

Winona County Sequential Intercept Map
Strategic Plan (updated 4/5/22)

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)	<ul style="list-style-type: none"> Presentation(s)/overviews on programs administered by HHS 	Naomi/Loice Rachel	April 12 – WRAP+ Presentation on CAF and MNSURE Ask NN folks if they'd like other presentations and, if so, on what
	<ul style="list-style-type: none"> Organization/structure chart for HHS, including programs that fall under each supervisor? 	HHS Supervisors	Presented 4/5/22
	<ul style="list-style-type: none"> Review statutes re: mandated services 		
Expand knowledge of how HHS services are communicated to the public by HHS	<ul style="list-style-type: none"> Review HHS website & Facebook page 	Workgroup	Review independently; come prepared to discuss for May Mtg
	<ul style="list-style-type: none"> Visit to HHS offices to review publicly accessible information/documents 		
	<ul style="list-style-type: none"> Receive presentation on outreach efforts by HHS to other organizations 		
	<ul style="list-style-type: none"> Access training modules on different HHS Programs 	Chris M/Naomi	May 2022; report on advisability of using Trainlink for info
Expand knowledge of how services are accessed by the public	<ul style="list-style-type: none"> Staff explanation of how services are accessed 		
	<ul style="list-style-type: none"> Written policies or other documentation (flowcharts/workflow analysis) on access 		
	<ul style="list-style-type: none"> Walkthrough using sample case/fact situation 		

Identify bottlenecks or gaps in access	<ul style="list-style-type: none"> • Walkthrough using sample case/fact situation (above) 		
	<ul style="list-style-type: none"> • 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 	Navigator Network	Complete Mar. 22 Action plan May 22
	<ul style="list-style-type: none"> • Survey/focus groups/interviews of employees working in HHS with direct contact with consumers & their supervisors 	Put on hold til after NN survey	
Identify strategies for improving access (could be combined with above objective)	<ul style="list-style-type: none"> • Research on what other jurisdictions have done to address gaps 		
	<ul style="list-style-type: none"> • 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 		