



UNDER ONE ROOF WITH A CONTINUUM OF SERVICES



delivering INTEGRATED
health = human services

STRUCTURE



Right-sized around outcomes
Organized around the outcomes to the community
Delivering outcomes to the client efficiently & effectively
Shares info across service areas
SILO BUSTING!

Takes advantage of diverse skills and brain power
We are a LARGE organization that BEHAVES like a SMALL one
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You are known!

Supports appropriation that encourages funding

WE CAN...
Measure & monitor for the long term.
Deliver well for the customers' needs.
Listen & learn.
Have the courage to call out policies that don't work & rewrite them.

POLICY

POLICIES ARE...
Clearly understood throughout the organization.
Co-owned by all.
Relevant enough so can be applied in a meaningful way.
Supportive of baseline care.
Assure high quality service in a timely way that benefits clients.
Flexible.

Business processes are designed to treat clients holistically so that they receive maximum services allowable.
Explicit, where everyone can see them.
Active listening.
Understand client's context.
Understand resources available.
Tap into ways to enhance strengths.

Higher security clearance levels to allow shared data access.
Identify the client's needs & client's strengths.

How do I find the right balance to use flexibility in special cases while being effective and efficient?
Well-communicated.

WE CAN...
Effectively address the informal policies within the formal system.
Collaborate internally.
Deal effectively with conflict.

FIELD WORKERS
Safety: Know the history of home you're entering.
Can track where they are.
Appropriate technology for the situation.
System in place allows them to know what they're walking into.
Ability to make judgment calls.

PRACTICE: Our People Doing the Work

TECHNOLOGY
Modular learning/training system
Good current resource database
Data entry, once!
Log in until you're ready to log off.
System is always working.
Reports are timely & useful.
Data integrity is high.
Single story.
Scenario or multiple scenarios.
The system is intuitive.

TOOLS
One size doesn't fit all - so good tools that are able to meet my needs specifically.
Active listening.
Understand client's context.
Understand resources available.
Tap into ways to enhance strengths.

BE CLIENT FOCUSED
Identify the client's needs & client's strengths.
Tap into ways to enhance strengths.

OUR PEOPLE ARE THE GATEWAYS
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CASE RECORD CONTAINS...
Demographics
Identify problem
Case plan & notes
Collateral reports

SUPPORT SYSTEMS
County support systems & management knows they are here to support us!

FEEDBACK
Performance is rewarded effectively & appropriately

PRACTICE: The Clients We Serve

FRONT-LOADED WITH HIGHLY SKILLED EMPLOYEES
Clients are, at a bare minimum, tolerated & given efficient service.
Employees are well-trained to meet needs.
Build relationships where appropriate for involuntary clients.

OPTIONS TO IDENTIFY ME
I'm anonymous!
You know me!

WHOLE SYSTEM
See the whole -> Customer service with no surprises!
Prescriptive & Options Both available.
Have a say in my care.
You can help me in crisis to find what I truly need across the system.

CONNECTIVITY
Needs met quickly & efficiently with good tool set & thorough understanding of current resource data.
Paperless communication.
That means CUSTOMER SERVICE.

EDUCATION
I know what I can expect from the system & what comes next.
It's pictorial & multi-media education.

"HHS MALL"
I can get everything I need in one location.
Friendly location & hours of operation.

EMPATHIC & CARING
Constant, iterative feedback - questions that matter.
Listen to understand.
Clean & bright.
Delivered in a language I can understand.

PRACTICE: The Clients We Serve

COORDINATED
You're all pulling for me.
You're connected behind the scenes.

SHARING MY STORY ONCE!
Simple forms that eliminate redundancy.
Streamline information collection.

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