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

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

Three to Five Year Plan

Aligns with the divisions and offices initiatives and programs

Update data for strategic plan monthly

Quarterly Review

Communicate strategic updates to leadership and stakeholders

Modify plan annually
Governor’s Goals

**Education:** Developing life, college and work-ready students

**Mobility:** Transporting people and products in a 21st century Georgia

**Growth:** Creating jobs and growing businesses

**Health:** Accessible care and active lifestyles

**Safety:** Protecting the public’s safety and security

**Responsible & Efficient Government:** Fiscally sound, principled, conservative
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
Questions