DHHS Integration Update
Presentation to Human Services Committee
Chris Jones, Executive Director – DHS
April 27, 2022
AGENDA

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

**January 2022 – May 2022**

**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.

**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.

**COMPLETE**
Guiding our Better Together journey toward One Team DHHS

Over the coming months, we will work together to develop a vision for a unified 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
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- **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**

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Six workstreams are supporting more than 50 projects identified to be accomplished as part of the integration.
The program integration workstream is developing a high-level roadmap and timeline, and identifying **high-priority projects**, for the program integration initiatives.
Total workstream progress reflects the status of all projects in the workplan across all workstreams that are scheduled to be completed by Sept. 1, 2022.

Total Workstream Progress as of 4/22/2022

Of the 22 projects that are not started:
- 12 projects are on track to be completed by 9/1
- 10 projects are not critical for Day 1 and need to be reprioritized to extend post-9/1

Business Days Remaining Until 9/1/22 (as of 4/22/22)

93

*Total number of projects may adjust based on movement of project delivery to post-9/1.
Workstream dashboard view

Total workstream progress reflects the status of all projects in the workplan across all workstreams that are scheduled to be completed by Sept. 1, 2022.

- **Operations / CX Workstream as of 4/22/2022**
  - Total: 15 projects
  - 13.3% Completed (2)
  - 33.3% On Track (5)
  - 6.7% At Risk (1)
  - 0.0% Delayed (0)
  - 46.7% Not Started (7)

- **HR (Culture and Core) Workstream as of 4/22/2022**
  - Total: 12 projects
  - 25.0% Completed (3)
  - 58.3% On Track (7)
  - 0.0% At Risk (0)
  - 0.0% Delayed (0)
  - 16.7% Not Started (2)

- **Finance Workstream as of 4/22/2022**
  - Total: 18 projects
  - 11.1% Completed (2)
  - 22.2% On Track (4)
  - 11.1% At Risk (2)
  - 0.0% Delayed (0)
  - 55.5% Not Started (10)

- **Communications Workstream as of 4/22/2022**
  - Total: 6 projects
  - 50.0% Completed (3)
  - 33.3% On Track (2)
  - 16.7% At Risk (1)
  - 0.0% Delayed (0)
  - 0.0% Not Started (0)

- **IT Workstream as of 4/22/2022**
  - Total: 10 projects
  - 0.0% Completed (0)
  - 50.0% On Track (5)
  - 0.0% At Risk (0)
  - 0.0% Delayed (0)
  - 30.0% Not Started (3)

*The Program Integration workstream will be captured in this dashboard pending prioritization and validation of the identified projects by the ILT and ESC.*
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.

✓ Ensure every team member has a role in the new organization.
What’s changing with the future DHHS organizational structure?

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

Executive Director
Public Health
Dirk Wilke

Executive Director
Medical Services
Caprice Knapp

Executive Director
Behavioral Health
Pamela Sagens

Executive Director
Human Services
Jessica Thomasson

Chief Financial Officer
Arnold Strebe

Chief Human Resources Officer
Marcie Wuitschick

Chief Communications Officer
Lynn Bargmann

Chief Legal Officer
Jon Alm

State Health Officer
Dr. Nizar Wehbi

Commissioner
Chris Jones

Deputy Commissioner
Sara Stolt

State Hospital /
Human Service
Centers
Dr. Rosalie Etherington

Human Service Zone
Operations
Kristen Hasbargen

Disability Determination
Services
Sheri Seil

All Other Current
Behavioral Health
Areas

All Other Current
Family Stability &
Community Inclusion Areas

Healthy & Safe
Communities
Kim Mertz

Aging Services
Nancy Nikolai-Maier

Developmental
Disabilities
Tina Bay

Laboratory Services
Christie Massen

Health Response
and Licensure
Tim Wiedrich

Health Statistics and
Performance
Tracy Miller

Disease Control and
Forensic Pathology
Kirby Kruger

Aging Services
Nancy Nikolai-Maier

Developmental
Disabilities
Tina Bay

All Other Current
Medical Services
Areas

All Other Current
Behavioral Health
Areas

State Hospital / Human Service
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All Other Current
Behavioral Health
Areas

All Other Current
Family Stability &
Community Inclusion Areas

Governor’s Office
Doug Burgum

Deputy Commissioner
Sara Stolt

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.
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

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

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

**May 2:** One team DHHS email update | A monthly wrap-up of integration activities and news; sent to all DoH and DHS team members.

**May 2:** 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.

**May 2:** Frequently asked questions | Ongoing frequently asked questions document; updated with questions team members submit by email or during the town halls.

**May 24:** DHHS town hall | A live, virtual meeting featuring integration news, updates and pre-submitted questions from managers and teams.