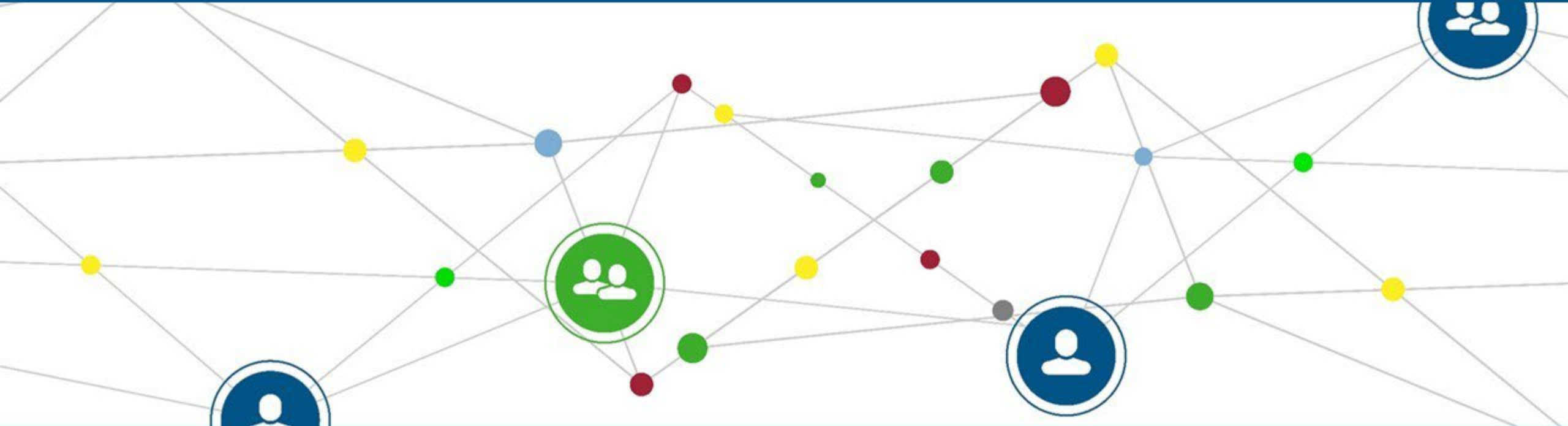




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# **AMBASSADORS PROGRAM GUIDE**

## **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



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# Applying Our Learnings: Examples





# INPUT AND OBSERVATIONS



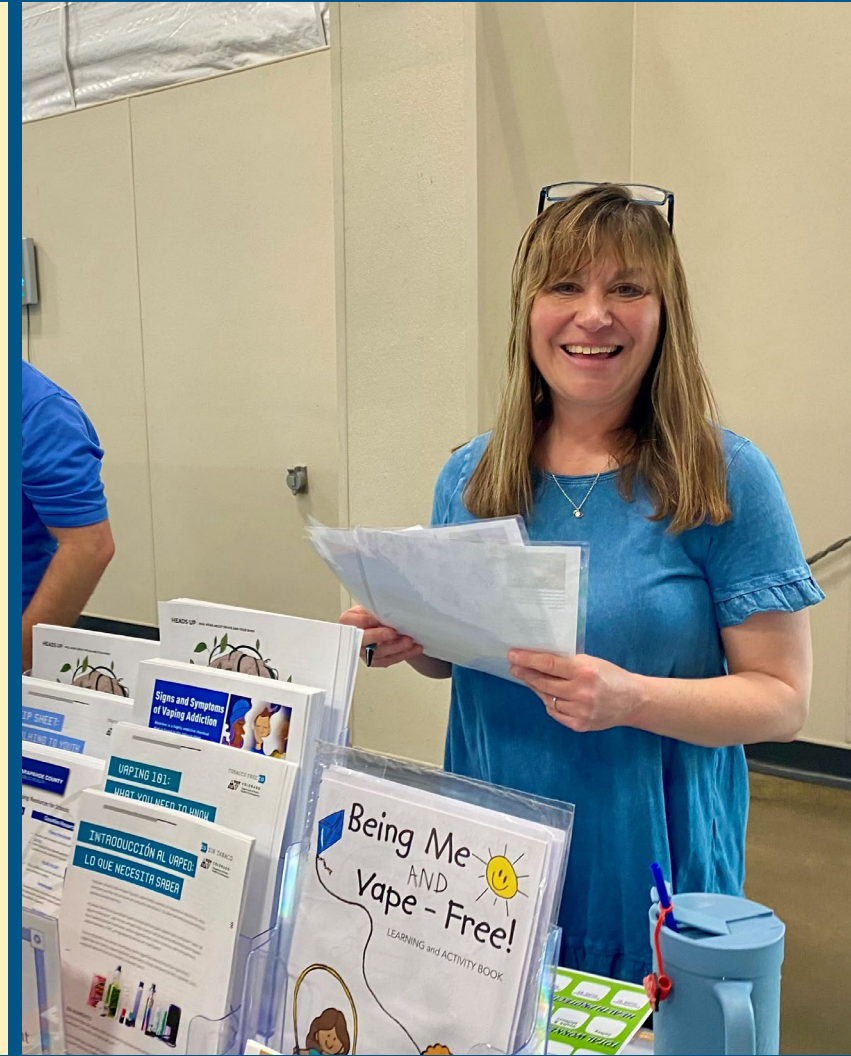
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# Pulse Survey Input

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

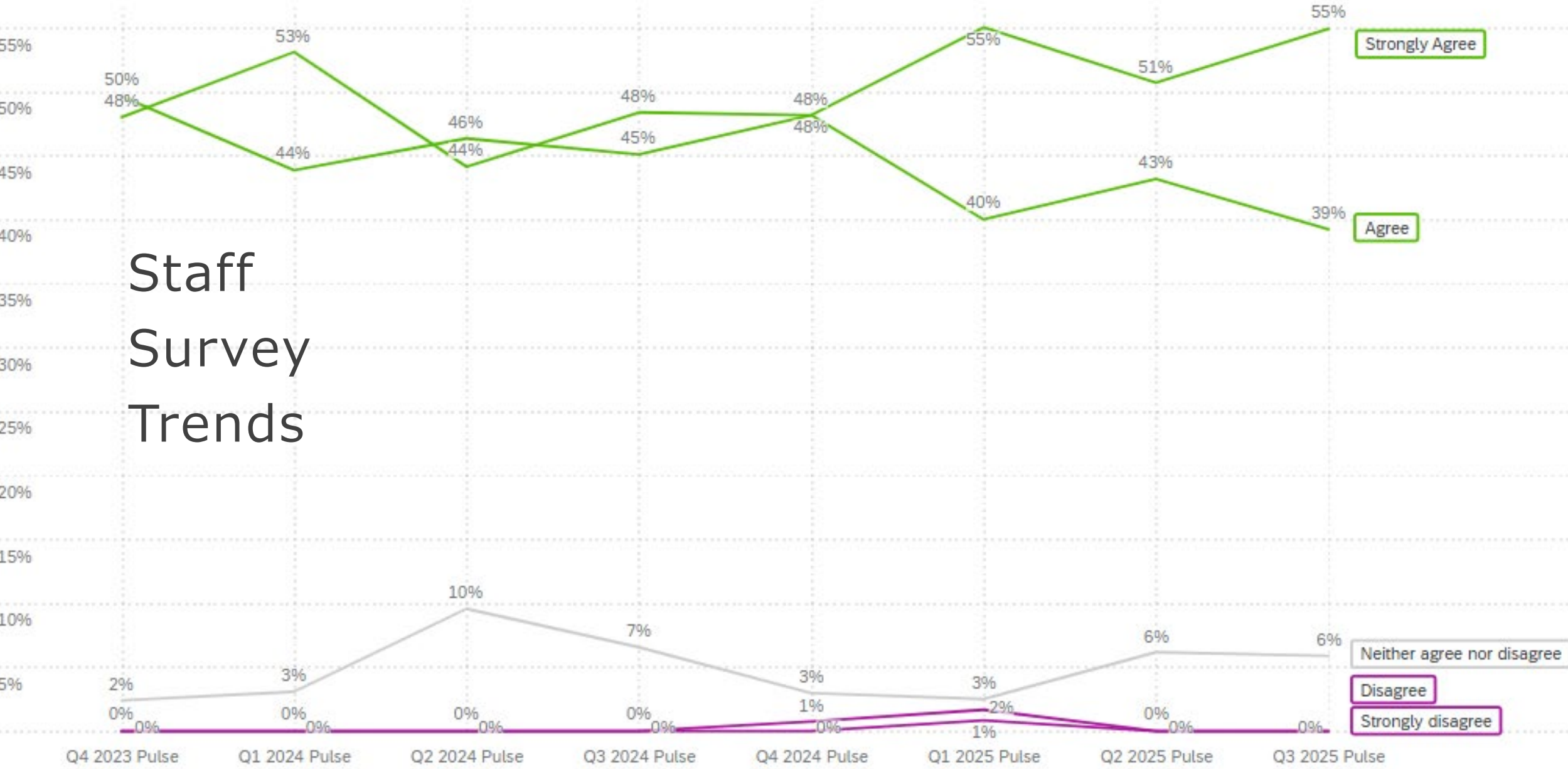
72% agreed: I feel supported by ACPH in being an ambassador for our agency.

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



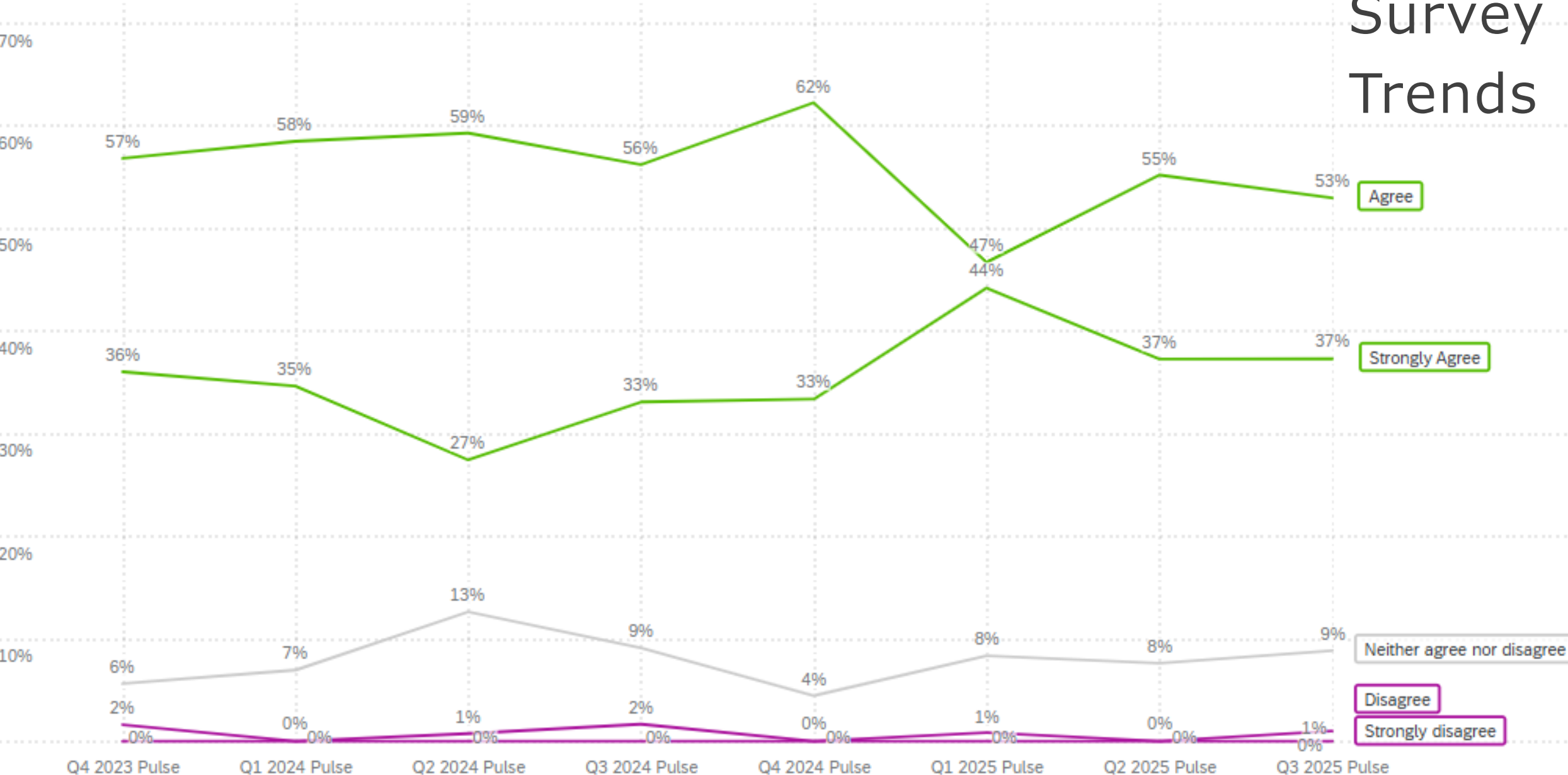


I know how equity applies to my role and/or the work that I do.



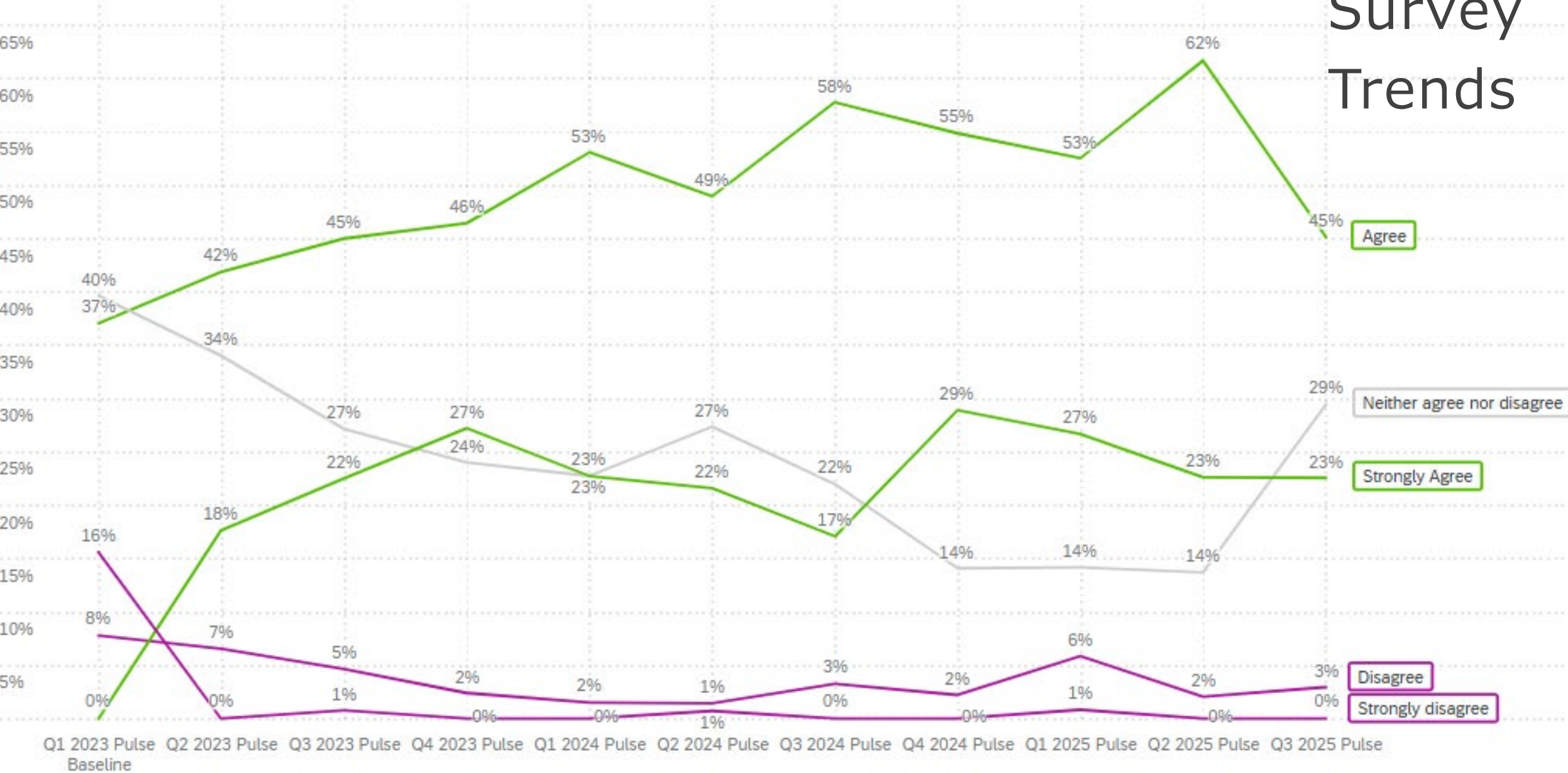
I have or I know how to find resources that can help me to incorporate equity into my work.

# Staff Survey Trends



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

# Staff Survey Trends



# 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





# 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