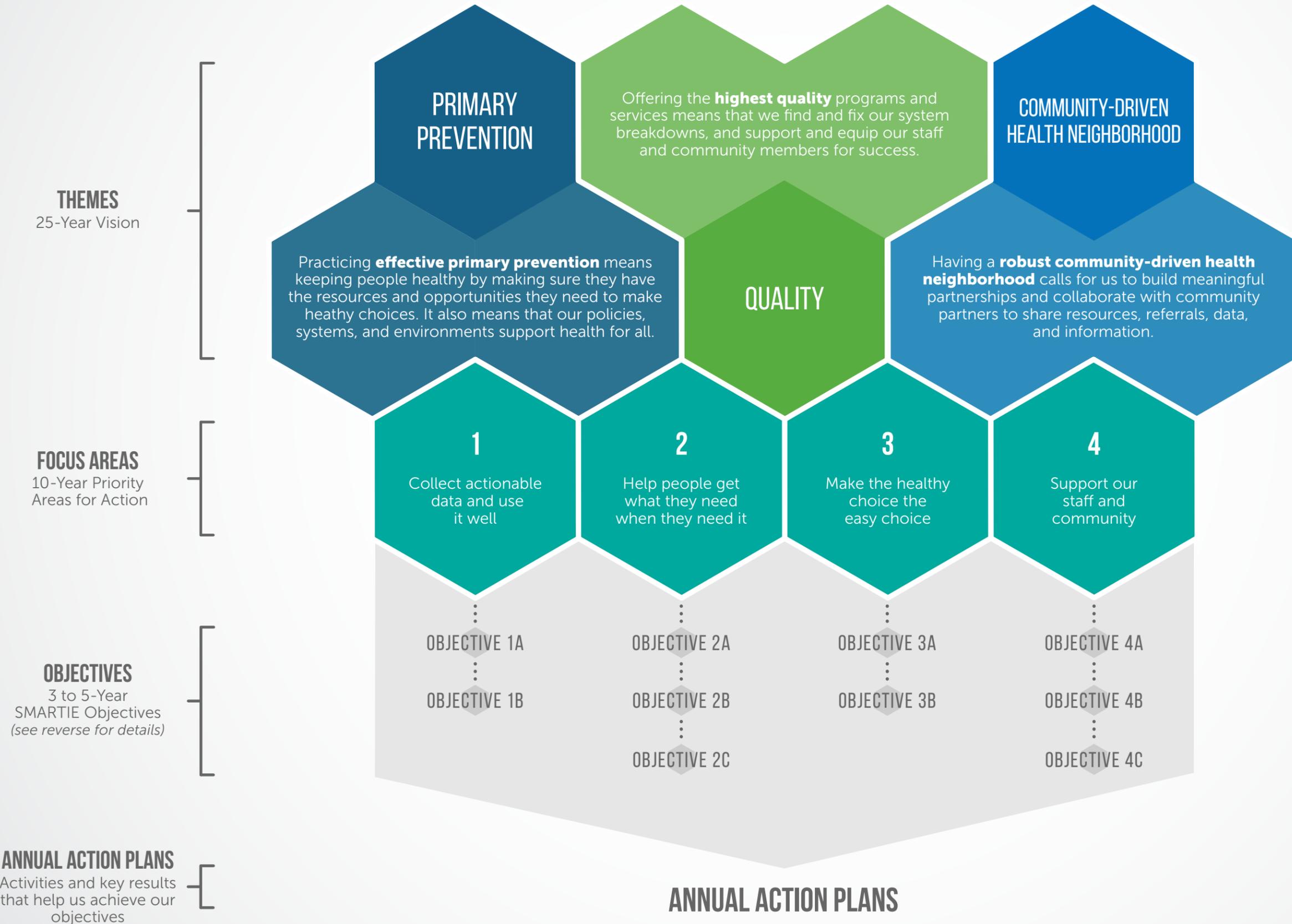


# one LCHD STRATEGIC PLAN



## FOCUS AREA #1

### COLLECT ACTIONABLE DATA AND USE IT WELL

In 2030, Health Department and community stakeholders are collecting, sharing, and disseminating information to drive data-informed decisions across the community.

#### Theme Connections

**Primary Prevention:** Using data to understand why we need to address an issue, what works, and what doesn't allows us to better prevent the root causes of health disparities and potential inequities.

**Quality:** Accessing the right information in a timely and usable manner helps us learn from each other's successes to improve our processes and outcomes.

**Community-Driven Health Neighborhood:** Assuring equitable access to data and data literacy improves accountability, transparency, collaboration, and effectiveness among our staff and community stakeholders.

Objectives	Measures of Success
<b>1A.</b> By 2023, Health Department staff and key community stakeholders are equipped to collect, interpret, and integrate data into their decision-making.	90% of data generated by the Health Department is collected in an accessible, centralized system.  90% of staff and relevant community partners can accurately complete a Data Literacy Competency Assessment.
<b>1B.</b> By 2025, internal and external partners can access data they need in a timely manner through user-friendly websites.	80% of Health Department Health Datasets are openly available to the Health Department's staff, external partners, and community members.

## FOCUS AREA #2

### HELP PEOPLE GET WHAT THEY NEED, WHEN THEY NEED IT

In 2030, Health Department staff and community members utilize the information, resources, and support we need to improve our health.

#### Theme Connections

**Primary Prevention:** Preventing health issues from emerging or worsening requires timely access to relevant information and services.

**Quality:** Promoting awareness, accessibility, and coordination of resources meets staff and community expectations for high quality care and customer service.

**Community-Driven Health Neighborhood:** Improving coordination of health-related services engages our community as partners in health, increases our accountability to meet the community's needs, and enhances utilization of these resources.

Objectives	Measures of Success
<b>2A.</b> By 2023, assess community needs and ensure that Health Department hours, locations, and service offerings reflect the needs and priorities of all who live, work, and play in Lake County.	80% of customers say their experience with accessing Health Department services is either good or excellent.
<b>2B.</b> By 2025, assure that Health Department programs and services have the capacity to address unmet community needs by modifying existing offerings and resources appropriately.	50% reduction in wait times across all programs and services.
<b>2C.</b> By 2023, assure awareness of and coordination across Health Department and community partners' health-related services and resources.	80% of Health Department programs have developed and implemented formal referral pathways across relevant internal and external partners to meet unmet needs and promote health equity.

## FOCUS AREA #3

### MAKE THE HEALTHY CHOICE THE EASY CHOICE

In 2030, Health Department staff and community members can access the opportunities they need to make healthy choices easily and equitably.

#### Theme Connections

**Primary Prevention:** Dismantling barriers to health (especially those related to the determinants of health) is crucial in assuring that everyone can access healthy choices.

**Quality:** Increasing staff understanding and capacity to address barriers to health improves the satisfaction of customers interacting with our public health system.

**Community-Driven Health Neighborhood:** Inviting our community as partners to identify challenges and opportunities for healthy choices helps us select and implement relevant and effective solutions.

Objectives	Measures of Success
<b>3A.</b> By 2023, develop and implement strategies to identify and address the top three barriers affecting Health Department customer access to healthy choices.	70% of Health Department customers have their access barriers assessed and addressed through the appropriate resources.
<b>3B.</b> By 2025, fulfill the Health Department's role as chief community health strategist in promoting health equity.	Three community-driven policy, systems, and environmental (PSE) change initiatives are facilitated, developed, or implemented.

## FOCUS AREA #4

### SUPPORT OUR STAFF AND COMMUNITY

In 2030, the Health Department's interactions with its staff and community are marked by mutual trust, respect, and compassion.

#### Theme Connections

**Primary Prevention:** Assuring that staff and our community members are supported and appreciated encourages and equips them to proactively address challenges and identify solutions before issues emerge or escalate.

**Quality:** Delivering high quality care and services requires that staff members have access to the support they need to thrive in their roles.

**Community-Driven Health Neighborhood:** Partnering with our community to improve our relationships builds trust and collaboration to advance health equity.

Objectives	Measures of Success
<b>4A.</b> By 2025, facilitate career pathways for Health Department staff and diverse, local applicants.	A "High Potential Hiring Rate" of 20-30% of open positions are filled by internal applicants who have been successfully developed.  At least five community pipelines are created or reinforced that connect Lake County community members, organizations, and universities to employment opportunities at the Health Department.
<b>4B.</b> By 2023, the Health Department has implemented a meaningful system for assessing customer service experiences across all service lines and has implemented a process to address relevant concerns.	70% of all Health Department customer interactions are evaluated through a centralized system.
<b>4C.</b> By 2025, Health Department staff are equipped to integrate trauma-informed and anti-racist principles to create a safe and welcoming environment for customers, community members, and fellow staff.	80% of customers indicate that Health Department services were delivered in an accessible and respectful manner.