



Our Mission:

To reduce poverty and connect people and communities
to opportunities for health and wellness

Our Vision:

People helping people live better lives

Achieving Our Mission

Strengthening the foundation to get things done

Use the department's Operating Principles to guide decision-making

Measure what matters

- Use data to define problems and consider solutions
- Measure success of interventions using data
- Share data with staff, community and partners.

Maximize funding

- As effective stewards of public funds, maximize impact through efficient, cost-effective programs and services
- Leverage partnerships to maximize community benefit

Use the right tools the right way

- Align tools, processes and policy to the mission and vision
- Draft procedures that are meaningful to the user
- Streamline processes to help us meet our mandates
- Involve the people closest to the work

The graphic features the Humboldt County Department of Health & Human Services logo at the top left. The logo includes the text 'COUNTY OF HUMBOLDT' and 'Home of the Redwoods' around a circular emblem depicting a forest. To the right of the emblem is the text 'Humboldt County Department of Health & Human Services' with a stylized 'DHHS' acronym. Below the logo, the text 'our Operational Principles:' is followed by five bullet points, each describing a principle of the department's operations. The background of the graphic is light blue and white with faint silhouettes of trees.

our Operational Principles:

- Our integrated programs for children, families and adults deliver coordinated, efficient services.
- These services focus on client and community strengths and emphasize prevention, resiliency, recovery and hope.
- We collaborate with clients in their recovery and tailor our services to fit the values and needs they identify.
- Our programs are evidence-based and outcome-driven to ensure quality and accountability.
- We value and nurture our partnerships with community stakeholders.

Focusing on Prevention

Promoting equitable opportunities for health and wellness in communities through prevention and early intervention

Use data to inform decision-making

- Use population health data to identify and understand leading health concerns
- Examine disparities in health data to effectively prioritize and target strategies to promote health equity
- Compile and share data through a regular Community Health Assessment

Adopt a collective impact approach

- Work with partners to develop a mutual action plan to improve community health, implement and monitor progress

Collective Impact brings people together in a structured way to achieve social change.

Move strategies upstream

- Work to reduce the need for crisis services
- Prioritize prevention and early intervention strategies that build resilience for children
- Support solutions to the root causes of poor health
- Work in partnership to identify and implement strategies from all bands of the [Spectrum of Prevention](#), including:
 1. Strengthening individual knowledge and skills
 2. Promoting community education
 3. Educating providers
 4. Fostering coalitions and networks
 5. Changing organizational practices
 6. Influencing policy and legislation

Health equity means that everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health such as poverty, discrimination, lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care.

People Helping People

Providing accessible, culturally responsive services to all regions of the county

Improve service delivery

- Seek opportunities for innovation to increase the effectiveness of poverty-reducing programs that promote self-sufficiency and recovery
- Develop trauma-informed programs and staff to effectively address adverse childhood experiences
- Continue commitment to the use of evidence-based practices.

Strengthen relationships with Tribal and other government entities

- Use and model Humboldt Practice Model values in our interactions with others
- Explore the development of working agreements with Tribal governments
- Leverage partnerships and resources to strengthen housing security
- Continue decentralizing services throughout the county, co-locating with partners, to meet community-identified needs in culturally responsive ways.

Humboldt Practice Model values:
-Honesty, transparency and trust
-Fairness and equity
-Accountability and results

Supporting a Healthy and Engaged Workforce

Increasing job satisfaction and connection to the mission

- Develop and utilize leadership at all levels
- Link and support teams across DHHS
- Create opportunities to build a culture of inclusion, teaming, respect, appreciation and recognition
- Support professional development
- Develop leadership skills and capacity of staff
- Improve on-boarding of new employees, so that each individual is aware of their connection and role with each other, the agency and the community
- Develop a system to ensure staff receive ongoing training
- Maintain adequate levels of staffing to enable the work to be done
- Develop specific approaches of succession planning at all levels
- Participate in communitywide efforts to recruit, retain and “grow our own” health professionals
- Explore ways to improve career mobility for employees

Broaden and deepen communication

- Connect communications to the mission and vision of the organization
- Create feedback loops with staff

Prioritize workforce wellness

- Explore ways to measure workplace wellness
- Implement practices that promote wellness and a culture of mutual support among staff
- Identify and adopt principles of a trauma-informed agency that addresses secondary trauma of staff