



Dane County Department of Human Services

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DANE COUNTY EXECUTIVE

November 11, 2020

TO: HHN Committee, other interested parties
FROM: Shawn Tessmann
RE: November 2020 Update

Below is my update for November, 2020.

First, please know how much we appreciate your support of the Department's critical services during this time. It's an honor to serve in a community that truly values human services. I know budgets are all about tough decisions—I appreciate DCDHS being a priority for policymakers.

First note is a reminder about our upcoming community listening sessions for strategic planning. We are focused on trying to draw out the experiences of those who are past or current customers of our services. Dates and times are as follows:

1. Tues 11/17 2:00-3:30
2. Tues 11/17 5:00-6:30
3. Wed 11/18 5:00-6:30
4. Thurs 11/19 2:00-3:30

See our site for more information, and/or to register:

<https://strategic-plan.dcdhs.com/Community-Listening-Sessions>

I'm also pleased to share some of the results of our community and stakeholder surveys we recently conducted. A primary purpose of these surveys is to validate feedback we've heard to this point through other data collection methods. We had 237 current or former clients respond, which we are pleased with. Of those:

- 71% said the services they received "fully" met their needs
- 44% found NO barriers to receiving service
- 77% reported that the DCDHS staff or contracted provider they worked with exhibited qualities they found important (empathetic, reliable, respectful)

These results give us good ground to work from to further improve and I'm grateful for the time and effort people took to share their opinions.

In the arena of aging, we've received some great encouragement of our efforts to help our older adults cope with the pandemic. The video below was produced by the National Resource Center for Engaging Older Adults. Kudos to the ACS team, our focal points and all our participating partners.

<https://www.youtube.com/watch?v=fB4pWdsBfJU>.

On a more sober closing note, the committee should be aware that the rising spread of COVID is impacting DCDHS. Whereas a staff report of a positive case was a rarity this past Summer, it is now not unusual to get such reports multiple times per week. There are, as of this writing, ten staff on a mandatory quarantine from their duties at Badger Prairie. I'm incredibly proud of the resilience and dedication of our staff who have not yet let these incredible challenges affect our service delivery, but it is yeoman's work to keep up this level of diligence.

Thank you as always for your time and support.