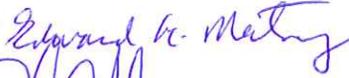


**DIVISION OF CHILDREN AND FAMILY SERVICES
ADMINISTRATIVE MEMO #14-2011**

To: All Economic Assistance Staff and Service Area Administrators

From: Edward H. Matney, Policy Section Administrator 
Division of Children and Family Services

Approved by: Scot L. Adams, Ph.D., Interim Director 
Division of Children and Family Services
Department of Health and Human Services

Date: November 9, 2011

RE: Customer Service for Economic Assistance Clients

Effective: Immediately

Contacts: Karen Heng, Economic Assistance Administrator,
Children and Family Services, Policy Section at (402) 471-9644 or at
karen.heng@nebraska.gov

Purpose: The purpose of this memo is to provide important information regarding
client access to Economic Assistance programs.

Delivering excellent Customer Service is a big part of our jobs as employees of the Department of Health and Human Services. All contact with the public should be courteous, respectful, and professional; and all efforts should be made to address the client's needs.

ACCESSNebraska provides clients with additional ways to access Economic Assistance services. Examples include the ACCESSNebraska website (<http://accessnebraska.ne.gov/>) and the single contact telephone number (1-800-383-4278). Local offices also continue to be open across the state. All local offices offer the ability for clients to pick up or drop off needed information (paper applications, forms, etc.). Many DHHS offices offer computer kiosks and telephones for clients. Self-service options allow clients the ability to do business with minimal staff assistance. Staff will answer questions and assist those in the lobbies or areas that are utilizing computer kiosks and telephones to make sure the clients can accomplish the business they came to do.

ACCESSNebraska offers in-person appointments and meetings for clients. We will schedule an appointment for any client who requests one. Each Service Area has an appointed scheduler who schedules these appointments. The scheduler can be reached by calling 1-800-383-4278. After selecting the language option, the caller should select option "7" for "Other" and then "0" for "Operator." Customer Service Center staff have the number of the contact person for each Service Area programmed into the dashboard for quick reference and to speed dial that person. Each local office has the contact name and telephone number for that Service Area contact person. This information is also provided on page two of this memo. The DHHS worker making the call to the contact person in the Service Area is to stay on the line

with the client until the contact person is reached and explain the need for the in-person appointment.

The contacts for each area are as follows:

Western Service Area – Theresa Deckert (308) 535-8233

Central Service Area – Nancy Lyne (308) 872-6700 Ext. 12

Northern Service Area – Brooke Mann (402) 370-3162

Southeast Service Area – Juanita Ewers (402) 473-9888

Eastern Service Area – Claudia Trexler (402) 595-3787

The Social Service Supervisor for the office area where the appointment is to be held will assign a staff person to attend the scheduled appointment. **It is important to note that not all appointments have to be handled in person. A person can request a phone call at a specific time as well.** Clients may request appointments to obtain program information; conduct an interview; clear up questions or confusion around a situation; and obtain assistance in completing an application. In-person appointments are highly recommended for clients requesting complicated programs (e.g., the assessment/designation of resources program).

Appointments will be conducted at a convenient place for the client. In most cases, this is the local or satellite office closest to the client. We also will meet clients at hospitals; community and senior centers; or in their homes, if necessary.

If you find yourself in a situation with a client and you do not know what to do or how to respond, please contact your supervisor. Any questions about this memo should also be directed to your supervisor.

Thank you for your daily commitment to delivering high quality customer service.

*I do appreciate
your efforts to help
our neighbors.
- SA*