2023 COMMUNITY HEALTH IMPROVEMENT PLAN

JANUARY 2024

Contents

Introduction

Overview

Florida Department of Health Florida Department of Health Franklin County's mission is to improve the health of their communities by preventing disease, promoting healthy living, and protecting against public health threats through education, policies, programs and partnerships. Florida Department of Health Florida Department of Health Franklin County strives to achieve their mission and vision through a variety of specialized programs and services including monitoring, diagnosing, informing, educating, enforcing, linking, assuring, evaluating, and researching.

Florida Department of Health Florida Department of Health Franklin County strives remains committed towards its mission, vision, and goals by periodically assessing community needs through the Community Health Assessment (CHA) process, followed by strategic planning centered on developing a Community Health Improvement Plan (CHIP). The pairing of the CHA and CHIP processes allows for timely assessment of prevailing health issues, in addition to incorporating perspectives and opinions from community stakeholders. Emphasis is given to integrating the input of community stakeholders and members from underserved and underrepresented populations.

This Community Health Improvement Plan (CHIP) was developed in partnership between the Florida Department of Health Franklin County Health Department - Florida Department of Health and Crescendo Consulting Group. There were three areas of focus for the CHIP, based on prior CHIP/ priorities and CHA needs:

BETTER SUPPORT & ACCESS TO BASIC SERVICES
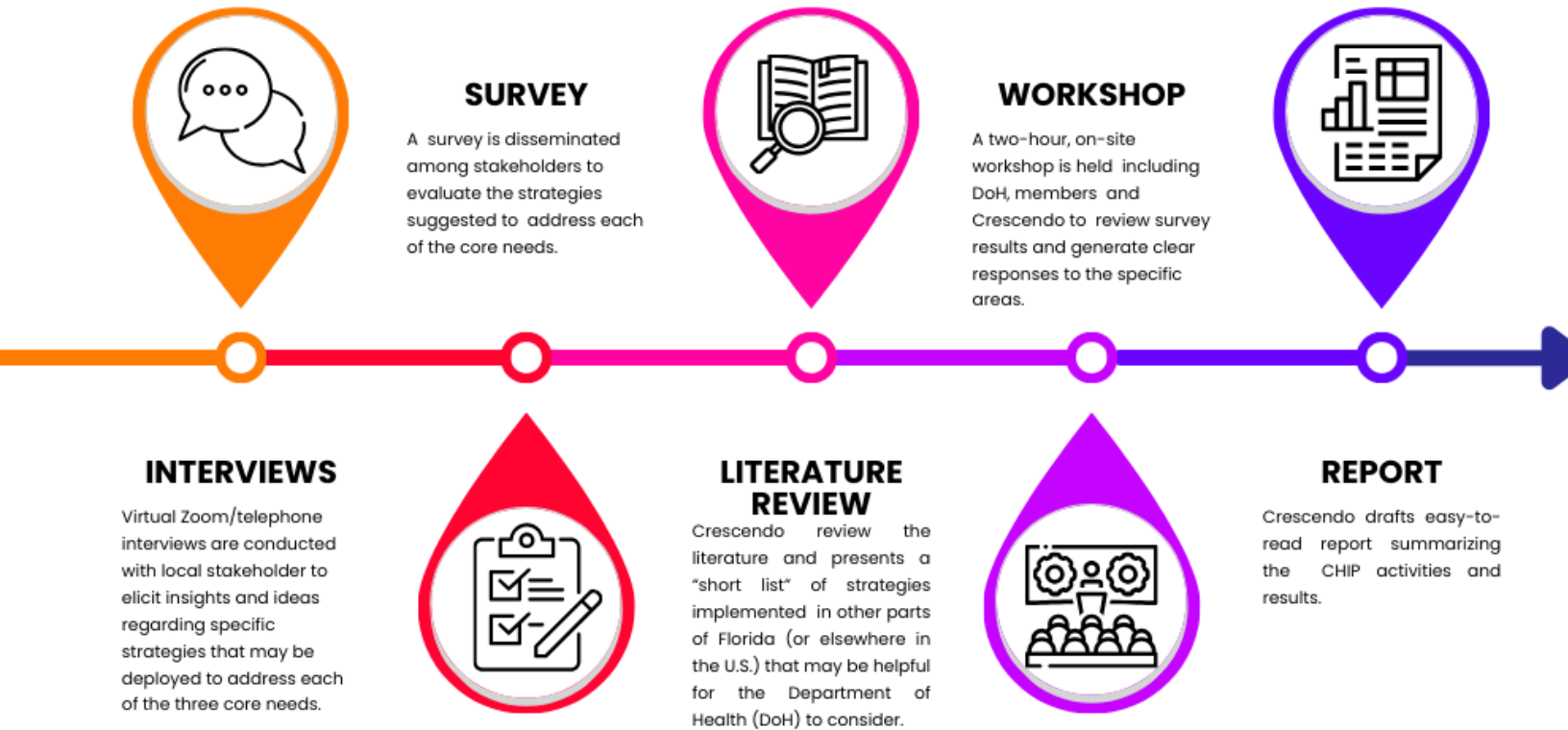
CRISIS CARE AND BEHAVIORAL HEALTH SERVICES

AWARENESS OF, AND ACCESS TO, EXISTING SERVICES

Exhibit 1: Community Health Improvement Plan (CHIP) Need Areas

Exhibit 2: CHIP Project Timeline

COMMUNITY HEALTH IMPROVEMENT PLAN (CHIP)
PROJECT TIMELINE

SURVEY

A survey is disseminated among stakeholders to evaluate the strategies suggested to address each of the core needs.

WORKSHOP

A two-hour, on-site workshop is held including DoH, members and Crescendo to review survey results and generate clear responses to the specific areas.

INTERVIEWS

Virtual Zoom/telephone interviews are conducted with local stakeholder to elicit insights and ideas regarding specific strategies that may be deployed to address each of the three core needs.

LITERATURE REVIEW

Crescendo review the literature and presents a "short list" of strategies implemented in other parts of Florida (or elsewhere in the U.S.) that may be helpful for the Department of Health (DoH) to consider.

REPORT

Crescendo drafts easy-to-read report summarizing the CHIP activities and results.

Methodology

A series of planning meetings were held between Crescendo and the Florida Department of Health Franklin County Health Department - Florida Department of Health between December 2022 to December 2023 to conduct a CHA followed by the CHIP. A mixed-methods approach consisting of both quantitative and qualitative research methods was implemented during the CHA, consequently CHA findings were directly applied to the development of Florida Department of Health Franklin County's CHIP. Specifically, the information gathered was used to facilitate the process of identifying priority health issues, developing realistic strategies, specifying goals and monitoring plans to maintain accountability over time.

Upon completion of the CHA, Crescendo conducted a multi-phase process. First, the priority needs identified by the CHA were finalized, culminating in three need areas: better support and access to basic services, crisis care and behavioral health services, in addition to awareness of and access to existing services. Second, a CHIP survey was administered through SurveyMonkey, providing community stakeholders a platform to identify potential strategies, barriers, and community resources that correspond with each priority need category previously identified through the CHA. Additionally, Crescendo conducted a scoping literature review of promising best practices and strategies employed across the nation related to the identified community health needs. Finally, Florida Department of Health Franklin County Public Health facilitated a two-hour, on-site "Prioritization Day" CHIP workshop on December 7, 2023. The culmination of CHIP activities, the on-site workshop began with small group discussions of potential strategies and barriers to address the community health needs identified and prioritized through the CHA process, followed by a voting session in which all attendees voted on their preferred strategies for each category of need. The result of this process, presented here, is a set of prioritized strategies for each CHA priority, equipping Florida Department of Health Franklin County Public Health and its partners to address pressing health needs in the community going forward.

Overview of CHA Process & Findings

The CHA was a crucial process that evaluated current health conditions and challenges while pinpointing possibilities and resources to address particular community health needs in each area of need. To ensure that strategies were inclusive of the wide range of county inhabitants, Florida Department of Health Franklin County Public Health invited a wide array of community members and representatives from various organizations.

Exhibit 3: Community Health Assessment Methodology

Environemntal Analysis	Primary Research	Prioritization & Reporting
Purpose: Community Profile of Florida Department of Health Franklin County	Purpose: Community-based Research	Purpose: Prioritize Identified Community Needs
Methods: Secondary Data Research/Mapping, Community Survey	Methods: Key Stakeholder Interviews, Needs Prioritiization	Methods: Needs Prioritization and Reporting of Results

Stage 1: Environmental Analysis and Data Collection

Florida Department of Health Franklin County worked with Crescendo to collect a breadth of data from validated sources.

- Secondary research from sources such as the U.S. Census Bureau, the National Center for Health Statistics, Community Health Rankings and Roadmaps, Annie E. Casey Foundation, among others.
  - The education, health, nutrition, and social service needs of adults, families, children, and communities including prevalent social or economic factors that impact their well-being.
  - Economic and lifestyle data
  - Social determinants of health data
- Community mapping (e.g., county maps)

Stage 2: Primary Research

Key Stakeholder Interviews: Crescendo worked with Florida Department of Health Franklin County to generate a list of potential interviewees – community stakeholders, staff members, and others. Crescendo created a brief interview guide and conducted a total of 12 interviews. The interviews provided additional insight that help illuminate other research findings and community health needs.

Needs Prioritization: Crescendo's unique prioritization process includes a two-stage approach to working with leadership to prioritize needs identified in the research. The quantitative and qualitative process provides an unbiased mechanism to identify potential priority areas, determine the locus of control for each, and establish a timeline within which communities can be positively impacted.

Stage 3: Reporting

The final report is designed to be a succinct, easy-to-read document reflecting county-level disparities and similarities. Quantitative and qualitative research, as well as prioritized needs, are segmented, where helpful; notable differences that exist, given the data, were highlighted resulting in the foundation for the CHIP development.

Exhibit 4: Prioritized List of Needs Summary

Rank	Category of Need	Examples of Granular Need (Overall rank among granular needs)
1	Better support and access to basic services	Affordable housing (1)
		Job training and career development support for youth (3)
		Affordable quality childcare (6)
		Career development support (including re-training) for adults (10)
2	Crisis care and Behavioral Health Services	Drug and other substance abuse treatment services (2)
		Long-term care or dementia care for seniors (5)
		Mental health services for adolescents / children (7)
		Mental health services for adults (9)
		Drug and other substance abuse education and prevention (11)
3	Awareness of, and access to, existing services	Access to care for people living in rural areas (4)
		Affordable healthcare services for individuals or families with low income (8)
		Coordination of patient care between the hospital and other clinics, private doctors, or other health service providers (12)

Environmental Analyses and Data Collection

The following are key high-level findings from the secondary data collection and analysis.

- **Socioeconomic Status:** The unemployment rate in Florida Department of Health Franklin County (9.5%) is notably higher than state (5.3%) or national figures (5.5%). The percentage of people living with a disability in Florida Department of Health Franklin County (20.2%) is higher than state (13.4%) or national (12.6%) percentages. Compared to Florida (47.4%), the minority population in Florida Department of Health Franklin County is notably lower (24.0%).

- **Minority Population:** Florida has a higher percentage of residents who identify as Hispanic and Black compared to the United States, though Franklin and Gulf Counties have a significantly lower Hispanic population. Florida Department of Health Franklin County is primarily comprised of residents who identify as White non-Hispanic (76.0%), followed by individuals that identify as Black or African American (12.8%). Approximately 2.0% of Franklin Counties' residents identify as foreign born – not US citizens, compared to 8.8% statewide and 6.6% nationally.

- **Health Status:** Nearly 76% of the population 65 and over in Florida Department of Health Franklin County are living with a disability, higher than the state average (66.0%) and (71.5%). Several Florida Department of Health Franklin County chronic disease measures are notably elevated compared to the Florida rates including Heart Disease, Stroke and Cancer. COVID-19 and heart disease were the leading causes of death in Florida Department of Health Franklin County – 2019 to 2021.

- **Behavioral Health:** Adult incidence of depression is similar to the state and U.S. rates (18.8%, 19.2% respectively). Notably, compared to Gulf County, Florida, and the U.S., Florida Department of Health Franklin County had the highest reported drug overdose death rate (40.4) in 2020. Alcohol misuse is a notably large issue in both Franklin and Gulf Counties. Nearly a quarter of the Florida Department of Health Franklin County population is a regular smoker, compared to 21.2% in Gulf County and 18.2% statewide.

Community Assessment

A community survey was developed and administered to those who live, work, or spend time in Florida Department of Health Franklin County to gather quantitative data that were not provided by secondary sources and to understand public perceptions around a range of health issues. The survey was available in English. The survey asked respondents about key social, economic, and health concerns, access to services, and experiences with the public health and healthcare system. The survey was available primarily online, with some hard copies distributed at DOH-Florida Department of Health Franklin County and Health hub partners via outreach workers.

Respondents were asked to select the top health concerns that affect themselves, their families, and their social circles. Respondents stated that the most important issues are:

1. Age-related conditions: Alzheimer's, Arthritis, hearing or vision loss, mobility
2. Access to Healthcare
3. Health Care cost
4. Cancer

5. Mental Health

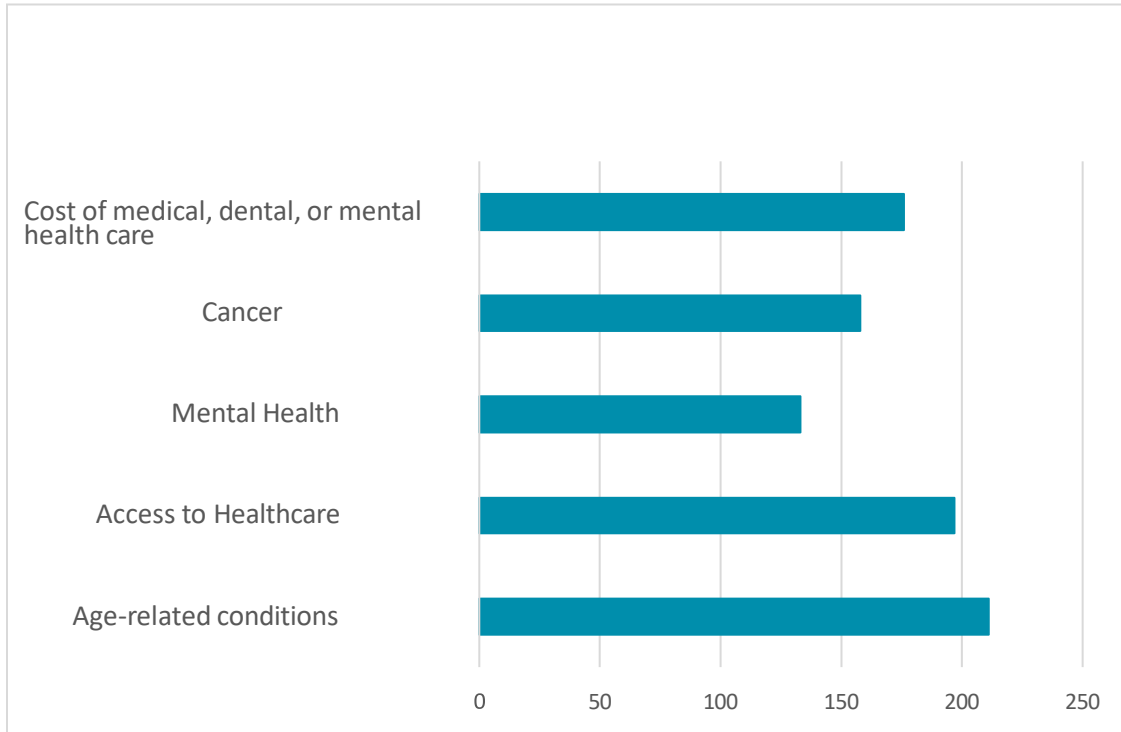**Exhibit 4: Survey Respondent Top Health Concerns**

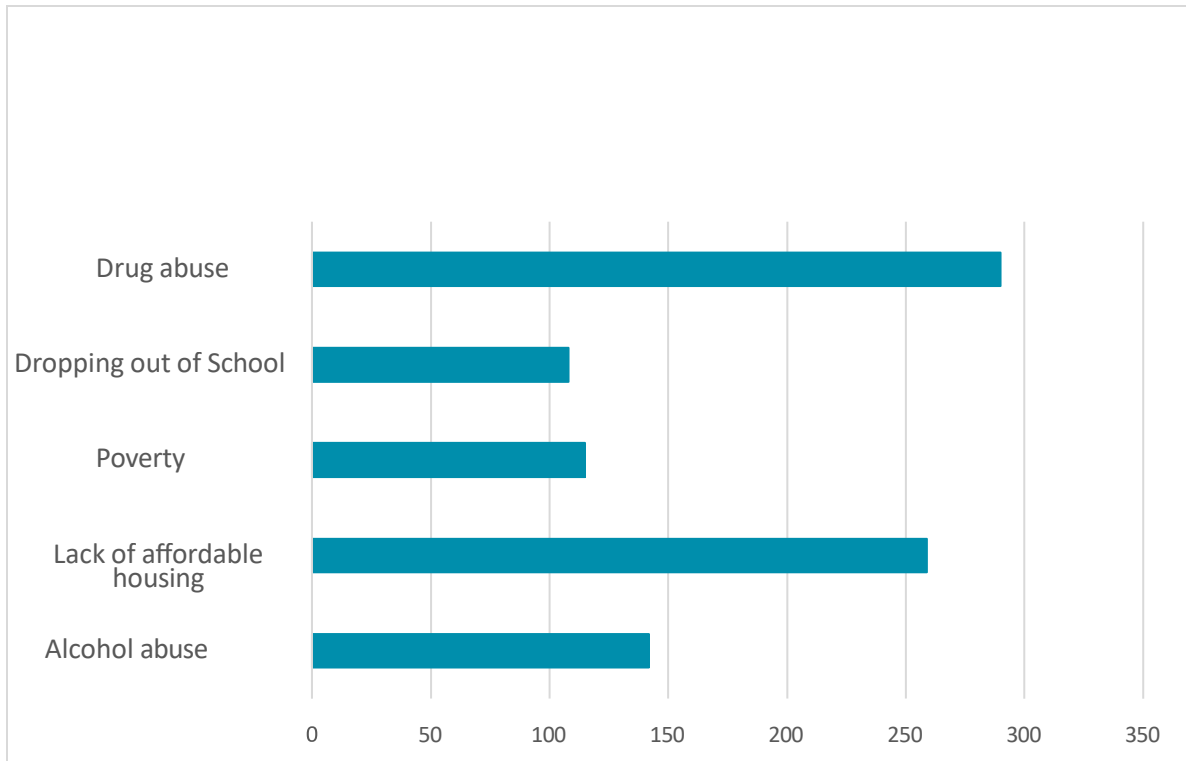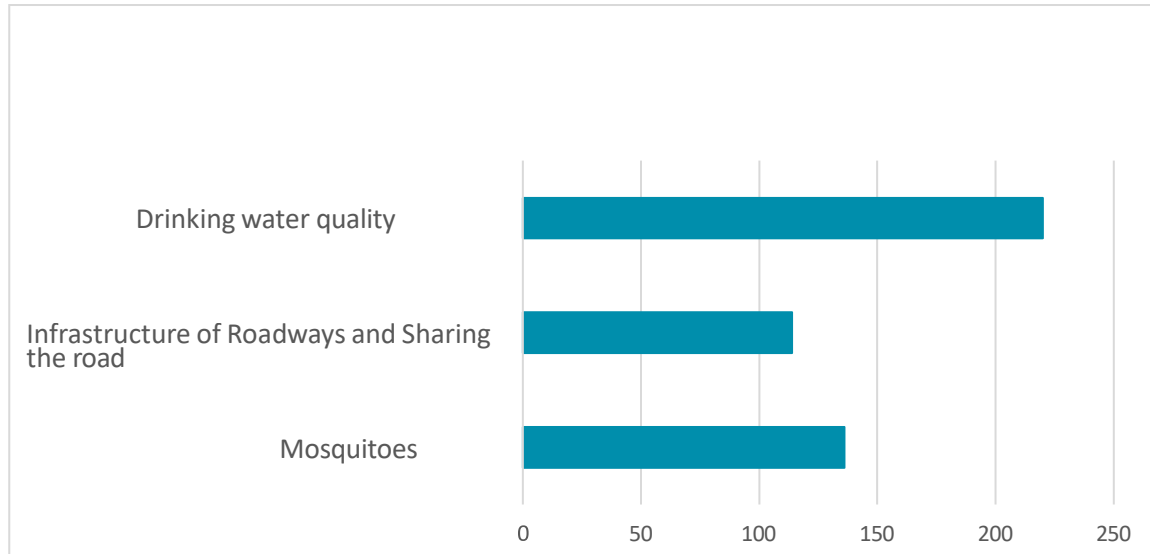**Exhibit 5: Respondent Top Social Concerns**

Exhibit 6: Survey Respondent Environmental Concerns

Qualitative Research

The qualitative methodology (i.e., stakeholder interviews) included outreach to 12 community stakeholders in the Franklin counties service area. The results of the interviews provide some helpful insight and granularity to needs identified via the data analysis.

The research resulted in several themes about areas of need. These can be described as

"I love the natural beauty of this area. The people are also warm and wonderful. There is strong sense of community. We aren't without our challenges – healthcare services of any kind are challenging."

Qualitative Themes. None of the needs is fully discreet – that is, needs often overlap. However, the following four needs were most identified by area stakeholders as high priority issues:

- Access to care in rural area – Provider capacity and transportation
- Services for the people in poverty and for those experiencing homelessness.
- Case management and a centralized referral or easy-to-access information source for healthcare and community needs.
- Behavioral health, substance use disorder, primary care, and specialized medical care capacity**.**

Exhibit 7: Qualitative Themes

ACCESS TO CARE IN RURAL AREA | SERVICES FOR INDIVDUALS IN NEED | CENTRALIZED CASE MANAGEMENT | BEHAVIORAL HEALTH AND SPECIALIZED CARE

Needs Prioritization

The Needs Prioritization process brought together the summary of results from secondary research data, qualitative research themes, and other research modalities.

Based on the Data Highlights and Qualitative Research Highlights, a detailed list of over 30 needs were identified for the county. Each of the needs in the prioritization process directly links to data observations and/or qualitative feedback. The resulting list of needs represents the items participants were asked to evaluate in the Prioritization Process.

The Leadership Group utilized a modified Delphi Method to construct a prioritized list of needs for the county.

Results

Based on the data and qualitative research activities and the results of the Prioritization Process, the prioritized needs are listed below:

Rank	Category of Need	Examples of Granular Need (Overall rank among granular needs)
1	Better support and access to basic services	Affordable housing (1)
		Job training and career development support for youth (3)
		Affordable quality childcare (6)
		Career development support (including re-training) for adults (10)
2	Crisis care and behavioral health services	Drug and other substance abuse treatment services (2)
		Long-term care or dementia care for seniors (5)
		Mental health services for adolescents / children (7)

		Mental health services for adults (9)
		Drug and other substance abuse education and prevention (11)
3	**Awareness of, and access to, existing services**	Access to care for people living in rural areas (4)
		Affordable healthcare services for individuals or families with low income (8)
		Coordination of patient care between the hospital and other clinics, private doctors, or other health service providers (12)

Community Health Improvement Plan (CHIP)

Interviews

The CHIP interview guide can be found in Appendix B

In collaboration with the Florida Department of Health Franklin County Health Department, a number of stakeholders were identified and recruited. Based on previous CHIP procedures and CHIP regulations, a template discussion guide was created and adapted for each topic area based on the information provided by Florida Department of Health Franklin County. Interviews were then conducted over the phone or electronically via Zoom, depending on the preferences of the respondents. Three main areas of need—listed below—were addressed in-depth throughout the discussions, along with comments on existing approaches and suggestions for innovative strategies.

Rank	Category of Need	Examples of Granular Need (Overall rank among granular needs)
1	Better Support and Access to Basic Services	Affordable housing (1)
		Job training and career development support for youth (3)
		Affordable quality childcare (6)
		Career development support (including re-training) for adults (10)
2	Crisis care and Behavioral Health Services	Drug and other substance abuse treatment services (2)
		Long-term care or dementia care for seniors (5)
		Mental health services for adolescents / children (7)
		Mental health services for adults (9)
		Drug and other substance abuse education and prevention (11)
3	Awareness of, and Access to, Existing Services	Access to care for people living in rural areas (4)
		Affordable healthcare services for individuals or families with low income (8)
		Coordination of patient care between the hospital and other clinics, private doctors, or other health service providers (12)

Survey

A link to a survey was provided via Survey Monkey to all 15 participants after stakeholder interviews were completed. For each of the three priority need categories, the respondents were asked to list one to three strategies (as well as any associated barriers). The main areas of concern and potential goals or solutions for each issue area were determined using the survey rankings and qualitative themes from the interviews. The survey not only set the framework for the CHIP workshop, but it also gave stakeholders who couldn't make it to the in-person prioritizing session a way to share their thoughts on successful tactics, hurdles, and solutions. Attendees of the CHIP workshop utilized strategies identified through the survey to shape their discussions.

> The CHIP survey instrument can be found in Appendix A

Exhibit 8: Prioritized Categories of Need Featured in CHIP Survey

Priority Need Category	Brief Explanation
Better Support and access to basic services	Improved access to care through increased capacity and enhanced navigation support.
Awareness of and Access to Existing Services (including additional capacity)	Increased awareness and accessibility to the wide array of services available in the county.
Crisis Care and Behavioral Health	Enhanced behavioral health programs and services for children/youth and adults.

Key Findings

Across all three need categories, a variety of potential strategies and corresponding barriers were identified by 15 participants. The highest ranked strategies for better support and access to basic services need category was increase income-based housing and workforce housing supply, including through public-private partnerships and collaboration with property developers, increase the number of livable wage job opportunities in Florida Department of Health Franklin County and implement job training programs, such as for service industry careers, in partnership with local community/state college and high schools. The highest-ranked strategy crisis care and behavioral health services, selected by five respondents, was increasing informational outreach regarding mental health stigma in the community, such as messaging through churches and in workplaces The highest ranked strategy for the third area of need, awareness of, and access to, existing services was to promote the use of telehealth in rural areas, including potentially creating public internet hotspots where people can access telehealth resources.

Two optional questions were presented to all survey participants, in addition to collecting participants' priority need category insights. The first question provided survey participants with an opportunity to share other strategies not listed they believe Florida Department of Health Franklin County Public Health can implement for each category. Additionally, respondents were asked to identify barriers for each category of need in an open-ended format. Survey responses including ranking, additional strategies, and barriers for each category of need are listed below.

Survey Results

Exhibit 10: Top Identified Strategies for Better Support and Access to Basic Services

Rank	Strategy
1	Increase income-based housing and workforce housing supply, including through public-private partnerships and collaboration with property developers
	Increase the number of livable wage job opportunities in Florida Department of Health Franklin County
	Implement job training programs, such as for service industry careers, in partnership with local community/state college and high schools
2	Hold career/job fairs and provide training sessions with community member volunteers to improve awareness of career options and local job opportunities
	Provide training for individuals to provide home-based childcare
	Create new, and expand existing, childcare resources and facilities, especially in marginalized communities and childcare deserts
	Increase coordination across different types of providers by equipping existing community access points (e.g., libraries, home visiting programs, health clinics, and community-based organizations) with information and resources that would help families enroll in childcare that meets their needs
3	Build a sustainable online system for child care resources and referral agencies to enable the creation of lists of available providers and streamline current systems
	Support data collection and research activities on the barriers of enrollment in childcare programs and the impact this has on families

Exhibit 11: Top Identified Barriers for Better Support and Access to Basic Services

Finding venues to hold the training sessions and job fairs
Getting qualified professionals in the field to provide the training
Getting information to the various community organizations on accession child care
Lack of understanding and implementation needs from the community leadership of how the community leadership may need assistance in how to
Lack of understanding on how to achieve this in the community.
Lack of willingness among community leadership/authority to create these partnerships. They want to keep the community "as is" and I understand that but there can be ways to do this with controls in put in place.

Exhibit 12: Top Identified Strategies for Crisis care and Behavioral Health Services

Rank	Strategy
1	Increase informational outreach regarding mental health stigma in the community, such as messaging through churches and in workplaces
2	Increase the amount of locally available behavioral health services through public-private partnerships
3	Improve recruitment efforts for open positions in local behavioral health, including prevention and treatment roles
	Increase public awareness and utilization of telehealth kiosks at the Department of Health
	Develop intervention programs with family and youth
	Establish digital clinics using smartphone apps to augment and extend mental health care
	Expand Medications for Opioid Use Disorder (MOUD) to correctional facilities
4	Clarify and improve services provided by staff, such as substance use prevention specialists, who may have multi-county coverage areas
	Create accurate and data-driven messaging for the general public
	Implement incentives for therapists to stay in public practices
	Create a regional approach with other substance abuse task forces
	Development of intervention programs to support families and adolescents with mental health needs in clinical and school settings
	Support and partner with the Sheriff's Department on ongoing substance abuse prevention and mitigation efforts

Exhibit 13: Top Identified Barriers for for Crisis care and Behavioral Health Services

Working with state and local officials to ensure access to MOUD in the correctional facilities
Finding ways to attract professionals to work in the area utilizing all access including virtual services
Being able to make inroads with churches and business open to these partnerships
Lack of qualified staff in the area. Lack of Peer support trainings/Peer supports in the community.
Lack of willing providers. Lack of providers in the area.
Lack of quality providers in the area due to housing issues and costs.

Exhibit 14: Top Identified Strategies for Awareness of, and Access to, Existing Services

Rank	Strategy
1	Promote the use of telehealth in rural areas, including potentially creating public internet hotspots where people can access telehealth resources
2	Work with churches and schools to disseminate information to community members
3	Invest in updating outdated community healthcare resources, such as the hospital
4	Promote the Department of Health's resource hub
	Implement a strong transitional care program that helps patients to transition from inpatient settings to their home/community successfully and reduces
5	Improve interagency collaboration and outreach, including door-to-door outreach and coordination of transportation services
	Increase the frequency and improve publicity of outreach events, such as health fairs
	Utilize multidisciplinary teams, such as care teams including a social worker and/or other professionals who have the skills to address non-clinical

Exhibit 15: Top Identified Barriers for Awareness of, and Access to, Existing Services

Finding locations within the various communities to hold the fairs
Finding ways to promote the access and use of telehealth services
Creating the partnerships with local churches, businesses and schools
Lack of funding and providers to support the project.
Lack of awareness of the need and option available to the community.
Lack of care coordination positions in public settings such as Health Department and local hospital who can fill this role.
Public internet hotspots: What businesses or organizations host/fund this service? How do we prevent abuse of internet access? Who monitors?
Need funding for social worker and a multi disciplinary team

Promising Strategies Review

In addition to eliciting strategy ideas from Florida Department of Health Franklin County stakeholders, Crescendo conducted a high-level review of promising practices to use to supplement strategy lists for each identified category of need in preparation for the CHIP workshop session. Identified practices are briefly summarized below, by category of need.

Better Support and Access to Basic Services

- Increase income-based housing and workforce housing supply, including through partnerships with property developers
- Increase the number of locally based community health workers to provide connectivity to needed basic resources
- Promote competitive pay across vocations, including healthcare, emergency response, and childcare, to recruit and retain workers and augment local capacity in these fields

- Improve local workforce pipeline and recruitment efforts, such as shadowing and other opportunities for local community members to learn about careers in needed occupations, including healthcare, emergency response, and childcare
- Create mobile food pantries to reach rural areas of the community
- Create new, and expand existing, childcare resources and facilities, especially in marginalized communities and childcare deserts
- Link primary care clinics in rural areas with centralized health systems for training and mutual support through telehealth

Crisis Care and Behavioral Health Services

- Improve community awareness of substance use treatment services
- Increase the availability of mental health counseling for children and adolescents outside of school
- Increase informational outreach regarding mental health stigma in the community, such as a campaign from the Department of Health and/or messaging and outreach through churches and in workplaces
- Develop intervention programs to support families and adolescents with mental health needs in clinical and school settings
- Address insurance barriers that impede referrals from school-based counseling to community-based providers
- Expand service provider availability, including nights and weekends
- Increase community capacity by increasing the number of mental health providers so that community members have more options
- Establish digital clinics using smartphone apps to augment and extend mental health care

Awareness of and access to existing services (including additional capacity)

- For agencies/programs that cover the county, but are headquartered outside the county, have more of an in-county presence
- Increase outreach through diverse media, including social media, local news, radio and print
- Hold periodic meetings among agencies and other partners with the expectation that partners attend and share opportunities and information
- Expand mobile services (e.g., PanCare's dental bus) to build community awareness and trust
- Provide more one-on-one assistance to address individualized needs of seniors, adults with developmental disabilities, and others with unique needs
- Build community awareness of appropriate use of different levels of care, from in-person primary care and telemedicine to emergent care and transport services, in order to prevent overtaxing limited patient care resources
- Utilize multidisciplinary teams, such as care teams including a social worker and/or other professionals who have the skills to address non-clinical barriers to success

Strategy Prioritization: The CHIP Workshop

The Florida Department of Health for Florida Department of Health Franklin County held the 2023 Community Health Improvement Plan (CHIP) community session on Thursday December 7, 2023, from 1:00 to 3:00 PM at the Health Department offices (139 12th St, Apalachicola, FL 32320). The session was attended by approximately 12 individuals representing high-risk communities, community providers, non-profit organizations, general community members, and others.

> The CHIP workshop slide deck can be found in Appendix D.

The agenda for the session included a brief background of the CHIP goals and research activities, a "Strategy Review" in which participants broke into three "workshops" to review the initial set of strategies and identify the top three need areas, a "reporting out" and strategy ranking phase, and a brief summary of the next steps. Two of these activities are described in greater detail below.

Exhibit 16: CHIP Workshop Activities

BACKGROUND   STRATEGY REVIEW   REPORTING OUT

- **Background.** Participants were provided with a brief overview of the CHA and CHIP processes, including a brief overview of CHA findings, as well as goals of the CHIP workshop session.
- **Strategy Review.** During the Strategy Review phase of the CHIP session, participants were divided into three groups or "tables." Each table was assigned one of the three Need Categories (as identified in the Community Health Assessment). The three Need Categories are listed below:
  - Better Support and Access to Basic Services Strategies – Table 1
  - Awareness of and Access to Existing Services (including additional capacity) – Table 2
  - Crisis Care and Behavioral Health Services Strategies – Table 3

Each table included a designated leader who would lead a discussion about their table's strategies. Participants at each table were also provided with a list seven or eight initial strategies as developed through the CHA work, in-depth interviews with community members, a survey of community members and providers, and a review of national best practices.

Table leaders reviewed the full complement of seven or eight initial strategies for their table's category. Subsequently, they led a round-table discussion of the merits and other considerations for each. Ultimately, each table (i.e., each Need Category) identified three dominant strategies

(not rank-ordered). The set of top strategies for each of the three categories was then shared with the event facilitator.

The complete set of strategies included in the Strategy Review phase are presented below. Note that ones which ultimately were identified as being among the "top three" strategies are bolded.

- **Reporting Out (Strategy Prioritization).** During the Report Out phase, the three individual tables reassembled into a common audience – not divided into separate tables. The purpose of the Reporting Out phase was to share insight regarding the three separate Strategy Review discussions – rationale behind the selection of the three higher-priority strategies, discussion of potential challenges or barriers, and the practicality of the DOH's ability to deploy needed strategies and the related feasibility.

  o The Reporting Out phase included a brief presentation by each table leader and then a total community (i.e., every community member present at the session) ranking of the top strategies. Ranking was accomplished in real-time via an electronic voting instrument – Poll Everywhere. As meeting attendees voted using their cell phones, bar charts immediately populated on the presentation screen.

  o Prioritization of strategies for each of the three Strategy Categories was managed in this way. Results of the Reporting Out (Strategy Prioritization) phase is shown below.

The following sections delve into the CHIP workshop outcomes for each need priority category.

Prioritized Strategy: Better Support and Access to Basic Services

Strategies in this category are intended **to improve access to care through increased capacity and enhanced navigation support**.

Exhibit 17: Strategies reviewed by Table 1, Better Support and Access to Basic Services

Strategies (Three highest priorities bolded)
Increase income-based housing and workforce housing supply, including through private-public partnerships and collaborations with property developers
Increase the number of livable wage job opportunities in Florida Department of Health Franklin County
Create new, and expand existing, childcare resources and facilities, especially in marginalized communities and childcare deserts
Implement job training programs, such as for service industry careers, in partnership with local community/state college and high schools
Hold career/job fairs and provide training sessions with community member volunteers to improve awareness of career options and local job opportunities
Provide training for individuals to provide home-based childcare
Promote opportunities to embed peers in recovery community settings

Increase coordination across different types of providers by equipping existing community access points (e.g., libraries, home visiting programs, health clinics, and community-based organizations) with information and resources that would help families enroll in childcare that meets their needs

Prioritized Strategy: Awareness of and Access to Existing Services (including additional capacity)

Strategies in this category are intended to **increase awareness and accessibility to the wide array of services available in the county.**

Exhibit 18: Strategies reviewed by Table 2, Awareness of and Access to Existing Services (including additional capacity)

Strategies (Three highest priorities bolded)
Improve interagency collaboration and outreach, including coordination of transportation services
Using platforms and people to disseminate information to community members
Promote the use of telehealth in rural areas, including potentially creating public internet hotspots where people can access telehealth resources (without having high-speed internet at home)
Invest in updating outdated community healthcare resources, such as the hospital
Promote the Department of Health's resource hub
Implement a strong transitional care program that helps patients to transition from inpatient settings to their home/community successfully and reduces readmissions
Increase the frequency and improve publicity of outreach events, such as health fairs
Utilize multidisciplinary teams, such as care teams including a social worker and/or other professionals who have the skills to address non-clinical barriers to success

Prioritized Strategy: Crisis Care and Behavioral Health Services

Strategies in this category are intended to **enhance behavioral health programs and services for children/youth and adults.**

Exhibit 19: Strategies revied by Table 3, Crisis Care and Behavioral Health Services

Strategies (Three highest priorities bolded)
Increase public awareness and utilization of telehealth kiosks and/or smartphone apps
Increase informational outreach regarding mental health stigma in the community
Expand Medications for Opioid Use Disorder (MOUD) to correctional facilities
Develop intervention programs with family and youth
Increase the amount of locally available behavioral health services through public-private partnerships
Improve recruitment efforts for open positions in local behavioral health, including prevention and treatment roles
Establish digital clinics using smartphone apps to augment and extend mental health care

Reporting Out

During the Report Out phase, the three individual tables reassembled into a common audience – not divided into separate tables. The purpose of the Reporting Out phase was to share insight regarding the three separate Strategy Review discussions – rationale behind the selection of the three higher-priority strategies, discussion of potential challenges or barriers, and the practicality of the County's ability to deploy needed strategies and the related feasibility.

The Reporting Out phase included a brief presentation by each table leader and then a total community (i.e., every community member present at the session) ranking of the top strategies. Ranking was accomplished in real-time via an electronic voting instrument – Poll Everywhere. As meeting attendees voted using their cell phones, bar charts immediately populated on the presentation screen.

Prioritization of strategies for each of the three Strategy Categories was managed in this way. Results of the Reporting Out (Strategy Prioritization) phase are shown below.

Better Support and Access to Basic Services Strategies

The highest priority strategies as voted by community members are shown below.

- Priority #1: Increase income-based housing and workforce housing supply, including through public-private partnerships and collaboration with Property developers
- Priority #2: Increase the number of livable wage job opportunities in Florida Department of Health Franklin County
- Priority #3: Create new, and expand existing, childcare resources and facilities, especially in marginalized communities and childcare deserts

Primary barriers to each strategy:

- Misinformation; resistance of the community (NIMBYism); economic barriers to homeowners
- Rapidly changing job industries
- Funding; staffing; building space; wages

Awareness of and access to existing services (including additional capacity)

The highest priority strategies as voted by community members are shown below.

- Priority #1: Improve interagency collaboration and outreach and coordination of transportation services
- Priority #2: Using platforms and people to disseminate information
- Priority #3: Virtual injections being administered to inmates

Primary barriers to each strategy:

- Access to internet and technology
- Collaboration and relationships between different community organizations
- Transportation

Crisis Care and Behavioral Health Services Strategies

The highest priority strategies as voted by community members are shown below.

- Priority #1: Virtual injections being administered to inmates
- Priority #2: Increase informational outreach regarding mental health stigma in the community
- Priority #3: Expand Medications for Opioid Use Disorder (MOUD) to correctional facilities

Primary barriers to each strategy:

- Provider buy-in
- What platform(s) are going to reach people? Do we have staff dedicated to the cause?
- Stigma of replacing one drug for another; DISC has funds for this and has been trying for over two years

The group also identified several measures of success shown below.

Measures of success

- Increase in clients using the service (Apalach, Carrabelle)
- Outreach materials; see campaign materials in media (social media, tv, etc.)
- Virtual injections being administered to inmates

Monitoring and Annual Updates

Florida Department of Health – Florida Department of Health Franklin County aims to monitor its implementation efforts and those of its partners throughout the county who are listed in this report continuously in order to track progress in addressing the community health needs identified in the CHA through strategies identified in the CHIP process. This will involve an annual review process to assess the CHIP and make necessary adjustments based on goals met, unanticipated public health priorities or obstacles, as well as other significant events that may affect the plan's original development. In addition to updates on the plan itself, the community will receive updates on objective progress from the partners that contributed to the initial CHIP plan.

DOH – Gulf County has drafted initial goals and objectives based on strategies identified during the CHIP meeting with community partners. DOH – Gulf County will continue to work with its Health Hub partners to build out the CHIP Implementation and Action Plans to address the priority area goals. However, the below plan outlines basic plans and next steps.

Priority Area	Better Support and Access to Basic Services
GOAL:	Improve support and access to basic services, such as housing, employment, and childcare, to all community residents of Franklin County.
STRATEGIES:	Increase income-based housing and workforce housing supply. Increase the number of livable wage job opportunities in Florida Department of Health Franklin County. Create new, and expand existing, childcare resources and facilities, especially in marginalized communities and childcare deserts.
SMART OBJECTIVE:	By December 31, 2026, increase support and access to basic services by 10% in Franklin County
KEY PARTNERS, ASSETS, & RESOURCES:	Health Hub Partners
ANTICIPATED BARRIERS TO SUCCESS:	Misinformation; resistance of the community (i.e., NIMBYism); economic barriers to homeownership (i.e., credit, income, interest rates, etc.); rapidly changing job industries; funding; staffing; building spaces; wages
NEXT STEPS	• Establish a workgroup or subcommittee from the Health Hub Partners with a meeting frequency.

	• Develop robust implementation plan to address the goals.

Priority Area	Awareness of and Access to Existing Services (including additional capacity)
GOAL:	Increase the general awareness of and access to existing services in Franklin County.
STRATEGIES:	Improve interagency collaboration and coordination of transportation services. Improve resource and information sharing by 1) identify platforms and people to disseminate information to the larger population and 2) develop a robust communications plan to do so. Promote the use of telehealth in rural areas, including potentially creating public internet hotspots where people can access telehealth resources.
SMART OBJECTIVE:	By December 31, 2026, increase general awareness of and access to existing services by 10% in Franklin County.
KEY PARTNERS, ASSETS, & RESOURCES:	Health Hub Partners
ANTICIPATED BARRIERS TO SUCCESS:	Access to internet and technology; collaboration and relationships between different community organizations; transportation
NEXT STEPS	• Establish a workgroup or subcommittee from the Health Hub Partners with a meeting frequency. • Develop robust implementation plan to address the goals.

Priority Area	Crisis Care and Behavioral Health Services Strategies
GOAL:	Improve access to crisis care and behavioral health services in Franklin County.
STRATEGIES:	Increase public awareness and utilization of telehealth kiosks and/or smartphone apps in the county. Increase informational outreach regarding mental health stigma in the community. Expand Medications for Opioid Use Disorder (MOUD) to jails.
KEY PARTNERS, ASSETS, & RESOURCES:	Health Hub Partners
ANTICIPATED BARRIERS TO SUCCESS:	Provider buy-in; dissemination platforms; technology; staffing; funding; stigma; policies; lack of peer supports; awareness; local provider access to substance use treatment information and services
NEXT STEPS	• Establish a workgroup or subcommittee from the Health Hub Partners with a meeting frequency. • Develop robust implementation plan to address the goals.

Appendix A: Survey

Introduction and Background

Florida Department of Health in Franklin County is hosting a Community Health Improvement Plan (CHIP) workshop in collaboration with Crescendo Consulting Group on December 7, 2023.

To use our time together on the 7th as efficiently as possible, we are asking for you to complete a brief exercise.

As background, over the past several months, you have participated in Franklin County's Community Health Assessment by helping to identify community health resources and challenges in the County. Based on your input and other research, we grouped the needs into the following three "priority categories":

- Better support and access to basic services
- Crisis care and other mental health services
- Awareness of, and access to, existing services

The next step is to generate a list of specific actions to address the Priority Categories. Specifically, we want you to select up to three specific actions / tactics to help address each of the three Priority Categories. Also, list barriers that might affect the success of tactics when implemented. Examples are shown within the survey.

The results of this query will be presented for discussion at the December 7th workshop (1:00 to 3:00pm at Franklin County's Department of Health building).

The Workshop results will help Franklin County to align its resources and collaborating relationships in its Community Health Improvement Plan, which will guide action aimed at addressing the identified Priority Categories in the coming years.

* 1. What is your name? Please note that your individual responses will be confidential. We ask your name only to assure that we engage a broad spectrum of participants.

[   ]

Priority Category: Better support and access to basic services (1 of 3)

'Better Support and Access to Basic Services' refers to granular needs such as:
- Affordable housing
- Job training and career development support for youth
- Affordable quality childcare
- Career development support (including re-training) for adults

An example of tactics and barriers may be something such as -

Tactic: Launch a job training program aimed at equipping youth with skills needed to obtain employment in skilled trade professions (electrician, mechanic, etc.).

Barriers: Lack of public awareness, particularly among youth, of the viability of careers in skilled trade professions.

Below, please select up to three (3) tactics you view as most promising, and describe any associated barriers.

* 1. Please select up to three (3) strategies/tactics you view as the most promising from the list below.

- ☐ Increase income-based housing and workforce housing supply, including through public-private partnerships and collaboration with property developers
- ☐ Increase the number of livable wage job opportunities in Franklin County
- ☐ Hold career/job fairs and provide training sessions with community member volunteers to improve awareness of career options and local job opportunities
- ☐ Provide training for individuals to provide home-based childcare
- ☐ Create new, and expand existing, childcare resources and facilities, especially in marginalized communities and childcare deserts
- ☐ Provide sustainable financing options for safe and high-quality child care (e.g., CCDBG, TANF, or local initiatives)
- ☐ Create incentives for providers who serve families of color, non-English speakers, and regions with childcare deserts
- ☐ Build a sustainable online system for child care resources and referral agencies to enable the creation of lists of available providers and streamline current systems
- ☐ Increase coordination across different types of providers by equipping existing community access points (e.g., libraries, home visiting programs, health clinics, and community-based organizations) with information and resources that would help families enroll in childcare that meets their needs
- ☐ Support data collection and research activities on the barriers of enrollment in childcare programs and the impact this has on families
- ☐ Incentivize ongoing quality improvements and updated trainings for childcare settings (e.g., tax credits for qualified, highly-rated child care providers)
- ☐ Implement job training programs, such as for service industry careers, in partnership with local community/state college and high schools
- ☐ Other (please specify)

[   ]

2. BARRIER #1:

Please be succinct, as there is a limit of 300 characters -- about one or two sentences.

3. BARRIER #2:

Please be succinct, as there is a limit of 300 characters -- about one or two sentences.

4. BARRIER #3:

Please be succinct, as there is a limit of 300 characters -- about one or two sentences.

Priority Category: Crisis care and other mental health services (2 of 3)

'Crisis Care and Other Mental Health Services' refers to granular needs such as:
- Drug and other substance abuse treatment services
- Long-term care or dementia care for seniors
- Mental health services for adolescents/children
- Mental health services for adults
- Drug and other substance abuse education and prevention

An example of tactics and barriers may be something such as -

Tactic: Creation of a public awareness campaign aimed at preventing initiation of drug use among young adults.

Barriers: Disagreement among partners among the focus of such outreach. Some organizations feel strongly about marijuana's role as a "gateway drug", while others would prefer to focus on meth use and fentanyl.

Below, please select up to three (3) tactics you view as most promising, and describe any associated barriers.

* 1. Please select up to three (3) strategies/tactics you view as the most promising from the list below.

☐ Increase informational outreach regarding mental health stigma in the community, such as messaging through churches and in workplaces

☐ Improve recruitment efforts for open positions in local behavioral health, including prevention and treatment roles

☐ Clarify and improve services provided by staff, such as substance use prevention specialists, who may have multi-county coverage areas

☐ Increase public awareness and utilization of telehealth kiosks at the Department of Health

☐ Increase the amount of locally available behavioral health services through public-private partnerships

☐ Create accurate and data-driven messaging for the general public

☐ Develop intervention programs with family and youth

☐ Establish digital clinics using smartphone apps to augment and extend mental health care

☐ Implement incentives for therapists to stay in public practices

☐ Provide access to a hotline where residents may be connected with qualified clinicians

☐ Create a regional approach with other substance abuse task forces

☐ Expand Medications for Opioid Use Disorder (MOUD) to correctional facilities

☐ Implement CME opportunities for evidence-based substance use interventions

☐ Development of intervention programs to support families and adolescents with mental health needs in clinical and school settings

☐ Support and partner with the Sheriff's Department on ongoing substance abuse prevention and mitigation efforts

☐ Other (please specify)

[   ]

2. BARRIER #1:
Please be succinct, as there is a limit of 300 characters -- about one or two sentences.

[   ]

3. BARRIER #2:
Please be succinct, as there is a limit of 300 characters -- about one or two sentences.

[   ]

4. BARRIER #3:
Please be succinct, as there is a limit of 300 characters -- about one or two sentences.

[   ]

Priority Category: Awareness of, and access to, existing services (3 of 3)

'Awareness of, and access to, existing services' refers to granular needs such as:
- Access to care for people living in rural areas
- Affordable healthcare services for individuals or families with low income
- Coordination of patient care between the hospital and other clinics, private
doctors, or other health service providers

An example of tactics and barriers may be something such as -

Tactic: **Expansion of mobile public health programming to cover more rural**
communities.

Barriers: **Mobile service availability must be accompanied by outreach to ensure**
that community members are aware of newly available services and schedules, and
such outreach efforts have had mixed success in the county's rural communities in
the past.

Below, please select up to three (3) tactics you view as most promising, and describe
any associated barriers.

* 1. Please select up to three (3) strategies/tactics you view as the most promising from the list below.

☐ Improve interagency collaboration and outreach, including door-to-door outreach and coordination of transportation services

☐ Increase the frequency and improve publicity of outreach events, such as health fairs

☐ Work with churches and schools to disseminate information to community members

☐ Develop a main website of Franklin County that serves as a main hub for resources

☐ Augment efforts to develop and grow the local healthcare workforce, from primary care providers to specialists

☐ Promote the Department of Health's resource hub

☐ Promote the use of telehealth in rural areas, including potentially creating public internet hotspots where people can access telehealth resources (without having high-speed internet at home)

☐ Invest in updating outdated community healthcare resources, such as the hospital

☐ Implement a strong transitional care program that helps patients to transition from inpatient settings to their home/community successfully and reduces readmissions

☐ Utilize multidisciplinary teams, such as care teams including a social worker and/or other professionals who have the skills to address non-clinical barriers to success

☐ Employ data to drive quality improvement, such as by embedding a population health management platform patient's electronic health record (EHR) to improve care coordination

☐ Other (please specify)

[   ]

2. BARRIER #1:

Please be succinct, as there is a limit of 300 characters -- about one or two sentences.

3. BARRIER #2:

Please be succinct, as there is a limit of 300 characters -- about one or two sentences.

4. BARRIER #3:

Please be succinct, as there is a limit of 300 characters -- about one or two sentences.

Final Questions

1. Regardless of the TACTICS and BARRIERS listed above, are there other issues we need to address?

2. If you had to share one or two "KEYS TO SUCCESS" to improve health and well-being in the county, what advice would you give?

Appendix B: Stakeholder Interview Guide

1. What are the top 2-3 strategies for addressing **better support and access to basic services** in your county? [*Probes: Can you tell me more about that? Can you expand on that? Can you describe in greater detail? Are there specific resources that might be needed?*] What is needed to successfully address these issues? In other words, what are the keys to success for any of these strategies?

2. What are the top 2-3 strategies for increasing **awareness of, and access to, existing services** in your county? [*Probes: Can you tell me more about that? Can you expand on that? Can you describe in greater detail? Are there specific resources that might be needed?*] What is needed to successfully address these issues? In other words, what are the keys to success for any of these strategies?

3. What are the top 2-3 strategies for increasing access to **crisis care and behavioral health services** in your county? [*Probes: Can you tell me more about that? Can you expand on that? Can you describe in greater detail? Are there specific resources that might be needed?*] What is needed to successfully address these issues? In other words, what are the keys to success for any of these strategies?

4. Regardless of the need or strategy, what is necessary to achieve success for any of your suggested strategies in Florida Department of Health Franklin County? [*Probes: Can you tell me more about that? Can you expand on that? Can you describe in greater detail? Are there specific resources that might be needed?*]

RESEARCHER NOTES

- Bring up each of the following topics and include probes and subcategories in the dialogue.
- Note comments and particular areas of emphasis. Include comparisons between topics where helpful (*e.g., "So which do you think requires more attention: substance abuse education in schools or opioid abuse intervention among the homeless?"*).

Appendix C: Table Leader Handouts

Meeting Agenda

Time	Activity	Leader
1:00 pm-1:20 pm	Welcome and introductions; Background and goals	DT Simmons/ Sarah Quaranta and Katelyn Michaud
1:20 pm -2:15 pm	Strategy Review	Katelyn Michaud/ Table leaders
2:15 pm – 2:50 pm	Reporting out and review results	Scott Good and Katelyn Michaud/ Table leaders
2:50 pm – 3:00 pm	Wrap up and next steps	DT Simmons/ Sarah Quaranta and Katelyn Michaud

NOTE: One or two (or more?) tables will discuss each of the Strategy Group topics and generate their list of higher priority strategies – up to ten. The work on the three Strategy Groups will continue independently for about an hour. With about 15 minutes remaining, Table Leaders will send the higher priority strategies to Isa; Isa will populate the "real-time" voting slides. Real-time voting will take place using "Poll Everywhere" to rank and rate strategies.

During the Strategy Review, Table Leaders will do the following (durations shown are approximations):

- Record attendance (3 minutes)

- Review the list of strategies generated by the Strategy Development survey, Best Practice research, and other new strategies to add to the list (or delete from the list) (20 minutes)

- Query the group and qualitatively create a list of the top three to five strategies; Isa will collect the list and load it into the "real-time voting" platform (8 minutes)

- Review the list of top barriers identified by the Strategy Development survey; add to it, as needed (7 minutes)

- While Katelyn Michaud is loading the "real-time voting" platform, create a list of two or three metrics that can be used to measure impact for the top three to five strategies. (12 minutes)

During the Strategy Review, Table Leaders will do the following (durations shown are approximations):

- Record attendance (3 minutes)

- Review the list of strategies generated by the Strategy Development survey, Best Practice research, and other new strategies to add to the list (or delete from the list) (20 minutes)

- Query the group and qualitatively create a list of the top three strategies; Scott will collect the list and load it into the "real-time voting" platform (8 minutes)

- Review the list of top barriers identified by the Strategy Development survey; add to it, as needed (7 minutes)

While Katelyn is loading the "real-time voting" platform, create a list of two or three metrics that can be used to measure impact for the top three to five strategies. (12 minutes)

Strategy Review Directions for Table Leaders

At the beginning of the session:

1. Ask people to sign the Attendance Page (attached).

Time will be tight, as you have a few things to do for your Focus Area topic:

2. Guide a discussion about strategies and ideas to impact the Focus Area

    a. Read the "Focus Area" description

    b. Review the initial list of strategies

        i. Review the list of initial strategies with the table

        ii. Identify the top three that may best impact community needs

        iii. Read responses to table members and agree upon the lists.

        iv. Keep the longer list of strategies; they will later be added to the aggregated list of ideas

        v. This will take 30 minutes

    c. List the biggest barriers to success (you can reference the initial list that came from the Strategy Survey responses)

        i. Develop a list of three major obstacles or barriers to success

        ii. This will take 10 minutes

3. With five minutes remaining (facilitators will notify you), facilitators will collect the forms after each of the sessions.

4. After we reconvene, the host will invite some table leaders to report out. The number of reporters will depend on time constraints.

Strategy Group: Better Support and Access to Basic Services

Star (*) the Top 3	Strategies **Add to this List or Delete Some**	**Primary** Barriers
1	Increase income-based housing and workforce housing supply, including through public-private partnerships and collaboration with property developers	**1**
2	Increase the number of livable wage job opportunities in Florida Department of Health Franklin County	**2**
3	Implement job training programs, such as for service industry careers, in partnership with local community/state college and high schools	**3**
4	Hold career/job fairs and provide training sessions with community member volunteers to improve awareness of career options and local job opportunities	
5	Promote opportunities to embed peers in recovery community settings	
6	Provide training for individuals to provide home-based childcare	
7	Create new, and expand existing, childcare resources and facilities, especially in marginalized communities and childcare deserts	
8	Increase coordination across different types of providers by equipping existing community access points (e.g., libraries, home visiting programs, health clinics, and community-based organizations) with information and resources that would help families enroll in childcare that meets their needs	
9	*Add*	

Top Three	Measures of Success - Metrics
1	*Add*
2	*Add*
3	*Add*
Other	*Add*
Other	*Add*

Strategy Group: Crisis Care and Behavioral Health Services

| Star (*) the Top 3	Strategies **Add to this List or Delete Some**	**Primary** Barriers
1	Increase informational outreach regarding mental health stigma in the community, such as messaging through churches and in workplaces	1
2	Increase the amount of locally available behavioral health services through public-private partnerships	2
3	Improve recruitment efforts for open positions in local behavioral health, including prevention and treatment roles	3
4	Increase public awareness and utilization of telehealth kiosks at the Department of Health	
5	Develop intervention programs with family and youth	
6	Establish digital clinics using smartphone apps to augment and extend mental health care	
7	Expand Medications for Opioid Use Disorder (MOUD) to correctional facilities	
8		

Top Three	Measures of Success - Metrics
1	*Add*
2	*Add*
3	*Add*
Other	*Add*
Other	*Add*

Strategy Group: Awareness of and access to existing services (including additional capacity)

Star (*) the Top 3	Strategies **Add to this List or Delete Some**	**Primary** Barriers
1	Promote the use of telehealth in rural areas, including potentially creating public internet hotspots where people can access telehealth resources (without having high-speed internet at home)	1
2	Work with churches and schools to disseminate information to community members	2
3	Invest in updating outdated community healthcare resources, such as the hospital	3
4	Promote the Department of Health's resource hub	
5	Implement a strong transitional care program that helps patients to transition from inpatient settings to their home/community successfully and reduces readmissions	
6	Improve interagency collaboration and outreach, including door-to-door outreach and coordination of transportation services	
7	Increase the frequency and improve publicity of outreach events, such as health fairs	
8	Utilize multidisciplinary teams, such as care teams including a social worker and/or other professionals who have the skills to address non-clinical barriers to success	
9	*Add*	

Top Three	Measures of Success - Metrics
1	*Add*
2	*Add*
3	*Add*
Other	*Add*
Other	*Add*

Appendix D: Slide Deck
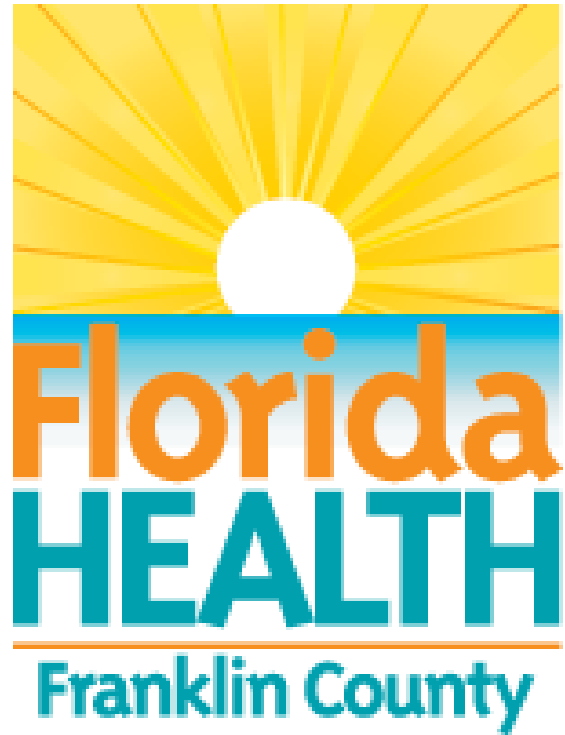
Community Health Improvement Plan

Meeting Agenda

🤝	1:00 – 1:10	Welcome and introductions
🏠	1:10 – 1:20	Background and goals for the morning
📡	1:20 – 2:20	Strategy review
⏱	2:20 – 2:50	Reporting out and review of results
▶	2:50 – 3:00	Wrap-up and next steps

Florida HEALTH Gulf County

crescendo | cg

Welcome!

Franklin County Florida Health Department in Partnership with Crescendo Consulting Group
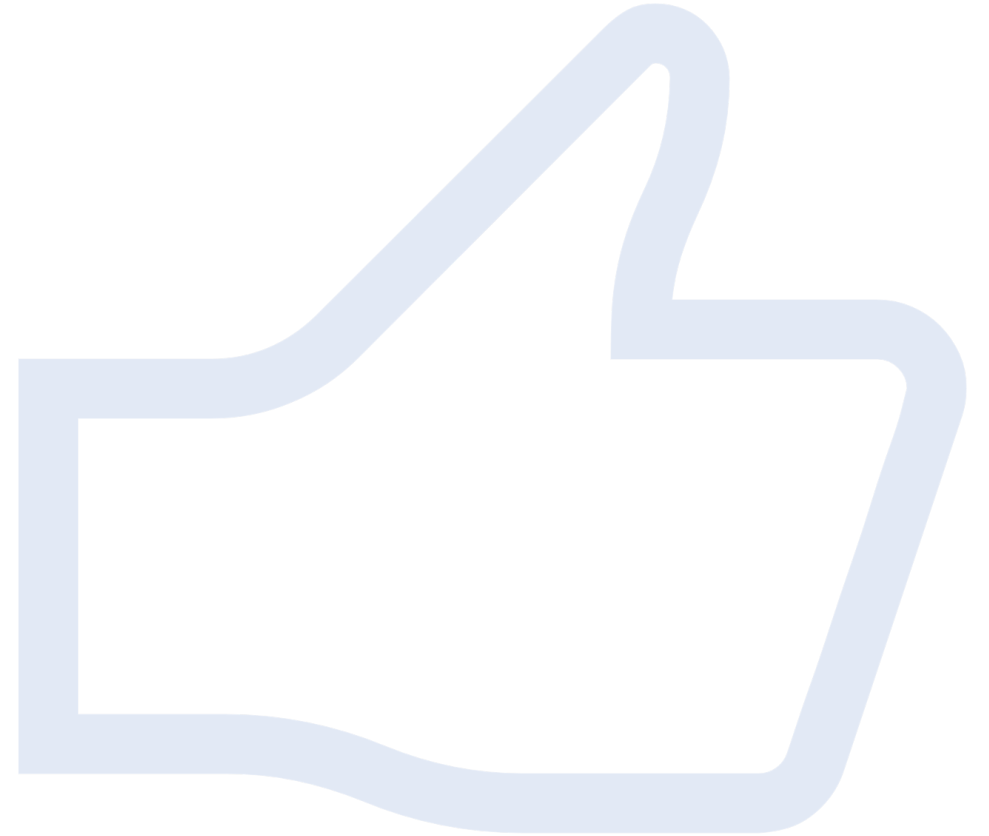
DT Simmons, MPH
Operations Manager

Sarah Quaranta, MPH
Administrator

Katelyn Michaud, MPH
Managing Principal

Scott Good,
Principal

Background

- Community Health Assessment (CHA)
- Community Health Improvement Plan (CHIP)
  - Interviews
  - Survey
  - National Best Practices
- TODAY!

Goals and Purpose

Prioritize key strategies to address Community Health Needs

Build consensus around results

Start the process to launch into activities that will save lives

Core Question: "How do we focus funding to make the biggest impact?"

Strategy Categories

Better Support and Access to Basic Services

Crisis Care and Other Mental Health Services

Awareness of and access to existing services (including additional capacity)

Today's Prioritization Process

1

Break out into groups

- There are three groups – one for each strategy category

2

Identify top three to five strategies

- Table leaders will read a list of existing suggestions and you will discuss the list
- Add new ones, if needed
- Table leaders will ask the group to identify the most critical three or so

3

Reassemble as a group after about 45-50 minutes

- Use cell phones to quickly evaluate the top three needs in each of the strategy categories

Break out Time!
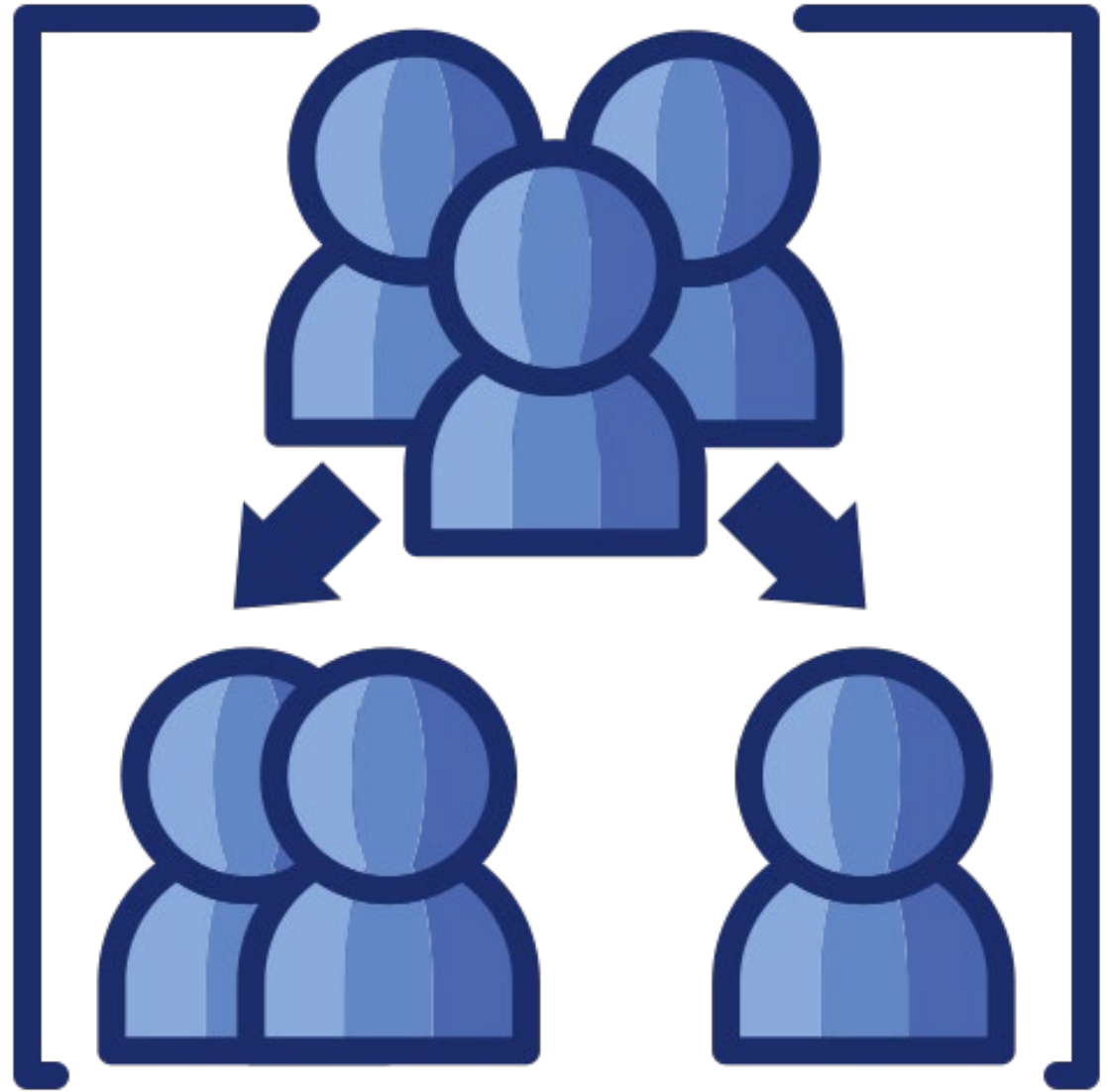
Welcome Back!

Let's discuss results and how it will direct our work ahead

Ranking Process

Type in:
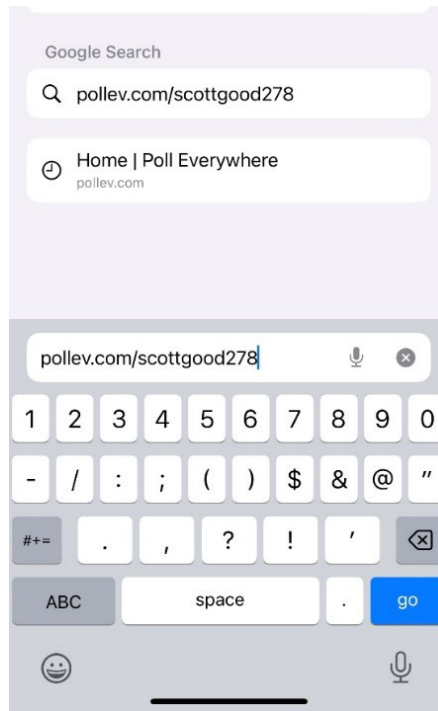
Text: **SCOTTGOOD278**

to: **22333**

Testing

Please text the letter that corresponds to your favorite color

What is your favorite color?

A. Red
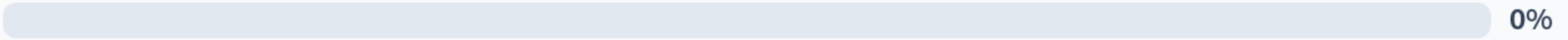
0%

B. Blue
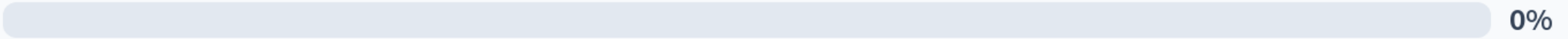
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C. Pink

0%

D. Purple
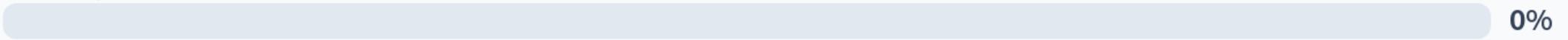
0%

None of the above

100%

Strategy Categories

Better Support and Access to Basic Services

Crisis Care and Other Mental Health Services

Awareness of and access to existing services (including additional capacity)

Better Support and Access to Basic Services

Better Support and Access to Basic Services Strategies

- Increase income-based housing and workforce housing supply, including through public-private partnerships and collaboration with property developers

- Increase the number of livable wage job opportunities in Franklin County

- Implement job training programs, such as for service industry careers, in partnership with local community/state college and high schools

- Hold career/job fairs and provide training sessions with community member volunteers to improve awareness of career options and local job opportunities

- Provide training for individuals to provide home-based childcare

- Create new, and expand existing, childcare resources and facilities, especially in marginalized communities and childcare deserts

- Increase coordination across different types of providers by equipping existing community access points (e.g., libraries, home visiting programs, health clinics, and community-based organizations) with information and resources that would help families enroll in childcare that meets their needs

Better Support and Access to Basic Services Strategies - Choose the NUMBER ONE best strategy:

A. Increase income-based housing and workforce housing supply, including through public-private partnerships and collaboration with property developers — 0%

B. Increase the number of livable wage job opportunities in Franklin County — 0%

C. Create new, and expand existing, childcare resources and facilities, especially in marginalized communities and childcare deserts — 0%

Better Support and Access to Basic Services Strategies - Choose the NUMBER TWO best strategy:

A. Increase income-based housing and workforce housing supply, including through public-private partnerships and collaboration with property developers   0%

B. Increase the number of livable wage job opportunities in Franklin County   0%

F. Create new, and expand existing, childcare resources and facilities, especially in marginalized communities and childcare deserts   0%

Better Support and Access to Basic Services Strategies - Choose the NUMBER THREE best strategy:

A. Increase income-based housing and workforce housing supply, including through public-private partnerships and collaboration with property developers

0%

B. Increase the number of livable wage job opportunities in Franklin County

0%

F. Create new, and expand existing, childcare resources and facilities, especially in marginalized communities and childcare deserts

0%

Crisis Care and Other Mental Health Services

Crisis Care and Other Mental Health Services Strategies

- Increase informational outreach regarding mental health stigma in the community, such as messaging through churches and in workplaces
- Increase the amount of locally available behavioral health services through public-private partnerships
- Improve recruitment efforts for open positions in local behavioral health, including prevention and treatment roles
- Increase public awareness and utilization of telehealth kiosks at the Department of Health
- Develop intervention programs with family and youth
- Establish digital clinics using smartphone apps to augment and extend mental health care
- Expand Medications for Opioid Use Disorder (MOUD) to correctional facilities

Crisis Care and Other Mental Health Services Strategies - Choose the NUMBER ONE best strategy:

A. Increase informational outreach regarding mental health stigma in the community — 0%

B. Increase the amount of locally available behavioral health services through public-private partnerships — 0%

C. Improve recruitment efforts for open positions in local behavioral health, including prevention and treatment roles — 0%

D. Increase public awareness and utilization of telehealth kiosks at the Department of Health — 0%

E. Develop intervention programs with family and youth — 0%

F. Establish digital clinics using smartphone apps to augment and extend mental health care — 0%

G. Expand Medications for Opioid Use Disorder (MOUD) to correctional facilities — 0%

Crisis Care and Other Mental Health Services Strategies - Choose the NUMBER TWO best strategy:

A. Increase informational outreach regarding mental health stigma in the community   0%

B. Increase the amount of locally available behavioral health services through public-private partnerships   0%

C. Improve recruitment efforts for open positions in local behavioral health, including prevention and treatment roles   0%

D. Increase public awareness and utilization of telehealth kiosks at the Department of Health   0%

E. Develop intervention programs with family and youth   0%

F. Establish digital clinics using smartphone apps to augment and extend mental health care   0%

G. Expand Medications for Opioid Use Disorder (MOUD) to correctional facilities   0%

Crisis Care and Other Mental Health Services Strategies - Choose the NUMBER THREE best strategy:

A. Increase informational outreach regarding mental health stigma in the community — 0%

B. Increase the amount of locally available behavioral health services through public-private partnerships — 0%

C. Improve recruitment efforts for open positions in local behavioral health, including prevention and treatment roles — 0%

D. Increase public awareness and utilization of telehealth kiosks at the Department of Health — 0%

E. Develop intervention programs with family and youth — 0%

F. Establish digital clinics using smartphone apps to augment and extend mental health care — 0%

G. Expand Medications for Opioid Use Disorder (MOUD) to correctional facilities — 0%

Awareness of and access to existing services (including additional capacity)

Awareness of and access to existing services (including additional capacity)

- Promote the use of telehealth in rural areas, including potentially creating public internet hotspots where people can access telehealth resources (without having high-speed internet at home)

- Work with churches and schools to disseminate information to community members

- Invest in updating outdated community healthcare resources, such as the hospital

- Promote the Department of Health's resource hub

- Implement a strong transitional care program that helps patients to transition from inpatient settings to their home/community successfully and reduces readmissions

- Improve interagency collaboration and outreach, including door-to-door outreach and coordination of transportation services

- Increase the frequency and improve publicity of outreach events, such as health fairs

- Utilize multidisciplinary teams, such as care teams including a social worker and/or other professionals who have the skills to address non-clinical barriers to success

Awareness of and access to existing services (including additional capacity) - Choose the NUMBER ONE best strategy:

A. Promote the use of telehealth in rural areas, including potentially creating public internet hotspots where people can access telehealth resources — 0%

B. Work with churches and schools to disseminate information to community members — 0%

C. Invest in updating outdated community healthcare resources, such as the hospital — 0%

D. Promote the Department of Health's resource hub — 0%

E. Implement a strong transitional care program that reduces readmissions — 0%

F. Improve interagency collaboration and outreach — 0%

G. Increase the frequency and improve publicity of outreach events — 0%

H. Utilize multidisciplinary teamss to address non-clinical barriers to success — 0%

Awareness of and access to existing services (including additional capacity) - Choose the NUMBER TWO best strategy:

A. Promote the use of telehealth in rural areas, including potentially creating public internet hotspots where people can access telehealth resources — 0%

B. Work with churches and schools to disseminate information to community members — 0%

C. Invest in updating outdated community healthcare resources, such as the hospital — 0%

D. Promote the Department of Health's resource hub — 0%

E. Implement a strong transitional care program that reduces readmissions — 0%

F. Improve interagency collaboration and outreach — 0%

G. Increase the frequency and improve publicity of outreach events — 0%

H. Utilize multidisciplinary teamss to address non-clinical barriers to success — 0%

Awareness of and access to existing services (including additional capacity) - Choose the NUMBER THREE best strategy:

A. Promote the use of telehealth in rural areas, including potentially creating public internet hotspots where people can access telehealth resources — 0%

B. Work with churches and schools to disseminate information to community members — 0%

C. Invest in updating outdated community healthcare resources, such as the hospital — 0%

D. Promote the Department of Health's resource hub — 0%

E. Implement a strong transitional care program that reduces readmissions — 0%

F. Improve interagency collaboration and outreach — 0%

G. Increase the frequency and improve publicity of outreach events — 0%

H. Utilize multidisciplinary teamss to address non-clinical barriers to success — 0%

Next Steps

DOCUMENT TODAY'S STRATEGY EVALUATION

CREATE A DATABASE OF ALL SUGGESTED STRATEGIES, BARRIERS, PARTNERS, AND OTHER INFORMATION

LAUNCH ADDITIONAL EFFORTS TO OPERATIONALIZE STRATEGIES

Reconvene and Wrap Up

Did we meet our goals today?

Questions?