

Central District Health Strategic Plan 2026-2028



Advance programs and services that are community-aligned, vision-driven, and sustainably resourced



Deliver exceptional customer service through innovative, responsive, and accessible solutions



Empower staff and enhance technology to strengthen internal capacity



Optimize funding and operations to sustain strategic progress

ADVANCE PROGRAMS AND SERVICES THAT ARE COMMUNITY-ALIGNED, VISION-DRIVEN, AND SUSTAINABLY RESOURCED

- Review and align programs with the agency's strategic vision and values.
 - Evaluate current medical clinic hours and sites and complete a cost-benefit analysis of expanding hours and walk-in clinic options.
 - Provide a recommendation on medical clinic hours, sites, and walk-in services in alignment with community and agency needs.
 - Evaluate current Women, Infants and Children (WIC) hours and walk-in services and complete a cost-benefit analysis of expansion, including expansion into under-served areas.
 - Provide a recommendation on WIC hours and walk-in services in alignment with community and agency needs.
 - Assess feasibility of Community Health Emergency Medical Services (CHEMS) plan expansion into Boise and Valley counties and develop implementation plan if indicated.
- Engage stakeholders in program planning and evaluation to ensure relevance and inclusivity.
 - Work with community partners to assess the feasibility of expansion of oral health services into assisted living facilities, with an initial focus in Ada County.

- Work with community partners to assess the feasibility of expansion of oral health services into day care centers.
- Develop a referral stream for Parents as Teachers (PAT), Nurse Family Partnership (NFP), WIC, and First Teeth Matter (FTM) with Saint Al's and St. Luke's.
- Review referral structure to ensure that all referring entities receive follow-up on successful referrals and that referred customers, clients, and patients are appropriately enrolled.
- Reduce suicide risk and increase awareness of mental health resources within the community through coordinated prevention strategies and education.
- In alignment with community health needs, develop new, innovative programs that address gaps in services, ensuring all initiatives are responsive to and reflective of local priorities.
 - Explore options for evidence-based physical activity and nutrition public health programs and seek funding to implement those that are feasible and relevant to the communities we serve.
 - Develop and implement a Certified Pool Operator course and technical assistance/consultation program that is voluntary and cost neutral.
 - Develop and implement a childhood immunization strategy to expand CDH's influence on immunization rates throughout our four counties. (Joint effort with Clinic, Epidemiology (EPI), Health Policy and Promotion (HPP))
- Expand home visiting services to all CDH counties.
 - The NFP program will have home visitors serving Boise, and Elmore Counties in addition to Ada County and will assess expansion into Valley County.
 - PAT will be at a full caseload in Elmore and Valley Counties and expand services to North and West Boise County.

DELIVER EXCEPTIONAL CUSTOMER SERVICE THROUGH INNOVATIVE, RESPONSIVE, AND ACCESSIBLE SOLUTIONS

- Implement modern service delivery platforms and reduce agency dependence on paper-based processes.
 - Evaluate current Epi processes and eliminate reliance on physical and paper records.
 - Develop an Oral Health app to eliminate use of paper registration forms.
- Monitor and improve customer satisfaction metrics through regular feedback loops.
 - Develop ServSafe evaluation metrics to include a customer service satisfaction survey, establish a baseline for participation in ServSafe classes, and improve both rates.
 - Develop and implement a training plan based on customer service best practices and cultural competencies.
- Expand service accessibility for all customers including underserved and hard-to-reach populations.
 - Improve percentage of patients using Athena self-check in by building intake forms in Athena and promoting use of self-check in.
 - Develop multilingual food safety educational materials and make them accessible to the public.

- Expand access to and promotion of risk reduction resources by making them available in Barney boxes, vending machines, and on the CDH storefront.

EMPOWER STAFF AND ENHANCE TECHNOLOGY TO STRENGTHEN INTERNAL CAPACITY

- Provide ongoing professional development opportunities tailored to staff roles.
 - Create and implement a plan for customer service staff for regularly scheduled training at least quarterly.
 - Create a training standardization program for new land EHS's to include training made available on alternative design septic systems.
 - Create an agency introduction video/s for new staff with program overviews and determine whether to offer in person or through a Learning Management System (LMS).
- Upgrade internal systems and tools to improve workflow and collaboration.
 - Begin participation in Health District Operations Center (HDOC) activation sessions in order to enhance collaboration across programs and to be prepared for response and surge operations.
 - Implement Accela as the new Environmental Health (EH) record system including providing training internally and providing a messaging campaign to the community.
 - In alignment with Accela, develop a new plan review process that includes better staff support, targeted training, and improved procedures.
- Develop a technology roadmap to guide future investments and integration.
- Foster a culture of innovation and continuous improvement across teams.
 - Create a plan for internal collaboration between relevant programs, with emphasis on HPP sharing policy and programmatic interventions and improving internal partnerships.

OPTIMIZE FUNDING AND OPERATIONS TO SUSTAIN STRATEGIC PROGRESS.

- Align budget planning with strategic priorities and performance goals.
 - Reevaluate fee policy for environmental health fees and create a plan to recalibrate environmental health fees to reduce dependency on county funds.
 - Update and implement the 5-year plan for use of opioid settlement funds (OSF). In 2027, development of a new 5-year plan for OSF will begin.
- Streamline operational processes to reduce waste and improve efficiency.
 - Move all files from shared drive to SharePoint utilizing newly designed SharePoint structure
 - Move all paper files from Laserfiche to OnBase, and update Records Retention policy to reflect new digital storage space as retention location.
 - Streamline purchasing processes to reduce dependency on paper and reduce time spent ordering and receiving.
- Strengthen budget management and reporting systems to maximize funding opportunities and usage.
 - Division Administrators will meet monthly with the financial manager to monitor spending and revenue.

- Program managers to meet with finance monthly beginning in second quarter of the fiscal year when budget adherence is 10% above or below goals.
- Reduce budget carryover to no more than 5% per year.