

Winona County Sequential Intercept Map Strategic Plan

Goal: Improve access to county health and human services programs and services.		Intercept: -1	Reports to: HHS Advisory Committee; CJCC EIP
Objectives	Actions	Who	When
Expand knowledge of existing HHS structure & services (gain familiarity)	• Presentation(s)/overviews on programs administered by HHS		
	• Organization/structure chart for HHS		
	• Review statutes re: mandated services		
Expand knowledge of how HHS services are communicated to the public by HHS	• Review HHS website & Facebook page		
	• Visit to HHS offices to review publicly accessible information/documents		
	• Receive presentation on outreach efforts by HHS to other organizations		
Expand knowledge of how services are accessed by the public	• Staff explanation of how services are accessed		
	• Written policies or other documentation (flowcharts/workflow analysis) on access		
	• Walkthrough using sample case/fact situation		
Identify bottlenecks or gaps in access	• Walkthrough using sample case/fact situation (above)		
	• Survey/focus groups/interviews of individuals who have attempted accessing system for themselves or family		
	• Survey/focus groups/interviews of “navigators” who have attempted accessing system on behalf of/with others		
	• Survey/focus groups/interviews of employees working in HHS with direct contact with consumers & their supervisors		
Identify strategies for improving access (could be combined with above objective)	• Research on what other jurisdictions have done to address gaps		
	• Survey/focus groups/interviews of individuals who have attempted accessing system for themselves or family		

	<ul style="list-style-type: none"> • Survey/focus groups/interviews of “navigators” who have attempted accessing system on behalf of/with others 		
	<ul style="list-style-type: none"> • Survey/focus groups/interviews of employees working in HHS with direct contact with consumers & their supervisors 		
Evaluate strategies for improving access	<ul style="list-style-type: none"> • Identify the persons affected by the suggestion & include them in the discussion 		
	<ul style="list-style-type: none"> • Identify cost of proposed strategy 		
	<ul style="list-style-type: none"> • Weigh pros/cons of strategy 		