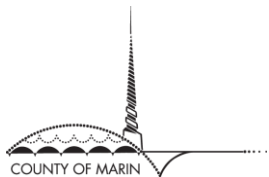


Strategic Plan to Advance Health and Wellness Equity

February 12, 2019



Photo Credit: Jeff Wong



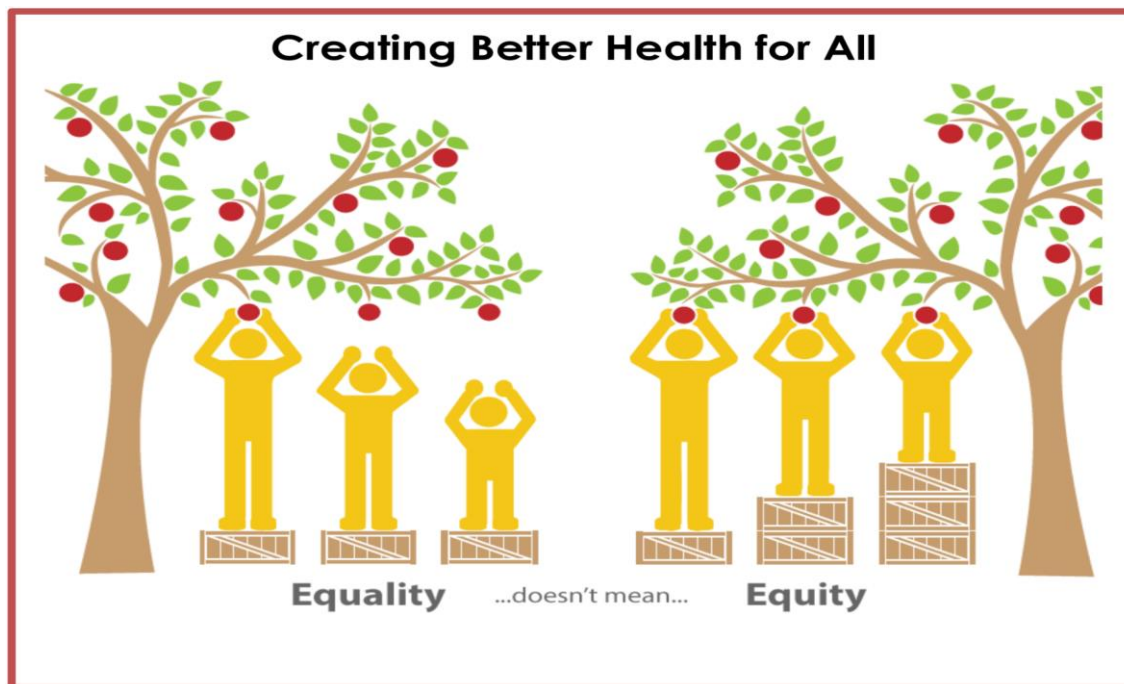
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Increasing Health and Wellness Equity

Equity: Just and fair inclusion in the County where all can participate, prosper, and reach their full potential. Equity efforts seek to rectify historic patterns of exclusion.

- Marin County Board of Supervisors, 2017



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Plan Development

DATA SOURCES

Conducted comprehensive countywide 300 data sources



STRATEGY DEVELOPMENT

3 department-wide teams consisting of diverse staff across all levels



STAFF MEETINGS

Gathered input from HHS staff across the Department



STAKEHOLDERS:

Gathered input from representatives of 26 organizations



FOCUS GROUPS:

With 130 clients and eligible non-clients



Plan Aligns With Other County Efforts



ALIGNMENT

- ❖ HHS Operational Plan
- ❖ Marin County Five –Year Business Plan
- ❖ Racial Equity Action Plan
- ❖ Government Alliance on Racial Equity



SUPPORT



COMMUNITY



TRUST



EXCELLENCE

Vision

All in Marin Flourish

WHY FOCUS ON RACE AND RACISM?



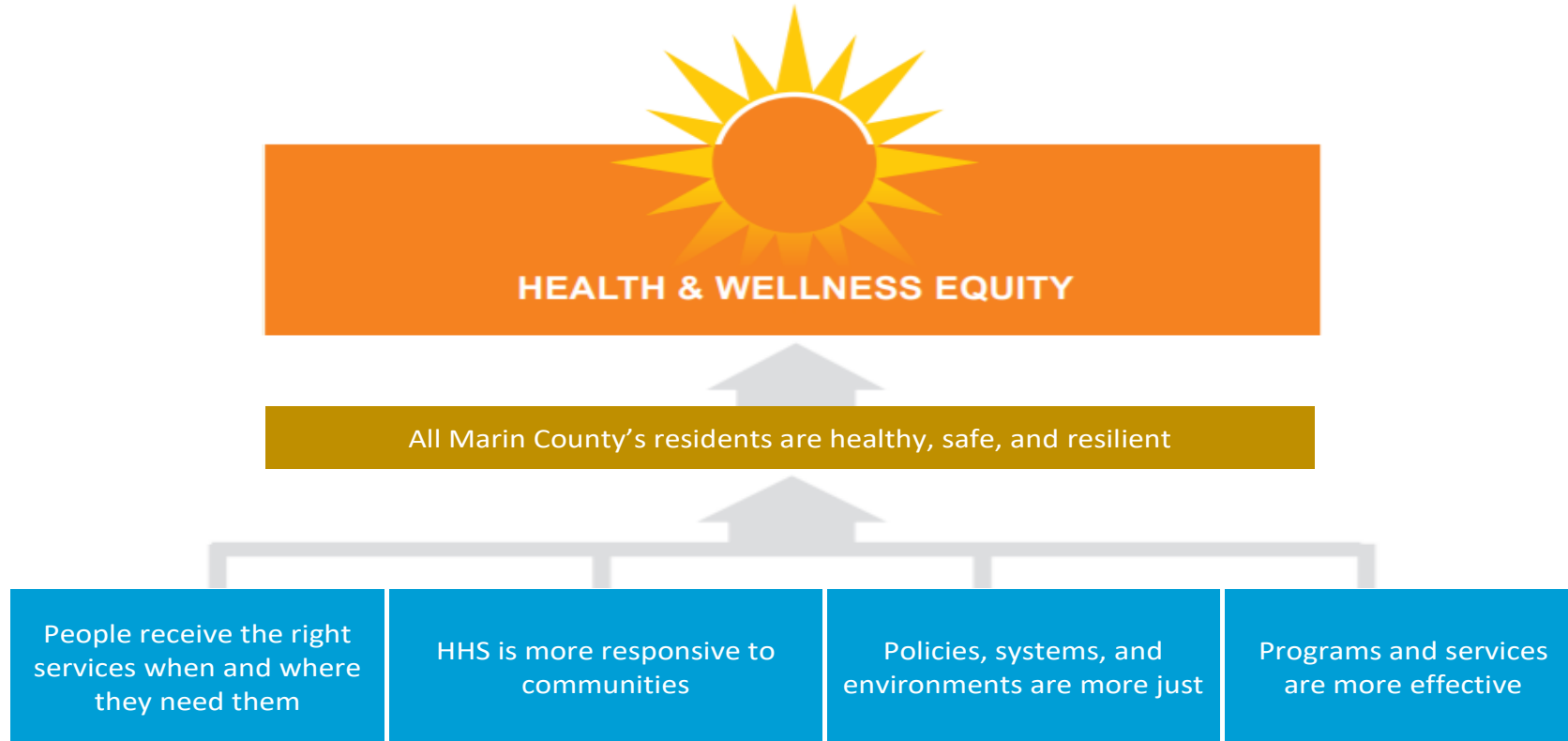
- Marin is the most inequitable county in the State
- Race/racism is the common factor driving health and wellness inequities
- Progress towards racial equity will catalyze progress in addressing other inequities



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Key Goals and Outcomes



Key Goals and Outcomes

<p>2023 Target At least 85% of HHS clients report that their interactions with staff were positive</p>	<p>2023 Target At least 75% of HHS programs elicit meaningful input on program development and evaluation</p>	<p>2023 Target At least 75% of collaborative community partners report that HHS contributes meaningfully to efforts to change conditions</p>	<p>2023 Target At least 85% of programs review data once (or more) each year and use it to improve</p>
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CLIENT	COMMUNITY	CONDITIONS	QUALITY
Embrace a culture where client perspectives and needs throughout the life span come first	Ensure change is co-created and driven by community members	Transform unjust conditions	Strengthen effectiveness of our work with data and innovation



FOCUS AREA 1: CLIENT

HOW HHS WILL IMPLEMENT FOCUS AREA 1: CLIENT



STRATEGIES	INDICATOR OF SUCCESS	METRIC
Strengthen accessibility and cultural responsiveness of services	Improved access to services	Increase in HHS clients whose primary language is not English who receive services in their primary language
		Increase in client satisfaction and culturally responsive services (also in Focus Area 4: Quality)
Integrate service delivery to support clients	Improved cross-program data sharing	Increase in HHS programs that use a common screening tool
		Increase in HHS programs that share client data



FOCUS AREA 1: CLIENT

HOW HHS WILL IMPLEMENT FOCUS AREA 1: CLIENT



STRATEGIES	ACTIONS	5-YEAR OUTCOMES
<p>Strengthen accessibility and cultural responsiveness of services</p>	<ul style="list-style-type: none"> ■ Incorporate client needs and perspectives into program development and evaluation ■ Support community members to make informed choices about benefits and services ■ Require implicit bias and cultural humility trainings for HHS and contracted providers ■ Ensure managers, supervisors, and executives engage directly with clients on a regular basis to better understand challenges 	<p>More people receive the right services when and where they need them</p>
<p>Integrate service delivery to support clients</p>	<ul style="list-style-type: none"> ■ Implement systems that reinforce coordinated service delivery and information sharing ■ Adopt policies and procedures that support integrated service delivery services 	

Equity in Action

STRATEGIC PLAN IMPLEMENTATION HAS ALREADY STARTED

Trauma-Informed
Care at
Bayside MLK
School

Salmonella Outbreak in
Preschool

Increase Bilingual
Eligibility Staff at the
Kerner Campus

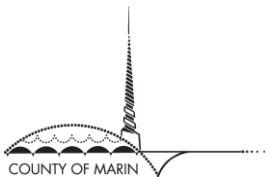
Utilized Lean Process
to Reduce Overall
Hiring Time

Developed 40 SMART
Goals Across
Programs

Implementation and Transition Plans



FIVE-YEAR PLAN IMPLEMENTATION



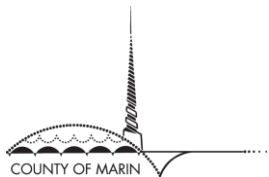
Thank You

HEALTH AND HUMAN SERVICES STRATEGIC PLAN
TO ACHIEVE HEALTH AND WELLNESS EQUITY

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