

Case Study

Accelerating impact through collaborative CHNA in Calhoun County, Michigan

Uniting data, voices and action for whole-population health

With growing health disparities and fragmented efforts across agencies, Calhoun County, Michigan needed a new approach to community health planning. Conduent stepped in as a strategic partner, helping the county unify hospitals, public health agencies, mental health authorities and aging services under a single equity-centered Community Health Needs Assessment (CHNA) process. Through the launch of MiCalhoun.org — a centralized data platform — and full-spectrum consulting support, Conduent enabled Calhoun County to build trust, align priorities and drive measurable improvements in population health.

The challenge

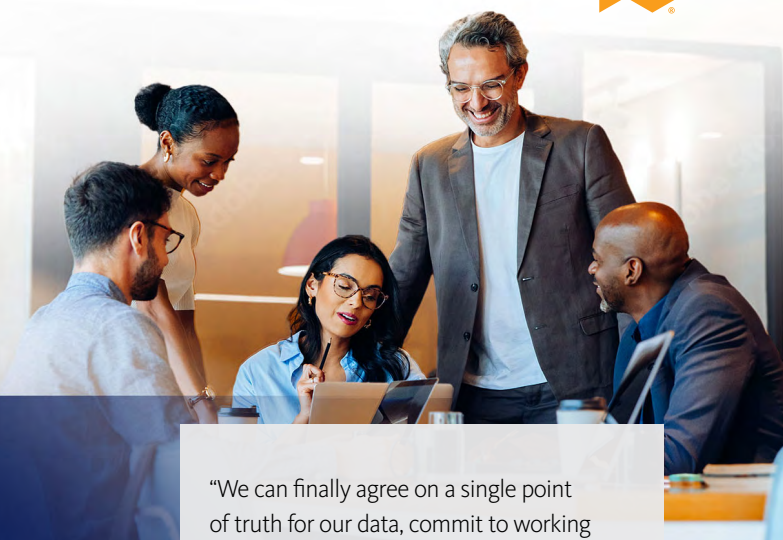
Calhoun County faced a complex set of public health challenges shaped by its diverse population, economic disparities and a mix of urban and rural communities. With a population of over 130,000, the county needed a more inclusive and coordinated approach to its CHNA. Historically, hospitals and agencies conducted separate assessments, resulting in fragmented data, duplicated efforts and limited impact on whole-population health.

The solution

Conduent partnered with Calhoun County's multi-sector collaborative to implement a unified, equity-centered CHNA process. This initiative included:

- Establishing a county-wide steering committee with representatives from hospitals, public health, aging services and mental health
- Launching MiCalhoun.org, a centralized data hub with 250+ local, state and national indicators
- Engaging the community through multilingual surveys, focus groups and listening sessions
- Using data insights to uncover disparities and set priorities
- Delivering consulting support for strategy, facilitation and equity-driven planning

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“We can finally agree on a single point of truth for our data, commit to working together for a common purpose and begin collaborating on whole population health.”

Nicole DuPont, MNA, MPH, Director of Strategic Development, Calhoun County Community Mental Health Authority

“Giving folks the opportunity to share their experiences and have their voices heard is powerful, especially in underrepresented communities who are too often ignored.”

Lauren Lewandowski, MPH, Community Public Health Director, Calhoun County Public Health Department

The results

The collaborative CHNA process led to:

- Improved data quality and accessibility, enabling shared understanding and coordinated action
- Increased community trust and engagement, especially among historically underserved populations
- Enhanced cross-sector collaboration, with hospitals, public health and nonprofits working from a unified health agenda
- Actionable, equity-focused goals including integrated strategies for food security, mental health and care coordination
- Sustainable infrastructure for future assessments, with quarterly meetings planned to track progress and align implementation efforts