2020-2025 STRATEGIC PLAN

Provide exceptional public services

SEDGWICKCOUNTY.ORG
Over the past year, Sedgwick County has been dedicated to developing a new comprehensive Strategic Plan. We gathered input from County Commissioners, our local and regional partners, community stakeholders and county employees - many of whom spent time facilitating meetings and gathering information to contribute to this effort. This process strived to be inclusive and engaging, including five work teams, several focus groups and more than 1,500 employees, to date. This Strategic Plan was shared with residents and other community members at public meetings including Citizen Advisory Boards where attendees were encouraged to participate and ask questions. All input was essential to the process and we appreciate all of these contributions.

We know the services and leadership provided by Sedgwick County employees are essential to the well-being and success of our neighbors, co-workers and visitors to our community. As we move forward with a shared vision, we aspire to strengthen critical partnerships, engage new stakeholders and continuously improve our work. This collaborative approach will guide our accomplishments as an innovative organization over the next one to five years.

To this end, we have fresh mission, vision and values statements, along with new organizational goals. Every County department will contribute a companion Strategic Plan document which will align with the larger organizational plan. We continue to develop and modify purposeful performance measures and will use our Strategic Plan to guide our budget over the next several years to provide the essential work we do for the people of Sedgwick County.

The Strategic Plan can be found on the County website, sedgwickcounty.org and serve as a resource. As goals are achieved and re-evaluated, all updates and revisions will remain on this site.

Going forward, the Strategic Plan will serve as a living document. As goals are achieved, new objectives will be identified and evaluated. We want to express our gratitude to the Public Policy and Management Center from Wichita State University for guiding the process, with a special thanks to Misty Bruckner, LaShonda Garnes and Sarah Gooding.

We also want to thank the Board of County Commissioners for their leadership and support during this thorough process and Sedgwick County employees for their ideas and participation. It is a privilege to work with such a great team.

Tom Stolz, County Manager
OUR DIRECTION

Mission
Cultivate a healthy, safe and welcoming community through exceptional public services, effective partnerships and dedicated employees.

Vision
To be a local government leader in building public trust, implementing innovative solutions and supporting opportunities for success.

Values
Trust: We act with respect, fairness and honesty.

Integrity: We hold ourselves to the highest standards of ethical conduct, the responsible use of resources and steadfast transparency.

Collaboration: We work together for the public good.

Compassion: We serve all with care and dignity.

Innovation: We empower all to value new ideas, advance creative solutions and demonstrate resourcefulness.
General Government

General Government is inclusive of overall goals identified that impact the entire organization.

GOALS

1. **Alternative Service Delivery**: Identify opportunities to expand partnerships, privatization and/or consolidation of services to improve public service delivery.

2. **Diversity**: Ensure our employees, policies and programs promote diversity and inclusion to reflect the community we serve.

3. **Talent**: Support regional workforce development and talent retention strategies to ensure industry has the necessary human resources for future success.

4. **Elected and Appointed Offices**: Support elected and appointed officials in achieving state requirements and delivery of quality public service.

5. **Sustainability**: Develop and implement environment sustainability practices to ensure the best use of financial, natural and human resources.

6. **Economic Development**: Collaborate with community partners in economic development for future growth and opportunities for industry and residents.

Public Safety

Public safety is inclusive of the 10 departments that either align directly to the Division of Public Safety or the Elected Offices (Sheriff, District Court and District Attorney) that coordinate with the Division. Collectively, these Departments and Offices ensure the safety of our community through the system of prevention, protection, prosecution and incarceration.

GOALS

1. Consolidation: Identify opportunities for consolidation that improve service delivery for the public.
2. Legislative Action: Establish proactive processes to inform policy and legislation changes.
3. Recruitment: Develop a recruitment plan to enhance employee candidates.
4. Retention: Provide training, career path opportunities and job stability to retain employees.
5. Mental Health/Substance Disorder: Advocate, in collaboration with health and human services, for dedicated resources to meet mental health, substance abuse and changing population demographic demands.
6. Criminal Justice Reform: Advocate for criminal justice reform and address the impact of violent behavior through appropriate service delivery.
7. Communication: Develop cross-cultural competencies to facilitate appropriate communication.
8. First Responder Care: Increase support for first responders’ physical and mental health.
Public Works

Public Works is inclusive of the areas of environment, flooding, stormwater, planning, code enforcement and transportation. Collectively, these Departments provide expertise in major infrastructure projects, protection of natural resources and community planning.

GOALS

**Major Capital Projects:** Support planning and implementation of significant transportation and infrastructure improvements for the region, such as North Junction, NW Bypass, Dry Creek Stormwater Detention and the ARC95 Regional Parkway Project.

**Renewable Energies:** Create a regulatory environment that is open to development of renewable energy resources.

**Housing and Zoning:** Evaluate and update development regulations to accommodate changing demographics and housing needs.

**Walkable Communities:** Collaborate with cities to develop policies that support walkable communities.

**Water supply:** Promote intergovernmental cooperation to improve long-term clean water supplies.

**Flooding:** Promote intergovernmental cooperation to reduce flooding issues.
Human Services
Human Services is inclusive of the Departments of COMCARE, the Community Developmental Disability Organization, Health Department and Department on Aging. Collectively, these Departments provide expertise in public health, mental health, older adults and individuals with intellectual and developmental disabilities in our community.

GOALS

1. **Access**: Reduce the number of unserved members of our community in collaboration with our community partners.

2. **Communication**: Amplify the information shared on the value of services offered by Sedgwick County Human Services Departments.

3. **Partnerships**: Increase collaboration involving internal and external partners to better serve the community.

4. **Innovation**: Enhance a culture of innovation, collaboration and customer-centered service delivery.

5. **Professional Pride**: Advance a positive, professional image of Human Services.

Culture and Recreation
Culture and Recreation is inclusive of the Departments responsible for natural recreation amenities, parks and partner organizations, such as the Sedgwick County Zoo, Exploration Place and INTRUST Bank Arena.

GOALS

1. **Partnerships**: Collaborate with public and private partners to support cultural arts and recreation.

2. **Public Amenities**: Provide excellent parks, places and spaces.

3. **Promotion Plan**: Develop a Sedgwick County joint communications and promotion plan for activities and events.

Human Resources
Human Resources is a comprehensive overview of the aspects of employment that impact all Departments.

GOALS

1. **Benefits**: Provide a competitive employment environment to attract and retain a diverse and high-performance workforce.

2. **Talent Development**: Create opportunities for talent development to enhance employee engagement and contributions to Sedgwick County’s mission.
Communication

Communication is a comprehensive overview of internal communication strategies and community engagement efforts.

GOALS

Public Trust: Increase public trust through greater access and transparency, multiple communication platforms and methods of community engagement.

Positive Impact: Improve public perception of the positive impact of Sedgwick County.

Internal Communication: Strengthen internal communications among Divisions and Departments.

Finance

Finance is a comprehensive overview of the financial aspects impacting all Departments.

GOALS

Protect: Safeguard County assets and resources to ensure public trust.

Mill Levy Rate: Assess the appropriate level of the County’s mill levy rate cap.

Priorities: Align budget process with Strategic Plan priorities to ensure fair allocation of resources.

External Funding: Pursue opportunities for additional local, state, federal and private resources that align with strategic priorities.

Technology

Technology is a comprehensive overview of information technology aspects impacting all Departments.

GOALS

Platform Readiness: Ensure the technology platform is ready for existing and emerging technologies to provide maximum availability for employees.

Training: Enhance training on ITS-managed enterprise technologies to increase efficiencies and effectiveness of business processes.

Funding: Establish dedicated funding to create and maintain a current, efficient and sustainable technology fund to address strategic priorities.

Enterprise Technology: Introduce state of the art enterprise technology solutions to replace legacy technologies and processes.

Data Sharing: Increase awareness of data-sharing opportunities to make data-driven decisions.

Cyber Security: Ensure Sedgwick County’s cyber security strategy is supportable and is viable for current and future needs.