

Building Community Empowering People Strengthening Families



Boulder County Housing and Human Services 2017-2018 Strategic Priorities



Family & Children
Services



Housing



Food
Assistance



Financial
Assistance



Elder
Services



Health
Coverage



Education &
Skill Building

Hope for the future,
help when you need it.



BOULDER COUNTY
**HOUSING
& HUMAN
SERVICES**





A Clear-Eyed View of a Mission and Vision

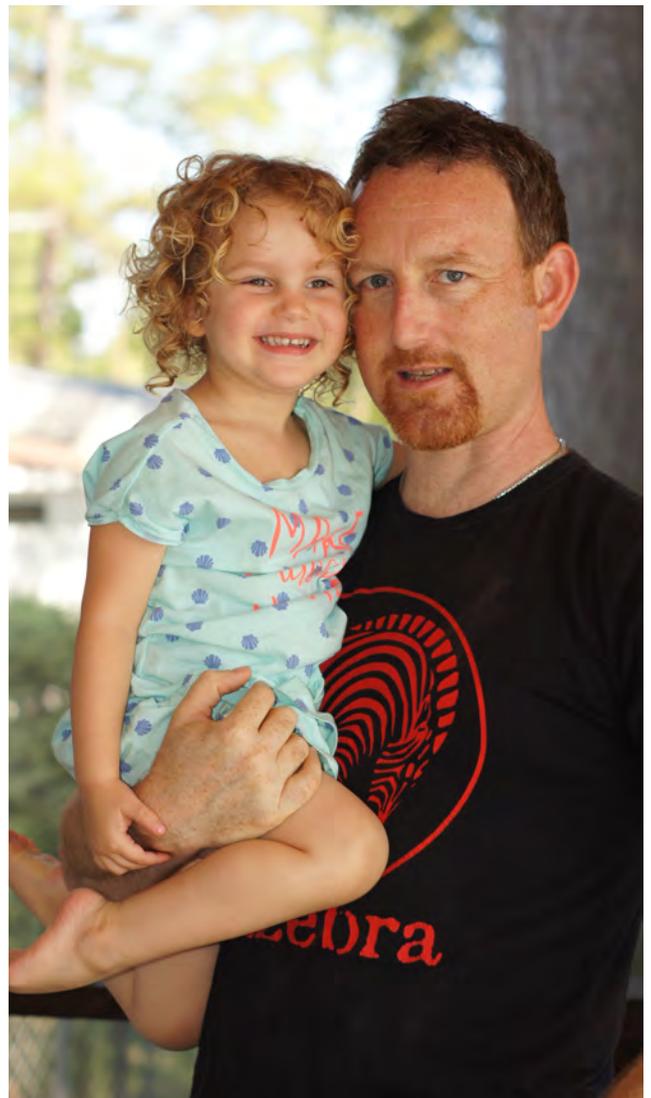
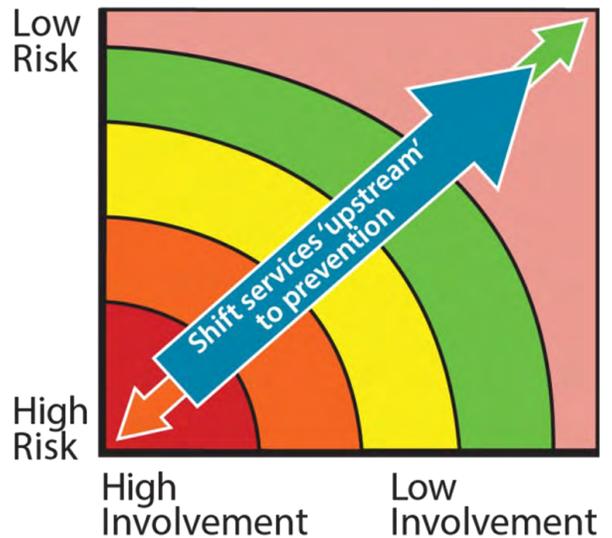
Our work belongs to our community, and is increasingly led by it. We listen closely to input and feedback we receive from a wide range of sources: clients who seek our help, community partners with whom we collaborate, and our staff, among others. Our community has done remarkable work over the past decade to sustainably strengthen itself and increase its resilience. This is evident in work ranging from effective responses to the Great Recession and catastrophic flooding and wildfires to collaboration around reducing food insecurity and –more recently– efforts to come together across the region to address the affordable housing crisis we face. We are fortunate to live and work in a community that values its safety net and is always searching for innovative ways to strengthen it.

With the goal of developing strategic priorities for the work of our department going forward, in 2016 we began conducting visioning sessions around focus areas as they relate to the most significant issues our community faces.

Our first task was to be clear about what we believe and value as an organization. In our work, we are increasingly certain that early intervention and prevention are the keys to getting ahead of the curve of need in our community. By working to get the right services to people earlier, we greatly reduce the risk of expensive and disruptive crisis later, and our neighbors are better able to take control over their own paths to stability.

We are working to identify and address the *root causes of crisis and instability* for those we serve, and in turn we are transforming ourselves into an organization proactively partnering with our community to help our neighbors live the happiest and healthiest lives possible.

Families and individuals throughout our community are threatened by stressors from increased housing costs, lack of access to adequate food or health care, inability to attain higher-paying jobs, and much more. By getting supports to people earlier, and by doing so in a way that is rooted in solid data and best practices, we are empowering people and strengthening families as we work to build a healthy, connected community. We are providing both *hope* and *help*.





A Holistic View of Priorities

The Social Determinants of Health demonstrate the connectedness between conditions in which people live, work, and play and their health risks and other outcomes. Research is clear that unstable housing, low income, lack of employment options, unsafe neighborhoods, and substandard education negatively impact health and well-being. We approached strategic priority development work with an eye toward identifying priorities through a Social Determinants of Health lens, which meant considering all options in terms of their potential for the biggest positive overall impact on the health and well-being of community members, and for their potential for working together to positively impact other Social Determinants areas.

We also rooted the strategic priority development work in a number of important principles:

- ⇒ Effective delivery of practice and technology framework is crucial for all community partnerships.
- ⇒ Delivery of the practice and system framework will reduce workload burdens and the prevalence of alternate solutions.
- ⇒ Transactional information will be delivered around the clock to consumers primarily through technology.
- ⇒ Budgetary constraints are impending and measures of efficiency and effectiveness are critical for managing this.
- ⇒ Integrated system delivery is the most effective method of addressing volatility and crisis.
- ⇒ Development of fiscal and data infrastructure is essential to achieving strategic goals.
- ⇒ Practice and technology evolve iteratively together (practice and technology are interdependent and do not exist without each other).
- ⇒ Strategic planning timelines are constrained by technology development cycles and fiscal considerations.



Focusing our Work

With the recent change in administrations in Washington, D.C., there is some uncertainty in our community around the future of health, housing, and human services programs and funding. We are focusing our efforts during this time on continuing to evolve a service delivery model that is fully integrated, agile, and intelligent—one that uses data in predictive ways to improve our ability to prevent crisis and provide the right mix of supports to people early in their need, and that maximizes return on the investments that are made.

We are also working to incorporate common screening and assessment processes into all we do with clients to help ensure consistency and quality.

Our strategic priorities are a reflection of the areas in which we are focusing this Integrated Services Delivery Model of Care.



Our Strategic Vision

Mission

Building Community,
Empowering People,
Strengthening Families

5 to 10
Year Vision

We are building a healthy, connected
community that empowers people and
strengthens families by confronting
the root causes of crisis and instability

3 to 5 Year Goals

Implement Integrated Services Model
Reduce Institutional Services Utilization
Strengthen Financial Empowerment Pathways
Increase Affordable Housing Capacity
Boost Wellness and Prevention
Enhance Childhood Education
and Development

1 to 2 Year Major
Projects & Strategic
Approaches

See page 6





Our 3 to 5 Year Goal Areas

Integrated Services Model: Implementation of a department-wide agile, responsive, person-centered integrated human service delivery model of care that is designed to support families to achieve long-term self-sufficiency.

Institutional Services Utilization: Reduce institutionalization rate across specific areas of the community (detention, placement, incarceration).

Wellness and Prevention: Achieve improved mental health, physical health and substance use care coordination and outcomes that optimize wellness and prevention efforts for vulnerable populations.

Affordable Housing Capacity: Increase the diversity of options and capacity of affordable housing to promote family well-being and stability.

Financial Empowerment Pathways: Increase income development, financial empowerment and employment pathways for unemployed or under-employed populations.

Child Education and Development: Improve child development and readiness for school.





Our Strategic Project Themes

Strategic Goal Area	2017-2018 Project Themes
Integrated Services Model	<ul style="list-style-type: none"> • Integrated Service Delivery Model of Care (ISDMC) Implementation • Integrated System Utilization • Client Access
Institutional Services Utilization	<ul style="list-style-type: none"> • Jail and Criminal Detention Populations • Out of Home Placements
Wellness and Prevention	<ul style="list-style-type: none"> • Mental Health Services and Access • High End Utilization and Prevention
Affordable Housing Capacity	<ul style="list-style-type: none"> • Finish Kestrel Development and Lease-up • Develop and Implement Regional Affordable Housing Plan • Enhance Homeless Services Continuum
Financial Empowerment Pathways	<ul style="list-style-type: none"> • Pathways to Employment • Wage and income Growth
Child Education and Development	<ul style="list-style-type: none"> • Increase Child Care Assistance Program Slots • Increase Access to Quality Child Care

