

Deloitte HHS Academy™

EQUIP YOUR WORKFORCE. EMPOWER YOUR MISSION



The Challenge: Workforce Development for State HHS Agencies

The landscape of Health and Human Service (HHS) agencies are on the cusp of a major transformation: **65 million** Americans experienced job separations in 2024 ([U.S. Bureau of Labor Statistics, 2024](#)), 43 million remaining American baby boomers will reach age **65 by 2030** ([Fichtner, 2024](#)), and **nearly 50% of workers have considered changing jobs for better training and upskilling opportunities** ([Deloitte, 2022](#)). Factors like technological advancements and the changing needs of a growing population require HHS workers to **develop new skills** for strategic casework and client interaction. This can potentially lead to:

- ✓ Increased **pressure** on remaining staff
- ✓ **Strain** on existing training programs
- ✓ **Loss** of largest experienced workforce
- ✓ Significant **brain drain** of institutional knowledge
- ✓ Fewer staff to meet **mission goals**
- ✓ Increased training and **onboarding challenges**



The Solution: Increase organizational capacity with HHS Academy™

HHS Academy™ is Deloitte's AI-Powered Learning-as-a-Service solution that can help empower agencies to **address workforce development needs**. This **secure, hosted platform** houses a **curated library** of courses specifically designed to address Health and Human Services mission-critical skills and knowledge. Potential **benefits** include **faster onboarding** for new hires, **skill development** for existing staff, and promoting a **culture of continuous learning** while **freeing up** supervisors to **spend more time coaching and mentoring** the next generation of staff.

Deloitte HHS Academy™ A Powerful Package



Modern

Built on Deloitte's interactive next-generation **Secure Learning Experience Platform**



Current

Continually evolving with **new content** created by an ecosystem of **nationally recognized thought leaders**



Tailored

HHS specific courses aligned with state and federal regulations and **custom branded to your agency**



Available

Online mobile-friendly platform that provides **instant access** catering to an active workforce

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Deloitte – Sample Course Content

Eligibility (SNAP, TANF, Medicaid)

- SNAP
- TANF
- TANF (Children Only)
- Medicaid
- Medicaid Children and Families
- Medicaid for Aged / Disabled / Blind
- LIHEAP

Child Welfare

- Trauma Informed Care
- Child Abuse Prevention and Recognition
- Adoption and Permanency Services
- Independent Living
- ICPC
- ICWA

Behavioral Health

- Introduction to Behavioral Health
- Family Dynamics and Engagement
- Safety and Security on the Job
- Navigating Difficult Conversations
- Handling Ethical Dilemmas

Leadership and Innovation

- Impacting Organizational Change
- Emotional Intelligence
- Active Listening
- Be Curious & Constant Questioning
- Setting & Maintaining boundaries in the Workplace

Deloitte – HHS Academy™ Services



Customizable Content

Integrate your existing training materials for a unified experience

White Labeling

Customized branding is available to match your agency's identity



Community Features

Connect Staff with colleagues across the county, the state, or the nation

API Development

Synchronize data seamlessly between the platform and your existing systems



Single Sign On

Simplify login by leveraging Single Sign On from existing systems

Platform Management

We handle hosting, maintenance, updates, and help desk support.



**Future-Proof Your Workforce.
Learn More Today.**



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today!**



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