



# K A N S A S

JANET SCHALANSKY, SECRETARY

SOCIAL AND REHABILITATION SERVICES

KATHLEEN SEBELIUS, GOVERNOR

October 9, 2003

Dear Stakeholder:

Soon after Governor Sebelius was elected to office, she challenged all state agencies to pursue new ways of doing business that are efficient, effective, and accountable. She quickly implemented the BEST process and chartered teams to generate ideas to streamline state government operations and promote efficient use of state resources. Reducing the number of SRS management areas was one of many ideas generated during the BEST process.

After several months of review, I announced this afternoon that SRS management regions will be reduced from 11 to six in the next two years. The change will allow SRS to manage more efficiently the administrative operations of the agency statewide and respond to customer need based on caseload data. Social service caseloads have shifted in the past few years, creating too few workers and resources in some areas of the state where caseloads have grown and too many workers and resources in other areas where caseloads have remained steady or declined. Customer needs vary from region to region across the state based on the economy and demographics. By reducing and redefining our management areas we can use our resources more efficiently and be more responsive to the specific needs of customers in each region.

While substantial savings are not anticipated immediately, eventual savings from all phases of the agency's service delivery redesign efforts are expected to be \$1 -2 million all funds annually.

New management regions will be implemented using a phased approach, with all regions set to be in place during state fiscal year 2005. The new regions and the SRS Regional Directors assigned to each area are:

**Kansas City Metro Region** — The Kansas City Metro Region covers six counties by combining the Kansas City Area and the Overland Park Area, as well as Franklin and Douglas counties. Regional Director: Greg Valentine

**Northeast Region** — The Northeast Region covers 24 counties by combining the Manhattan Area, Topeka Area, as well as Osage, Jackson, Brown, Doniphan, Atchison, and Jefferson counties. Regional Director: Dona Booe

**South Central Region** — The South Central Region covers 17 counties by combining the Emporia Area and the Hutchinson Area. Regional Director: Cyrilla Petracek

**Southeast Region** — The Southeast Region covers the same 11 counties in the Chanute Area. Regional Director: Steve Fincher

**West Region** — The West Region will eventually cover 46 counties by combining the Hays Area and Garden City Area. This region will be the last region put in place. Interim Regional Directors: Steve Kohnle (Northwest); LeaAnn Curtis (Southwest)

**Wichita Region** — The Wichita Region is comprised of Sedgwick county. Regional Director: Gary Blumenthal

A map of the new management regions is available on the SRS website at [www.srskansas.org](http://www.srskansas.org)

I want to reassure consumers, advocates, contractors and other community partners that providing services to needy and vulnerable Kansans remains our highest priority. This change is based on the following principles:

- SRS is committed to streamlining administrative operations without sacrificing valuable social services to Kansans in need.
- SRS is committed to redirecting our resources based on customer need and caseload data.
- SRS will continue to work with communities to strengthen community capacity to meet the needs of vulnerable Kansans.
- SRS is not planning layoffs as a result of the realignment of management areas.

I also want to remind you about the work that has been done in the last year with communities on Access Point development. The Access Points and the new approach to service delivery allow SRS to be more accessible to Kansans and meet customer needs in more individualized ways. The Access Point locations were selected after consultation with community partners to provide customers with access to services in convenient, non-traditional locations, from public libraries to community mental health centers.

More than 250 of these Access Points will be referred to as Service Access Points where SRS customers can either meet with SRS staff by appointment or access SRS services. Nearly 90 other Access Points are Information Access Points which offer Kansans the opportunity to find out more about SRS services. In addition to utilizing the Access Points when meetings are necessary, on occasion it may be more convenient for SRS staff to meet with the customer in his or her own home or at the local coffee shop. A map of Access Points is located on the SRS website at [www.srskansas.org](http://www.srskansas.org).

To further increase access to services, SRS is establishing for the first time, a toll-free telephone number at 1-888-369-4777. As a result, Kansans who have scarce resources already will not be required to make long-distance phone calls in order to access the opportunity for services.

If you have additional questions or concerns, please contact your current SRS Area Director.

Sincerely,

Janet Schalansky  
Secretary