

## Governor Recognizes Extraordinary Service



Governor Sonny Perdue presented BJ Walker (pictured), Dr. Rhonda Medows and Dr. Frank Shelp with a "Governor's Award for Extraordinary Service to Georgians."

This month Governor Sonny Perdue presented the employees of Georgia's health and human services agencies with the "Governor's Award for Extraordinary Service to Georgians."

"Thanks to the work of over 200 state employees the reorganization of Georgia's health and human service agencies has been completed successfully less than five months after it began with no disruption to services and constituents," said Governor Sonny Perdue.

The reorganization was implemented by Governor Sonny Perdue as a way to bring greater focus to the state's behavioral health services.

### Reorganization included:

- » Physically moving thousands of staff members to new locations
- » Maintaining vendor support for partner vendors without disruption
- » Transitioning without a break to high customer service levels

"If you compare this to the corporate world, what we have accomplished is a simultaneous divestiture, merger, startup and reorganization involving a company with 20,000 employees - in less than five months. That is unheard of," said Jim Lientz, Chief Operating Officer for the State of Georgia.

The teams recognized are from the Dept. of Behavioral Health and Developmental Disabilities, the Dept. of Human Services and the Dept. of Community Health.

## Change Agents & Agencies



### Lonice Barrett: Dedicated to Service

Former Dept. of Natural Resources Commissioner and Director of Implementation for the Governor's Commission for a New Georgia Lonice Barrett will serve as the chairmen of the selection committee for the Third Annual Governor's Awards.

"Lonice has dedicated his career to serving Georgians. I can't think of a finer choice to lead this committee," said Joe Doyle, Director, Governor's Office of Customer Service.

### Dedicated to service

"Customer service has long been one of the key cornerstones of Governor Perdue's administration.

"This program has realized some outstanding results, because it was a high priority, not only for the Governor, but also for the agency heads and outstanding men and women who make up the workforces of every agency in state government.

"I am honored to be a part of this administration, and enthused about our third year of recognizing outstanding agencies and dedicated service by dedicated and committed individuals," said Barrett.

## Be an Innovative Advocate



**Jeannie Lewis Rhodes**, a biologist with the Dept. of Natural Resources Environmental Protection Division in Brunswick, is tireless in her efforts to protect Georgia's exceptional coastal resources for the benefit of all residents and visitors.

Over the past 18 months, Jeannie collaborated with DNR teams, state and federal agencies, local governments and planning and engineering firms to develop and implement new

"green" techniques for managing storm water runoff on the Georgia coast.

She realized that the traditional methods used by most states were designed for inland areas, not coastal areas. The new techniques mark the next generation of storm water management, elevating Georgia to a national leader by focusing on prevention of polluted runoff.

### Innovative service

"We know that coastal ecosystem health declines with the amount of land converted for roads, houses, shopping centers and other hard surfaces," said Jeannie.

"We are adding innovative strategies to our toolbox to better protect coastal waters, wildlife, habitats and human health."

## Helpful Service Takes Over Georgia



The State Board of Workers' Compensation team took this photo to display their enthusiasm for being "On Top" of Helpful service.

## State Personnel Administration



Employees at State Personnel Administration not only wear Helpful t-shirts, they also wrote and performed an original song about Helpful service.

## The University System of Georgia



Chancellor Errol B. Davis was recently caught wearing his "You Can Count on Me" sticker at a Board of Regents meeting.

## "Good Goes Around"



Rudy Nixon and Terri Webster from DeKalb Tech College

Rudy Nixon and Terri Webster believe in being helpful at DeKalb Technical College. Rudy, a custodian, recently received a Governor's Commendation for his exceptionally helpful service. His coworkers and

customers say he exudes customer service, energy and enthusiasm in his daily work.

### Recognition is contagious

Terri Webster, administrative assistant to the Dean, nominated Rudy for the award. "Seeing Rudy win this award that is so rightfully deserving has had an unexpected impact on me, causing me to examine my own attitude and motivation at work."

When you see helpful service in action, take the opportunity to recognize it! Visit our Web site: [www.georgiacustomerservice.com](http://www.georgiacustomerservice.com) to share your stories, customer service tips and successes.

## RPI Update

The Governor's Office of Customer Service's Rapid Process Improvement (RPI) Team is committed to helping agencies achieve faster, friendlier and easier service.

Here are a few updates from the team and some exciting news about what is ahead for RPI.

## Dept. of Revenue (DOR)

DOR is continuing to make terrific improvements to its processing center. The team just completed its third RPI project, focusing on the Exceptions Process.

The team made successful improvements to the process time for items that don't go through the normal process flow.

## Dept. of Corrections (GDC)

We are proud to announce that the Governor's Office of Customer Service RPI team will partner with the Dept. of Corrections to improve offender transportation.

### Welcome new Champions!

With the beginning of each new RPI Project, champions are appointed within the agencies to help keep the team motivated and focused.

We are happy to recognize **Bob Gaylor** and **Laura Battle** as the new RPI champions for GDC. Welcome to the team!

## Dept. of Human Services (DHS)

With a goal to ensure that Georgians with developmental disabilities receive care from the most qualified providers, the RPI team is helping to streamline the time it takes to receive approval or denial for provider applicants.

## Governor's Office of Customer Service

Sonny Perdue, Governor • Joe Doyle, Director

COMMUNICATIONS • Jerri Cloud, Director • Stephen Bailey • Justine Holcomb • Brandi Bragdon

CONTACT • 404-463-8793 • [success@ocs.ga.gov](mailto:success@ocs.ga.gov) • <http://team.georgia.gov>