

Date Issued: January 30, 2025

Act 119: Re-envisioning the Agency of Human Services

What is Act 119?

[Act 119 of 2024](#) was passed by the Vermont Legislature to:

“Create a meaningful process through which the Agency, its departments, and the individuals and organizations with whom they engage most can collaborate to identify opportunities to build on past successes and to make improvements for the future.”

The Act requires the Agency to look at how we do our work and find ways to make it better. Using what we learn, we will consider and review options for improving and then give a report with suggestions and a plan to the legislature by November 1, 2025.

What does this mean?

Act 119 tells the Agency and its departments and programs to think carefully about how we work. We are using what we already know and collecting new information. We are reaching out to learn from our staff, partners, and clients to plan for the future needs of our agency and the people in Vermont.

As we work on meeting the requirements of Act 119, the Agency is finding out what we do well and what needs improvement. We are looking for better ways to organize ourselves and improve our systems and processes. As the Act 119 project moves forward, we will think of new and creative ways to improve the lives of people and communities in Vermont.

Act 119 Process

Agency staff are looking at data that we have about how we currently operate and gathering new information from people and groups who might be affected by any changes to the Agency.

We are looking at the history of the Agency, how it is set up, financial data, how our programs work together, and the feedback we are already collecting from the clients of our programs. We are also looking at how other states run their social service programs.



Alongside this information we already have, we are setting up ways to gather new feedback from many groups of people. We are using open comment forms, group discussions with committees and workgroups, and interviews with organizations and individuals.

Who will provide input?

For this report we are seeking ideas from Agency leadership and other state government colleagues. We are engaging directly with employees who work in different parts of the Agency and do different types of work. We are gathering input from public committees and workgroups through group discussions and feedback sessions. We are asking for feedback from different types of partner organizations and advocacy groups that we work closely with. And we are asking clients that work with our Agency how we can make their experiences better. We want to hear from people who know our work well and those who use our programs.

What happens next?

We will look at the new information and feedback we get and combine it with what we already know. This will help us decide what the Agency should keep doing, what we can change, and where we can try new things to better help Vermont.

We will explore how to make these ideas happen and see if they are possible, cost-effective, and helpful. We will share these ideas with employees, partners, and the public to get their thoughts and input. Any changes we suggest will aim to help AHS serve people and communities in Vermont better. We will also think about how these changes affect our employees and the success of our organization.

What does this mean for me?

We are grateful for the participation of partners, organizations, collaborators, and our clients to help us make this process valuable.

- We hope you will use our open, anonymous comment form to provide feedback: [Public feedback for Act 119: Re-envisioning the Agency of Human Services](#).
- You may also email AHS.PerformanceImprovement@Vermont.Gov if you have questions or are not able to access the online comment form.

We are very appreciative of your thoughts and ideas and hope you will tell us how we can do better to meet your needs and the needs of your communities.