

# About DHHS

The mission of the Department of Health and Human Services (DHHS) is to promote and ensure the health and safety of the residents of Montgomery County and to build individual and family strength and self-sufficiency.

## Guiding Principles

- ▶ We will provide services that build on the strengths of our customers and the community
- ▶ We will be responsive to the changing needs of our community
- ▶ We will recruit and maintain competent, customer service oriented staff
- ▶ We will make operational a “no wrong door” approach to services delivery
- ▶ We are committed to the highest quality customer service for all those seeking services, and hold our staff accountable to demonstrate respect, professionalism, timeliness and fairness
- ▶ We value the skill and dedication of our staff and will provide them with adequate support, resources and training to serve our customers well

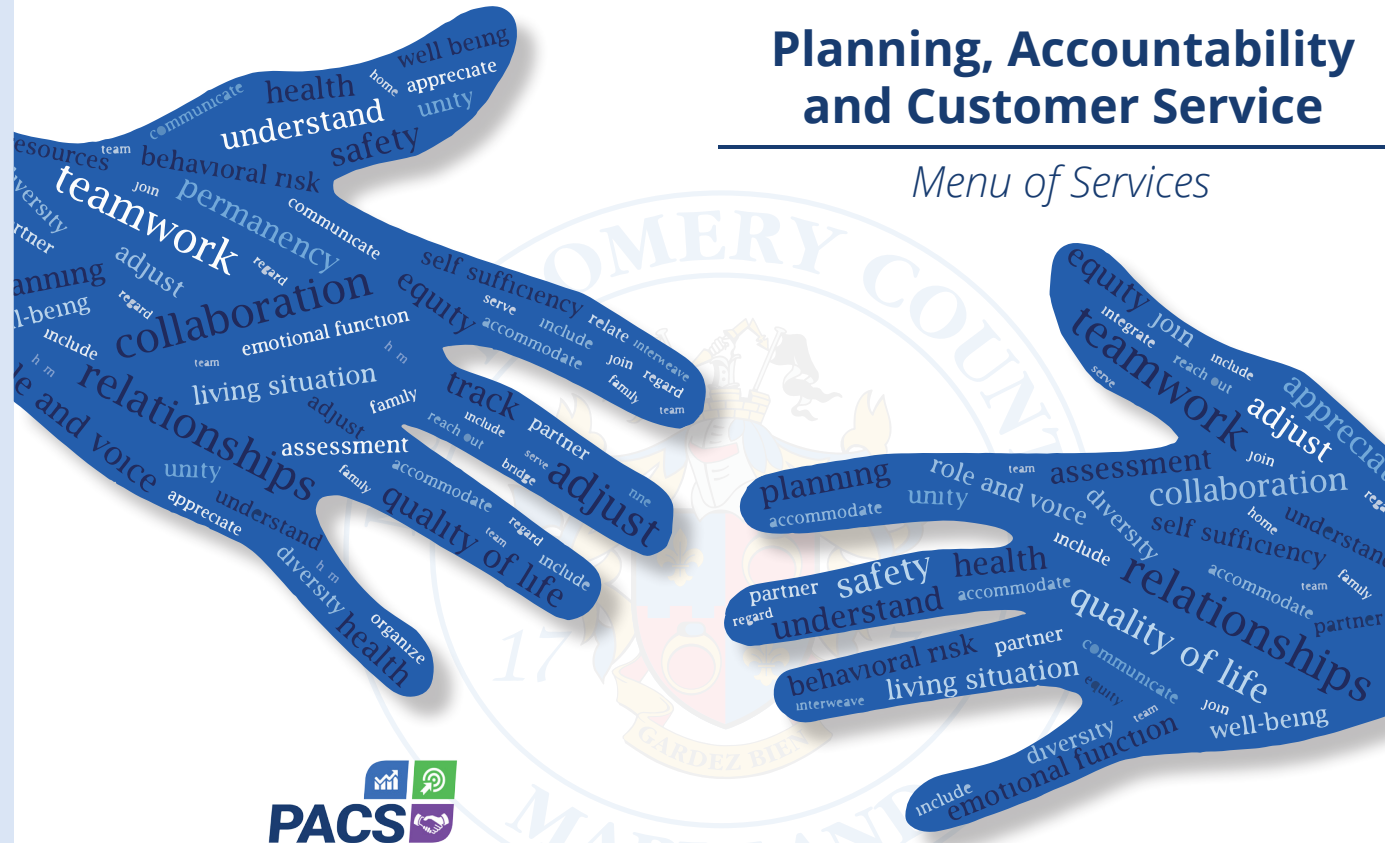
Trust-Customer Service-Equity-Accountability



**DHHS**  
MONTGOMERY COUNTY

## Planning, Accountability and Customer Service

### Menu of Services



Department of Health and Human Services  
Planning, Accountability and Customer Service

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[www.montgomerycountymd.gov/HHS/PACS/PACS.html](http://www.montgomerycountymd.gov/HHS/PACS/PACS.html)



Montgomery County, Maryland  
Department of Health and Human Services  
Planning, Accountability and Customer Service

# Planning, Accountability and Customer Service

**Planning, Accountability and Customer Service (PACS)**, located within the Office of the Director, supports the Department's mission by providing a menu of services which include program **performance measurement**, data collection and management, evaluation and analytics, planning and policy analysis that ensures high quality, equitable service delivery of DHHS programs.

## PACS accomplishes its primary area of work through:

- ▶ Developing and refining meaningful program metrics that demonstrate client outcomes
- ▶ Deployment of targeted Quality Service Review and Community Review tools
- ▶ Supporting service integration through the Intensive Team Meeting process
- ▶ Capacity building on appropriate performance metrics for service areas, programs, and complex social service systems
- ▶ Leveraging advanced integrated technology, data systems and innovative analytical tools
- ▶ Developing effective partnerships with other government agencies, community partners, universities and research centers

## Analytics and Performance Measurement

Developing meaningful performance measures and using analytics to regularly report ensures quality and equity of integrated services. Using the **7 Elements of Quality Program Design**, PACS, working with program staff, models the logic and metrics of how resources go from theory to practice, allowing managers to know how much and how well services are delivered, and their beneficial impact to clients. These metrics translate into **DHHS Headline Measures** which inform people, practice, and policy.

### Quality Service Review

Structured **Quality Service Review (QSR)** provides a point-in-time qualitative evaluation and analysis of the status and well-being of clients and the quality, consistency, and effectiveness of their service system. By measuring performance at key points, PACS determines how staff, business practices and ultimately programs are working systemically to serve individuals and families. The results of these reviews ensure that clients are receiving the best possible services that provide the greatest beneficial impact.

### Community Review

The **Community Review** is a process of structured program self-assessment and subsequent independent review performed by a knowledgeable panel of trained community volunteers. The review informs PACS on how well aligned a program's service delivery is

with the Department's missions and objectives. The results identify areas of strength and opportunity within a final report, which provides practical targeted recommendations for review by DHHS management and staff.

## Intensive Team Meet Coordination

**Intensive Team Meeting (ITM)** is a tool used in collaborative practice which responds to challenging service needs of clients through concentrated service integration approach. The ITM brings together clients, various service area case managers and other internal and external providers involved in the care of clients to improve clients' health and welfare through facilitated meetings and agreed actions plans across service areas. PACS ensures meeting coordination and monitors ITM process and outcomes.

## Practice Enhancement Team

The **Practice Enhancement Team (PET)** is a coordinated process to ensure DHHS programs are leveraging investments in advanced integrated technology, data systems and innovative analytical tools to inform management on program practices. The cross-departmental team works with managers and staff to assess effective practice processes, client records, utilization of enterprise technology solutions (*electronic Health Records and electronic Integrated Case Management*) data entry, management reporting and performance metrics to maximize resources and outcomes.

