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| LOCAL COMMISSIONERS MEMORANDUM |
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DSS-4037EL (Rev. 9/89)

Transmittal No: 93 LCM-129

Date: September 23, 1993

Division: Commissioner's
Office

TO: Local District Commissioners

SUBJECT: Quality Improvement Project Report Entitled "Blueprint for
Effective Communications with Social Service Districts"

ATTACHMENTS: "Blueprint for Effective Communications with Social
Service Districts" (not available on-line)

In November 1992, the Department initiated a quality improvement project to analyze current policy communications and recommend changes. The Project Team included both state and local staff from all major program areas, as well as support offices such as Legal Affairs.

During the data collecting phase of the Project, the Team conducted eighteen focus groups including approximately 70 local district management/supervisory and line staff to obtain input regarding the Department's current communications processes and products, the need for local district input into policy development, and suggestions for improvement. The results of these group discussions and the recommendations of the project team are included in the attached report entitled "Blueprint for Effective Communications with Social Service Districts".

The Department is currently reviewing and evaluating several of the key report recommendations, including those related to consolidating policy issuances into manuals and improved use of technology. After completion of its review, the Department will decide which recommendations to adopt and begin developing implementation plans.

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In the interim, I have asked the Office of Field Operations to work with the Project Team and proceed with recommendations that will provide districts with more information regarding Department policy initiatives.

Please share the report with any of your staff who participated in the focus groups. Comments on the report contents and recommendations are welcomed. Should you wish to submit comments or have any questions regarding the report, please contact Michael J. McNaughton at (User ID# 0LL020) or telephone 518-473 6369.

Karen Schimke
Executive Deputy Commissioner