



DEPARTMENT OF ECONOMIC SECURITY  
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# News Release

Timothy Jeffries, Director

**FOR IMMEDIATE RELEASE**  
**September 10, 2015**

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## **DES Maximizes Management Efficiencies by Supporting Veteran Colleagues in Leadership and Career Advancement**

**PHOENIX** – DES Director Timothy Jeffries today announced his focus on management efficiencies and process optimization have resulted in career and leadership support to U.S. veterans who serve at the Department of Economic Security.

Mr. Marlynd Hunt, a 20-year veteran of the U.S. Army Special Forces Unit, has been named as the DCSS Business Optimization Manager. In his role, Mr. Hunt will lead a team of experts within the Division of Child Support Services (DCSS) to complement the policy and process improvement teams.

“Our veterans sacrifice everything to serve our country and defend this great land,” said Director Timothy Jeffries. “We are honored that more than 400 veterans call DES home. The special skills our veterans possess are of extreme value and importance. I am proud of Marlynd’s accomplishments and look forward to his continued success at DES.”

Mr. Hunt most recently served as Field Representative to Director Jeffries, where his role was to work with DES colleagues throughout the state to coordinate town hall events, obtain feedback from colleagues on behalf of the Director and ensure a supportive environment for staff and clients who come to DES for assistance.

“We are absolutely certain that Marlynd’s experience in the field as a child support officer, his role in the Director’s Office, and his 20 years in the U.S. Army Special Forces, will lead to great accomplishments from this team and the very important projects it will champion,” said Scott Lekan, Assistant Director of the Division of Child Support Services.

“This is a critical role designed to optimize the top priorities for both The New DES, and the Governor as we move in the direction of strategizing, standardizing, and streamlining procedures, best practices, and business processes throughout all of DCSS,” said Heather Noble, DCSS Operations Administrator.

The role of the business optimization manager will be to evaluate whether the existing process is being used to its fullest advantage by examining operating and business processes. Secondly, the manager will oversee the development and creation of standard operating procedures that will aid in the delivery of quality child support case management to the clients served by DES.

“Utilizing the special resources our veterans possess will lead to a positive outcome for both the Department and these courageous individuals,” adds Director Jeffries. “Together, we will work to make government more lean, efficient and disciplined.”

Process optimization for child support will evaluate processes to optimize a set of parameters, without affecting the quality of the service to clients. The goal is to minimize cost and maximize output and efficiency, and most importantly, ensure the standardization, streamlining, and utilization of best practices and business processes.

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