

Greetings,

The core mission of DHHS is to address the safety, self-sufficiency, health and well-being needs of our community and our clients through the delivery of health, behavioral health and social services. Our role in the community cannot be understated. Our services provide a much needed safety net and ongoing support, and they protect the community's health. We deliver on our mission with the support of our competent and caring staff and a very robust public-private partnership.

As partners to the Department, you help us to meet the complex service needs of an increasing number of families and individuals. The County's population is growing and changing – becoming older, less affluent and more diverse. These challenges require us to evolve the way we deliver services and how our clients access our menu of supports and services. Over the next three (03) years we will work to respond effectively to these service delivery challenges and improve our efforts to meet the needs of families and individuals that seek our assistance. These changes are clearly articulated in our Strategic Roadmap. We have made a focus on our strategic partnerships through Goal 4 which highlights our efforts over the past several years to:

*Strengthen internal and external relationships to offer a full range of coordinated programs and services focused on reducing redundancy, improving client outcomes, and eliminating disparities.*

I am very excited to share the [Department's Strategic Roadmap: FY 2016 – FY 2018 \(Roadmap\)](#). Please click on this link to view our Strategic Roadmap: <http://bit.ly/1WyK83G>. I am asking that you take a few moments to review the Roadmap and to commit to fully participating with us in the Department and other colleagues in the work of the Roadmap. We hope to very strategically guide our Department's work towards the achievement of goals within our key priority areas and we look forward to working with you to do the same.

*What is the Roadmap?*

- Overall goal of the plan is a *fully integrated system* – where clients are connected to the full range of DHHS programs and services and staff have the support, tools and information necessary.
- Three (03) year plan to guide the Department's work.
- Outlines our work in a series of goals (outcomes), objectives (activities) and priorities (action steps).

*Why is the Roadmap important?*

- Provides focus, direction and a plan of action for the Department's work.
- Enables us to measure progress toward the overall plan goal of a *fully integrated system*.

If you have any questions or thoughts regarding the Roadmap, please contact Uma Ahluwalia or any of the Service Chiefs at the Department or the Director's Special Assistant, Susan Seling at [susan.c.seling@montgomerycountymd.gov](mailto:susan.c.seling@montgomerycountymd.gov) or (240) 777-1269.

Sincerely,

Uma S. Ahluwalia