



Frequently Asked Questions

Q: What is DHHS Excels?

A: It is a management and cultural transformation designed to move DHHS from a silo approach in the delivery and management of services to a collaborative, accountable and results-based organization. It's about making DHHS the best it can be!

Q: Who is involved in DHHS Excels?

A: A Steering Committee of 15 people provides overall direction to the process and informs and engages an expanded DHHS Leadership Team of 60 people representing every division and office. Through outreach efforts and other committee work, staff from all levels of the Department is involved in DHHS Excels.

Q: Who does it impact?

A: All 19,000 DHHS employees around the state - office as well as facility based, executives to direct care workers - are impacted by efforts to provide excellence in the delivery of services to the people of North Carolina. Also impacted are all 9.5 million people in North Carolina who either support the department through their tax dollars or utilize DHHS services, as well as strategic partners who play a role in the delivery of services.

Q: Who does it benefit?

A: All residents of North Carolina who care about people and good government benefit, as well as taxpayers concerned about efficient and effective services for their tax dollars, and the many North Carolinians who depend on DHHS services.

Q: When was it started?

A: DHHS Excels was formally launched by Secretary Lanier Cansler in October 2009.

Q: When will it end?

A: DHHS Excels is an ongoing effort designed to achieve the goal of being the best run agency in state government, where employees believe they work for the state agency of choice, and where all is measured, tracked and continuously improved. DHHS Excels is the foundation for a continuous improvement effort well into the future.

Q: Where is DHHS Excels being implemented?

A: In all divisions, offices, services and facilities around the state.

Q: How is it being implemented?

A: All executive level staff is actively involved in the change process; many have assumed executive sponsorship of specific efforts. Staff from all levels is involved on the numerous problem solving committees. Outreach efforts to educate and inform staff in the facilities and other regional locations have been conducted. Efforts have also been made to inform DHHS' many providers and stakeholders about DHHS Excels.

Q: What has been accomplished to date?

A: Vision, Mission and Values Statements

For the first time, DHHS has a department-wide vision and mission statement. Gone are the days when every office and division had a separate mission. Even though DHHS' 26 divisions and offices serve different populations and needs, a single mission statement focuses all on the department's mission and vision. Also for the first time, DHHS has developed five fundamental values to guide our work behaviors. Everyone, from the Secretary to facility maintenance staff, is expected to model the five values.

Performance Goals

For the first time, DHHS has identified five departmental performance goals that reflect the interrelationship between the numerous services provided to the public. Divisions and offices are working together where they provide similar or related services to targeted populations to identify how to improve outcomes through better collaboration and shared measures.

Budget Realignment

DHHS has restructured its budget to reflect services rather than funding streams and to align related services for a target population under the appropriate performance goal. Thus the Department has moved from division level assignment of services to funds to a departmental level of assignment of services to funds; this allows better department-wide planning.

Open Window

Through enhancements to Open Window, DHHS is now more transparent than ever about our services, outcomes and expenditures. Check out Open Window at <http://dhhsopenwindow.nc.gov>

Strategic Planning

A strategic plan, based on the above accomplishments, provides the basis for all future decision-making. See DHHS planning structure diagram below.

