

Strategic Plan



SEDGWICK COUNTY'S MISSION:

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

SEDGWICK COUNTY'S VISION:

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

SEDGWICK COUNTY'S 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.

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SERVICE & RESOURCE OPTIMIZATION

Goal: Balance community service expectations with the willingness to pay through taxation.

Strategies:

1. Review current services by department, submit recommendations, and finalize options for added efficiencies.
2. Develop processes to assess potential service alignment, sharing, or consolidation as part of efficiency process.
3. Develop a cost-effectiveness metric to evaluate Return On Investment (ROI) and then maintain a ratio greater than 1:1 at the Sedgwick County organization level.
4. Explore revenue alternatives to property tax.

Key Performance Indicators:

- Sustain the price of government < \$0.01. (\$0.01 of government revenue per dollar of personal income).
- Increase Sedgwick County's community scores, in a Community Survey to be developed, as measured by a satisfaction index that includes willingness to pay.

Ownership: Chief Financial Officer

WORKFORCE AND CULTURE

Goal: Enhance Sedgwick County's commitment to employees by supporting and equipping them with the resources necessary to deliver exceptional public services.

Strategies:

1. Implement strategically structured compensation plans that are competitive within the local market and aligned with organizational goals.
2. Provide opportunities for professional growth through training, development, and mentoring for middle management.
3. Align staffing strategies with service demands.

Key Performance Indicators:

- Maintain employee satisfaction scores greater than or equal to prior year.
- Maintain annual employee retention rates at 80% or higher.

Ownership: Chief Human Resource Officer

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TECHNOLOGY

Goal: Securely leverage technology to enhance employee and customer experience and efficiency.

Strategies:

1. Develop processes for efficiency and innovation. Collaborate around funding needs, options, and models to address technological needs.
2. Collaborate around funding needs, options, and models to address technological needs.
3. Mitigate risks related to technology.
4. Expand and improve accessibility to public services through improved technology.

Key Performance Indicators:

- Increase satisfaction indicators from employee engagement survey related to equipment and resource availability.
- Increase community satisfaction results around effective County use of technology to deliver customer service.
- Increase education to departments about cybersecurity risks and best practices.

Ownership: Chief Information Officer

COMMUNICATIONS

Goal: Enhance transparency and increase awareness of services and issues impacting Sedgwick County by providing accessible, timely information.

Strategies:

1. Engage County and community partners with relevant understanding of data and Sedgwick County dashboard metrics.
2. Enhance communications capacity throughout the organization.
3. Utilize technology for greater reach and public accessibility.
4. Enhance targeted messaging efforts, using a newly established Community Survey to identify needs and measure progress.

Key Performance Indicators:

- Establish data metrics around information to reach specific stakeholder groups and set benchmarks for ongoing measurement.
- Increase frequency of visits and time spent engaging with the County's digital resources.

Ownership: Assistant County Manager of Administrative Services

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PUBLIC TRUST

Goal: Grow trust through consistent community collaboration, transparency, and exceptional public services.

Strategies:

1. Increase public and community engagement by County officials and employees.
2. Use data to manage performance and drive improvements to aid transparency.
3. Identify baseline measures and indicators related to public trust beyond Community Survey results.

Key Performance Indicators:

- Increase satisfaction related to public trust measures, as measured by a newly established Community Survey, with sustained incremental increases after identifying baseline measures.
- Increase community engagement, as measured by presentations to the community members and organizations, by 5% each year for the life of the strategic plan.

Ownership: Deputy County Manager and Assistant County Manager of Public Safety