

Stakeholder Interview Themes Summary

- Most stakeholders **envision** a Dane County human services system that is equitable and inclusive, built on communication and collaboration, in which there are few (if any) service gaps and individuals can access services easily.
- In the coming five years stakeholders wanted DCDHS to **prioritize** the following service areas:
 - creating affordable housing options or assistance and ending homelessness,
 - building a comprehensive mental health system with capacity to meet the needs of all individuals in a trauma responsive and holistic way,
- Many stakeholders demanded or encouraged DCDHS to examine programs, policies, procedures, and partnerships with a **racial equity and social justice** lens and make changes necessary to reduce disparate outcomes for communities of color. Their recommendations included:
 - Hire more staff with lived experience and/or hire more people of color
 - Implicit bias training, staff reflection, facilitated conversations, require training to be mandatory
 - Contract with more agencies staffed and ran by people of color, contract with organizations that are already in communities doing this work
 - Provide information, resources, and services, through websites, phone numbers, and in-person, in Spanish and Hmong. Ensure there is adequate resources and training to use professional translation services when needed, not children.
 - Build partnerships and collaborations with communities by first building trust. Ask communities what they need, how they are already addressing their community needs, trust that they know this, and then do it.
 - Do not treat Latinx community as a singular group. There are many Latinx individuals and families with diverse experiences, languages, needs, etc. Take the time to hear from them all.
 - Examine RFP, funding, and contracting processes to ensure greater equity
 - Share resources, subject matter expertise, and funding with community organizations to enable them to do their work better.
- Many stakeholders spoke about prevention and **reducing barriers** to services families experience through offering holistic or person-centered approaches.
- Stakeholders told DCDHS that improved **coordination** and **communication** is necessary to: enable community organizations to do their jobs better, break down silos, increase community awareness of resources available, make services more accessible to ALL people, make those programs and resources meet all needs that individuals or families identify without “revolving doors”, and understand if services and resources are meeting needs. Stakeholders often talked about communication as the foundation of collaboration.
- Likewise, stakeholders asked DCDHS to **collaborate**. DCDHS should: invite communities to the table to discuss issues and innovate solutions; be at those tables, in communities; convene community experts and trust their feedback; and listen to the expertise of the communities we serve; and be genuinely open to feedback.