2014 DHHS Strategic Priorities
Executive Summary

Brighter Boulder County

Brighter Boulder County,

a community-wide initiative, will guide Housing and Human Services in our work as a full community partner investing in our safety net, and collaborating to provide successful services in a committed, multi-year process.

Our goal

is to help our neighbors become healthier, happier, and more self-sufficient, building a Brighter Boulder County for everyone.

We believe

in **co-creating** solutions for complex family and community challenges by fully, effectively, and efficiently **integrating** health, housing, and human services to strengthen the broad range of Social Determinants of Health, in turn **generating** a more self-sufficient, sustainable, and resilient community.

Co-Creating | Integrating | Generating

We are focused

on aligning our work both externally and internally in deeper ways that connect us to the core principles of individual and family well-being and strong community development.

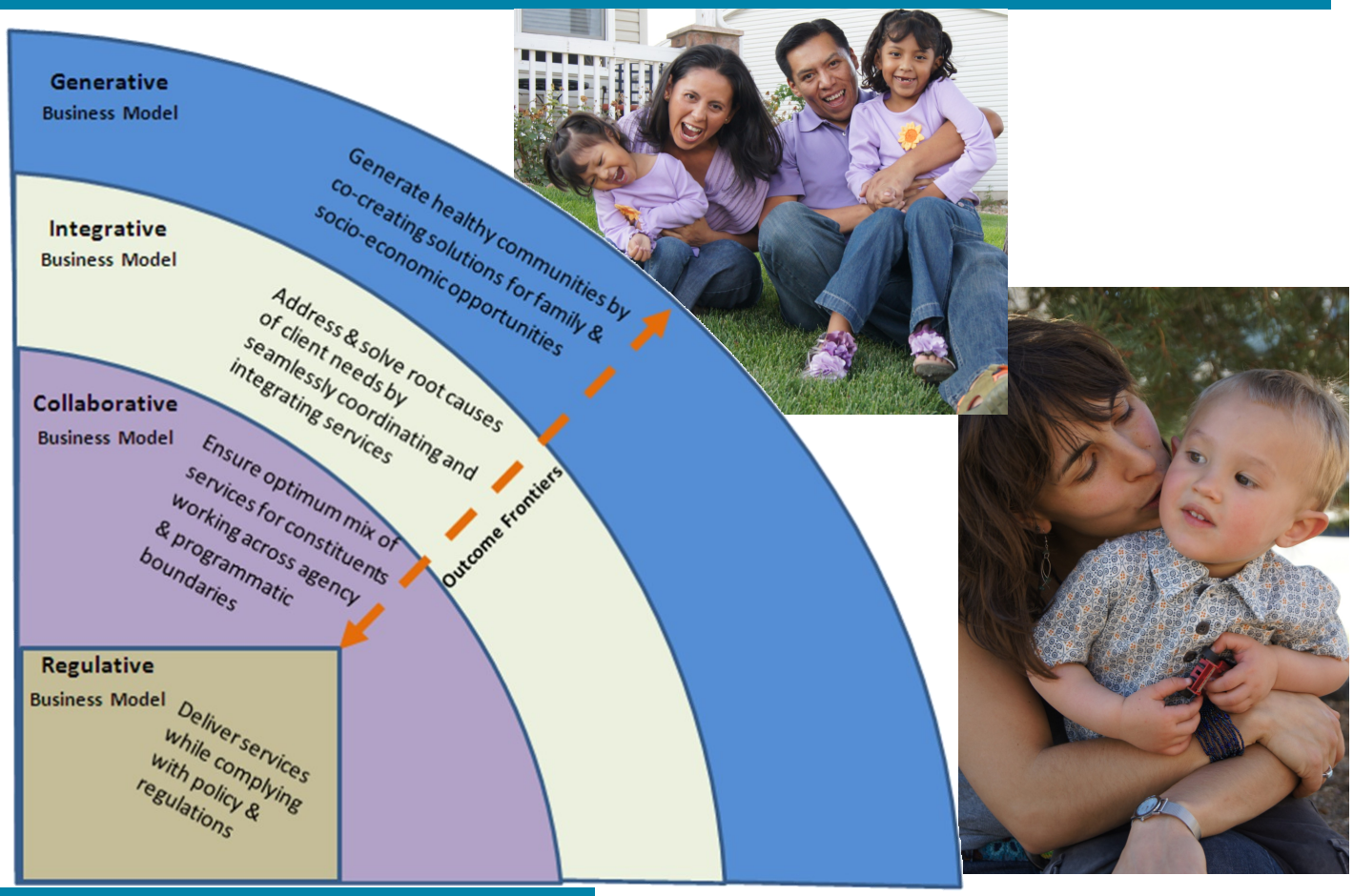
There are three major components in our efforts to build a Brighter Boulder County: ***nurturing community integration, building the pillars to self-sufficiency, and revolutionizing the DHHS workforce and infrastructure.***

We have nine strategies

for building a Brighter Boulder County:

- strengthening the community safety net;
- integrating case management;
- creating a robust early childhood plan for Boulder County;
- increasing access to health coverage;
- boosting educational and employment development and empowerment;
- expanding the housing continuum;
- developing a comprehensive, agile DHHS staffing structure and modern workforce;
- utilizing a strong data structure that informs our practice; and
- developing a comprehensive, sustainable economic engine for DHHS and the Boulder County safety net.

The Generative Model and DHHS



The human services value curve

As an organization evolves, it becomes **proactive** rather than reactive; its services become **fully integrated** rather than isolated; it becomes fully **collaborative** within its community; and through all of this it helps **generate a healthy community** that is self-sufficient, sustainable, and resilient.

Our vision

We will efficiently and effectively provide services to the community across a fully integrated health, housing, and human services continuum. As an organization, we will focus on priorities that move our agency and our community further up the human services value curve to a generative business model. As we realize this vision we will help form a healthier Boulder County community, with a strong network of agencies and partners working together to seamlessly co-create solutions to address the complex challenges and issues faced by families and individuals living in crisis or below the socio-economic threshold of security. .

There are six Brighter Boulder County self-sufficiency **indicators** we use to measure progress in achieving our vision.

Hope for the future,
help when you need it.

BOULDER COUNTY HOUSING & HUMAN SERVICES

Boulder County

To support our community, the Boulder County Department of Housing and Human Services (DHHS) is focused on aligning our work with the core principles of individual and family well-being and strong community development. There are three major components in our work to build a Brighter Boulder County: ***Nurturing Community Integration, Reinforcing the Pillars of Self-Sufficiency, and Revolutionizing the DHHS Workforce and Infrastructure.***

2014 Boulder County Housing and Human Services Strategic Priorities

1. **Nurturing Community Integration:** The foundation of a strong and supportive community safety net is a seamless and collaborative system of services that allows people to access what they need where they are, and to have the support to learn how they might live healthier, happier, and more productive lives.

   A. **Strengthening the Community Safety Net:** We recognize our role in strengthening and supporting the community safety net and in ensuring that our services are fully integrated into our community. Our agency's fiscal, contracting, data, and staffing models are driven and supported by the larger context of community well-being and provide the necessary support to our community partners so we may collectively achieve community-wide goals. We work with our community partners to support the long-term sustainability and agility of the safety net to adapt to social, economic, and environmental disruptions.

   B. **Integrating Case Management:** DHHS provides integrated case management services both within our agency as well as through our relationships with community partners. Integrated case management ensures that organizational expertise in all areas that promote family self-sufficiency and well-being is easily accessible to each community member needing assistance. Commitment to integrated case management ensures that community members, DHHS staff, and community partner staff are evolving their understanding of the most effective means to support people in achieving their goals.

   C. **Early Childhood Plan for Boulder County:** DHHS is committed to improving childhood well-being and preventing neglect, suffering, and abuse through coordinated programming with community and agency partners. We will do this by developing a coordinated and strong system of care along the entire early childhood continuum, including ensuring enhanced access to quality child care.

Our 2014 DHHS Strategic Priorities (continued)

2. **Reinforcing the Pillars of Self-Sufficiency:** Individuals and families succeed in achieving their goals and supporting themselves when they are able to live stable lives free from unsettling crises. By strengthening the pillars of self-sufficiency for individuals and families, our community collectively becomes safer, healthier, and thriving in the most rapid and effective manner.

   A. **Access to Health Coverage:** We believe that access to affordable health care and insurance coverage is a foundational component of our community's well-being, and is the first foundational step to implementing a community-wide, Social Determinants of Health model.

   B. **Educational and Employment Development/Empowerment:** Self-sufficiency is built on education, training, and employment. Empowered clients are capable of making effective decisions that will promote their well-being.

   C. **Expanded Housing Continuum:** Access to safe and stable housing provides the framework within which all successful evidence-based practices for human development can prosper. Our generative housing strategies focus on developing successful housing supports and assets with sophisticated private/public partnerships and financing mechanisms to deliver efficient and effective housing services to residents when they most need the help.

3. **Revolutionizing the DHHS Workforce and Infrastructure**: As agents of change that promote family and individual well-being, DHHS staff need the tools, technology and support to be active, aware, and competent professionals, serving the community at each and every safety net access point. The DHHS worker of the future is skilled in evidence-based practices, has deep knowledge of data and outcomes, has the technological tools and financial resources to work within the community, and has ready access to all of the services that DHHS can offer that will most effectively support people's individual development and achievement of their goals.

   A. **Comprehensive, Agile DHHS Staffing and a Modern DHHS Workforce**: DHHS staff are the key to the provision of exceptional service to the public. Developing a comprehensive, generative system of service delivery requires agility and flexibility in our daily work. The DHHS infrastructure is thoughtfully designed to support successful outcomes for the people we work with, promote expertise and professional development of our staff, and enhance mobility, agility, and decentralized access to services and supports.

   B. **Data Infrastructure/Data-informed practice:** Data drive our collective decisions on operational, financial, and program levels. The data infrastructure is designed to support informed and intelligent practice, effective investment of staff time and resources, and common metrics that will lead to the greatest overall community outcomes.

   C. **Comprehensive and Sustainable Economic Engine:** The future of the human services delivery system depends on integrated and flexible funding delivered at the local level to meet well-defined community needs in a proactive and preventative manner. DHHS's long-term financial strength and strategically-focused service delivery are driven by the sophisticated coordination of local, foundation, state, and federal resources that focuses on maximizing agency responsiveness and agility.