# Strategic Plan Update

Kasia Thompson & Elie Landrum Cabarrus County Board of Commissioners September 2023

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# **Plan Development**

- ✓ Unanimous approval
- ✓ Moves the organization toward the desired future
- ✓ Supports organizational alignment
- ✓ Improves performance
- ✓ Incorporates feedback
- ✓ Leaves room for flexibility
- ✓ Takes us down the road



CABARRUS COUNTY America Thrives Here

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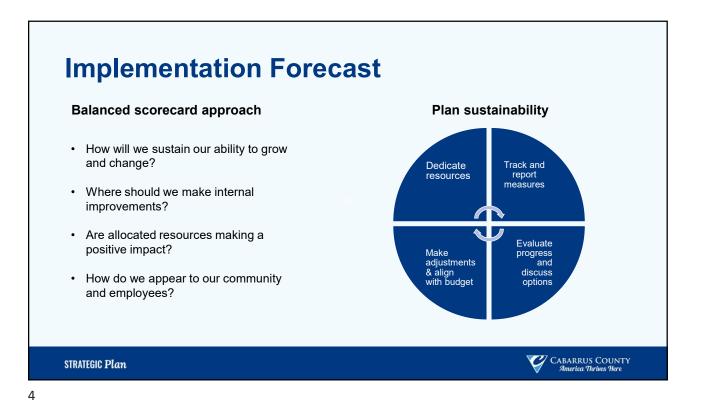
STRATEGIC Plan

# **Process Recap**

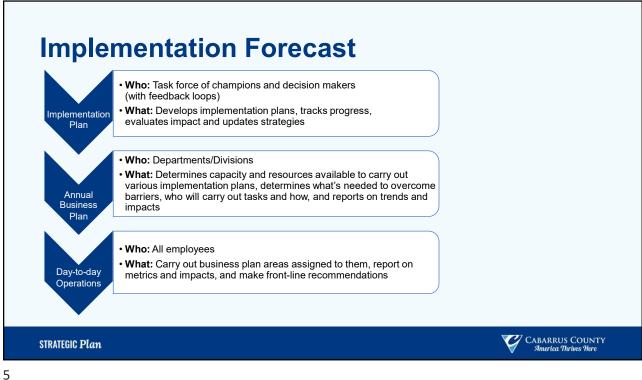
- January: Research/planning (<u>staff and community</u> inputs); formed <u>Core Team for ongoing feedback</u>
- February: Kickoff with BOC (1) and leadership
- March: <u>BOC</u> feedback on mission/vision (2); <u>leadership</u>
  goal work
- · April: Staff presentations; finalize vision/mission
- May: <u>BOC</u> Endorsement of vision/mission (3); <u>staff</u> pulse survey; <u>community</u> input (ARPA, Gov 101)
- June: <u>Staff</u> feedback on goals and strategies (surveys, discussions, workshops), <u>staff</u> values exercise
- July: <u>Staff</u> inputs on strategies, impact metrics and values; revisions to strategies and metrics
- August: <u>BOC</u> feedback (4), final adjustments
- September-January: Plan launch
- October: Task force creation and planning for alignment with FY25 budget
- Spring 2024: Business plan development
- July 2024: Fully aligned plan and budget

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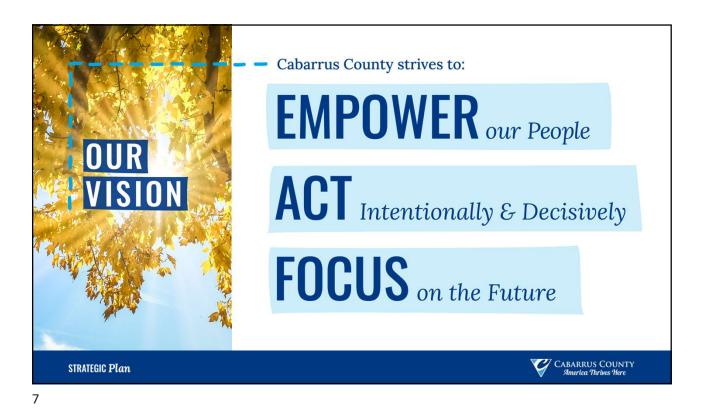


















### **TEAMWORK**

We work together to build a stronger organization. Everyone contributes skills, knowledge and efforts to achieve common goals.

### COMMUNICATION

We practice clear, accurate and timely communication to support connection, understanding and trust. We involve the right people and remove communication barriers to improve outcomes.

### RESPECT

We value each other. We treat and expect to be treated with respect to shape healthy relationships, foster cooperation, learn and create a welcoming environment.

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INTEGRITY

We demonstrate integrity by always upholding the organization's ethical and professional standards. We are dependable and work to establish credibility through honest, transparent actions.



We are accountable to ourselves, our team and our community. We are willing to have crucial conversations and pursue opportunities for improvement. We directly address issues, learn from our experiences and respond with professionalism.















### **Plan Outcomes**

### **Engagement**

We'll have a better relationship with the people we serve

- The public will know what we do
- The public will participate in our processes
- We'll know more about what the public needs and how • they need it

### Workplace culture

We'll be known as one of the best local employers

- Improved organizational understanding
- Improved employee satisfaction/retention
- Higher productivity

### **Stewardship**

We'll demonstrate an efficient and effective use of tax dollars The public will know we're meeting our statutory

- responsibilities and responding to their needs
- Our employees and assets are cared for
- We'll protect things that are important to our community •

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#### Innovation

- We'll become a government that's equipped for the future
- Relatable policies
- Better workflows and processes
- Clearer intent and follow through •
- Improved accountability and transparency

### Advancement

We'll actively support efforts to improve the quality of life in Cabarrus County

- Quality education and job training
- More local jobs
- More opportunities for business owners
- Higher wages
- . Purposeful partnerships that address local needs and challenges
- More people are connected to resources that can change their life



# **Plan Monitoring & Reporting**

### Regularly (Every 4-8 weeks)

- Task force meetings
- Develop timebound plans •
  - Assign responsibility
- Track progress
- Monitor environment/trends .

#### Quarterly

Qualitative and quantitative progress updates (beginning in September 2024)

#### Annually

- Plan review
- Business plan alignment
- Budget alignment
- Comprehensive plan report (July/August)

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## **Next Steps**

### Launch

- Soft launch at the Cabarrus County Fair
- Leadership Cabarrus (Oct. 17)
- Employee Appreciation (Oct. 31, Nov. 1)
- Gov 101 (November)
- Coffee and conversations (November)
- "Living the Plan" workshops (November, December, January)
- Podcast production (December)

### Form task force for each goal

- · Develop well-rounded teams that create time-bound tasks for each strategy
- Align FY25 budget to strategic plan
- Regular updates will begin in FY25

### Community engagement

- · Participation in research and planning
- Open task force meetings
- Community conversations

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# **Key Information**

### Project Goals

- ✓ Moves County toward the desired future
- Supports organizational alignment
- Improves performance
- Incorporates feedback
   Leaves room for flexibility
- ✓ Takes us to our next state

#### **BOC and staff participation**

- Guidance throughout the processDefined which challenges will become
- priorities we can collectively overcome
- Created a better, more inclusive plan that has generated good buzz

### Next steps

- LaunchForm a task force for each goal
- Community engagement around the plan and ways to achieve our goals

### <u>Timeline</u>

- January: Research/planning (<u>staff and community</u> inputs); formed <u>Core Team for ongoing feedback</u>
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Kasia Thompson: KThompson@CabarrusCounty.us Elie Landrum: EKLandrum@CabarrusCounty.us

