

# FROM THE DESK OF JON ANDERSON

## CHIEF DEPUTY DIVISION DIRECTOR

OFI Communique March 16, 2018 Edition 11

### LET'S TRY THIS AGAIN (AND OTHER IMPROVEMENTS)

As with any new system, there are continuous improvements planned and implemented. We had planned the last major Gateway release that resolved many of the workarounds we found in testing for the first weekend of March. We decided to hold that upgrade as we wanted a few more weeks of minimal changes to see how the Gateway was performing overall.

We completed the mass mod run last weekend and are ready now to implement these exciting new updates that will help you move through cases without workaround on Monday. This will eliminate six (6) known workarounds. There are improvements coming in all programs from tasks to reports to EDBC.

As with any new release of software, we need to be sure to call in tickets if we find any issues. It is very important for you to do this.

#### **Help Desk Tickets**

If you have any helpdesk tickets that are preventing benefits from being released, be sure to escalate those ticket numbers to your supervisor – so they can bring these to our attention. Be sure to document the ticket number in your case notes as well as any follow up you may receive. Remember also, that sometimes the helpdesk emails go to clutter, so check that part of your email daily.

#### **Timeliness**

Our goal is to be at 96% timeliness by June 6th (**96x69**). Be sure to utilize overtime if you are getting behind. If your supervisor and managers determine that overtime is needed for you to get caught up, it will become mandatory. If you are caught up, please ask your supervisor for more work to ensure all our families receive their benefits timely.

We have been utilizing the call center in the afternoons and Fridays to help areas get ahead as we are still recovering from all the weather-related closures. They have been a big help and I appreciate all their assistance.

#### **Task lists**

We've been opening up more staffs to process cases statewide and we are already seeing a difference in the amount of work each of you have to do. The workloads overall are becoming more manageable.

**Be sure to document any case that goes over standard and clearly explain what occurred.**



I know we have a few exceptions for some program combinations and we continue to work on those. Keep the open communication going with your supervisor to identify issues and potential cases that could be worked by a single program worker.

**Documentation of OSOP**

Be sure to document any case that goes over standard. Please be clear and explain what occurred. If you got a task late, please let your supervisor know and we'll track down why it occurred and work to prevent it from happening in the future. We want you to have the best chance of succeeding in our timeliness goals!

**Expedited Processing in Gateway**

When a Food Stamp application is registered in Gateway, the expedited screening tool is filled out based on what the customer puts on their application. If the client misses their interview, you should send them a Notice of Missed Interview (NOMI) – which makes them no longer eligible for expedited services.

When you interview the client, Gateway will check the budget again when you run EDBC to make sure they should be expedited. If you enter income that is above the expedited threshold, Gateway will un-expedite the case when you run EDBC. On the other hand, if the case was originally un-expedited but the income you enter is less than the expenses you enter, Gateway will expedite the case when you run EDBC and allow you to waive verification.

Once the case has been updated to un-expedited, the task will not change and will move down your dashboard to reflect the appropriate SOP in the correct “days pending column”. If you send a NOMI or enter income to un-expedite a case and it does not move on your dashboard, please call in a ticket!

**Thanks for all you do**

I know all of you are working very hard to serve our families. Thank you and keep up the good work!

***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.

### **MARCH LEADERSHIP MEETING AWARDS CEREMONY**

*Submitted by Office of Communications*

This month's Leadership Meeting convened in Macon, Georgia on Thursday, March 15, 2018. During the meeting, time was carved out in the agenda to present deserving staff with a plethora of awards. OFI Leadership Team members (show below) were presented with Certificates of Recognition.

Virginia Davidson received an Honorable Mention in the 2017 Commissioner's Staff Excellence Awards in the category of Outstanding Organizational Supervision and Donna Allen received Honorable Mention in the category of Outstanding Organizational Leadership.



The March meeting also added National Social Work Month observance to the agenda. The celebration included an inaugural bestowing of wood finished plaques for staff identified as Social Worker of the Year in all 12 Child Welfare Regions, all eight (8) Office of Family Independence Districts and also State Office personnel. The awards were presented to:

**Dana "Brooke" Campbell  
Chemecka Khan  
Kimberly Sanders  
Renee Hill  
Bonita Johnson  
Foye Knight  
Jere Johnson  
Tatrina Young**

**Lisa Crump  
Haley Efferth  
Agartha Amoah  
Comfort Udoh  
Kim McDaniel  
Eleanor Click  
Shonta Bradley  
Lara Pedraza**

**Quandula Wright  
Tiona Bell  
Andy Pruitt  
Kewon Foster  
Jordan Gulbranson  
Kym Crooms  
Elaine Johnson**

For a full photo recap of the awards presentation ceremony, including individual photos of all of the awardees, use your computer system logon credentials to access to the OFI online SharePoint site at [https://gets.sharepoint.com/:f:/s/dfcs/OFI/Eguemp\\_N6fhKr6vkte2g2loBGnh69MlcU\\_xhBOz0fXW5ig?e=baHcQb](https://gets.sharepoint.com/:f:/s/dfcs/OFI/Eguemp_N6fhKr6vkte2g2loBGnh69MlcU_xhBOz0fXW5ig?e=baHcQb).

Congratulations to each recipient on their well-deserved recognition. Thank you for your dedicated service to the citizens of the State of Georgia.

## *Practice Model*

### **UPDATED ELIGIBILITY TABLES**

*Submitted by Kimberlin Donald, Food and Nutrition Unit Manager*

Please find attached eligibility payment tables and income limits chart. The most recent updates include the Medicaid (MA) Federal Poverty Level (FPL) and Food Stamp Heating/Cooling Standard Utility Allowance (HCSUA) change.

### **AUTHORIZATION CHANGE TASKS**

*Submitted by Kimberlin Donald, Food and Nutrition Unit Manager*

One reason a SNAP worker may receive this task is that a change was made in the related TANF or MA case that caused a supplement to be issued in the SNAP case. The task is asking you to look at the SNAP case to determine whether the change that was made created a valid or invalid supplemental issuance. If the supplement is **NOT** valid, you will need to take action in the SNAP case to correct the budget so that the supplemental issuance is not authorized.

We're finding many cases where the worker is simply going into the case, running EDBC (which authorizes those supplemental benefits), and moving on from the task. This authorizes benefits to which the client may not be entitled!

Remember with these tasks that a review of the case is needed. If you see that a supplement is being issued and you do not understand why it is happening, consult with your supervisor.

**Please do not authorize supplemental issuances without validating they are correct! Remember to add a case note** to document the action that you took and why—whether the change you made to the case or the supplement was valid and is ready to authorize/release.

### **GATEWAY TIPS – DATE HEADERS VIDEO**

*Submitted by the Performance Feedback and Enhancement Committee*

In this month's episode of the CAPER Crusader, our fearless hero conquers using Date Headers. In his never-ending quest for improved accuracy, he learns how to use Date Headers correctly to reflect changes in a customer's circumstances to ensure cases are correct ongoing.



Your mission is to follow the Crusader's lead in entering Date Headers to avoid Overpayments/Supplements and ensuring your customers receive accurate benefits. To view this month's 4-minute episode, click this link:

<https://vimeo.com/253977099>

Stay tuned to your Communique for more exciting adventures of the CAPER Crusader!

## **WEC TRAINING**

*Submitted by OFI Education and Training*

The Education and Training Services section proudly presents the updated WebCenter Enterprise Capture (WEC) GPS. WEC is the new scanning system that replaced ODDC.

This updated GPS provides instructions on uploading, tagging, and un-locking documents, and deleting batches. It also includes other tips and tools for using the system including the new profile updates and multi-case selection feature.

This training is mandatory for all staff who scan, including Document Specialist staff and case managers with desk top scanners. The GPS will be live and ready for viewing on March 19 and can be located on the DFCS LMS site ([www.gadfcs.org](http://www.gadfcs.org)) under the Georgia Gateway section.

The training is approximately 15 minutes long and the deadline for completion is COB April 13<sup>th</sup>.

## *Constituent Engagement*

### **SNAP PRESS CONFERENCE**

*Submitted by Office of Communication*

OFI Staff recently partnered with the Center for Pan Asian Community Services (CPACS) to host the annual Supplemental Nutrition Assistance Program (SNAP) Press Conference. The panel – consisting of Kimberlin Donald, Food and Nutrition Unit Manager; Jewel McKeever, Assistant Deputy of Field Operations; Jenni L. Andrews, Senior SNAP Administrator; Katherine Cadena, Limited English Proficiency and Sensory Impaired Program Manager and Denise Wells, OFI Communications – convened to provide an overview of the program.



Topics that were discussed and of specific interest to CPACS included eligibility factors, Cost of Living Adjustments (COLA) policy; both the application and fair hearings processes; interpreter services as well as consumer rights related to requesting Limited English Proficiency (LEP) assistance; and procedures for submitting media inquiries.

Most notable was misinformation in this community related to the application process. Potential applicants fear that applying for SNAP benefits would cause problems for those seeking citizenship. Additionally, families experienced anxiety regarding having their personal information shared with agencies like the United States Citizenship and Immigration Services (USCIS).

The press conference was an instrumental tool for sharing the most accurate eligibility policy in an effort to correct distorted information and demystify the application process.

### **PEACH STARS!**

Peach Stars are awarded to our staff who have exhibited exceptional customer service! Here are our Peach Stars through March 14, 2018:

**Russell Barksdale - Data Steward for Gateway**  
**Shamela Salter - Washington & Hancock Co**  
**Gwendolyn Gains - DFCS CAPS-SW Fairburn, Road**  
**Nixie Ann Gumbs - State Office**  
**Jalissa Thornton - Rockdale County**  
**Angela Nelson-Bishop - Cobb County**  
**Stephanie Davis - Cobb County**  
**Charlene Bell - Cobb County**  
**Jennifer Howell - Cobb County**  
**Bobbie Breedlove - Cobb County**  
**Barbara McCants - Cobb County**  
**Tameka Atkinson - Cobb County**  
**Gwendolyn Thomas - Troup County**  
**Maria Horton - Gordon County**  
**Dana Campbell - Gordon County**  
**Jaimie Whitfield - Gordon 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 [hearne@dhs.ga.gov](mailto:hearne@dhs.ga.gov).

### **ATTACHMENTS:**

Eligibility Payment Tables Income Limits (FS HCSUA-MA COLA Changes FFY 2018) – 3.12.18  
OFI Internal Job Opportunities 3.16.18

cc: Virginia Pryor, Interim DFCS Director

Jeff Lukich, Chief of Staff  
Carol Christopher, DFCS Deputy Division Director  
Keith Bostick, DFCS Deputy Division Director

