



# FY17 Department Director Work and Performance Plan

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**STACY M. LOWRY, COMMUNITY SUPPORT SERVICES**

## INITIATIVE #1: Health and Human Services Integrated Service Delivery Project

### Description

Provide executive direction and project leadership in a manner that transforms current service provision from a Regulative Business Model to an Integrative Business Model, expanding the focus beyond eligibility and adherence to policies/regulations to a more comprehensive focus that considers “the root causes of clients’ needs and problems by coordinating and integrating services at an optimum level.”<sup>1</sup>

### Rationale

Providing human services is a core function of Mecklenburg County government. Numerous residents receive services from more than one human service department. There are many collaborations within the Human Services Agency, however these have occurred at the program or service level. This project will take a broader look at how the County’s Human Services Agency can be organized to serve residents more effectively and efficiently. Focus will be on the following items:

- Improving the health and well-being of Mecklenburg residents, especially people most in need of support and assistance, emphasizing education and prevention and optimal human service delivery.
- Seeking more opportunities to involve and integrate Human Services Agency departments in collaborative service delivery.
- Seek to establish an integrated customer interface to improve both the customer experience as well as the outcome of the services provided.

### Completion Date

This is a multi-year plan with the completion date yet to be determined.

### Updates/Project Milestones

- July 2016—Phase 2 Project Kick Off
- July 2016 to June 2017
  - Ongoing meetings of the Implementation Leadership Team (all HHS Department Directors)
  - Execute Phase 2 of the project charter & schedule with focus on:
    - Prototype Design & Operations
    - Business/System Architecture
    - Customer Experience Strategy
  - Implement the planned Mail-Room merge for HHS services
  - Complete feasibility determination for HHS consolidated call center
  - CRC Development at Valerie C Woodard through determining needed technology, construction, and employee roles and responsibility
  - Develop strategic road map for data sharing between HHS Services
  - Identify legal/systemic barriers for data sharing due to state and federal requirements. Create strategy for influencing change to external barriers.

Outcomes/Measures	Target	Result	% of Target Achieved
Successful achievement of established updates and project milestones			