



INGHAM COUNTY
STRATEGIC PLAN
2024-2028



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STRATEGIC PLANNING TASK FORCE

Commissioner Thomas Morgan (Chair)

Commissioner Simar Pawar

Commissioner Monica Schafer

Commissioner Irene Cahill

Commissioner Randy Maiville

Commissioner Myles Johnson





MISSION STATEMENT

To improve the quality of life for Ingham County residents and work to ensure every person is treated with respect and dignity.

VISION STATEMENT

Ingham County inspires pride among our residents and creates opportunities for every person to realize their potential.

We lead by example.

VALUES

- ▶ Provide high quality services in an efficient manner.
- ▶ Serve the public with honesty and integrity.
- ▶ Seek creative solutions.
- ▶ Embrace diversity and inclusion.



SERVICE TO RESIDENTS

- Implement a comprehensive approach to solicit resident feedback on their service experience in regard to the quality of the county's programs and services.
- Public health and health care services, programs, and functions will be integrated to improve health outcomes.
- Improve transportation and access addressed to underserved communities.
- Strengthen our local economy by partnering with other public, private, and non-profit entities to advance coordinated economic development activities.
- Support community efforts to address affordable housing needs.
- Increase the scope and access to high-quality, equitable, safe, patient-centered primary and specialized care at the Ingham Community Health Centers.
- Connect individuals and our community with the natural world through exhibits, educational programming and staff interactions by delivering affordable, unforgettable and inspiring guest experiences.
- Ensure that all our buildings fully meet ADA requirements, guaranteeing accessibility for everyone.



COMMUNITY ENGAGEMENT

- Enhance communication and outreach to the community by using all available communication methods and tailoring messaging to individual needs.
- Build collaborative partnerships that bring together and benefit our diverse communities, and strengthen our foundation of communication by carefully listening to stakeholders, leveraging partnerships, and creating experiences that will achieve our shared mission and goals.
- Promote the practice of public health and safety through collaboration and messaging.
- Increase, strengthen, support, and coordinate community partnerships, relationships, and collaborative efforts.



PUBLIC HEALTH AND SAFETY

- Provide crisis intervention training and mental health first aid for all applicable county departments and employees.
- Assess and develop a program to co-locate mental health crisis workers in Central Dispatch, public health, and other applicable departments, to divert appropriate mental health-related calls received with the goal of engaging the caller in addressing mental health issues in the mental health treatment system as opposed to the criminal justice system.
- Increase resilience and capacity to prepare for and respond to emergencies and incidents.
- Conduct a comprehensive risk analysis of critical public safety in the county and develop an action plan for the purpose of enhancing protection and resiliency.
- Reduce violence in Ingham County by supporting community engagement, fostering stronger neighborhoods and helping to coordinate violence prevention efforts.



RECREATIONAL OPPORTUNITIES

- Enhance affordable recreational opportunities across the county by ensuring accessibility to recreational areas, fostering a welcoming environment for all and promoting environmental sustainability.
- Enhance existing recreational resources by linking neighborhoods and schools to parks, waterfronts, recreational centers and other facilities through a county wide network of non-motorized trails and blueways.
- Continue to add activities and educational programming to our parks and facilities that support physical and mental health.



ROADS AND INFRASTRUCTURE

- Respond to stakeholder concerns in a timely manner and utilize an asset management plan to ensure roads and bridges are maintained in safe conditions.
- Improve communication with the public and other entities by coordinating projects to minimize disruption to the community.
- Ensure that buildings are well-maintained and provide safe access for everyone, and that they are welcoming and secure for all residents.
- Work with communities within the county to develop and maintain public trails linking parks and communities to one another.
- Support expansion of reliable broadband technology throughout the county.



GOOD GOVERNMENT

- Be open, transparent and accountable with the public we serve, including erring on the side of disclosure whenever possible.
- Become a destination employer that attracts and retains high-quality staff to serve our residents.
- Consider the public health impacts of every county decision.
- Promote and encourage the professional development of all employees. Require a minimum of 12 hours of professional development of all employees.
- Build awareness and urgency to develop environmentally sustainable practices in county government.

