

Appendix D: Service Improvement Opportunities

SIO ID number	Opportunity	Risks and Implications	Potential Savings / Productivity	Timeframe	Barriers
HSPH.01.01	Adopt Social Determinants of Health	Improved County-wide planning	Nominal	Less than one year	Low
HSPH.01.03	Transformation to Full Integration of Services Supporting Families, Children and Singles	Improved client service, combining multiple unions and staff	\$100 – 500K	More than one year	Medium
HS.03.01	Long Term Housing and Homelessness Capital Plan	Improved planning, increased County expense	Net expense	One year to develop, more than one year to implement	Medium to high
HS.03.03	Housing / Shelter First Strategy	Improved client outcomes, intense staff and financial requirements	>\$500k in Social Return on Investment	One year to review, more than one year to implement	Medium to high
HS.07.00	Community Capacity Subsidy Review	Improved visibility of agency service delivery, resistance by providers	Nominal	Less than one year	Low to medium



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HS.06.00	Case Conferencing for HS Staff	Improved learning and client support	Nominal	Less than one year	Low
HS.01.00	Integrated Program Benefits Evaluation	Determination of whether integrated service delivery has greater client impact	Nominal	Less than one year	Medium – baseline data may be unavailable
HS.02.00	Digital Signatures for Human Services Clients	Improved paper and data management; client resistance	Nominal	Less than one year	Low
HSPH.01.02	Provide County-wide Staff Training on Social Determinants of Health	Improved county-wide planning	Nominal	Less than one year	Low
HSPH.01.05	Quality of Life Tool and Social Determinants of Health Process Linking	Improved coordination of planning and services	Nominal	Less than one year	Medium
PH.03.00	Public Health Nurse and Inspectors Scheduling, Process and Decentralization Strategy	Improved planning and productivity, reduced travel time and expense	\$100 – 500K	One year to develop, more than one year to implement	Medium
PH.02.00	After Hours Services	Improved client service, potential for staff resistance	Nominal	Less than one year	Low to medium
PH.01.00	Building Health Partnerships Governance and Management	Improved accountability for partnership outcomes, potential for partner resistance.	Nominal	Less than one year	Low to medium
PH.07.00	PHES Process Improvements	Improved use of digital resources and reduced cost and risk of paper storage	Nominal	Less than one year	Low to medium
EMS.04.00	Community Paramedicine Planning	Improved planning for potential future download	Net expense	More than one year	Low (for planning)



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EMS.03.01	Review EMS Response Time Standard and Deployment	Improved productivity and service response	Unknown	More than one year	Medium
EMS.03.02	EMS Hospital Wait Times Review	Improved productivity with shortened and reduced number of turn around delays, may be hospital resistance to change	Nominal	Less than one year	Medium to high
EMS.01.00	EMS Fleet Review	Potential for improved shared service with PW	Unknown	Within Wave 2	Low
EMS.02.01/02	911 Call Taking and Dispatch Review	Planning for improved or changed technology or single source dispatch	Net expense	More than one year	Low
LB.01.06	Reimagine Libraries as County Multi-Service Hubs	Improved services to clients, improved library services, improved library traffic	\$100 – 500K	More than one year	Medium to high
LB.01.03	Library Resource Review	Improved client service, efficiencies in service delivery	Less than \$100K	More than one year	Medium
LB.01.04	Library Space Needs Review	Reduced costs and efficiencies, improved client service.	\$100 – 500K	One year to develop, more than one year to implement	Medium
LB.01.01	Library Governance Review	Potential efficiencies in staff time usage.	Nominal	Less than one year	Low



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AR.01.00	Archives and Records Management Process and Policy	Reduced duplication and improved management of records collected	Nominal	Less than one year	Low (in process)
AR.02.00	Archives Outreach and Programming Service Volunteer Service Delivery or Merger with Public Library History Programming	Reduction in costs, reduced duplication	>\$100k	Less than one year	Medium
AR.03.00	Expand Archives to all Area Municipalities	Increased costs and responsibilities.	Unknown	More than one year	Medium
AR.04.00	Merge Archives and Records Management	Reduction in cost, and service levels (elimination of service), centralized mgmt of all records.	\$100k - \$500k	More than one year	Medium

