DHHS EmployeeUPDATE August 2010

Secretary Cansler holds second conversation with employees Aug. 12

Secretary Lanier Cansler will hold his second live conversation with employees on Thursday, Aug. 12, from 3:30 p.m. to 5 p.m., from the same N.C. State University video studio on the Centennial Campus that was used for his March conversation.

DHHS employees who wish to submit a comment or question to the secretary should use the DHHS Excels comment line: DHHSExcels@dhhs.nc.gov.

Further information about linking into the webcast will be sent via all employee email. Mark this on your calendar and plan to join in.

DHHS Excels Outreach Sessions Coming

The DHHS Excels Outreach/Focus Group Subcommittee has scheduled Outreach Sessions throughout the state in August, September and October. These sessions are being initiated to broaden the knowledge and understanding of DHHS Excels across all of DHHS, as well as, to receive input from staff on how they can embrace the principles and values of this cultural shift.

The sessions will define DHHS Excels by emphasizing the cultural and management transformation desired by the leadership of the department. This includes:

1. Transforming from a siloed approach in the delivery and management of services to a coordinated, open and interrelated approach.

2. Improved decisions and accountability based on solid information/data that looks at the whole and ensures the greatest benefit from available resources rather than protection of turf, beliefs or agendas.

The Outreach Sessions will be led by Deputy Secretary Maria Spaulding. Spaulding says, “DHHS Excels will de-emphasize divisional and programmatic approaches in the traditional manner and focus on departmental goals and outcomes. It is increasingly necessary that we collaborate and share information, ideas, and resources to solve problems that confront us.”

During the DHHS Excels Outreach Sessions, employees will have an opportunity to have open discussions. Also they will look at how they might apply the values in their different work settings.

– Lori Walston, DHHS Public Affairs
Website redesign works to meet DHHS Excels goals

As the redesign site is brought to each division and office of DHHS, Public Affairs works to meet the goals of DHHS Excels:

**Customer-focused.** The redesign process focuses on our audiences and their needs. From the outset, the website redesign has worked to help people find what they’re looking for, and not force them to understand our organizational silos. With website surveys and one-on-one usability tests, our customers teach us how to serve them better.

**Anticipatory.** The Web is only going to become more important with time. Getting a handle on our massive Web presence, and having good Web governance in place – both staff and policies – allows DHHS to better respond to changing realities.

**Collaborative.** The redesigned DHHS website has been a collaborative project from the beginning, with committees organizing and providing content from across all divisions and offices. Web content managers from across the department meet with Public Affairs and continue to provide feedback on a quarterly basis, and each division and office redesign process begins with a committee representing all units in the organization.

**Transparent.** The project was communicated widely at its inception. Currently there is regular reporting to all employees in an annual State of the Web report and a newsletter article eight to 10 times a year. Go to www.ncdhhs.gov/redesignproject.

**Results-oriented.** Each division or office Web content manager studies his or her website traffic statistics and Web survey results as they begin their redesign process. Web analytics are followed closely thereafter and issues handled as they arise. ■

– Lois Nilsen, DHHS Public Affairs

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**Q&A**

From the DHHSExcels@dhhs.nc.gov Mailbox:

**Q:** What can I do as an employee to ensure I am embracing DHHS Excels and to help promote DHHS Excels in my work area?

**A:** This is a great question – one that probably many other employees are asking now that information about DHHS Excels is spreading throughout the department. Thanks for asking.

A good place to start is to become familiar with the department’s mission and vision statements and to understand how your job supports those statements. Do you see how what you do every day helps the department achieve its overall mission and vision? Do you understand how your daily responsibilities help the department achieve its mission?

Then take a look at the department’s five values statements. Ask whether you and the people in your work unit exhibit those values every day with each other as well as in dealings with other DHHS staff and those external to the department. Discuss these values with your colleagues and supervisor.

Additionally, there are other ways you can learn more. Deputy Secretary Maria Spaulding and other members of the DHHS Excels team will be hosting Outreach Sessions around the state during the months of August and September. There is a new DHHS Excels presence on the DHHS home page that will become a repository of information about DHHS Excels. Check it out from time to time to see what is new!