

DHS Division of County Operations Pulaski-Southwest Location Overview

Division of County Operations Director

Mary Franklin



Pulaski-Southwest Overview

- 61 Total DHS Staff housed in this location
 - 35 DCO
 - 21 DCFS
 - 3 DDS
 - 2 DAABH
- 23,650 square feet
- Lease details: \$10.19 per square foot, \$241,000.00 year / \$20,083.33 month
- Approximate visitors per week 489.15 (*October foot traffic Report*)



Purpose / Programs Administered

- Purpose of local county offices – To provide in-person, local access to services administered by DHS.
- Programs Administered:
 - DCO - Medicaid, Supplemental Nutrition Assistance Program, Transitional Employment Assistance / Work Pays / Summer EBT
 - DCFS – Child welfare services
 - DAABH – Services include Adult Protective Services, Home and Community-based Waiver Services conducted by RNs – Person-Centered Service Plans, Service Coordination for ArChoices, Living Choices, and Program for All Inclusive Care for the Elderly (PACE) recipients.
 - DDS – Home and Community-based waiver services for Community and Employment Supports Waiver clients.
 - Live scan digital fingerprinting (provided by this location and XX other locations) - Potential foster and adoptive parents, employees of childcare facilities, employees of nursing / assisted living facilities, and potential DHS new hires that require FBI check.



Case Management

- How is Case Management handled -
 - ● TEA / Work Pays - Case management is handled by DHS / Division of County Operations Program Eligibility Specialists who conduct assessments, develop employment plans to address barriers and identify goals to help move clients to self-sufficiency and decreased dependence of public assistance.
 - SNAP Employment & Training - Currently voluntary and offered to SNAP recipients to receive job training, improve employability. Case management is currently done by sub-grantee or contracted SNAP E & T providers.
 - Upcoming changes to both TEA/Work Pays and SNAP E & T will involve DHS staff being trained to conduct basic job-readiness assessments during eligibility interviews for those programs.



Workflow – In person visit

- **Lobby visitors:**
 - Greeted in order by and Administrative Specialist (Number system)
 - Documented on a visitor log
 - Reason for visit and next steps determined
- **Visitors by Appointment:**
 - Administrative Specialist determines if appointment is with DCO, DCFS, Fingerprinting, etc., and notifies appropriate staff to assist the visitor. Visitor leaves when appointment is completed.
- **Visitors picking up forms** – can be done in the lobby with or without assistance from an Administrative Specialist
- **Visitors dropping off information** – can be done in the lobby drop box or at the front desk
- **Visitors** can also use our kiosk located in the lobby for self-service.
- **Note:** Interviews can be done by phone, information can be uploaded online, services for SNAP, Medicaid, TEA/Work Pays / Summer EBT can be requested online without visit to the county office.



Who is being served?

■ Who is being served?

- Anyone who needs services administered by DHS for any DHS program or service.
- Existing clients with appointments or questions or information to drop off.
- New client inquiring about services or needing to apply or provide information.

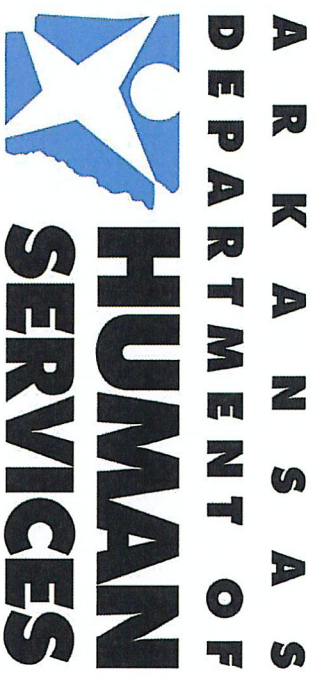
■ How are they being served?

- Varies based on what they request / who they are there to see / programs they receive.



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