

### Karen's Corner



In 2012, at the request of Governor Earl Ray Tomblin, a consulting firm named *Public Works* conducted a comprehensive assessment of the work of the Department of Health and Human Resources. The purpose of the review was to identify strengths and weaknesses of DHHR, and make recommendations to improve the efficiency and function of the agency. On February 27, 2013, the formal findings of *Public Works* were published in a comprehensive report to Governor Tomblin. Since that time, we have implemented many of the recommendations for the betterment of our agency.

Included in the report was the recommendation to reorganize DHHR bureaus into strategic groups supported by common resources. In consideration of that recommendation and with our own analysis of a structure to maximize efficiency, we have made changes to our administrative organization which took effect May 1, 2014. This change will establish three deputies reporting to the Secretary – the Deputy of Health Services, the Deputy of Human Services, and the Deputy of Public Insurance and Strategic Planning.

Molly Jordan will serve as the Deputy Secretary of Health Services, which will include oversight of the Bureau for Public Health and the Bureau for Behavioral Health and Health Facilities. Harold Clifton will assume the position of Deputy of Human Services, overseeing the Bureau for Children and Families and the Bureau for Child Support Enforcement. The position of Deputy of Public Insurance and Strategic Planning will be assumed by Jeremiah Samples, giving oversight to the Bureau for Medical Services and spearheading strategic planning efforts.

Molly has served as Deputy Cabinet Secretary for Programs and Policy for DHHR since February 2011 and as Inspector General for nine years. Prior to that, she worked the private sector in long-term health care services and administration. Molly will serve in the position of Deputy Secretary until her retirement June 30, 2014, and I am actively looking to fill this position on a permanent basis.

Harold has served as Director of Human Resources Management for DHHR since 2012, and was previously the Director of Employee Management. He has 32 years of service in state government in social services and human resources including serving as a Community Services Manager.

Jeremiah has served as DHHR Assistant Secretary since July 2013, and previously served as Director of Health Policy for the West Virginia Office of the Insurance Commissioner and assisted with health policy strategic planning for the Governor's Office of Health Enhancement and Lifestyle Planning (GOHELP).

I am excited about our reorganization as our goal is to support field staff in serving our citizens. I have great confidence in these appointments as we move ahead with the important work of DHHR. I look forward to working with our competent and dedicated team, which includes all of you in our vast DHHR network, to ensure the mission of DHHR as we work to improve the health and well-being of West Virginians.

Please join me in welcoming Molly, Harold and Jeremiah to their new roles.

Karen L. Bowling, Cabinet Secretary

### State Health Officer Honored with Distinguished Service Award

Dr. Letitia Tierney, State Health Officer and Commissioner for the Bureau for Public Health, was presented with the West Virginia Poison Center (WVPC) Distinguished Service Award on April 8.

The award is presented to individuals demonstrating exceptional and sustained service to the WVPC. Recipients have distinguished themselves by their advocacy for the WVPC, support of the WVPC during times of immediate need, and their demonstrated commitment to the viability of the WVPC.

"I admire her diligence and continued efforts to protect the health of the community in spite of the difficulties she has been faced with," said Dr. Elizabeth Scharman, director of the WVPC. "She is a true professional and is committed to doing what is best for those she serves."

Scharman said Tierney is an active partner, consultant and advocate for the West Virginia Poison Center, who works to utilize and enhance joint collaborative efforts between the WVPC and public health agencies.

"I am honored and humbled by the award," said Tierney. "The West Virginia Poison Center was a tremendous partner in responding to the Elk River chemical spill. West Virginia is fortunate to have Dr. Scharman and her team on call 24/7 to ensure the public has immediate access to potentially lifesaving health information."



## School-Based Health Centers Celebrate 20 Years of State Service



Cabinet Secretary Karen L. Bowling was on hand April 11, 2014 at the Annual West Virginia School-Based Health Assembly luncheon to celebrate 20 years of school-based health in West Virginia. The event highlighted the accomplishments and challenges of working to provide comprehensive primary healthcare and prevention services in school settings throughout the state.

In the early 1990s, Pendleton Community Care opened the first School-Based Health Center in West Virginia and paved the way for a broader statewide effort. In 1994, the SBHC component was piloted through implementation grants awarded by the WV Bureau for Public Health and the Claude Benedum Worthington Foundation in twelve counties.

These School-Based Health Centers offer a variety of services including primary care, health education, mental health, oral health, nutrition, physical education, staff wellness, and parent and community partnerships. Providing these services in a school setting removes many of the

barriers that often prohibit children and parents from receiving proper healthcare, such as limited finances, lack of insurance, transportation, fear and anxiety.

“Studies show that School-Based Health interventions can improve student attitudes about health and healthy behaviors,” said Secretary Bowling. “Students build a better understanding of their own health and well-being, and develop life-long skills to actively participate in future provider care situations.”

Currently there are 110 School-Based Health Centers in 32 counties serving 117 schools. Combined, these centers are able to support a student population of 63,091 children.

## DHHR Management BootCamp 2014 Session 1

On March 25 and 26, DHHR Employee Development provided the first live session of this year’s Management BootCamp. This face-to-face session brought together participants and instructors who had previously been working together to complete the BootCamp’s online pre-work.

One hundred thirteen of the Department’s mid-level managers came together to hear more about the nuts and bolts that make DHHR function, gained insights into the latest research and cutting-edge leadership skills, and worked together in addressing some of the most critical issues facing the Department.

“There was a lot of material to cover in a short amount of time, but I learned a tremendous amount of useful information that I will utilize each day!” said Teri Surface with DHHR’s Center for Threat Preparedness.

Some of the sessions were delivered entirely online but most of the content was covered in a blended learning format that used live sessions to build on or practice what was covered online. A total of seventeen different topics were discussed throughout the BootCamp, including decision-making techniques, critical thinking skills, time management, conflict resolution, stress management, policy acumen, quality improvement, selection and onboarding, meeting management, teambuilding, delegation skills, and an introduction to each of the major DHHR entities that shows how all the moving parts of DHHR fit together.

The 2014 DHHR Management BootCamp touches on almost every one of the 22 Executive Core Qualifications (ECQs), DHHR’s gold standard framework for training and development, and is tailored to participants’ needs as part of the 21st century state government workforce. Each session is designed to be to-the-point, practical, and based on real-world scenarios. The goal is for participants to walk away with a wide variety of tools and techniques they can apply right away to bring about positive

change for themselves, the Agency, and the people of West Virginia.

“You’ll be able to take what you’ve learned and apply it in a real-world setting, and in this case, that real-world setting is where you work,” said Cabinet Secretary Bowling in her opening remarks to the online portion of the BootCamp.

In addition to the wide variety of skills developed and tools provided, participants had opportunities to network with each other and presenters to share ideas, develop solutions, and build meaningful connections.

Kent Nowvskie, a BootCamp presenter and member of DHHR Employee Development, adds: “I love having the opportunity to work with all the excellent members of the Employee Development team and our partners in putting on the BootCamp. It is so rewarding to know that what we’re doing is really reaching people.”

The first of 2014’s BootCamp sessions may be over, but there are still two more opportunities this year to participate. Participants are selected by their bureau commissioners or office directors. For more information on how to be a part of these great learning events, please visit the BootCamp website at <http://intranet.wvdhhr.org/ops/bootcamp2014/>

