



2023 DCDHS Department-wide Tactics

Priority 1 - Advance racial justice

- Recognize cultural observances throughout the year by including information about the importance of the observance in the Department newsletter and encouraging attendance at various division celebrations.
- The Language Access workgroup will organize and compile policy and procedure documentation from across the Department.
- Hire and on-board a Department Language Access Coordinator to develop a Department-wide systemic approach to language accessibility policies and procedures.
- Continue racial justice learning opportunities for all staff by continuing the partnership with YWCA.
- Create and launch a network of behavioral health outpatient counseling providers to increase access and choice for underserved populations.

Priority 2 - Promote organizational culture

- By the end of Q1 2023 launch the DCDHS Peer Awards program.
- Create learning opportunities that spark growth and learning around our Vision: Next priorities, engaging staff across units and Divisions.
- Increase the accessibility of M-team members and enhance collaboration between M-team and staff by hosting in-person informal conversations over the lunch hour, at DCDHS offices across the county.
- Conceptualize work-related traumatic incident debrief process to support the physical and psychological well-being of staff involved in work-related critical incidents.

Priority 3 - Modernize internal infrastructure

- Identify and engage with a consultant for IT system modernization review and evaluation effort, resulting in an actionable system roadmap.
- Begin to build contract compliance oversight unit to provide technical and operational support to our POS and CCS providers, with more hands-on support for small or new providers.

Priority 4 - Strengthen our partnerships

- Roll-out updated contracting software to include more efficient and user-friendly contract reporting compliance.
- Develop and implement a communication strategy to ensure partners and clients across our communities understand high-impact events effecting DCDHS in 2023, such as the Department reorganization.

Priority 5 - Innovate and build systemic solutions to our communities' challenges

- Develop a youth crisis stabilization model to support children with acute mental health needs to replace the Children Come First (CCF) program by July 1, 2023.
- Design an outreach strategy to prepare clients and stakeholders for programs funded by American Rescue Plan funds ending in 2023 and 2024.
- Implement a planning process for the Crisis Triage Center (CTC) which will serve the needs of the Dane County community.