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To: Pisarik, HollyHollyPisarik@gov.sc.gov
Date: 2/3/2016 9:22:01 AM
Subject: Fw: situational awareness only

From: Maley, Patrick
Sent: Wednesday, February 3, 2016 8:35 AM
To: Alford, Susan
Cc: Smith, Austin; Patel, Swati
Subject: situational awareness only

Director Alford,

I have been asked to attend the House Legislative Oversight Committee's Healthcare Subcommittee today at 1:30pm to be available to answer any questions on the SIG's recent report re Lexington DSS Office Overtime. Although I am not positive, it appears this subcommittee is currently reviewing DSS under its new initiative to annually review a number of Executive Branch agencies each year.

My lane is the specific Lexington OT issue and the organizational lessons learned from the issue. From my perch and access to the Executive Branch traffic on performance, DSS has clearly moved forward with the #1 lesson, which is for leadership to vividly describe reality (good/bad/ugly), develop a plan to fix, and fix it with a systems approach to be able to know it is fixed and stays fixed.

If you get the IG position you mentioned, I hope you consider fixing responsibility with this IG of annually/biennially validating DSS's strategic plan with emphasis on fairness of metrics and accurate reporting systems. This will bring a higher level of assurance to DSS Executive Management, the Governor, and Legislative Oversight that DSS management is presenting a true picture of its progress and has the capability to identify areas of weakness to improve upon. No agency will ever be perfect; our challenge is to build a strategy/objectives/metrics, periodically validated by operational audits, to stimulate a continuous improvement environment. I saw your white board—DSS is planning a systems fix and not a Band-Aid.

Also from my perch, you still have the toughest job in SC government. Call if you need anything.

Thanks