

Scope

Develop and introduce a department interactive management dashboard to create awareness, accountability, and promote meaningful performance-informed discussions. Success is developing and strengthening performance management tools to not only enhance performance and production, but also to promote inclusion and teamwork.

The 2020 Department of Social Services (DSS) Placemat is a strategic document (roadmap) providing direction to employees. It contains the top priorities for the current period, but is not all inclusive. Placemats started in 2018 and since this time, DSS has identified & implemented 45 initiatives.

Where do you see yourself in the placemat?

ASPIRATION
Empower Missourians to live safe, healthy, and productive lives

THEMES

- Safety & well-being for children & youth
- Economic independence for Missourians
- Best in class Medicaid program
- High-performing teams

INITIATIVES

- Evaluate & implement Task Force/Child Safety recommendations (**Tiffany Moore**)
- For the Family First Prevention Services Act, develop strategic plan and initiate implementation (**Lauren Hall**)
- Engage stakeholders & plan for Raise the Age (**Christina Barnett**)
- Identify the right resources for children and youth served by DSS (**Sherry Moeller**)
- Coordinate and align state-sponsored work programs to support meaningful, sustainable employment (**Justin Logan**)
- Build and engage community resources to support families in need (**Jacinda Rainey**)
- Deploy additional virtual opportunities for citizens to access DSS services (**Trisha Capriglione**)
- Implement outpatient fee schedule (**Jamie Purnell**)
- Maximize pharmacy rebate capture (**Joshua Moore**)
- Telehealth collaboration across the Medicaid Enterprise (**Nanci Nikodym**)
- Enhance Medicaid data and analytics capabilities (**Tisha McGowan**)
- Review/update Continuity of Operations Plan/Continuity of Governance (COOP/COG) emergency plans (**Dylan Moore**)
- Design and execute strategic citizen and team communication plans (**Heather Dolce**)
- Implement State Talent Management platform (**Beverly Struempff**)
- Manage with performance informed strategies (**Michele Renkemeyer**)

Dashboards Inspired by COVID-19

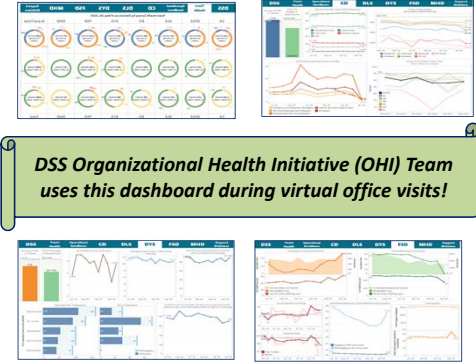
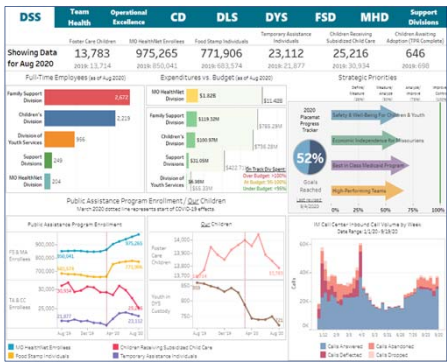
The DSS COVID-19 Dashboard captures the pulse of our teams and information most crucial to DSS during the pandemic.

From call center volumes and wait times to child abuse/neglect investigations and applications for public assistance, this dashboard keeps DSS Leaders and team members informed and accountable.

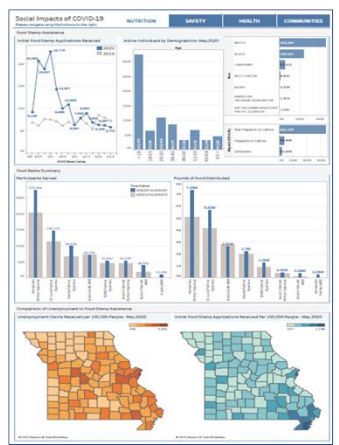


Managing Performance DSS Management Dashboard

Our DSS Executive Team uses this internal tool to help manage and run the business. From top to bottom, it's about our customers, team members, and sharing important information.



One of the most impressive dashboards as a result of COVID-19 is Social Impact COVID-19 Dashboard. Fueled by data from more than seven departments, it shows the social impacts of COVID-19 to Missouri citizens. It is used by all departments in state government and the Governor's Office.



Dashboards tell us at-a-glance how the business is doing.