

CHIP Implementation in Action: Lessons from Year One with Green Lake County, WI

October 8, 2026



Housekeeping & Reminders

- ✔ **Recording** will be made available
via email and in Conduent HCI Help Center
- ✔ **Please use Zoom Q&A** for questions during the presentation
We will answer in the chat and/or bring them up during Q&A.
- ✔ **Q&A** will be held at the end

Introductions

- ✓ **In the chat, please share:**
- Your Name and Organization
 - *(optional)* Location, LinkedIn Profile

Today's Agenda

- ✓ Learning Objectives
- ✓ From CHA to CHIP to Evaluation
- ✓ Lessons Learned
- ✓ Practical Tools
- ✓ Q&A and Next Steps



Conduent Healthy Communities Institute (HCI)



Speakers



Eileen Aguilar, MS

Public Health Consultant
Conduent HCI



Rachel Prellwitz, RN

Green Lake County Health Officer
Green Lake County Health Department



Lauren Olson

Green Lake County Deputy Health Officer
Green Lake County Health Department

Learning Objectives

By the end of this session, participants will be able to:



Explain key steps involved in moving from a completed CHA to an actionable CHIP



Explore examples of how Green Lake County translated priority areas in concrete strategies, objectives, and activities

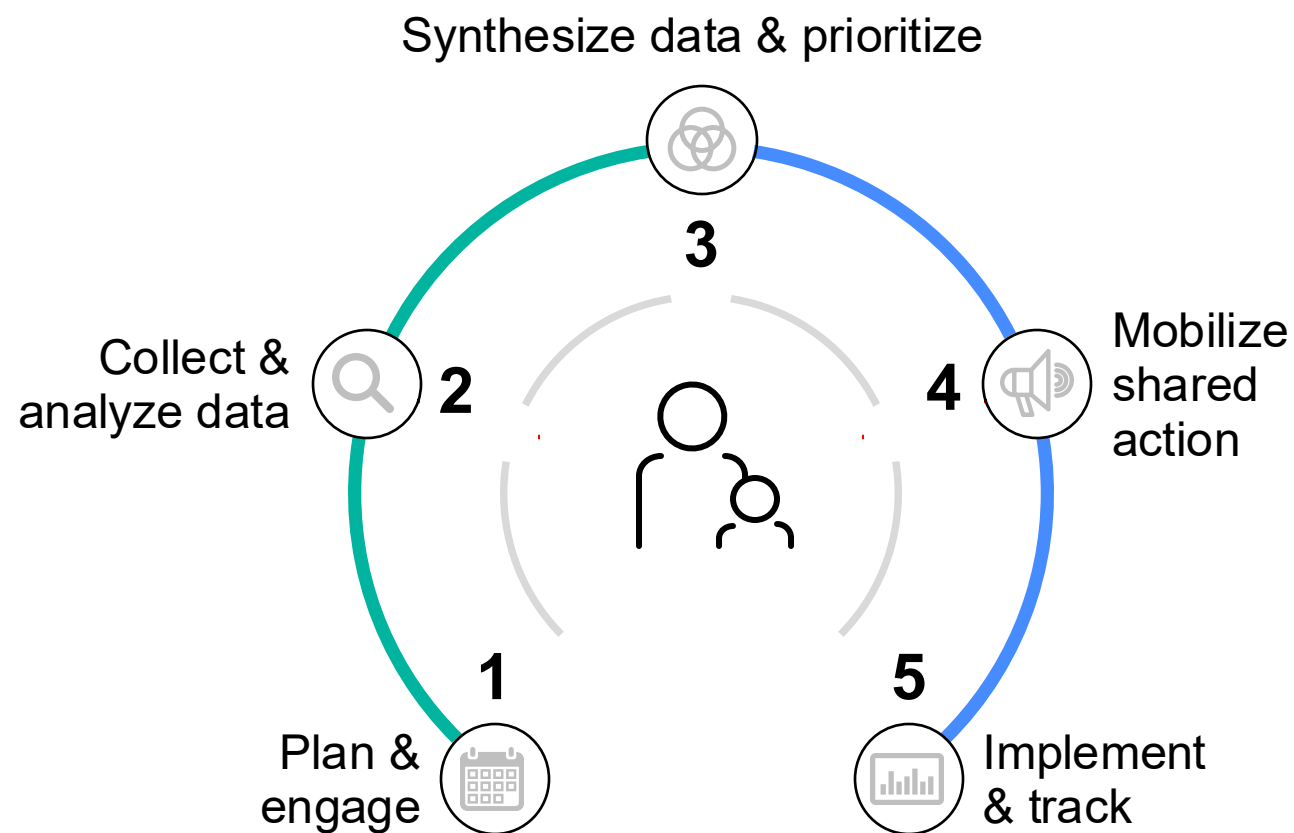


Identify common implementation supports that organizations may need



Use implementation progress summaries to communicate impact and maintain momentum

Community Health Assessment and Planning Cycle



Moving from a Completed CHA to an Actionable CHIP

Green Lake County Health Department

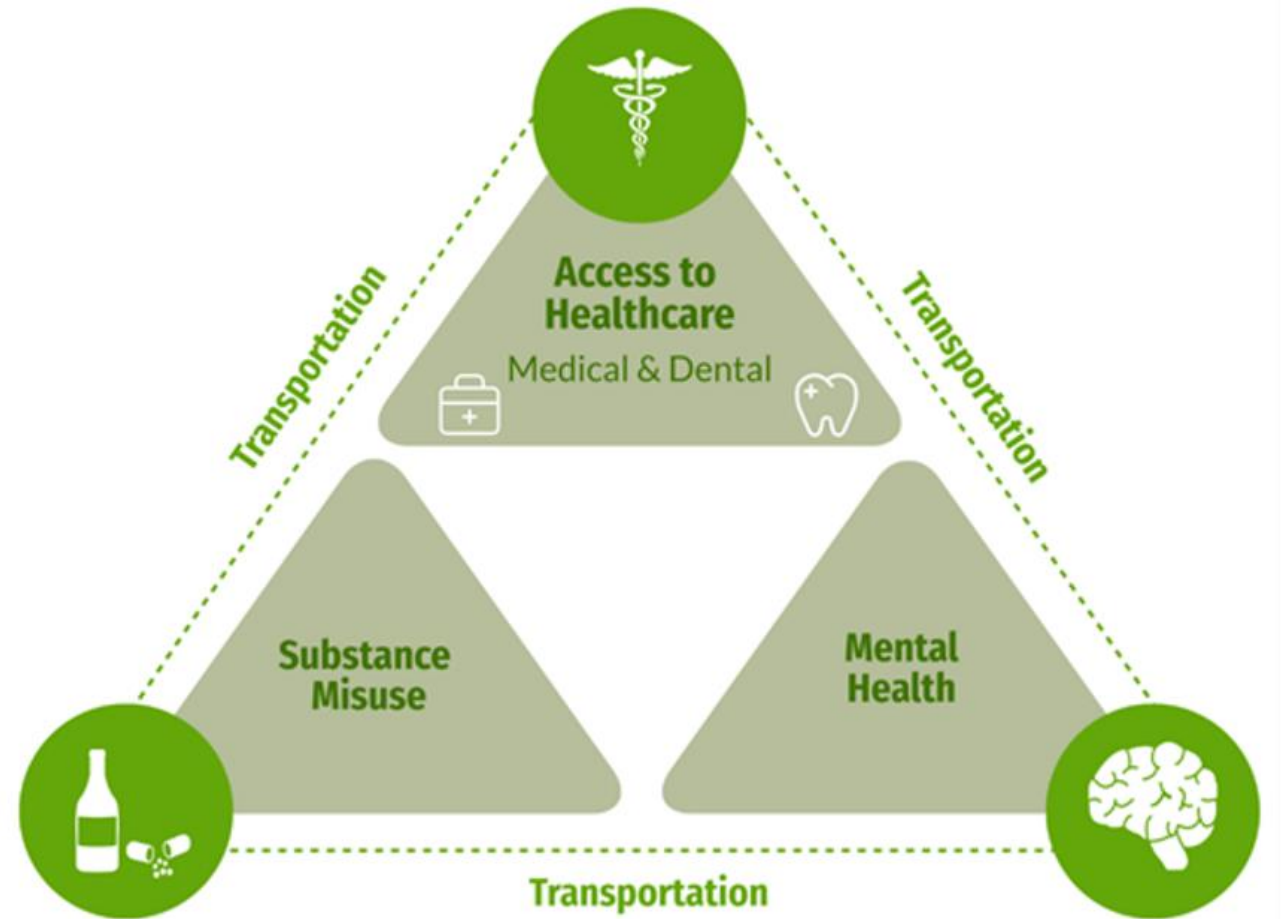


- **Mission:** To promote and protect health and prevent disease.
- **Vision:** To become a leader in Public Health in Green Lake County promoting healthy people, thriving communities and safe environments.

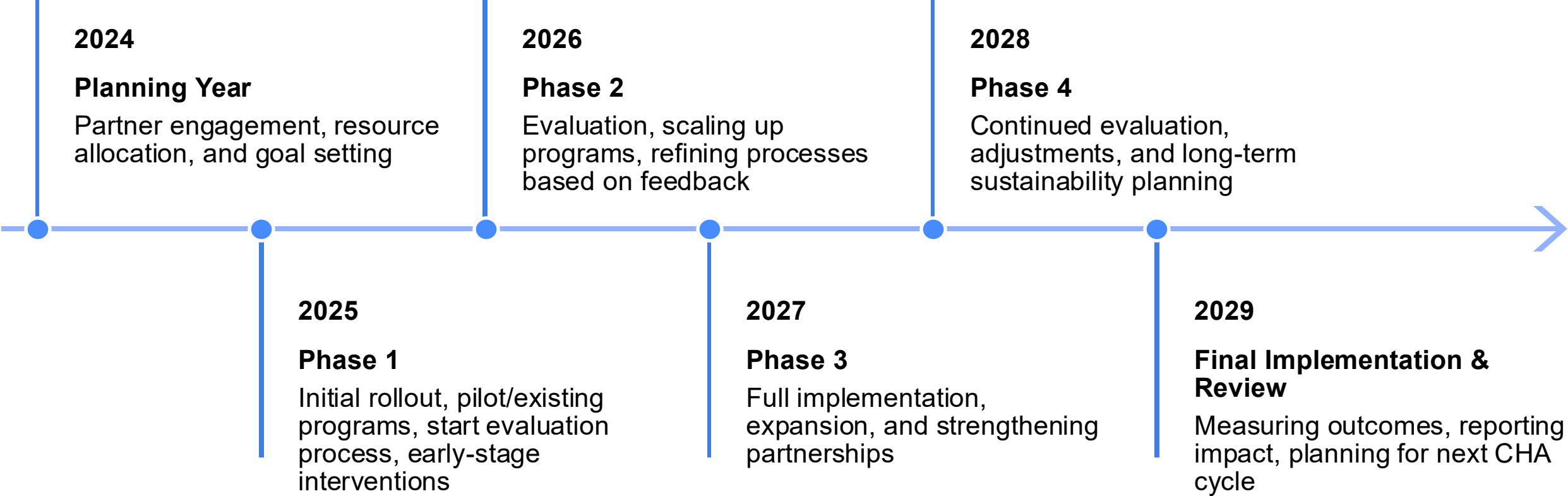
Community Priorities

2023 Completed Community Health Assessment

- **Access to Healthcare**
 - Medical Care
 - Dental Care
- **Mental Health**
- **Substance Misuse**
- **Transportation**
 - Emerged as a barrier affecting access across all priority areas



CHIP Timeline



Develop What Works Best For You

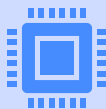
Questions to Think About



How do you envision the planning process? Who will be involved?



Who will lead the workgroups?

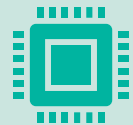


Are there any organizations/groups already doing work to address the health issue that can be part of the CHIP process?

Additional Questions to Think About



Are there existing groups or organizations that would act as a lead for a priority area?



What are the health department's/organization's overall goals? Can they be incorporated in the CHIP?



How would you describe current relationships with partners? Are there any partners that we need to build/rebuild relationships with? Who hasn't participated that you'd love to include?

Engaging Partners at Every Level

Core Group	Steering Committee	Sub-Committees/ Work Groups	Community Organizations	Community members
Organize and plan the process	Review and provide feedback Identify resources Provide input	Implement & report on progress of CHIP work	Participate in workgroups/ Sub-committees	Ensure broader community is aware of CHA/CHIP Participate in ad-hoc committees

CHIP Planning

Consensus Building Workshops

Week	Tentative agenda
Workshop #1	• Review CHIP template, framework, and process • Develop/discuss shared goals, develop short/long term objectives, review programs, and services
Workshop #2	• Review draft CHIP plan • Provide feedback
Workshop #3	• Review final CHIP plan • Incorporate final updates

Implementation Supports Needed for Success

How HCI supports your work

Facilitation

- Workgroup meetings
- Partner engagement
- Consensus building

Types of Facilitation Methods/Tools

- TOP Facilitation
- Brainstorming
- Dot Voting
- SWOT Analysis



Partner Coordination

How HCI supports your work



Maintaining momentum



Clarifying responsibilities



Encouraging collaboration

CHIP Facilitation

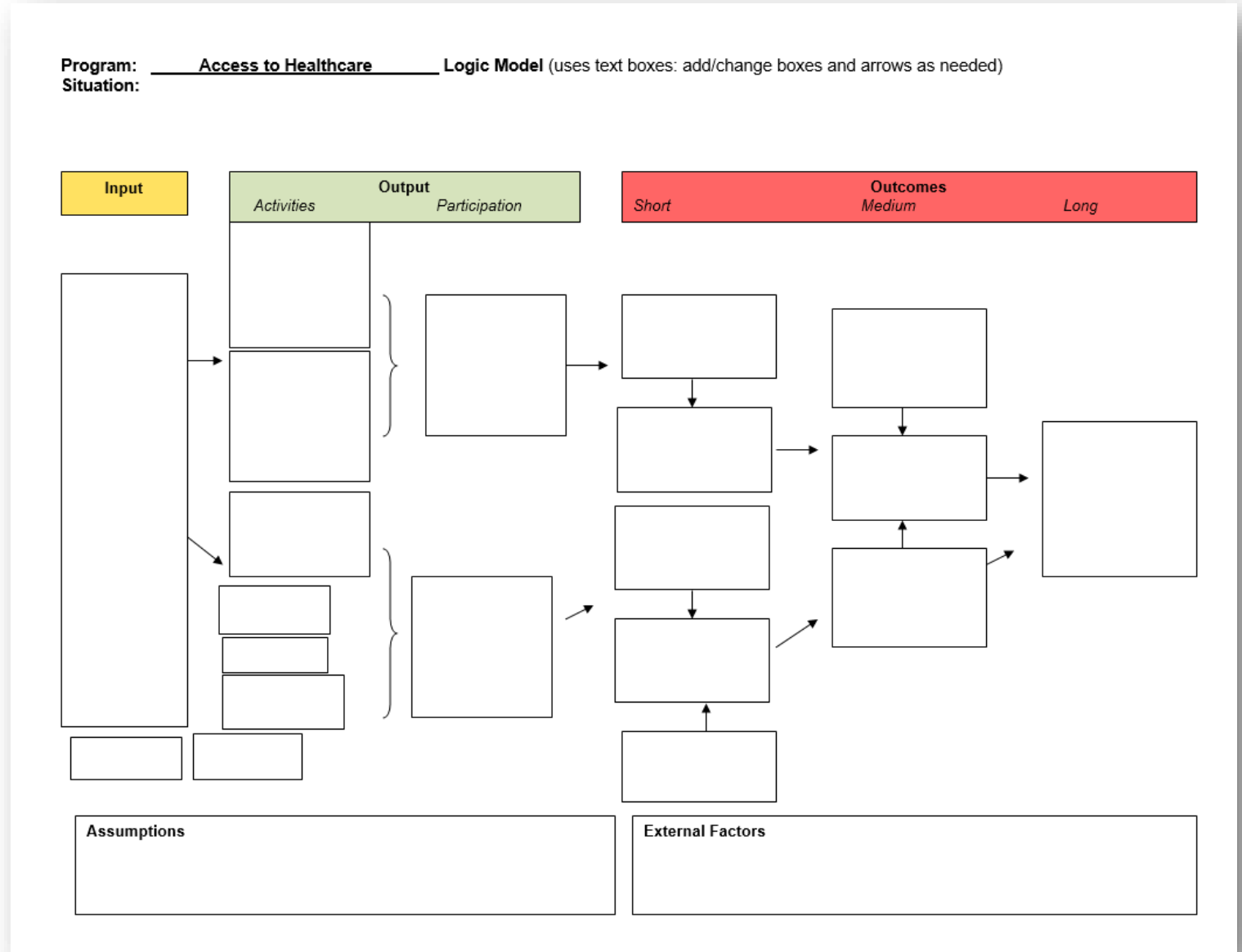
Workshops

Health Equity Lens

- SDOH
- Root Causes

Logic Model

- Goals
- Strategies
- Objective
- Action Steps
- Collaborative Partners
- Opportunities to address policy, equity, access
- Population



CHIP/IS Template

Health Need: Access to Healthcare							
Goal:							
Strategy 1:							
Objective:							
Action Step:	Timeline			Lead Person or Organization(s)	Evaluation Measures	Data Source	Baseline Data/Metric
	2023	2024	2025				
<u>Activity 1:</u>							
<u>Activity 2:</u>							
<u>Activity 3:</u>							
Collaborative Partners:							
Specific Opportunities to address Policy, Equity or Access:							
Target Population(s):							

Results from Workshops

Priority	Strategy	Objective
Access to Care: Medical	Preventive-care education	Improve access/navigation
Access to Care: Dental	Coordinate prevention	Education & Services; deliver two mobile clinics
Mental Health	Coordinate prevention & education	Increase awareness of 988, Zero Suicide and local services
Substance Misuse	Build collaboration & capacity	Establish a prevention coalition

Actions

Shared Approaches

Outreach/ Education	Direct Access	Partnership/ Capacity	Evaluation/ Improvement
Campaigns, billboards, schools and educational materials	Health fairs, mobile dental clinics, drop boxes and deactivation kits	Provider coordination, coalition governance, agreements and training	Participant feedback and post-event evaluation

Poll: Looking at these action categories, where does your organization spend most of its time?

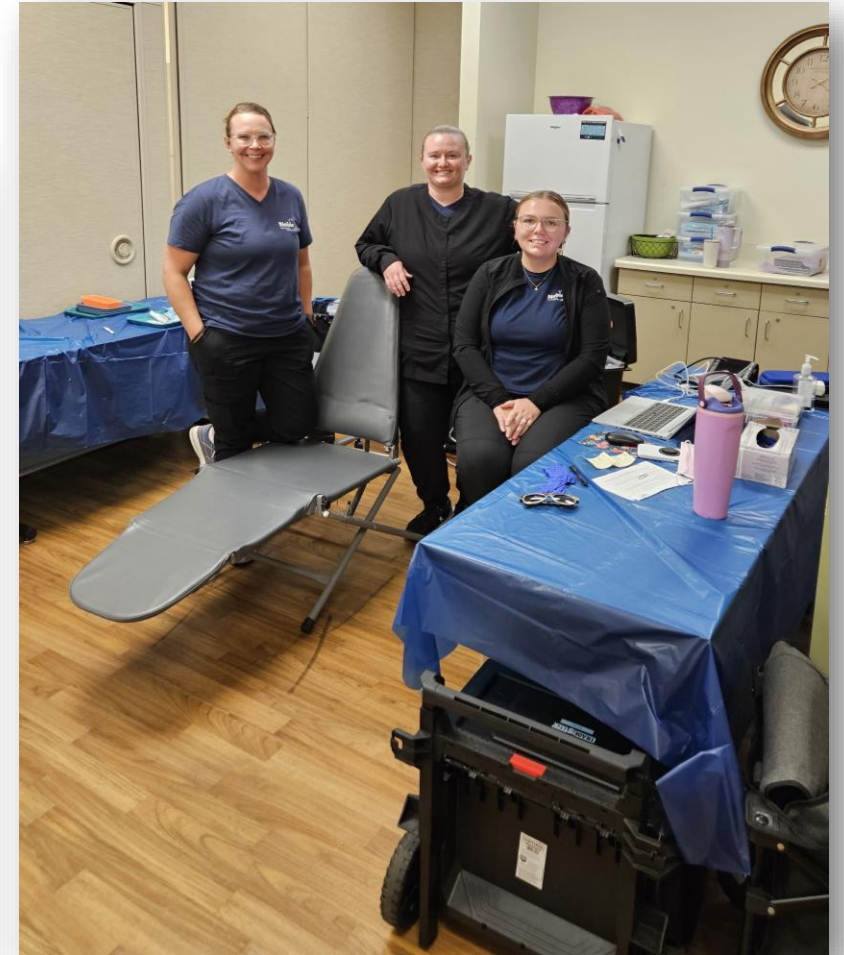
Year-One Progress

Maintaining Momentum

- Establish Ongoing Partnerships
- Move from Planning to Action
- Monitor Progress and Adapt
- Celebrate and Communicate Success
- Plan for Sustainability



Turning Priorities Into Action



Bringing Programs to Life



Lessons Learned

From Implementation Planning



- Make CHIP actionable, not aspirational
- Use partners strategically
- Build in evaluation early
- Communicate progress visually & regularly
- Refine strategies based on feedback and capacity

Challenges Many Organizations Face



**Turning
priorities into
actionable
strategies**



**Maintaining
partner
engagement**



**Coordinating
implementation
activities**



**Tracking
progress over
time**



**Demonstrating
impact to
partner and
community**



**Preparing for
the next
planning cycle**

Evaluation & Communicating Progress

Evaluation Planning

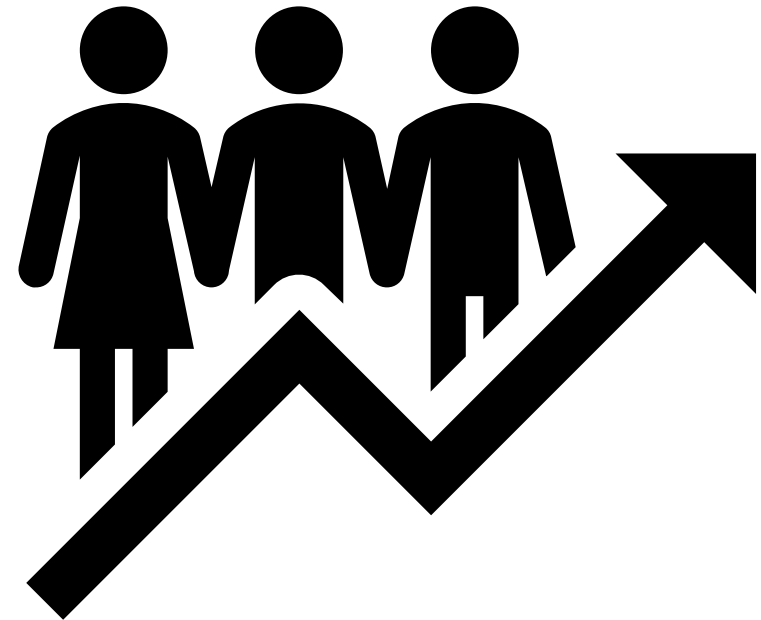
Building accountability through evaluation

Purpose

- To monitor activities, track progress, assess accomplishments, identify challenges, inform future planning efforts

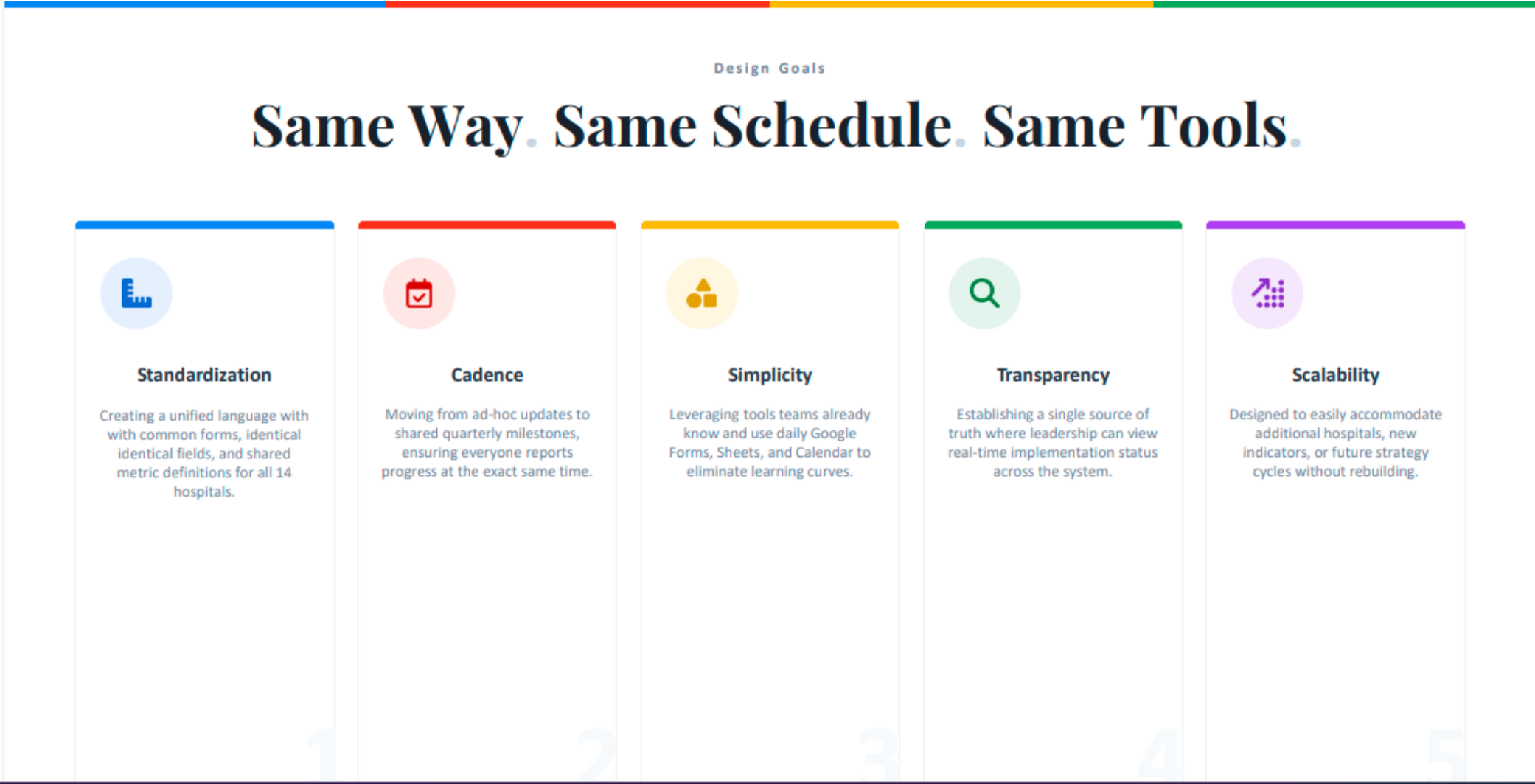
Ways to Evaluate

- Performance measures
- Progress monitoring
- Outcome tracking



Poll: *What aspect of evaluation is most challenging for your organization?*

Evaluation Tools



Internal Workplan Example

CHIP strategy or objective	Year 1 activities	Baseline → target	Current progress	Revision	Why revised	Year 2 activities	Current baseline	Year 3 target measure

Progress Reporting

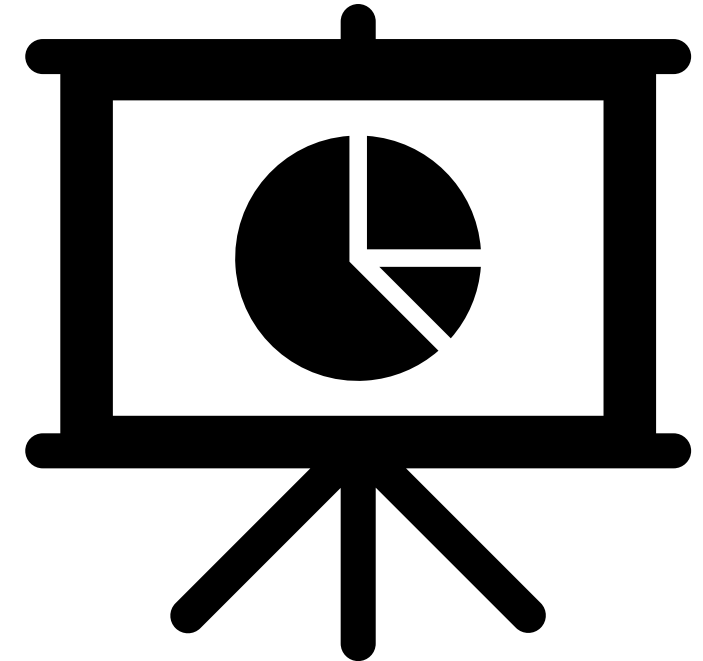
Transforming implementation work into a story of community impact

Purpose

- To demonstrate accountability, celebrate successes, keep partners engaged, inform elected officials and leadership, support funding opportunities, and maintain momentum between CHA cycle

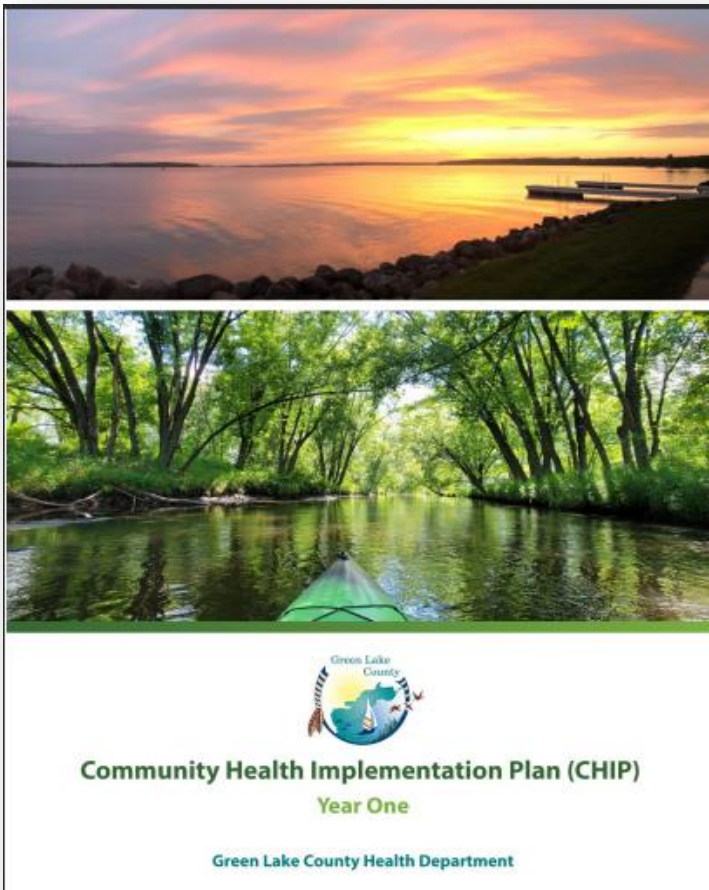
Ways to Communicate Progress

- Progress summaries
- Community updates
- Leadership reporting



Progress Reporting Tools

Green Lake County Health Department: CHIP Year One Progress Report



Central Oregon Health Council: 2025-2029 Regional Health Improvement Plan

☰ Strategy 1: Creating Intentional and Representative Decision-Making Bodies

☰ Strategy 2: Broadening and Empowering a Representative Workforce

☒ Objective:

By December 2029, we will develop a coordinated and equitable healthcare career pathway program in high schools in Jefferson and Crook counties to place at least 50 students from historically marginalized communities in rotating mentorship healthcare sites.

Key Partners and Resources:

Healthcare providers (behavioral health, oral health, physical health)

Public health organizations

Tribal and community-based organizations

Educational and research-based institutions

Workforce development and career support organizations

Foundations and philanthropic organizations

Family support organizations

☰ Strategy 3: Streamlining Multidisciplinary Communications

Dec 2029

Dec 2029

Dec 2029

✔ Completed

🔄 In progress

☒ Not started

Key Takeaways

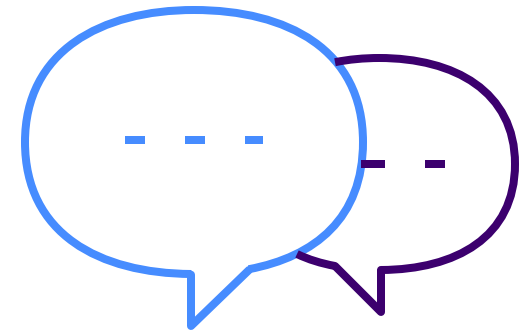
Move priorities to action

Build shared ownership

**Track, adapt, and
communicate**



Questions?



Next Steps:

- ✔ **Complete the feedback survey:**

Link [here](#) and in the chat

- ✔ **Share the recording with your colleagues:**

To be sent via NACCHO follow-up email and available in [Conduent HCI's Help Center](#)

Let's Connect!

✔ Continue the Conversation:

- [Register for our Upcoming Webinar:](#)
 - From Priorities to Dollars: Turning CHNA Data into Community Investment
 - Thurs, Nov 12, 2026
 - 11am PT / 2pm ET
- Questions about HCI Consulting Services?
 - Email CommunityHealth@Conduent.com

Thank You!