



VISION, MISSION AND STRATEGIC ACTIONS

Our vision for Clark County is a community with:

- safe streets, neighborhoods, and structures
- healthy natural and built environments
- prosperity and well-being for a diverse population
- engaged, civil, and informed citizens
- inclusion and acceptance of all people
- first rate infrastructure
- a population and environment prepared for current and future job opportunities

Collaboration throughout the community is necessary to achieve this vision.

The mission of Clark County government is:

We enhance the quality of life in our diverse community by providing services with integrity, openness and accountability.

Mission statements of county departments and offices of elected officials support the county's mission.

When providing services under our mission, we act with:

- Collaboration
- Innovation
- Accountability
- Honest and civil communication
- Knowledge
- Respect for one another
- Professionalism
- Integrity

And we aspire to achieve:

- Fiscal prudence
- Community safety
- Data-driven, science-based services
- Customer service and accountability
- Constructive partnerships and teamwork
- Skilled, innovative, diverse workforce

Strategic actions increase success: The county takes many actions to achieve the mission. Strategic actions, when taken countywide, make our government more efficient and effective for the long term. These strategic actions build upon and amplify actions already in place. **Our focus on strategic actions includes:**

Community Relationships

- Increase community understanding of the services available to the public.
- Produce a continuous supply of timely, credible information, which may be positive or negative.
- Foster public participation that will build future community leaders and support current leaders.
- Understand the purpose of each partnership and its relationship to the work assignments.
- Support the public, as individuals and groups, in efforts to improve our community.
- Support county leadership's participation in community groups, activities and events.
- Leverage partnerships to expand the capacity of the county to accomplish goals.

Customer Service

- Develop consistent, accountable, courteous, timely and predictable customer service.
- Develop clearly stated policies for customer service and accountability for implementing the policies.
- Understand our customers and their needs.
- Provide services in a culturally competent manner.
- Deliver products and services that work for internal and external consumers.

Decision Making Process

- Base decisions on evidence, data, research, statutes and the counsel of experts.
- Consider the long-term impact, precedents set, and possible unintended consequences of decisions.
- Align decisions with a strategic plan.
- Use best practices and multidisciplinary teams to objectively evaluate big projects.
- Key stakeholders will be involved at the appropriate steps in the process.
- Build decision-making, analysis, project management and process improvement skills throughout the organization.

Employee Relations

- Develop and retain the skills and competencies necessary for future growth and service needs.
- Promote the concept everyone can be a role model for professionalism and integrity.
- Promote diversity in the workforce through culturally competent hiring and workplace practices.
- Create a workplace that values employees and their contributions.
- Promote fair and safe workplace practices.
- Create partnerships between HR and departments to ensure knowledge and use of fair and accountable workplace practices.

Finance

- Create a balanced budget and provide for appropriate reserves.
- Adopt and use policies that ensure long-term financial stability.
- Use strategic plans to focus the funding required to meet service and capital needs.
- Develop six-year programs for budget, capital, technology, and other key areas and understand the resources needed to fund those programs.
- Fund preservation and maintenance of existing assets before investing in new or expanded assets.
- Ensure that capital and project funding have operating support.
- Allow departments to create fund balances for future capital replacements.

Technology

- Thoroughly analyze the financial, service, and staffing implications of technology decisions.
- Use technology to increase efficiency and effectiveness, reduce duplication, and reduce errors in county business.
- Develop priorities for investment and maintenance of technology based on explicitly agreed upon criteria.
- Increase online services.
- Use enterprise systems to reduce duplication in resource use and to leverage support skills.

Clark County Mission Statement

We enhance the quality of life of our diverse community by providing services with integrity, openness and accountability

WE=
employees,
managers and
elected officials

ENHANCE=
a building word,
making something
better

**QUALITY
OF LIFE=**
health, safety,
welfare, security

**DIVERSE
COMMUNITY=**
ages, abilities,
interests, races,
economic groups

PROVIDING=
a doing word,
make available,
supply, can be
done through
direct services
or contracts or
partnerships

SERVICES=
action of providing
something
for someone,
someone is our
customers both
internal and
externals

INTEGRITY=
honest, truthful,
whole, undivided,
cohesive

OPEN=
easy to see,
decision making
that is visible,
predictable and
understandable

ACCOUNTABLE=
responsible,
answerable,
avenues for action
when commitments
are not met exist,
upholding public
trust

JANUARY 26, 2016

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