

Strategic Plan SFY 2014-2015

Oklahoma Department of Human Services



Office of Intergovernmental Relations and Policy

GROWING in a NEW DIRECTION

SFY 2014-2015 Strategy Map

OUR MISSION

We improve the quality of life of vulnerable Oklahomans by increasing people's ability to lead safer, healthier, more independent and productive lives.

OUR VISION

DHS provides help and offers hope to vulnerable Oklahomans through stronger practices, involved communities and a caring and engaged workforce.

OUR VALUES

Compassion • Respect • Safety • Quality • Innovation



<p>Oklahomans lead safer, healthier, more independent and productive lives.</p> <p>We will:</p> <ul style="list-style-type: none"> • Reduce the incidence of abuse, neglect and exploitation in Oklahoma • Reduce participation barriers for Oklahomans who are eligible to receive DHS services • Improve the well-being of Oklahomans 	<p>Our workforce is informed, supported and engaged.</p> <p>We will:</p> <ul style="list-style-type: none"> • Create and maintain a healthy work environment built on trust, respect and effective communication • Increase our work-related skills and knowledge • Provide opportunities to improve our physical, emotional and financial health 	<p>We are engaged with communities to meet the needs of vulnerable Oklahomans.</p> <p>We will:</p> <ul style="list-style-type: none"> • Improve communications with community partners and key stakeholders • Build and strengthen community partnerships to provide clients greater access to resources 	<p>We have a culture of continuous improvement.</p> <p>We will:</p> <ul style="list-style-type: none"> • Increase the number of systematic process improvement projects, across the department, designed to improve and promote excellent service delivery and client satisfaction • Maintain a culture of accountability, including fiscal integrity, at all levels of the department • Increase the understanding and application of outcome-focused performance and evidence-based practices
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Figure 1. SFY 2014-2015 Strategy Map



A Letter from the Administrator of OIRP

The Office of Intergovernmental Relations and Policy is committed to advancing the initiatives outlined in our strategic plan. This office coordinates policy development for DHS, serves as the liaison between DHS and other state agencies, including the legislature and governor's office, provides oversight and support of the citizen advisory panels, serves as the liaison to the Oklahoma Health Care Authority, and provides the chairperson for DHS's rate-setting committee. There are two units under the Office of Intergovernmental Relations & Policy: the Intergovernmental Relations Unit and the Policy Unit.

This strategic plan represents our commitment to improving the lives of vulnerable Oklahomans by increasing people's ability to lead safer, healthier, more independent and productive lives. We endeavor to accomplish these strategic initiatives through collaboration and education of our executive, legislative and agency partners.

Samantha Galloway

Administrator

Office of Intergovernmental Relations and Policy

OUTCOME 1: Oklahomans lead safer, healthier, more independent and productive lives.

Goal 1: We will reduce the incidence of abuse, neglect and exploitation in Oklahoma.

Objective 1: We will enhance understanding of the effectiveness of DHS programs that seek to reduce abuse, neglect and exploitation in Oklahoma by June 2015.

Action Plan:

By December 2014, we will assist divisions in creation of legislative bill requests and administrative rules that seek to reduce abuse, neglect and exploitation in Oklahoma.

By June 2015, we will educate the state legislature, governor and other identified public policymakers on core services provided by DHS, including how we assist with the prevention of abuse, neglect and exploitation.

Important Results:

- The increased understanding of agency's legislative needs
- The number of legislative requests accepted by legislative authors
- The number of legislative requests signed into law
- The number of administrative rules actively approved

OUTCOME 1: Oklahomans lead safer, healthier, more independent and productive lives.

Goal 2: We will reduce participation barriers for Oklahomans who are eligible to receive DHS services.

Objective 1: We will assist in developing and advancing legislation that removes barriers and improves access to services for Oklahomans by June 2015.

Action Plan:

Beginning February 2014, we will educate the state legislature, governor and other identified public policymakers on DHS programs, including the value of services, in terms of economic impact, food security and stabilization of families and the characteristics of the families and individuals we serve.

By June 2015, we will strategically target appropriate legislators and legislative staff to distribute educational program materials.

Important Results:

- The increased understanding of agency's legislative needs
- The number of legislative requests accepted by legislative authors
- The number of legislative requests signed into law

OUTCOME 1: Oklahomans lead safer, healthier, more independent and productive lives.

Goal 2: We will reduce participation barriers for Oklahomans who are eligible to receive DHS services.

Objective 2: We will improve the ability of DHS partners, staff and the public to understand policies and procedures by assisting with the development of policy that is easily understood by June 2015.

Action Plan:

Beginning June 2014, we will assist programs and divisions in developing uncomplicated policy.

By November 2014, we will partner with AFS to measure the effectiveness of Plain Language use.*

By June 2015, we will partner with AFS to develop a plan to implement Plain Language guidelines into our policy approval process.

Important Results:

- The percentage of survey respondents indicating understanding of new or revised policies written

* Where an evaluation plan will be developed, we anticipate additional Important Results to be added.

OUTCOME 1: Oklahomans lead safer, healthier, more independent and productive lives.

Goal 3: We will improve the well-being of Oklahomans.

Objective 1: We will increase our knowledge regarding individuals and families who live in poverty by June 2015.

Action Plan:

Beginning March 2014, we will attend the Bridges out of Poverty training.

Beginning June 2014, we will invite legislators to attend Bridges out of Poverty training.

Important Results:

- The number of employees who attend the Bridges out of Poverty training
- Team members report improved empathy and understanding of poverty post-training
- The number of legislators who are invited and percentage who attend the Bridges out of Poverty training

OUTCOME 2: Our workforce is informed, supported and engaged.

Goal 1: We will create and maintain a healthy work environment built on trust, respect and effective communication.

Objective 1: We will improve our internal, two-way communication beginning May 2014.

Action Plan:

Beginning May 2014, we will communicate with all division employees regarding department specific information at least once a month.

By October 2014, we will develop a comprehensive communications plan.

Important Results:

- The number of staff meetings held per year
- Team members report improved perception of internal two-way communication

OUTCOME 2: Our workforce is informed, supported and engaged.

Goal 1: We will create and maintain a healthy work environment built on trust, respect and effective communication.

Objective 2: We will increase our core skills and better match training delivered to training needed by June 2015.

Action Plan:

Beginning May 2014, we will obtain feedback from employees on training needs.

Beginning May 2014, we will ensure employees are cross-trained where appropriate.

Important Results:

- The percentage of employees reporting that personal development is encouraged by supervisors
- The percentage of employees who report being cross-trained

OUTCOME 2: Our workforce is informed, supported and engaged.

Goal 2: We will increase our work-related skills and knowledge.

Objective 1: We will increase our work-related knowledge and skills, including the procurement process and procedures, beginning May 2014.

Action Plan:

Beginning May 2014, we will enroll in training to increase skills, such as, finance, purchasing and timekeeping.

Beginning May 2014, we will attend seminars and training on a variety of work-related topics.

Important Results:

- The increased employee knowledge based on intended learning objectives for trainings or seminars attended
- Team members report being developed in their current positions

OUTCOME 3: We are engaged with communities to meet the needs of vulnerable Oklahomans.

Goal 2: We will improve communications with community partners and key stakeholders.

Objective 1: We will improve communications with internal partners beginning February 2014.

Action Plan:

Beginning February 2014, during Session, the Office of Intergovernmental Relations and Policy administrator will meet weekly, or as needed, with the DHS director and officers to provide updates regarding legislative issues.

Beginning March 2014, we will hold an annual meeting with form liaisons to discuss identified issues within the forms process.

Beginning April 2014, we will hold an annual meeting with policy liaisons to discuss identified issues within the policy process.

Important Results:

- The number of meetings held per year
- The increased DHS policy liaison understanding regarding any process or procedural changes

OUTCOME 3: We are engaged with communities to meet the needs of vulnerable Oklahomans.

Goal 2: We will build and strengthen community partnerships to provide clients greater access to resources.

Objective 1: We will strive to improve the quality and frequency of collaboration with legislators on behalf of DHS beginning July 2013.

Action Plan:

By June 2014, we will identify opportunities for improvement across the department in partnership with other state agencies and non-government organizations to better serve vulnerable Oklahomans.

Important Results:

- The increased partner collaborations with legislators

OUTCOME 4: We have a culture of continuous improvement.

Goal 1: We will increase the number of systematic process improvement projects, across the department, designed to improve and promote excellent service delivery and client satisfaction.

Objective 1: We will continually improve Office of Intergovernmental Relations and Policy processes to maximize the quality and effectiveness of service delivery and to ensure best practices are utilized by July 2015.

Action Plan:

Beginning May 2014, we will attend at least introductory process improvement training.

By June 2015, we will review policy, forms and legislative processes to identify needed business process improvements.

Important Results:

- The number and percentage of staff who have attended at least introductory process improvement training
- The number of business processes improved
- The number of staff with white belt and/or yellow belt training

OUTCOME 4: We have a culture of continuous improvement.

Goal 2: We will maintain a culture of accountability, including fiscal integrity, at all levels of the department.

Objective 1: We will improve accountability by reviewing Office of Intergovernmental Relations and Policy goals and objectives quarterly beginning June 2014.

Action Plan:

Beginning June 2014, we will discuss the goals and objectives within the Office of Intergovernmental Relations and Policy strategic plan quarterly and evaluate the effectiveness; developing at least one outcome measure per goal.

Important Results:

- The number of goals and objectives met per quarter
- Team members report increased awareness of work conducted across the division

OUTCOME 4: We have a culture of continuous improvement.

Goal 3: We will increase the understanding and application of outcome-focused performance and evidence-based practices.

Objective 1: We will increase our performance awareness and ensure that goals and objectives are aligned with the department-level strategic plan by April 2014.

Action Plan:

Beginning April 2014, we will create new, key measures, where needed, to accurately describe the outcome performance.

Beginning April 2014, we will ensure language used on reports and in communication with staff distinctly connect the division's outputs and outcomes.

By June 2014, we will create implementation timelines for the Office of Intergovernmental Relations and Policy Strategic Plan.

By March 2015, we will prepare for the next strategic plan.

Important Results:

- Team members report an understanding of how work performed impacts client outcomes
- Team members report an understanding of how their work relates to the mission of the agency
- The number of new outcomes measures created and put into use



Office of
**Intergovernmental
Relations and Policy**