HHSA NEWS

Hi Team -

This year, our Child Welfare Services interns took a special interest in addressing DEIB concerns and impacts to the families we serve as an Agency. In the spirit of carrying the internal DEIB work we have been doing within CWS, they sought to provide education to our Agency regarding culturally responsive service provision. Under the supervision of their Intern Supervisor, Delores Hickenbottom, the interns began reaching out to local service providers to inquire how their agency tailors services to meet the culturally-specific needs of our community. As they invited partners to join us in a resource sharing event, interest from our services providers grew and the Resource Fair was expanded to include all services providers within Yolo County. The last resource fair was held pre-pandemic by Child Welfare in 2019, and we were long overdue to connect with our provider network. The event included caregivers who often serve as the link between our Agency and service providers.

Sac State: Haylee Benesi (Student Intern), Meghan Morris (CWS Program Manager)

**2024 graduates, L-R
Chico State: Dustin Phillips (SWP), Don Abel (SWP), Sonia Vilchez (SWP), Delores Hickenbottom (Training Supervisor), Cheryce Williams (SWP)**

Over 14 community partners and 100 participants came out recently to mingle, learn, grab awesome swag and enjoy education, collaboration, and partnership. The atmosphere was exciting, and participants filled the area with conversation and connection with many asking when the next event would be held and others inquiring how they can get involved. We rounded out the event with a celebration of our graduating Social Workers, and I am proud to brag that 4 of the upcoming graduates are current HHSA employees, and our remaining student intern has been hired as an SWP, joining us this June!! It was highly successful event ... so successful that by 12:30 p.m., we booked a larger space for next year's event! Mark your calendars for May 1, 2025!

- Nolan

IN THIS ISSUE

NEW AND NOTEWORTHY

Expungement Clinic

The Health and Human Services Agency Cultural Competence Committee proudly hosted their fifth expungement clinic on Thursday, April 11. The clinic, is a semi-annual event in Woodland and West Sacramento. The purpose of the expungement clinic is to provide a one-stop-shop event for individuals interested in resolving criminal histories. Representatives from the District Attorney's and Public Defenders offices were present to answer questions, provide case information, and start the expungement process if applicable. In addition, participants were able to take advantage of community services such as Communicare, Yolo Children's Alliance, and employment services from Yolo and Sacramento County. The County of Yolo is excited to combine efforts with Sacramento County to provide support to our residents and help them thrive.

HHSA HR AT YOUR SERVICE

Do you need some information about your Top 5 Clifton Strengths?

If you have completed a Strengths Finder assessment and you are looking to access your results, please use the attached instructions to obtain your results from the Gallup website. We also offer a monthly training that provides an introduction to Strengths. If you have not had the opportunity to complete the assessment or attend the Strengths training, please contact Carrie Matthews for more information.

Yolo County Class Specifications

Interested in mapping out the next step in your professional development? The class specifications page can help. To access this page, navigate to the Yolo County external website. Next, select the Departments tab, and then choose the Human Resources department. The Class Specifications page can be found on the options menu. Review class specifications and subscribe to classifications of interest to receive email notifications for future recruitments. Click HERE for quick access.

Yolo County Salary Resolution

Once a position of interest has been identified, you may have questions regarding current compensation. Follow the aforementioned path and navigate down to the Salary Resolution. Select the link to search for the compensation schedule of the position of interest. Click HERE for quick access.

We hope this information was helpful. Please contact the HHSA HR team with any questions you may have regarding these processes. We are happy to help!

QUALITY IMPROVEMENTS WORD OF THE MONTH
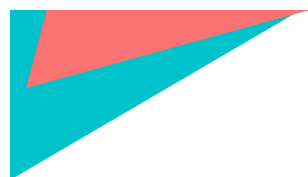
Quality Improvement
Word of the Month

Stakeholder

DEFINITION

A stakeholder is a person, a group of people, or an organization that has an interest in a project or is affected by its outcome, directly or indirectly. Stakeholders may include project team members, project sponsors, organization members, and people outside of the organization.

IN A SENTENCE

"We're planning to start a new project to make some improvements to our lobbies. Let's identify the main **stakeholders** for this project and schedule a meeting to gather their input and assign responsibilities."

WotM IN ACTION

One way to identify the roles and responsibilities of the stakeholders in a project is to create a RACI Matrix. This helps ensure that all necessary stakeholders are involved from the beginning and that tasks are assigned appropriately.

Create a Stakeholder RACI Matrix:
1. Make a list of people involved in or who may be affected by the process changes.
2. Categorize stakeholders based on how closely they're likely to be involved in the project.
   a. **Responsible**: The person performing the work.
   b. **Accountable**: Accountable for successful completion of work.
   c. **Consulted**: Asked to provide an opinion or information.
   d. **Informed**: Kept up to date and notified of outcomes.
3. Assign project tasks consistent with stakeholders' categories.

Roles / Tasks	Front Desk Clerk	Manager	Customer Focus Group
Decide on priority lobby improvements	C	R	C
Schedule lobby improvement work	I	R	I
Explain changes to customers as they come in	R	A	I

PERFORMANCE & PROCESS MANAGEMENT HIGHLIGHT

Crafting Clarity: The Art of a Results-Based Accountability Data Collection Guide

In the whirlwind ecosphere of data-driven decision making, the Results Based Accountability (RBA) Data Collection Guide emerges as a cornerstone of strategic brilliance. This guide isn't just about gathering numbers; it's a detailed blueprint that describes what to collect, where to collect it from, and who should have their pens poised to capture it.

What's the RBA Data Collection Guide and where do I find it?

The RBA Data Collection Guide is a detailed plan pinpointing the specific data points needed to assess outcomes, identify their sources, and assign clear roles and responsibilities. This ensures that everyone involved knows exactly what is expected of them and how their contributions fit into the larger picture. The Agency's Performance Measures Sheets and RBA Data Collection Guide templates are in the I:\HHSA_Results_Based_Accountability\01. Performance_Measures_Sheets. To complete the RBA Data Collection Guide, Programs can follow these steps:

- **Step 1: Mapping the Data Landscape**
  Firstly, identify what data will best measure your program's success – ideally, these are your performance measures. Each data point should align with a specific outcome to justify its collection.

- **Step 2: Sourcing the Essentials**
  Determine where each data point originates. Will it be internal from your databases, or will you need to access external databases or conduct surveys and be calculated? Mapping this out prevents data duplication and promotes efficient data gathering.

- **Step 3: Assigning the Data Champions**
  Decide who is responsible for each data point. Assigning specific individuals or teams to manage certain data ensures accountability and minimizes errors. In the grand narrative of your project, every data point is a powerful storyteller, waiting for its cue to shine. By planning your data collection, you not only enhance accountability but also empower your team to deliver measurable and impactful results. So, make your data count, and let the results speak for themselves!

Performance & Process Management — **Performance Measurement & Improvement**
InsightVision Data Entry Person: Alex McCreddin

PM #	Measure	Frequency	Definition/Details	Data Source	Person to Provide Data
Sample	# of OpEx Trainings provided	Quarterly	# of training provided by OpEx trainers each quarter	Excel tracking document (include name/link)	Ashley Logins-Miller
1.1	# of Program Performance Measure sheets formalized (semiannual total)	Semiannual	# of Program Performance Measures sheets that are approved by Executive Leadership and formalized	RBA Smartsheet tracker	Alex McCreddin
1.2	# of Program Inventory change requests formalized (semiannual total)	Semiannual	# of Program Inventory change rquests that are approved by Executive Leadership and formalized	RBA Smartsheet tracker	Alex McCreddin
1.3	# of one-on-one technical assistance meetings provided to program sponsors	Semiannual	# of technical assistance meetings provided to Program staff for developing performance measures or inputting data into data visualization software	Technical assistance and trainings Smartsheet tracker	Alex McCreddin
1.4	# of staff who attended performance management or RBA trainings (semiannual total)	Semiannual	# of staff who attended Performance Management 101 and 102 trainings	Technical assistance and trainings Smartsheet tracker	Alex McCreddin
1.5	# of active data visualization software users	Semiannual	# of active InsightVision user accounts (point in time count)	InsightVision user tracking Smartsheet	Alex McCreddin
2.1	# of days from RBA change request until request is approved and formalized (semiannual average)	Semiannual	# of days from intial RBA change request until RBA change request is formalized and approved by ELT	RBA Smartsheet tracker	Alex McCreddin

CALM APP CORNER

Mental Health Awareness Month (MHAM) began on May 1. As we work through into this important month, this is a great opportunity to evaluate how we are taking care of ourselves and think about ways that we can further invest in our well-being. Calm is offering some fantastic resources to help make additional steps towards positive changes in our mental health. Click on the links below for more information:

- Small Steps, Big Impact Challenge (May 13-24)
- Cultivating Your Calm: A Mental Health Awareness Month Conversation (May 15)
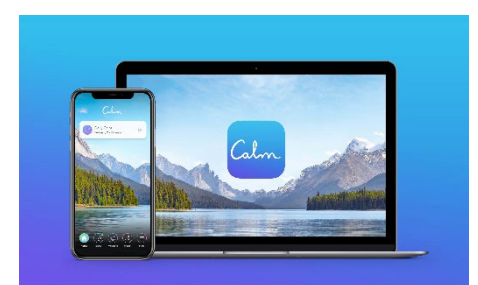
In addition to the MHAM resources above, you may be served by the following resources as well:

- Calm Calendar – these calendars provide daily mindfulness prompts
- Calm Noise – background noise that's created to optimize relaxation

Are you enjoying the Calm app? Let us know and/or reach out with any questions via email to HHSA.RAD@yolocounty.org.