



## Human Services and Public Health

**VISION** A FUTURE WHERE RESIDENTS ARE HEALTHY AND SUCCESSFUL AND WHERE OUR COMMUNITIES ARE SAFE AND VIBRANT.

We will strive to meet and exceed expectations by engaging people and communities in developing innovative solutions to challenges. We will be a diverse, learning organization. We will partner with others to enhance the quality of life in Hennepin County and the region.

**MISSION** ENHANCE THE HEALTH, SAFETY AND QUALITY OF LIFE OF OUR RESIDENTS AND COMMUNITIES IN A RESPECTFUL, EFFICIENT AND FISCALLY RESPONSIBLE WAY.

**OVERARCHING GOALS** PEOPLE ARE:

- Healthy
- Protected and safe
- Self-reliant
- Assured due process
- Mobile

**HIGH LEVEL INITIATIVES**

- E-government
- Aging population & workforce
- Health care

**VISION**  
BETTER LIVES, STRONGER COMMUNITIES

**MISSION** STRENGTHEN INDIVIDUALS, FAMILIES AND COMMUNITIES BY:

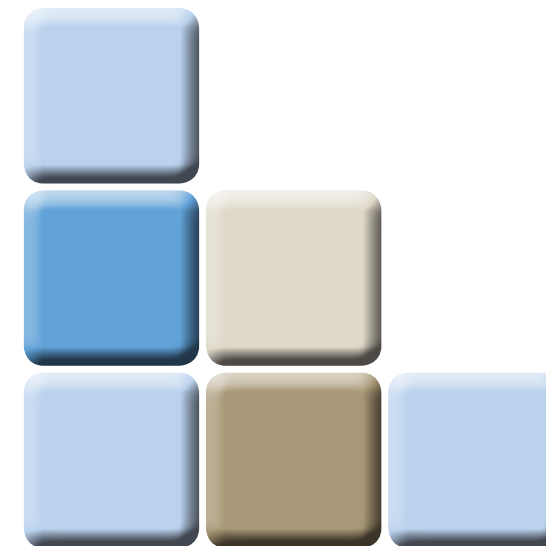
- Increasing safety and stability,
- Promoting self-reliance and livable income, and
- Improving the health of our communities.

**OVERARCHING GOALS**

- Protect children and vulnerable adults.
- Support communities and families in raising children who develop to their fullest potential.
- Assure that all peoples' basic needs are met.
- Build healthy communities and self-reliant individuals.

**HIGH LEVEL INITIATIVES**

- CSDM
- Regional Services Plan
- Technology solutions
- Early intervention, prevention & results



# HSPHD's Strategic Focus

## Priority initiatives



Hennepin County  
Human Services and Public Health Department  
October 2011  
[www.hennepin.us/hsphd](http://www.hennepin.us/hsphd)

## High Level Department-wide Initiatives

- *Implementation of the Client Service Delivery Model (CSDM) across the department*
- *Preparation for movement into regional sites*

- *Maximization of technology solutions to improve access, collaboration and communications*
- *Emphasis on prevention, early intervention, and results in service delivery to the extent possible, based on available resources*



**HSPHD**

### How does this strategic focus promote HSPHD's vision of better lives, stronger communities ?

### What key current initiatives align with this focus?

*developing*

## Client-centered Solutions

Putting clients at the center of deciding what services they need and want, and building upon their strengths will lead to successful client outcomes.

- Full implementation of CSDM across the department
- Community-based service sites by region
- Integrated Health Delivery Network (IHDN)
- Signs of Safety child protection model

*addressing*

## Disparities

Addressing the disparities in health, employment, education, housing, and other key life aspects that exist within the population will strengthen communities.

- Integrated Health Delivery Network (IHDN)
- Services to eliminate health care disparities, e.g.
  - » Physical Activity & Nutrition (PAN) for clients with Intellectual or Developmental Disabilities (IDD)
  - » Brain development of children from birth to age 3
- Regionalization and use of the Survey of the Health of All the Population and Environment (SHAPE) survey data
- Shelter Alternative Family Engagement (SAFE)
- Homeless collaboration
- Accelerating Graduation by Reducing Achievement Disparities (A-GRAD)

*strengthening*

## Partnerships & Collaborations

Collaborating with our internal and external partners is necessary to respond to community needs and achieve our vision, mission and goals.

- Community-based service sites by region
- Continuum of client services in conjunction with community partners in each region
- Redesign of correctional out-of-home placement approach (HSPHD, DOCCR and 4th District Court)
- Joint effort with other metro counties on administrative simplification
- Metro County initiatives, e.g.
  - » Supportive Housing
  - » Metro Crisis Services
  - » Metro Alliance for Healthy Families (MAHF)

*driving*

## Business Innovation

Being innovative and flexible will provide us with the creative solutions needed in today's changing environment.

- Results-Only Work Environment (ROWE)
- Enterprise Communications Framework (ECF)
- Horizontal management
- Consumer and staff surveys to provide data for decision-making
- Integrated Health Delivery Network (IHDN)

*responding to*

## Emerging Issues

Proactively addressing current and emerging challenges prepares us to align our services with anticipated needs.

- Project management principles for all high level initiatives
- Emergency Preparedness
- Communications on the value of public health and human services