

### DHHS INTEGRATION UPDATE

Human Services Committee Jan. 11, 2022



#### A three-phase integration timeline guides our planning process

												F	unified	ified DHHS	
Month	Sept '21	Oct '21	Nov '21	Dec '21	Ja	an '22	Feb '22	Mar '22	April '22	May '22	June '22	July '22	Aug '22	Sept '22	
<b>Decide  </b> Align leaders on a joint vision and create foundational artifacts															
Stand up governance structure (ESC, ILT, ICT) and identify integration goals / day 1 entry criteria															
Identify critical path activities across workstreams and build project plans to track against those activities															
Begin customer persona development and website heuristic evaluation															
<ul> <li>Develop the integration strategy</li> <li>Define vision, goals, and objectives</li> <li>Design boundaries</li> <li>Develop guiding principles for org design</li> </ul>															
<b>Design  </b> Develop target operating model and define the new organizational construct															
Complete website heuristic evaluation															
Develop high-level organization design															
Develop communications and CM plans															
Prioritize and select program integration opportunities															
Complete customer personas															
Develop detailed organizational design															
Develop transition roadmap															
<b>Deliver  </b> Execute org design, implementation strategy, comms/CM plan, and technology strategies															
Execute transition roadmap															
Execute HR actions															
Execute CM, Comms, Training															
Execute Day 1 Transition Playbook						<u></u>									

## We're collaborating on six integration workstreams to facilitate a successful integration

Workstream name	Key focus
Communications	Develop and launch a new, citizen-facing DHHS website as one entry point to programs and services; define standard operating procedures for external and team member communications.
Finance	Develop combined finance activities and processes.
HR, Change Management and Culture	Design and implement a change management strategy and updates to core HR functions.
Information Technology	Design and configure existing and new IT systems and supports.
Operations and Customer Experience	Determine the design and implement the strategy of key operational activities.
Program Integration	Identify opportunities to enhance and transform services as a unified DHHS.

Team members across both agencies are engaging on smaller project teams within each workstream.

# Ongoing activities and communications continue to **inform and engage team members** along our integration journey

	A unified DHHS													
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#### 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.



Jan. 31: One team DHHS email update

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



**Jan. 31:** 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.



February (Date TBD): DHHS town hall

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