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|  | ***Delaware Health***  ***and Social Services*** |
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**Delaware Health and Social Services – Service Delivery Reimagined Project**

**Division of State Service Centers (DSSC) and Division of Social Services (DSS) Merger FAQ**

1. **What is Service Delivery Reimagined Project?**

The Service Delivery Reimagined Project—an initiative under Governor John Carney’s Family Service Cabinet Council—will enhance how Delaware agencies provide crucial services to those we serve. The project originally started with the Division of State Service Centers but expanded its focus to include the Division of Social Services shortly after its launch. You can learn more by visiting [de.gov/community](http://de.gov/community).

1. **Why are DSSC and DSS merging?**

The two divisions largely serve the same population in the same buildings, share resources and funding, and provide complementary programs. The merger allows us to streamline processes and enhance training to provide a seamless and more effective point of entry for our clients. The goal is that those we serve will benefit from shorter wait times and more efficient service.

1. **What solutions are currently being implemented to address these issues?**

The Service Delivery Reimagined Project features a five-pronged approach to enhance client service delivery:

* Customer Service Satisfaction Survey
* Consolidation of Front Desks
* Merging of Training Units
* Integration of CAPS and ASSIST Systems
* Merger of DSSC & DSS

1. **When will the merger happen?**

The merger will become effective on July 1, 2024. This operational merger will combine both divisions under one entity. A new name for the division is being proposed and will be decided with staff input within the next year.

1. **Who will lead the newly merged division as of July 1?**

Three familiar names will lead the newly merged division as we move into this next phase of our Service Delivery Reimagined Project. Tom Hall will serve as director, supported by two deputy directors, Faith Mwaura and Marcella Spady.

1. **Will the names or physical locations of our offices or service centers change?**

The names and physical locations of service centers will remain the same unless changes are necessary due to lease agreement issues, strategic decisions based on community needs, or budgetary constraints.

1. **Will there be updates on the merger?**

Yes. We are committed to keeping you fully informed about progress on the Service Delivery Reimagined Project. You can also send feedback and questions to the resource box – [StateServiceCommunity@delaware.gov](mailto:StateServiceCommunity@delaware.gov).

1. **DSS and DSSC had different service, or “catchment” areas. Will the merger change how and where constituents access services?**

The merger will continue to support the existing “no wrong door” policy and maintain our promise to those we serve. Constituents may visit any of our 15 State Service Centers or four standalone DSS buildings, choosing the location that is most convenient to their home or work address.

1. **How will we communicate these changes to our clients and community partners?**

A multi-phase external communication plan will be developed, including updates to websites, social media, through a press release, benefit system notifications, and signage posted at service locations. Regular updates and clear information will be provided to all service partners.

**Questions about the merger or Service Delivery Reimagined Project may be directed to** [**StateServiceCommunity@delaware.gov**](mailto:StateServiceCommunity@delaware.gov)**.**