



# Yolo County Health and Human Services Agency

## July 2020 - June 2023 Strategic Plan Summary

### Thriving Residents

- Reduce disparities in health outcomes
- Achieve “functional zero” and a demonstrated reduction in homelessness
- Reduce economic and health disparities for aging residents
- Reduce economic and educational disparities for vulnerable children and families
- Link adults with behavioral health conditions to the appropriate level of services
- Reduce the prevalence and transmission of infectious diseases

### Robust Economy

- Facilitate successful employment and increase household incomes

### Flourishing Agriculture

- Increase stability and supports for agricultural workers and employers

### Safe Communities

- Increase disaster emergency preparedness and resiliency
- Reduce criminal activity and recidivism

#### Focus on the Client Experience

##### Build a No Wrong Door Model

A no wrong door service model allows clients to enter through any door and get connected to all the HHS services that they need.

##### Integrate our Services

Integrated pathways between HHS programs offers a coordinated and seamless connection between services for clients.

##### Always Consider Client Experience

Client experience is considered in all decisions, policies, and practices.

#### Provide Backbone Support for Community Issues

##### Establish a Common Agenda

Common understanding of community issues and collective solutions are developed by bringing our partners together.

##### Support Mutually Reinforcing Activities

Collective solutions are achieved with mutually reinforcing action plans that include coordinated activities implemented by our diverse stakeholders.

##### Continuously Communicate with Those We Serve

Regular communication with our clients, partners and community offers education about our services, role and value.

#### Be a High-Performing Agency

##### Build Financial Strength

Program revenues are maximized and financial performance is effectively managed.

##### Support and Engage our Staff

Staff work in a safe environment that encourages wellness, engagement and professional development.

##### Use Data to Show our Impact

Our impact on client well-being is measured, reported and used for learning and improvement.