

# New Employee Welcome Manual

**DBHIDS Operations**



Jill Bowen PhD, Commissioner

Prepared by Dana Careless, Senior Manager of Executive Operations

## INTRODUCTION + WELCOME

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Welcome to DBHIDS! This manual will provide you with an overview on our Department and should be used as a starting point as you become familiar in your new role.

The [mission and vision](#) of the Philadelphia Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) guide the efforts of DBHIDS in all ways, regardless of where you sit or who your funding stream is.

## ORGANIZATION

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DBHIDS is organized into [seven \(7\) divisions](#): the Division of Administration and Finance; the Division of Behavioral Health; the Division of Planning Innovation; the Division of Intellectual disAbility Services; the Division of Community Behavioral Health; the Division of the Office of the Chief Medical Officer; and the Behavioral Health and Justice Division. Here is [some information](#) about members of the leadership team.

A [DBHIDS organizational chart](#) can be found by going to the DBHIDS Intranet and scrolling down to Human Resources.

The [City Organizational Chart](#) can be found here.

## KEY RESOURCES

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There are several key documents and resources available to you as you become familiar with DBHIDS. Click below to learn more:

- The [DBHIDS Intranet](#) is an internal resource that contains information on calendar events, resources, a staff directory, and more. You log-in with your email and password.
- The [2018-2019 DBHIDS Annual Report](#) (new one due in May 2021) summarizes key data, information and outcomes for DBHIDS.
- The PACE Strategic Plan was initiated in 2017 and lays out our approach to the work at hand so that key performance indicators and metrics are in place.
  - o [Plan](#)
  - o [Intranet Page + Video](#)
- Population Health is our strategy, guided by the belief that we should address the health and well-being of *all* Philadelphians:
  - o [Overview](#)
  - o [Document](#)
- [Access to Care](#): how do people get connected to the care they need?
- [Workplace of Choice](#): what makes DBHIDS so wonderful?
- [Transformation](#): an overview of a key time in DBHIDS' evolution
- The [Porch Light Initiative](#) is a collaboration between DBHIDS and the Philadelphia Mural Arts Program.
- [Health Minds Philly](#) is a public-facing DBHIDS resource for all Philadelphians.

- [Boost Your Mood](#) is a resource to support Philadelphians during the COVID-19 pandemic.
- [Diversity, Equity, and Inclusion](#): DBHIDS is committed to a culture of Diversity, Equity and Inclusion. Click to learn more about the ways we are bringing these values to life.

## COMMUNICATIONS AND BRANDING

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- [Communications Toolkit](#): click on the top right under “Communications”.
- The [DBHIDS Signature Block Template](#) (pronouns are optional) is required of all employees.

## TRAINING AND EDUCATION

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- [DBHIDS Learning Hub](#)
- [Behavioral Health Training and Education Network \(BHTEN\)](#)
- BOX Training and Overview: please contact Christine Drake at DBHIDS to set up time for training ([Christine.Drake@phila.gov](mailto:Christine.Drake@phila.gov))

## HELP DESK AND IT SUPPORT

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- City Employees (staff who sit at 1101 Market Street): [DBHIDS.HelpDesk@phila.gov](mailto:DBHIDS.HelpDesk@phila.gov)
- CBH Employees (staff who sit at 801 Market Street): [cbh.jira@phila.gov](mailto:cbh.jira@phila.gov)
- PMHCC Employees (staff who sit at 1601 Market Street): [DSilver@pmhcc.org](mailto:DSilver@pmhcc.org)

## ORIENTATION + ID BADGE

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- DBHIDS New Hire Celebration: Please email Michelle Rodney ([michelle.rodney@phila.gov](mailto:michelle.rodney@phila.gov)) to find out when the next welcome celebration is taking place; she will ensure your inclusion.
- Please contact Chief Administration Officer, Jeffrey Orlin ([jeffrey.orlin@phila.gov](mailto:jeffrey.orlin@phila.gov)) for directions on cell phone, ID badge, and office space.

## QUESTIONS

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If you have any questions about this manual or need assistance as you settle into your new role, please contact Senior Manager for Executive Operations, Dana Careless ([dana.careless@phila.gov](mailto:dana.careless@phila.gov)).

Welcome again – we can’t wait to get to know you!

Thank you for choosing DBHIDS as your workplace of choice,

The DBHIDS Operations Team