

DHSS' STRATEGIC PLAN



PERSON-CENTERED HEALTH

AND HUMAN SERVICES IN DELAWARE

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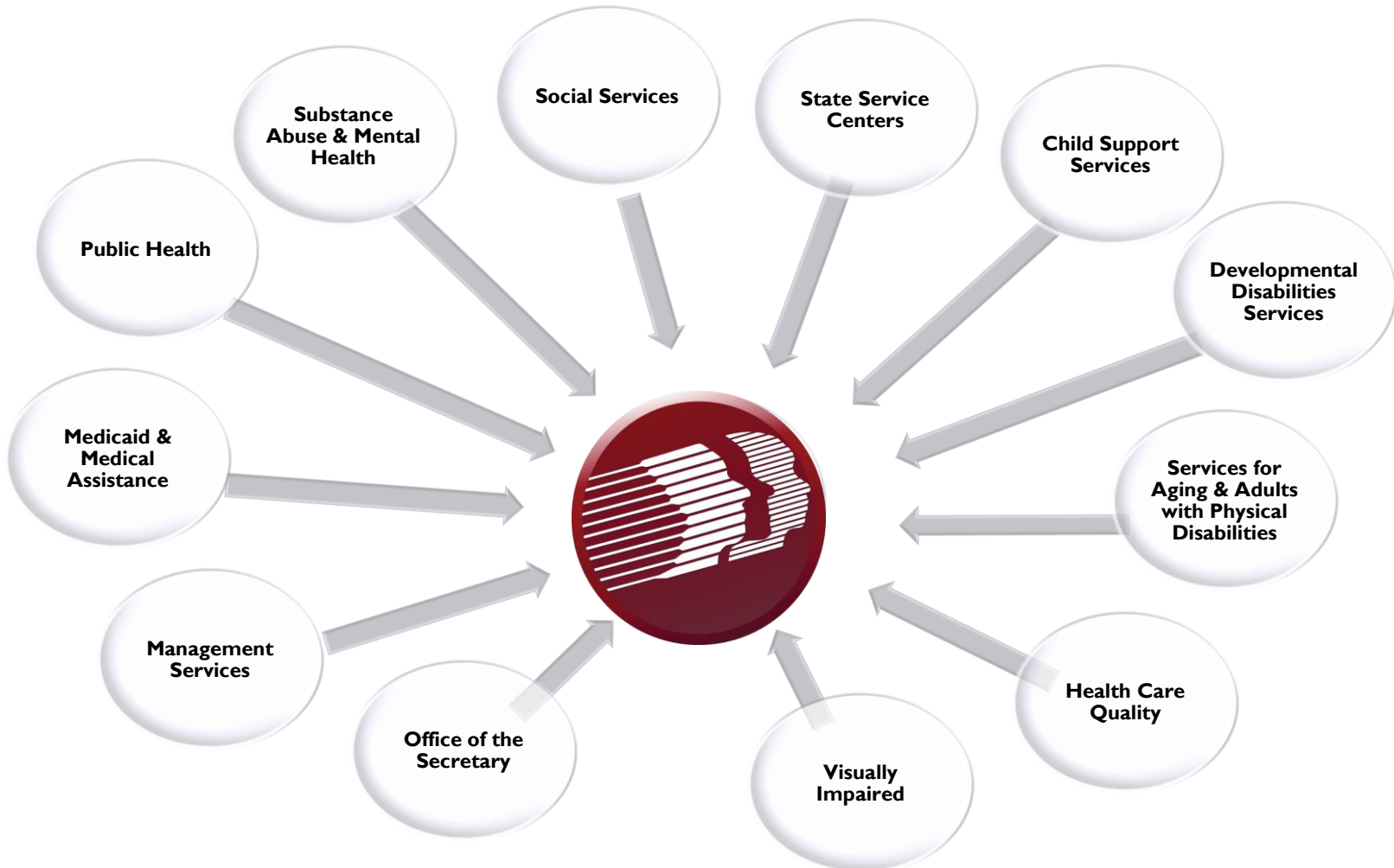
DELAWARE DEPARTMENT OF HEALTH AND SOCIAL SERVICES (DHSS)

Delaware Health Care Commission
September 3, 2020



HOW WE BEGAN

DEPARTMENT OF HEALTH & SOCIAL SERVICES



NATURAL OUTGROWTH OF ADMINISTRATION'S FOCUS

- DHSS' strategic planning built on the work of Governor Carney's administration's focus on efficiency and accountability through the Governor's Governmental Efficiency and Accountability Review (GEAR) Board.
- During the 14-month strategic planning process, DHSS addressed 4 key areas:
 1. DHSS staffing and workforce management
 2. Data integration and sharing across DHSS divisions
 3. Gaps in services provided by DHSS
 4. Person-centered service delivery



HOW THE PLAN WAS DEVELOPED

Since June 2019, the strategic goals were developed from:

- A review of existing literature.
- An inventory of current DHSS programs.
- A stakeholder needs assessment which included surveys, focus groups, and key informant interviews.
- Input from experts in health care, business and policy.



STRATEGIC PLANNING APPROACH

PHASE 1 PROJECT STARTUP	PHASE 2 STRATEGIC PLANNING PROCESS	PHASE 3 ENVIRONMENTAL ANALYSIS & STAKEHOLDER SESSIONS	PHASE 4 COMMUNICATIONS & OUTREACH	PHASE 5 IMPLEMENTATION PLAN
KICK-OFF MEETING PROJECT AND COMMUNICA- TIONS MANAGEMENT	ESTABLISH STEERING COMMITTEE AND CONDUCT INITIAL OUTREACH FINALIZE PROJECT FRAMEWORK FINALIZE WORK PLAN	RAPID NEEDS ASSESSMENT STAKEHOLDER DATA COLLECTIONS PROGRAM INVENTORY MATRIX	SWOT ANALYSIS STRATEGIC PLANNING SESSIONS DEVELOP COMMUNICATIONS AND OUTREACH STRATEGY	DEVELOP OUTCOME MEASURES CHANGE MANAGEMENT DRAFT AND FINALIZE STRATEGIC PLAN DEVELOP IMPLEMENTATION PLAN

DHSS' GUIDING PRINCIPLES

OUR COMMITMENT: The Department will make fundamental and systemic changes to modernize the infrastructure and delivery of health and social services to help Delawareans live their best lives possible.

DHSS VISION: Together we provide quality services as we create a better future for the people of Delaware.

DHSS MISSION: To improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations.



OUR FOUNDATIONAL THEMES



CUSTOMER
SERVICE



MEASURABLE
OUTCOMES



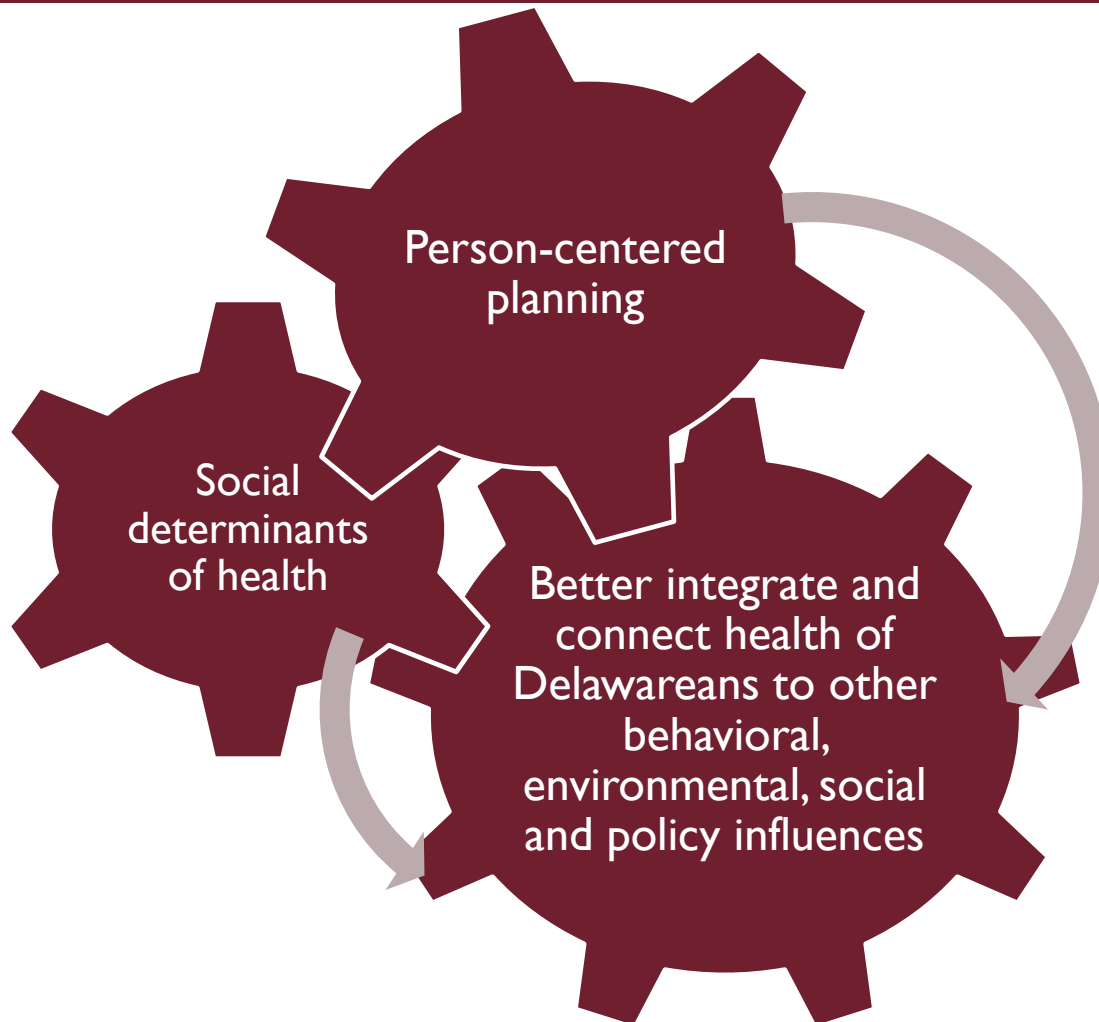
COORDINATION
OF FUNDING





THE FINDINGS

OUR OVERARCHING GOAL



STRATEGIC PLAN GOALS

Develop

GOAL 1: Develop a **person-centered approach** to the service delivery system to meet the multi-faceted needs of individuals and families.

Improve

GOAL 2: Improve the **public health and safety infrastructure** to protect the well-being of all Delawareans.

Build, align and strengthen

GOAL 3: **Build, align and strengthen the DHSS workforce** to meet current and future service needs.



STRATEGIC PLAN GOALS

Enhance
and
integrate

GOAL 4: Enhance and integrate data to support data-driven decision-making and increase access to shared information within the Department, its divisions, and across the state.

Promote

GOAL 5: Promote inclusive and routine **communication** among DHSS leadership, staff, stakeholders, and clients.

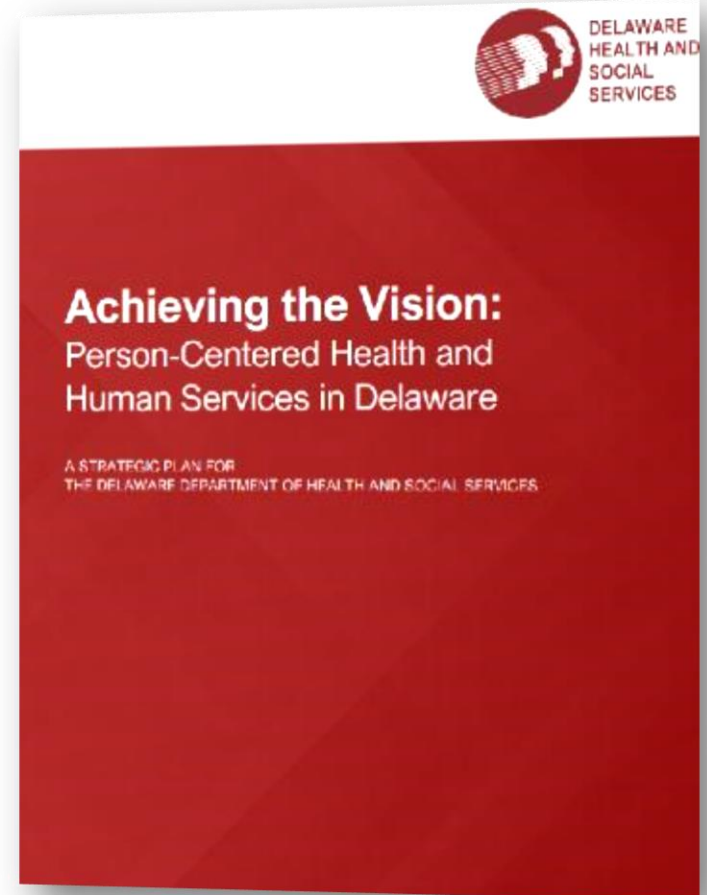
Strengthen

GOAL 6: Strengthen the **Department-wide planning structure** to support continuous improvement and increased efficiency, including routinely capturing feedback from staff, customers, and stakeholders.



NEXT STEPS

- The plan outlines objectives and strategies for each identified goal along with key performance indicators that will be used to track and evaluate DHSS' progress.
- Find the Draft Strategic Plan on DHSS' website:
<https://dhss.delaware.gov/dhss/>
- The Strategic Plan is available for public comment.
- Send comments to:
DHSS_TownHall@Delaware.gov





THANK YOU