



ARAPAHOE COUNTY
PUBLIC HEALTH



AMBASSADORS PROGRAM GUIDE

Staff Training & Development



Content

- Purpose
- Process and supports
- Applying our learning
- Input and observations
- What's next

ACPH Ambassadors Program Goal

Together, ACPH staff will further increase our ability to listen deeply, build trust, and partner with others to amplify the strengths and assets of Arapahoe County.



We are Ambassadors through:
Outreach
Relationship-building
Customer service

Additional Aims

Identify relevant trainings more efficiently and effectively

Inspire new ideas and improvements

Meet accreditation workforce development requirements

...for little or no cost



Strategies

Prioritize culture of listening and learning

Build access to resources and systems

Curate training options from trusted sources

Support sharing and reinforcement

Ensure accountability

2023

ACPH opens, with focus on building community connections

Ambassadors Program created to support that effort

Staff begin training selection, completion

Proof of concept (Pre/post self-assessments; pulse survey)

Public Health in the Rockies Conference showcase

2024 and 2025

Guide, trainings, and tools updated annually

Reinforced in affinity groups, town halls, annual reviews and performance planning

Key concepts tracked via staff pulse survey

TIMELINE

Based on Core Competencies for Public Health Professionals



Years 1-3: Target Domains

1. Data Analytics and Assessment Skills
2. Policy Development and Program Planning Skills
3. Communication Skills
4. Health Equity Skills
5. Community Partnership Skills
6. Public Health Sciences Skills
7. Management and Finance Skills
8. Leadership and Systems Thinking Skills

Instructions for ACPH Staff

- ✓ Review list of Ambassadors trainings or play the Wild Card to identify your own!
- ✓ Identify 1-4 trainings to complete. 1 is the minimum, 4 is preferred (1 per competency)
- ✓ Discuss training(s) with supervisor
- ✓ Add under Goal 1 of annual performance plan
- ✓ Engage in the training, try out new skills, make note of how you've used them to enhance your work!

Program Resources



-  Ambassadors Program Guide
-  Ambassadors Program IM Channel
-  Goal-Setting and Action Planning Template
-  Core Competencies for Public Health Professionals
-  Ambassadors Program Target Competencies
-  Idea-to-Implementation Sheet
-  Ratings and Reflections Sheet
-  Facilitated affinity groups
-  Event request system

Applying Our Learnings: Examples



INPUT AND OBSERVATIONS



Pulse Survey Input

65% agreed: My efforts related to communication, health equity, or partnerships have become more effective since working at ACPH.

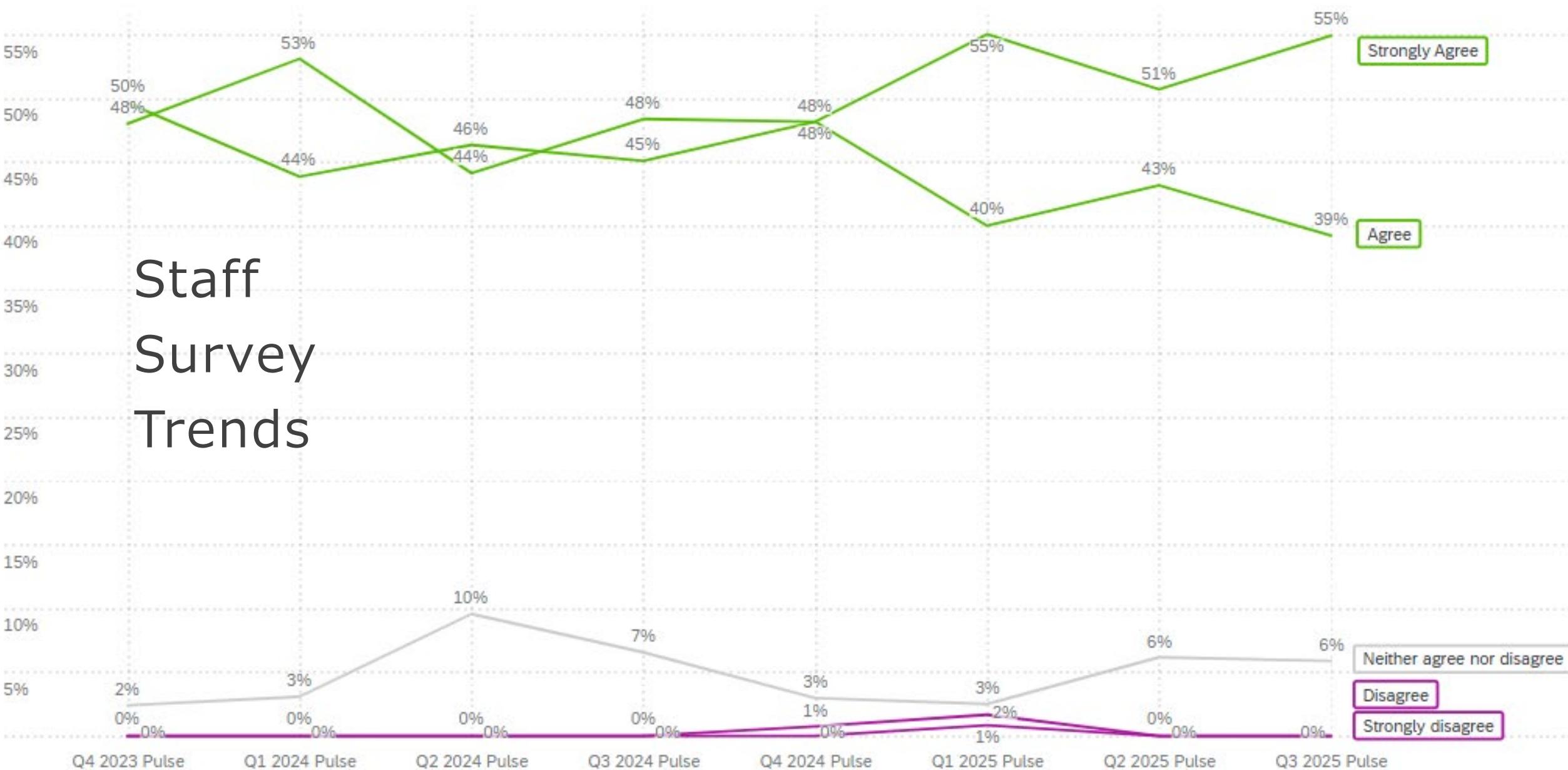
72% agreed: I feel supported by ACPH in being an ambassador for our agency.

84% agreed: It is important that my employer prioritizes and actively supports this aspect of my work.



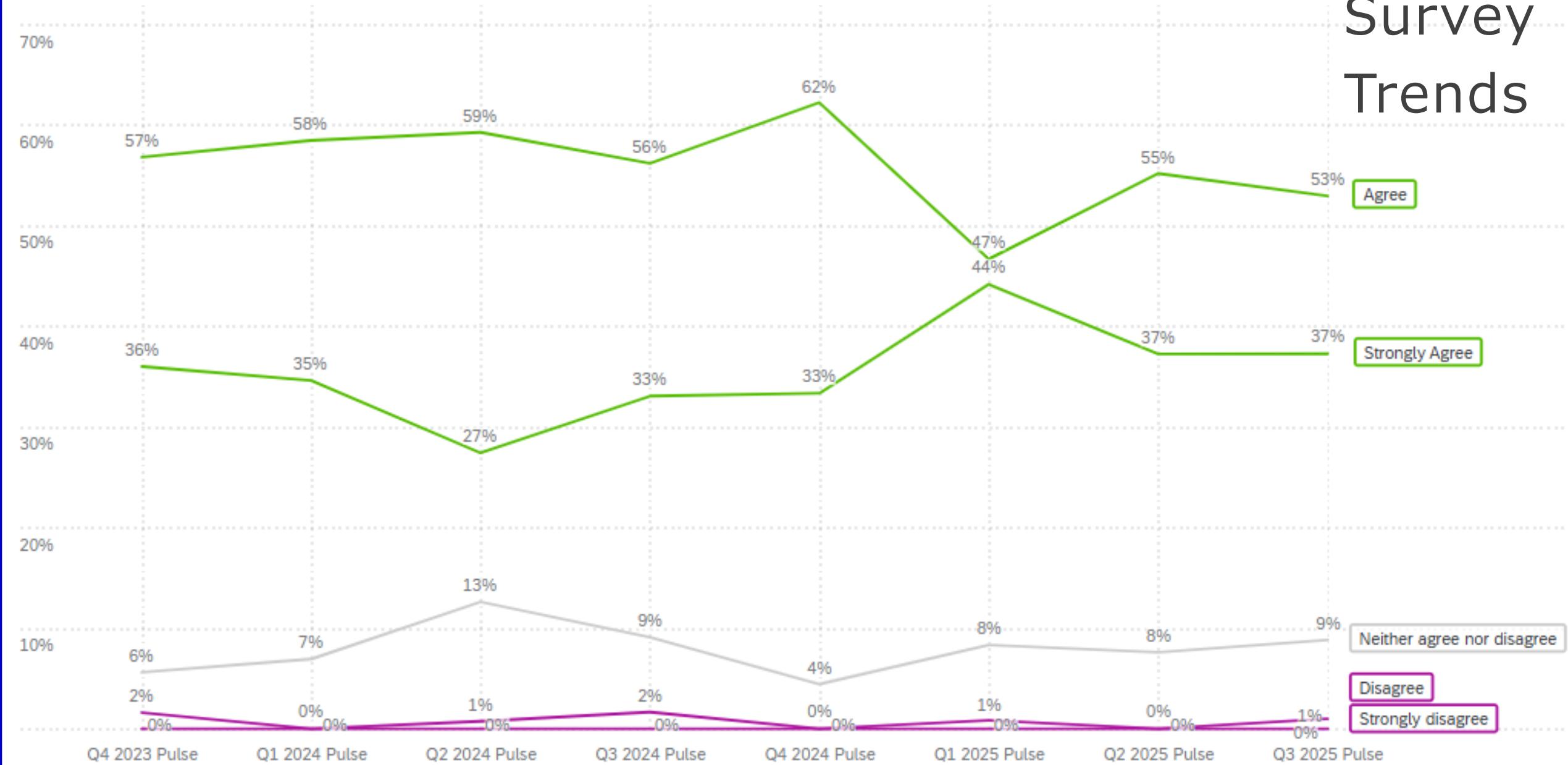
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I know how equity applies to my role and/or the work that I do.



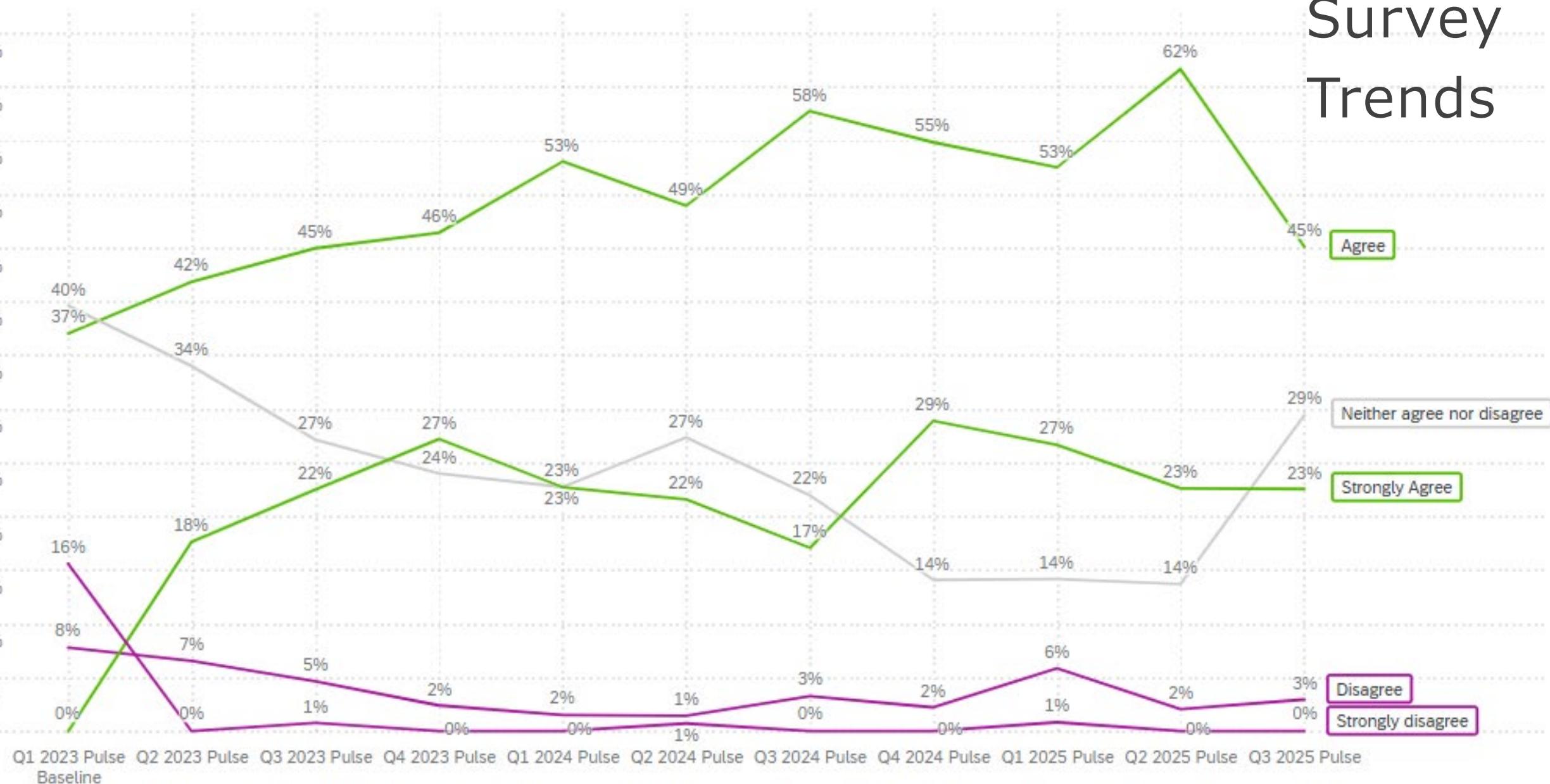
Staff Survey Trends

I have or I know how to find resources that can help me to incorporate equity into my work.



Staff Survey Trends

My program uses recent community feedback to improve or guide the way we work.



Reflections

- On the right track
- Community and partner appreciation
- Increased connections across the county
- Competing business needs
- Intentional & scaffolded beats scattershot
- Modest self-reported competency gains
- Increased accreditation readiness
- Low budgetary impact



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What's Next?

Add new competencies annually,
aligned with agency need.

On deck for 2026:

Quality Improvement (Domains 2, 7)



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THANK YOU

Grace Soulen

Brooke Wagenseller

Heather Baumgartner



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