



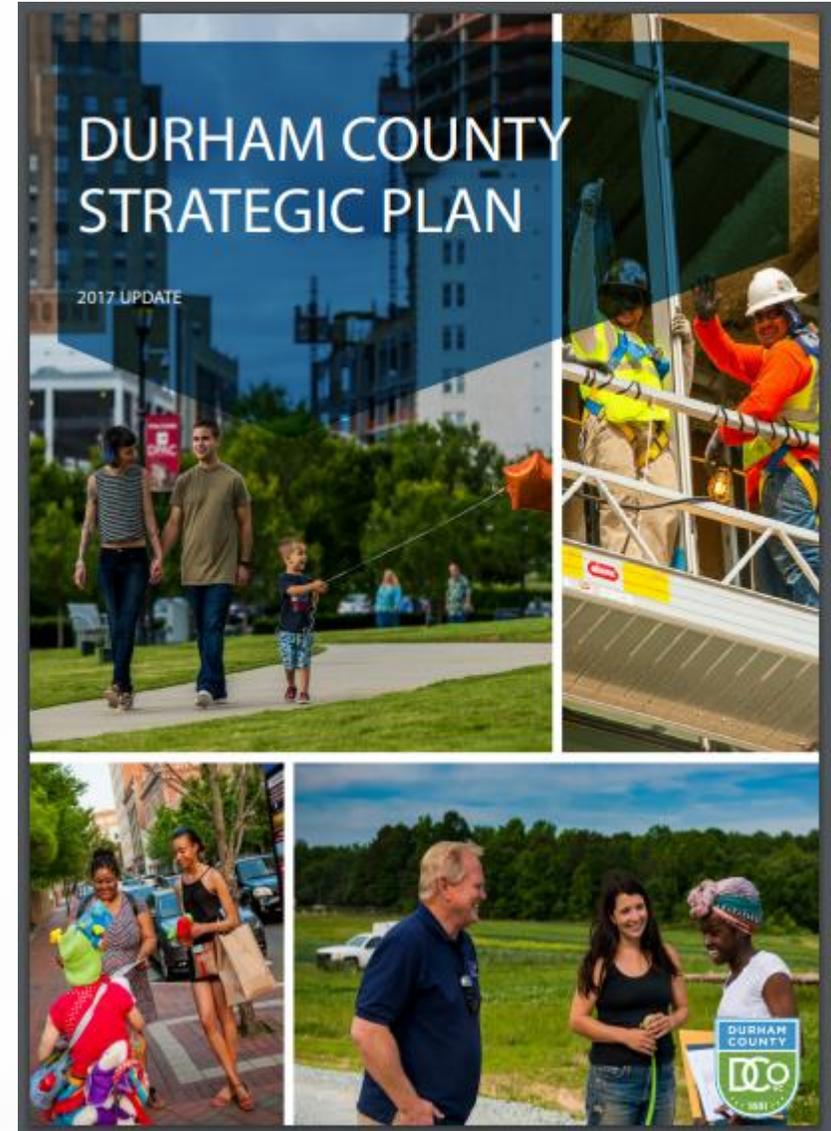
Strategy and Innovation in Durham County

Durham Neighborhood College

September 6, 2018

Durham County Strategic Plan

- Approved by BOCC in 2017
- Comprised of:
 - Mission, Vision, Values
 - 5 goals
 - 19 objectives
 - 58 strategies

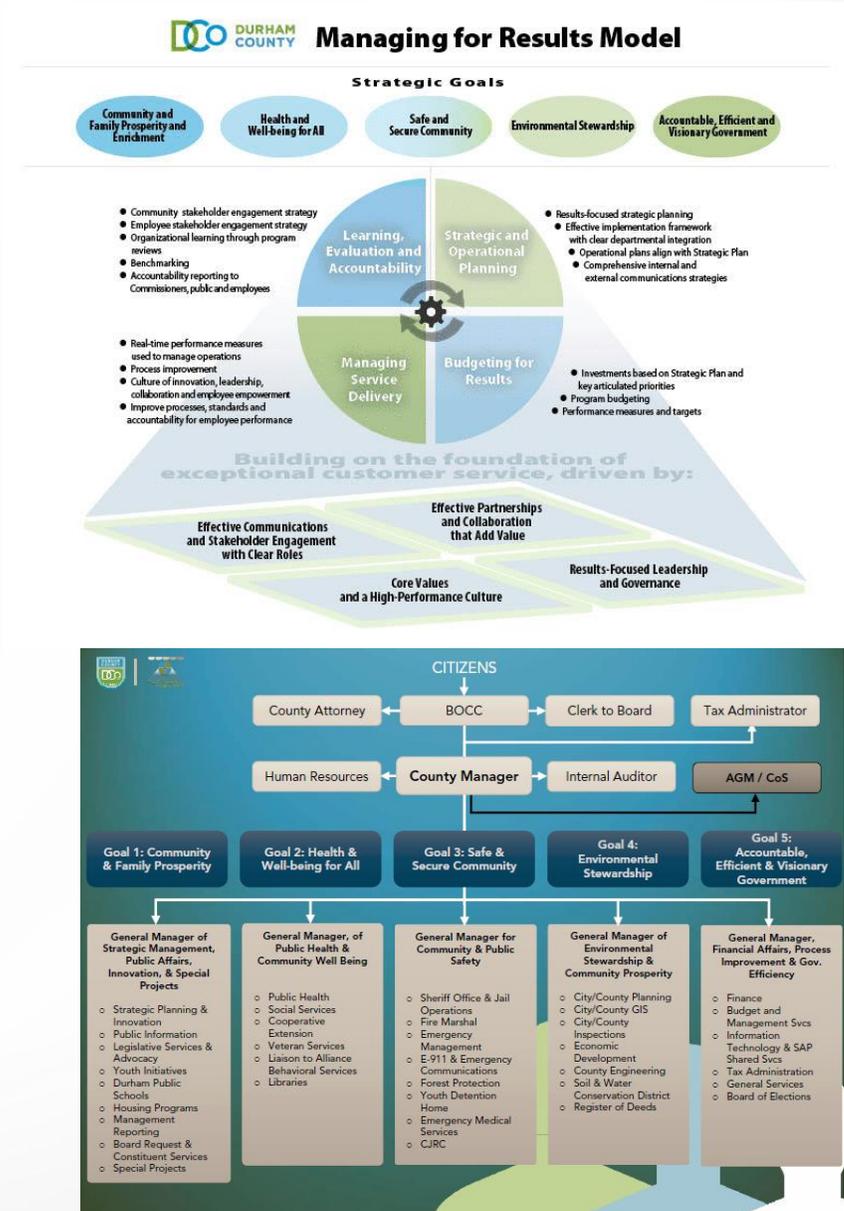


Durham County Strategic Plan 2017 Update Snapshot

GOALS	GOAL STATEMENT	GOAL OBJECTIVES
Community Empowerment and Enrichment	Provide access to educational, vocational, economic and cultural opportunities while empowering citizens to choose pathways for their own success	<ul style="list-style-type: none"> ■ Education - Provide and support learning and enrichment opportunities that support educational achievement and life success ■ Workforce Development – Strengthen the workforce by supporting the provision of effective education, training and workforce supports, particularly for hard-to-employ groups ■ Family Success – Support and provide programs, services and systems which improve life skills and increase family success and prosperity ■ Cultural Opportunities – Foster a strong, diverse, artistic and cultural environment
Health and Well-being for All	<i>Improve the quality of life across the lifespan through protecting the health of community, reducing barriers to access services and ensuring a network of integrated health and human services available to people in need</i>	<ul style="list-style-type: none"> ■ Healthy Lives – Increase the number of healthy years that residents live ■ Healthy Community – Increase the quality of life in Durham County ■ Healthy Children and Youth – Support the optimal growth and development of children & youth
Safe Community	<i>Partner with stakeholders to prevent and address unsafe conditions, protect life and property, respond to emergencies and ensure accessible and fair justice</i>	<ul style="list-style-type: none"> ■ Emergency Response Services – Increase safety and security throughout the community by responding to emergency crisis situations ■ Criminal Justice Services – Improve life outcomes for people involved in the criminal justice system ■ Prevention Services – Reduce the number of people entering and involved with the criminal justice system ■ Emergency Management Services – Enhance Durham’s ability to decrease harmful impacts of emergency events on people and property ■ Community Services – Increase residents’ ability to help themselves and others be safe and secure
Environmental Stewardship and Community Prosperity	<i>Protect natural resources and support and promote community and economic vitality for all residents of Durham County</i>	<ul style="list-style-type: none"> ■ Natural Resource Stewardship and Protection – Protect and steward natural resources through comprehensive compliance and educational programs ■ Community Prosperity – Promote and support the community and economic vitality for all residents of Durham County ■ Development and Community Services – Provide responsive and efficient services to promote community prosperity, smart growth and quality development for all residents of Durham County
Accountable, Efficient and Visionary Government	<i>An effective organization committed to continuous innovation, exceptional customer service, transparency and fiscal responsibility</i>	<ul style="list-style-type: none"> ■ Customer Engagement and Responsiveness – Bolster engagement and responsiveness to both internal and external customers ■ Talented Workforce – Attract, recruit and retain talented workforce ■ Sound Business Systems – Ensure sound fiscal, operational and technology systems ■ Performance Management and Accountability – Improve the strategic use of data to promote ongoing process improvement, innovation and accountability

Strategic Plan Linkages

- Integration with County's business model, Managing for Results
- Leadership realignment to connect with five strategic goals



Coming Soon: Goal Leadership Presentations

- Goal 1: Community Empowerment and Enrichment – Deborah Craig-Ray
- Goal 2: Health and Well-being for All – Gayle Harris
- Goal 3: Safe Community – Jodi Miller
- Goal 4: Environmental Stewardship and Community Prosperity – Jay Gibson
- Goal 5: Accountable, Efficient and Visionary Government – Claudia Hager





INNOVATE DCO

CULTIVATING CHANGE



Strategic Goals



Innovation Vision for Durham County

- Every Durham County employee feels **empowered** to suggest and test **new ideas** to improve service delivery to residents and fellow employees alike



Creating the Culture of Innovation

Durham County has strived to foster a culture of innovation through a number of programmatic offerings, resources and supports. These investments of time, personnel, funding and space all are in pursuit of the goal to create a culture that lets employees run free to offer and test new ideas, take risks and continuously improve how they do their work serving County residents.



IdeaLab

City of Durham and Durham County employees meet every other month to learn about approaches to innovation such as human-centered design and behavioral economics.



Alliance for Innovation

Durham County's membership in this organization links the County with resources and other organizations that are aspiring to be more innovative.



Innovation Academy

Durham County is a graduate of Alliance for Innovation's Innovation Academy. A County cohort, which met in the fall of 2016 through the spring of 2017, learned about innovation and practiced these skills through a team project.



Ideasphere

Durham County is beginning Ideasphere, a process to manage employee ideas. Ideasphere was born out of the Alliance for Innovation's Innovation Academy project.



DCo Lunch and Learn

During these bring-your-own-lunch sessions, employees hear short talks and then engage in discussions with each other about how to apply the concepts to their careers.



American Underground Partnership

Durham County now has access to use the American Underground @ Main space downtown. If you want to host a staff meeting or brainstorming session off-site, this is the cool, funky space for you.



Innovation Consulting

Strategic Initiatives consults with County departments to help them address problems with new techniques, like human-centered design, behavioral economics and continuous improvement.

Durham County Strategic Initiatives

What We Do

- ✓ Strategic Planning
- ✓ Innovation Support
- ✓ Consultative Services

Call. Email. Stop by.
We're here to help.

Michael Davis

Visit: 4th floor County Admin
Building

Call: (919) 560-0062

Email: mdavis@dconc.gov

