

Yolo County Health and Human Services Agency

2019-2020 Strategic Plan

Vision: Yolo County residents are healthy, safe, and economically stable.

GOAL 1: Improve Outcomes for Clients and the Community

Residents are Safe:

- ◆ Increase HHSA employees ability to respond to emergencies
 - ◆ *% of essential employees who have completed emergency preparedness training*
- ◆ Reduce the recurrence of child abuse
 - ◆ *# of children who experience subsequent abuse (recurrence) within 12 months of closing an investigation*

Residents are Healthy:

- ◆ Reduce transmission of sexually transmitted diseases
 - ◆ *# of cases of syphilis per 100,000*
- ◆ Increase timely linkage of children and adults to appropriate level of mental health care
 - ◆ *% of children and adults who receive first appointment post psychiatric hospitalization within 7 days*

Residents are Economically Stable:

- ◆ Increase self-sufficiency of CalWORKs participants
 - ◆ *# of participants who exited CalWORKs due to earned income within 1 year of beginning Welfare to Work program*
- ◆ Increase enrollment of eligible residents in CalFresh
 - ◆ *# and % of residents receiving CalFresh*
- ◆ Increase self-sufficiency of individuals experiencing homelessness in Yolo County
 - ◆ *# and % of participants who increase income while receiving Agency case management*

GOAL 2: Ensure Fiscal Health

- Align Agency's fiscal structure to include budgets and performance measures by program.
- Expand Agency's ability to produce accurate and timely administrative and financial reports.
- Invest in infrastructure and technology that will streamline and automate administrative functions to increase efficiencies.
- Prepare for the economic downturn by:
 - Establishing Agency reserve policy for non-categorical funds; and
 - Pursuing designation as an integrated health and human services agency from State.

GOAL 3: Strengthen Integration

- Expand training curriculums that offer employees the tools they need to do their jobs.
- Increase employee recruitment, engagement and retention in classifications with frequent turnover.
- Evaluate and plan for long-term space needs of Agency.
- Assess opportunities to improve client outcomes through multi-disciplinary work.
- Increase internal and external communications regarding Agency programs.

GOAL 4: Make Data Informed Decisions and Create a Culture of Quality

- Assess the impact of Agency programs by establishing routine monitoring groups and quality improvement efforts for all identified strategies.
- Establish a process for creating, approving and updating program performance measures.
- Establish standards for active contract management in Agency.
- Conduct contract procurements that align internal program and external contract performance measures.

