



We're Changing... And Want You To Be A Part Of It!!

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DHS Family Community Resource Centers (FCRC's) are working to improve customer access to programs and services while creating a culture of caring for our customers and one another!

All told, our goals are to:

- Provide a caring waiting room environment in which customers are treated with respect and served as quickly and efficiently as possible;
- Make policy changes in order to minimize caseworker workload and customer traffic;
- Improve the waiting room processes and the look and feel of the waiting rooms; and
- Create a culture of caring for staff so they feel supported for their hard work and dedication for ensuring that our customers achieve maximum independence.

Come join us on **Wednesday, January 11, 2012** at 11 a.m.

Woodlawn, FCRC, 915 E. 63rd. Street

and share your

LOCAL OFFICE PRIDE!

Special Guest:

Michelle R.B. Saddler, Secretary

Invited Guests:

Grace Hou, Assistant Secretary of Programs

Linda Saterfield, Director, Human Capital Development

There will be a special program and presentation launching the **Local Office Pride initiative...**
you don't want to miss!

Light refreshments will be served!



We look forward to celebrating with you!