

**Georgia Department of Human Services**  
Office of Strategic Planning and Initiatives

# **DHS Strategic Plan Overview**

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# Vision, Mission and Core Values

## Vision

Stronger Families for a Stronger Georgia.

## Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

## Core Values

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect.
- Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.



# Strategic Plan Framework

## The Governor's Office of Planning and Budget (OPB):

- Coordinates the state's strategic planning process
- Ensures plans are consistent with state goals
- Works with other Enterprise-Supporting Agencies (ESA) to assist with planning and initiatives

## OPB's goal is to make strategic planning:

- Valuable
- Flexible
- Attainable



# The Value of a Strategic Plan

## Strategic Plan Value:

- Communicate a clear direction for employees, customers, and stakeholders
- Identify strategies in which DHS Divisions and Offices can collaborate to meet the Governor's strategic goals and objectives
- Ensure the mission and vision of each division and office is aligned to the Governor's strategic goals
- Develop key measures to evaluate progress/success in achieving Governor's strategic goals
- Identify opportunities to leverage current and future resources to maintain or expand program coverage



# Components of a Good Strategic Plan

Strategic  
Plan

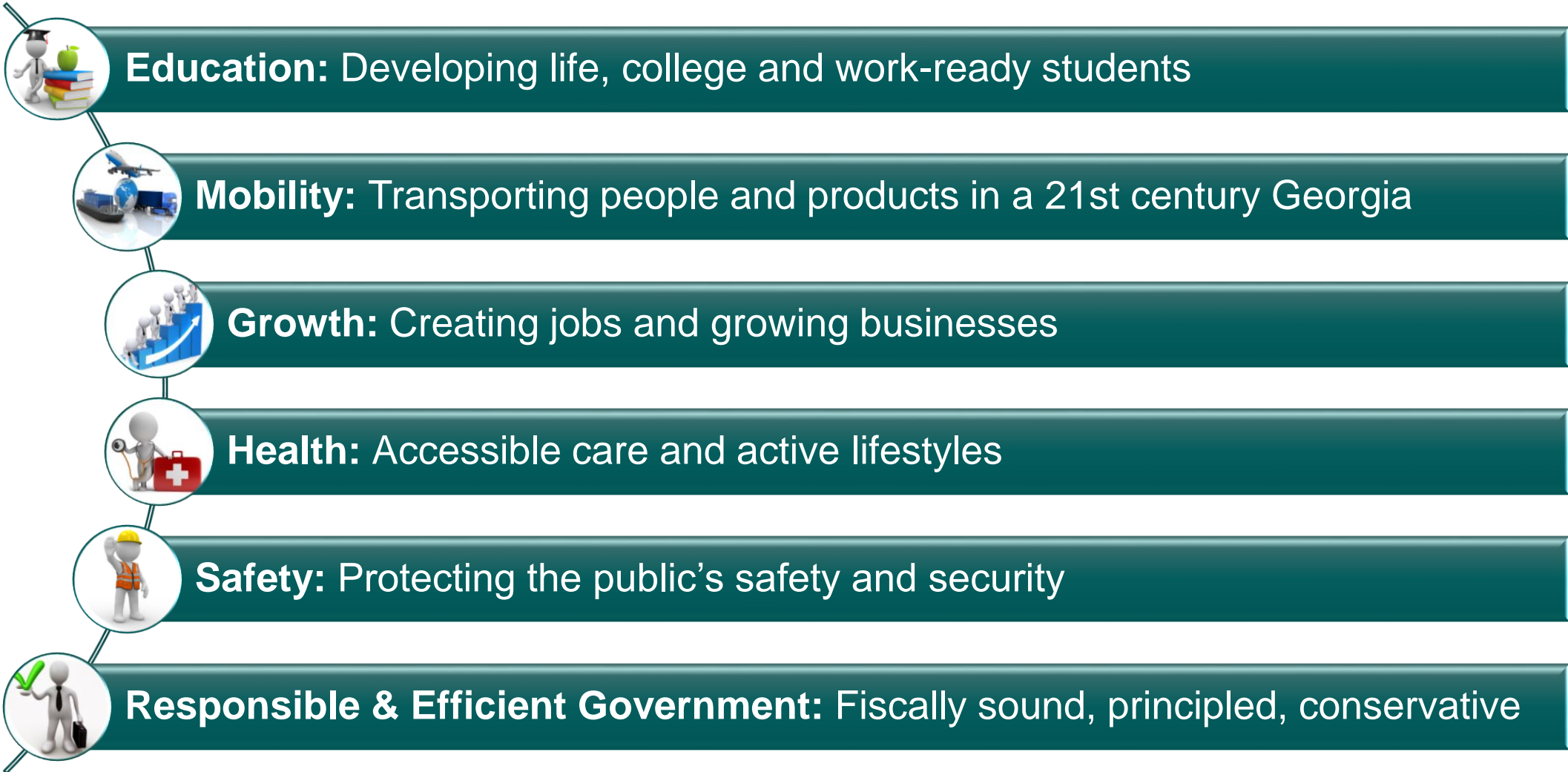
- Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis
- Mission Statement
- Vision
- Goals
  - Measurable Objectives
  - Strategies



# Ongoing Review



# Governor's Goals



# DHS SWOT Analysis

## STRENGTHS

- Knowledgeable Staff
- Engaged Stakeholders
- Data Driven Environment
- Culture of Continuous Quality Improvement

## WEAKNESSES

- Employee & Stakeholder Training
- No Succession Plan
- Inadequate Resources (Staff)
- High Turnover Rate
- Outdated/Manual Processes

## OPPORTUNITIES

- Create Succession Plan
- Enhance Training via a Learning Management System (LMS)
- Re-evaluate & Update Processes
- Automate Processes via a Document Management System (DMS)
- Re-Brand DHS
- Employee Recognition & Incentives Program

## THREATS

- Scarce Manpower
- Data Reliability/Errors
- Loss of Knowledge due to Turnover & Retirements
- Competitive Market
- Overutilization of Resources





# DHS Goals

## Education

- Promote sustainable community programs to ensure capacity to meet educational needs
- Increase programs to improve the successful outcome of fundamental education

## Mobility

- Leverage public-private partnerships and improve intergovernmental cooperation for successful infrastructure development

## Health

- Empower individuals and families to pursue and sustain an active and healthy lifestyle
- Increase access to healthy food options and services that leads to self-sufficiency
- Expand DHS role in programs and initiatives for underserved clients in need of a balanced meal

## Safety

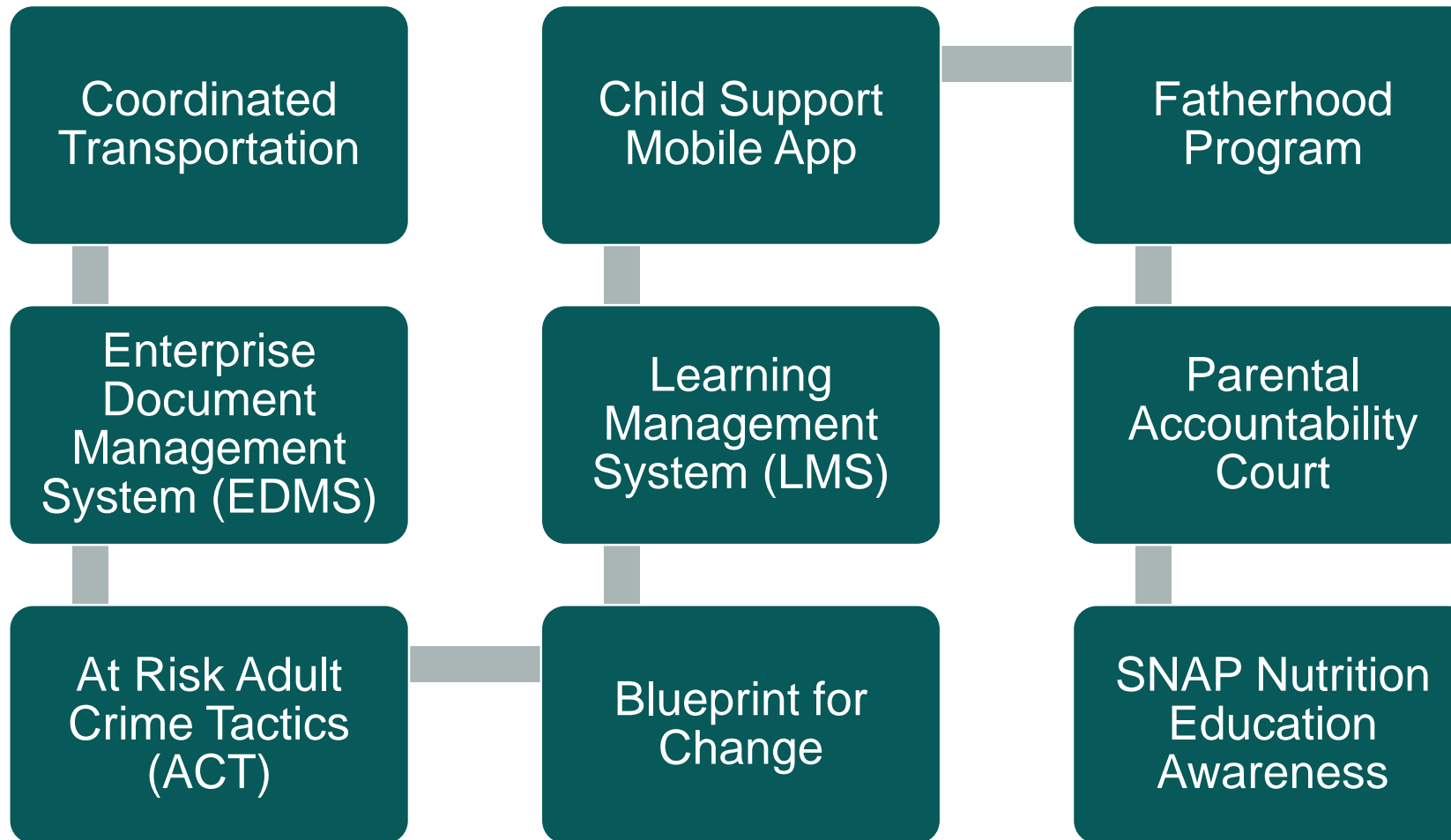
- Maintain DHS programs and services to protect our most vulnerable clients
- Increase community awareness about the risks to our most vulnerable populations
- Ensure DHS customers are free from abuse and neglect
- Develop support services and job assistance programs which promote self-sufficiency and independence as an alternative to incarceration

## Responsible & Efficient Government

- Ensure that DHS maintains a learning environment to encourage and engage Professional Development within the organization
- Hire and maintain a quality workforce
- Enhance customer service through innovative technology



# DHS Strategic Initiatives



# Questions

