

FROM THE DESK OF JON ANDERSON

CHIEF DEPUTY DIVISION DIRECTOR

OFI Communique June 29, 2018 Edition 24

HAPPY FOURTH OF JULY!

It is hard to believe that 2018 is already half-way over! The fourth of July is coming up next week and I hope all of you have a great and safe holiday!

Performance Numbers

All of you are doing a great job getting benefits to families in a timely manner! Keep it up!

Note on all the reports: We are still working through all the anomalies that was described in previous week's communiques. We'll keep you updated.

Here are the number by the program for the week ending June 22, 2018:

TANF: 97%

All districts were over 92%! Kudos to Districts 3 and 5 for achieving 100% timeliness! Honorable mention to District 4 for their 99.09% timeliness rate!

Family Medicaid: 92.94%

Kudos to districts 3, 4 and 5 for having timeliness rates above 95%!

SNAP: 91.13%

Kudos to district 3 for having the highest timeliness rate of 94.37%!

ABD: 61.42%

Kudos to District 5 for having the highest timeliness rate at 88.94%!

Robust Workforce

INTERNAL JOB OPPORTUNITIES AVAILABLE!

Submitted by OFI Staff Resource Management

The DFCS Blueprint for Change includes three pillars. "Robust Workforce" was moved to the top of the list of the three pillars, in 2015, as this is the foundation of our agency. An engaged dynamic workforce is key to becoming the best child and family services agency in the world!

In building and supporting our *Robust Workforce*, we wanted to ensure that everyone was aware of internal promotional opportunities, therefore we will continue sharing these job postings in one document. Attached you will find our current internal job opportunities in one list, with a more thorough description of the job responsibilities and qualifications also attached.

To make the process of applying even more simple, all you have to do is forward your resume to the hiring manager listed via e-mail! Please include **OFI Job Opportunities** in the subject line of your e-mail. Positions are open to OFI Employees Only.

IT'S TIME TO COMPLETE YOUR FY18 SELF-EVALUATION!

Submitted by Office of Communications

With FY2018 coming to an end, your manager will soon be completing your performance evaluation for the past year. Before this happens, you have the unique opportunity to complete your own self-evaluation to ensure that your manager has a clear understanding of your work for the past year and how it has added value and impacted the business. This is a great chance to toot your own horn!

A step-by-step guide for completing the self-evaluation is attached for your use. Additional information to support the Performance Management process is available on the Performance Management website at <http://teamgeorgia.gov/performance/>.

All self-evaluations should be “complete” in ePerformance by July 16, 2018. After that date, your manager will complete his/her evaluation of your performance and schedule a performance discussion with you.

If you need additional assistance, please contact your assigned HR Generalist or Mary Walker at mary.walker@dhs.ga.gov, (404) 463-5262.

Practice Model



GATEWAY NEWS

REFRESHER: CONVERSION ERRORS

Submitted by Office of Communications

We have discovered what we think are some of the major causal factors of our run time error, alert messages and unexpected historical month eligibility reviews.

It is extremely important not to leave any verification field as “Conversion”, which means you are converting from SUCCESS. We must update Gateway to the correct verification type. There are some fields in Gateway that everyone needs to check prior to running EDBC. They are as follows:

1. **Person Demographics/Residency Information.** Gateway needs a yes or no in this field and an acceptable form of verification.
2. **Person details LUW/Has EBT Card.** Please be sure there is a yes or no in this field.
3. **Person Details LUW/Application Group status - “In the Applicant Group”** Gateway needs to know when all people that are coded as living in the applicant group moved into the home – as well as an appropriate form of verification (such as client statement).

Fields that converted from SUCCESS that need to be updated in Gateway:

1. **Person Details LUW/Deceased Date verification.** Gateway needs a deceased date verification type. That type cannot be “Conversion” in this field. Please update it to the appropriate verification code.
2. **Person Demographics LUW/Voter Registration Accepted.** Gateway requires the correct value (yes or no) on persons that are 18 and older and are US Citizens or documented aliens – according to our policies.
3. **Person Demographics/Citizenship Verification.** If you see “Conversion” in the verification field, you will need to update this with the correct value such as “Birth Certificate”.
4. **Alien details/Resettlement Agency** – if immigration status is not AS or RE. The verification field of “Conversion” or “Other” is not an acceptable value. This verification needs to be one of the acceptable types.
5. **Alien Details/40 Quarter Hours** of work verified cannot be “Conversion”. Update the field to the correct verification value.

See attached document titled “Check These Prior to Running EDBC” for complete instructions.

A horizontal banner with a dark grey background and a white border. The text "OFI NEWS" is written in white, uppercase letters. The banner is positioned above a light beige horizontal bar.

OFI NEWS

IWORC COMMITTEE

Submitted by Tatrina J. Young | SNAP E&T Coordinator

The iWORC Committee was created through a collaboration between the Department of Human Services (DHS) and the Division of Family & Children Services (DFCS).

The committee seeks to enhance the effectiveness of existing employment resources and connect customers to education and/or workforce related services.

The collaboration focuses on the following key areas:

- Partnership: galvanize to expand resources and increase quality service delivery
- Employment: assist individuals with finding gainful employment self-sufficiency

- Training: provide training programs that aid in the individuals' employability

Take a look at the attached iWORC one pager for more details about this multi-tiered alliance.

▶ TANF NEWS

MINOR PARENTS RECEIVING AS DEPENDENT CHILDREN – REFERENCE CHAPTER 134

Submitted by Demonica M. Monroe | Business Support Analyst III, TANF Unit

As a reminder, a minor parent receiving TANF benefits as a dependent child must complete a TANF Family Service Plan (TFSP), Form 196, of their own. This is regardless of whether the minor's child is included in the Assistance Unit (AU) or not. The grantee relative (or other adult relative the minor parent lives with) must also sign the minor parents TFSP.

The TFSP must be individualized for the minor parent and the AU circumstances. The case manager will develop the TFSP with the parent/grantee relative and include the minor parent who is receiving TANF as a child. Examples of responsibilities may include Family Planning, Parenting Classes, and ensure minor dependent children attend school.

School attendance for a minor parent is monitored as part of the minor's parent's TFSP. It is also important to note that a minor custodial parent who is receiving TANF benefits as a dependent child, does not have a work requirement. However, the Federal law mandates the minor parent to attend school and to meet other school attendance requirements. A minor custodial parent who **does not** meet the school attendance requirement is penalized – rather than causing a sanction to the entire AU.

▶ OTHER NEWS

HANDS FREE GEORGIA ACT—WHAT IT BANS AND WHAT IT ALLOWS

Submitted by Office of Communications

Governor Nathan Deal signed a bill that will go into effect over the weekend. Under the Hands Free Georgia Act, beginning on July 1, drivers can no longer hold phones while operating a vehicle.

Be sure that you understand all of the implications of this new law and adhere to all of the rules – especially if you are responsible for driving state owned or rented cars.



For more information about what is specifically banned and what is allowed, log on to this recent article published in the Atlanta Journal Constitution (AJC) that covers the major requirements:

<https://www.ajc.com/news/local/gridlock-guy-what-the-new-hands-free-georgia-act-bans-and-allows/vc3V67pdcnAWfIAj19GzDN/>.

Constituent Engagement

STATE OF HOPE WEBSITE AND APPLICATION LAUNCHED!

Submitted by Office of Communications

State of Hope: Calling All Hope Givers

Greetings Hope Givers,

After a year of planning and design, the SOH application is now live! We can't wait to hear your big ideas! The agency leadership team is launching the State of Hope application in conjunction with the Destination Hope: Augusta – Community Conversations with Region 7 tour.

The goal is to create Communities of Hope in each of Georgia's 14 regions. Individuals, youth, groups, community partners and anyone interested in submitting an idea worthy of implementation in your community, are encouraged to visit <https://dfcs.georgia.gov/state-hope>. Please use this link to find out how you can be a hope-giver in your community.

This week's Destination Hope meetings in Augusta are a reboot of the Blueprint for Change Roadshows of recent years that were designed as an opportunity for the DFCS Director to conduct statewide visits to meet with stakeholders and the public at large.

How Destination Hope will be different begins with the launch of an actual **State of Hope** initiative intended to fully engage communities so that they are more actively involved in their local areas with helping families in need. This year's events will focus on providing attendees with information all about the State of Hope application and how to apply.

For more information, to send suggestions, or to be added to the State of Hope mailing list, please email: StateofHope@dohs.ga.gov.

In Hope,

Virginia "Ginger" Pryor
Division Director



Hope Lives Here



**BLUEPRINT FOR CHANGE + A STATE OF HOPE =
SAFE CHILDREN. STRENGTHENED FAMILIES. STRONGER GEORGIA.**

MEDICAID PROVIDER MEETING

Submitted by Office of Communications

Destination Hope: Community Conversations with Region 7 was held this week in Augusta, Georgia. These meetings were intended to be a logical progression from the region roadshows of recent years. This year, gatherings with constituents were reimaged to reflect new branding as well as the forward move to a State of Hope.

As an addition to the revised format, a meeting with Medicaid Providers was added to the four day agenda. This meeting was included as a broad effort to dialogue with providers in the area and to provide them with pertinent information to aid in interactions with the agency.

Dialogue centered around specific details about what works well and what could use improvement. Attendees received packets of information that included:

- Local and state subject matter contacts
- Area facility information
- Instructions for joining the Provider Portal and other relevant Gateway topics
- Provider Call logistics and upcoming dates
- Training site login and links to video demonstrations

The meeting culminated with Field Program Specialists (FPSs) on site to handle case troubleshooting. This seemed to be a real benefit and went over extremely well with those in attendance.

PEACH STARS

Peach Stars are awarded to our staff who have exhibited exceptional customer service! Here are our Peach Stars through June 27, 2018:

Sean Walker - Bibb County
Kimberly Stanley - Bibb County
Cheryl Powell - Bibb County
Linda Wells - Bibb County
Anthony Shepard - Education and Training
Education and Training Section - Statewide
Denise Wells - DFCS Communications
Shirley McKissick - Bartow County
Niema Johnson - Irwin County
Natalie Waters - District 3 Administrator
Cecilia Schenck - Emanuel County

Tony McArthur - Laurens County
Teresa Helton - Bryan County
Kenosha Brown - Emanuel County
Angela Dekle - Emanuel County
Roslyn Hill - Emanuel County
Shemekia Knight - Emanuel County
Angela Wilcher - Emanuel County
April Hooper - Murray County
Mia Harris - Rockdale County
Debra Ansley - Richmond County

How does one get nominated for a peach star? It's easy! Just send me the nominees' name, county or district and a brief description of why you think they are a peach star to hearme@dhs.ga.gov.



Share your news about program area updates, timeliness goals & competitions, promotions, events and more – for a possible feature in an upcoming edition of the Communique. Positive stories and photos are welcome and should be sent to Denise.Wells@dhs.ga.gov by close of business (COB) each Monday. Thanks for all you do for the citizens of Georgia.

Note: We will not have a Communique for week ending July 6th. Have a great holiday!

ATTACHMENTS:

Check These Prior to Running EDBC – 5.25.18
FYE 18 DEADLINE REMINDER MEMO – 6.29.18
iWORC One Pager (revised) – 5.9.18
Navigating PeopleSoft -- Employee Self-Evaluation – 6.29.18
OFI Internal Job Opportunities 6.29.18

cc: Virginia Pryor, DFCS Director
Jeff Lukich, Chief of Staff
Carol Christopher, DFCS Deputy Division Director
Keith Bostick, DFCS Deputy Division Director