

Flashback

1996 - 1999



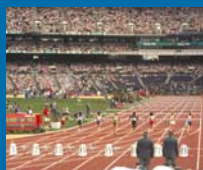
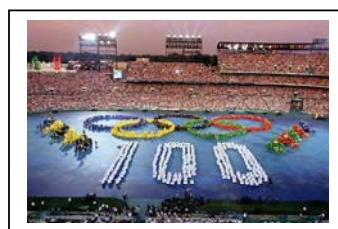
Georgia Department of Human Resources

In December 2008, we launched our first of series of communications entitled Flashback. Flashback commemorates the history of DHR and recognizes its stages of progression. The previous issue highlighted the early 90s. In this issue, we will turn another page in DHR's story as we transition towards the new Department of Human Services. Join with us as we recapture moments from our past. Some information will refresh your memory; some will leave you speechless.



1996 Olympics DHR's commitment to safety

The 1996 Olympics were by far one of the largest national events the city of Atlanta has encountered. Thanks to the planning and preparation of DHR's Division of Public Health (DPH), attendees remained both safe and hydrated throughout the events.



Public Health free water station - 1996 Olympics

DPH's safety measures included:

- ⇒ Developed a system to monitor health conditions and detect outbreaks
- ⇒ Established a Command Center
- ⇒ Implemented strategies for heat-related illnesses



The 1996 Centennial Olympic Games brought together more than 10,000 athletes from 197 countries and more than 2 million visitors. Extensive planning and preparation by public health agencies were required for the provision of public health services during the events.

Flash
Forward

The Governor's Office of Customer Service has launched an exciting eCampaign around Georgia's customer service value – **HELPFUL**! Have you gone out of your way to help a customer lately? To learn more visit:

www.GeorgiaCustomerService.com

TEAM GEORGIA GeorgiaCustomerService.com

FASTER. FRIENDLIER. EASIER.



The BEST Service is HELPFUL Service!

Great customer service starts by always being Helpful! And we're on our way to making Georgia synonymous with outstanding customer service by identifying and exploring new opportunities to be even more helpful.

Here are some quick tips on how you can exceed expectations and be recognized as providing outstanding customer service:

- Always strive to give beyond the expected
- Take ownership of the customer's need and/or problem
- Lead by example and contribute in a team setting

Look for more helpful tips and success stories featuring employees statewide. If you know someone who has exhibited Georgia-style helpfulness, visit GeorgiaCustomerService.com and share your story!

>> LEARN MORE



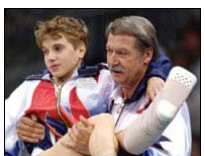
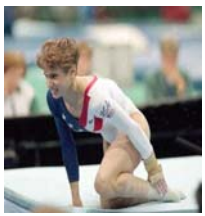
continued...

Flashback

DHR Timeline:

- 1996** – DHR hosted a regional workshop in Rockdale and Newton counties which educated the public on sexually transmitted diseases and tuberculosis. This one-day workshop, "STD/HIV/TB Services: A Challenge to Communities," came after an influx of syphilis cases in Rockdale County.
- 1997** – Georgia's Food Stamp and TANF recipients began receiving their monthly disbursements through an EBT card issued by the state. This allowed public assistance recipients to receive cash benefits electronically.
- 1997** – Commissioner Olmstead appointed Kathleen E. Toomey, M.D., M.P.H., as director of Georgia's Division of Public Health.
- 1998** – The Atlanta Legal Aide Society along with DHR Division of Aging launched the Senior Legal Hotline which provided quick access to legal advice for the elderly.

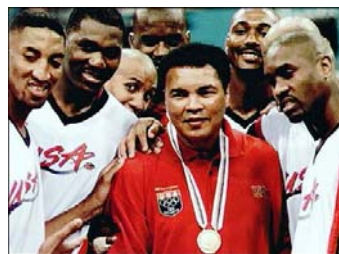
Olympic Trivia: Do you remember?



The U.S. Women's gymnastics team needed Kerri Strug to earn a 9.5 or better to seal the 1996 gold medal. After falling and injuring her ankle on the first try, she re-vaulted landed on one leg and earned a 9.712 which clinched the gold medal for the U.S.



Michael Johnson set a world record running the 200 meter dash in 19.32 seconds. He held the fastest time for 12 years until 2008 when Usain Bolt finished in 19.30 seconds




Boxing Champion Muhammad Ali was honored with the lighting of the Olympic torch during the opening ceremonies of the games. Additionally, he received a replacement gold medal for his boxing victory in the 1960 Summer Olympics.

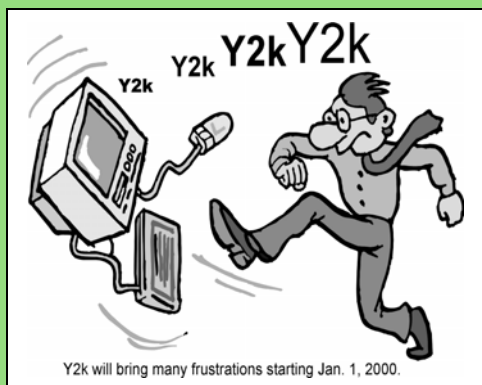
"Tommy has done a wonderful job managing DHR... I wish him the best of luck!" Gov. Barnes, (1999)

Flashback

DHR Timeline (continued)

- 1998** – The state conducted a study of former welfare recipients which indicated that at least 60 percent of people had jobs earning between \$166 and \$249 a week. This indicated that welfare clients had moved into a working environment.
- 1998** – Roy E. Barnes ran for Governor; and was sworn in on January 11, 1999; he later created DHR's Office of Constituent Services.
- 1999** – The DHR Mental Health, Mental Retardation and the Substance Abuse Regional Board provided a \$300,000 dollar grant to the Fulton County Health and Wellness Department to provide medical services for 100 HIV-positive substance abusers at the county Alcohol and Drug Treatment Center.
- 1999** – Governor Roy Barnes named Juanita Blount-Clark as the new DFCS Director. She was preceded by Myra Carson-Crump.
- 1999** –  Governor Roy Barnes appointed Audrey Horne as the first female Commissioner of DHR. She replaced Commissioner Tommy Olmstead who left the department to begin a campaign for Chairman of the Bibb County Commission.

Y2k: December 31st, 1999



Pictured (top): The Atlanta Falcons After a touchdown

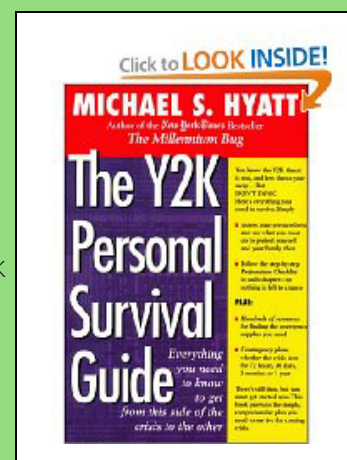
Were you ready when the clock struck midnight on December 31, 1999? Michael S. Hyatt, author of the book pictured below (bottom right) believed that when the millennium came, everything would change. But he wasn't alone.

In preparation of Y2k, the state of Georgia installed a new Y2k-compatible mainframe computer system called PeopleSoft and DHR installed a new DFCS benefits system called SUCCESS. Several organizations across the state made preparations for possible computer glitches. At DHR, all computer systems were re-written to make them Y2k compatible.

Additionally, DHR conducted a PC "refresh" where thousands of new PCs were purchased and installed prior to 12/31/99. Governor Barnes declared New Year's Eve as an "emergency" and GEMA activated the State Operations Center (SOC). Therefore, DHR purchased "push-to-talk" radio/cell phones and distributed them to the leadership team members. Before the clock struck twelve, the leadership team members had to "check in" on the radio to make sure they were available, should disaster strike.

Thanks to the hard work of countless computer professionals, the evening went off without problems. This was the biggest 'non-event' in state government at that time....but that was due to the hard work of a lot of people.

- Jim Bricker, DHR DFSS Director



Pictured (top): The Y2k personal survival guide by Michael Hyatt

"We take our job seriously and we'll do everything we can to protect Georgia's children" Commissioner Horne (1999)

Flashback

Across the country... 1996 At-A-Glance

DID YOU KNOW ...

The previous pages include factual information regarding DHR in the late 90's. To offer a more complete picture of this era, here are some facts of interest as it relates to economic and entertainment industries. During the year of 1996:

1. The average cost of a new house was \$118,200.00.
2. The average household income was \$36,330.00 per year.
3. The U.S. stock market, including the Dow Jones Industrial Average, gained at an incredibly fast pace and ended the year over the 6,000 mark.
4. In 12 months number of Internet host computers goes from 1 million to 10 million.
5. The Dallas Cowboys defeated the Pittsburgh Steelers 27-17 in Super Bowl XXX in Tempe, AZ.
6. Ebay started the online auction and shopping website, where people buy and sell goods and services worldwide.
7. Dolly, the sheep, became the first mammal to be successfully cloned.
8. DVD's launched in Japan.
9. "The Macarena", by Los Del Rio, was the most popular song in America.

10. Popular Movies from 1996:

Waiting to Exhale

Twister

Jerry Maguire

The Nutty Professor

Independence Day

Ransom

A Time to Kill

The Rock

Until next time...

Thank you for taking this journey into the past. By reflecting upon the early years of DHR, it is our hope that you will have a better understanding of the advances we have made and challenges we continue to face as an agency. A lot has changed, some things haven't.

To the employees who started with DHR between the years of 1996-1999, we salute you for your continued service and dedication. We ask that all employees send your comments, thoughts, and any facts or stories relating to the next era of communications (2000 - 2003) to dhrlashback@dhr.state.ga.us.

Thank you!

Sources: Atlanta Journal Constitution Archives; Atlanta-Fulton Central Library, Music Outfitters Online - 1996, Georgia Official and Statistical Register, The People History Online-1996, History Orb Online - 1996, www.amazon.com

Please join us next month as we take a look back at DHR during 2000 - 2003.