



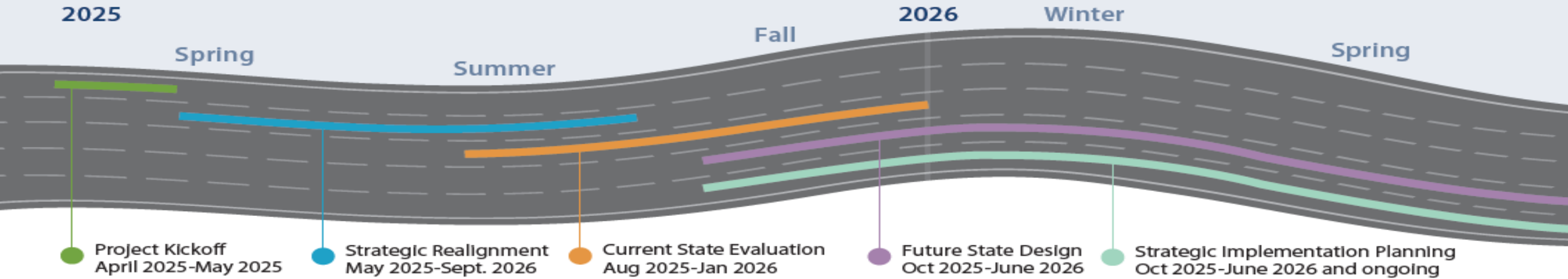
Reimagine DSHS Office Hours

Streamlining access and improving service delivery to best support our clients.

December 10, 2025

Reimagine DSHS Roadmap

Reimagine DSHS is a strategic initiative to align our organizational structure to better meet the needs of people in our state. We're focused on transforming the client experience, making it easier for clients and their families to get the help and services they need by improving how we operate. This new structure allows us to use our clinical and professional expertise more efficiently, and more effectively use state-owned and operated resources to achieve better outcomes.



Strategic Realignment: May 2025-September 2026

On May 1, 2025, the Department of Social and Health Services consolidated key functions previously managed by the Behavioral Health, Developmental Disabilities and Aging and Long-Term Support Administrations into two new administrations: the Behavioral Health and Habilitation Administration and the Home and Community Living Administration. The Facility Finance and Analytics and Technology and Innovation Administrations also consolidated to form Finance, Technology and Analytics Administration.

Current State Evaluation: August 2025-January 2026

- Identify, using customer surveys, ways to improve access to DSHS services.
- Review customer feedback to guide improvements in four key areas:
 - People have increased awareness of programs and services
 - People have the power to make plans and set their own service goals.
 - DSHS staff work together to help provide timely access to services.
 - People are supported through safe, successful and timely transitions between settings.

Future State Design/Strategic Implementation Planning: October 2025-June 2026 and ongoing

- Partner with communities and customers to validate improvement efforts.
- Refine our processes by using a strategy of continuous improvement and Lean principles.

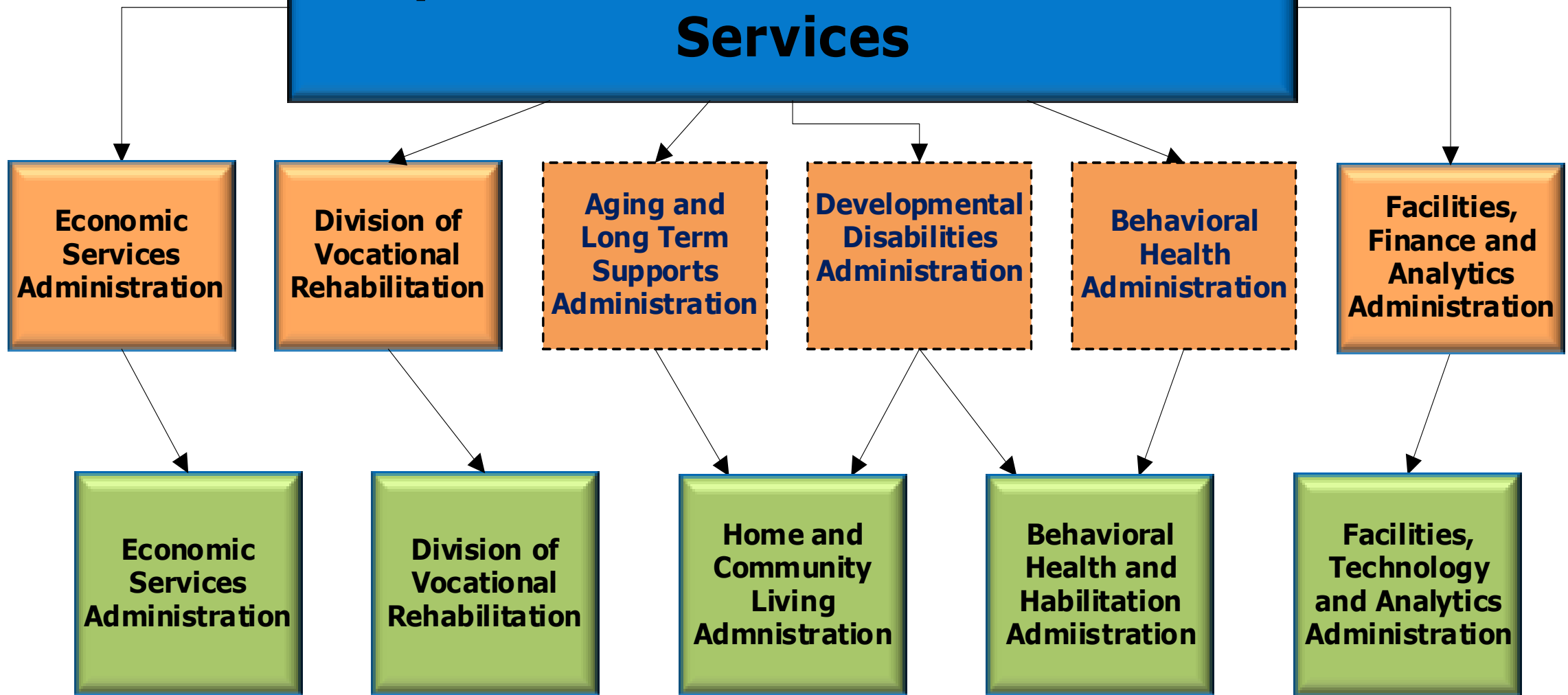
Upcoming Collaboration: December 2025- January 2026

- Transitions of Care
- Person Driven Service Planning
- DSHS Website Redesign



Reimagine DSHS Changes

Department of Social and Health Services





Why change?

- Improve the overall customer experience
- Effective and Efficient State Government

Behavioral Health and Habilitation Administration

- Operates all DSHS 24/7 facility and residential settings including State Hospitals, State Operated Community Residential (SOCR) Programs, Residential Habilitation Centers, (RHCs), Residential Treatment Facilities (RTFs) and Crisis Services.

Home and Community Living Administration

- Brings together former ALTSA programs with home and contracted community living programs from former DDA including eligibility determination, case management, state plan services, non-entitlement waiver services, employment supports and long-term services and supports.

Facilities Technology and Analytics Administration

- The Facility Finance Administration and Analytics and Technology and Innovation Administration consolidated to form Finance, Technology and Analytics Administration.

Key areas of improvement



People have increased awareness of programs and services



People have the power to make plans and set their own service goals



DSHS staff work together to help provide timely access to services



People are supported through safe, successful and timely transitions between settings



What have we heard??

Client Survey Feedback

Increase awareness of programs and services

People have the power to make plans and set their own service goals

DSHS staff work together to provide timely access to services

Transitions between services are supported to be safe and successful

Community Engagement Themes

- **Nothing About Us Without Us**
- **Difficulty Accessing services (lack of providers/agencies/programs)**
- **More flexibility in utilization of services**
- **Need for mobile-adaptive online platforms for applications and interactions**



"Reimagine"

A response to request for single entry point, person directed services for all DSHS clients.

Creation of
consistent strategies
for collaborating with
and being guided
by community

Identifying and utilizing
existing opportunities
for collaboration

Focusing development
efforts on
underrepresented
communities

Collaboration: gathering insight, experience and ideas from community to shape our way forward reflecting the needs of our client's vs our system

Communication: sharing what DSHS has done, is doing and/or intends to do moving forward

Reimagine Workstream Updates

Policy Review		Transitions of Care	
Current / Ongoing	Upcoming 30/60 Days	Current / Ongoing	Upcoming 30/60 Days
<ul style="list-style-type: none">• Assess for Scope and Authority• Continue policy revisions based on identified priority• Launched BHHA policy SharePoint for staff to enhance communication	<ul style="list-style-type: none">• November - Finalize DDCS Policy 1.01• December – Share updates with staff and community members via Communication Plan• Complete Priority 1 policies by 12/31/25	<ul style="list-style-type: none">• Refine success measures for BHHA and HCLA• Common understanding of Ready to Discharge• Standardize roles, responsibilities and process	<ul style="list-style-type: none">• November- Finalize goals and measures of success for BHHA and HCLA• December – Schedule meetings to collaborate with internal and external partners.

Reimagine Workstream Updates

DSHS Website Redesign		Person Driven Service Planning	
Current / Ongoing	Upcoming 30/60 Days	Current / Ongoing	Upcoming 30/60 Days
<ul style="list-style-type: none">• Partnership with WaTech and Anthro-Tech• 2023 Survey – User Group Profiles• Expert and Comparative Review• Inventory audit• Human-centered Design approach	<ul style="list-style-type: none">• User Experience vs. DSHS categorization• November - Finalize schedule and location of Card Sort sessions• December – Complete Card Sort sessions, analyze and report findings	<ul style="list-style-type: none">• Sponsor Approval for Scope of Work• Kickoff meeting 11/20• Meaningful Service Plan that clearly states<ul style="list-style-type: none">• what is important to the individual• what the provider is responsible for	<ul style="list-style-type: none">• Support from the Community Collaboration Committee• November – project launch and team orientation• December – Inventory and Gap Analysis



What will change look like?

- Person-Driven Service Planning
- Transitions Between Settings
- Coordinated System of Care



To learn more about Reimagine DSHS

- [SharePoint Site](#)
- [Reimagine Agency Request Legislation](#)
- [FAQ](#)
- [Reimagine Roadmap](#)
- [Reimagine DSHS Team Roster](#)

To submit Reimagine DSHS questions and ideas:

- [Submission Form](#)

Watch for our monthly articles on Inside DSHS.

- [Reimagine DSHS office hours keep staff connected | DSHS News](#)
- [Reimagine DSHS and the I3 Committee: Turning Ideas into Impact | DSHS News](#)

Reimagine DSHS Resources





Reimagine DSHS Resources

For additional information about Reimagine DSHS visit: <https://www.dshs.wa.gov/reimagine>

To submit a question or idea about Reimagine DSHS, please use this link: [Reimagine DSHS Input](#)

Contact the Reimagine DSHS Project Team at reimagineDSHS@dshs.wa.gov

Reimagine DSHS Project Lead
Marco Tan marco.tan1@dshs.wa.gov

Thank you