

7. Effectively respond to changing mandates for federal and state programs.

Admin

	Initiative Area	Chosen Target (Where do we want to be?)	Tactics to Close the Gap (How do we get there?)	Measures of Success (How will we know we're there?)
7.a	Tracking proposed legislation and administrative rules, etc.	Develop a tracking system that would allow managers and other interested parties to see legislation/rules that are being followed and current status.	<ul style="list-style-type: none"> •Develop legislative/ administrative rule tracking system for State and Federal issues. •Deploy on DCINet. •Managers could ask the DCDHS Public Relations Manager to add items that they might hear about from other Human Services groups, TAC's, etc. 	Tracking system will be created and implemented and updated as needed (at least every two weeks).
7.b	Propose elimination of mandates that create unneeded or unfunded work for Dane County in the programs it operates.	Mandates are eliminated or modified to reduce costs/workloads.	<ul style="list-style-type: none"> •A Federal mandates paper should be created. As a result of these papers, DCDHS should identify 3-5 State and 3-5 Federal mandates for elimination or modification to decrease the cost and/or administrative bureaucracy associated with them •Mandates will be identified for elimination and proposed to the respective State and Federal policymakers. 	3 mandates are identified and recommended for elimination

Economic Assistance and Work Services

	Initiative Area	Chosen Target (Where do we want to be?)	Tactics to Close the Gap (How do we get there?)	Measures of Success (How will we know we're there?)
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7.a	Quality Workload	We will meet stated program standards	<ul style="list-style-type: none"> •Design and implement a division strategic planning process with steps for continuous improvement involving supervisors and line staff. •Develop a document to use as a working guideline • Implement procedures and changes determined by the division strategic planning process to meet the state mandated standards for program management, improve customer service and error rates, and improve workplace efficiencies. •Gather data on caseload statistics, customer complaints, customer service surveys, staff comments on process changes, cases processed within required time limits. 	•We will meet required program standards.
7.b	Information Technology	IT improvements are implemented to enhance the work of the Division.	<ol style="list-style-type: none"> 1. Provide IT training to improve basic proficiency. 2. Build skill levels of staff to capture timesavings through enhancements and shortcuts. 3. Identify new ways in which IT can create efficiencies for workers. 	Implementation of at least two IT driven workload management enhancements in 2006.

Children Youth and Families

	Initiative Area	Chosen Target (Where do we want to be?)	Tactics to Close the Gap (How do we get there?)	Measures of Success (How will we know we're there?)
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7.a	Implement new federal and state mandates while maintaining satisfactory core (CPS, DEL, ARTT, AODA, JFF, mental health, alt care, P/EI, other) operations at the same time throughout 2006.	CYF will provide or support effective CPS, DEL, ARTT, AODA, mental health, alt care, P/EI, and other services to agency consumers AND meet new expectations at the same time. Ideally, County input as to federal and state mandates will receive greater consideration and mandates will be more realistic and/or accompanied by financial resources.	Continue to provide or support these services; continue to prioritize current and emerging work; continue to participate on state/county consultative bodies as to emerging mandates; continue to advocate for County interests at state levels.	<ul style="list-style-type: none"> •Satisfactory federal and state financial support and rational federal and state expectations of local human services work. •Satisfactory child/youth/family outcomes despite noted pressures. •Satisfactory staff turnover levels (15% or less).
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