



2025 TACTIC STATUS

DCDHS

The Department publicly outlined 9 tactics for 2025 to advance the priorities described in the [Vision: Next 2021-2026](#) strategic plan. This report provides a status of these tactics, as of December 2025.

Tactic	Status¹	Outcome
Priority 1 - Advance racial justice		
(1.1) Implement language access investments in 2025 operating budget: Hire a Hmong Language Access coordinator; hire 2 bilingual Arabic Economic Assistance and Work Services (EAWS) staff; hire 2 Spanish language interpreters for the Department.		The Department hired a Hmong Language Access Coordinator and 2 Spanish language interpreters within the DCDHS Communications office. The 2 bilingual Arabic EAWS staff were not hired.
Priority 2 - Promote organizational culture		
(2.1) Using the recommendations from the 2024 Training Tactic workgroup, Dane County Department of Human Services (DCDHS) will develop a calendar of trainings staff could attend and pilot the delivery of in-house developed trainings.		A Training Resources Intranet page was released to the Department in early January 2026. This page will provide resources that help staff navigate and use technology platforms, provide links to all learning management systems (LMS) that DCDHS staff have access to, and provide a listing of conferences and professional development opportunities. DCDHS will pilot the delivery of in-house developed trainings in early 2026.
(2.2) Implement plan for training, policy/process/scope development, and establishment of a department-wide Peer Support team in DCDHS.		The Department-wide employee peer support team, with representation from each division in the department was trained and the program was launched in October of 2026. Education about how to take advantage of this support program for staff, by staff, has been conducted during the 4 th quarter of 2026 and staff are already receiving services from the support team.

¹ Green = DCDHS achieved the desired result of the stated tactic; there may have been some shifts in scope or timeline along the way. Yellow = there were shifts in the scope or timeline of the tactic and DCDHS was not quite able to achieve the desired result; work continues. Red = shifts in scope, timeline, and other factors caused DCDHS to not pursue the tactic in 2025.

Priority 3 - Modernize internal infrastructure		
(3.1) Procure Electronic Health Record (EHR) system and initiate implementation of the next phase.		Vendor software demos are being completed as part of the RFP. Procurement expected January 2026 with implementation to follow.
(3.2) Implement upgraded contract management system for DCDHS enterprise use.		The Controller's Office has signaled that DCDHS should make alternative arrangements and not use OpenGov based on lack of functionality from that vendor. Options will be further reviewed in 2026.
(3.3) Implement Project Management Office (PMO) portfolio requests, including: system changes for the State of Wisconsin's Program Participation Summary (PPS) form changes; employee mileage reimbursement; online application for the Aging and Disability Resource Center's (ADRC) high school transition program; and a Department car reservation database upgrade.		<p>Successful project implementation work has continued through-out 2025. Notable accomplishments:</p> <ul style="list-style-type: none"> 1. EHR procurement is nearing completion. 2. Car reservation system will be purchased at year-end. 3. Employee mileage software is also being purchased at year-end. <p>The state has postponed the PPS system change and the Controller's Office has postponed the contract management system.</p>
Priority 4 - Strengthen our partnerships		
Priority 5 - Innovate and build systemic solutions to our communities' challenges		
(5.1) Communicate with staff and stakeholders about new space planning policies and procedures for DCDHS buildings.		This tactic was completed. The Space Team developed and implemented a broad-based communication strategy including a webinar and Q&A sessions to showcase the new policies and procedures for space planning.
(5.2) Plan for the establishment of a Dementia Crisis Stabilization & Care Transition Unit.		Planning began on this unit at BPHCC in July as hiring for the position was delayed. Licensure requirements for the new unit requires architect renderings and considerations. Until it is known if renovations will be required, the workgroup is focusing on legislative changes also needed to occur. Planning will continue into the first half of 2026.
(5.3) Establish administrative best practices for professionals who are hired for their unique lived experiences.		The team has been working on a set of guidelines that describe how dedicated roles for professionals with lived experience can be integrated in all services offered by the department. One piece of research the team felt is important to gather is feedback from DCDHS staff. The team will survey staff and analyze the results in Q1 2026 for inclusion and informing of the guidelines. Final report to be issued by the end of Q2 2026.