



**DESERT HEALTHCARE DISTRICT
STRATEGIC PLANNING COMMITTEE MEETING
September 23, 2019
10:30 A.M.**

Jerry Stergios Building, 2nd floor
Arthur H. "Red" Motley Boardroom
1140 N. Indian Canyon Drive, Palm Springs, California 92262

This meeting is handicapped-accessible

<i>Page(s)</i>	AGENDA	<i>Item Type</i>
	I. Call to Order – President Les Zendle, MD, Committee Chair	
1	II. Approval of Agenda	Action
	III. Public Comments At this time, comments from the audience may be made on items <u>not</u> listed on the agenda that are of public interest and within the subject-matter jurisdiction of the District. The Committee has a policy of limiting speakers to not more than three minutes. The Committee cannot take action on items not listed on the agenda. Public input may be offered on an agenda item when it comes up for discussion and/or action	
2-22	IV. New Business 1. Community Needs Assessment RFP – NTE \$300,000	Information/Discussion/ Potential Action
	V. Old Business	
	VI. Adjournment	



DESERT HEALTHCARE
DISTRICT & FOUNDATION

Date: September 23, 2019
To: Strategic Planning Committee
Subject: Request for Proposals (RFP) – Community Health Needs Assessment (CHNA)

Recommendation:

Discussion on the future release of the Community Health Needs Assessment Request for Proposals and gap funding opportunities for the \$525,000 East Valley funds.

Background:

- In June 2017, the Board of Directors approved a 3-year strategic plan that includes four Community Health Focus Areas through June 2020.
- On November 6, 2018, eastern Coachella Valley voters approved extending the District boundaries creating a new demographic and geographic landscape not reflected in the current Strategic Plan.
- With new boundaries, it is necessary to reassess the entire Coachella Valley and get comprehensive data on the health needs in order to understand where the District and Foundation can target its efforts and make the greatest health impact.
- From February to April 2019, staff hosted six community listening forums in the East Valley to start to understand the health priorities of the newly annexed area.
- After the forums, it was clear a more comprehensive approach was needed in order to get a sense of top health priorities.
- Staff brought a draft CHNA RFP to the Program Committee and it was recommended to bring it to the Strategic Planning Committee for further discussion.

Information:

- With the newly expanded service area, there will be a shift in health priorities that better represent the entire Coachella Valley.
- It is apparent that great health disparities exist in the Coachella Valley. It is the District's and Foundation's interest to promote equitable access to health resources and health outcomes through a new strategic plan which will ultimately be informed by the CHNA.
- A comprehensive CHNA will help to effectively allocate and drive investments and resources to areas of the most prioritized community health needs.
- The CHNA will identify community health needs and priorities, and it will provide a basis for future decision-making and monitoring.
- The CHNA proposal is included for your review.
- In the meantime, as the CHNA process develops, staff proposes to open gap funding opportunities, through an RFP, to organizations serving East Valley residents.

Fiscal Impact:

- Not to exceed \$300,000, not included in the FY 18/19 budget.
- \$525,000 grant funding included in FY 19/20 budget.



DESERT HEALTHCARE
DISTRICT & FOUNDATION

REQUEST FOR PROPOSALS (RFP)

RFP # 20191001

RELEASE DATE: **To Be Determined**

COACHELLA VALLEY COMMUNITY HEALTH NEEDS ASSESSMENT

RFP SUBMISSION DATE: **To Be Determined**

Proposal Contact: info@dhcd.org

DESERT HEALTHCARE DISTRICT AND FOUNDATION
Coachella Valley Community Health Needs Assessment

REQUEST FOR PROPOSALS
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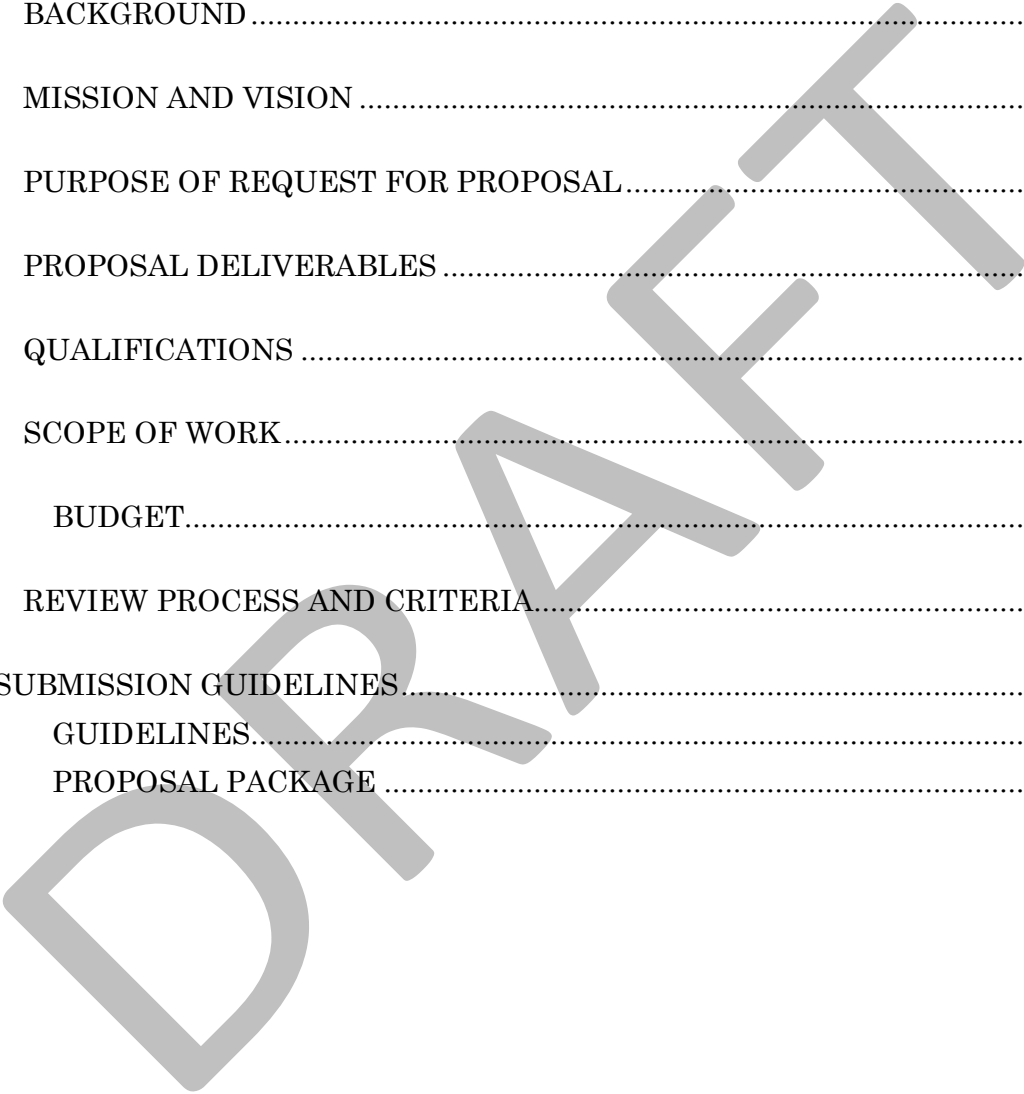
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I. TIMELINE

The RFP process will operate along the following timeline: [Note: The Desert Healthcare District and Foundation (District and Foundation) reserves the right to modify the stated schedule of events at any time.]

Date	Activity
To Be Determined	Release Request for Proposals
To Be Determined	Bidder's Conference (Webinar)
To Be Determined	Last day to submit questions electronically to the Desert Healthcare District by 5:00 p.m.
To Be Determined	Proposal Package due to the Desert Healthcare District via electronic submission to info@dhcd.org by 5:00 p.m.
To Be Determined	Proposals will be reviewed.
To Be Determined	Award recommendations to Program Committee and Finance Committee.
To Be Determined	Board of Directors' final approval at the December Board Meeting.
To Be Determined	Contract begins.

All questions and requests for additional information regarding this RFP must be received electronically by the District and Foundation by 5:00 p.m. on date **to be determined**. The Desert Healthcare District and Foundation reserves the sole right to determine the timing and content of the responses to all questions and requests for additional information.

Questions and information requests can be submitted to:

Desert Healthcare District and Foundation Staff
E-mail: info@dhcd.org

II. BACKGROUND

The Desert Healthcare District was created in 1948 to serve residents within a 457-square-mile area of the Coachella Valley. The District included communities in the western end of the valley (Palm Springs, Desert Hot Springs, Cathedral City, Thousand Palms, Rancho Mirage, Mountain Center, San Geronio, and a portion of Palm Desert), with Cook Street as a boundary line. Once established, the District then built and the Board operated Desert Hospital, now known as Desert Regional Medical Center. In 1997, the Board voted to lease the hospital and all operations to Tenet Health Systems for 30 years. Subsequently, the District opted to create a system change implementing a defined grantmaking program. The District budgets approximately \$4 million each year for grants and other programs that seek to achieve optimal health at all stages of life for all District residents.

In June 2017, the Board of Directors of the Desert Healthcare District and Foundation approved a 3-year strategic plan with three defined Strategic Priorities through June 2020. The over-arching priorities include Providers, Facilities and Services, Valley-Wide Expansion, and Improved Community Health Status. Within the Strategic Plan priorities, the Board also identified four Community Health Focus Areas: homelessness; primary care and behavioral health access; healthy eating, active living; and quality, safety, accountability and transparency.

Addressing the strategic priority area of Valley-Wide Expansion, eastern Coachella Valley voters, on November 6, 2018, approved extending the District boundaries east of Cook Street, Palm Desert. More than doubling the coverage area, the expansion enlarged the District to include the rest of Palm Desert, as well as Indian Wells, La Quinta, Indio, Coachella, Bermuda Dunes, Thermal, Mecca, North Shore and other unincorporated communities.

The newly annexed boundaries of the District and Foundation created a new demographic and geographic landscape. With the newly expanded service area, it is anticipated that there will be a shift in health priorities that are representative of the entire valley. With the 2017-2020 Strategic Plan sunset, it is necessary to reassess the entire Coachella Valley and get a clear picture of the health needs to understand where the District and Foundation can target its efforts and make the greatest health impact. It is apparent that great health disparities exist in Coachella Valley. It is the District' and Foundation's interest to promote equitable access to health resources and health outcomes through a new strategic plan.

III. MISSION AND VISION

The mission and vision of the Desert Healthcare District and Foundation focus on the advancement of community wellness in the Coachella Valley:

MISSION

To achieve optimal health at all stages of life for all District residents.

VISION

Connecting Coachella Valley residents to health and wellness services and programs through philanthropy, health facilities, information and community education, and public policy.

IV. PURPOSE OF REQUEST FOR PROPOSAL

The Desert Healthcare District and Foundation aims at effectively allocating resources and driving investments to areas of the most prioritized community health needs of the entire Coachella Valley. To that end, the District and Foundation is issuing a request for proposals commissioning an assessment of the Coachella Valley residents' health needs. The assessment will not only identify community health needs, it will also provide a basis for future decision-making and monitoring. Additionally, the assessment will create a baseline of data to help understand the complexities of addressing the social determinants of health and aid in the development of a comprehensive, collective, and cross-sector approach to advancing the health and wellbeing of residents.

V. PROPOSAL DELIVERABLES

The qualified applicant will be responsible for the complete coordination, research, and writing of a fully comprehensive Community Health Needs Assessment (CHNA) with a focus on qualitative and quantitative data gathering and analysis. The applicant is required to include development and implementation of a resident-driven engagement process to involve the community, key stakeholders and subject matter experts throughout the entire scope of the project. The final report will be due to the Desert Healthcare District and Foundation on **to be determined**. The selected applicant will be required to conduct the following activities as part of its completion of the CHNA requirements and deliverables:

A Community Health Needs Assessment report must include, but is not limited to, the following:

- An Executive Summary
- Purpose and goal of report
- Assessment approach, methods, and data limitations including engagement process
- Overview of Coachella Valley physical, demographic, and cultural landscape including, but not limited to:
 - Population characteristics
 - Social determinants of health
 - Health disparities as a metric for assessing health equity
- An overview or reference to relatable health assessments and reports previously conducted in the Coachella Valley throughout the report, as appropriate
- An assessment of the health needs of the community with a detailed analysis
- The identification, prioritization, and trends of the top five health needs in the community
- Needs by demographics (age, gender, race, income, educational status, etc.) under subject areas including, but not limited to, the following: poverty, education, employment, housing, health, food security, transportation, and childcare accessibility
- Community perceptions on the confounding and contributing factors of the top five health needs and strategic responses to the top five identified
- Outline key disparities in health outcomes by race and ethnicity
- An asset/resource mapping for services targeting the top five prioritized health issues
- A review of the breadth of healthcare access and use of preventive services

- Strengths, assets, gaps, and barriers to accessing healthcare in the Coachella Valley
- Create recommendations, with an equity lens, and possible solutions including:
 - How best to address the top five health needs of the community
 - Ways in which the District and Foundation can engage stakeholders in aligning around a community health improvement framework that is grounded in principles of health equity and population health
 - Facilitate the development of a process to track actions taken to implement strategies to create a community health improvement plan
 - Set measures and targets to monitor top five health needs over time
 - Develop annual report template to monitor the community health improvement plan
 - Develop annual reporting process for stakeholders to revisit progress and reassess priorities to update and revise the community health improvement plan strategies, activities, time frames, targets, assigned responsibilities, etc.
- Create a PowerPoint presentation outlining key findings throughout the entire Community Health Needs Assessment process

VI. QUALIFICATIONS

The Desert Healthcare District and Foundation is accepting proposals from qualified organizations to render professional services to conduct and produce a Community Health Needs Assessment. Applicants must demonstrate the following in order to be considered for selection of the Coachella Valley CHNA project:

- Knowledge and skills
 - Ability to design a strategic engagement approach for a diverse community, conduct formative research, qualitative and quantitative data collection, and data analysis
 - Demonstrate relatable work experience
 - The applicant strongly demonstrates credibility for this kind of work (i.e. strength, name recognition, and a history of achievements)
 - The proposal should include three references who can speak to their experience in conducting projects of similar scope
- Applicant has the capacity and infrastructure to execute proposal
- Financial stability
 - The applicant strongly demonstrates a financial history that shows a continuous cycle of fiduciary responsibility and sustainability
 - Applicant will be subject to a financial stability review
- Other desired qualifications
 - Sensitivity to the cultural and demographic diversity of communities throughout the Coachella Valley
 - Facilitate effective and appropriate communication, problem-solving, and planning methods with various stakeholders and residential communities
 - Ability to coordinate a resident-engaged process and approach
 - Ability to perform other duties which may be deemed necessary and appropriate

VII. SCOPE OF WORK

The applicant will create a scope of work and submit within the Proposal Package (Section X), addressing how the organization will lead a community-driven collaborative process resulting in a comprehensive Community Health Needs Assessment, producing the project deliverables, as detailed in Section V, by **to be determined**. The applicant will be responsible for the content layout, design, and research integrity of all data, with flexibility as determined by the Desert Healthcare District and Foundation. The applicant will use relevant and appropriate quantitative and qualitative methodologies to systematically research, collect, summarize, map, analyze, and make conclusions from data and information on the entire Coachella Valley.

Applicant will develop a proposed project plan, including the process and methodology that will be used to conduct the assessment and meet all project deliverables. Preference will be given to applicants that:

- Incorporate the nine-step guide from the Association for Community Health Improvement's Community Health Assessment Toolkit (please reference Appendix A)
- Integrate the Healthy People 2020 framework to assessing Social Determinants of Health key indicators and underlying factors in their proposed work (please reference Appendix B).

Applicant will highlight how they will adhere to the administrative responsibilities and duties listed below:

- Attend all meetings either in person, by telephone, or other electronic means with designated Desert Healthcare District and Foundation staff and Board members
- Provide biweekly progress updates of the development of the CHNA
- Conduct research using an approach that ensures accurate, up-to-date, and ethical methods and materials
- Write and submit multiple drafts throughout the contract
- Review, edit and take into consideration all District and Foundation staff and Board of Directors comments and concerns
- Convey to the District and Foundation all documentation and data related to the production of the CHNA with the understanding that the District and Foundation is the sole owner of the Community Health Needs Assessment
- Present findings to the Desert Healthcare District and Foundation's committees and Board meeting during the month of **to be determined** for final approval

VIII. BUDGET

The budget is specific and reasonable, and all items strongly align with the described project. The budget strongly demonstrates financial clarity and tells the same story as the proposal narrative and does not exceed \$300,000.

IX. REVIEW PROCESS AND CRITERIA

A Review Committee will be formed for the purpose of leading a detailed review process and making recommendations to the Desert Healthcare District and Foundation's committees and Board of Directors. Award of the contract will be determined based on how each proposal meets the threshold criteria outlined in sections V and VII.

The final proposal will be selected based upon the applicant's capacity, functionality, experience, quality of past work, budget, and other factors as outlined elsewhere in this RFP through a two-phase review process listed below.

Phase 1:

The Review Committee will consider the following criteria during the recommendation process:

- Applicant's eligibility and qualifications.
- Applicant's ability and capacity to meet proposal requirements including the completeness of proposal.
- Skill and experience of key personnel.
- Demonstrated experience with Community Health Needs Assessments or similar projects.
- Detailed approach and methods for project completion.
- Compliance with administrative requirements of the request for proposal format, due dates, etc.
- Results of communications with references supplied by applicants.
- Ability and commitment to meeting time deadlines.
- Contractor's financial stability.
- Outlined budget.
- Community Health Assessment Methodology.
- Integration of Healthy People 2020 framework to assessing Social Determinants of Health indicators in their proposed work.
- All proposals will be scored and the proposal with the highest score will be selected.

Proposals that are incomplete or do not meet the minimum requirements are subject to disqualification.

Phase 2:

The Review Committee will consider each proposal resulting from this RFP and make a recommendation to the Desert Healthcare District and Foundation Committees and Board of Directors. The Board of Directors will make the final approval during the December Board meeting. The Desert Healthcare District and Foundation will consider proposals based on their relative merit, risk and values to the District and can reject any or all offers during this RFP process without obligation or liability to any potential contractors.

X. SUBMISSION GUIDELINES

A. GUIDELINES

The submitted proposals must follow the below guidelines to be considered for selection:

- The proposal should not exceed six (6) pages total, not including the cover letter or any appendices
- Times New Roman Font, 12-point
- All pages and page number must be numbered sequentially with the name of applicant organization at the top of each page
- Include a table of contents with page numbers

B. PROPOSAL PACKAGE

To be considered for selection, a complete proposal package must include all items detailed below:

- 1) **Cover Page:** Provide name of organization, address, website, and primary contact person with email and phone.
- 2) **Table of Contents:** A table of contents must be submitted outlining all sections of the proposal package with corresponding page numbers.
- 3) **General:** Provide an overview of your organization and describe how your firm is capable of meeting the terms and conditions of this project.
- 4) **Expertise:** Describe your organization's expertise in conducting relatable projects and any characteristics of the organization which make it especially qualified to perform required work activities. Please discuss your firm's involvement with similar agencies to the Desert Healthcare District and Foundation.
- 5) **Key Staff:** Provide a list of proposed staff for this work. Include each person's curriculum vitae in the attachments. Please provide full contact information for your firm's primary contact and the person responsible for project communication between your firm and the Desert Healthcare District and Foundation.
- 6) **References:** Please provide contact information for three customer references for work you have done that is relevant to this effort. Information regarding each reference should include the individual's name, address, telephone number and email address.
- 7) **Work Examples:** Please provide examples from projects you or your firm has successfully completed that are similar to the Desert Healthcare District and Foundation Community Health Needs Assessment project. Electronic links to relevant documents or websites will be acceptable.
- 8) **Approach and Methods to Deliverables (Section V) and Scope of Work (Section VII) Requirements:** Develop a proposed project plan and describe in detail the approach and specific methods your firm will use to produce the Deliverables and Scope of Work details described in this RFP. Preference will be given to applicants that incorporate the nine-step guide from the Association for

Community Health Improvement's Community Health Assessment Toolkit and integrate the Healthy People 2020 framework to assessing Social Determinants of Health indicators. Make sure to describe in detail, the following:

- a. Applicant will develop a proposed project plan, including the design, methods, and analysis techniques for use in collecting quantitative and qualitative data on health priorities, barriers, and meet all project deliverables. Please, include how you will:
 - i. Identify existing data sources that will be used for analysis. Include plan to gather quantitative and qualitative data that is representative of community members throughout the service area of the District.
 - ii. Identify data gaps and your plan to obtain missing data, if feasible.
 - iii. Identify the five greatest health needs across the Coachella Valley.
 - iv. Develop a plan to make strong conclusions based on data collected and district residents' input, incorporating a racial equity framework to show how needs are experienced by different groups.
 - v. Help the District monitor the top five health needs of the community (dashboard).
 - b. The methods and analysis techniques that will be utilized for extensive secondary data collection.
 - c. Processes you will use to ensure collaboration with residents and public and private health and healthcare stakeholders across the entire Coachella Valley.
- 9) **Work Plan and Timeline:** Provide a realistic and detailed work plan for the deliverables you are to complete. Display the work plan in a timeline format that ensures the final Community Health Needs Assessment is completed by **to be determined**. Provide details for the work to be completed each month and the person or position responsible for tasks.
- a. Provide a list of project deliverables with a detailed timeline for each deliverable and overall project completion for the Comprehensive Community Needs Assessment.
 - b. If subcontractors will be used, include tasks delegated to them.
- 10) **Budget:** Provide an understandable and clearly delineated cost proposal. Include an estimate of hours for all project staff and describe key roles and responsibilities for each. Additionally, please include a cost break down for all indirect and direct expenses.
- a. For budget purposes, assume at least three trips to meet on-site with the District and Foundation staff over the course of the contract. Additionally, the applicant will be expected to give at least two presentations to the Desert Healthcare District and Foundation, with one being a presentation to the District's Program Committee and one being a presentation of a final report to the Desert Healthcare District and Foundation Board of Directors during its **to be determined** Board Meeting.



DESERT HEALTHCARE
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APPENDIX A

Association for Community Health Improvement's
Community Health Assessment Toolkit: Nine-Step Guide



Source: Association for Community Health Improvement. (2017). Community Health Assessment Toolkit.

Step 1: Reflect and Strategize

Community health improvement is an ongoing process. Before beginning a new assessment cycle, reflect on previous community health assessment to identify what elements worked well, areas for process improvement and whether implementation strategies had their desired impact.

Step 2: Identify and Engage Stakeholders

Establishing robust, trusting relationships with community stakeholders fosters a welcoming and inclusive environment, creating a stronger sense of joint ownership of the community health assessment process. While this is a discrete step, stakeholders should be engaged throughout the CHA process.

Step 3: Define the Community

Specifying the geographic focus and population characteristics determines the scope of the assessment and any implementation strategies. This includes having access to data by ZIP code, census tract or neighborhood as well as connecting with community members to truly understand their concept of community.

Step 4: Collect and Analyze Data

Community health assessments include a combination of quantitative demographic and health data as well as qualitative data that reflects the experiences and opinions of community stakeholders. Summarize and synthesize these data to develop a picture of overall community health and to highlight the particular health needs of various populations in the community.

Step 5: Prioritize Community Health Issues

Hospitals and community stakeholders go through a process to distinguish the most pressing community health needs based on the data collected. The identified priority health needs will be addressed through the implementation strategies.

Step 6: Document and Communicate Results

Share the results of the assessment with both internal and external audiences. This step provides an opportunity for the many participating organizations and the community at large to see the final product. It serves as a reference point for future discussions and planning strategies to address community health needs.

Step 7: Plan Implementation Strategies

Developing comprehensive, multifaceted strategies to address the community health needs prioritized in the assessment is crucial to improving community health. Regardless of whether you have been doing community health improvement work for many years or are new to this process, you can build or supplement services or programs to address the needs identified in your community health assessment.

Step 8: Implement Strategies

This step puts into action the plan selected and developed in Step 7 to address prioritized community health needs. This is an ongoing process where you are working to improve health by turning strategies into concrete, actionable steps.

Step 9: Evaluate Progress

Evaluation should be planned throughout the community health assessment process to assess the impact of your strategies and progress toward your goals. This step suggests a modified version of CDC's evaluation guidelines and may be used as a starting point to tailor an evaluation for a particular community health improvement effort, at a particular point in time.

Source: Association for Community Health Improvement. (2017). Community Health Assessment Toolkit. <https://www.healthycommunities.org/resources/community-health-assessment-toolkit>.



DESERT HEALTHCARE DISTRICT & FOUNDATION

APPENDIX B

Healthy People 2020 Framework to Assessing Social Determinants of Health



In order to create social and physical environments that promote healthy living, the United States Department of Health and Human Services created a place-based organizing framework, incorporated within Healthy People 2020, reflecting five key areas of social determinants of health. These five key areas include:

1. Economic Stability
2. Education
3. Social and Community Context
4. Health and Health Care
5. Neighborhood and Built Environment

Source: Office of Disease Prevention and Health Promotion. Healthy People 2020: Social Determinants of Health.

Each of these five determinant areas reflects a number of key issues that make up the underlying factors in the arena of social determinants of health, including the following:

1. Economic Stability:
 - o Employment, food insecurity, housing instability, and poverty
2. Education:
 - o Early childhood education and development, enrollment in higher education, high school graduation, and language and literacy
3. Social and Community Context:
 - o Civic participation, discrimination, incarceration, and social cohesion
4. Health and Health Care:
 - o Access to health care, access to primary care, and health literacy
5. Neighborhood and Built Environment:
 - o Access to foods that support healthy eating patterns, crime and violence, environmental conditions, and quality of housing

To advance the health and wellbeing of Coachella Valley residents, the Desert Healthcare District and Foundation is asking applicants to incorporate the Healthy People 2020 framework for addressing social determinants of health. This framework will guide data collection methods, help measure impact, and ultimately be utilized to aid the development of a comprehensive, cross-sector approach to addressing the social determinants of health across the Coachella Valley.

Source: Office of Disease Prevention and Health Promotion. Healthy People 2020: Social Determinants of Health.
<https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-of-health>



DESERT HEALTHCARE DISTRICT & FOUNDATION

Community Listening Forums – Eastern Coachella Valley

From late February to mid-April, the Desert Healthcare District and Foundation staff hosted six community listening forums in communities across the newly annexed area of the District. The goal of the forums was to start to understand the needs and priorities of the newly annexed area while also using the opportunity to bring awareness of the District and Foundation, share our history, highlight the recent expansion passage and two new Board members, and discuss the importance of civic engagement in informing our Strategic Plan and the rezoning process.

Following a brief informational presentation on the District and civic engagement, residents participated in an interactive activity. Throughout the activity, staff engaged in resident-driven conversations around three of our community focus areas: homelessness, primary care and behavioral health access, and healthy eating and active living with an opportunity for residents to discuss other ideas that did not fall within our identified areas. Ultimately, staff aimed to try and truly understand issues faced by the community by conversing on underlying concerns within high-level issues, building on conversations, and discussing solutions and barriers in order to identify priorities likely to have the greatest impact. This document will summarize the input from all six forums in hopes of informing our current and future Strategic Plan and policies. After engaging with the group, we asked the participants to rank the three focus areas (including other ideas) in order from 1 to 4 with 1 being the highest priority/need in their community [please note that not everyone returned their ranking sheets].

Highlights from community listening forums:

The forum locations in the newly annexed area included Mecca, North Shore, Coachella, La Quinta, Palm Desert and Indio with translation services available at each. Across the forums, we reached 75 people with primary care and behavioral health access coming out as priority number one and a high need for resource awareness across all focus areas. The smaller groups provided a valuable opportunity for in-depth, meaningful conversations. Below are the high-level summaries of the forum discussions. Complete, detailed notes are available on dhcd.org.

Mecca

- Homelessness: Participants identified overcrowding or “precariously housed” with a lack of mixed-income housing and the poor quality of the current housing supply with an emphasis on the need for infrastructure improvement support and quicker transitions into housing from evictions or rent control issues.
- Primary Care and Behavioral Health Access: There was a significant concern for agriculture workers around sanitation, pesticide safety, and toxin education in addition to the need for targeted, mental health youth programs and ways to mitigate stigma.
- Healthy Eating, Active Living: The focus was on opportunities to reduce the dependence on foodbanks and implementing creative ways to be active with a focus on stress management.
- Other Ideas: Equipment assistance after fires, improved access to water, and community policing.

Coachella

- Homelessness: The participants identified overcrowding or “precariously housed” that occurs due to rent control issues and emphasized the importance of identifying root causes of homelessness and improving resource connection through outreach.

- Primary Care and Behavioral Health Access: When discussing health access, the need for increased frequency of mobile health units and opportunities for walk-in visits were highlighted along with finding solutions to mitigate the fear of doctor visits that stem from a lack of culturally competent care.
- Healthy Eating, Active Living: The underutilization of available resources and the need for increased community organizing around living a healthier lifestyle was highlighted.
- Other Ideas: There is a high need for increased awareness during the planning stages for marijuana dispensaries and the need for more community leaders.

Indio

- Homelessness: This group highlighted the importance of homeless service awareness for the entire community, developing an understanding of trends that come with seasonal challenges, and having cultural competency trainings.
- Primary Care and Behavioral Health Access: The behavioral health conversation was driven by lack of resources within the schools, the importance of normalizing mental health and moving away from the medicalization of mental health.
- Healthy Eating, Active Living: Additionally, participants emphasized the importance of developing healthy habits through educational classes and expanding evidence-based programs like NEOP.
- Other Ideas: Transportation awareness campaigns and integrating environmental justice into conversations were emphasized.

North Shore

- Homelessness: Residents identified homelessness being driven by lack of new construction and infrastructure investment in the North Shore region.
- Primary Care and Behavioral Health Access: Access to care issues mainly stemmed no local clinics and the preference of medical tourism. Also, the parents of the group emphasized mental health education to help identify signs and ways in which they can support their children as they deal with the social pressures of society.
- Healthy Eating, Active Living: The conversation focused on the rain damage to the newly built park with safety concerns around stray dogs, lack of lightening and the need for a patrol car.
- Other Ideas: Increased frequency of Sunline bus routes and more focus on the physical health impact of the Salton Sea.

La Quinta

With a small audience, we were given the opportunity to have a focused, in-depth talk and enhance our knowledge around priorities for the physically disabled population.

- Homelessness: With La Quinta's close proximity to the homeless shelters, they have found their homelessness efforts focused on the at-risk population.
- Primary Care and Behavioral Health Access: In order to address the gap in services for the physically disabled, there is a need for monthly sub-specialty care rotations, resource awareness and having behavioral health professionals with relatable experiences.
- Healthy Eating, Active Living: Additionally, in order to address demand and seasonal challenges around active living, a recreational facility with adaptable equipment and indoor spaces is desirable.
- Other Ideas: There was discussion on the lack of data to inform decisions, the need for inter-generational activities and targeted, population-specific focus groups.

Sun City Palm Desert

- Homelessness: There is a need for connected, consistent, unduplicated, and stigma free services across the entire Coachella Valley for homeless and the at-risk population.

- Primary Care and Behavioral Health Access: With no onsite services, transportation to medical appointments and mobile health clinics resonated among residents with deep concern for the lack of specialists and education around Alzheimer/Dementia care.
- Healthy Eating, Active Living: Even with access to a myriad of healthy activities, there is additional need for healthy cooking demonstrations, dieticians, and balance programs.
- Other Ideas: There was high interest in health fairs and improving cross-sector collaboration.

Community listening forum – what we learned:

- Smaller groups allowed for in-depth conversations and a deeper understanding of high-level priorities
- The forums provided time to understand current coping mechanisms and skills and what we can learn from them – ways to expand and build off pre-existing resources
- Hosting 6 forums at 6 locations provided several opportunities for residents to be civically engaged
- The forums created an opportunity to engage a wide audience in information sharing and discussion
- The forums provided an opportunity to increase awareness of the District, the Foundation and the future rezoning process
- The conversations created resident-driven, meaningful dialogue
- Individuals had opportunities to meet others with the same interests/problems/concerns
- Opinions obtained were limited to those who attend—not all viewpoints were heard
- Some participants may have been intimidated from actively participating because of the presence of other participants, especially if some participants have assertive personalities and tend to dominate the discussion
- The last two forums were scheduled the day before large music festivals which may have negatively impacted attendance

How do we plan to use this information – what is our intent?

Our intent is to share the information learned from the six community forums to DHCD Board members, staff, and the public. This information should inform the Board during discussions about future funding and the strategic plan in order to establish priorities likely to have the greatest impact across the entire Coachella Valley. During the summer months or early fall, staff will go back into the community and host additional forums to share what was learned and how resident feedback will be utilized in future decisions around policies, processes, and procedures.

***Detailed notes for each of the six community forums are available on dhcd.org**



DESERT HEALTHCARE DISTRICT & FOUNDATION

When the eastern Coachella Valley residents' voted for the Desert Healthcare District and Foundation to expand its boundaries, the District knew that the demographic landscape would change and there needed to be a way to start to capture the priorities of the eastern Coachella Valley in order for the District to allocate its resources equitably and effectively across the entire Coachella Valley.

One of the main purposes of The California Endowment grant was to increase the visibility of factors that improve or impede community health and social equity in the Coachella Valley region. The new expansion created an opportunity to strengthen community health research and get out into the communities of eastern Coachella Valley and directly engage with residents through the facilitation of community listening forums. The goal of the forums was to start to understand the needs and priorities of the newly annexed area while also using the opportunity to bring awareness of the District and Foundation, share its history, highlight the recent expansion passage and two new District and Foundation Board members, and discuss the importance of civic engagement.

With that, staff conducted six community listening forums across the eastern Coachella Valley from late February to mid-April. The forum locations included Mecca, North Shore, Coachella, La Quinta, Palm Desert and Indio. Throughout the listening forums, staff engaged in resident-driven conversations around three of our community focus areas: homelessness, primary care and behavioral health access, and healthy eating and active living with an opportunity for residents to discuss other ideas that did not fall within the identified areas. Across the forums, 75 people were reached with primary care and behavioral health access coming out as priority number one and a high need for resource awareness across all focus areas. Ultimately, staff aimed to try and truly understand issues faced by the community by conversing on underlying concerns within high-level issues, building on conversations, and discussing solutions and barriers in order to identify priorities likely to have the greatest impact.

Although the forums provided meaningful feedback from community members, the forums were limited. Two of the biggest challenges were that the District entered these new communities that, up until November 2018, were not considered part of the Desert Healthcare District nor really had a sense of what the District did or its capacity and secondly, we pushed to understand residents' priorities within focus areas that had already been established by a geographically, demographically, and culturally different group of people. Additional challenges included:

- The forums were limited in reach and cannot be used to generalize health priorities of the eastern Coachella Valley
- When discussing one the of the District's current focus areas, homelessness, the information was not resonating among the Latino communities of the eastern Coachella

Valley. This was a clear indicator that some of the focus areas of the District may need to change in order to become more representative of the entire valley

- The conversations at the forums brought a lot of priorities to the forefront; however, the District had little influence over some of the issues discussed, including:
 - The high need for grocery stores
 - Improved rental lease agreements
 - The accessibility of fire equipment
 - Street maintenance
 - Community policing
 - Improved access to clean water
 - Increased awareness during the planning stages for marijuana dispensaries
 - A need for more community leaders
 - Increased frequency of SunLine bus routes
 - Scheduling and walk-in availability with health professionals
 - Developing financial literacy programs
 - Significant issues with stray dogs
- Some of the priorities discussed during the forums, that the District has more influence over, included:
 - Increasing health professionals in the valley
 - Increasing frequency and geographical range of mobile health clinics
 - Expanding mental health and substance abuse education and programs
 - Increasing availability of behavioral health services in schools with both a child and family educational component
 - Expanding access to preventative screenings (both mental and physical health)
 - Improving service awareness with appropriate communication messaging
 - Including a tracking system for referrals
 - Building capacity of already established nonprofits
 - Increasing the number of community health fairs/expos
 - Offering nutrition education classes in the schools, communities, and foodbanks
 - Increasing residential engagement and input during decision-making processes
- Although, residents made up the majority of the community forums, sometimes service providers dominate the conversation and overpowered the voice of residents

Through this process, we learned that engaging in community forums was only a start, the information heard was limited, and they were not the most effective method and approach to get a sense of top priorities of valley residents. In order to get a clearer picture of the top health priorities of the entire Coachella Valley, a comprehensive approach is necessary through a Coachella Valley-wide Community Health Needs Assessment.

This is an opportunity for a rigorous, resident-driven approach to uplift the health needs of the entire Coachella Valley in which the District can use to inform its Strategic Plan and make changes so that it is representative of all residents. Additionally, this document will be disseminated to the community and serve as a solid base for community organizations to inform their work, to better prioritize resources and investments, and start to bridge the siloed efforts and form more collected, unduplicated approaches to the valley's health needs.

❖ NON-PROFITS LOCATED AND SERVE RESIDENTS IN EASTERN COACHELLA VALLEY

1. ABC Recovery
2. Alianza
3. Borrego Community Health Coachella Clinic
4. Boys & Girls Club Coachella Valley
5. Catholic Charities
6. CET Coachella
7. Clinicas de Salud del Pueblo
8. Coachella Senior Center
9. Coachella Valley Housing Coalition
10. Coachella Valley Rescue Mission
11. Coachella Valley Unified School District
12. CV Parents
13. Desert Recreation District
14. Desert Sands Unified School District (most)
15. Dr. Carreon Foundation
16. F.I.S.H Food Bank
17. FIND Food Bank
18. Flying Doctors
19. Galilee Center
20. Hidden Harvest
21. Indio Senior Center
22. John Tracy Clinic
23. La Quinta Senior Center
24. Latino Commission
25. Lideres Campesinas (Farmworkers Leaders)
26. LifeStream Blood Services (LQ)
27. Loma Linda Children's Clinic
28. Martha's Village and Kitchen
29. Mecca Senior Center

❖ NON-PROFITS THAT SERVE RESIDENTS IN THE EASTERN COACHELLA VALLEY

1. ACT for MS
2. AIDS Assistance
3. Alzheimer's Association
4. Alzheimer's Coachella Valley
5. Animal Samaritans SPCA
6. Arthritis Foundation
7. Barbara Sinatra Children's Center
8. Braille Institute
9. CA Partnership
10. College of the Desert
11. Communities for a New California Education Fund (CNCEF)
12. Community Access Center
13. CSUSB Palm Desert
14. Desert AIDS Project
15. Desert ARC
16. Desert Cancer Foundation
17. Eisenhower Medical Center
18. El Sol Promotores
19. IEHP – Inland Empire Health Plan
20. Jewish Family Service of the Desert
21. JFK Memorial Foundation
22. Joslyn Senior Center
23. Mizell Senior Center
24. Molina
25. NeuroVitality Center
26. One Future Coachella Valley
27. Pegasus Riding Academy
28. Planned Parenthood
29. Ranch Recovery

<ul style="list-style-type: none"> 30. Olive Crest 31. Pueblo Unido 32. RAICES Cultura 33. Street Life Project 34. Sun Line Transit Agency 35. The Leadership Counsel 36. The Narrow Door 37. TODEC (Training Occupational Development Educating Communities) 38. Volunteers in Medicine 	<ul style="list-style-type: none"> 30. Ronald McDonald House Charities 31. Safehouse of the Desert 32. Shelter From the Storm 33. The LGBT Center 34. Transgender Health & Wellness Center 35. UCR SOM 36. Variety – the Children’s Charity of the Desert 37. Voices for Children 38. YMCA of the Desert
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❖ This is a preliminary list of known organizations by staff.