

2024 PLAN ON A PAGE STRATEGIC PLAN

Fulton County's five-year Strategic Plan is designed to guide our decisions and increase accountability and effectiveness of our Government.

fultoncountyga.gov



MISSION STATEMENT

To deliver efficient high-impact service to every resident and visitor of Fulton County.

VISION STATEMENT

Fulton County is a positive, diverse community with a thriving economy, safe neighborhoods, healthy residents, and a rich quality of life that all people can enjoy. It is served by a county government that is recognized for being innovative, effective, efficient, and trustworthy.

2023 Accomplishments

Health & Human Services

- Adoption of the Project Care report and plan to help improve health access around the County and the access to providers
- Opening of the Morehouse Health Clinic in order to fill the gap in services in a "healthcare desert" area
- The Department of Behavioral Health and Developmental Disabilities broke ground and began construction on the County's first-ever Behavioral Health Crisis Center, which will be located at the Oak Hill Child, Adolescent & Family Center
- To be more directly involved in increasing viral suppression rates, the department of HIV Elimination began a Viral Load Suppression Work Group
- The Department of Behavioral Health and Developmental Disabilities manufacture and delivery of a state-of-the-art Mobile Mental Health Unit that is equipped for tele-health. The Mobile Unit will enable the Department to greatly expand its outreach in the community

Open & Responsible Government

- The launching of an internal Intranet for County staff to communicate and update co-workers on departmental and countywide information
- The Purchasing and Contract Compliance Department received the Quality Public Procurement Department Accreditation (QPPD) for 2023-2026
- The department of Customer Service partnered with the Information Technology Department to successfully implement an enhanced call management system and added customer service kiosk within various departments to improve customer service experience
- Opened up the Elections HUB and Operations Center to improve the efficiencies and transparencies of our elections process and support of departmental operations
- The Board of Assessors improved taxpayer experience by offering of "Onsite Paperless Filing for Homestead"

Justice & Safety

- Completion of Phase I and II Jail Feasibility efforts which have yield the BOC approval to seek funding options for the construction of a new \$1.68B jail
- Disposed of over 122K court backlog cases due to COVID-19 by the end of FY2023
- Reduced the jail population down from a high to 3.7K down to 2.7K inmates due to the transparency of information on the status of cases within our justice system
- Started the "Jail Bridging" plan to rehabilitate the portions of the current jail during the time needed construct a replacement jail
- The Marshal's Department earned initial Advanced Law Enforcement Accreditation through the Commission for the Accreditation of Law Enforcement Agencies, Inc (CALEA) by complying with 328 applicable standards
- Fulton County Police Department added stationary armed guards to 14 libraries across The County

Infrastructure & Economic Development

- Opened a world-class animal shelter to protect animals and residents throughout the County
- Started the improvement to the Fulton County Airport in order to improve the services and experience of people visiting the County.
- Procured seven properties along the FIB corridor in order to kick off the reinvestment in this area to make a greater impact on economy in our area.
- Real Estate and Asset Management Department completed new landscape installations at 6 libraries and Hammonds House
- Fulton County has achieved continued recognition as being one of the top 20 counties for economic development

Arts & Library

- The Library Department greatly increased virtual circulation, exceeding over 1.5M
- Provided over \$2.5M in finding to arts and culture organizations to support diversity and in our local communities
- Provided over (INSERT #) lbs. of food utilizing our Fulton Fresh programming

HEALTH & HUMAN SERVICES \$223M
16.18%

Objectives:

- Prevent illness by engaging in healthier behavior
- Prevent health disparities by educating residents and connecting them to available resources
- Help residents realize their educational potential through our community services and library programs
- Support the vulnerable residents in our social services

INFRASTRUCTURE & ECONOMIC DEVELOPEMNT \$346M
25.11%

Objectives:

- Support business in Fulton County by improving the workforce skills of the residents within the County
- Improve the ease of doing business within Fulton County
- Build a Customer Centric Infrastructure
- Be the government leader across the country in sustainable and resilient operations

OPEN & RESPONSIBLE GOVERNMENT \$267M
19.32%

Objectives:

- Build a diverse, engaged, inclusive, and resilient county workforce
- Improve the efficiency of the facilities for the County
- Maintain and improve citizens and customers trust and satisfaction with county services
- Deliver efficient and effective county services
- Improve the trust in county operations and services by providing open information and data
- Ensure fair, convenient, open and accurate election services

ARTS & LIBRARIES \$60M
4.34%

Objectives:

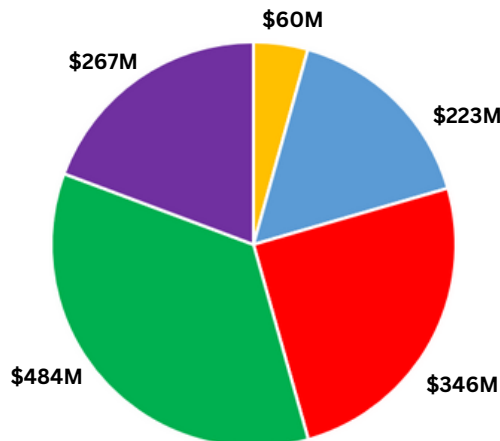
- Increase citizen and visitor engagement in arts and library services
- Increase awareness of arts and culture and library services countywide
- Track outcomes and customer satisfaction to ensure that we are meeting residents' expectations
- Deliver high quality arts and culture and library services to address current community needs

JUSTICE & SAFETY \$484M
35.05%

Objectives:

- Ensure that Fulton County meets or exceeds recognized standards for Safety and Justice functions
- Ensure that Public Safety engages and supports the most vulnerable of our citizens
- Deliver a high level of public safety services from the police, medical examiner, sheriff, marshal and animal services departments
- Work effectively with governments, the private sector, nonprofits, and individual citizens to make our County more resilient to acts of terrorism, cyber attacks, pandemics, and catastrophic natural disasters

Funding by Focus Area





Justice & Safety

- Continue Court Backlog Project to process cases impacted by the pandemic and eliminate backlog by 2024
- Improve End-to-End performance of the Justice System by utilization of upgraded processes, technology, and results reporting
- Support the public safety agencies in the start-up of the Justice Diversion Center
- Decide on a funding mechanism for the Jail Feasibility Study to cover the costs for planning and construction of a new facility
- Complete the Continuity of Services planning and programming for emergency situations to ensure services are provided to the citizens and government continuity



Health & Human Services

- Receive DBHDD funding from the State and complete the construction of the Behavioral Health Crisis Center, and source clinical and administrative staff
- Start construction of the North Health and Human Services Center and initiate the feasibility plans for a new South facility
- Continue the efforts need to improve access to healthcare in underserved areas of the County that have been identified with gaps in public health resources
- Explore innovative service delivery models for affordable housing; and implement a Tiny Homes project
- Continue development of Integrated Prevention and Care Plan to address HIV Elimination



Arts & Libraries

- Fully implement the transition of FGTV under Arts and Culture to enhance and improve Fulton Films programming and services
- Continue implementation the Strategic Plan for the Vision of the Library of the Future with a focus on early literacy and digital inclusion
- Continue discussions with interested parties to develop retail space available in the Central Library



Infrastructure & Economic Development

- Continue execution of Renew the District with a strategic investment to accelerate re-development and attract development partners increase economic opportunities on the FIB corridor
- Continue \$100M+ expansion of Fulton County Airport to stimulate economic development
- Modernize IT infrastructure with \$18M in capital investment to provide virtual services and promote remote working to improve customer experience
- Working on closing the digital divide through increased broadband access under the Affordable Connectivity Program (ACP) in cooperation with private partners



Open & Responsible Government

- Continue to enhance IT infrastructure to provide employees with the most efficient and effective remote work technology
- Improve Fulton County's elections process through full utilization of technology and updated training models
- Continue to attract, hire, and retain top talent using the Key Classification and Employee Compensation Program
- Start construction on the Reimaging of the County's Workplace to provide employees with increased flexibility and collaboration spaces
- Completion of a Central Warehouse for the consolidation of specific services for Registration and Elections, Emergency Management, Real Estate and Asset Management, Information and Technology, Clerk to the Courts, Marshall, Police, and Sheriff
- Continue the upgrade and enhancement of ERP system for improved internal services and processing times