

**NPHPSP USER CALL SERIES
COMMUNITY ENGAGEMENT AND THE NPHPSP ASSESSMENT
September 15th, 2009 at 2:00 PM ET**

Links to Presentation:

Click [here](#) to access the presentation slides

Click [here](#) to access the presentation audio, including live meeting slides

Introduction: Jennifer McKeever (National Network of Public Health Institutes)

Jennifer welcomed the participants to the NPHPSP User Call Series and provided users with a brief overview of Microsoft Live Meeting features as well as multiple ways they can access the presentation slides and ask questions.

Announcement:

An announcement was made regarding a Research Opportunity for Users of the NPHPSP Local Assessment. Click [here](#) for details.

Community Engagement and the NPHPSP Assessment:

Louise Kent, the Planning Administrator with the Northern Kentucky Health Department shared about implementing the NPHPSP as part of the MAPP process in 2008, with a specific focus on *engaging community partners* and the value that they bring to the process.

Questions:

Q: Can you talk a little bit about the preparation time that you took from when you decided to do the assessment to the day you actually held the retreat?

A: When we first approached Vision 2015, it took a little bit of time. It actually has a regional board of directors from across 3 counties; our chamber of commerce actually includes 3 counties. Once we approached our President of Vision 2015 and talked to him about the possibility of achieving this particular strategy, he had to go to his Board of Directors and from there we had to identify 5 people who we thought would be interested. That process to get the ball rolling took about 5-6 months for us. Now, for other states it might not take that long to accomplish these tasks, but for us it took a bit longer because the board didn't meet that often. The part of the process where we had to identify those 5 people should ideally only have taken a couple months, but we were dealing with people who are pretty busy and it was hard to bring them together to both identify these 5 people and educate them regarding the project and the importance of it. In regards to the actual preparation, we had our assessment at the end of March 2008 and letters were sent out in February to let people know about the Performance Standards assessment. Part of the preparation was a 1-day retreat, so we had to identify a location that would hold approximately 100-150 people. Through that planning grant, we were able to provide a boxed lunch to everybody who attended. So those types of logistical things had to be put in place for this process to occur.

Q: Was the retreat that you held a one-day retreat or something different?

A: Yes, the retreat we held was for one day. We had done the MAPP process, the demonstration site, once before back in 2001 and 2002. When we did the Performance Standards assessment back then, we did it over a 6 and 7 month span of time. So we would have monthly meetings where we would talk about one essential service and then talk about the next one. We found that to not be that effective; we did not get the kind of results that we

needed. So we changed it the second time around and did a one day retreat which worked out very well for us.

Q: Do you have sense of the number of folks that you invited and the number of people you got to participate?

A: We are a four county health district and serve approximately 380,000 people. We invited about 120 individuals to come to the PS assessment and got about 70 people who showed up the day of the assessment. We had a very comprehensive array of people from our community and I think we got the key people who needed to be there

Q: In the presentation you talked about the benefit of making these connections not just for the purpose of the assessment, but the value that comes with the fact that once you are able to engage the partners, you are more likely to have them help out with the plan for improvement. Are there additional connections that you all have made through this process that have benefited you in the future in other ways?

A: In addition to people actually participating, we are able to strengthen some of our community relationships with some of our partners. It was a great way for them to get to know more about what we, as a health department, provided. Many times when people work with a health department, they know only one aspect of services that we provide. Instead, in this kind of assessment, you get the opportunity to look at the entire organization, at everything they provide. What we found was people making those connections with other services that they had not yet started to partner with. In addition, we found that people were strengthening their personal relationships with other people. For instance, maybe you have been in a meeting with somebody at some point before and saw their name or were introduced to them briefly, in this kind of setting where you have a bit more time, participants were able to find out more about each other and strengthen those relationships.



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USER CALL
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