social media posts in English and Spanish FY25	
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.1 Update public-facing digital presence on website and social media and implement targeted outreach to under-served populations. FY25	 (VI) 3.1.1.1b # of culturally relevant or health equity social media posts FY25	 3.1.1.1b.1 Work with community members or organizations to create culturally relevant content. FY25
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.1 Update public-facing digital presence on website and social media and implement targeted outreach to under-served populations. FY25	 (VI) 3.1.1.1c # of social media followers FY25	
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.1 Update public-facing digital presence on website and social media and implement targeted outreach to under-served populations. FY25	 (VI) 3.1.1.1d # of web hits FY25	


















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.1 Update public-facing digital presence on website and social media and implement targeted outreach to under-served populations. FY25	 (PI) 3.1.1.2 Increase audience growth across all platforms by 10%. (followers) FY25	
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.1 Update public-facing digital presence on website and social media and implement targeted outreach to under-served populations. FY25	 (PI) 3.1.1.3 Increase Spanish language Facebook followers by 5% FY25	
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.1 Update public-facing digital presence on website and social media and implement targeted outreach to under-served populations. FY25	 (PI) 3.1.1.4 Increase impressions across all social media posts by 10%. (comments, shares, link, clicks and more) FY25	 3.1.1.4.1 Create and post videos and graphic design content to drive engagement. FY25
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.2 Position the Health District to be the trusted, reputable source of public health information for our community. FY25	 (PI) 3.1.2.1 Collaborate with at least 2 grant-funded programs to execute marketing tactics that reach populations experiencing health disparities FY25	 3.1.2.1.1 Maintain and increase Spanish language earned media FY25
				 3.1.2.1.2 Implement public information campaigns designed to promote health equity and reduce health disparities. Include 5210 Healthy Washoe and other campaigns targeting co-morbidities of COVID. (HE Plan Goal 4, Initiative 1) FY25
				 3.1.2.1.3 Identify opportunities to utilize grant funds to promote health equity and reduce health disparities FY25



















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.2 Position the Health District to be the trusted, reputable source of public health information for our community. FY25	 (VI) 3.1.2.3a # of public records request fulfilled (ODHO) FY25	
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.2 Position the Health District to be the trusted, reputable source of public health information for our community. FY25	 (VI) 3.1.2.3b # of public records request fulfilled (AQM) FY25	
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.2 Position the Health District to be the trusted, reputable source of public health information for our community. FY25	 (VI) 3.1.2.3c # of public records request fulfilled (CCHS) FY25	
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.2 Position the Health District to be the trusted, reputable source of public health information for our community. FY25	 (VI) 3.1.2.3d # of public records request fulfilled (EPHP) FY25	
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.2 Position the Health District to be the trusted, reputable source of public health information for our community. FY25	 (VI) 3.1.2.3e # of public records request fulfilled (EHS) FY25	
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.2 Position the Health District to be the trusted, reputable source of public health information for our community. FY25	 (VI) 3.1.2.4a # of press releases, media alerts, media availability. FY25	
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.2 Position the Health District to be the trusted, reputable source of public health information for our community. FY25	 (VI) 3.1.2.5a # of community presentations (ODHO) FY25	






















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.2 Position the Health District to be the trusted, reputable source of public health information for our community. FY25	 (VI) 3.1.2.5b # of community presentations (CCHS) FY25	
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.2 Position the Health District to be the trusted, reputable source of public health information for our community. FY25	 (VI) 3.1.2.5c # of community presentations (EPHP) FY25	
	 3.1 Ensure community access to actionable public health information via website, media and social media. FY25	 3.1.2 Position the Health District to be the trusted, reputable source of public health information for our community. FY25	 (VI) 3.1.2.5d # of community presentations (EHS) FY25	
	 3.2 Inform the community of important community health trends by capturing and communicating health data. FY25	 3.2.1 Increase data integrity and data standardization. FY25	 (VI) 3.2.1.1a # of vital records requests and services FY25	
	 3.2 Inform the community of important community health trends by capturing and communicating health data. FY25	 3.2.1 Increase data integrity and data standardization. FY25	 (PI) 3.2.1.1 Process 90% of vital records requests and services within 96 hours. FY25	 3.2.1.1.1 Assist the state by testing and implementing the NETSMART system and providing feedback. FY25
				 3.2.1.1.2 Improve communications with other Nevada vital statistics jurisdictions through monthly meetings. FY25
				 3.2.1.1.3 Identify gaps to improve procedures and processing time with funeral homes. FY25




















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				<ul style="list-style-type: none"> 3.2.1.1.4 Identify gaps to improve procedures and processing time with physicians and medical examiner's office FY25
				<ul style="list-style-type: none"> 3.2.1.1.5 Update the vital statistics manual to incorporate NETSMART system updates and processing FY25
	<ul style="list-style-type: none"> 3.2 Inform the community of important community health trends by capturing and communicating health data. FY25 	<ul style="list-style-type: none"> 3.2.2 Regularly share timely public health data and trends with the community. FY25 	<ul style="list-style-type: none"> (VI) 3.2.2.1a # of reports (Communicable Disease Annual; CPO Quarterly; COVID-Bi-Weekly; ILI Weekly) provided to the community FY25 	
	<ul style="list-style-type: none"> 3.2 Inform the community of important community health trends by capturing and communicating health data. FY25 	<ul style="list-style-type: none"> 3.2.2 Regularly share timely public health data and trends with the community. FY25 	<ul style="list-style-type: none"> (PI) 3.2.2.1 Publish 100% of reports (Communicable Disease Annual; CPO Quarterly; Covid-Bi-Weekly; ILI Weekly) provided to the community based on designated time frame. FY25 	<ul style="list-style-type: none"> 3.2.2.1.1 Maintain a tracking mechanism to know which reports were released on which dates. FY25
				<ul style="list-style-type: none"> 3.2.2.1.2 Explore merging COVID-19 data in ILI reports. FY25
	<ul style="list-style-type: none"> 3.2 Inform the community of important community health trends by capturing and communicating health data. FY25 	<ul style="list-style-type: none"> 3.2.3 Build the capacity of the health district to process data. FY25 	<ul style="list-style-type: none"> (VI) 3.2.3.1a # of statistical analysis requests met. FY25 	
	<ul style="list-style-type: none"> 3.2 Inform the community of important community health trends by capturing and communicating health data. FY25 	<ul style="list-style-type: none"> 3.2.3 Build the capacity of the health district to process data. FY25 	<ul style="list-style-type: none"> (PI) 3.2.3.1 Deliver on 95% of requests for statistical analysis. (# of requests) FY25 	<ul style="list-style-type: none"> 3.2.3.1.1 Capture measurable outcomes for all programs. FY25
				<ul style="list-style-type: none"> 3.2.3.1.2 Maintain statistical capacity to serve EPHP and NNPH FY25

Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 3.3 Drive better health outcomes in Washoe County through improved public health systems and policies. FY25	 3.3.1 Advocate for state and local policies that positively impact public health using a health in all policies framework. FY25	 (VI) 3.3.1.1a # of interim committee meetings, public workshops, and coalition meetings attended/monitored. FY25	 3.3.1.1a.1 Generate a list of potential 2027 legislative priorities. FY25
	 3.3 Drive better health outcomes in Washoe County through improved public health systems and policies. FY25	 3.3.1 Advocate for state and local policies that positively impact public health using a health in all policies framework. FY25	 (PI) 3.3.1.1 Pursue and achieve 2 local government health in all policies initiatives. FY25	 3.3.1.1.1 Generate a list and identify local government priority initiatives to pursue. FY25
Strategic Priority 4: IMPACTFUL PARTNERSHIPS: Extend our impact by leveraging collaborative partnerships to make meaningful progress on health issues.	 4.1 Support and promote behavioral health. FY25	 4.1.1 Improve mental health outcomes for residents of Washoe County. FY25	 (PI) 4.1.1.1 Residents have access to multiple elements of a best practice crisis response system. FY25	 4.1.1.1.1 Work with community partners and the state to implement additional elements of the behavioral health crisis system. FY25
	 4.1 Support and promote behavioral health. FY25	 4.1.2 Contribute to a decrease in the incidence of suicide in Washoe County. FY25	 (PI) 4.1.2.1 Implement at least one lethal means reduction strategy in coordination with the Washoe Suicide Prevention Alliance. FY25	 4.1.2.1.1 Facilitate the operation of the Washoe Suicide Prevention Alliance, and collaborate with local and state stakeholders. FY25
	 4.1 Support and promote behavioral health. FY25	 4.1.3 Support collaborative local and state efforts to reduce the negative impacts of substance use and misuse and support individuals with substance use disorder. FY25	 (PI) 4.1.3.1 90% of applicable WIC participant interactions will receive substance abuse screening, education and referrals. FY25	 4.1.3.1.1 Provide staff with training refreshers on substance abuse screening, education and referrals. FY25
				 4.1.3.1.2 Complete chart audits for compliance with substance abuse screening, education and referrals. FY25
	 4.2 Advance efforts to improve health living behaviors with an emphasis on prevention. FY25	 4.2.1 Develop and maintain collaborative community initiatives to increase access to prevention activities and resources. FY25	 (PI) 4.2.1.1 Increase the number of corner stores engaged in offering healthy food with the addition of 3 new stores. FY25	 4.2.1.1.1 Provide education and technical assistance to store owners/managers on store conversion process to connect community to healthier food options. FY25

Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 4.2 Advance efforts to improve health living behaviors with an emphasis on prevention. FY25	 4.2.1 Develop and maintain collaborative community initiatives to increase access to prevention activities and resources. FY25	 (PI) 4.2.1.2 Expand the number of sites that are implementing the 5210 Healthy Washoe program from 5 to 7 elementary schools. FY25	 4.2.1.2.1 Provide technical assistance to partner sites. FY25
	 4.3 Advance efforts to improve access to health care. FY25	 4.3.1 Support collaborative local and state efforts to increase access to health care for residents of Washoe County. FY25	 (VI) 4.3.1.1a # of FHF attendees (total individual members) FY25	
	 4.3 Advance efforts to improve access to health care. FY25	 4.3.1 Support collaborative local and state efforts to increase access to health care for residents of Washoe County. FY25	 (PI) 4.3.1.1 At least 80% of FHF participants will receive the services needed. FY25	 4.3.1.1.1 Screen 100% of FHF attendees during intake for primary care homes and insurance. FY25
				 4.3.1.1.2 Conduct outreach for partners and community-based organization's to participate in FHF's and promote events to underserved communities. FY25
				 4.3.1.1.3 Secure partnerships with healthcare providers and Managed Care Organizations. FY25
	 4.3 Advance efforts to improve access to health care. FY25	 4.3.1 Support collaborative local and state efforts to increase access to health care for residents of Washoe County. FY25	 (PI) 4.3.1.2 Create 1 new coalition to increase the number of individuals in Washoe County covered by health insurance. FY25	 4.3.1.2.1 Facilitate coalition convenings and identify strategies and actions to be implemented. FY25






















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 4.3 Advance efforts to improve access to health care. FY25	 4.3.1 Support collaborative local and state efforts to increase access to health care for residents of Washoe County. FY25	 (PI) 4.3.1.3 Implement at least three initiatives designed to improve access to care. FY25	 4.3.1.3.1 Convene community health care stakeholders at least four times to identify strategies and actions Washoe County as a community can implement to increase access to quality care in an appropriate care setting and decrease utilization of emergency resources. FY25
	 4.5 Enhance the regional emergency medical services system. FY25	 4.5.1 Provide EMS oversight to enhance system performance. FY25	 (PI) 4.5.1.1 Implement/ execute 4 strategies in the EMS Strategic Plan FY24-29. FY25	 4.5.1.1.1 Reduce EMS practitioner exposures to infectious illnesses. FY25  4.5.1.1.2 Decrease EMS practitioner physical and psychological injuries due to active shooter and civil unrest. FY25  4.5.1.1.3 Increase EMS practitioner driver safety. FY25  4.5.1.1.4 Create and implement a CQI process for pre-hospital treatment/ patient outcome. FY25
	 4.6 Engage the community in public health improvement. FY25	 4.6.1 Engage the community in assessing community health needs. FY25	 (PI) 4.6.1.1 Increase community access to CHA data via online dashboard from 0 to 500. (# of web visits) FY25	 4.6.1.1.1 Maintain a dashboard with CHA indicators as data. FY25
	 4.6 Engage the community in public health improvement. FY25	 4.6.2 Engage the community in planning for community health improvement with a focus on disparate health outcomes. FY25	 (VI) 4.6.2.1a # of collaborative initiatives in the CHIP FY25	

Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 4.6 Engage the community in public health improvement. FY25	 4.6.2 Engage the community in planning for community health improvement with a focus on disparate health outcomes. FY25	 (PI) 4.6.2.1 Complete at least 60% of activities planned in the CHIP. FY25	 4.6.2.1.1 Invest in community partners to improve community health improvement outcomes. FY25
	 4.6 Engage the community in public health improvement. FY25	 4.6.2 Engage the community in planning for community health improvement with a focus on disparate health outcomes. FY25	 (PI) 4.6.2.2 Maintain the number of organizations leading CHIP initiatives FY25	
	 4.6 Engage the community in public health improvement. FY25	 4.6.2 Engage the community in planning for community health improvement with a focus on disparate health outcomes. FY25	 (PI) 4.6.2.3 Implement at least 2 CHIP initiatives focused on policy changes that alleviate causes of health inequities. FY25	 4.6.2.3.1 Review policies or laws that have a disproportionate effect on one or more subpopulations in Washoe County; impact CHIP focus areas or the Health District's legislative priority areas. FY25
				 4.6.2.3.2 Gather input from stakeholders about policies under review and collaborate with stakeholders to share findings of the review. FY25
	 4.6 Engage the community in public health improvement. FY25	 4.6.2 Engage the community in planning for community health improvement with a focus on disparate health outcomes. FY25	 (PI) 4.6.2.4 Address at least three gaps to improve disparate health outcomes by involving partners that represent underserved communities. FY25	 4.6.2.4.1 Expand the number of partners representing underserved parts of our community collaborating in PSE and/or health equity initiatives. FY25
	 4.6 Engage the community in public health improvement. FY25	 4.6.2 Engage the community in planning for community health improvement with a focus on disparate health outcomes. FY25	 (PI) 4.6.2.5 Maintain the number of individuals who provide input to the CHIP. (# of people at Steering Committee, subcommittee meetings, and planning meetings) FY25	 4.6.2.5.1 Engage community members in the decision-making process to update initiatives for year 3. FY25
				 4.6.2.5.2 Complete CHIP Annual Report. FY25

















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 4.6 Engage the community in public health improvement. FY25	 4.6.2 Engage the community in planning for community health improvement with a focus on disparate health outcomes. FY25	 (PI) 4.6.2.6 Recruit at least 10 community representatives to establish 1 cross-sector health coalition. (# of committee members) FY25	 4.6.2.6.1 Develop a process to respond to community members and organizations on commitments. FY25
	 4.6 Engage the community in public health improvement. FY25	 4.6.2 Engage the community in planning for community health improvement with a focus on disparate health outcomes. FY25	 (VI) 4.6.2.7a # of relationships maintained with priority contacts. FY25	
	 4.6 Engage the community in public health improvement. FY25	 4.6.2 Engage the community in planning for community health improvement with a focus on disparate health outcomes. FY25	 (VI) 4.6.2.8 # of new relationships built with key organizations, programs, and leaders. FY25	
	 4.6 Engage the community in public health improvement. FY25	 4.6.3 Facilitate community engagement in public health improvement initiatives designed to improve health outcomes and/or reduce health disparities utilizing community organizing principles. FY25	 (PI) 4.6.3.1 Identify at least 3 initiatives or projects for divisions to work with the health equity team and/or community-based partners to impact health disparities. FY25	 4.6.2.3.1 Review policies or laws that have a disproportionate effect on one or more subpopulations in Washoe County; impact CHIP focus areas or the Health District's legislative priority areas. FY25  4.6.3.1.1 Apply community organizing principles and health equity best practices among Health District programs to address health disparities. (HE Plan Goal 3, Initiative 2) FY25
	 4.7 Improve the ability of the community to respond to health emergencies. FY25	 4.7.1 Improve public health emergency preparedness. FY25	 (PI) 4.7.1.1 Execute a regional emergency response exercise with regional healthcare partners and finalize After Action Report within 90 days following. FY25	 4.7.1.1.1 Develop a MOU for partner utilization of the mobile medical/command post vehicle. FY25



















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				<ul style="list-style-type: none"> 4.7.1.1.2 Participate in 90% of requested school EOP meetings. FY25
				<ul style="list-style-type: none"> 4.7.1.1.3 Produce an after action/improvement plan within 90 days following the exercise. FY25
				<ul style="list-style-type: none"> 4.7.1.1.4 Conduct HSEEP planning meetings. FY25
	<ul style="list-style-type: none"> 4.7 Improve the ability of the community to respond to health emergencies. FY25 	<ul style="list-style-type: none"> 4.7.1 Improve public health emergency preparedness. FY25 	<ul style="list-style-type: none"> 4.7.1.2 Implement 1-2 strategies from the jurisdictional risk assessment FY25 	<ul style="list-style-type: none"> 4.7.1.2.1 Complete a Project Health Ready review FY25
				<ul style="list-style-type: none"> 4.7.1.2.2 Collaborate with the State of Nevada to coordinate behavioral health efforts FY25
	<ul style="list-style-type: none"> 4.7 Improve the ability of the community to respond to health emergencies. FY25 	<ul style="list-style-type: none"> 4.7.2 Improve health care emergency preparedness. FY25 	<ul style="list-style-type: none"> (PI) 4.7.2.1 Complete 75% of planned activities identified by the IHCC. FY25 	<ul style="list-style-type: none"> 4.7.2.1.1 Update IHCC guidelines annually. FY25
				<ul style="list-style-type: none"> 4.7.2.1.2 Complete Resource and Gap Analysis annually. FY25
				<ul style="list-style-type: none"> 4.7.2.1.3 EMS/Fire Planned Activities: MCI plan updates, Interagency training with law enforcement, MAEA, and MCI training and exercises FY25
				<ul style="list-style-type: none"> 4.7.2.1.4 Hospital Planned Activities: MAEA and MCI training and exercising, Business Continuity Recovery/Down-Time Planning, and CHEMPACK Training FY25

















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				<ul style="list-style-type: none"> ● 4.7.2.1.5 Skilled Nursing/ Memory Care/Assisted Living Planned Activities: Evacuation Planning/Training, Staff and Resources Sharing Plan, Cybersecurity Plan, and Exercise Plan FY25
				<ul style="list-style-type: none"> ● 4.7.2.1.6 Clinic/Ambulatory Surgery Center Planned Activities: Recruitment, Emergency Operations Planning, Surge Capacity Planning, Staff and Resource Sharing Planning FY25
				<ul style="list-style-type: none"> ● 4.7.2.1.7 Home Health/ Hospice Planned Activities: Data Collection Exercises, Incorporate lessons learned from real-world example, Exercise Plan FY25
				<ul style="list-style-type: none"> ● 4.7.2.1.8 Public Health Planned Activities: MAEA updates and Cybersecurity exercises FY25
	<ul style="list-style-type: none"> ● 4.8 Partner with academia to advance public health goals. FY25 	<ul style="list-style-type: none"> ● 4.8.1 Maintain Academic Health Department with the University of Nevada, Reno. FY25 	<ul style="list-style-type: none"> ● (PI) 4.8.1.1 Initiate at least one new project collaboration with UNR per year. (# project collaborations) FY25 	<ul style="list-style-type: none"> ● 4.8.1.1.1 Maintain regular communications through a joint advisory committee for new research and developments. FY25
				<ul style="list-style-type: none"> ● 4.8.1.1.2 Participate on UNR's graduate committee. FY25
				<ul style="list-style-type: none"> ● 4.8.1.1.3 Identify joint research opportunities and joint grant funding resources. FY25

















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				 4.8.1.1.4 Identify training opportunities for NNPH staff through UNR. FY25
				 4.8.1.1.5 Maintain the continuity of and improve joint course on real-world public health applications. FY25
				 4.8.1.1.6 Implement mentorship program between NNPH staff and UNR students. FY25
	 4.8 Partner with academia to advance public health goals. FY25	 4.8.1 Maintain Academic Health Department with the University of Nevada, Reno. FY25	 (PI) 4.8.1.2 Ensure standardized, recurring internship opportunities. (# of recurring internship opportunities) (maintain minimum of 3 per year) FY25	 4.8.1.2.1 Improve the quality of internship opportunities for UNR students in all disciplines. FY25
Strategic Priority 5: ORGANIZATIONAL CAPACITY: Strengthen our workforce and increase operational capacity to support a growing population.	 5.1 Attract and retain a talented public health workforce to meet the needs of Washoe County. FY25	 5.1.1 Create a positive and productive work environment. FY25	 (VI) 5.1.1.1a # of retirements. FY25	
	 5.1 Attract and retain a talented public health workforce to meet the needs of Washoe County. FY25	 5.1.1 Create a positive and productive work environment. FY25	 (VI) 5.1.1.1b # of non-retirements, promotion or transfer departures FY25	 5.1.1.1b.1 Conduct exit interviews with all departing staff via online survey. FY25
	 5.1 Attract and retain a talented public health workforce to meet the needs of Washoe County. FY25	 5.1.1 Create a positive and productive work environment. FY25	 (VI) 5.1.1.1c # of promotions/transfers. FY25	
	 5.1 Attract and retain a talented public health workforce to meet the needs of Washoe County. FY25	 5.1.1 Create a positive and productive work environment. FY25	 (PI) 5.1.1.1 Maintain 5% or less employee vacancy rate (vacancy rate= average monthly vacancy rate including all employees). FY25	 5.1.1.1.1 Provide monthly vacancy report to include insights/trends on hard-to-fill positions. FY25




















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				<ul style="list-style-type: none"> ● 5.1.1.1.2 Recruit and promote career opportunities via social media outlets and other direct channels that reach individuals within the community. FY25
	<ul style="list-style-type: none"> ● 5.1 Attract and retain a talented public health workforce to meet the needs of Washoe County. FY25 	<ul style="list-style-type: none"> ● 5.1.1 Create a positive and productive work environment. FY25 	<ul style="list-style-type: none"> ● (PI) 5.1.1.2 Increase mandatory training completion rate from 96% to 98%. FY25 	<ul style="list-style-type: none"> ● 5.1.1.2.1 Remind staff of mandatory trainings via email. FY25
				<ul style="list-style-type: none"> ● 5.1.1.2.2 Track mandatory training completion rate to present to DDs and Supervisors. FY25
	<ul style="list-style-type: none"> ● 5.1 Attract and retain a talented public health workforce to meet the needs of Washoe County. FY25 	<ul style="list-style-type: none"> ● 5.1.1 Create a positive and productive work environment. FY25 	<ul style="list-style-type: none"> ● (PI) 5.1.1.3 Increase probationary/annual evaluation completion rate from 80% to 85%. FY25 	<ul style="list-style-type: none"> ● 5.1.1.3.1 Generate monthly communication to DDs and supervisors to keep them informed of schedule. FY25
				<ul style="list-style-type: none"> ● 5.1.1.3.2 Provide training related to running effective and meaningful evaluations. FY25
	<ul style="list-style-type: none"> ● 5.1 Attract and retain a talented public health workforce to meet the needs of Washoe County. FY25 	<ul style="list-style-type: none"> ● 5.1.1 Create a positive and productive work environment. FY25 	<ul style="list-style-type: none"> ● (PI) 5.1.1.4 Increase percentage of employees who recommend NNPH as a good place to work from 76% to 78%. FY25 	<ul style="list-style-type: none"> ● 5.1.1.4.1 Continue to provide thoughtful, consistent, optional flex, hybrid, and remote work as appropriate based on position. FY25
				<ul style="list-style-type: none"> ● 5.1.1.4.2 Support and implement an employee recognition program. FY25
				<ul style="list-style-type: none"> ● 5.1.1.4.3 Create opportunities for staff to work across divisions on projects and task forces. FY25

Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				<p> 5.1.1.4.4 Provide onboarding program to integrate staff into the NNPH team. FY25</p>
				<p> 5.1.1.4.5 Promote relationship-building activities, including key takeaways. FY25</p>
				<p> 5.1.1.4.6 Equip supervisors with the tools necessary to complete Employee Performance Evaluations on time. FY25</p>
	<p> 5.1 Attract and retain a talented public health workforce to meet the needs of Washoe County. FY25</p>	<p> 5.1.1 Create a positive and productive work environment. FY25</p>	<p> (PI) 5.1.1.5 Increase internal newsletter distribution to bi-weekly for FY25 FY25</p>	
	<p> 5.1 Attract and retain a talented public health workforce to meet the needs of Washoe County. FY25</p>	<p> 5.1.1 Create a positive and productive work environment. FY25</p>	<p> (PI) 5.1.1.6 Implement at least 25% of the FY25-FY27 Workforce Development Plan and strategies FY25</p>	<p> 5.1.1.6.1 Develop WFD Plan and Implementation Strategies FY25</p>
	<p> 5.1 Attract and retain a talented public health workforce to meet the needs of Washoe County. FY25</p>	<p> 5.1.2 Focus on building staff expertise. FY25</p>	<p> (VI) 5.1.2.1a # of staff participating in district-wide professional development opportunities. FY25</p>	<p> 5.1.2.1a.1 Provide at least 2 leadership development opportunities to staff. FY25</p>
				<p> 5.1.2.1a.2 Identify at least one professional development opportunity as part of each employee goal setting. FY25</p>
				<p> 5.1.2.1a.3 Collaborate with DDs and ODHO to identify training challenges. FY25</p>
















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 5.1 Attract and retain a talented public health workforce to meet the needs of Washoe County. FY25	 5.1.2 Focus on building staff expertise. FY25	 (PI) 5.1.2.1 At least 50% of employees will report feeling proficient on targeted core competencies. FY25	 5.1.2.1.1 Provide targeted core competency training on areas identified through staff and supervisor input. FY25  5.1.2.1.2 Evaluate improvement on targeted core competencies as assessed by employees and supervisors. FY25  5.1.2.1.3 Train DDs and supervisors on the budget process. FY25  5.1.2.1.4 Provide FAQs for staff on budget process and grants. FY25  5.1.2.1.5 Build out additional onboarding activities for supervisors over their first year. FY25
	 5.1 Attract and retain a talented public health workforce to meet the needs of Washoe County. FY25	 5.1.3 Maintain and build staff resiliency. FY25	 (PI) 5.1.3.1 Increase the number of mental health resources provided to staff in the workplace from 2 to 3. FY25	 5.1.3.1.1 Provide optional opportunities to learn about wellness techniques and strategies. FY25
	 5.2 Meet and exceed national public health best practice standards. FY25	 5.2.1 Maintain National Public Health Accreditation. FY25	 (PI) 5.2.1.1 Meet 100% of requirements to maintain accreditation. FY25	 5.2.1.1.1 Submit annual reports with all required documentation. FY25  5.2.1.1.2 Convene reaccreditation committee. FY25  5.2.1.1.3 Gather at least 50% of documents required for reaccreditation by the end of year. FY25















Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 5.2 Meet and exceed national public health best practice standards. FY25	 5.2.1 Maintain National Public Health Accreditation. FY25	 (PI) 5.2.1.2 Increase the number of QI projects implemented across the HD from 0 to 2. FY25	 5.2.1.2.1 Collaborate with QI Council to advance NNPH QI initiatives FY25
				 5.2.1.2.2 Train staff about QI concepts and internal process FY25
				 5.2.1.2.3 Communicate with leadership, governing body, and stakeholders about QI activities. FY25
				 5.2.1.2.4 Identify two QI projects using data from performance management system FY25
	 5.3 Invest in expanded Health District capacity and targeted services to meet the needs of a growing and diverse community. FY25	 5.3.1 Increase workforce capacity. FY25	 (VI) 5.3.1.1a # of filled positions (FT and PT employees) FY25	
	 5.3 Invest in expanded Health District capacity and targeted services to meet the needs of a growing and diverse community. FY25	 5.3.1 Increase workforce capacity. FY25	 (VI) 5.3.1.1b # of FTE FY25	
	 5.3 Invest in expanded Health District capacity and targeted services to meet the needs of a growing and diverse community. FY25	 5.3.1 Increase workforce capacity. FY25	 (VI) 5.3.1.1d # of internship opportunities at NNPH FY25	













Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 5.3 Invest in expanded Health District capacity and targeted services to meet the needs of a growing and diverse community. FY25	 5.3.1 Increase workforce capacity. FY25	 (PI) 5.3.1.1 Increase investment in personnel where workforce capacity is a barrier to productivity. (% increase in FTE) FY25	 5.3.1.1.1 Implement strategies to address findings of FPHS assessment and work statewide to build the case for support for ongoing public health funding. FY25
	 5.3 Invest in expanded Health District capacity and targeted services to meet the needs of a growing and diverse community. FY25	 5.3.2 Increase organizational capacity to address health equity and reduce disparate health outcomes. FY25	 (PI) 5.3.2.1 Make progress on the health equity plan by completing 10 initiatives. FY25	
	 5.3 Invest in expanded Health District capacity and targeted services to meet the needs of a growing and diverse community. FY25	 5.3.3 Recruit, retain and train a workforce that meets the diverse needs of our community. FY25	 (PI) 5.3.3.1 Review at least 4 job descriptions to evaluate for systemic barriers to hiring a diverse workforce. FY25	 5.3.3.1.1 Review targeted job descriptions to evaluate for systemic barriers such as language, educational requirements, or other access issues, starting with those positions that have the highest potential to impact health equity (HE Plan Goal 7, Initiative 2) FY25
				 5.3.3.1.2 Annually review how the demographics of the health district workforce compare to the demographics of the community NNPH serves. (HE Plan Goal 7, Initiative 3) FY25
				 5.3.3.1.3 Create inclusive job descriptions that attract candidates. FY25
	 5.3 Invest in expanded Health District capacity and targeted services to meet the needs of a growing and diverse community. FY25	 5.3.3 Recruit, retain and train a workforce that meets the diverse needs of our community. FY25	 (VI) 5.3.3.2a # of existing staff who complete asynchronous cultural competency training. FY25	

Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 5.3 Invest in expanded Health District capacity and targeted services to meet the needs of a growing and diverse community. FY25	 5.3.3 Recruit, retain and train a workforce that meets the diverse needs of our community. FY25	 (PI) 5.3.3.2 100% of new staff will take asynchronous cultural competency training as part of the onboarding process. FY25	
	 5.3 Invest in expanded Health District capacity and targeted services to meet the needs of a growing and diverse community. FY25	 5.3.3 Recruit, retain and train a workforce that meets the diverse needs of our community. FY25	 (VI) 5.3.3.3a # of staff participating in district offered DEI/cultural competency professional development opportunities. FY25	 5.3.3.3a.1 Expand district-wide opportunities for staff to participate in diversity, equity, inclusion, cultural competency, and/or health equity training. FY25
	 5.3 Invest in expanded Health District capacity and targeted services to meet the needs of a growing and diverse community. FY25	 5.3.3 Recruit, retain and train a workforce that meets the diverse needs of our community. FY25	 (VI) 5.3.3.4a # of language accessibility initiatives implemented from the language access plan. FY25	 5.3.3.4a.1 Adopt and implement an organization-wide language access plan. FY25
	 5.4 Maximize and expand facilities to meet the needs of staff and clients. FY25	 5.4.1 Maximize the 9th Street facility to efficiently use and improve existing work and meeting spaces. FY25	 (PI) 5.4.1.1 Develop and implement a plan to meet the office space needs of the Health District employees. (% of completion) FY25	 5.4.1.1.1 Redesign floor plans to maximize the use of current space and implement changes. FY25
				 5.4.1.1.2 Develop and implement plan for hybrid/remote work to address unmet space needs. FY25
	 5.4 Maximize and expand facilities to meet the needs of staff and clients. FY25	 5.4.2 Complete a facility expansion. FY25	 (PI) 5.4.2.1 Ensure completion of new TB and expanded office space building. (Complete 3 steps - location identified, building design complete, contractor identified) FY25	

Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	<p>5.5 Leverage technology to improve services, increase effectiveness and efficiency, and provide access to higher quality data. FY25</p>	<p>5.5.1 Increase access to self-service platforms and systems. FY25</p>	<p>(PI) 5.5.1.1 Increase the percentage of AQMD customers paying through the Accela Customer Access platform to 25%. (estimated average for all programs) FY25</p>	<p>5.5.1.1.1 Work with Technology Services and consultant to streamline Accela Customer Access submittal process. FY25</p>
	<p>5.5 Leverage technology to improve services, increase effectiveness and efficiency, and provide access to higher quality data. FY25</p>	<p>5.5.1 Increase access to self-service platforms and systems. FY25</p>	<p>(PI) 5.5.1.2 Increase payments made via Accela to 50% of total EHS transactions (EHS) FY25</p>	<p>5.5.1.2.1 Transition vendors and promoters to (online only) Accela Citizen Access submittal process for Temporary Food Events by March 1, 2025 (90% submittal rate) FY25</p>
				<p>5.5.1.2.2 Obtain 80% ACA account creation for annual permit holders by July 1, 2025 FY25</p>
	<p>5.5 Leverage technology to improve services, increase effectiveness and efficiency, and provide access to higher quality data. FY25</p>	<p>5.5.2 Improve data tracking and information sharing. FY25</p>	<p>(PI) 5.5.2.1 % of new/renewed sources integrated into the software. FY25</p>	<p>5.5.2.1.1 Draft SOP for use of software by 12/31/2024. FY25</p>
	<p>5.5 Leverage technology to improve services, increase effectiveness and efficiency, and provide access to higher quality data. FY25</p>	<p>5.5.3 Assure technology needs are addressed by a health district technology resource or County Technology Services. FY25</p>	<p>(VI) 5.5.3.1a # of all Health IT help desk tickets FY25</p>	
	<p>5.5 Leverage technology to improve services, increase effectiveness and efficiency, and provide access to higher quality data. FY25</p>	<p>5.5.3 Assure technology needs are addressed by a health district technology resource or County Technology Services. FY25</p>	<p>(VI) 5.5.3.1b # of health desk tickets going through County TS FY25</p>	
	<p>5.5 Leverage technology to improve services, increase effectiveness and efficiency, and provide access to higher quality data. FY25</p>	<p>5.5.3 Assure technology needs are addressed by a health district technology resource or County Technology Services. FY25</p>	<p>(PI) 5.5.3.1 Support new county ticketing system as appropriate FY25</p>	<p>5.5.3.1.1 Track 100% of IT time by cost allocation. FY25</p>

Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				 5.5.3.1.2 Identify TS capacity dedicated to each division and identify workload capacity. FY25
				 5.5.3.1.3 Track 100% of projects by category. FY25
				 5.5.3.1.4 Work with TS to revamp ticket categories based on type and then track going forward. FY25
				 5.5.3.1.5 Categorize help desk tickets to identify problem areas/projects where staff need support. FY25
				 5.5.3.1.6 Create training for staff based on challenging areas identified. FY25
Strategic Priority 6: FINANCIAL STABILITY: Enable the Health District to make commitments in areas that will positively impact the community's health through reliable and sustainable funding.	 6.1 Update NNPH's financial model to align with the needs of the community. FY25	 6.1.1 Increase dedicated public health funding support to Washoe County. FY25	 (VI) 6.1.1.1a Amount of expenditures. FY25	
	 6.1 Update NNPH's financial model to align with the needs of the community. FY25	 6.1.1 Increase dedicated public health funding support to Washoe County. FY25	 (VI) 6.1.1.1b Amount of income. FY25	 6.1.1.1b.1 Advocate for dedicated public health funding at the federal, state, and local level. FY25
	 6.1 Update NNPH's financial model to align with the needs of the community. FY25	 6.1.2 Capture grant and federal relief resources to meet public health goals. Pursue funding opportunities to promote health equity and address health disparities. FY25	 (PI) 6.1.2.1 Maintain 100% compliance with purchasing and contract procedures. FY25	

Strategic Priority	District Goal	Division Goal	Outcome	Initiative
	 6.1 Update NNPH's financial model to align with the needs of the community. FY25	 6.1.2 Capture grant and federal relief resources to meet public health goals. Pursue funding opportunities to promote health equity and address health disparities. FY25	 (PI) 6.1.2.2 Maintain 100% of grant compliance. FY25	
	 6.1 Update NNPH's financial model to align with the needs of the community. FY25	 6.1.2 Capture grant and federal relief resources to meet public health goals. Pursue funding opportunities to promote health equity and address health disparities. FY25	 (VI) 6.1.2.3a Amount of revenue generated by grants and relief funding FY25	
	 6.1 Update NNPH's financial model to align with the needs of the community. FY25	 6.1.2 Capture grant and federal relief resources to meet public health goals. Pursue funding opportunities to promote health equity and address health disparities. FY25	 (VI) 6.1.2.3b # of grants received FY25	
	 6.1 Update NNPH's financial model to align with the needs of the community. FY25	 6.1.3 Maximize revenue generated from cost recovery. FY25	 (PI) 6.1.3.1 % of costs recovered for clinic services through client and third-party payer payments. FY25	
	 6.1 Update NNPH's financial model to align with the needs of the community. FY25	 6.1.3 Maximize revenue generated from cost recovery. FY25	 (PI) 6.1.3.2 Maintain or increase access to services and revenue through billable services. (# of contracted insurance companies) (10 to 12) FY25	 6.1.3.2.1 Review error and rejection report daily to minimize inaccurate claim submission. FY25
				 6.1.3.2.2 Submit clean claims to insurance companies the first time to eliminate costly appeals and ensure maximum reimbursement for services. FY25
	 6.1 Update NNPH's financial model to align with the needs of the community. FY25	 6.1.3 Maximize revenue generated from cost recovery. FY25	 (PI) 6.1.3.3 Maintain 100% cost recovery for AQM permitting and compliance programs. FY25	 6.1.3.3.1 Work with DDHO and AHS staff to assess current fee structure and develop new methodology. FY25

Strategic Priority	District Goal	Division Goal	Outcome	Initiative
				 6.1.3.3.2 Present new fee methodology to regulated community, stakeholders and DBOH. FY25
	 6.1 Update NNPH's financial model to align with the needs of the community. FY25	 6.1.3 Maximize revenue generated from cost recovery. FY25	 (PI) 6.1.3.4 Increase the percent of costs recovered through EHS fees. FY25	 6.1.3.4.1 Meet with admin staff at least quarterly to monitor fee trends and improve admin functions FY25
	 6.1 Update NNPH's financial model to align with the needs of the community. FY25	 6.1.3 Maximize revenue generated from cost recovery. FY25	 (PI) 6.1.3.5 Maintain 100% cost recovery for vital records services. FY25	
	 6.1 Update NNPH's financial model to align with the needs of the community. FY25	 6.1.4 Provide the DBOH the information necessary to provide financial oversight. FY25	 (PI) 6.1.4.1 Make progress toward maintaining an ending fund balance of 10-17%. FY25	 6.1.4.1.1 Provide monthly financial review to the Board. FY25