

DHHS Excels

Plan to improve department involves many, requires commitment

To create an initiative as significant as DHHS Excels requires a lot of effort, coordination, committee work, discussions and decisions.

After an initial kick-off meeting last October, several implementing committees were established under the overall purview of Secretary Cansler and his Executive Leadership Team. Reporting to that group is the DHHS Excels Steering Committee which meets regularly to guide next steps and actions necessary to achieve success.

Shortly after its formation, the Steering Committee created:

- A Communications Subcommittee to develop a logo and a long range plan for communications and outreach to all employees.
- A Terminology Subcommittee to define words associated with DHHS Excels such as value, risk, creativity and anticipatory.
- Another planning group developed the mission, vision, values and goals statements.

What started as 'Project Excel' now has its identity – DHHS Excels – and it advances to a new phase. Two additional subcommittees have been formed:

- A Performance Goals Subcommittee convened April 22 to hear an update on DHHS Excels, an overview of how all DHHS services have been aligned under one of the five goals, as well as information on performance measurement. Subsequent to that meeting, the 45 members of that subcommittee from throughout the department, have been meeting in separate groups, one for each performance goal, to develop strategies and measures for the goals.
- A Values Subcommittee met May 27 to discuss how to establish the values in the DHHS work place. A group will meet on each of the five values to determine how each value impacts the work force, what the behaviors are for those values, the relationship between the values and work plans, and a timeline for moving ahead.

In an effort to continue to involve as many employees as possible in the DHHS Excels initiative, the Performance Goals and Values subcommittees are composed of staff from throughout the department:

divisions of Aging and Adult Services, Public Health, Mental Health/Developmental Disabilities and Substance Abuse Services, Health Service Regulation, Information Resource Management, Services for the Deaf and the Hard of Hearing, Child Development, Medical Assistance, Social Services, State Operated Healthcare Facilities, Vocational Rehabilitation Services, and Services for the Blind; also the offices of Education Services, Economic Opportunity, Controller, Purchasing & Contract Services, Citizen Services, Rural Health, and the Murdoch Development Center.

All told, about 175 staff representing nearly every division and office of DHHS, are involved in efforts to ensure DHHS Excels!

If you have any questions about these committees and subcommittees, please send them to the DHHS Excels@dhhs.nc.gov. All comments and questions to this e-mail box are confidential. ■

– Sandra K. Trivett,
Special Projects Office



Vision Statement

All North Carolinians will enjoy optimal health and well-being.

Mission Statement

The North Carolina Department of Health and Human Services, in collaboration with its partners, protects the health and safety of all North Carolinians and provides essential human services.

Values

When all DHHS employees adhere to the following values, all North Carolinians will view DHHS as the best managed agency in state government:

- **Customer-focused.** North Carolinians are the center of our service design and delivery, and allocation of human and fiscal resources.
- **Anticipatory.** DHHS uses feedback from our customers and partners on all levels - national, state and local - to guide our thinking, planning, policies and practices.
- **Collaborative.** DHHS values internal and external partnerships.
- **Transparent.** DHHS shares information, planning and decision-making processes and communicates openly with its customers and partners.
- **Results-oriented.** DHHS emphasizes accountability and measures its work by the highest standards.

Goals

- Goal 1:** Manage resources that provide an elevated level of effective and efficient delivery of services and programs to North Carolinians.
- Goal 2:** Expand understanding and use of information to enhance the health and safety of North Carolinians.
- Goal 3:** Offer outreach and services to individuals and families identified as being at risk of compromised health and safety.
- Goal 4:** Provide services to individuals and families experiencing health and safety needs.
- Goal 5:** Provide services and protection to individuals and families experiencing serious health and safety needs who are not, at least temporarily, able to assist themselves.



Frequently Asked Questions

Some questions about specific programs may require research before they can be answered. But all inquiries and comments are welcome and every attempt will be made to respond to them all.

Identities of employees who submit questions are kept confidential. Questions may be e-mailed to: DHHSExcels@dhhs.nc.gov.

The following are questions received in the DHHSExcels e-mail box:

Q. What is the vision and direction for Mental Health for DHHS?

A. Part of the work that has been going on for the DHHS Excels initiative has been the development of one vision and mission statement for the entire Department of Health and Human Services. There are no longer individual missions and visions for the various agencies of DHHS. Additionally, there is only one set of values, and there are five performance goals. All DHHS employees will support one or more of these goals. All DHHS services have been aligned under these goals so that there is a clearer picture of how every service supports the five goals. Currently subcommittees are meeting to identify the strategies and measures for these goals.

This issue and the May issue of the DHHS Employee UPDATE include a full page stating the new mission, vision, values and goals statements. Continue to watch the newsletter for updates on the DHHS Excels implementation.

Q. If an individual is bought in at the minimum salary grade for a career banded position, will there be an inline adjustment to be equivalent to others with the same position? For example as a business system analyst, most salaries are at \$60k or above, but your salary is below the amount mentioned.

A. Thank you for your question. There is a state policy in place that allows "inline adjustment" (or career progression adjustment – market); however, SL 2009-451 (Section 261A (a) (4) forbids this type of adjustment at this time. This budget provision is set to expire June 30, 2011 unless the current session of the General Assembly changes it. Although the "inline adjustment" policy cannot be invoked at this time, employees are eligible to receive increased pay by demonstrating higher level competencies or by assuming additional duties that require higher level competencies, subject to manager's approval and availability/approval of funding (via the DHHS salary action unfreeze process). A competency assessment that documents the increased competencies and/or job duties/competencies demonstrated by the employee is required of the manager before HR will consider an increase.