



Performance Management Snapshot: Quarter 2, 2025

Arapahoe County Public Health is pleased to share takeaways from our agency-wide performance management and continuous quality improvement (PMCQI) system, launched January 2025. Developed by a dedicated internal team known as the RAFT (Realigning Approaches for Future Transformation), this system provides a consistent process for measuring, maximizing, and communicating key performance indicators designed by staff members to ensure accountability and outcomes for the ACPH Strategic Development and Deployment Initiative (aka agency strategic plan).

In this document, you will find a snapshot of PMCQI information for a subset of our overall measures. Please stay tuned for a different subset to be highlighted each quarter. Measures are categorized according to functions identified by the Centers for Disease Control and Prevention as critical to public health's role in advancing health equity. Each measure reflects one of the following key functions:

Cultivate health equity practice; embed health equity principles in the design, implementation, and evaluation of programs and services.
Optimize interventions to address environmental, place-based, policy, and systemic factors that impact outcomes and address drivers of health inequities.
Reinforce and expand robust partnerships to advance health equity.
Enhance internal capacity to cultivate more inclusive culture, policies, and practices for broader public health impact.

We hope you enjoy reviewing this snapshot of efforts, developed with our guiding PMCQI principles in mind:

- Accessible: Easy to understand and engage with
- Transparent: Open, honest, and clear information sharing, allowing for informed decision making
- Human-centered: Starts with people and their stories; ends with creative solutions tailored to our audience's needs

MEASURE

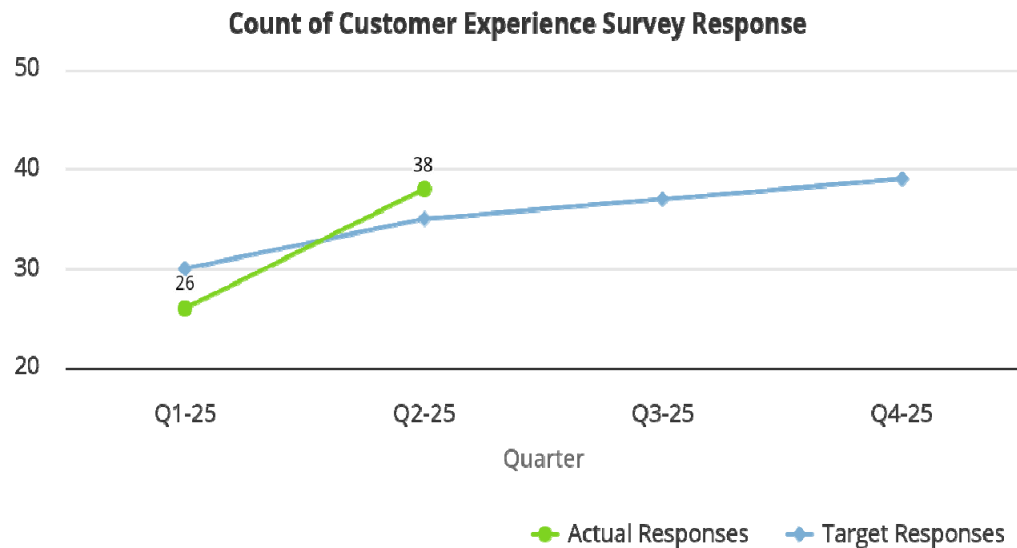
Count of Customer Experience Survey Responses

GOALS AND OBJECTIVES

By December 2026, capture and elevate the overall "service" culture practiced by all ACPH staff through the Customer Experience & Trust survey initiative.

DIVISION

Partnership Planning Community Health Promotion



CULTIVATE
comprehensive health
equity practice

ANALYSIS

In Q2, the response rate increased by 12 surveys from Q1 (38 surveys in Q2), passing our target of 35. The target is to improve by 8% from the previous quarter's target.

The increase in Customer Experience responses quarter over quarter may indicate trends and opportunities for growth. The rise may indicate growing customer and patient engagement, reaching a wider audience for potential feedback. The difficulty now with only two quarters of data is distinguishing whether increases are temporary or seasonal. However, the Q3 outlook looks positive so long as we continue focusing on direct interactions with our communities.

MEASURE

Percent of Kindergartners Up-To-Date on MMR Vaccines by Area of Service

GOALS AND OBJECTIVES

By the end of 2026, 95% of CIIS-assigned Altura and Englewood ACPH kindergartners will be up-to-date on their MMR vaccine series.



OPTIMIZE
interventions

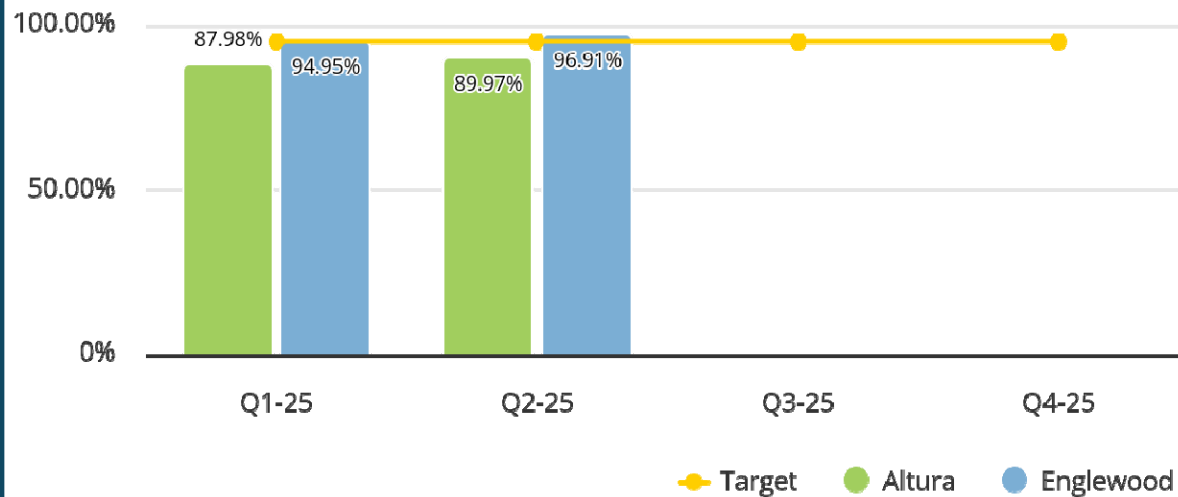
DIVISION

Nursing

ANALYSIS

All mobile clinics run out of Altura so clinic served higher proportion of kids with access to care challenges. Numbers reflect kids assigned to ACPH in CIIS and not community-level trends.

Percent of Kindergartners Up-to-Date on MMR Vaccine Series by Area of Service



MEASURE

Count of Communicable Disease Investigations Completed

GOALS AND OBJECTIVES

By December 2026, monitor changes in disease trends over time compared to previous years due to factors such as climate changes, travel, spillover events, and vaccination rates to ensure we have adequate staffing and capacity to respond to communicable disease events in a timely and thorough manner in order to protect the health and safety of Arapahoe County residents and the general public from communicable disease threats.

DIVISION

Health Protection and Response

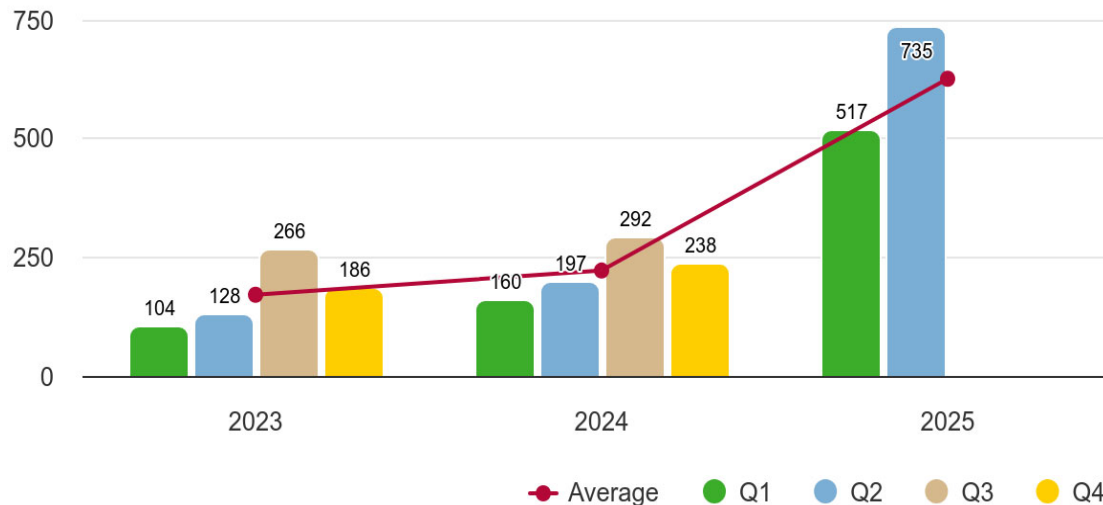


OPTIMIZE
interventions

ANALYSIS

This chart presents quarterly communicable disease investigation data for 2023 - Q2 2025. Data includes the number of Colorado reportable conditions, outbreaks, and rabies reservoir species investigations completed by the CDE Program. Q2 2025 shows a significant increase compared to both 2023 and 2024. This dramatic increase was due to the measles outbreak response including an increased workload from confirmed and suspect cases and contract tracing efforts.

Count of Total Investigations Completed



MEASURE

Percent of Community Engagement Events Focused on Two or More Health Equity Focus Areas



REINFORCE
and expand robust
partnerships

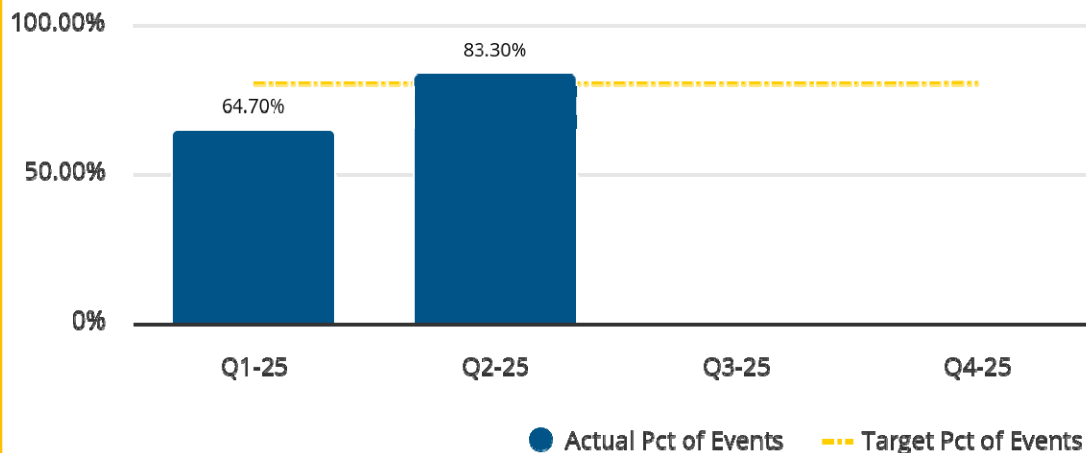
GOALS AND OBJECTIVES

By December 2025, 80% of our community engagement events are focused on two (2) or more Health Equity Focus Areas.

DIVISION

Partnership Planning Community Health Promotion

Percent of Quarterly Community Engagement Events Focused on Two or More Health Equity Focus Areas



ANALYSIS

In Q2 2025, 83% of recorded ACPH community engagement touchpoints focused on two or more Health Equity Areas. Highlighted events include: the Eastern Arapahoe Senior Resource Fair focusing on older adults (Population), for the Byers community (Geographic) with a focus on healthy aging and social connection (CHIP). Also, the Safe Zone events with Compound of Compassion focused on young people (Population) in Aurora (Geographic) provided a safe place for Aurora youth to spend their Friday evening (CHIP).

MEASURE

Count of ACPH Attendance at Learning Activities Hosted by the Healthy Aging Program



ENHANCE capacity and workplace diversity, inclusion, and engagement.

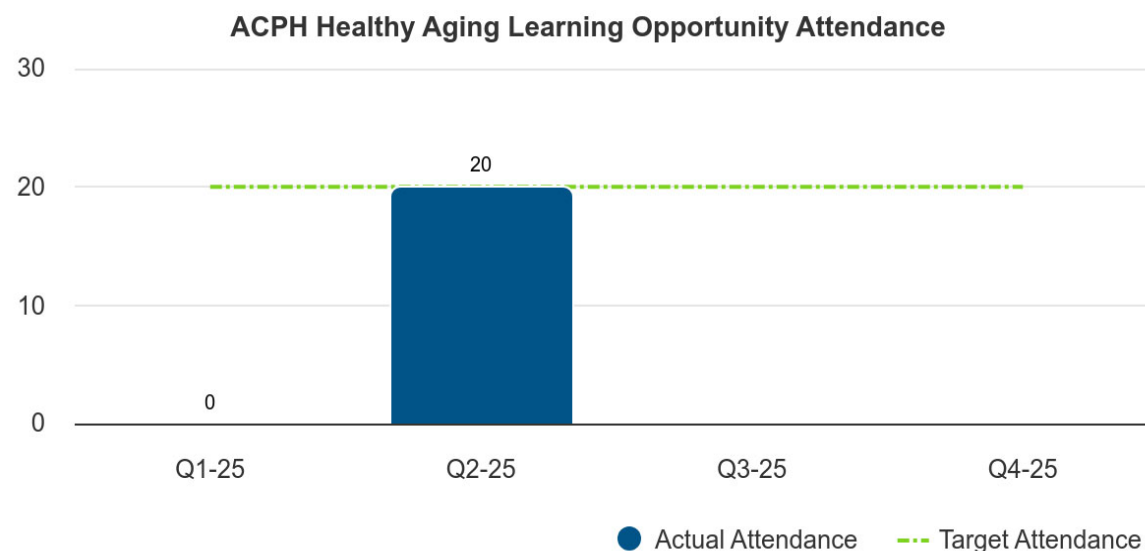
GOALS AND OBJECTIVES

By December 2025, ACPH will pilot at least 2 continued learning opportunities with a minimum attendance of 20 interested staff per opportunity.

ANALYSIS

DIVISION

Partnership Planning Community Health Promotion



In Q2, 20 participants attended an in-person training on Reframing Aging; eight participants who took the training responded to a follow-up survey and 100% said they would definitely recommend this training.

