

# Community Development Vision & Outcomes

## **Customer Service & Engagement**

Provide excellent individual customer service while considering the greater good of the community and public.

## **Workplace Culture**

Cultivate a diverse and inclusive workplace that builds trust among all employees, where everyone is empowered and supported in taking risks, has a sense of belonging, and a strong work/life harmony is valued.

## **Work Structure**

Examine and structure the organization to better align people and task with needed outcomes so that we end up with an organization that supports the need and the level of freedom they desire.

## **Vision**

We are the union of the community's ambitions and the Board of Supervisors' vision as stewards in a changing world. We use and expand our knowledge of the best and most effective practices to educate and engage the community, guiding an evolution of the County's people, economy, and quality of life into an ever-brighter future.

The Community Development Department commits to . . .

- Evolve with the community as an exemplary organization united.
- Enable those inside and outside the department to work together constructively to achieve action and results.
- Cultivate a workplace that values and supports our people to achieve, advance, and thrive.

## **Employee Development**

Revamp hiring, evaluation, and compensation practices to entice diverse, talented, community-minded individuals and to retain skilled, productive and engaged employees, and establish a program that fosters employee growth and personal and professional development to empower their passion for their work, effective decision-making, and the provision of superior customer service.

## **Business Processes & Technology**

Develop and implement a plan for process improvement, technology, and integration that provides clear, well defined, organized, accessible information that evolves over time to meet the community's [and organization's] needs.