

Record of Discussion

Minutes

June 25, 2008

Rapid Process Management Meeting (RPMM) - commenced at 10:30 a.m. at BES Conf. Room	
Item of Discussion (Gregg)	Decisions/Comments on Discussion
Introduction	<ul style="list-style-type: none"> • JPeter Roberto – DPHSS Acting Dir • Lydia Tenorio – Acting Chief, DPW • Linda S. – Acting Administrator, BES • Joe Diaz – Certification Section Supvr., BES • Elsa Perez – Issuance Section Supvr., BES • Gerrie Gumataotao – Policy Mgmt, BES • Sallie McDonald – PMS • Annie Soto – Acting Administrator, BMS • Joven Garcia – PIME, BMS (Absent) • Susan Miner – ES Supvr., BES NO • Cindy Reyes – ES Supvr., BES CE • Virgil Gascon – ES Supvr., BES SO • Annie Miner – ES II, BES CE • Patty Baletto – ES II, BES NO
Opening Remarks	<ul style="list-style-type: none"> • Don't want it to be an extra layer. Managers are expected to contribute and all own up to accountability. • Accountability is a must and begins with the Director and management. • Accountability is needed in addition to resources. Resources are needed to provide the services to needy populations. • Once a month meeting, we are accountable to each other. Things or work don't happen in meetings. It really is about making decisions and being accountable. • Issues presented before us in not necessarily simplistic. We should be very focused to the SAOR issues. • Must be open to meeting the expectations of each manager's task. It's a two way street, both ends to be held accountable. • Outside/external partners are important to us. • No one at the table is "Know it all", we all learn from eachother. • Processes are linked to very tangible deliverables.
Purpose	<ul style="list-style-type: none"> • Need to Put Action to Work! Need Accountability
Roles	<ul style="list-style-type: none"> • RPM report sets framework and forward movement. Roles are guided by the expectation letters and Director's LEAN expectations. • If you are not clear of your mission/vision, customers not clear also. You need to let management know. • Instructions to staff may not be clear due to: <ul style="list-style-type: none"> >> Supervisors/managers communication instructions to staff not clear. >> Staff not clear of their roles. • Supervisors need to be visible with staff as it fosters security with staff.
Outcomes	<ul style="list-style-type: none"> • Committing our resources to outcomes. Minutes to be posted on web. • Minutes is a tool of accountability to the community. • In short, outcomes are that which are the deliverables...it's the expectations and accountability of those outcomes. • Goal – to come out and stay out of sanction and by doing so, payment error rate

will go down and benefits issued to clients.

- When in sanction, the word “grace period” will not be there. Without being guided with outcomes, we miss the target. That is why we made it mandatory to read the report so that you know the targets, focus on the outcome. It is specific and direct.
- BES read the report, so you know it and you live it. It provides the guidelines and the outcomes are very specific.
- The performance evaluations are a “systems transformation” > the system needs change. You need to ensure that your employees are evaluated based on the new changes so that there is a really nice coming together.
- It is important that every member of the committee takes away something from the meeting. It sets the pace. You need to know what it is that you will be accountable for to the Director.

Next Meeting

July 24, 2008 @ 10 am BES Conference Room.

7. Adjournment

12: 15 pm