



MISSOURI Department of Social Services



2023 Version 1.0

ASPIRATION

Empower Missourians to live safe, healthy, and productive lives

THEMES

Innovative technology solutions

Cross divisional collaboration

Improving outcomes through data

Workforce development

- Implement Change Control Boards for Dashboards to effectively assess and monitor performance and outcomes. **(Zana Stephenson)**
- Implementation of the customer portal to provide more efficient and streamlined customer service. **(Toni Sneller)**

- Coordinate with FSD in a pilot site to serve families “as one.” **(Shasta Miller)**
- Improve upon the Independent Assessment process in partnership with the Division of Legal Services and MO Health Net. **(Heather Ford)**

- Using data, refine practices, policies, & payment methodologies to improve outcomes for pregnant and postpartum women, and their infants. **(Ashley Wilson)**
- Provide KPIs for team members to clarify expectations, create an environment of support and accountability to improve first contact resolution. **(Paul Sanders)**
- Utilization of data dashboards to improve outcomes for children and families for House Bill 1414. **(Kayla Ueligger)**

- Provide opportunities across the Department for job shadowing and cross training to further develop skillset and knowledge of all team members. **(Courtney Hall)**
- Enhance onboarding and skills training for front line staff through virtual software technology. **(Ramona Harris)**