

Kudos: Genafie Jones

Amy Sula, manager of integration support in the Office of Children, Youth, and Families (CYF), received an email recognizing Genafie Jones, managed care liaison.

The letter writer, a caseworker in the North Regional Office, states that Genafie helped a foster family in the Poconos that was having problems with their pharmacy. The foster child is prescribed a highly controlled substance, and the pharmacy was refusing to refill the prescription until the child was down to the last pill. As the foster mother has very serious health problems, it was difficult – and sometimes impossible – for the foster father to make it to the pharmacy on a specific day to get the pills in time.

Genafie contacted the pharmacy and arranged for the foster father to pick up the medicine three days in advance.

The letter writer states, “[Genafie’s work with the pharmacy] alleviates the stress and anxiety on a family that already has so much to deal with. The grandfather is so thankful that we advocated on their behalf and helped them.” The email concludes, “Genafie has helped me out with many situations already and has been a great asset to the NRO.”