



STATE OF GEORGIA
Division of Family and Children Services

Nathan Deal
Governor

Bobby D. Cagle
Director

MEMORANDUM

TO: All DFCS Staff

FROM: Jon Anderson, DFCS Deputy Division Director
Office of Family Independence

DATE: April 21, 2017

RE: OFI Communique-2017-16

You don't say! (But you should)

There are a lot of promotional opportunities in DFCS right now both on the OFI and the Child Welfare sides. DFCS needs qualified, experienced staffs in those positions to ensure a robust workforce and continued progress on our practice model. Have you ever applied for a job, not gotten it, and wondered why? Years of experience is just one factor; there are many others. I've been on my share of interview panels and I've also been 'on the other side of the desk' as an applicant myself.

While I can't cover every possible scenario when interviewing, one mistake that applicants often make when applying for internal jobs is to assume that the interview panel is going to take into consideration what ***you don't say*** or ***bring out in the interview***.

That is not how interview panels work. Interview panels go into the interview with pre-set questions to match the desired skill sets for filling the vacancy. It is the job of the interview panel to document what each applicant describes and connect what the applicant says to the skill set needed. As an internal applicant, you need to do what you can to 'sell yourself' to the interview panel. Always assume the interview panel does not know your work performance.

One trick in which I used to prepare for an interview (as an applicant) was to collect and document my past performance and current skill sets in preparation for the interview. I would go through my performance notes, calendar and emails to find examples of where I was involved in teamwork, provided exceptional internal or external customer service and document how I organized and prioritized my workload. These items, along with problem-solving skills are all but guaranteed to show up in an interview session.

Let's face it, we all get nervous sometimes when interviewing. Having your written notes will help you when you 'blank out'. It will also ensure the interview panel knows all they need to know about you to make an educated decision on whether you are the correct fit for that particular job.

There are lots of interviewing tips and guides available on the internet that are free to use. It is worth your while to check them out and brush up on your interview skills. Don't ever take for granted that the agency 'owes' you the job for which you are interviewing. In closing, if you are one of those looking to 'move on up'; good luck and be prepared!

Speaking of interviewing....

OFI Internal Job Opportunities

Submitted by OFI Staff Resource Management

There is no better way to build a Robust Workforce than by promoting from within! Attached you will find the current OFI internal job vacancies that are available. Interested candidates should forward their resume to the hiring manager's e-mail address listed on the attached document by the closing date.

Henry County announces a new County Director

Submitted by Jeffrey A. Lukich, Assistant Division Director on behalf of Regional Director Jeffery Brown

It is with great pleasure that I announce the selection of Ms. Angela Thompson as the County Director in Henry County. Her appointment is effective May 1, 2017.

Ms. Thompson started her career with the Division of Family and Children Services in 2002. She holds an MSW from Valdosta State as well as a Master's in Education from Troy University. Ms. Thompson has held several positions in Field Operations including Case Manager, Supervisor, Educational Support Monitor and most recently, Lead Field Program Specialist in Region 10.

Ms. Thompson will bring an extensive knowledge of the work in all program areas as well as dynamic, energetic leadership to Henry County and Region 4.

Please join me in welcoming and supporting Ms. Thompson to her new role in DFCS Field Operations!

Performance Update:

The great performance of our application timeliness continues. Thank you everyone, for your hard work and dedication to our families.

CAPS:	99.12%
TANF:	99.62%
SNAP:	97.38%
ABD:	93.36%
Family Medicaid:	93.02%

Robust Workforce

Safety Side – Watches and Warnings!

Submitted by Sam Doyle

DFCS Emergency Management

We are watching the forecast, and we see that severe weather is on the way. We usually pay close attention to the watches and warnings. A severe weather watch, whether it is a tornado, thunderstorm, or rain, means that the potential exists for severe weather. A warning means that the severe weather is imminent or already occurring. With both watches and warnings, they require different levels of concern and response. When there is a watch we pay more attention and “keep our eyes and ears open”. When there is a warning, we are usually urged to act quickly. We have a heightened sense of readiness and alertness. We are ready to take action if necessary

The same concept applies when we work with families. When a report is received, or there are behavior concerns with a child in care, or there is a family that we are serving with regards to their food stamps, Medicaid or child care, we should be actively monitoring the risk (watch), and imminence (warning) of each family. Let’s be sure to pay close attention to each and every conversation and interaction. The family and situation may be giving you warning signs that would require you to take action. Don’t miss them!

Practice Model

Important – Changes to WEC

Submitted by Lucy Smith, Section Director – Field Operations

Applications from converted Gateway customers MUST be registered in Gateway prior to being uploaded into WEC. Therefore, a change has been made to WEC to only allow application forms such as the F 297 to be uploaded using an IES application number. The ability to upload with client IDs or case numbers has been removed.

NOTE: This only applies to application forms and not to any other documents.

Remember, if you are in a non-converted county and you have a Gateway application that needs to be registered, please email it to Shona Wingfield, Gwinnie Hatcher and Susan Clark. Their team will register the application AND upload it in Gateway.

Converted counties can upload into WEC **AFTER** the application is registered in Gateway.

Preparing Wave 1 On-Site Support for Success

Submitted by Deloitte

Wave 1 is coming and there will be more than 110 additional on-site support staff for Wave 1 Field Offices, in addition to Change Champions! On Day 1 of Go-Live, the State and Deloitte partnered to provide a one-of-a-kind On-Site Support (OSS) Team aligned to every office. The combined OSS team will be providing over-the-shoulder support to Gateway users in the offices.

As a part of readiness activities, the OSS are attending a two-week orientation workshop to receive vital information and tools to perform their role in supporting the field. Week 1 of the orientation workshop was held this week throughout the state of Georgia and provided the

OSS team with a deeper knowledge of the Gateway system and Wave 1 processes. This is a **fantastic** group and they cannot wait to work with you to support the adoption of Georgia Gateway!

Reminder: What is the role of On-Site Support?



On-Site Support are super-users in Georgia Gateway who are dedicated to providing over-the-shoulder support to end users in the field. OSS will help to address questions and critical issues, escalate issues when needed, and help resolve issues timely. Additionally, OSS will help identify and report trends and learning gaps in the field and help to promote and encourage the adoption of

Georgia Gateway through the desired Georgia Gateway culture behaviors: teamwork, accountability and growth.

Get to know your On-Site Support team: Your OSS will be an essential resource for you throughout the implementation of Georgia Gateway. They will be there to provide support in your office, will be the resident Gateway expert, and help answer and escalate any questions. Do not hesitate to reach out to your On-Site Support with any system questions you may have!

Expedited Processing - CAPER

Submitted by the CAPER Work Group

Our **Case And Procedural Error Rate** is currently 51.92%. We know that everyone is working really hard to bring this rate to below 23% and we can do it. We've received several errors recently in the area of Expedited Processing. In many cases, clear and specific documentation means the difference between whether eligibility for expedited services is determined correctly or not—and whether or not the case will result in a CAPER error. Please see the attached tip sheet about how to correctly document behind MISC when changing expedited eligibility. Remember, Every Case Counts!

District Two Update

Submitted by Dana Singer – Deputy District Manager

Great things are happening here in D2. We had a supervisors meeting in March where new supervisors and veteran supervisors came together to play an awesome game of Family Feud. The game focused on policy knowledge... They came together and displayed a tremendous amount of teamwork to play the game and fun was had by all.

The beginning of April, ABD supervisors/administrator had a meeting with all ABD staff to provide refresher training and new staff got a little taste of their job to be.

Last week, D2 had a FISH training for all supervisors in Athens. Leadership wanted an upbeat training that reminded staff why they come to work each and every day and how their attitude impact's their environment.

Take these four (4) components of FISH and you are bound to have a great day every day!!

- Be there
- Play
- Make Their Day

- Choose Your Attitude

Constituent Engagement

Get Ready: Blueprint for Change Road Show is headed to Region 12

In order to gather feedback and engage all partners, both internal and external, Director Cagle started the Blueprint for Change Road Shows. During these road shows, meetings are held with a number of stakeholder groups to include: All levels of DFCS staff, Media, Foster Youth, Foster Parents, Private Providers, Faith Community Leaders and Legislators. There is also a Town Hall Meeting scheduled for each region. As you hear about these Roadshows coming to your area, please try to attend the staff meeting, as Director Cagle and Deputy Division Director Anderson want to hear from you and will be available to answer your questions LIVE! Mark your calendar for a Roadshow coming near you in 2017:

- **April 25-28th: Region 12 - Statesboro, GA**
- May 22-26th: Region 8 - Columbus, GA
- July 18-21st: Region 1 - Blue Ridge, GA
- August 21-25th: Region 14 - Atlanta, GA
- September 25-29th: Region 3 - Douglasville, GA
- October 16-20th: Region 11 - Valdosta, GA
- November 13-17th: Region 7 - Augusta, GA

April Discourse – LIVE!

Please plan to join the April DFCS Discourse scheduled for Thursday, April 27th between 1 PM and 2 PM.

Director Cagle, Deputy Division Directors Pryor, Anderson and Christopher will be broadcasting **LIVE** from the ***Blueprint for Change Road Show*** in *Statesboro, GA*. During the first portion of the session, Division updates will be shared followed by responses to questions sent in by the site coordinators for each location during the last portion of webcast.

Peach Stars!

Peach Stars are awarded to our staff who have exhibited exceptional customer service!

Here are our Peach Stars through April 14, 2017:

Deborah Daniel - D2/R5 - Barrow County
Cynthia Carlyle - D2/R5 - Barrow County D2/R5 - Barrow County
Tia White - D5/R10 - Grady County
Renarda Green - D6/R6 - Bibb County
Terry Greene - District 6 - District Manager
Stephen Perdue - District 6 - District Deputy Manager
Dallori Simon - D6/R6 - Bibb County

Mildred Bell - D6/R6 - Bibb County (Work Experience)
Rikki Beard - D6/R6 - Bibb County (Work Experience)
Renarda Green - D6/R6 - Bibb County
Shenita Williams- D6/R6 - Bibb County
Yvonne Frazier - D6/R6 - Bibb County
Valerie Weaver - D6/R6 - Bibb County
Rose Royal - D6/R6 - Bibb County
Jessica Johnson - D6/R6 - Bibb County
Willette Humphries - D6/R6 - Bibb County
Donyea Mitchel - D6/R6 - Bibb County
Shankia Glover - D6/R6 - Bibb County
Valerie Stewart - D6/R6 - Bibb County
Scotty Hamilton - D6/R6 - Bibb County
Lisa Diggs - D1/R3 - Paulding County
Kimberly Smith - State Office (TANF)
Teresa Abernathy - D5/R11 Brantley County
Tabytha Johns - D5/R11 Brantley County
Brittany Philman - D5/R11 Brantley County
Lynn Studstill - D5/R11 Brantley County
Judi McIntyre - State Office (IES)
Imra Jones - D2R2 - Habersham County

You are all amazing! Thank you for providing *Caring, Responsive and Effective Service* (this is one of our Guiding Principles!) to our internal and external customers.

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 and I'll review and "make it happen".

Closing

Please know how much I value each of you, and the contributions you make within our agency. You truly make a difference in the [#Blueprint](#) of the lives of Georgia's families and children.

Have a great weekend!

Attachments: OFI Internal Job Opportunities 4.21.17
Safety Side Slide – Storms 4.21.17

cc: Bobby Cagle, DFCS Director
Virginia Pryor, DFCS Deputy Director
Carol Christopher, DFCS Deputy Director