



## Action Plan 2012-2015

Highlands County Community Health Improvement Action Plan 2012-2015

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Health Council of West Central Florida

**Highlands CHIP Action Plan  
2012-2015**

| <b>Strategic Priority 1: <i>Improve accessibility of health and social services.</i></b>                                                  |                                                           |                                                           |                         |
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| <b>Strategy 1.1: Explore the development of a One-Stop center in Sebring by December, 2013.</b>                                           |                                                           |                                                           |                         |
| <b>Activity/Action Step</b>                                                                                                               | <b>Lead Responsibility</b>                                | <b>Resources</b><br>funding/people/time/materials         | <b>Time frame</b>       |
| 1. Convene meeting of key stakeholders to determine populations to be served and core services to be provided                             | Ingrid Utech (coordinator)<br>Meredith Lutz (facilitator) |                                                           | July- October, 29, 2012 |
| 2. Identify lead agency and partner agencies and determine organizational structure                                                       | Ingrid Utech (coordinator)<br>Meredith Lutz (facilitator) | Ongoing stakeholder commitment to meetings, meeting space | By January 31, 2013     |
| 3. Identify space needs for one-stop center                                                                                               | Lead Agency/Partners                                      |                                                           | By March, 2013          |
| 4. Identify potential locations                                                                                                           | Lead Agency/County and/Health Department                  |                                                           | By August, 2013         |
| 5. Estimate costs to construct and furnish facility                                                                                       | Lead Agency/County and/Health Department                  | Architectural and Engineering services                    | By November, 2013       |
| 6. Determine if feasible to continue                                                                                                      | Lead Agency/Stakeholders                                  |                                                           | By December, 2013       |
| <b>Evidence of Success:</b> (How will we know we are making progress? What are the benchmarks?)<br>Stakeholders participating in meetings |                                                           |                                                           |                         |

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| <b>Strategic Priority 1: <i>Improve accessibility of health and social services.</i></b>                                                           |
| <b>Strategy 1.1: Explore the development of a One-Stop center in Sebring by December, 2013.</b>                                                    |
| <b>Evaluation Process:</b> (How will we know that we have accomplished the goal? What are the measures?)<br>Decision to proceed or not to proceed. |

| <b>Strategic Priority 1: <i>Improve accessibility of health and social services.</i></b>                                                                  |                            |                                                   |                   |
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| <b>Strategy 1.2: Proceed with development of One-Stop Center <u>if feasible</u> to be completed by June 30, 2015.</b>                                     |                            |                                                   |                   |
| <b>Activity/Action Step</b>                                                                                                                               | <b>Lead Responsibility</b> | <b>Resources</b><br>funding/people/time/materials | <b>Time frame</b> |
| 1. Develop MOAs among providers                                                                                                                           | Lead Agency/partners       | Legal advice                                      | By February, 2014 |
| 2. Obtain site                                                                                                                                            | Owner of site              | Funding                                           | By March, 2014    |
| 3. Develop bid documents for architectural and engineering services                                                                                       | Owner/Health Department    | Funding                                           | By April, 2014    |
| 4. Award A&E contract                                                                                                                                     | Owner                      | Funding                                           | By May, 2014      |
| 5. Develop bid documents for construction/renovation                                                                                                      | Owner                      | Funding                                           | By July, 2014     |
| 6. Award construction/renovation contract                                                                                                                 | Owner                      | Funding                                           | Sept, 2014        |
| 7. One Stop Center opens                                                                                                                                  | Lead Agency/partners       |                                                   | June, 2015        |
| <b>Evidence of Success:</b> (How will we know we are making progress? What are the benchmarks)<br>MOAs/Joint Service agreements, bid documents, contracts |                            |                                                   |                   |

**Evaluation Process:** (How will we know that we have accomplished the goal? What are the measures?)  
 One-stop center will open or alternatives will be developed.

| <b>Strategic Priority 1: <i>Improve accessibility of health and social services.</i></b>                           |                                   |                                                   |                   |
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| <b>Strategy 1.3: Improve integration of behavioral health into system of care.</b>                                 |                                   |                                                   |                   |
| <b>Activity/Action Step</b>                                                                                        | <b>Lead Responsibility</b>        | <b>Resources</b><br>funding/people/time/materials | <b>Time frame</b> |
| 1. Request CHIP representation on Behavioral Health Network (BHN) or request the Network appoint a liaison to CHIP | CHIP Co-chairs                    |                                                   | By July, 2012     |
| 2. Appoint CHIP representative if approved by BHN or welcome/orient BHN member to CHIP                             | CHIP members                      |                                                   | By October, 2012  |
| 3. Reporting on BHN activities monthly at CHIP meeting                                                             | Designated Representative         |                                                   | Ongoing-monthly   |
| 4. Identify all providers (public and private) of behavioral health services for                                   | Robert Palusek,<br>Gaye Williams, |                                                   | By July 30, 2012  |

| <b>Strategic Priority 1: <i>Improve accessibility of health and social services.</i></b>                                                                                               |                            |                                                                                                                                                                   |                    |
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| <b>Strategy 1.3: Improve integration of behavioral health into system of care.</b>                                                                                                     |                            |                                                                                                                                                                   |                    |
| <b>Activity/Action Step</b>                                                                                                                                                            | <b>Lead Responsibility</b> | <b>Resources</b><br>funding/people/time/materials                                                                                                                 | <b>Time frame</b>  |
| participation in one-stop discussions                                                                                                                                                  | Dorothy Reed               |                                                                                                                                                                   |                    |
| 5. Provide an in-depth presentation to CHIP members on continuum of care and issues related to the provision of behavioral health services for children and adults at one CHIP meeting | Designated Representative  | Presentation materials (power point, handouts, etc)                                                                                                               | By May, 2013       |
| 6. Conduct study on use of telemedicine capabilities and usage for behavioral health in Highlands County                                                                               | Committee to be formed     | Participation from BHN members to provide information and guidance on technical issues related to telemedicine, Tri-County Human services, Heartland for Children | By September, 2013 |
| <b>Evidence of Success:</b> (How will we know we are making progress? What are the benchmarks)<br>Behavioral Health will be actively represented in CHIP activities.                   |                            |                                                                                                                                                                   |                    |
| <b>Evaluation Process:</b> (How will we know that we have accomplished the goal? What are the measures?)<br>Study on telemedicine options will be complete.                            |                            |                                                                                                                                                                   |                    |

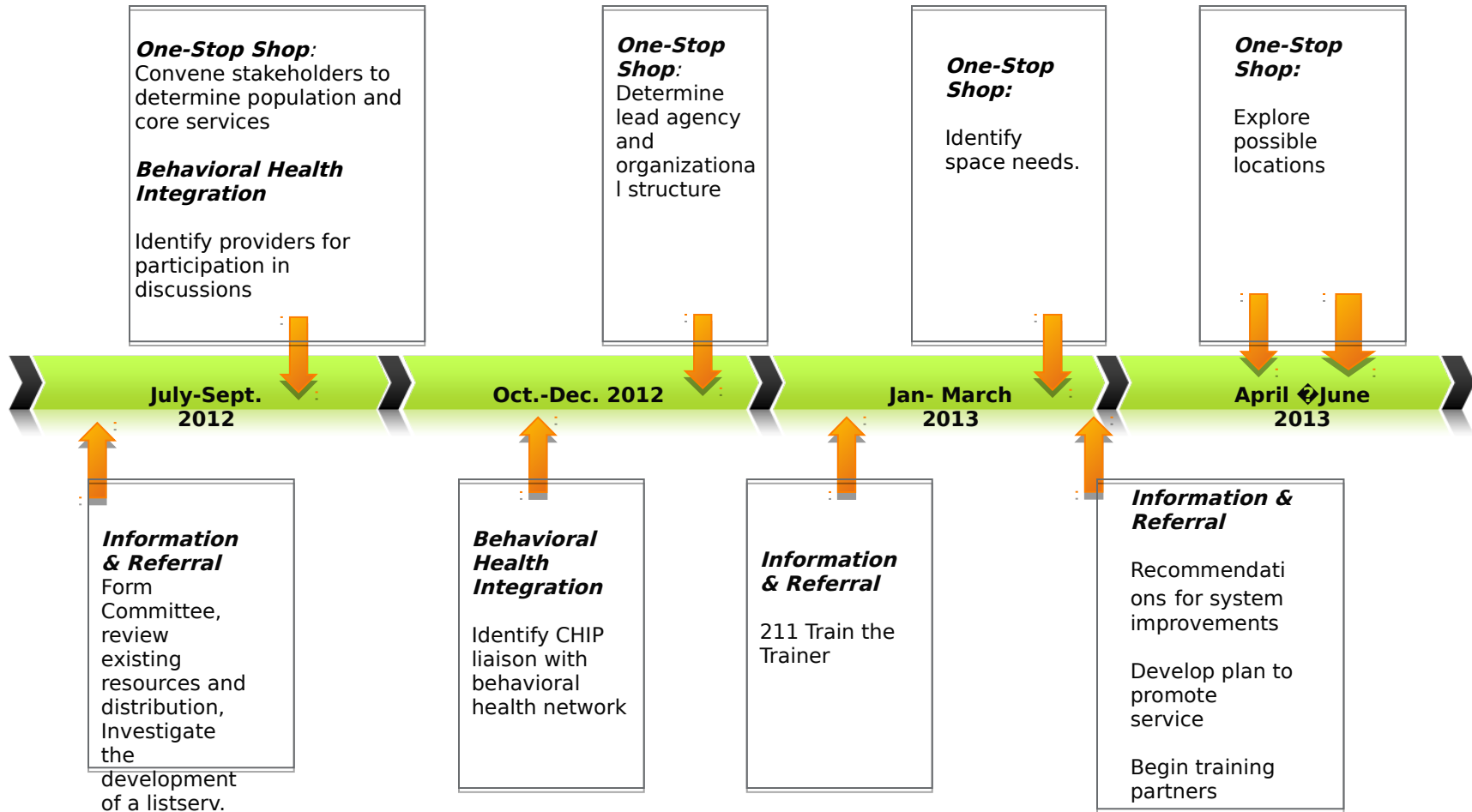
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| <b>Strategic Priority 1: <i>Improve accessibility of health and social services.</i></b>                                                 |                            |                                                   |                   |
| <b>Strategy 1.4: Proceed with alternative planning if One-Stop Center <u>is not</u> feasible, to be completed by June 30, 2015.</b>      |                            |                                                   |                   |
| <b>Activity/Action Step</b>                                                                                                              | <b>Lead Responsibility</b> | <b>Resources</b><br>funding/people/time/materials | <b>Time frame</b> |
| 1. Reconvene partners to discuss improvements that can be made to the system                                                             | CHIP/Partners              |                                                   | January, 2014     |
| 2. Develop MOAs as appropriate                                                                                                           | Partners                   |                                                   | By April 30, 2014 |
| 3. Determine evaluation mechanisms and benchmarks                                                                                        | Partners                   |                                                   | By May, 2014      |
| 4. Implement service improvements                                                                                                        | Partners                   |                                                   | By July, 2014     |
| 5. Evaluate effectiveness of improvements                                                                                                | Partners                   |                                                   | By June, 2015     |
| <b>Evidence of Success:</b> (How will we know we are making progress? What are the benchmarks)<br>MOAs, metrics and benchmarks developed |                            |                                                   |                   |
| <b>Evaluation Process:</b> (How will we know that we have accomplished the goal? What are the measures?)<br>Evaluation reports           |                            |                                                   |                   |

| <b>Strategic Priority 2: Improve community and provider knowledge of the range of health and social services available in Highlands County for improved access and coordination of services by June 30, 2013.</b> |                                         |                                                   |                      |
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| <b>Strategy 2.1:</b> Develop, improve and publicize information and referral mechanisms for the general public and providers in Highlands County.                                                                 |                                         |                                                   |                      |
| <b>Activity/Action Step</b>                                                                                                                                                                                       | <b>Lead Responsibility</b>              | <b>Resources</b><br>funding/people/time/materials | <b>Time frame</b>    |
| 1. Form committee to review existing community resources and methods of information distribution                                                                                                                  | Suzanne Crews, Tonya Chancey, Jeff Roth | 211 representative,                               | By June 30, 2012     |
| 2. Investigate development of Highlands County health and social services listserv                                                                                                                                | Sylvia Lauchman                         |                                                   | By July 31, 2012     |
| 3. Partner with 211 on Train the Trainer on use of the website and how to update information                                                                                                                      | Suzanne Crews                           |                                                   | By January, 31 2013  |
| 4. Trainers to offer training to others in the community                                                                                                                                                          | Committee                               |                                                   | ongoing              |
| 5. Make recommendations for information and referral system improvements with buy-in from stakeholders                                                                                                            | Committee                               |                                                   | By February 28, 2013 |
| 6. Develop plan for increasing community knowledge of information and referral system                                                                                                                             | Committee                               | Funding to promote service                        | By March 31, 2013    |
| 7. Implement system improvements                                                                                                                                                                                  | Providers                               |                                                   | By March 31, 2013    |
| <b>Evidence of Success:</b> (How will we know we are making progress? What are the benchmarks?)<br>Existing resources will be identified; Decision on listserv; 211 train the trainer                             |                                         |                                                   |                      |

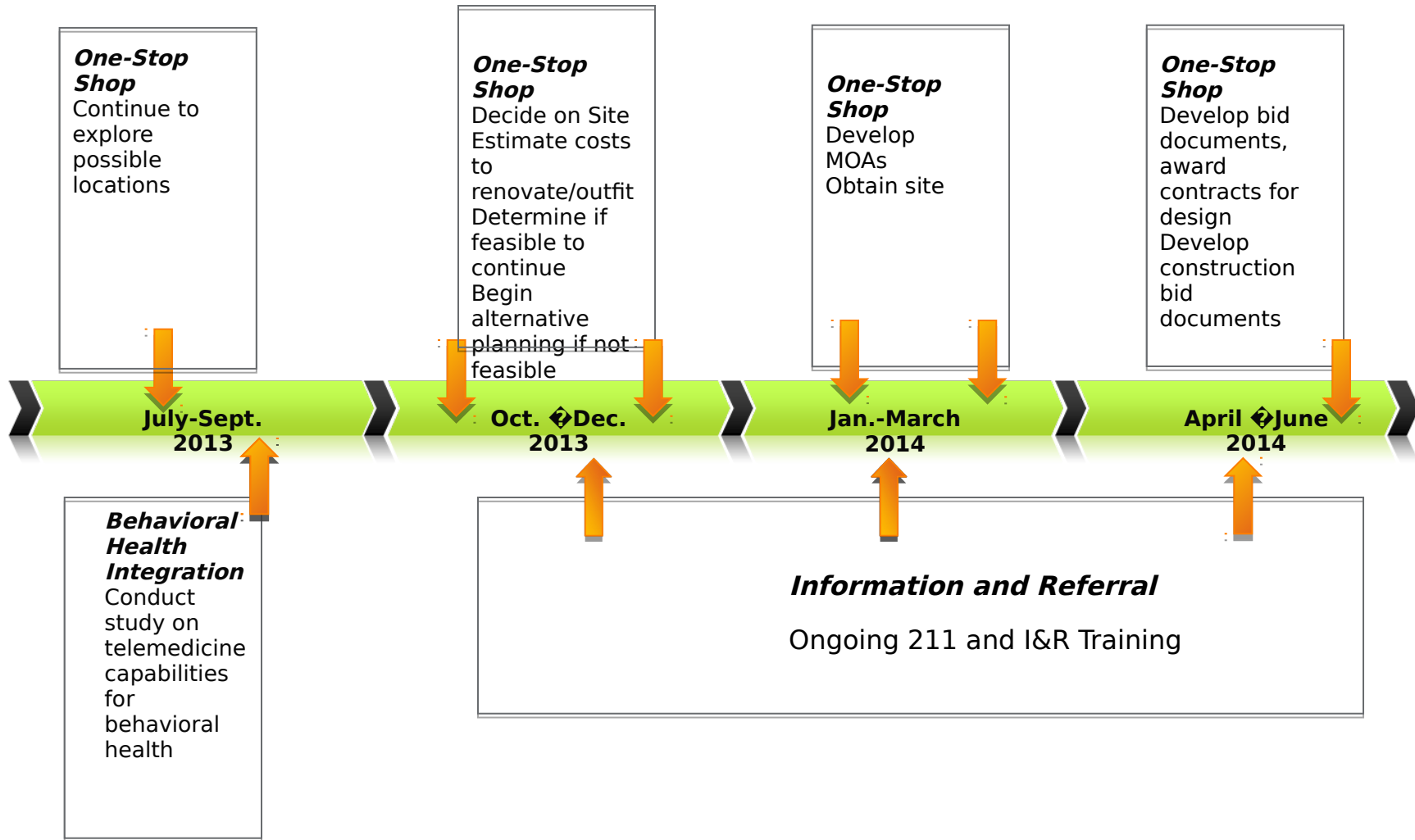
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| <b>Strategy 2.1:</b> Develop, improve and publicize information and referral mechanisms for the general public and providers in Highlands County.                                                                                          |                            |                                                   |                   |
| <b>Activity/Action Step</b>                                                                                                                                                                                                                | <b>Lead Responsibility</b> | <b>Resources</b><br>funding/people/time/materials | <b>Time frame</b> |
| <b>Evaluation Process:</b> (How will we know that we have accomplished the goal? What are the measures?)<br>Providers will update information in a timely manner. Develop baseline information on use of Information and Referral systems. |                            |                                                   |                   |



# Community Health Improvement Action Plan Highlands County-Year 1



# Community Health Improvement Action Plan Highlands County-Year 2



# Community Health Improvement Action Plan Highlands County-Year 3

