

# Vision & Mission Statements & Goals



## County of Fresno & Departments

Compiled 7/14/17



# VISION & MISSION STATEMENTS & GOALS\*

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\* Departments submitted a combination of mission, vision, and/or goals.



# FRESNO COUNTY

## VISION

Fresno County, a premium quality of life county.

## MISSION

To promote excellent, timely, and beneficial public services to our diverse community with integrity and accountability.

## GUIDING PRINCIPLES

### ▪ **STEWARDSHIP**

We will lead and follow as stewards of our region, caring responsibly for our community assets. We will work together to achieve the greatest, long-term benefit for the community as a whole.

### ▪ **BOUNDARY CROSSING AND COLLABORATION**

We are willing to cross political, social, ethnic and economic boundaries and partner with others to achieve community outcomes. We will lead “beyond the walls” to create an inclusive, cohesive community through partnership and collaboration.

### ▪ **COMMITMENT TO OUTCOMES**

We are willing to take responsibility for tasks and achieving specified outcomes. We are committed to staying involved until the tasks are completed.

### ▪ **“ART OF THE POSSIBLE” THINKING**

We believe that anything is possible in the Fresno Region. We will envision “success without limitations” and then backward map a specific, attainable strategy for achieving that vision.

### ▪ **FACT-BASED DECISION MAKING**

To the greatest extent possible, we will base decisions and action plans on objective data, thereby avoiding distortion of issues by personal feelings or agendas. At the same time, we seek to get to the heart of the matter and recognize that facts without context can be misleading.

### ▪ **TRUTH TELLING**

We value the empowerment of everyone involved, along with all community stakeholders, to honestly and forthrightly share all knowledge, experiences and insights relative to the work at hand. We take responsibility for ensuring our “truth” is current, not historical. We all share the responsibility for maintaining the “truth telling” standard.

### ▪ **POWER PARITY**

We respect all persons and recognize that there are diverse viewpoints. Positional power will not determine a strategy or preferred outcome, merit will. Viewpoints from diverse constituencies will be proactively sought to ensure the best possible outcomes for the community.

### ▪ **COMMITMENT TO RESOLVING CONFLICT**

Conflict is inevitable and is sometimes required in order to achieve the best outcomes possible. Healthy conflict involves valuing every individual regardless of his or her stance on a specific issue and an unwavering commitment to working through the conflict in a positive manner despite its severity.

### ▪ **ASSET-BASED APPROACH**

We are focused on using a strengths-based, asset-oriented approach to people and issues. We believe that positive change occurs when we appreciate value and invest in what is best in our people and community.

### ▪ **CONFLICT OF INTEREST**

We agree to disclose any personal or professional conflict of interest that may affect our objectivity before engaging in work that will impact the community. We seek to avoid even the appearance of impropriety.

### ▪ **RESPECTING DIVERSITY**

Respecting and embracing ethnic and cultural diversity. We acknowledge the rich cultural and ethnic communities of our region. We will actively include all communities in our decision making process and will embrace their inclusion in key positions and committees in our County.





## Agriculture Department Policy and Procedure Guide

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**Subject Name:** - General/Administration

**Effective Date:** October 13, 2011

**Item Name & No.:** - A-8 Strategic Plan

**Revised Date:**

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**POLICY:** The Department of Agriculture will have a Strategic Plan, which will be reviewed and updated periodically.

**PURPOSE:** To provide departmental standards for daily operations and employee conduct.

**PROCEDURE:**

I. VISION

Promoting agriculture and a fair marketplace through equal enforcement of laws for the protection of society and the environment.

II. MISSION

We are committed to:

- \* Promoting Fresno County agriculture
- \* Fostering public confidence by assuring a fair and equitable marketplace
- \* Protecting environmental quality through the sound application of pesticide and worker safety regulations
- \* Preserving agricultural land use for future generations
- \* Minimizing the pest risk pathways of exotic and harmful pests

III. VALUES

In fulfilling our mission, we commit to:

- \* Individual and collective responsibility, integrity and accountability for our actions
- \* Using common sense
- \* Treating people with respect, consistency and fairness
- \* Promoting collaboration and teamwork by encouraging and supporting innovation
- \* Fostering successful partnerships that are consistent with our mission



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IV. CODE OF ETHICS

In the performance of daily duties:

- \* We shall regard our office as a public trust and always bear such in mind
- \* We shall be courteous and helpful in our contacts with the public, punctual in our engagements and prompt in the dispatch of our official business
- \* We shall maintain our independence of action by not accepting gratuities or favors from those with whom we must have official dealings
- \* We shall so utilize our time that a maximum amount of service may be rendered
- \* We shall maintain high ethical ideals toward our associates
- \* We shall, while serving as an official and enforcing the agricultural statutes, regulations, and ordinances, refrain from engaging in any enterprise which may give an unfair advantage over a competitor or lead to criticism by others engaged in similar or related work
- \* We shall avail ourselves of all opportunities to broaden our knowledge, realizing the continued advancement being made in agricultural science and public administration
- \* We shall take pride in our work, realizing the great amount of public good our positions enable us to perform

Submitted By:  _____ Signature	(Enter Date Here) Date
Division Manager Approval:  _____ Signature	(Enter Date Here) Date
Commissioner Approval:  <u>Carol N Hafner</u> Signature	October 13, 2011 Date



# **ASSESSOR – RECORDER DEPARTMENT**

## **Mission**

### **Assessor**

The mission of the Fresno County Assessor is to produce an annual assessment roll including all assessable property in accordance with legal mandates in a timely, accurate, and efficient manner; and provide current assessment-related information to the public and to governmental agencies in a timely and responsive way.

### **Recorder**

The mission of the Fresno County Recorder is to record, as mandated by law, all recordable documents in connection with ownership and titling of properties and other negotiated items within the County of Fresno. To provide the recording, storage and certification of all documents of births, deaths, and marriages occurring within the County of Fresno, to maintain in permanence all records pertaining to same.

## **Goals**

### **Recorder**

The Recorder is currently occupying Room 303 of the Hall of Records. The BOS approved the purchase of a property at the S/E corner of Van Ness and Merced Streets. The new location provides convenient parking for the public and employees.

### **Assessor**

Joined by the Auditor-Controller/Treasurer-Tax Collector the Assessor entered into a contract with Megabyte Systems, a California software company, to replace the over fifty-year old home grown Legacy Property Tax System (PTS). And in doing so Fresno County joins the family of twenty nine (29) California counties that are currently using Megabyte Systems. Transition and implementation is expected to be complete by July 1, 2019. “A dream has come true” says the Assessor.

On a vote of 4 to 1 on January 15, 2015 the Assessor received a three year state grant to fund eight (8) new positions. The Assessor will re-apply to the California Department of Finance to renew the state grant that ended on June 30, 2017, and has asked the CAO for assistance in achieving this most needed goal.



# **AUDITOR CONTROLLER/ TREASURER-TAX COLLECTOR**

## **Vision Statement**

*We are an innovative and respected leader in providing governmental financial services. We value our employees through empowerment, training and the use of technology.*

## **Mission Statement**

*Our Mission is to promote public trust by providing exemplary accounting and financial services to our public, business and governmental customers.*



# **DEPARTMENT OF BEHAVIORAL HEALTH**

## **Vision, Mission, and Goals**

### **Vision**

Health and well-being for our community.

### **Mission**

DBH is dedicated to supporting the wellness of individuals, families and communities in Fresno County who are affected by, or are at risk of, mental illness and/or substance use disorders through cultivation of strengths toward promoting recovery in the least restrictive environment.

### **Goals**

Quadruple Aim –

- Deliver quality care
- Maximize resources while focusing on efficiency
- Provide an excellent care experience
- Promote workforce well-being

The achievement of DBH's goals is embodied in our 5 Work Plans:

1. Behavioral Health Integrated Access
2. Wellness, Recovery, and Resiliency Supports
3. Cultural/Community Defined Practices
4. Behavioral Health Clinical Care
5. Infrastructure Supports





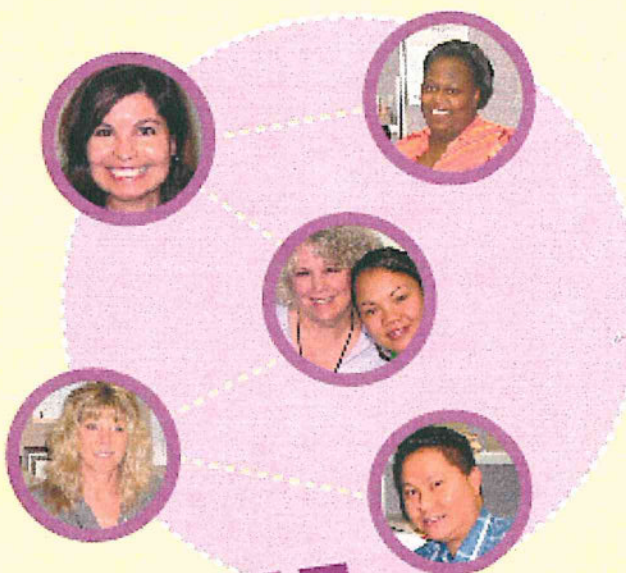
# MISSION STATEMENT

We **administer** and **implement** the **Federal Child Support Program** for the State of California in Fresno County by **assisting families** with establishing parentage and the establishment and enforcement of **child support** and **medical support** in an equitable, timely and courteous manner. By **encouraging parents** to provide for their children, we **promote** the financial, medical and emotional **well being** of children. In the process, we are **committed** to **improving the performance** of the Fresno County Child Support Program and **increasing total collections** annually.



DEPARTMENT OF

# CHILD SUPPORT SERVICES



# VALUE STATEMENT

We will work toward our Mission Statement with the highest degree of **integrity and ethics**. We will **treat all people**, our customers and coworkers alike, **with consistency and respect**. We **value staff** and their contributions to the department's success and are therefore **committed** to continuous staff development. We value **open communication** as that fosters **consistency, creativity, and unity** of effort. This promotes continuous **improvement** thereby increasing the **overall effectiveness** of our program. We will **hold ourselves accountable** to each other and the public by **taking responsibility** for our performance.



# **DEPARTMENT OF CHILD SUPPORT SERVICES**

## **Mission and Values**

- Goal 1: Increase Support for Fresno County's Children
- Goal 2: Deliver Excellent and consistent customer services
- Goal 3: Enhance Program Performance
- Goal 4: Develop and strengthen collaborative partnerships
- Goal 5: Be more innovative in meeting the needs of families





# **COUNTY CLERK – ELECTIONS**

## **Mission, Values and Goals** July 2017

### **Mission and Values Statement**

Recognize and respect all individuals while continually improving and providing the highest quality of service;

Conduct elections in a manner that protects the integrity of the electoral process; and

Promote a positive work environment.

### **Goals**

Research, secure funding, acquire and implement a new voting system.

Research and transition toward regional Voter Assistance Center model (earliest 2020).

Consolidate all Department functions and staffing into a single location.



# COUNTY COUNSEL

## **Mission**

To provide excellent, timely legal advice and services to all County Departments

## **Vision**

At the County Counsel's Office, we want to actively support the work of all County Departments and Officers. The County Counsel's Office will not merely restrain the activities of departments with negative advice about what cannot be done legally. We work to facilitate departments' day to day operations in order to help the departments get their jobs done. The Office strives to provide clear and practical legal guidance to departments as well as aggressive defense against any claims that may arise as a result of County operations.



# **DISTRICT ATTORNEY**

## **Mission Statement**

The mission of the Fresno County District Attorney's Office is to pursue justice and improve public safety for the people by ethically and aggressively prosecuting those who commit crimes. We develop innovative and collaborative solutions for the county while protecting the rights of victims and witnesses. We also work with community partners, focusing on keeping our children in school and preventing crime in our community.

# **PUBLIC ADMINISTRATOR**

## **Mission Statement**

The Fresno County Public Administrator's belief is each person we serve has a basic right to quality in all stages of their life and in their death. Our mission is to provide excellence in public service through our uncompromising belief in dignity in death. We are dedicated as a team to provide the highest level of service to our client population; provide protection of their property and finances; and, to assist and empower our client's families as they cope with the loss of their loved one.



# Human Resources Department

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## **Mission Statement:**

To be a strategic partner who provides our customers with innovative, practical human resources solutions that address business needs with integrity, responsiveness and sensitivity to the employees of Fresno County and the public.

## **Vision:**

To be a trusted strategic partner, leader and expert in public sector human resources and risk management.

## **Values:**

- **Encourage Communication:** The department solicits the input of others and strives for transparency and inclusiveness.
- **Promote Honesty, Integrity & Trust:** The department honors its commitments and conducts business in a manner that promotes fairness, respect, honesty and trust.
- **Focus on Customers:** The department is committed to knowing our customers business, anticipating their needs and exceeding expectations.
- **Celebrate Teamwork:** The department encourages the diversity of thoughts, experiences and backgrounds and celebrate participation and partnership in all the department's endeavors.



# INTERNAL SERVICES DEPARTMENT

## Mission Statement



### **ADMINISTRATION**



We support the Department's objectives, structure, policies and personnel functions to improve overall effectiveness and promote positive experiences for our employees.

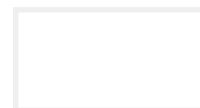


### **BUSINESS OFFICE**



We provide effective and professional business services to Internal Service Department Divisions, county departments, vendors, and outside agencies in order to promote fiscal responsibility and growth, and ensure financial and budgetary accountability.





## **FACILITY SERVICES**



We provide effective stewardship of facilities occupied by County departments through a comprehensive program of preventive and reactive maintenance delivered by County personnel and contracted vendors with an emphasis on value and quality customer service.

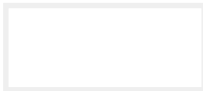


## **FLEET SERVICES**



We provide County departments with safe, reliable, and cost effective transportation equipment through a program of planning, purchasing, maintaining and repairing vehicles and heavy equipment.





## **INFORMATION TECHNOLOGY**



We provide a reliable, secure I.T. infrastructure that maintains the integrity of County of Fresno data, while partnering with County departments to meet their technology needs, promoting cost-saving, effective business operations.

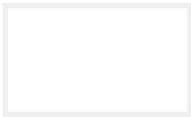


## **GRAPHIC COMMUNICATIONS**



We are a customer-driven service provider who supply graphic design, printing, videography and photography along with U.S. mail and internal messenger service for all County departments as well as other governmental agencies with an emphasis on innovative and cost-saving techniques.





## **RADIO COMMUNICATIONS**



We provide reliable County wide wireless coverage for essential services.

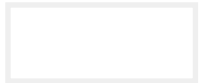


## **PURCHASING**



We conduct the purchasing and disposition of surplus assets functions for all materials and services within the County of Fresno in a manner which results in the most effective use of County funds, while fostering a high standard of business relations with its customer departments, its vendors and the general public.





## **SECURITY**



We provide the County's physical security and parking programs for County of Fresno staff, facilities, and citizens through integration of technology and a professional guard force, enabling the County of Fresno to provide a safe and secure environment to administer critical services to its citizens.





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## Library Mission, Vision & Values

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### **MISSION**

*Our mission reflects the commitment we are making to the community.*

**WE ENRICH LIVES AND BUILD COMMUNITY.**

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### **VISION**

*Our vision articulates what success will look like in the future.*

**A LIBRARY CARD IN EVERY HAND.**

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### **VALUES**

*Our values direct us in our service to the community and interaction with one another.*

#### **SERVICE**

Making our customers top priority and offering resources for and to everyone.

#### **COMMUNITY**

Providing opportunities for people to meet, exchange ideas, collaborate and engage in the life of their community.

#### **RESPECT**

Honoring diversity and individual perspectives.

#### **INSPIRATION**

Inviting the discovery of ideas and learning in all forms.

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# Probation Department



## MISSION STATEMENT

*As a member of the criminal justice system, the Fresno County Probation Department's mission is to provide protection for the community, support victim advocacy, and deliver essential services to the courts. The mission is accomplished through collaboration and partnerships which encompass a continuum of sanctions including prevention, intervention programming, investigation, supervision, and incarceration.*



# **FRESNO COUNTY PUBLIC DEFENDER'S OFFICE**

## **Mission Statement**

The mission of the Fresno County Public Defender's Office is to vigorously protect and defend the rights of our indigent clients as guaranteed by the Sixth Amendment to the United States Constitution. Our goal is to provide full and fair legal representation with respect and compassion for all.





## County of Fresno

### DEPARTMENT OF PUBLIC HEALTH

David Pomaville, Director  
Dr. Ken Bird, Health Officer

## VISION

Through creative, courageous and just planning, provide preventive public health services and disease prevention to improve the quality of life in Fresno County. Using the *Pillars of Public Health* as our foundation, protect and promote the health and well-being of the residents of the community at large.

## MISSION

The Fresno County Department of Public Health creates conditions that support healthy living for all residents by incorporating public health in all policies; is prepared to respond to emergencies and public health challenges that impact our community – especially the most vulnerable populations; is recognized as a leader and voice of the community in public health; is flexible, forward thinking, and community-focused as it provides effective and efficient administration of public health resources; and maintains an excellent work force that promotes the Department's Vision for a healthy Fresno County.

## 2017/18 Department of Public Health Top Objectives

1. Recruit and retain all vacant Public Health Nurse Positions (currently 5) to fully utilize funding available in the Maternal Child Adolescent Health program.
2. Expand Fresno County EMS dispatch center to serve the community for the next 10 years.
3. Refresh Childhood Lead Poisoning Program to;
  - a. Better educate parents about the need to test children for lead poisoning
  - b. Work with medical providers to ensure testing is done at 12 and 24 months.
  - c. Develop a strategy to abate lead hazards in homes constructed before 1978.
4. Recruit and retain a Deputy Health Officer (conversion of existing vacant Public Health Physician) for Fresno County.
5. Update the Fresno County Animal Control Ordinance to address dangerous dogs, leash law and spay/neuter incentives.
6. Develop and implement the Public Health Laboratory strategic plan.

### ***Promotion, preservation and protection of the community's health***

1221 Fulton Mall / P. O. Box 11867, Fresno, CA 93775

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[www.co.fresno.ca.us](http://www.co.fresno.ca.us) • [www.fcdph.org](http://www.fcdph.org)





## **MISSION, VISION, AND VALUES STATEMENTS**

### **OUR MISSION**

The members of the Fresno County Sheriff's Office, in partnership with the community, are dedicated to excellence in the delivery of public safety services.

### **OUR VISION**

The Fresno County Sheriff's Office is committed to an ongoing partnership with the community based on communication, cooperation and trust. This partnership will promote an environment that ensures safety and peace, while treating all persons with respect and dignity.

### **OUR VALUES**

- Professionalism – While leading by example, we are committed to excellence, honor, and valor in the performance of our duties.
- Accountability – Through communication and cooperation we strive to build community confidence with sensitivity to the diversity of all people, holding all employees to the highest standards of professional conduct.
- Integrity – Dedication to the ethical standards of honesty, humility, fairness and respect.
- Trust – Through teamwork to instill mutual respect between ourselves, and to promote confidence within the community.
- Commitment – To these principles, to the public, and to the Law Enforcement Code of Ethics.
- Service – To our community with professionalism, meaningful responses and legendary quality.



# FRESNO COUNTY DEPARTMENT OF SOCIAL SERVICES

MISSION		CORE VALUES	
The Fresno County Department of Social Services assists adults, children, and families to achieve health, safety and self-sufficiency through a diverse range of programs and partnerships.		<ul style="list-style-type: none"><li>■ Develop Relationships with All</li><li>■ Show Integrity within All</li><li>■ Seek Excellence in All</li></ul>	
VISION			
The people we serve are healthier, stronger, and thriving because the Fresno County Department of Social Services staff and partners deliver excellent, quality services that lead to positive outcomes.			
CHILD, FAMILY, AND INDIVIDUAL OUTCOMES			
<ul style="list-style-type: none"><li>■ More DSS clients employed</li><li>■ Improved child safety, permanency, and well-being</li><li>■ Safer, and more independent, self-sufficient elders and persons with disabilities</li><li>■ Maintenance of high Medi-Cal coverage rates</li><li>■ More satisfied clients</li></ul>			
DEPARTMENTAL GOALS & OBJECTIVES			
Improve the client experience.		Enhance department performance.	
<ul style="list-style-type: none"><li>a. Increase proactive, positive client communication.</li><li>b. Increase the percentage of documentation meeting quality standards and improve the appropriate utilization of documented information during client interactions.</li><li>c. Complete a comprehensive review of the Service Center model and make recommendations for improvement by June 30, 2017.</li><li>d. Review all program application and/or intake processes to streamline and align practices by January 1, 2018.</li><li>e. Increase the percentage of clients utilizing technology to satisfactorily meet program requirements.</li></ul>		<ul style="list-style-type: none"><li>a. Promote development of staff.</li><li>b. Implement a Communications Plan by December 31, 2016.</li><li>c. Meet or exceed the Welfare-to-Work Participation Rate of 50 percent for single parents and of 90 percent for two-parent households by June 30, 2018.</li><li>d. Assess demand, prioritize requests, and sequence deployment of administrative supports to best meet needs across all programs with ongoing prioritization protocols by March 31, 2017.</li></ul>	



# UC COOPERATIVE

UC Cooperative Extension is best described as a vast network of UC researchers and educators who work together to develop and provide science-based information to solve locally-relevant economic, agricultural, natural resource, youth development and nutrition issues. Nestled within the Division of Agriculture and Natural Resources, our CE advisors live and work in every California county, applying research from the University of California to help local businesses and entire communities thrive. In turn, our experts partner with local innovators to develop and disseminate best practices through UC's expansive local and global networks. Some of our programs include Agriculture and natural resources, 4-H Youth Development, Master Gardeners, Expanded Food and Nutrition Education, and UC CalFresh Nutrition Education. #WeAreUCANR <http://bit.ly/WeAreUCANR>

## Mission Statement

The Division of Agriculture and Natural Resources (ANR) is a statewide network of University of California researchers and educators dedicated to the creation, development and application of knowledge in agricultural, natural and human resources.

## Vision

ANR envisions a thriving California in 2025 where healthy people and communities, healthy food systems, and healthy environments are strengthened by a close partnership between the University of California and its research and extension programs and the people of the state. The University remains connected and committed to the people of California, who enjoy a high quality of life, a healthy environment, and economic success in a global economy.