



Michigan Department of Health & Human Services

The River of Opportunity

I n t e g r a t e d S e r v i c e D e l i v e r y i n M i c h i g a n

Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.

Our Vision: The River of Opportunity

Core Principles
People Not Programs
Root Causes Not Symptoms
Maximize Results
Engage the Community
Measure Outcomes

“ We can reorganize the way government does business from a people point of view – to focus on the person and solve their problems. If someone falls by the wayside – whether it’s from lack of education, an illness, or a difficult life event – we need to get them back into the River of Opportunity as fast as possible so they’re successful. This won’t be about creating new programs. It will be about effective, accountable government that collaborates to provide good service to our customers. ”

Michigan Governor Rick Snyder

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Our Challenge: Integrating Programs

“ We’ve tried to solve problems by creating new programs and adding layers of government. Each program focuses on a specific piece of someone’s life without looking at the whole person and understanding what’s holding them back from success. Government keeps getting bigger, the root of someone’s problem isn’t solved, and people are maintained in a status quo, outside of the River of Opportunity. ”



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The Merger: A Starting Point for Transformation



- Separately, the Departments managed hundreds of unique programs that customers interacted with in a multitude of ways
- Through the merger, we're looking at every program we offer to see how we can achieve more person-centric flexibility
- The combined MDHHS is charged with reforming how we interface with our customers through technology and making the service delivery system more focused on the customer's needs

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Preventive Services

Current Model- Focus Reactive

- Services focus on treatment AFTER families are in crisis.
- Focus on reactive intervention is more costly and less effective than prevention.



Foster Care Home

Improved Model – River of Opportunity

- Focus on Prevention & Early Detection
- Evidence Based Program
- Payment Model Based on Successful Performance



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What Impacts Michigan Health?



Michigan Department of Health & Human Services
RICK SWYDER, GOVERNOR | NICK LYON, DIRECTOR

Most Individual Effort Needed



Counseling and Awareness
Warning Labels, Promoting Health



Medical Care
Treating Physical and Mental Disease



Preventive Care
Vaccines, Regular Screenings



Making Healthy Decisions Easy
Health Laws, Policy Changes

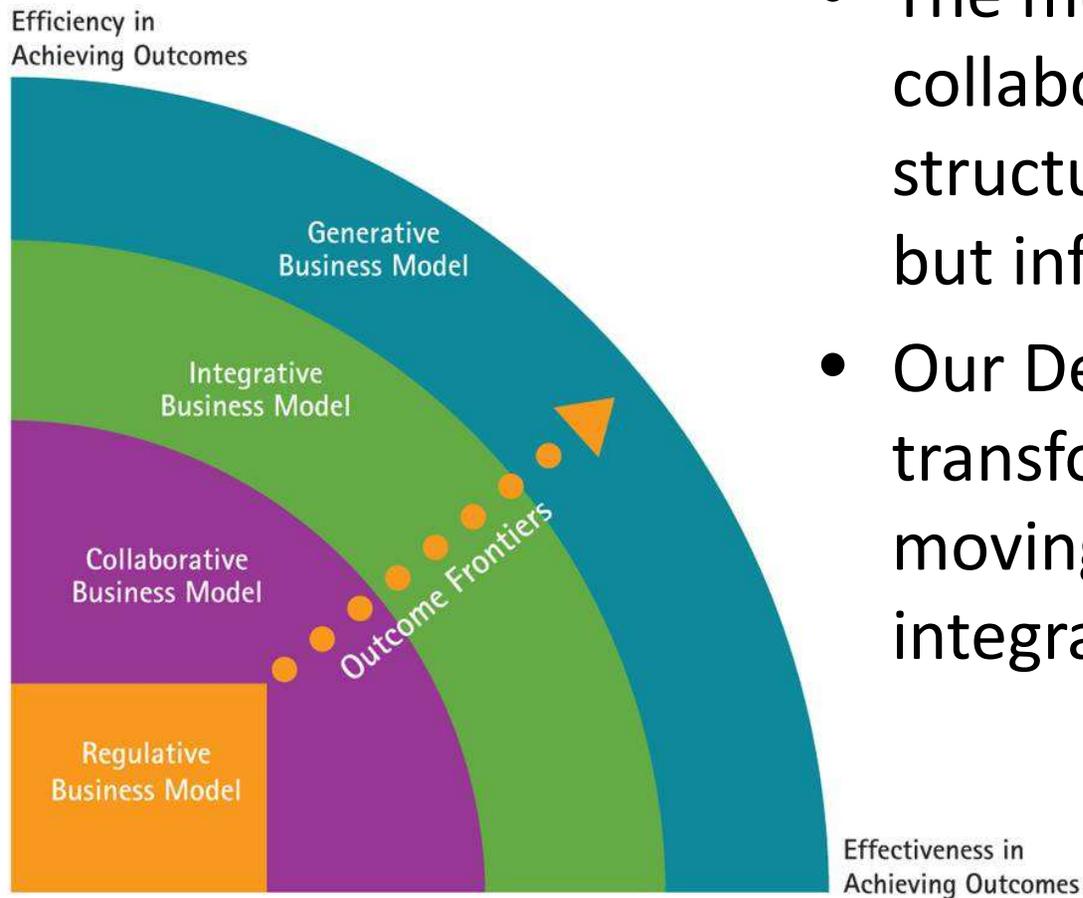


Environment and Social Factors
Education, Housing, Income, Food, Transportation, Community Safety

Biggest Health Impact

Adapted from the Centers for Disease Control and Prevention's
A Framework for Public Health Action: The Health Impact Pyramid

ISD: A Starting Point for Transformation



- The merger institutionalized collaborative business model structures that were present but informal previously
- Our Department's core transformation areas are moving us toward a truly integrative approach

Antonio M. Oftelie. *The Pursuit of Outcomes: Leadership Lessons and Insights on Transforming Human Services: A Report from the 2011 Human Services Summit on the Campus of Harvard University. Leadership for a Networked World.* 2011.

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Integrated Service Delivery (ISD)

- The River of Opportunity is tangibly changing the way services are delivered by focusing MDHHS on serving people rather than administering programs
- ISD is at the forefront of that transformation through workforce innovation, modernization of technology systems and stronger partnership with communities
- ISD success will be defined by measurable health, safety and self-sufficiency outcomes



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Transformation: Integrated Service Delivery

- MDHHS's current integrated service delivery transformation focuses on five critical innovations:

Strategic Alignment



A single, comprehensive strategic structure to align, integrate and ensure the effectiveness and transparency of the programs, services and benefits MDHHS provides.

Holistic Assessment



A common assessment to holistically identify a person's needs, goals and the programs which may be supportive in achieving their goals.

Common Connector and Plan



A common application, referral and success planning process across programs to serve as a single entry and connection point to all supportive opportunities.

Robust Self-Service



Robust client self-service opportunities including online services and a call center where customers can get support with a variety of programs.

Streamlined Renewal



A streamlined renewal and information update process which exchanges information and determinations across programs to minimize administrative burden.

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Transformation: Infrastructure Supporting Integration

- MDHHS's current integrated service delivery transformation is fostering five key infrastructure advancements:

Partner Integration



A platform for State employees, healthcare providers and community organizations to work cooperatively as partners in supporting and coordinating services for customers.

Statewide Resource Index



A comprehensive, statewide index of health, human services, education and workforce resources and service providers to address the root causes of a person's challenges.

Universal Case Management



Effective distribution of work among offices and employees through implementation of a universal caseload system to improve timeliness and allow for greater staffing flexibility.

Process Improvement



A portfolio of focused improvement projects across the Department's programs and services to engage employees and partners in reinventing MDHHS.

Consent Management



Architecture to document active customer relationships, gain customer consent for information sharing and share pertinent, timely information.

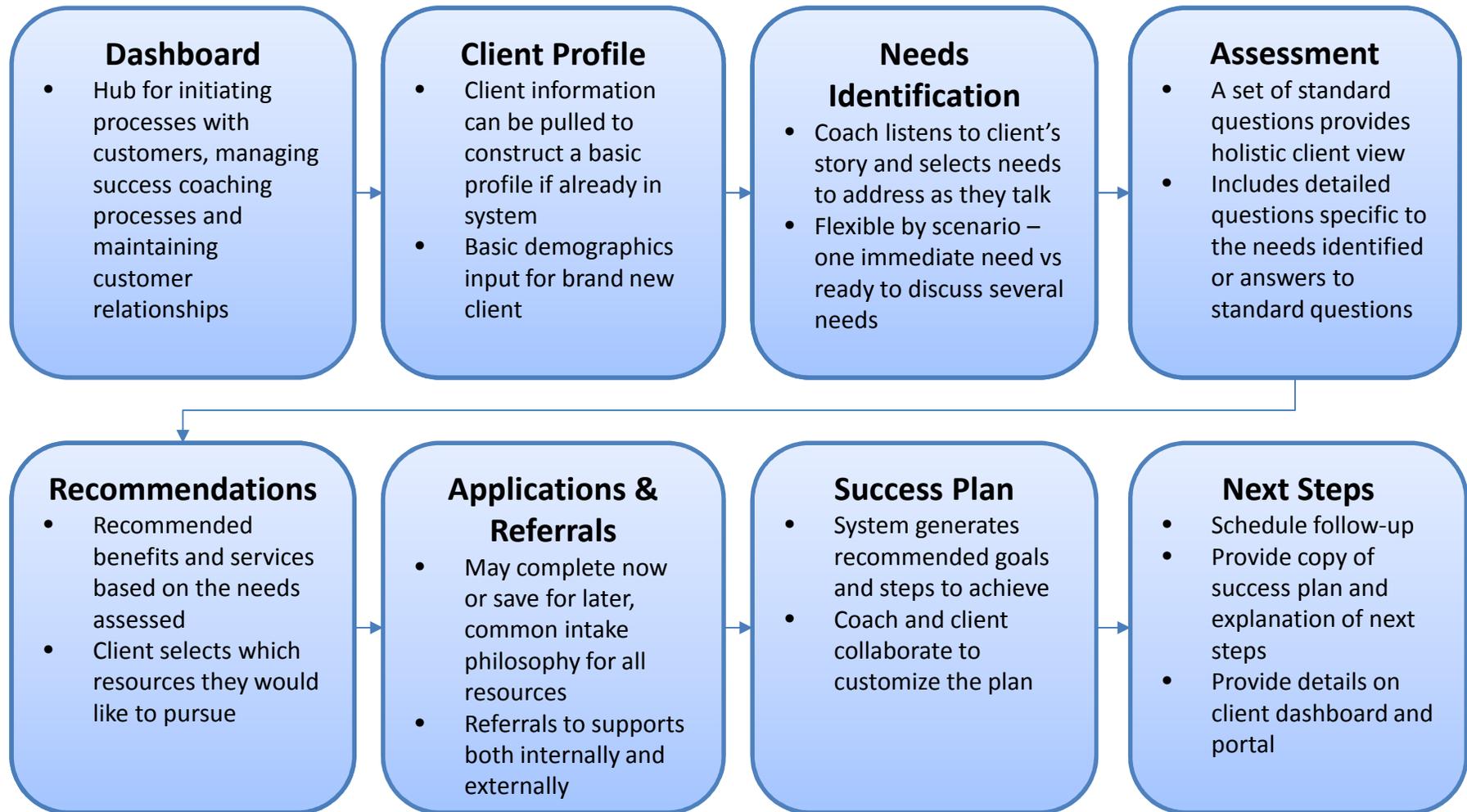
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Key Concepts: Integrated Service Delivery

- **Outcome Orientation**
 - Assessing and orienting solutions toward root causes rather than symptoms through intentional business process and system design
- **Customer Empowerment**
 - Leveraging technology to simplify processes and provide a platform for direct engagement
- **Cohesive Connection**
 - Incorporating multiple programs in one virtual location with a consistent customer experience
- **Improved Customer Experience**
 - Designing modern interfaces and functionality with a focus on customer preferences and behaviors
 - Developing tools to successfully manage customer connections and deliver high quality service
- **Analytical Insights**
 - Tailoring services and approach to ensure the right level of support for a customer's needs
- **Single Point of Contact**
 - Using success coaching as the basis of customer interactions with a specific, reliable staff member or partner
- **Collaboration**
 - Embracing partners and providers as collaborators in core service delivery

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New Customer Flow: Integrated Service Delivery



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Leveraging Opportunities: Where We're Starting

First Focus of Integration

(Largest Customer Populations Served)

- Food Assistance Program (SNAP)
- Family Independence Program (TANF)
- Medicaid/MI Child (Medicaid/CHIP)
- Healthy Michigan Plan (Medicaid Expansion)
- State Emergency Relief (Energy, Heat, Utilities, Home Repair, Home Ownership, Relocation, Burial)
- Child Development and Care
- Women, Infants and Children (WIC)



MDHHS is prioritizing policy and process changes that promote integration among programs with high customer overlap.

Coming Soon

(High Priority Supports)

- Behavioral Health and Substance Use Programs
- Employment Support Programs
- Supports for the Aging Population
- Supports for the Developmentally Disabled Population
- Community Partner Programs

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Q&A: Integrated Service Delivery

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MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES

2016-2018 STRATEGIC PLAN

MISSION

The Michigan Department of Health and Human Services provides opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient.

VISION

Develop and encourage measurable health, safety and self-sufficiency outcomes that reduce and prevent risks, promote equity, foster healthy habits, and transform the health and human services system to improve the lives of Michigan families.

VALUES

In keeping with the State of Michigan's Team Culture, the Michigan Department of Health and Human Services is adopting the existing Values. In addition, to make the Governor's River of Opportunity a reality, the additional value of '*Comprehensive*' has been added to allow MDHHS to focus on improving the health, safety, and self-sufficiency of all Michiganders.

LEADERSHIP:

Enthusiasm – 'Can do' and 'will do' attitude
Courage – Expressing viewpoints constructively
Duty – Commitment to Michigan in word and deed
Focus – Addressing and solving critical issues

TEAMWORK:

Results – Valuing team results and sharing credit
Collaboration – Respecting and engaging colleagues
Loyalty – Supporting decisions and those who make them
Camaraderie – Having fun together, reinventing our state

EXCELLENCE:

Vision – Believing in our vision, goals and culture
Integrity – Always do what is right
Measures – Results through measures that matter
Accountability – Acting decisively, delivering on commitments

COMPREHENSIVE:

Innovation – Striving to make Michigan a leader
Diversity – Promoting cultural competency as a source of strength
Dignity – Treating all people with respect and care
Transparency – Facilitating trust, communicating with clarity

STRATEGIC PRIORITIES

To accomplish these priorities, the Michigan Department of Health and Human Services has established metrics on more than 150 internal scorecards and on the public Health and Wellness dashboard to ensure we are meeting the needs of all Michigan residents throughout their lifetimes by addressing the root issues preventing them from achieving self-sufficiency.

CHILDREN

Ensure that Michigan youth are healthy, protected, and supported on their path to adulthood.

ADULTS

Safeguard, respect, and encourage the wellbeing of Michigan adults in our communities and our care.

FAMILY SUPPORT

Support families and individuals on their road to self-sufficiency through responsive, innovative, and accessible service delivery.

HEALTH SERVICES

Transform the healthcare system and behavioral health coordination to improve outcomes for residents.

POPULATION HEALTH

Promote and protect the health, wellness, and safety of all Michigan residents.

WORKFORCE

Strengthen opportunities, promote diversity, and empower our workforce to contribute to Michigan's economic development.

