



# Montgomery County, PA

## Organizational Assessment

### Presentation on New Health and Human Services Structure

December 14, 2015



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# Key Considerations

## *Goals*

- Provide a strategic platform to plan and execute a comprehensive program of integrated services that supports the wellbeing of County's constituents
- Provide an efficient human services delivery system that maximizes the use of federal and state resources
- Promote a full range of services that enhance the safety, health, and wellbeing of county constituents

## *Objectives*

1. Need for a mechanism to plan for and implement initiatives and shared services
2. Need to mature the role of Community Connections from a pilot program into a platform that easily connects constituents to streamlined and coordinated services
3. Need for shared data and decision-making that transcends current department boundaries

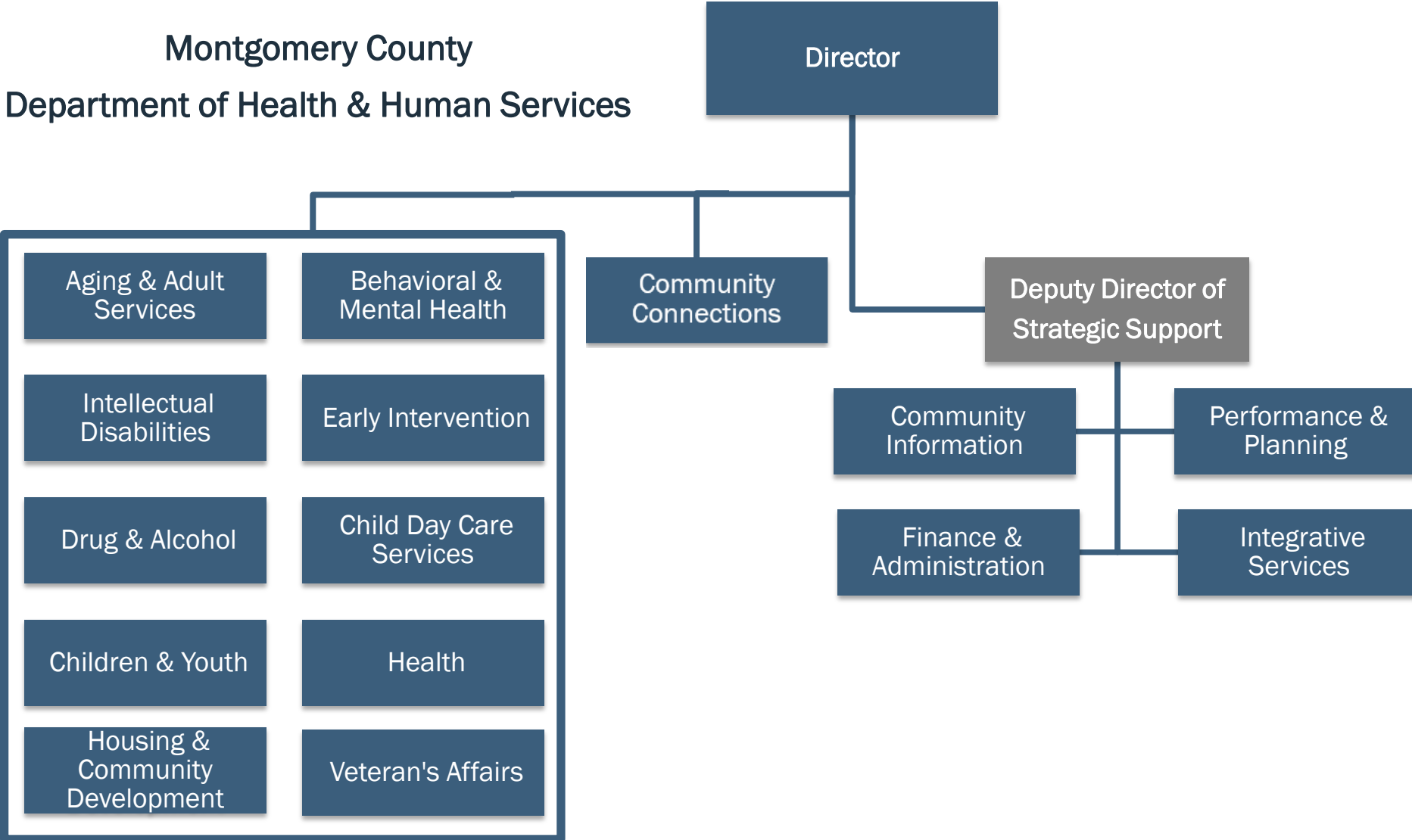
# The Case for Integration

- ❑ Lack of accountability for inter-departmental efforts
  - ❑ Informal inter-departmental planning, collaboration, and communication
  - ❑ Limited opportunities for resource sharing and cross-training
  - ❑ Department-specific funding
  - ❑ Pressure to support constituents with multiple needs
- ✓ Single point of accountability and leadership
  - ✓ Platform for Department-wide planning and service coordination
  - ✓ Office-wide, routine focus on cross-systems knowledge
  - ✓ Expanded access to funding
  - ✓ Formal support for inter-office teaming and leveraging cross-department resources

# Integrated Organizational Structure

Montgomery County

Department of Health & Human Services



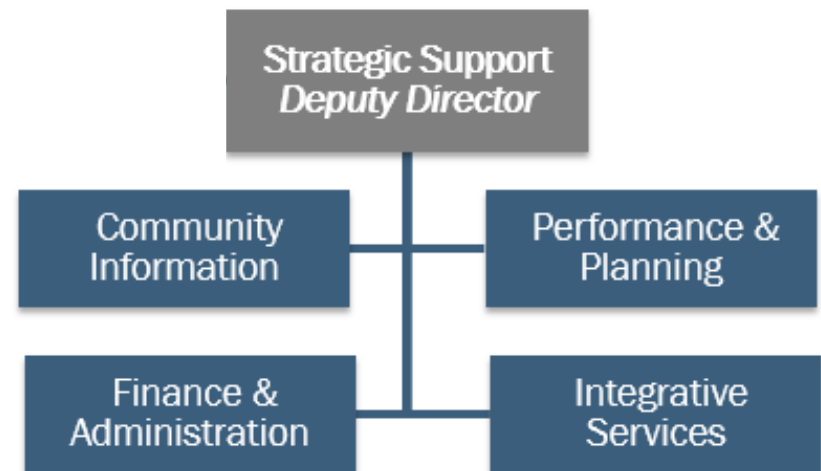
# Coordinated Program Offices

- Program Offices continue to administer, provide, and monitor unique, high-quality services
- Offices are focused more on service delivery and less on back-office administration
- Communication among all offices becomes more accessible and coordinated
- The current structure of BH/DD is expanded department-wide



# Strategic Support Offices

- **Community Information** develops and coordinates department-wide messaging and branding materials
- **Performance & Planning** oversees quality assurance, strategic planning, and performance management efforts for the Department
- **Finance & Administration** consolidates, streamlines, and centralizes fiscal functions and coordinates IT and HR services for the Department
- **Integrative Services** identifies, assesses and responds to the multi-service needs of constituents and ensures the development of new integrated strategies





# Community Connections

- Community Connections is positioned to serve as the “front door” to services for all constituents
- Community Connections would be its own office and the head of Community Connections would report to the Department Director
- Community Connections will play a key role in integration planning for aspects such as intake, outreach, data collection, and other relevant service areas

# Next Steps

- Meetings with current departments' staff to explain new structure, rationale and implementation
- Post Health and Human Services Department Director position
- Coordinate with HHS Cabinet and Steering Committee to plan and prepare implementation timeline
- Anticipated implementation timeline is approximately 6 to 12 months