

# Washington County Community Services

## Strategic Plan 2022 – 2024



### OUR VISION

Everyone is safe,  
supported and  
able to thrive

### OUR MISSION

Provide equitable access to services and supports to ensure that individual and family needs are met, empower people to make meaningful decisions and live the life they want, protect those who may not be able to protect themselves

### OUR VALUES

- Respect
- Equity
- Integrity
- Data-informed
- Innovation

### REDUCE DISPARITIES

- Address internal disparities in policy, process and operations to remove barriers and inequities
- Increase the diversity of our workforce by hiring, retaining, and promoting diverse staff
- Expand the use of diverse vendors in order to accurately represent those we serve
- Support organizational efforts aimed at promoting race equity, diversity and inclusion

### SUPPORT COVID-19 RECOVERY

- Support residents in securing resources and services to combat the impacts of COVID-19
- Ensure equitable access to testing, vaccination opportunities and continue to support the response and recovery efforts
- Strengthen engagement efforts to those most impacted by COVID-19 through focused community partnerships

### TRANSFORM SERVICE DELIVERY

- Build a continuum of service delivery modes that reflect how those we serve prefer to interact
- Invest in technology solutions to create efficiencies and increase responsiveness
- Evolve our work environment to support both virtual and on-site service delivery, increasing the effectiveness of service delivery

### INTEGRATE SERVICES

- Design integrated access points to holistically assess and connect services that will lead to improved well-being
- Manage operations collectively to maximize resources and strengthen connections across Community Services
- Create solutions that coordinate services in order to reduce duplication, confusion, and delays