

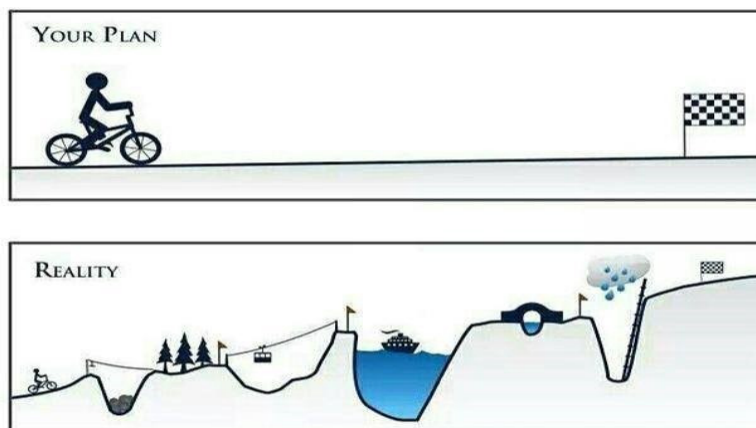
FROM THE DESK OF JON ANDERSON

CHIEF DEPUTY DIVISION DIRECTOR

OFI Communique February 16, 2018 Edition 7

THE GEOMETRY OF TIMELINESS

One of the first concepts taught in Geometry is that the shortest distance between two points is a straight line. Does it sometimes feel that our pursuit of timeliness and accuracy feels like this?



When we think of our casework, our jobs are to ensure our families are served timely and accurately. Sounds simple, like the figure on the top panel above.

In reality, (the bottom panel above) there are many barriers to these two apparently simplistic goals – and they are all over the board. It can range from our applications not being registered timely, documents not uploaded timely, our customers not being available at the time we are or we are not available at the times they are. It can be that we have unnecessary reporting and documentation standards that are above and beyond the minimum state standards. It could be our tools, like our computers or our computer programs, aren't performing as fast as we would like them to.

It could be the way we do our work. Are we cutting and pasting screens when we could simply document what we saw? Are we holding cases with under 10 days until the case is due when we should be approving and informing our customer that if they turn in those deductions that we can increase their benefits?

It seems this week I am asking more questions than providing answers, and that's okay. When it comes to casework, there is no one right path, but we do need to question ourselves at every

opportunity, “why am I doing this in this manner? Could I eliminate some steps and still be timely and accurate?” Only you know the answer to that. Just think about this: If we removed all the unnecessary steps in our work, and that lead us to process one more application or renewal each day, we could serve about 2,000 more families a day!

One thing I do know about the Geometry of DFCS; we will get it done, no matter what.



One thing I do know about the Geometry of DFCS, we will get it done, no matter what. The guides are out there; the policy and procedures manuals, your coworkers with best practices and good old fashioned critical thinking. We’ve attached a guide on what is causing timeliness issues in our practice entitled Addressing OSOP.

Calling on the Call Center

We are in the planning phases of adjusting the call center hours to allow them to help us focus on timeliness. We expect that this will be a short-term effort that will pay great dividends for our families. I appreciate all their willingness to assist. We will keep you posted on when the changes will occur.

TANF in-line going off-line

One of the major factors of success for the TANF program is to quickly engage the family when they apply for services. We tried the in-line process. Under the current design, it is not helping us support families that need work assistance. Effective Monday, February 19th, we will remove the in-line application and revert to a paper application for the TANF program. **Please be sure all the lobby services staffs are informed of this change.**

Taking out the tasks

Another quick tip on the task list: Scan your task list for the code *RRC*. Those are tasks that are generally associated with documents getting uploaded after we processed the application. You can quickly go through those and see that you can complete those, as most of the time, the work is already done. It is a best practice to scan all the documents as you go or have all documents scanned in before authorizing the case.

Finalizing Cases and Processing Expedited in FS

There are some specific items related to authorizing cases as well as processing expedited that need to be adhered to in the FS program to eliminate errors. For example, you should never authorize nor terminate a case without first reviewing the budget. Taking time to review the budget can prevent costly errors and ensure correct case outcomes.

Additionally, there are six easy steps you can following when handling an expedited case. Following these recommended steps can ensure that all requirements are met. See the attached document Authorizing Cases for more information on both of these topics.

Documenting TANF in Gateway

Some habits are hard to break. It has been drilled into us for so long to document, document, document! TANF documentation requirements have been drastically reduced with the

implementation of Gateway. Over-documenting for one family can take away from time spent on another family in need of assistance. Please use the attached document to review the TANF documentation guidelines, so that duplicate efforts aren't spent on documenting facts already gathered in Gateway.

Another thing to remember is to not hold an application over SOP if we are only waiting on verification of a deduction. If all required eligibility documents are in hand, process the application within the SOP guidelines. Don't let the application go OSOP while waiting for a deduction to be verified! Once the verification is received, the deduction may be entered.

Robust Workforce

PROMOTIONS!

Submitted by Sekema Harmon, Child Welfare Assistant Deputy of Field Operations















Hall County Director – Latisha Flesher
Murray County Director – Deborah Haynes-Smith
Crawford County Director – Mildred Smith
Field Operations TEAM – Shannon Stokes
District South Director – LaCharn Dennard

EMPLOYEE DISCOUNTS

Submitted by Office of Communication

Looking for something fun and relaxing to do during Spring Break? Check out State Employee discounts at the Team Georgia Website: <http://team.georgia.gov/discounts/>. Listed below are the attractions you can visit (at a discounted rate):

Attractions

- **Atlanta Braves** (No Discount Code to Enter) 
- **Atlanta Hawks**  (Flyer ) (Discount Code: STATEEMPLOYEES) 
- **Atlanta United F C** (Flyer ) (Discount Code: UTMDBS) 
- **Atlanta Motor Speedway** (Discount Code: A18TEAMGA) 
- **Callaway Gardens** (Discount Code: Specialty Partner State of Georgia)
- **City Pass** 
- **Dollywood**
- **Georgia Aquarium** 
- **Georgia State Parks Golf Courses** (Show state employee ID to save \$10 on Club Card)
- **Orlando Theme Park Discounts Stone Mountain Any Day Ticket Club Info 2018** 
- **Six Flags over Georgia** Username: stategaog; Password: CORP1) 
- **Stone Mountain** (Flyer ) (Discount Code: STATEGA) 
- **UniverSoul Circus**  (Buy Tickets)
- **Zoo Atlanta**

Practice Model

NEW SNAPWORKS REFERRAL MAILBOX

Submitted by Tatrina Young, SNAP E&T Program Coordinator

The SNAP Works Referral Mailbox SNAPWorks.Referral@dhs.ga.gov will be deactivated effective **February 19, 2018**.

Please use the **Gateway SNAP Works Referral feature** to refer ABAWDs who wish to volunteer in the SNAP Works Program (see attached Job Aid).

SNAP - NATIONAL DIRECTORY OF CONTACTS FOR DUPLICATE PARTICIPATION - FEBRUARY 2018

Submitted by Kimberlin Donald, SNAP Unite Manager

Attached is an updated national list of State contacts to assist in verifying duplicate participation or obtaining verification for SNAP benefits from clients who have moved from or to another State.

The next revision will be issued in May 2018. No further updates will be sent until then.

TELL US YOUR STORY!

Submitted by DFCS Office of Communication

Stories are powerful. Good stories about what's happening on the ground help us advocate for supportive policies and raise awareness about the tremendous efforts our OFI and Child Welfare Social Workers are making.

Share your true story of hope and inspiration for a chance to have it published during **National Social Work Month** in March 2018.

Tell us how being a Social Worker has inspired you to do something unique, how your position has made a difference, about your colleagues and the families we serve, how communities and neighborhoods are impacted by the work that you do every day.

Here are some examples of the kinds of stories you may want to share:

- You successfully implemented a practice(s) in your office or community.
- You were able to expand the business practice through referrals to customers.
- You have quotes, pictures, videos, or testimonials to share that serve as daily inspiration.
- You have an idea for how policy on the local or federal level could better support your work.
- You developed a new resource, such as curriculum or evaluation tools, and you want to share it.



HANDWRITTEN OR VIDEO SUBMISSIONS ACCEPTED



Forward written or quality video submissions to [DFCS Office Of Communications@dhs.ga.gov](mailto:DFCS_Office_Of_Communications@dhs.ga.gov). Thanks in advance for sharing with us. Your story just may be chosen as a featured highlight during this year's **National Social Work Month Campaign**.

ELIGIBILITY STAFF TRAINING TENTATIVE SCHEDULE

Submitted by Tatrina Young, SNAP E&T Program Coordinator

Education and Training Section will be providing the following trainings in the near future. I have attached the tentative schedule for your review. ETS will issue the instructions on the training soon.

Note: Please ensure that your staff complete all the required work registration and ABAWD trainings.

Eligibility Staff Training Tentative Schedule		
Work Registration, ABAWD Time Limits, Employed ABAWDs, Comparable Workfare		
Week of	Training Title	Required Staff
2/19/18	Annual Work Registration Training (revised 1.18) - <i>Online</i>	All Staff who process food stamp cases OR perform SNAP Works case actions
2/26/18	Work Registration and Work Registrants - <i>Online</i>	All Staff who process food stamp cases OR perform SNAP Works case actions
3/5/18	Employed ABAWD Training - <i>Online GPS</i>	All Staff who process food stamp cases OR perform SNAP Works case actions
3/5/18	Comparable Workfare - <i>Online GPS</i>	All Staff who process food stamp cases OR perform SNAP Works case actions
3/26/18	ABAWD Eligibility Training - <i>Online Phase I and Phase II Combined</i>	All Staff who process food stamp cases

FISH! PHILOSOPHY TRAINING IS COMING

Submitted by OFI Education and Training & Child Welfare Knowledge Management

Education and Training is excited to offer **Fish! Philosophy** as a joint OFI and Child Welfare training. The course is designed to improve organizational culture and to increase morale by creating a livelier workplace environment.

Staff will be able to participate in one of several half day sessions that will be offered over several months. The initial sessions will be presented the week of February 19th – 22nd (see below for details). Two sessions will be offered each day at all locations. Attendees will only need to register for one session and are encouraged to use the information below to choose a single date, time and location that works best.

All sessions are now posted on IOTIS for registration. **To register**, log on to www.iotis.org, choose the program area, and use the appropriate ID for either the OFI or Child Welfare course:

OFI – OFI 518
Child Welfare – OCP 518

DATES:

February 19 th	March 5 th	March 12 th	March 19 th
February 20 th	March 6 th	March 13 th	March 20 th
February 21 st	March 7 th	March 14 th	March 21 st
February 22 nd	March 8 th	March 15 th	March 22 nd

TIMES:

Session 1: 9:00 AM – NOON

Session 2: 1:00 PM – 4:00 PM

LOCATIONS:

Augusta Public Library	Dougherty DFCS
Laurens County DFCS	Muscogee DFCS
Methodist Home for Children	Sumter DFCS
Southern Regional Tech	Colquitt DFCS

Constituent Engagement

PEACH STARS!

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

Nancy (Marie) Holtzclaw - Senior Snap
Genine Freeman-Scott - Douglas County
Alisa Bray - Barrow County
Roshawnia Dejesus - Barrow County
Paula Brown - Onsite Support
Donna Speed - Rabun County
Jennifer Fortson-Morrison - Elbert County
Geisha Smith - Clayton County
Atiya Hasan - RSM
Cheryl K. Williams - ABD Supervisor D5
Shannon Bennet - D3 ABD
Benny R Joyner - D3 ABD
Judy Nino - CAPS
Inez Kent - CAPS
Audrey Miller - CAPS

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:

ABAWD Referral Job Aid – 2.15.18
Addressing OSOP – 2.16.18
Authorizing Cases – 2.16.18
New Jersey Out-Of-State Contact List Updated – 3.11.17
Ohio Out-Of-State Benefit Verification Contacts rev – 12.19.2017
SNAP National Directory – 2.16.18
TANF Documentation Standards – 2.1.18

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

