

DEPARTMENT OF SOCIAL SERVICES

40 NORTH PEARL STREET, ALBANY, NEW YORK 12243-0001

MARY JO BANE
Commissioner



(518) 474-9475

LOCAL COMMISSIONERS MEMORANDUM

DSS-4037EL (Rev. 9/89)

Transmittal No: 92 LCM-166

Date: October 26, 1992

Division: Administration

TO: Local District Commissioners

SUBJECT: Quality Support Program

ATTACHMENTS: There are no attachments to this LCM.

The recent report submitted to Commissioner Mary Jo Bane from the joint State/Local Task Force on Management Support and Quality Improvement recommended that the Department and the local districts initiate a "Quality in Social Services" program modeled after effective quality programs in the private sector. I am pleased to announce that the Commissioner has accepted this recommendation and to advise you that the first steps in this implementation have begun.

The Department is establishing a small unit in Albany to assist the State and the local districts in implementing quality improvement programs. The unit will be staffed from among the State and local workforce interested in assisting us in this effort. I ask your assistance in publicizing this opportunity with your employees. We anticipate filling these positions in a variety of ways, such as contracting with the district, temporary loans, reimbursement for services, etc. The specific employment method would be negotiated with each district.

We are looking for highly motivated individuals who have experience in group problem solving models, program development and program management, or process management improvements, including training and technical assistance. The unit will be staffed with professional staff from a range of salary levels and expertise. If any of your staff are interested in applying for this work, please ask them to submit a resume and cover letter to the following address:

Social Services Quality Support Program
Office of Human Resources Management
Administrative Information Unit
12-A, 40 North Pearl Street
Albany, New York 12243