



Delawareans,

In July, we at the Delaware Department of Health and Social Services were pleased to host a series of town halls between members of the public and leaders from DHSS' Division of Social Services and the Division of State Service Centers. These conversations centered around the Reimagining Service Delivery initiative, a priority of Governor John Carney's Family Services Cabinet Council.

The goal of this project is to make it easier to access DHSS services. We want to ensure all social services offered to Delawareans are coordinated, accessible, person-centered, and well-funded. Therefore, it is important we get this right. Since December 2021, we have engaged with DHSS frontline staff, community partners, and service users through interviews, surveys, and participatory research (secret users) to identify challenges and gaps in the current process. We then went through a community engagement phase to confirm the challenges we are facing and identify solutions to these challenges. We recognize that all Delawareans need access to quality, affordable health care, housing, and food, and we also recognize that not all communities are the same. We cannot build effective solutions if we do not engage with the individuals who are in line to benefit from them and that is why we focused on community engagement to help us develop our path forward.

I am happy to share we are now in the phase where we are testing and implementing solutions to the issues these town halls helped us identify. We have designed these solutions with five focus areas in mind: client service delivery, employees, technology, facilities, and meeting evolving client needs. We aim to be innovative and if something doesn't work, we will try again relying on research, data, and community feedback to discover sustainable solutions. This will be a process. We know this project will not be complete in one or two years. It is intended to be a multi-year endeavor to ensure we are meeting the needs of the people we serve.

The executive leadership team at the Department of Health and Social Services and our leaders at the Division of Social Services and the Division of State Service Centers are energized by the work that has taken place up to this point, and we are motivated to see this through. Clients and communities can stay engaged throughout the process to help us make changes that work for them by sending questions or comments to StateServiceCommunity@delaware.gov. We will continue to listen to the community as we embark on this journey of reimagining services at Delaware's State Service Centers. I welcome you to follow along with us.

Sincerely,

Josette D. Manning, Esq.

Cabinet Secretary

Delaware Department of Health and Social Services