The City of Joplin Health Department commissioned an operational assessment, strategic plan, and development of a performance management system. This project was conducted from April through November of 2025. Over 350 inputs occurred to the plan from residents, providers, and stakeholders. Another 31 involved staff reaction and prioritization of findings in four half-day sessions in October. Six local health departments in Missouri provided benchmarking insight.

STRATEGIC PLAN INPUT	
SURVEYS: • 270 Resident Respondents • 20 Provider Respondents	**INTERVIEWS:** • 20 Individual discussions with stakeholders
HALF-DAY SESSIONS: • 31 Health Department Staff • 6 City Personnel	**BENCHMARK LOCAL HEALTH DEPARTMENTS:** • 6 Peer Health Departments in Missouri

A refresh of the Mission and Vision statements for the Department of Health was created.

Mission: *To protect and improve the health and well-being of the community. To accomplish this, the health department provides prevention, intervention, and education to residents and visitors of the area.*

Vision: *To achieve a healthy community serving residents of all ages and walks of life that allow them to reach their potential.*

Values:



Strategic Priorities: *Four strategic priorities emerged from this process.*

1. **Workforce development:** Strengthen workforce to support delivery of quality services.
2. **FUNDING:** Leverage funding to coordinate care and address service gaps while sustaining programs.
3. **Community Partnerships:** Collaborate with community partners to enhance community health.
4. **Communication-Awareness:** Continue messaging of awareness, value, and impact of our services by telling our **story of what public health is and why it matters.**