



Health and Human Services Integration Update for the Behavioral Health Planning Council

Chris Jones, Executive Director – DHS
April 20, 2022




AGENDA

- 1 Introduction
- 2 Where we are today
- 3 Integration guiding principle and goals
- 4 Workstream progress update
- 5 High-level DHHS organization structure
- 6 Team member participation and communications

**BETTER
TOGETHER**
Transforming the Citizen Experience

Why create one unified team?

Impact on North Dakotans



NORTH Dakota | Health & Human Services
Be Legendary.

Together, we'll continue to elevate and enhance the citizen experience to:

- Deliver one streamlined path to programs and services.
- Help North Dakota become the healthiest state in the nation.
- Continue to deliver quality, effective and efficient health and human services.

Impact on DHHS Team Members



It opens the door to unlimited opportunities for team members to:

- Improve the lives of more North Dakotans.
- Embrace breakthrough thinking.
- Drive innovation and risk-taking.
- Play a role in the biggest reinvention project.
- Build a new one-team culture.
- Explore additional career paths.

BETTER
TOGETHER
Transforming the Citizen Experience

Where we are today

This roadmap displays the key phases and activities we have undertaken in our journey toward one **Better Together Department of Health and Human Services (DHHS)** on Sept. 1, 2022.



June 2022 – September 2022

DELIVER a plan to set up DHHS for success

CORE ACTIVITIES

- **Begin to see our unified approach take shape!** Continue to work on projects that will help DHHS improve the health and well-being of North Dakotans. **through September 2022 and BEYOND!**
- Begin to create new opportunities to **engage and develop one high-performing DHHS team.**
- Begin to implement changes that will maintain **day-to-day operations** for all team members in a new unified DHHS.

January 2022 – May 2022

DESIGN a new DHHS

We are here

CORE ACTIVITIES

- Developing a **new Better Together DHHS team structure** that transitions all current team members into one combined DHHS to support transforming the citizen experience.
- Working on **projects across DoH and DHS** that will position us to serve North Dakotans successfully as one unified team in September 2022.
- Supporting and engaging managers/supervisors and team members with an **enhanced focus on change management and increased communications.**

September – December 2021

DECIDE on a guiding principle for the integration



CORE ACTIVITIES

- Developed a **new process to gain team member input and make decisions** about building a unified approach to health and human services.
- Established a **guiding principle and goals for the journey** to become one team DHHS and to transform the citizen experience.
- Identified several projects that support the guiding principle and goals and **created work teams with representation from DoH and DHS.**

Guiding our Better Together journey toward One Team DHHS

Guiding Principle

North Dakota becomes the healthiest state in the nation by reinforcing the foundations of well-being

Integration Goals

1. Deliver **one streamlined path** to quality and equitable programs and services
2. Continue to improve **quality, effective and efficient** health and human services
3. Create **career growth and development opportunities** for team members and build a new **one-team** culture



Example Objectives

Simplify the customer journey to DHHS programs

Improve timeliness and access to services

Define an agreed-upon culture; create the foundation for a workplace that honors autonomy and empowers individuals to contribute

Over the coming months, we will work to develop a vision for a unified DHHS.

Workstream progress update

The six workstreams supporting the integration will embark on more than **50 projects** identified to be accomplished by Sept. 1, 2022.

Operations & Customer Experience



Dirk Wilke



Sara Stolt

HR, Change Management, Culture



Stacey Breuer



Molly Herrington

Finance



Arnie Strebe

Communications



Lynn Bargmann



Marie Moe

Program Integration



Caprice Knapp



Kim Mertz

Information Technology



Doran Eberle

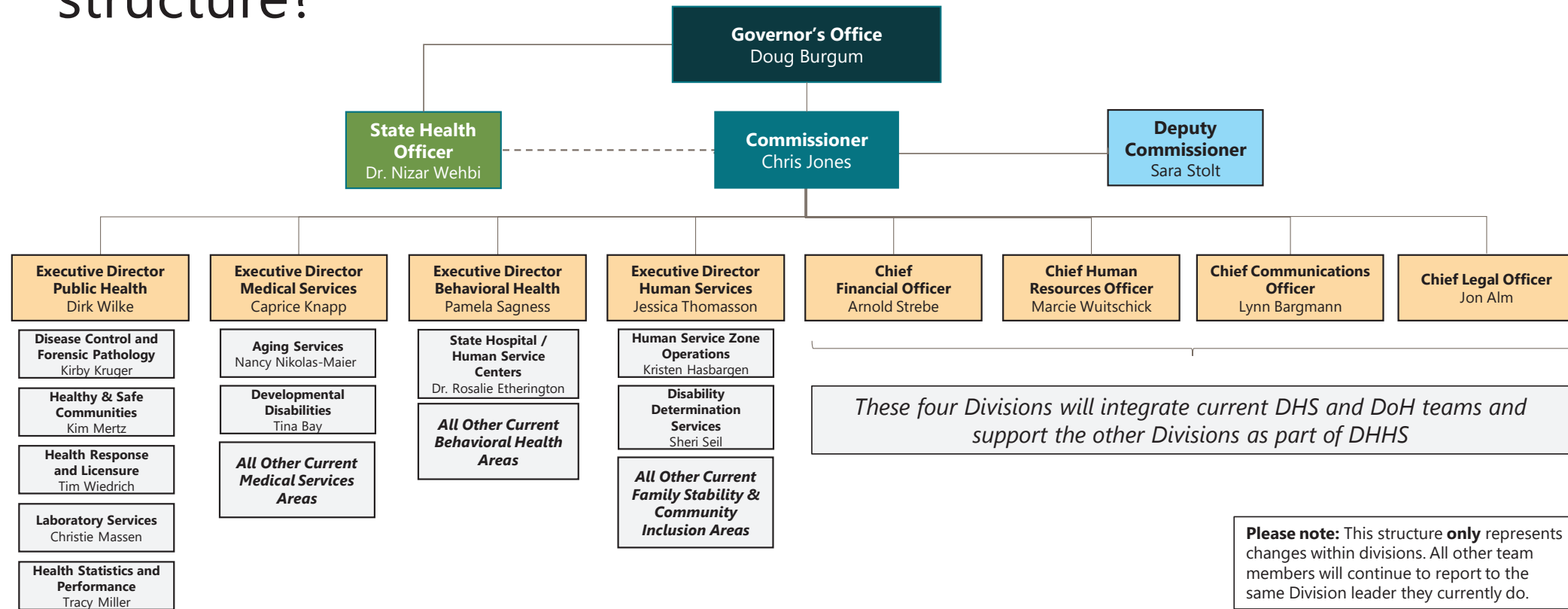
Including
Sara Stolt
&
Dirk Wilke

Our approach to designing the future DHHS organizational structure



- ✓ Transform health and human services for North Dakotans
- ✓ Follow our guiding principle to become the healthiest state in the nation by reinforcing the foundations of well-being.

What's changing with the future DHHS organizational structure?



These four Divisions will integrate current DHS and DoH teams and support the other Divisions as part of DHHS

Please note: This structure **only** represents changes within divisions. All other team members will continue to report to the same Division leader they currently do.

DHHS will exist as a unified agency on September 1, 2022.

Orange boxes refer to Divisions

Gray boxes refer to Sections

Team member participation and engagement are key priorities



Culture pulse survey

A survey sent to all DoH and DHS team members to gain input about the current culture of the organization and the cultural values they'd like to see moving forward

✓COMPLETE



Workstream Wednesdays

Thirty-minute interactive forums that give team members an opportunity to provide ideas and input toward the work of the six workstreams

NEW!

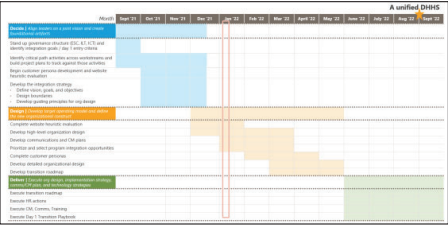


Manager toolkits

This resource provides managers and supervisors with a change toolkit at critical milestones to help guide integration-related conversations

NEW!

Ongoing communications ensure team members stay informed



Activity / Communication	Purpose
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Ongoing weekly: Integration workstream work sessions

DoH and DHS workstream leads and their teams collaborate on project plans and action steps.

Ongoing weekly: Integration leadership team update sessions

DoH and DHS leadership team members review progress of / hear status updates from the six integration workstreams.



April 27: One team DHHS email update

A monthly wrap-up of integration activities and news; sent to all DoH and DHS team members.



April 27: Better Together podcasts and service area spotlights

A fun, easy way for team members to explore new service areas, teams and roles across both agencies. New team members are featured monthly.



April 27: Frequently asked questions

Ongoing frequently asked questions document; updated with questions team members submit by email or during the town halls.



May (Date TBD): DHHS town hall

A live, virtual meeting featuring integration news, updates and pre-submitted questions from managers and teams.