



GWINNETT COUNTY
BOARD OF COMMISSIONERS

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GwinnettCounty.com

Nicole L. Hendrickson, Chairwoman
Kirkland Dion Carden, District 1
Ben Ku, District 2
Jasper Watkins III, District 3
Matthew Holtkamp, District 4

Official

Informal Presentation Minutes

Tuesday, February 7, 2023 – 11:00 AM

Present: Nicole L. Hendrickson, Kirkland D. Carden, Ben Ku, Jasper Watkins III, Matthew Holtkamp

1. Community Services

Comprehensive Human Services Needs Assessment and Strategic Plan Update

Health Management Associates Erin Henderlight and Uma Ahluwalia provided the Board with an update on the Human Services Needs Assessment and Strategic Plan. No official action taken.



Gwinnett

Human Services Needs Assessment & Strategic Plan

Health Management
Associates
February 7, 2022



Agenda

- Introduction
- Project overview
- Initial themes
- Next steps

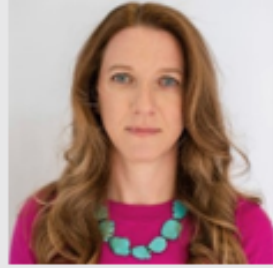




**Paul Fleissner, BA,
BS**

Senior Consultant

Project role:
Project Director



Erin Henderlight, MPP
Principal

Project role:
Project Manager



**Uma S. Ahluwalia,
MSW, MHA**
Managing Principal

Project role:
SME/Team Member



Brandin Bowden, MSc
Senior Associate

Project role:
*Stakeholder
Engagement Lead*



**Cindy Zeldin, MPH,
MA**

Senior Consultant

Project role:
Local Support and
Advisor



Ana Paola Bueno, MS
Senior Associate

Project role:
SME



Helen Kim, JD
Subcontractor

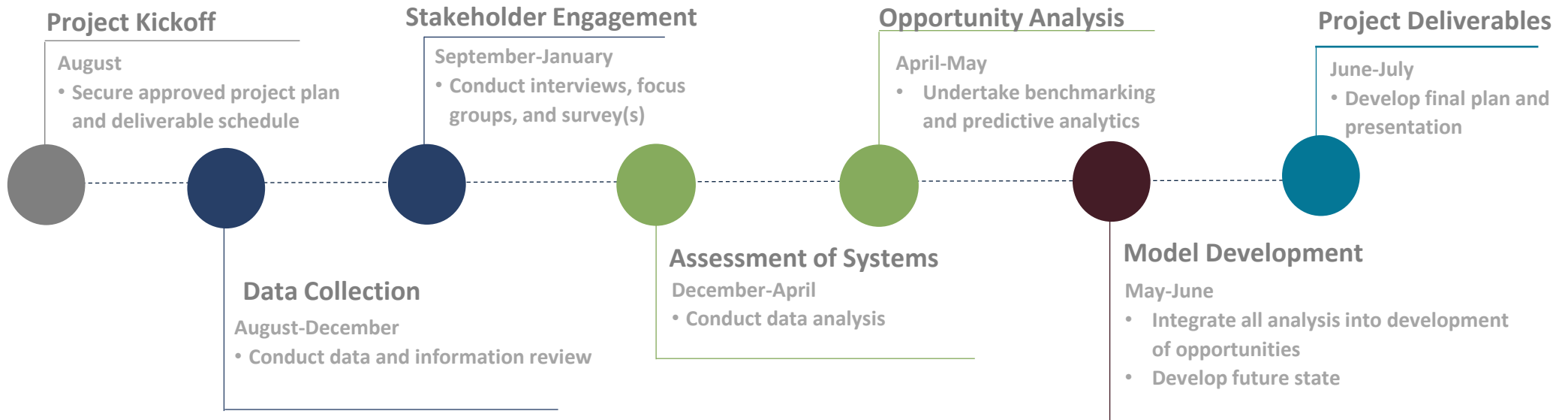
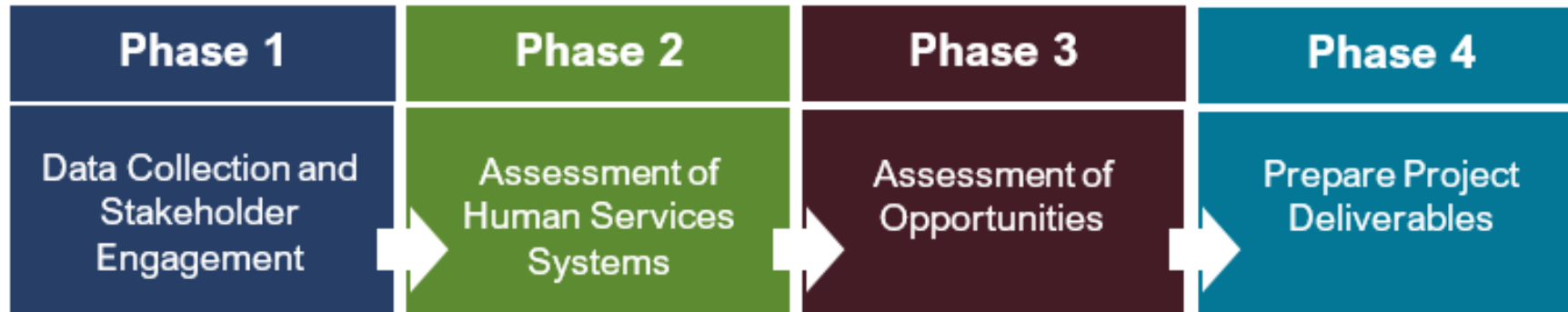
Project role:
Local Liaison



Christopher Perlera
Subcontractor

Project role:
Local Liaison

Project Overview



4 

Languages

English
Español
한국어
Tiếng Việt

4 Community 
Conversations

286 Participants

Data Collection & Stakeholder Engagement





42 

Interviews
& Focus Groups

70+

 Reports, plans, and
artifacts from County
and partners

90+

  Online Survey
  Participants

Released 1/30

100+

Elements in American
Community Survey
data & publicly
available sources 

Service Needs

- Housing
- Food security
- Transportation
- Mental health
- Services for disconnected youth



Access Needs

- Hidden barriers
- Changing demographics
- Multi-sectoral coordination to build a seamless continuum of care
- Coordinated intake sites and provider types to better leverage available resources and prevent duplication



Partnership Needs

- Engagement with non-traditional partners
- Community alignment around vision and goals
- Redefine public-private ecosystem



Next Steps

- Complete phase 2 assessment of human services systems
- Finalize phase 3 assessment of opportunities
- Prepare phase 4 project deliverables and co-create actionable strategies
- Present final draft report to the Board on July 18, 2023
- Adopt strategic plan by the Board in August 2023



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Contact

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