The Benefit of Community-Based Strategic Planning

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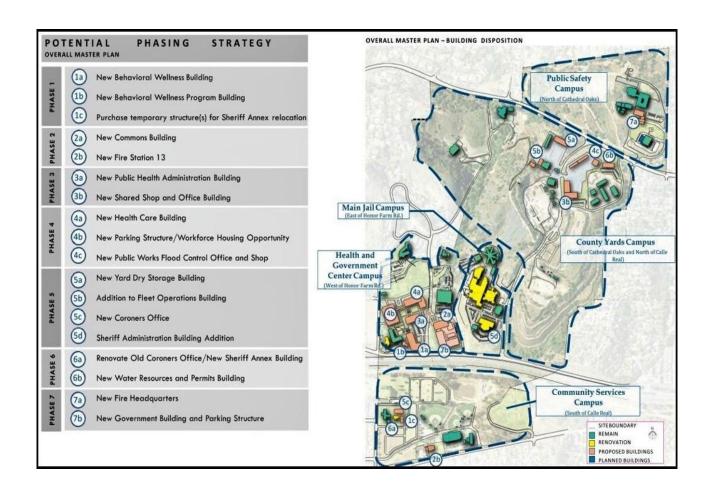


"The only thing worse than being blind is having sight but no vision."

-Helen Keller



Let's Clarify Before We Start



A strategic plan is <u>not</u>:

- A Master Plan
- A General Plan
- A Comprehensive Plan



A Strategic Plan Serves Three Purposes

- 1. Articulates a Vision or Mission for your organization
- 2. Identifies Priorities (Particularly Budgetary Priorities)



What is Community-Based Strategic Planning?

Community-based strategic planning is the process of engaging community stakeholders in a conversation regarding the governmental activities and investments they believe will most likely lead to a higher quality of life for those who work and live there.



The Parable of the Chicken Sandwich

















We could be engaged in similar behavior.

- I had already determined what would make me happy and ordered accordingly
- The manager demonstrated little interest in what I had ordered
- He attempted to persuade me to accept something I didn't want
- He was frustrated when I rejected it



Symptoms of a Disengaged Citizenry

Low voter turn-out

Elective failures

- Anemic citizen participation in civic life
- Extremism





Why go to the trouble of asking your residents what they think? Don't we already know what they want?





Our Approach to Community-Based Strategic Planning

Organize Advisory Committee

Create Citizen-Led Committee to Direct Strategic Planning Process





Community Outreach

Engage the community and learn what matter most to the Community

Summarize Findings

Analyze the results of community outreach and synthesize the data for the committee





Build Strategic Plan

Through facilitated sessions, the committee will form a strategic plan reflecting the community feedback

Present the Plan

Committee will present the plan to the County and we will assist in communicating the plan to the public







Forming the Committee









Peggy Hammer



Joe Clark

Lewis County Strategic Planning Advisory Committee (SPAC)



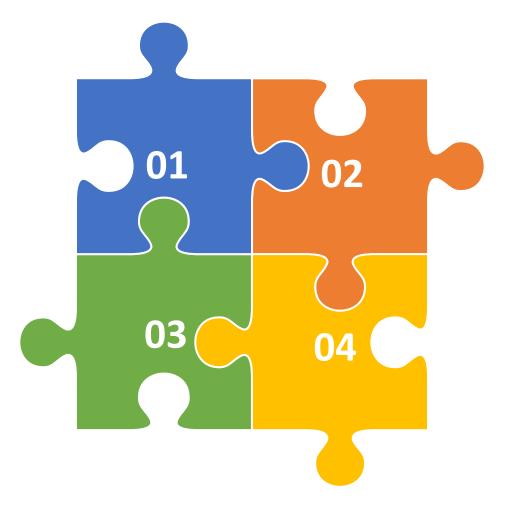
Community Outreach – No Stone Unturned

Facilitated Dialogue Sessions

Open to the public, 20 dialogue sessions were facilitated, both at the County building and with local organizations

Public Survey

Over 500 residents completed the community survey open to the public.



Stakeholder Engagement

Through focus groups, presentations, and invitations to complete the survey, over 50 local stakeholder groups were approached in this process.

Interviews

30 interviews with each town's Mayor and community leaders.

The SPAC follows community feedback in creating the strategic plan



Three Tips for Community Engagement

- 1. Make Everyone Welcome Avoid long, Statistically Significant Surveys
- 2. Go to where meeting is already taking place
- 3. Target and enlist local Influencers



Why Avoid Statistically Significant Surveys?

- By design, statistically significant surveys exclude people.
- Due to the length of the survey, there is a lower completion rate and survey fatigue sets in
- The format causes participants to feel more like a data point than a resident with a valued perspective

In the neighborhood or are where you live, how concerned are you about the following issues, based on your observation of the work performed by the Ashland Police (please check the number corresponding with your level of concern) 1. My personal safety (Not at all concerned) (Extremely concerned) 2. Theft and Burglaries (Not at all concerned) (Extremely concerned) 3. Juvenile problems (Not at all concerned) (Extremely concerned) 4. Gang activity (Not at all concerned) (Extremely concerned) 5. Buying and selling of drugs (Not at all concerned) (Extremely concerned) 6. Vandalism (Not at all concerned) (Extremely concerned) 7. Abandoned and junk cars (Not at all concerned) (Extremely concerned) 8. Trespassing/Loitering (Not at all concerned) (Extremely concerned) 9. Traffic violations or problems (Not at all concerned) (Extremely concerned) 10. Noise and disturbances (Not at all concerned) (Extremely concerned) 11. Safety and welfare of others (Not at all concerned) (Extremely concerned) 12. The overall community crime rate (Not at all concerned) (Extremely concerned) 13. Public Drinking

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If a Survey Can't fit on a paper, it might be too long

ENCUESTA COMUNITARIA

En coordinación con el Condado de Lewis, un grupo de voluntarios de la comunidad ha formado un Comité Asesor de Planificación Estratégica y está buscando su opinión para dar forma al futuro de nuestro condado al tomar unos minutos para compartir sus pensamientos. Queremos escuchar sus grandes ideas y aprender qué cosas son más importantes para usted. ¡Gracias por su participación!



¿Qué está haciendo bien el gobi de Lewis?	erno del Condado	¿Qué es lo q Condado en 2	ue más le preocupa al pensar en el 2025?
¿Dónde cree que se debe mej para preparar para 2025?	jorar el Condado		ed decidió a vivir en el condado de e hace quedarse aquí?
De la siguiente lista de posibles hasta 4.) Vivienda: disponibilidad y asequibilidad Transporte: acceso al transporte público Åreas de crecimiento urbano: minimice los desafíos asociados con el crecimiento Relaciones con la comunidad: comunicación efectiva de regreso al público, buscando la contribución continua de la comunidad Servicios sociales: personas sin hogar, asistencia a residentes discapacitados y prevención del abuso de sustancias	Seguridad pública de policía, bombe servicios de emeror Aeropuertos: mej crecer los aeropu Salud pública: se física, mental y co	a: agentes eros, y otros rgencia orar y hacer iertos locales rvicios de salud onductual s: electricidad, c. as que hacer hington Fair,	Mitigación del riesgo de inundación: mejoras internas para evitar otro 2007 Desarrollo económico: oportunidades de empleo, reclutamiento de negocios y colaboración entre el sector público y privado Servicios de justicia legal y penal: cárcel, sala de menores, sistema legal Otros (especificar)

Condado? ¿Qué servio	iales debe proporcionar el cios ya no se necesitan o ni los servicios locales de costos?	¿Cómo se verá afectado el área donde vive si hay un crecimiento significativo de la población en los próximos años? (Para vivienda, negocios e industria, escuelas, etc.)			
que refleje sus priorida		¿Qué mejoras cree que deben hacerse para retener a las familias en nuestra comunidad?			
acciones del Condado necesarias para financiar adecuadamente sus prioridades? (Por favor elabora.)		Si desea recibir los resultados resumidos de esta encuesta, o ser notificado de las próxima: sesiones de diálogo público, proporcione su dirección de correo electrónico:			
	¿Vives en el Co	ndado de Lewis?			
□ SI ¿En que ciudad vive?	□ NO	Favor de indicar su edad: 12-18 19-25 26-35 36-50 51-65 66-80 81+ ¿Qué otros comentarios o ideas quiere compartir?			
Favor de indicar su sexo:	Favor de indicar su raza o nacionalidad:				
☐ Elige no responder	☐ Elige no responder				

Para completar la encuesta desde su teléfono, tablet o computadora, vaya a https://lewiscountylistens.com/ o escanear el código aquí



Por favor, devuelva la encuesta completa a:

351 NW North St. Chehalis, WA 98532 Attn: Lara McRea



teléfono, tablet o computadora, vava a

https://lewiscountylistens.com/

o escanear el código aquí

Por favor, devuelva la encuesta completa a:

351 NW North St. Chehalis, WA 98532 Attn: Lara McRea



"Be Where the People Are"

- Contact local groups
- Invite them to host a focus group
- Schedule this as an agenda item at their next meeting





Enlisting Local Influencers

 Local Mayors, School Principals, PTA Leaders, etc.

 Ask yourselves, who carries weight in the community that would support this effort?





Review Results and Summarize Findings



Analytical Process

- Review and synthesize responses into readable charts and graphics
- Analyze and highlight important trends
- Submit findings to Strategic
 Planning Action Committee
 for review and comments



Build Strategic Plan Framework

Facilitated Plan-Building Process

- Distill community input into key focus areas (Strategic Directives)
- Work with staff to refine strategic initiatives, goals performance criteria for focus areas





Sample of a Strategic Directive

Strategic Directive, summarized by a key focus area

Housing & Proactive Growth



"I want to live in a place where my children can one day find a place to raise their families. A place that is proactive in addressing the challenges associated with growth."

Barrier Dam (South of Salkum)

Reason for Strategic Directive Perhaps the factor most impeding growth in Lewis County is the lack of available and affordable housing. With vacancy rates currently less than 1%, the County's housing stock is scarce, both for younger County residents wanting to form households here and for those desiring to move to the County. This lack of housing also impedes businesses from relocating to the County, due to the inability to house existing workers of various wage levels. With a continually growing population, it is essential that proper planning be put in place before this growth occurs. The County must partner with various municipalities in the area to create planning models that can accommodate growth without crushing the communities' capacity to manage it. The County will support smaller cities by assisting with permitting and zoning requests to expedite housing projects. Within the County government itself, staff will work to reduce unnecessary hurdles and red tape that delay or deter housing developments. Where possible, the County will also leverage existing Urban Growth Areas (UGAs) and expanding UGAs to enable more housing supply, while also avoiding disruption to the rural quality of life that many current residents highly value. Through these efforts, Lewis County can impact housing supply, which will in turn enable continued growth and economic development, opening the County up as a place for young families.

Specific actions that will drive Strategic

Directive

Potential Initiatives:

- Partner with city and county staff to assist with workload of key residential permitting and zoning requests
- Design/develop countywide growth planning model that is acceptable to smaller municipalities
- Continue to streamline zoning, permitting and building processes
- Increase collaboration and partnership between County and cities on residential permitting
- Leverage resident perspective in an inclusive process to develop consistent policies regarding code enforcement for housing
- Establish a task force to identify and designate additional growth areas and make recommendations for zoning changes to foster development
- Leverage and expand existing Urban Growth Areas to enable future residential building
- Designate additional Urban Growth Areas to enable future residential building

What Does Success Look Like?

- Increase in annual residential permits issued
- Increased vacancy rate due to increased housing stock
- Additional growth areas identified and/or rezoned
- Improved efficiency of zoning, permitting, and building processes, as measured by turnaround times
- Existence of a county-wide growth planning model

Vision Statement driving strategic directive

Metrics to measure success



LEWIS COUNTY COMMUNITY-BASED STRATEGIC PLAN 2020-2025

Primary Directive

Build upon our location, resiliency, and strong sense of community to offer future generations the opportunity to build a life for themselves in this beautiful environment that we are fortunate to call home.







https://lewiscountywa.gov/offices/commissioners/lewis-countystrategic-plan-2020-2025/

Strategic Directives

Aligned Strategic Initiatives

Success Measure

Economic Development



- ✓ Increase partnerships on business recruitment
- ✓ Expand access to reliable, high-speed internet
- ✓ Reduce hurdles to permitting and building
- ✓ Flood mitigation
- ✓ Improvements to infrastructure
- ✓ Leverage nature to attract tourism

- Growth in median wage
- Job growth
- Increased gross domestic product (GDP)
- Increased high-speed internet

Housing & Proactive Growth



- ✓ Assist smaller municipalities with permitting requests
- ✓ Continue to streamline processes
- \checkmark Process automation for field ops and design
- ✓ Develop countywide growth planning model ✓ Increase collaboration between County and cities
- ✓ Leverage, expand, and /or designate UGAs

- Streamline permitting processes
- Increased vacancy rate from increase in housing supply
- Additional growth areas identified/zoned
- Countywide growth planning model

Public Health & Social Services



- ✓ Expand partnerships with community organizations to address homelessness
- ✓ Utilize Drug, Family, and Juvenile Courts
- ✓ Implement Public Health & Social Services strategic plan for housing & homelessness
- ✓ Establish shared goals addressing social determinants of health
- Decrease in local homelessness
- Decreased homeless burden on emergency response services
- Turnaround times
- Other metrics TBD

Fiscal Sustainability & Organizational Efficiency



- ✓ Continue citizen engagement in budget process
- ✓ Business recruitment
- ✓ Follow best practices for budget
- ✓ Focus on essential functions
- ✓ Explore bonding initiatives
- ✓ Provide employee trainings
- ✓ Lean Management
- ✓ Develop HR & Risk programs
- ✓ Codify County Manager position

- Expanded commercial tax base
- Adherence to budget best practices
- Regular meetings with Citizen's Budget Committee

Public Safety

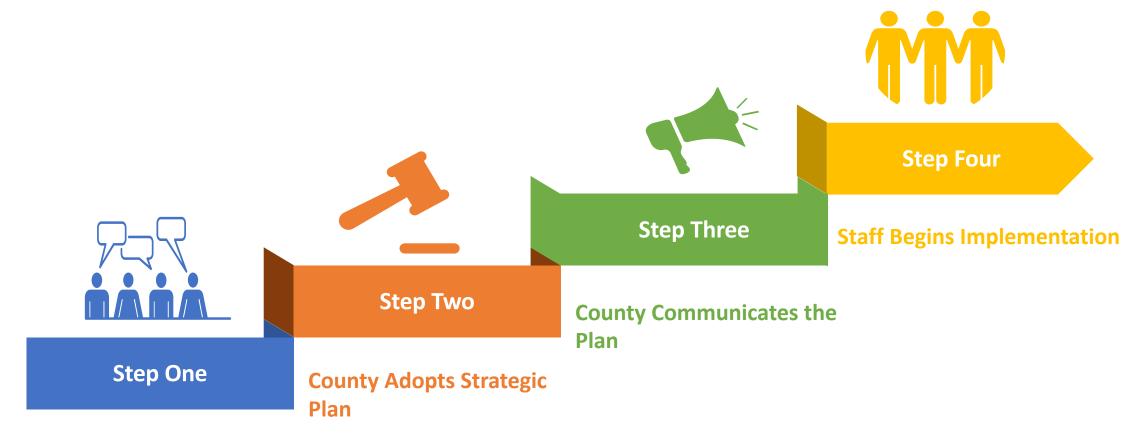


- ✓ Maintain funding levels
- ✓ Explore bonding initiatives
- ✓ Partner on coordinated intake for the homeless
- ✓ Expand training opportunities
- ✓ Continue healthcare services in jail
- ✓ Invest in needed infrastructure
- ✓ Implement Sheriff's Office strategic plan

- Recidivism reduction
- Jail accreditation
- Improved fleet and safety equipment
- Coordinated intake in place



Present and Communicate Strategic Plan



Committee Presents the Plan



Circle Back with Stakeholder Groups



- Cements the relationships created during community engagement
- Demonstrates how their feedback helped shape the plan
- Validates their emotional investment, increasing the likelihood of future engagement

Lewis County Realtors'
Association



How to Avoid Sitting on the Shelf





Implementation Plan (WHO, DOES WHAT, BY WHEN?)

				Funds required/ spent at end year	
KEY RESULT AREAS		Expected Outputs ¹	Performance Indicators ²	RC Fund	UN entities
sult Area 1: Coordin	ition for Results	A model on integration of adolescent health services into health	Model for adolescent health and development identified for		1. UNICEF
	UN support to formulation/implementation of relevant national strategies or plans e.g. JAS NDP/PRSP	system is identified based on results of the assessment of health system responsiveness towards adolescents, school based health survey and a national conference on adolescents' health. 2. National strategy and plan of action on flour fortification; standards for premix and fortified flour are developed and procurement of micronutrient feeders and initial supply of premix is initiated. 3. Armenialnfo used as a tool for monitoring of MDG indicators. 4. Concept Note on the integrated social protection system by Ministry of Labour and Social Issues adopted and implementation initiated.	integration into existing systems. 2. National strategy for flour fortification adopted and implementation initiated. 3. Armenia.info set up and used for monitoring of the social development indicators		\$15,000 2. UNICEF \$150,000 3. UNICEF \$25,000 UNFPA \$18,000 5. UNICEF \$15,000
UNCT Contribution to the National Development Plan/Poverty Reduction Strategy/MD and MDGs plan	UN plan to support the implementation of the Millennium Declaration, including scaling up IADG/MDG initiatives	Second National MDG Progress Report launched. National Human Development Report (NHDR) on Migration issues produced. (UNDP) Support provided to Pilot Census 2010. Support provided to implementation of Demographic and Health Survey 2010.	a) Second National MDG Progress Report available in English and Armenian and shared with the counterparts. b) The Report is used by policy makers, policy makers, development agencies, and civil society in major decision making and reporting. c) MDG awaresnss raising campaign conducted by UNCG-Armenia. NHDR launched and used as an advocacy tool to address and promote policy review/adjustment in this area. (UNDP) 3. Pilot Census is conducted. 4. DHS 2010 is conducted.	2,500	UNDP \$5,000 UNFPA; \$50,000
	UN support to capacity development strategies	Capacities of social workers improved in delivery of quality social services. 2. Population and development data collection and analysis, including data on migration flows improved. 3. Guidance provided to strengthen national capacity in provision of high quality Reproductive Health and Maternal and Child Healthcare services at primary and secondary levels (training packages, trainings, assessment reports and respective strategies developed). 4. Government policies to improve financial access and efficiency of health service delivery enhanced. 5. Electronic information system of national immunization programme is in place, including case-based surveillance module for measles and rubella. 6. Institutional capacities for birth and death registrationis strengthened.	No. of social workers trained, 2. Unified master database of all surveys conducted in 2005-2009 established, 3.1. National strategy on hospital care for children developed, 3.2. Set of recommendations for improved referral mechanisms at PHC level for reproductive health services produced, 4. Provider payment strategies aligned with policies to improve efficient service delivery. Measles and rubella case-based surveillance morthly reports produced and submitted to WHO EURO, 6. Gaps addressing birth and death registration addressed by various state entities.		UNHCR: \$55,000 UNFPA: \$44,000 WHO \$240,000 IOM \$10,000 UNICEF \$50,000
	UN assistance to national authorities for the preparation of the national report on the implementation of the Brussels Programme of Action of LDCs ⁴ Formulation implementation of a transition plan or strategy ⁵ Other				
id Coordination/ nagement / Paris Declaration	Planned efforts to making use of national systems in the areas such as programme/project reporting, PRS/sectoral monitoring and evaluation systems, annual PRS/sectoral performance reviews, national procurement systems, etc	Paris Declaration signed with the Government.			



LEWIS COUNTY COMMUNITY-BASED STRATEGIC PLAN 2020-2025

Lewis County's budgeting of the Corona Virus Recovery
Funds (ARPA) will be linked to the county's Strategic
Directives (SD) outlined in the five-year Strategic Plan

- (SD) 1 Economic Development
- (SD) 2 Housing & Proactive Growth
- (SD) 3 Public Health & Social Services
- (SD) 4 Fiscal Sustainability & Organizational Efficiency
- (SD) 5 Public Safety



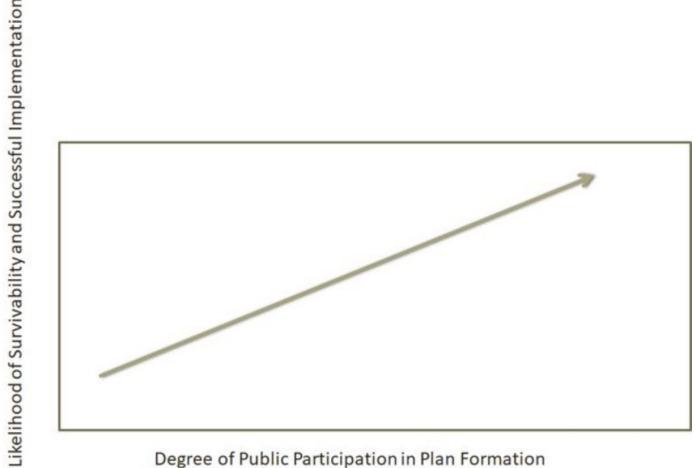
American Rescue Plan Act (ARPA) of 2021 State and Local Coronavirus Fiscal Recovery Funds

ARPA Allocation for Budget Amendment- Subject to change based on other available funding

ARPA Categories	2021	2022	2023	2024	Total Allocation
Water, Sewer and Broadband Infrastructure	3,600,000				3,600,000
Economic Impacts	1,550,000				1,550,000
Public Health Response and Mitigation	1,238,194				1,238,194
General Government Services (lost revenue)	950,000				950,000
Transfer Funds (Special Units of Government)	500,000				500,000
	7,838,194	-		-	7,838,194



"The broader the base of participation, the greater the plan's survivability and likelihood that it will be used."





So This....





. . Becomes This





Additional Benefits

 Increased Staff Engagement – When a clear strategic plan is set and communicated throughout an organization, employee engagement increases. This is particularly true among Millennial and Gen-Z employees.

• Survivability – The plan remains relevant through turnover of elected officials (Specifically at Lewis County)



Additional Uses of Strategic Planning



Department Specific – Summit County, UT



Crisis Management – Baytown, TX Policing



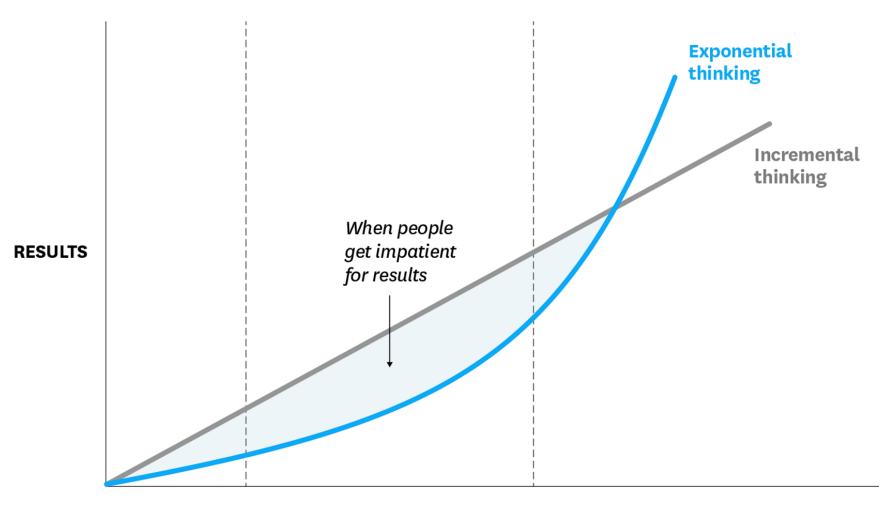
Exponential Growth is on your Side





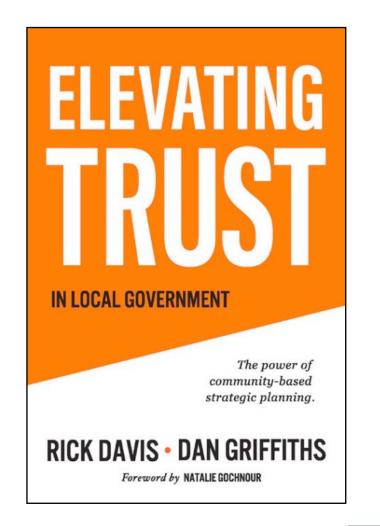
Incremental vs. Exponential Thinking

Incremental thinking delivers immediate and steady results, while exponential thinking generates results that accelerate over time. The wrong expectations can lead teams to quit the exponential path too soon.



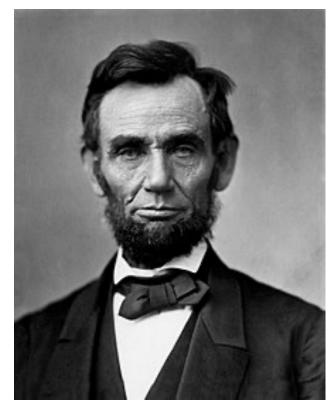


We Love This So Much that We Published a Book on Community-Based Strategic Planning





You are not alone in this!



Abraham Lincoln

"I'm a success today because I had a friend who believed in me and I didn't have the heart to let him down."





Let's Connect



Erik Martin is the Manager of Lewis Count, WA, leading day-to-day operations of over 600 county employees. Prior to serving as County Manager, Erik directed Lewis County's Public Works Department, overseeing an annual budget of over \$25 million. Erik has also served as a transportation manager for the City of Tumwater, and as a Senior Consultant at a professional engineering firm. Erik is a proud husband and father. (360) 740-2697

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Erik.Martin@lewiscountywa.gov or 360-740-2697 Or connect with him on LinkedIn https://www.linkedin.com/in/erik-martin-a3987863/ Mackey Smith is the Head of Strategy Consulting and Planning at Tanner LLC, a Salt Lake City-Based professional services firm with over 200 team members. Mackey facilitates over 75 strategic planning retreats, focus groups, and development trainings a year. He currently serves on the Executive Board for the Salt Lake County Council on Diversity Affairs (CODA). In November 2019, Mackey was named as a "20 in their 20s" by Utah Business Magazine.

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