



# Health and Human Services Integration Update Presentation to Budget Section

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# 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 ND 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

**BETTER TOGETHER**  
Transforming the Citizen Experience

**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

We are here

**DESIGN** a new DHHS

## 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 together to develop a vision for our 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

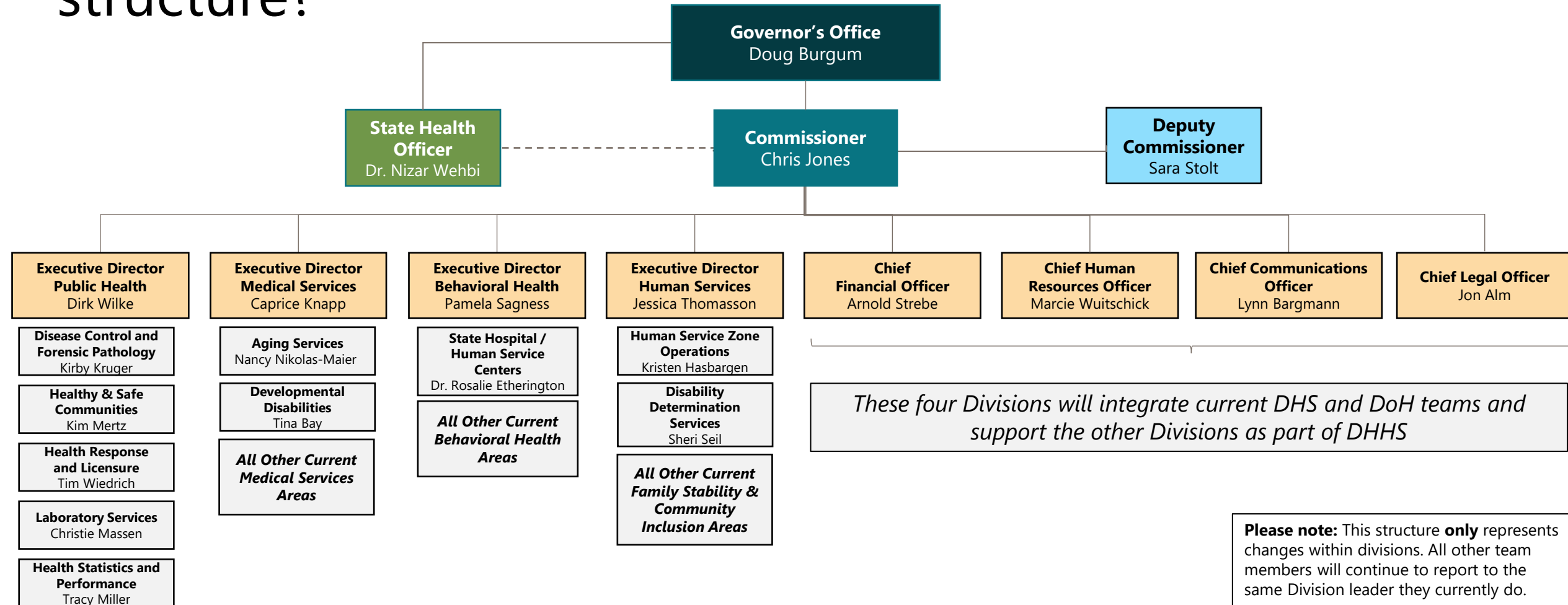
Including  
Sara Stolt  
&  
Dirk Wilke

# 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?



**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**

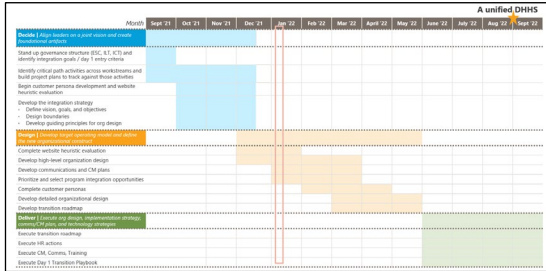
This resource provides managers and supervisors with a change toolkit at critical milestones to help guide integration-related conversations

**NEW!**

# Ongoing communications ensure team members stay informed

## Activity / Communication

## Purpose



**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.



**March 28:** One team DHHS email update

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



**March 28:** 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.



**March 28:** 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.