

**Georgia Department of Human Services**  
Office of Enterprise Development

# Overview of Enterprise Development

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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.



# Vision & Mission for OED

## Vision

Strengthen DHS employees through high quality and timely knowledge transfer

## Mission

- Develop gold standard for training DHS employees
- Establish consistency across the agency for training processes and curriculum
- Establish consistency for conference and meeting management
- Develop a robust workforce



# Background of OED

## Strengths (defined by the 2016 DHS Strategic Plan)

- Employee knowledge
- Engaged stakeholders
- Data driven environment
- Culture of continuous quality improvement

## Weaknesses (defined by the 2016 DHS Strategic Plan)

- Employee and stakeholder training
- No enterprise succession plan
- Retention of staff
- Data reliability errors and consistency of information
- Outdated systems and manual processes

## Opportunities

- Learning/Meeting Management Systems
- Stakeholder interests in innovative learning solutions
- Industry benchmarks for training and leadership development programs
- SharePoint for curriculum management

## Threats

- High potentials
- Competitive salaries
- Readiness to adapt to innovative solutions
- Competitive market
- Diverse stakeholders (generational shifts)
- Increase in retirements



# Purpose & Objectives of OED

## Purpose:

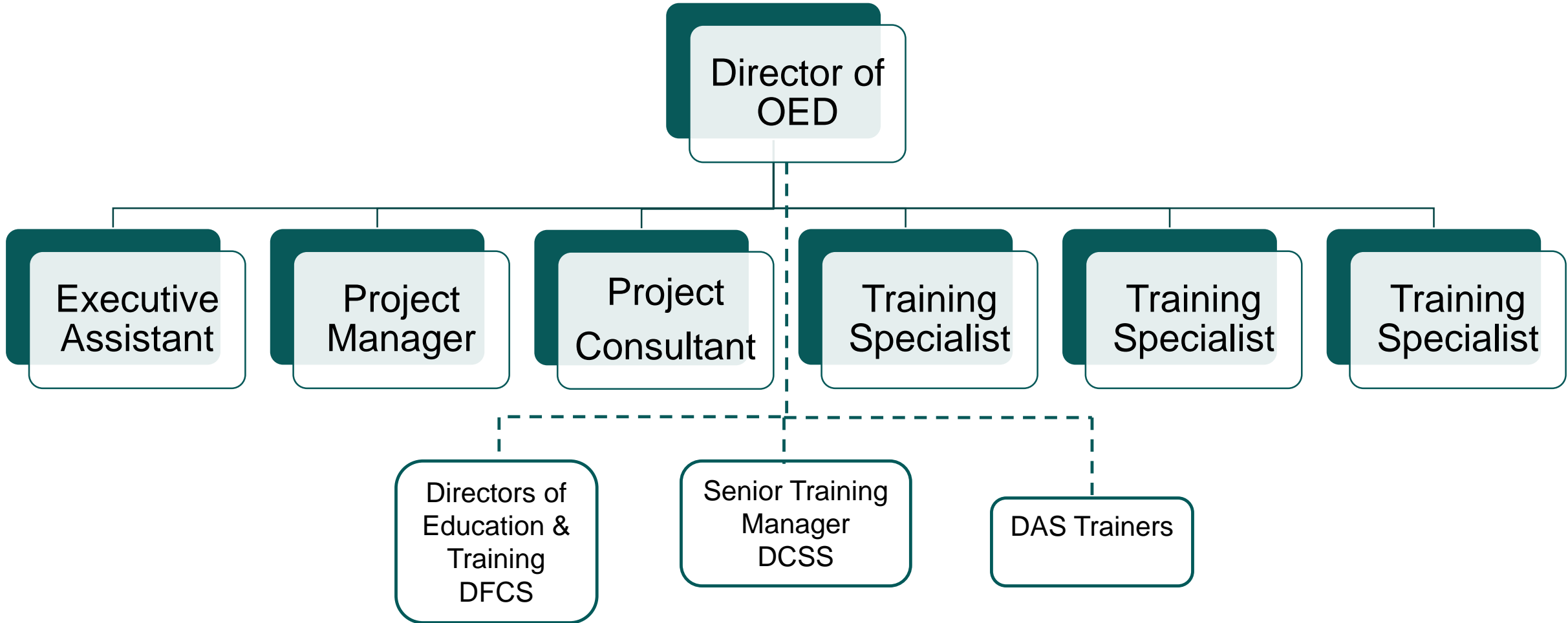
- Provide professional employee development solutions
- Increase knowledge transfer and retention of information
- Guide the training, conference and meeting management process

## Objectives:

- Improve staff performance
- Increase relationships with vendors and stakeholders
- Increase standardization of training processes
- Improve coordination of statewide conferences and meetings



# Structure of OED



# Training & Conference Initiatives



## Virtual Training Solutions

- LMS, WebEx, & Skype



## Learning Approaches

- Classroom, virtual, and flipped learning

## Onboarding

- New employee orientation



## Training Evaluations

- Metrics to track success rates and training trends



## Assessment of Training Landscape

- Divisions & Offices



## Conferences & Meetings

## Standardization

- Processes, curricula and forms



## Management & Executive Learning

- DHS Leadership Academy
- Supervisor Lead Academy
- Skills for Successful Supervision



# Questions?

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