

## OPERATIONAL EXCELLENCE

For excellence in public services, HHSA must be a dynamic agency that is fiscally stable, responsive to customers and nurtures a workforce that is skilled, diverse and engaged. To accomplish these goals, the Agency adheres to the following disciplines:

### FISCAL STABILITY

Live within our means and identify ways to maximize external revenue streams.

### CUSTOMER SERVICE

Treat customers with respect, dignity and in a timely manner.

### LEADERSHIP

Deepen partnerships and create opportunities between communities and government.

### WORKFORCE EXCELLENCE

Develop a diverse workforce for the future by attracting and retaining talent and creating opportunities for existing talent. Communicate and seek feedback from employees.

### ESSENTIAL INFRASTRUCTURE

Identify and address critical infrastructure needs and practice environmental responsibility.

### INFORMATION MANAGEMENT

Organize, access and analyze data for operational effectiveness and efficiency.

### ACCOUNTABILITY & TRANSPARENCY

Conduct County business as openly as possible, resulting in the ethical use of public funds.

### CONTINUOUS IMPROVEMENT

Think and act to continually improve and innovate.

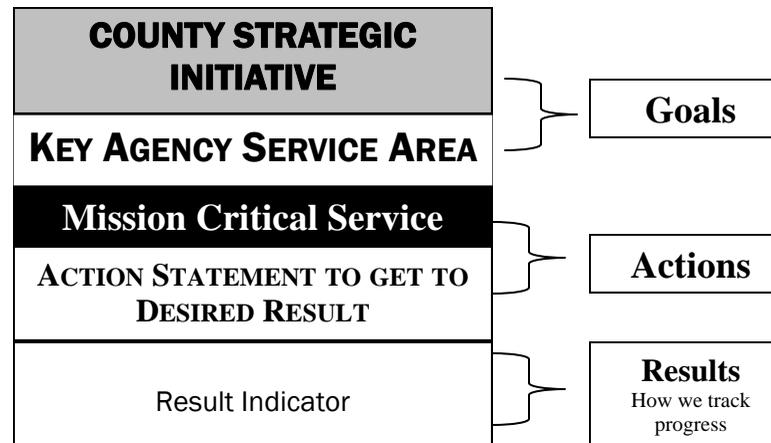
## STRATEGY AGENDA BACKGROUND

The Health and Human Services Agency's Strategy Agenda links our goals and daily operations. It helps the Agency to translate our mission and vision into actions and results, so that each employee can better understand how his or her contribution makes a difference.

The Strategy Agenda is the lighthouse that helps keep us on course, and "sheds light" on our progress along the way.

### DOCUMENT KEY:

The Strategy Agenda is broken up into the five levels indicated below. The Strategy Agenda itself stems from the County's Strategic Plan.



For more information or a list of specific performance measures and results under each Result Indicator, contact the HHSA Office of Strategy Management at 619-685-2244.

For the County of San Diego Strategic Plan, go to <http://www.sdcountry.ca.gov/cao/docs/stratplancomplete.pdf>

April 2007 revised

# Strategy Agenda 2007-2012 A Five Year Strategic Plan



**Vision - Safe, Healthy, Thriving Communities**

**Mission - To make people's lives safer, healthier and self-sufficient by managing essential services.**

### Guiding Principles

- Ensure all activities are outcome driven
- Foster continuous improvement in order to maximize efficiency and effectiveness of services
- Provide customer focused and culturally competent services
- Assist employees to reach their full potential
- Assure fiscal responsibility and integrity
- Support courageous creativity
- Leverage opportunity with the community

## **IMPROVING OUTCOMES FOR KIDS**

### **KEEP AT-RISK CHILDREN AND THEIR FAMILIES SAFE, HEALTHY AND SELF-SUFFICIENT**

#### **PREVENTION**

Provide information and intervention services that increase children's safety, health and well-being

1. Completion of recommended number of prenatal visits by patients
2. Children receiving recommended number of well child visits
3. Children and youth prepared to transition into adulthood

#### **ACCESS TO CARE**

Provide outreach, enrollment and retention services to help children become thriving, self-sufficient adults

4. Access to medical, dental and behavioral health services
5. Average wait times across systems (children & families)

#### **PROTECTION**

Provide services that protect children and families from dangerous conditions

6. Children who are protected from abuse and neglect
7. Children served who have permanency and stability in their living situations
8. Reduction in re-entry into the system

#### **TREATMENT & CARE**

Provide quality treatment and care to improve physical health, mental health, and reduce dependency on public resources

9. Children or families maintaining or improving from intake to re-assessment or discharge

## **PROMOTING SAFE & LIVABLE COMMUNITIES**

### **PROTECT THE PUBLIC'S HEALTH**

#### **PREVENTION OF ADVERSE HEALTH RISKS**

Provide education, information and other prevention services to prevent disease and injury and improve community health

10. Reduction in the burden of chronic disease
11. Reduction in the spread of infectious disease
12. Reduction in intentional and unintentional injuries

#### **SURVEILLANCE, INVESTIGATION & RESPONSE**

Monitor, identify and investigate health-related events and behavior, and respond to reduce disease, disability and death

13. Response time for selected reportable diseases and newly emerging public health threats

#### **EMERGENCY PREPAREDNESS & RESPONSE**

Prepare the community to respond to and recover from medical disasters and health events

14. Readiness to respond and mobilize in a disaster

## **PROMOTING SAFE & LIVABLE COMMUNITIES**

### **KEEP VULNERABLE ADULTS SAFE, HEALTHY & SELF-SUFFICIENT**

#### **ACCESS**

Educate and link vulnerable adults to services to ensure they are safe, healthy and self-sufficient

15. Vulnerable adults provided assistance accessing services
16. Receipt of sustainable financial support by eligible adults
17. Average wait times across systems

#### **PREVENTION & PROTECTION**

Provide prevention and protective services to maximize health, safety and independence

18. Increase in adults receiving prevention services
19. Reduction in re-entry or level of need for services

#### **TREATMENT & CARE**

Provide quality treatment and care so adults can live safely and as self-sufficiently as possible in their communities

20. Adults maintaining or improving from intake to re-assessment or discharge
21. Participation in employment, education and other productive activities