

FROM THE DESK OF JON ANDERSON

CHIEF DEPUTY DIVISION DIRECTOR

OFI Communique June 8, 2018 Edition 21

I LIKE YOUR SMILE . . . BUT I CAN'T PUT IT IN THE CASH REGISTER! (SMILES PAY BIG DIVIDENDS)

In his working life, my father was a self-made entrepreneur in the retail business that believed in giving people value for their money in the products that he sold. He treated every customer with respect and compassion.

I worked for him during the summers and weekends in the tender years of my work life. He had a sign above the check-out area that said, "I like your smile, but I can't put it in the cash register". It took me a long time to understand the true meaning of that sign. Why would one want to put a smile in a cash register?

As time went on, I saw that customers, at times, wanted the product and would make promises to pay for it in installments – if he would help them out. He was very kind to his customers and sometimes he would make 'in store' loans to them in hard situations or if they had no credit or bad credit. Too many times, he found out the hard way that customers lost interest in paying for something they already possessed. On down the line, that unfortunately lead him to repossession actions.

I recently received an email from a case manager that described how she was not having a good day. She stopped by a discount value store on the way home to pick up a few items. When she got to the checkout area, the clerk said "I know you! You were my case manager!"

The case manager did not recognize the clerk. The store clerk went on to say that as a young single mother 14 years ago, she moved to the area; alone, scared, confused and facing an uncertain future. When she went to the DFCS office to apply for benefits, the case manager showed kindness in her actions and gave her inspiration to build a life for herself.

The store clerk thanked the case manager for her kindness and her smile during those interactions from so many years ago. She also credited the case manager for inspiring her to make personal improvements so that she would not be dependent on benefits the rest of her life.

That kind of testimony is a smile that actually can be put in the emotional cash register! While you still can't pay for products with a smile, the *payment* of a smile can be of so much value when given at the right time. When we give a smile that inspires someone to change the way they view themselves, the

Be kind to our customers and to each other, as a smile does go a long way!



value of it increase every day. Then there are special occasions, like this one, where our smile payment is returned at just the right time.

The smiles and encouragement we give today will prove to pay major dividends in the future. So, go ahead and make someone's day. Be kind to our customers and to each other because a smile does go a long way!

Performance Numbers!

Everyone is doing a great job on getting work done timely! Keep it up! I encourage each of you to closely review your timeliness outcomes to be sure Gateway is calculating the dates correctly. If you find issues, please escalate them to your management so that we can get this on our list of items to address. See the performance numbers to date for June below:

TANF: 97.27%

Kudos to Districts 2, 3 and 5 for 100% timeliness!

Family Medicaid: 93.24%

Kudos to District 5 for the highest overall timeliness rate Statewide!

SNAP: 90.45%

Kudos to District 3 for the highest overall timeliness rate Statewide!

ABD:

The ABD staffs are doing a fantastic job of working diligently with clients and providers! Customer service and communication continue to be the keys to reaching our goal. Thank You!

Gateway tips and tools:

For more information about properly "finalizing tasks" in Gateway, refer to the attached Job Aid.

Robust Workforce

WINNER: GATEWAY BLUE RIBBON CONTEST

Submitted by Office of Communications

Drumroll Please. . .

Our panel of experts have formally reviewed all of the entries. And the winners are:

1st Place: Alicia Allen – D2 – Hart County

Runner Up: Giovanna Quiros – D2 – Gwinnett County



Thanks to all who participated! Your dedication to thinking of creative, tangible ways to work in Georgia Gateway will be a delicious treat to your colleagues. Eat up! Here's hoping that everyone gets a "heaping helping" of ideas for how to continue moving forward successfully in the system and towards our goal of 96 by 69! (96% accuracy rate by June 9th).

STATE OF HOPE SOFT LAUNCH

Submitted by Office of Communications

Division of Family and Children Services (DFCS) Director, Virginia Pryor, publicly announced the launch of the State of Hope (SoH) Movement at the Foster Care Luncheon at the Downton Hilton on May 21. The Office of Communications has followed up with social media posts to help spur excitement and engagement.

While it is not mandatory, all staff should be clicking "LIKE" and "SHARE" to help spread the word about this movement that will affect the way we will begin to work in collaboration with communities to meet the needs of Georgia's most vulnerable.

Here is the initial promotion that can be found at [GADFCS Facebook](#) and [GADFCS Twitter](#). Please visit each site, share the SoH posts and encourage others to do the same.



*Every community needs support. Get ready for the emergence of Communities of Hope statewide!
Stay tuned! [#betheblueprint](#) [#stateofhope](#)*

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.

Practice Model

MEDICAID NEWS

Submitted by the Medicaid Policy Unit

There have been recent changes regarding the following Medicaid policy:

- Katie Beckett Cost-Effective Determination
- Personal Needs Allowance (PNA)

Please see the attached memo for more information.

UPDATED CONDUENT ADMINISTRATIVE TERMINAL REQUEST FORM

Submitted by Tamara D. Hall, EBT Unit Manager

The request form that provides access to the Conduent (formerly Xerox) Administrative Terminal has been updated. Please use the attached form for all future requests. The instructions for routing and questions regarding completion are included on the form.

CONSTITUENT SERVICES TAKES THE TRICKY CASES

Submitted by Office of Communications

We handle issues – from the public, legislators, stakeholders, state agencies, advocates and the families we serve. We receive and address inquiries, complaints and policy questions related to services provided by the Division.

We act as a liaison between the constituent and the county which allows our department the opportunity to reiterate policies and procedures to assure the constituent that the county is handling their case effectively.

In many instances, our department is able to address inquiries without having to contact the county staff.

How can you help?

OFI advocates on the constituent services team check the status of a constituent's cases, ensure verification was requested and submitted, and complete cases whenever possible. They also log complaints to identify trends.

Social Services advocates review cases, make recommendations (when feasible) and log complaints to identify trends. They are also available to act as a neutral party at FTMs, panel reviews, etc. to assist the county in their goal of assuring the constituent that our ultimate goal is to ensure that children are

safe and families are strengthened.

Contact information for Constituent Services for DFCS staff and members of the public wanting to make a complaint: phone: 404-657-3433 Email: customer_services_dfcs@dhs.ga.gov (and note the underscore between words.)

COMING SOON: HR PASS...FASTER, FRIENDLIER, EASIER!

Submitted by Office of Communications

On April 24, the Office of Human Resources began automating the paper process for personnel transactions in HR PASS.

HR PASS is used to facilitate the online processing of position requisitions (Request to Fill, Position Action Request, Promotions, Demotions, Position Reallocations, Salary Supplements, etc.). It also automates job postings and the application process, to include:

- Online posting of open positions
- Online applicant/application process
- Automation of the process flow between OHR, Hiring Manager, Budget Administration and Executive Leadership

HR PASS provides hiring managers' instant access to the request status, streamlines the approval process for the Divisions, and increases accountability in every step of the process.

OHR is hosting training sessions for hiring managers and/or their designees on how to utilize the system. It is imperative that individuals who submit personnel transactions attend training so they know how to successfully navigate HR PASS.

Assigned training dates are emailed to individuals. Below is the training schedule through July 1:

Division Training

- Includes DFCS OFI and DFCS CW: **May 21-June 21**

Go-Live Dates

- DHS Admin and DAS: **April 23**
- DCSS: **May 14**
- DFCS OFI and DFCS CW: **June 21**

Once your office has been integrated onto HR PASS, paper requests (Request to Fill, Position Action Requests, Promotions, Demotions, Salary Supplements, etc.) will no longer be accepted.

Training participants, please bring your laptop to your session. Once training invitations are sent, participants will receive an email with instructions on how to set up their HR PASS account via NEOGOV prior to training.

We are excited about HR PASS and look forward to your partnership with its transition. If you have

questions, please contact hr.pass@dhs.ga.gov.

Constituent Engagement

PEACH STARS

Peach Stars are awarded to our staff who have exhibited exceptional customer service! Here are our Peach Stars through June 5, 2018:

Tina Nicely - Towns County
Mahogane Demyers - Cobb County
Keyana Stevens - Gwinnett County
Karmilah Johnson - Gwinnett County
Lisa Holmes - Gwinnett County
Shinita Howard - State Office
Toni Williams - Floyd County
Kesha Cotton - Haralson County
Brittany Philman - Brantley County
Tabytha Johns - Brantley County
Kimberly Blackmon - Richmond County
Tanji Peterson - Richmond County

Alison Fields - Richmond County
Sebrena Cederboom - Richmond County
Faith Garnett - Richmond County
Janell McClam - Richmond County
Patrice Whitt - Richmond County
Courtney Harden - Richmond County
Wahneeka Evans - Richmond County
Debbie Bodney - Forsyth County
Jodi Evans - QC CRRT
Amy McCleskey - Training Unit
Shirley McKissick - Bartow County
Kimberly Lee - Charlton County

Mark Phillips - Douglas 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.

ATTACHMENTS:

2018 Katie Beckett Rates for Cost Effectiveness Determination – 5.15.18
Conduent-EPPIC User ID Request Form 0518 – 6.8.18
Gateway Blue Ribbon Recipes – 6.8.18
Job Aid – Finalize Task – 6.8.18
OFI Internal Job Opportunities 6.8.18
PNA Increase – 6.8.18

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