



**Colorado Department of Human Services**

*people who help people*

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John W. Hickenlooper  
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Executive Director

## STRATEGIC PLANNING PROCESS – INTERIM REPORT

The Colorado Department of Human Services is currently engaged in a strategic planning process that will help set the course of action. In building its plan, the department invited input from counties, partners, consumers and stakeholders from all regions across the state, as well as its own staff.

- Seven community meetings were held in Denver, Fort Morgan, Durango, Grand Junction, Steamboat Springs, Pueblo and Lamar, were attended by 258 participants, comprised of county directors, county commissioners, human services managers and line level staff, AAA's, Community Centered Boards, service providers and other stakeholders.
- Forty-seven written comments were received from a cross-section of stakeholders, partners and service providers.
- Five hundred twenty-one employees responded through a web-based survey.
- Sixty consumers/clients are being surveyed telephonically by field staff.

### **Each of the participants providing input to the process were asked six standardized questions:**

1. The Colorado Department of Human Services wants to be the most effective 21<sup>st</sup> Century Human Services Department in the country. What does "*The Best*" look like?
2. What can the Colorado Department of Human Services do to improve the lives of the people we serve?
3. What do Coloradans have the right to expect from the Colorado Department of Human Services?
4. What is something that the Colorado Department of Human Services currently does that it could do less of, or change its process, to be more efficient and effective?
5. The Department's goal is to meaningfully engage our partners. What suggestions do you have as to how the Department can achieve this goal?
6. Place yourself in the shoes of the Executive Director of the Colorado Department of Human Services. You can change one thing about the Department. What would that one thing be?

### **From the input received, a number of Department values statements have emerged, including:**

- Accountability
- Respect
- Responsiveness
- Advocacy
- Transparency
- Consistency
- Compassion
- Leadership

**Issues that have been identified thus far as points of focus for the Strategic Plan include:**

- Strengthening the safety net
- Committing to excellent customer service
- Involving clients and consumers at greater levels in decisions affecting their lives
- Advancing the use of technology (e.g. Webinars) and improving on the use of existing technology solutions (e.g. CBMS)
- Reducing the bureaucracy and cutting red tape
- Simplifying and streamlining processes at all levels, with a particular focus on expediting access to services and benefits
- Making decisions that are outcome-focused and data-driven
- Investing in preventive services that lessen penetration and help lead to self-sufficiency
- Expanding and enhancing timely internal and external two-way communication
- Increasing flexibility in the use of funds, and scaling expectations to the level of funding available
- Incentivizing the system for counties, providers, clients and staff
- Enhancing collaboration between state departments, within divisions of CDHS and with all counties, partners and stakeholders
- Buttressing the workforce through expedited hiring practices and enhanced training

**From input received, the Department has developed seven overarching priorities:**

1. Strengthen the safety net that supports basic life necessities.
2. Involve clients and consumers in decisions affecting their lives.
3. Expand on collaborative efforts with other state departments, counties, providers, clients and staff.
4. Simplify and streamline processes at all levels.
5. Utilize outcome-focused data and research to guide quality improvement efforts.
6. Develop and deploy internal and external communication plan.
7. Value the workforce through enhanced training opportunities and expedited hiring practices.

For each priority, the Department will be identifying strategies, performance measures and evaluation methodologies. As the plan continues in its development, the Department will be posting updates to its website. We encourage you to keep checking back. We value and appreciate your feedback. Any comments you might have can be sent to Jay Morein at [jay.Morein@state.co.us](mailto:jay.Morein@state.co.us).