

# Human Services Strategic Plan 2014-2019

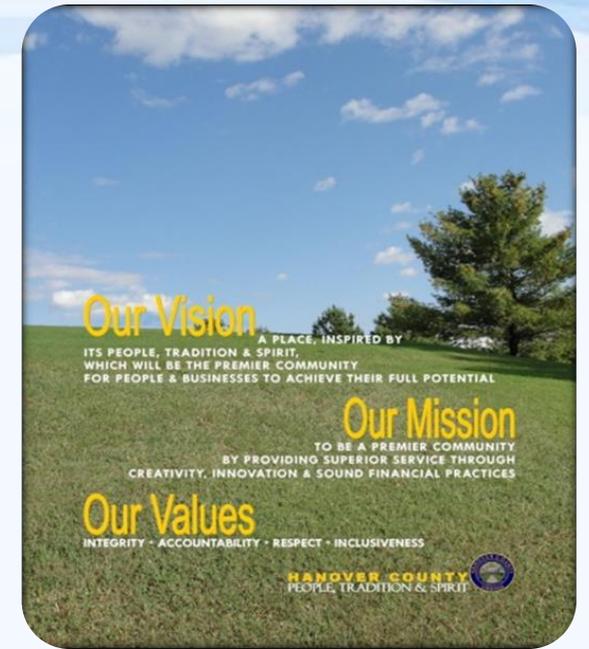
*Hanover County, Virginia*



PROMOTE CITIZEN INDEPENDENCE  
AND A HIGH QUALITY OF LIFE

# Introduction

- *Current plan adopted in 2007*
- *Overall County strategic plan approved by the Board of Supervisors in 2012 has human services objectives:*
  - *Ensure that children are school ready and adults are work ready*
  - *Ensure housing at various price levels is available to meet the needs of the population*
  - *Improve the health status of individuals*
  - *Increase the self-sufficiency of vulnerable residents*



# Steering Team

	Department
Lisa Adkins	Community Resources
John Budesky	County Admin
Sheila Crossen-Powell	Social Services
Dr. Tom Franck	Health Department
Lynn Robbins	Juvenile Court Services
Greg Sager	Parks & Rec
Ivy Sager	Community Services Board
Rita Schalk	Extension
Tom Shepley	Library
Rosemarie Stocky	Schools
Jim Taylor	County Admin

# Community Strengths

Hanover residents are relatively fortunate

High Median  
Income

Low Poverty

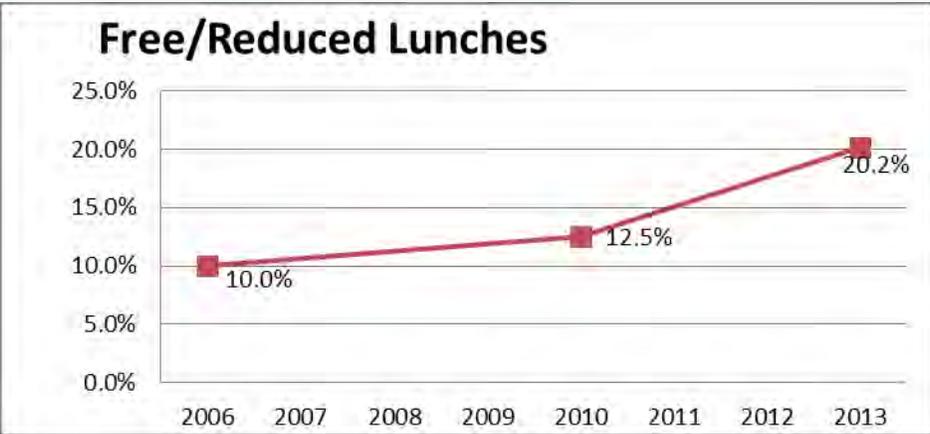
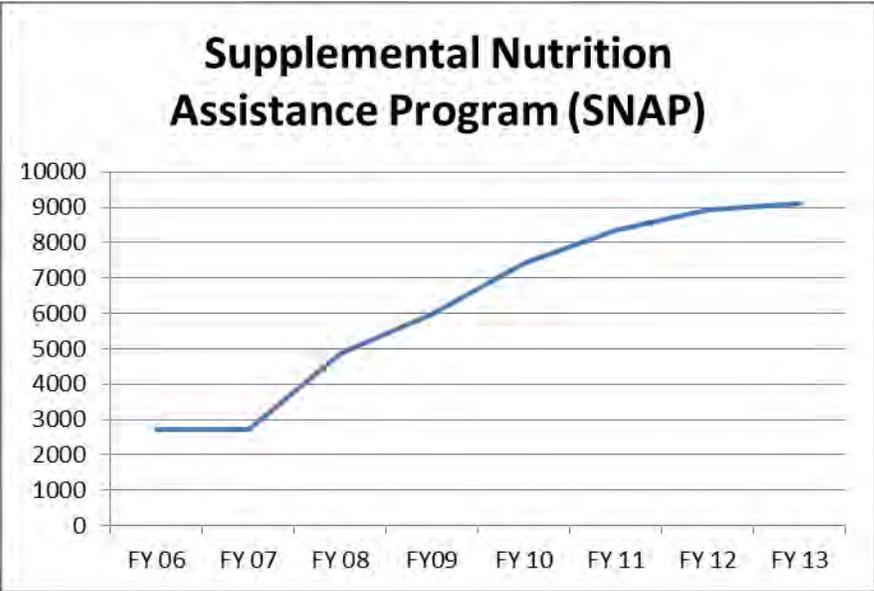
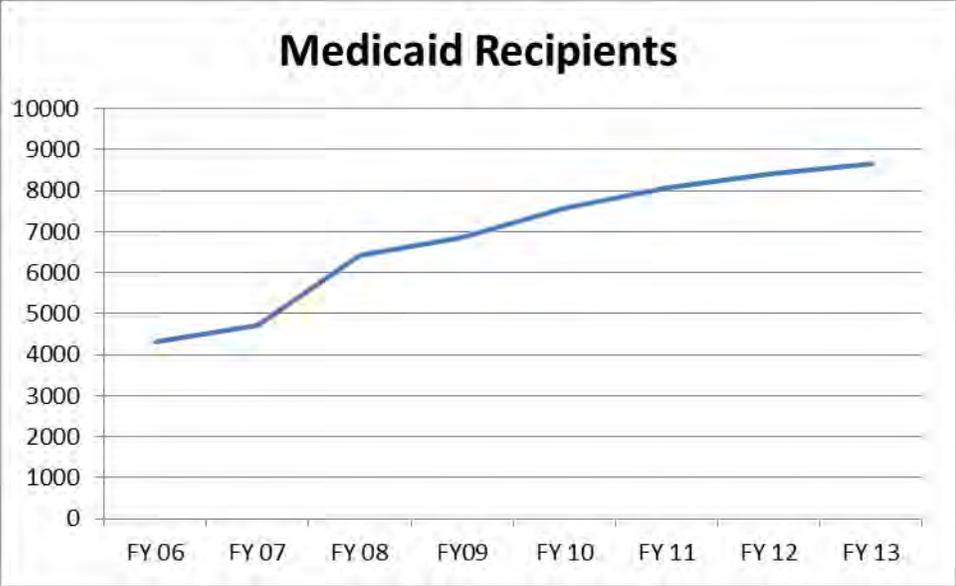
High Marks  
Citizen Survey

AAA bond  
ratings

100 Best  
Communities for  
Young People

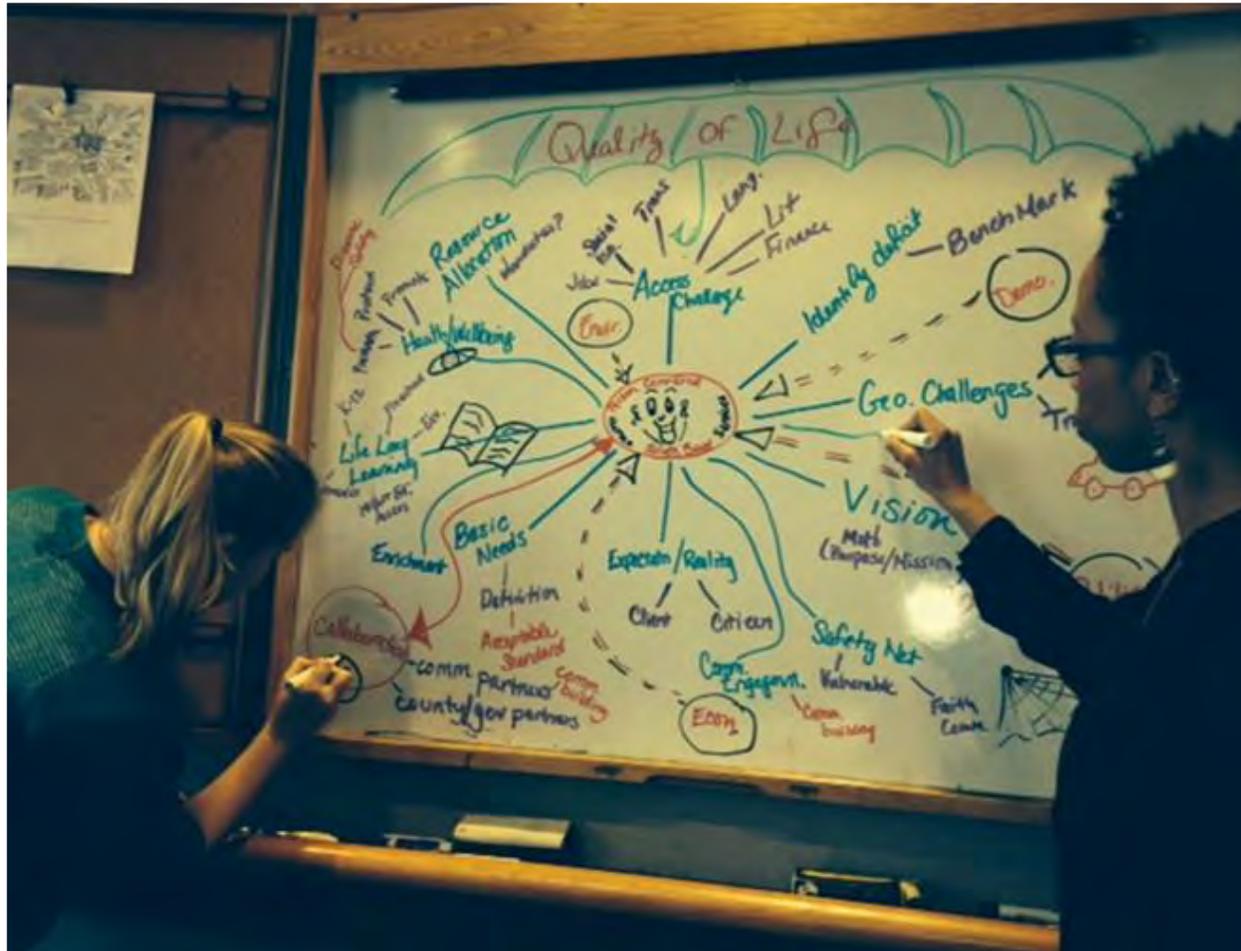
United Way  
Indicators

In 2013, 6.1% of Hanover's residents live at or below the poverty line



# Project Methodology

- Review of the current human services strategic plan
- Review of the Board of Supervisors' goals and objectives
- Research into other communities
- Mind mapping (brain storming)
- Input from our partners including the Board of Social Services, Community Services Board, Hanover Early Childhood Council, and nonprofit agencies



# Themes identified

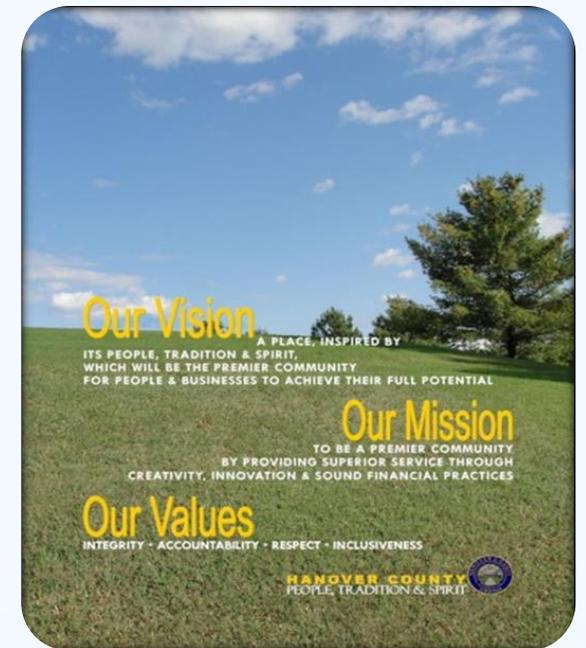
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<b>Strength Themes</b>	<b>Opportunities Themes</b>
Collaboration	Transportation
Leadership/stability	Technology/internet differences
Strong community	Limited housing opportunities
Volunteerism	Communication/awareness
Schools	Interdepartmental efficiencies
Faith community	Prevention

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# Recommended Changes to Board Human Services Objectives

- *Ensure that children are school ready and adults are work ready*
- ~~Ensure housing at various price levels is available to meet the needs of the population~~
- *Improve the health status of individuals*
- *Increase the self-sufficiency of vulnerable residents*



# Data Driven Goals

**S**pecific  
**M**easurable  
**A**ttainable  
**R**ealistic  
**T**ime-bound

S\*M\*A\*R\*T GOALS

# 2011 Citizen Survey Results (most recent)

## Human Services Measures

Services	Excellent/Good	Fair/Poor
Recreation centers or facilities	80%	20%
Health Services	78%	22%
Recreation programs or classes	76%	24%
Services to youth	76%	24%
Availability of quality food	75%	25%
Adult protective services	74%	26%
Services to seniors	74%	26%
Availability of preventive health services	73%	27%
Availability of quality health care	73%	27%
Drug and alcohol services	71%	28%
Availability of quality child care	66%	34%
Mental health services	63%	36%
Services to low-income people	60%	40%
Availability of affordable quality housing	53%	47%



# *Objectives, Strategies & Key Indicators*

*Healthy, Caring, School Ready, Accessible*

# Healthy Hanover

PROMOTE COMMUNITY HEALTH AND WELLNESS



# Healthy Hanover

## PROMOTE COMMUNITY HEALTH AND WELLNESS

OBJECTIVES	STRATEGIES	KEY INDICATORS
Develop a coordinated community health assessment and improvement plan	Partner with Health Department and healthcare systems to analyze data and impact health risk factors	Quality of Life Measures (mortality, diabetes, heart disease, obesity, teen births, low birth weight), County Health Rank - Top 10% in State
Build and deliver prevention and early intervention programs	Establish a home visiting program to help vulnerable young families	Program in place by 2016
	Identify barriers for immunizations	Immunizations up to date by age 2 - Above State Avg.
Provide venues for the community to practice an active lifestyle	Support programs that offer opportunities for physical activity	Citizen survey responses regarding facilities and programs - Excellent/Good 80%
Promote a strong, healthy food culture in the schools and community	Partner with Hanover County Public Schools, Health Department, and Extension Service to develop a campaign	Program in place

# Caring Hanover

ENSURE ADEQUATE SAFETY NET AND PROMOTE SELF-SUFFICIENCY



# Caring Hanover

ENSURE ADEQUATE SAFETY NET AND PROMOTE SELF-SUFFICIENCY

OBJECTIVES	STRATEGIES	KEY INDICATORS
Ensure treatment and transitional support to all populations	Monitor service levels and response for social service programs (TANF, SNAP, VIEW)	Service levels above state avg.
	Meet the mental health needs of the community	Estimate of Adults with Serious Mental Illness, Estimate of Children with Serious Emotional Disturbance, Suicide Deaths Mental, Behavioral and Neurodevelopmental Deaths – Better than State avg.
	Track ID waiver waiting list and engage the Community Service Board for advocacy	Annual evaluation and establishment of benchmarks
	Develop timeframes for service wait times for mental health services	Service levels established
	Partner with Hanover County Public Schools and other community partners to determine homelessness and coordinate wrap around services	Annual coordination and establishment of benchmarks
	Evaluate crisis receiving center	Program in place
	Focus on permanent placements for children and a reduction in congregate (residential) care	Better than State average

# Caring Hanover

ENSURE ADEQUATE SAFETY NET AND PROMOTE SELF-SUFFICIENCY

OBJECTIVES	STRATEGIES	KEY INDICATORS
Assist people with finding food and shelter	Collaborate with community agencies to develop and build resources to meet the needs of the community	Annual evaluation; Population living in poverty; Students receiving free or reduced lunch - better than state avg.
	Continue to expand Aunt Bertha resource directory	Increase in utilization from prior year
Protect vulnerable children	Promptly respond to complaints of child abuse or neglect	Better than State standards
Provide counseling and treatment to those in the court system to reduce recidivism	Grow juvenile drug court and continue to evaluate adult drug court	Increase in participation from prior year
	Annual evaluation of risk factors and service delivery	Based on risk factors for juvenile offenders service needs are met 95% of the time
	Support the regional jail in the development of an addiction recovery program	Reduction in recidivism

# School Ready Hanover

ENSURE CHILDREN ARE READY FOR SCHOOL SUCCESS



# School Ready Hanover

ENSURE CHILDREN ARE READY FOR SCHOOL SUCCESS

OBJECTIVES	STRATEGIES	KEY INDICATORS
Prepare children for kindergarten	Promote quality preschool programs	Accredited preschool programs – target 95%
	Coordinate a communication plan with the Hanover Early Childhood Council	Plan developed and distributed within year 1
	Maximize Virginia Preschool Initiative opportunities	School Readiness plan – 100% progressing under domains of the plan
	Partner with Hanover County Public Schools to identify students below benchmark and develop targeted strategy	Kindergartners passing PALS-K benchmark – 95%
	Partner with the library to increase family and preschooler use of the public library	Preschool and family program participation
Support Hanover County Public Schools' strategic plan	Partner with Schools to target attendance issues	Attendance rate maintained at 95%
	Partner with Schools to target dropout issues	Drop-out rate less than 5%

# Accessible Hanover

PROVIDE INFORMATION, ASSISTANCE, AND REFERRALS



# Accessible Hanover

PROVIDE INFORMATION, ASSISTANCE, AND REFERRALS

OBJECTIVES	STRATEGIES	KEY INDICATORS
Support new and enhanced transportation and delivery systems	Develop a local strategy for transportation of residents in conjunction with partner agencies	Plan in place; decline in waiting lists or unserved transportation requests
	Influence service levels of State Medicaid transportation provider	Reduction in Logisticare transportation complaints among Hanover participants
	Analyze current delivery systems to develop mobile approaches to service access (include analysis of GIS mapping, existing programs and locations)	One enhancement annually
	Promote use of technology to streamline and improve access and delivery of services	Annual coordination to establish benchmarks
Enhance the public information methods of the County	Promote the use of social media sites and other communications methods	Increase from prior year
	Expand utilization of mobile/on-site services	Increase from prior year
	Provide public information for available resources	Utilization of Aunt Bertha resource directory

# A Beginning

*For the next five years, Hanover County human services departments will work to further define four main areas and report progress. The update is simple and straightforward. We will further define strategies to impact quality of life and make Hanover more **Healthy, Caring, Ready for School, and Accessible**.*



# Questions

