



**WE WANT  
YOUR  
FEEDBACK**

# REIMAGINING SERVICE DELIVERY



DELAWARE HEALTH AND SOCIAL SERVICES

Division of State Service Centers

## ABOUT THIS PROJECT

Delawareans across the state use the Delaware Department of Health and Social Services' 15 State Service Centers and four standalone Social Services buildings to access critical services.

To make these services more accessible and streamlined for the client, DHSS launched the **Reimagining Service Delivery initiative** to research, create, and implement improvements for how these services are delivered.

This effort is part of Governor John Carney's Family Services Cabinet Council (FSCC).

## WHAT'S NEXT

While changes are coming, it will take time to implement all of the needed improvements.

DHSS expects this to be a 5-year process. We want our clients and communities to stay engaged throughout the process to help us make changes that work for them.

## WE WANT TO HEAR FROM YOU

Send questions or comments to [StateServiceCommunity@delaware.gov](mailto:StateServiceCommunity@delaware.gov).

## KEY FOCUS AREAS

### CLIENT SERVICE DELIVERY



Ensure universal processes across all State Service Centers; create an easier intake and application process; combine and simplify front desk services.

### EMPLOYEES



Deliver services through a trauma-informed lens; train staff on services available and eligibility; create a new onboarding and performance management program.

### TECHNOLOGY



Create an electronic check-in system; use Lobby screens to share service information; ensure staff access to updated technology.

### FACILITIES



Upgrade lobbies with new furniture and amenities; conduct an ADA review of all facilities; change the flow so interviews are held privately.

### MEETING EVOLVING CLIENT NEEDS



Conduct annual assessments to understand needs; consider a base set of services across all State Service Centers; create an awareness and education campaign.

Stay updated on what's happening. For the latest information, visit [de.gov/community](https://de.gov/community)