

## Organizational Excellence



*Guilford County provides the highest possible level of services by being a fiscally sound organization that values a high performing, professional, and innovative workforce.*

### **Meet the needs of today's workforce by continuing to implement staff engagement strategies**

- Continue employee biometric screening program and develop individual, departmental, and/or county-wide wellness plans based on results. (1.1.1)
- Offer creative and flexible benefit options that meet needs of employees and county. (1.1.1)
- Explore and implement telecommuting, flexible scheduling, and revised departmental operating hours as means to enhance citizen services and work-life balance for employees. (1.1.3)
- Develop and implement an employee service award program, an employee recognition program, and an employee appreciation event. (1.1.6)

### **Strive to be an "Employer of Choice" that attracts and retains competent and talented employees**

- Offer competitive compensation and benefits, including a higher 2018 merit pool to recognize high performance. (1.2.3)

### **Promote fiscal responsibility, accountability, and stewardship**

- Maintain AAA bond rating. (1.3.1)
- Develop sound short- and long-term operating budget and capital plans. (1.3.2)
- Establish departmental business plans. (1.3.3)

### **Provide leadership in community collaboration**

- Establish paid internship program. (1.4.2)

### **Provide exceptional customer experience through transparent and accessible governance, coordinated county communications, and enhanced citizen education efforts**

- Add a county communications officer position to coordinate internal and external communications. (1.5.2)
- Support county performance reporting and open data initiatives. (1.5.4)
- Provide a consistent citizen experience through an enhanced county brand. (1.5.6)

## Healthy People



*Guilford County provides the highest possible level of services by being a fiscally sound organization that values a high performing, professional, and innovative workforce.*

### **Promote healthy behaviors and communities**

- Develop a plan to expand and fund school medical services. (2.1.3)
- Develop a plan to address opiate and other substance abuse issues. (2.1.4)
- Address primary health issues identified in the 2016 Community Health Assessment. (2.1.8)

### **Support a system of quality mental health care**

- Work with Sandhills to improve awareness and access to behavioral health services. (2.2.1)
- Establish more collaborative working relationship with Sandhills, county departments, and Guilford County Schools on mental health needs and issues. (2.2.2)

### **Protect our community's most vulnerable residents**

- Develop strategies to reduce the number of children in foster care. (2.3.4)
- Increase outreach to veterans regarding services and benefits and establish a veterans advisory council. (2.3.5)

### **Support resident self-sufficiency**

- Ensure timely and accurate processing of Medicaid eligibility. (2.4.1 a)
- Ensure timely and accurate processing of Food & Nutrition Services applications. (2.4.1 b)

## Public Safety



*Guilford County maintains safe and secure communities through strategically coordinated and professional public safety services.*

### **Provide effective emergency response to public safety incidents**

- Renovate Law Enforcement Center. (3.1.3 a-1)
- Implement rural fire study recommendations. (3.1.3 c-1)
- Develop and build Animal Services facility replacement. (3.1.3 d-1)
- Develop comprehensive service and strategic plan for Animal Services. (3.1.3 d-2)

### **Provide effective adult and youth detention services**

- Plan for feasibility of expanded juvenile detention facility due to potential change in law. (3.2.1 a)
- Address physical and behavioral health needs of inmates including Stepping Up to address number of inmates with mental health issues. (3.2.2, 3.2.2. a)
- Support re-entry and offender accountability programs. (3.2.3)

### **Develop strategies to improve hiring and retention of public safety work force**

### **Promote prevention, readiness, and resiliency**

- Evaluate feasibility of establishing a Family Justice Center in High Point. (3.4.6)

### **Increase security at human services and other county facilities**

## Economic Development



*Guilford County encourages economic development by working with all stakeholders to create quality jobs, and expand and diversify the local and regional economy.*

### **Grows local jobs**

- Improve planning and permitting processes for businesses. (4.1.1)
- Support Guilford County Economic Development Alliance (GCEDA). (4.1.2)

### **Expand and diversify local and regional economies**

- Support the Greensboro-Randolph Megasite. (4.3.1 a)
- Support Piedmont Triad International Airport Development. (4.3.1 b)
- Support downtown site development. (4.3.2)

## Education



*Guilford County partners with local schools to develop a system that produces graduates with high academic achievement and skill levels to compete successfully in the job market.*

### **Ensure adequate funding of public education**

- Establish a joint County/School capital facilities planning committee.
- Conduct jointly-funded school capital needs assessment. (5.1.2 a)
- Develop 10-year school capital funding model. (5.1.2 b)
- Explore coordination of capital plans with Guilford Technical Community College. (5.1.2 c)

### **Work with SAY YES Guilford to create a successful program**

## Recreation & Culture



*Guilford County enhances the quality of life in the community by supporting leisure, physical activities, and cultural opportunities.*

### **Provide planned space for mixed-use active recreation spaces**

- County/School shared use of parks and sports fields. (6.1.2 a)
- Development of Bryan Park (soccer, cross country, equestrian, lacrosse). (6.1.2 b)
- Repurposing of the County Farm (equestrian). (6.1.2 c)

## Infrastructure



*Guilford County provides safe and adequate public facilities that support the service, access, and technological needs of the public while optimizing the utilization of all properties.*

### **Plan for the County's future**

- Work with the towns of Oak Ridge, Stokesdale, and Summerfield to determine feasibility of a regional water/sewer system in northwest Guilford County, as well as municipalities in other areas as needed. (7.1.1)
- Support development of county-wide gigabit broadband access. (7.1.2)

### **Finalize plan for optimization of county buildings and space**