Georgia Division of Family & Children Services

Bobby D. Cagle, Director

- ***Program Purpose:*** Designed to provide gifts for foster children who may not otherwise receive gifts at Christmas.

- ***Program Partners:*** Clark Howard, WSB Radio and Georgia Division of Family and Children Services partners with The Society of St. Vincent de Paul Georgia and Wal-Mart.

- **DFCS Project Director:** Donna Pettigrew-Jackson

Lunch

Open Meetings Act

Vivian Egan, General Counsel

Open and Public Meetings
O.C.G.A. Section 50-14-1 et seq.

The Georgia Open Meetings Act requires that the public be afforded access to agency meetings where official action is to be taken or agency matters are discussed. The terms "agency" and "meeting" are defined in O.C.G.A. Section 50-14-1.

An agency means:

- "Every state department, agency, board, bureau, office, commission, public corporation, and authority;"
- "Every county, municipal corporation, school district, or other political subdivision of the state;"
- "Every department, agency, board, bureau, office, commission, authority or similar body of each county, municipal corporation or other political subdivision of the state;"
- "Every city, county, regional, or other authority established pursuant to the laws of this state;" or
- Any nonprofit organization receiving a direct allocation of tax funds made by the governing body of any agency which constitutes more than thirty three and one third percent of the funds of the organization, excluding organizations or firms furnishing medical or health services to citizens for which reimbursement is provided by the state. O.C.G.A. Section 50-14-1(a)(1).

Meeting means:

"(i) The gathering of a quorum of the members of the governing body of an agency at which official business, policy, or public matter of the agency is formulated, presented, discussed or voted upon; or

(ii) The gathering of a quorum of any committee of the members of the governing body of an agency or a quorum of any committee created by the governing body at which any official business, policy or public matter of the committee is formulated, presented, discussed or voted upon." O.C.G.A. Section 50-14-1(a)(3)(A).

Exclusions

- Gathering of a quorum for the purpose of attending a statewide, multijurisdictional or regional meeting to participate in seminars or training on matters related to the purpose of the agency or to receive or discuss information on matters related to the purpose of the agency;
- Gathering of a quorum for the purpose of meeting with legislative or executive officials of the state or federal government;
- Gathering of a quorum for the purpose of traveling to a meeting or gathering otherwise permitted under O.C.G.A. Section 50-14-1(a)(3);
- The gathering of a quorum to attend social, ceremonial, civic, or religious events.

NO OFFICIAL BUSINESS, POLICY OR PUBLIC MATTER CAN BE FORMULATED, PRESENTED, DISCUSSED OR VOTED ON DURING THESE EVENTS. O.C.G.A. Section 50-14-1(a)(3)(B).

Notice of Meetings

- There must be a prescribed time, place and date of regular meetings, which is available to the public. A notice containing this information must be posted and maintained at least one week in advance of the meeting in a conspicuous place available to the public at the regular meeting place and on the website.

- For other meetings, written or oral notice shall be given at least 24 hours in advance of the meeting to the legal organ where sheriff's notices are published in the county where the meeting is to take place or in a newspaper having a general circulation in the county at least equal to the legal organ. (There is an alternative provision for notice if the legal organ is published less than four times per week.) A copy of the agenda shall be provided on request to local broadcast or print media.

- There is also a provision for meetings which must be held with less than 24 hours notice when special circumstances are declared by the agency.

   O.C.G.A. Section 50-14-1(d).

Division of Family & Children Services

Agenda

For regular meetings, the agenda of all matters expected to come before the agency or committee at a meeting shall be available upon request and shall be posted at the meeting site as far in advance of the meeting as is reasonably possible. The agenda shall not be required to be available more than two weeks before the regularly scheduled meeting and it must be posted at the meeting place some time during the two week period before the meeting. Failure to include an agenda item which it becomes necessary to address during the meeting will not preclude the item from being considered and acted upon. O.C.G.A. Section 50-14-1(e)(1).

Information Concerning Meetings

- A summary of subjects acted upon at the meeting and those members present shall be written and made available to the public for inspection within two business days of adjournment.

- Minutes shall be prepared and shall be open to the public upon approval and, in no case, later than immediately following the next regular meeting. Minutes shall include: the names of the members present, a description of each motion or other proposal made, the persons making and seconding the motion or proposal and a record of all votes, including the name of each person who voted for or against a proposal. It will be presumed that all present approved all actions taken unless the names of those opposing a proposal or abstaining are provided. O.C.G.A. Section 50-14-1(e)(2)(A).

Telephone Meetings

An agency with statewide jurisdiction or committee of the agency is authorized to conduct meetings by telephone conference, so long as the meeting is conducted in accordance with the statute. O.C.G.A. Section 50-14-1(f).

Questions?

Strategic Partnerships at Work: Lessons Learned from CarePortal GA

Katrina D. Mitchell, Strategic Partnerships Director

Leslie Reece, Northpoint Ministries

Why Now?

- Division focus on Constituent Engagement as a core pillar of the *Blueprint for Change*
- Willingness of faith-based partners to leverage existing efforts
- State and local leadership commitment to developing initial infrastructure for CarePortal pilot

Winter 2015
- *Blueprint for Change* Reform Effort focuses on Constituent Engagement

Fall 2016
- Presentation & Recommendation to Child Welfare Reform Council

Winter 2016
- Initial Investment for CarePortal GA
- Development of CarePortal GA Pilot
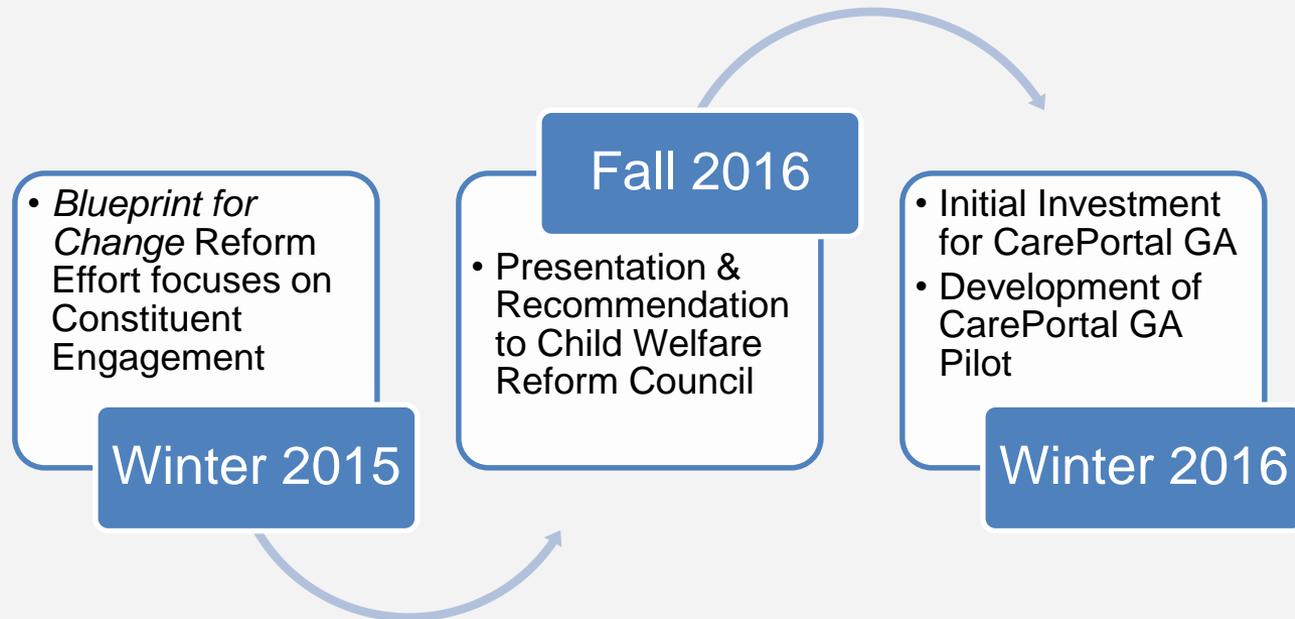
Why CarePortal?

- Partnering with CarePortal was clearly aligned with the Division's goals to strengthen its partnership with the faith-based community and create a dynamic network of cross sector leaders who are working on behalf of our most vulnerable children and their families.

- CarePortal had the ability to provide a technology solution that accelerated the development of partnerships with local churches and child welfare staff on behalf of families.

Child Welfare Agencies…

- Are aware of needs emanating from
  - At-risk family situations
  - Foster Care placements
  - Reunification opportunities
- Need an easy, single point of access for churches in their community to
  - Engage
  - Give
  - Serve
- Need a systematic & simple way to communicate
  - Tangible Needs
  - Opportunities to serve and support relationally

CarePortal

every church doing a little

https://goproject.org/care-portal/about/

CarePortal Video

https://careportal.org/resources/careportal-video-long-version/

CarePortal Tiers

Progress to Date

CarePortal — every church doing a little

Churches   Partners   Team   Impact | Give   Events   Contact Us

CarePortal Impact

State: Georgia

Contact: Adrien Lewis (Send Email)

Last Updated: Monday, December 5, 2016 2:00 PM

Individual State Impact

Choose State ▾   **See Impact**

Children Impacted
50

Families Impacted
25

Active Churches
8

Waiting Churches
2

Division of Family & Children Services

Lessons Learned

- Building internal and external capacity is essential for long term growth.

- Strategic and targeted outreach takes time at the local level.

- Ongoing communication with Division leadership staff at the local and state level is necessary.

- Documentation of best practices can support scale up.

Moving Forward

- Partnering with Promise 686 will ensure alignment and coordination of existing faith-based efforts.

- Existing project team will evolve into a statewide advisory committee that will guide strategic direction and replication.

- Develop regional advisory teams that include DFCS county staff and external partners.

- Documentation of lessons learned and best practices to serve as a toolkit for Division staff.

Questions?

Office of Child Welfare Update

Carol Christopher, Deputy Division Director

National Adoption Month – November 2016

- **94** adoptions were finalized in the month of November
- **888** adoptions finalized over the calendar year (as of 12/2/16)
- National Adoption month kicked off on November 1st with an event held in partnership with the DHS Commissioner. The event was live-streamed on Facebook and trended on Twitter.
- Throughout the month, DFCS staff and private agency partners celebrated by hosting parties and celebrations for adoptive families, releasing balloons and hosting match meetings and other recruitment events.
- Additionally, celebrations and adoption finalizations were held on November 19th -- National Adoption Day.

National Adoption Month – November 2016

- On November 21st the final ***"There's No Place like Home"*** campaign conference call -- initiated by Director Cagle -- was held. Adoption staff from around the state were recognized for their efforts to finalize **550** adoptions during the seven-month campaign that saw a **52% increase** the month following the kick off.

- Here are just a few examples of the events that took place within the regions:

National Adoption Month – November 2016

- **Region 5**
  - Newton County DFCS and their court system held an Adoption Celebration. Nine of the 18 invited families participated in the event. A sibling group of three children also had a finalization in Newton County on the same day.

- **Region 14**
  - DeKalb County had an adoption celebration for all families who adopted children in the calendar year. A total of 10 families and 20 children attended the adoption celebration.
  - Fulton County Superior Court had an adoption celebration and 10 adoption finalizations took place for children in Fulton DFCS custody. Deputy Director Pryor attended this event.
  - Fulton had nine finalizations on National Adoption Day to include one child from another county

- The **State Office** held an Adoption Party in Clayton County at Pin Strikes Family Entertainment Center.

Open DFCS Cases as of November 30, 2016

This point-in-time represents 36,000+ cases with 60,000+ children being served.

Legend:
- Over 18
- Under 18

Chart values:
- Aftercare/Supervision: 2155 and 7619
- Investigations: 2895 and 7393
- Family Preservation: 3723, 12610 (Under 18), 559 (Over 18)

Division of Family & Children Services
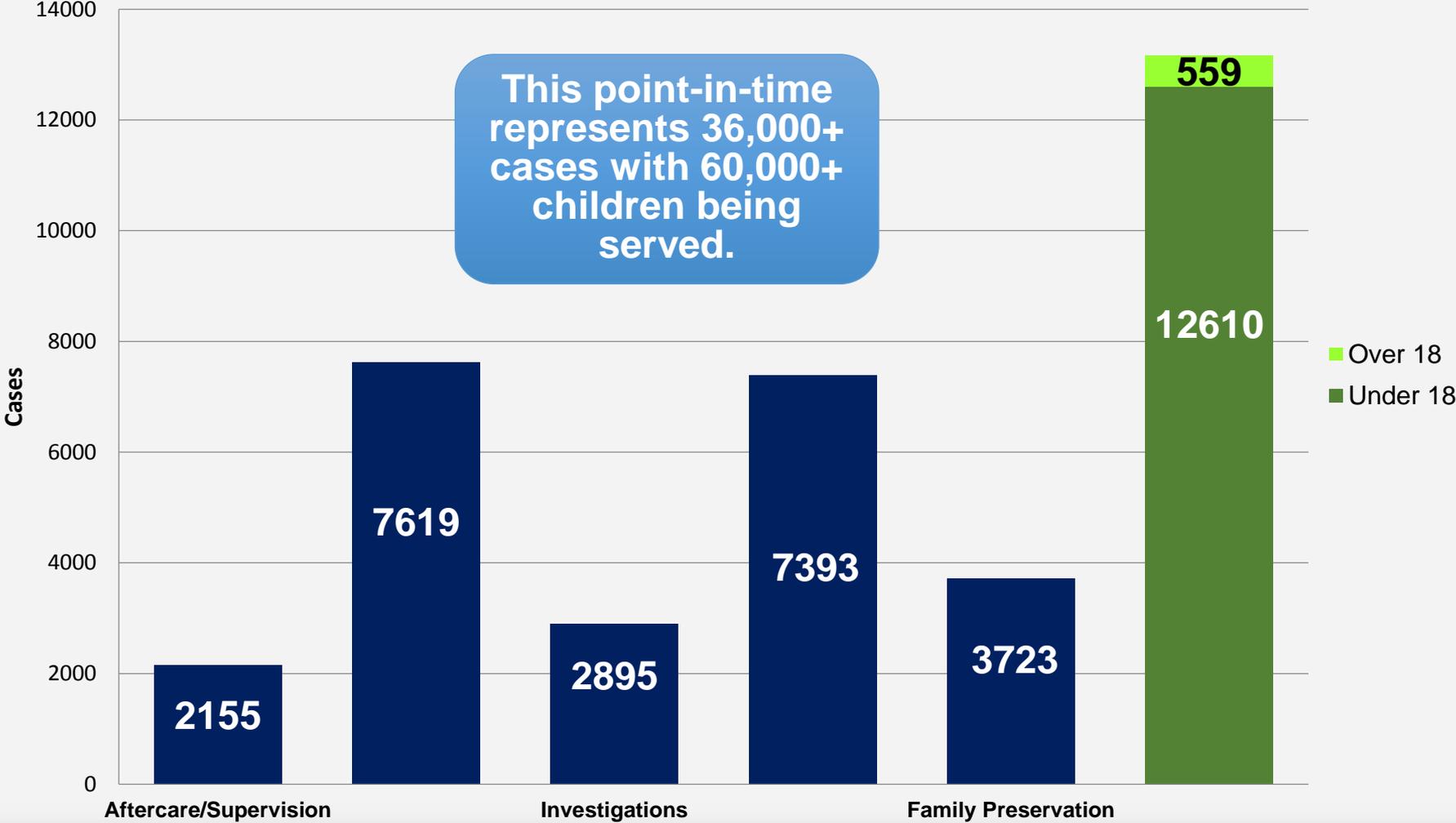
Investigation Time Open
as of December 2, 2016

315
Overdue
11.2%

41
At 45 Days
Today
1.5%

2,462
Less than 45
Days
87.4%

Current Timeliness to
case closure: 87.4%

Division of Family & Children Services
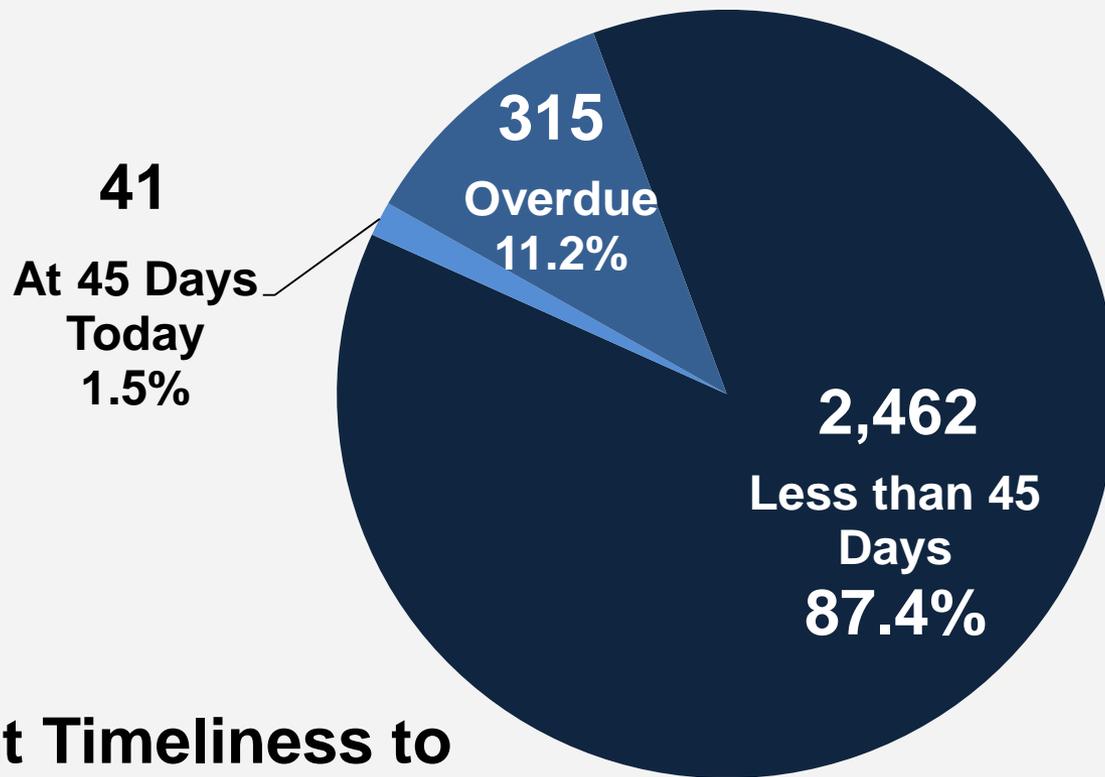
Family Support Time Open as of December 2, 2016
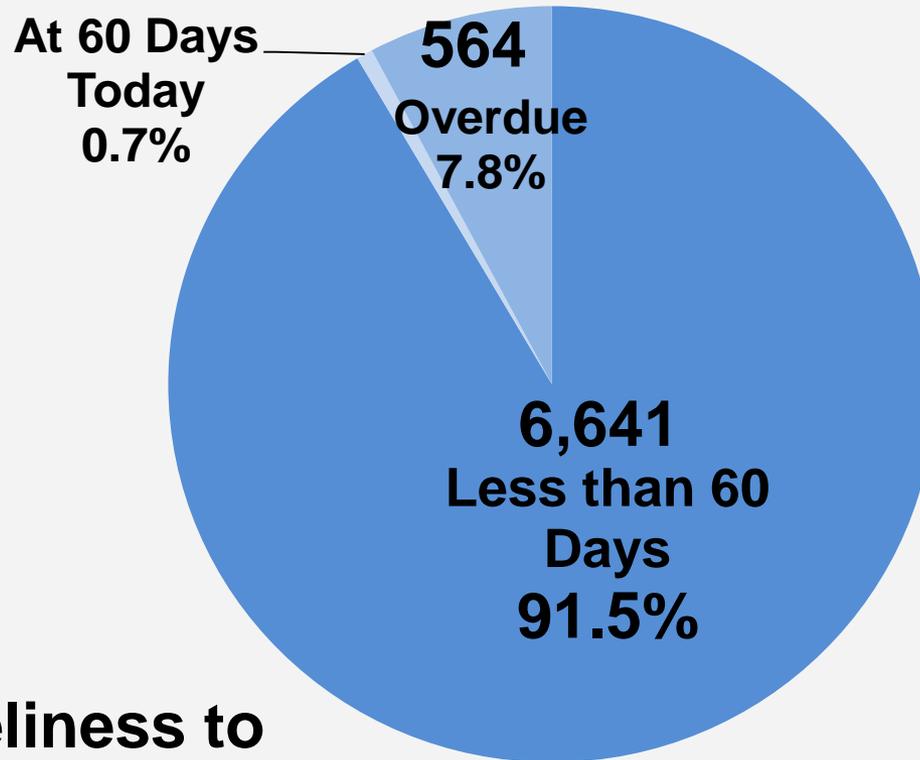
Current Timeliness to case closure: 91.5%

Initial Safety Assessment (ISA) Hypothesis

Accepted Intake → Initial Safety Assessment

Initial Safety Assessment → CPS Track
Initial Safety Assessment → Family Support Track

CPS Track → Family Preservation
CPS Track → Foster Care

Family Support Track → CPS Track
Family Support Track → Closure
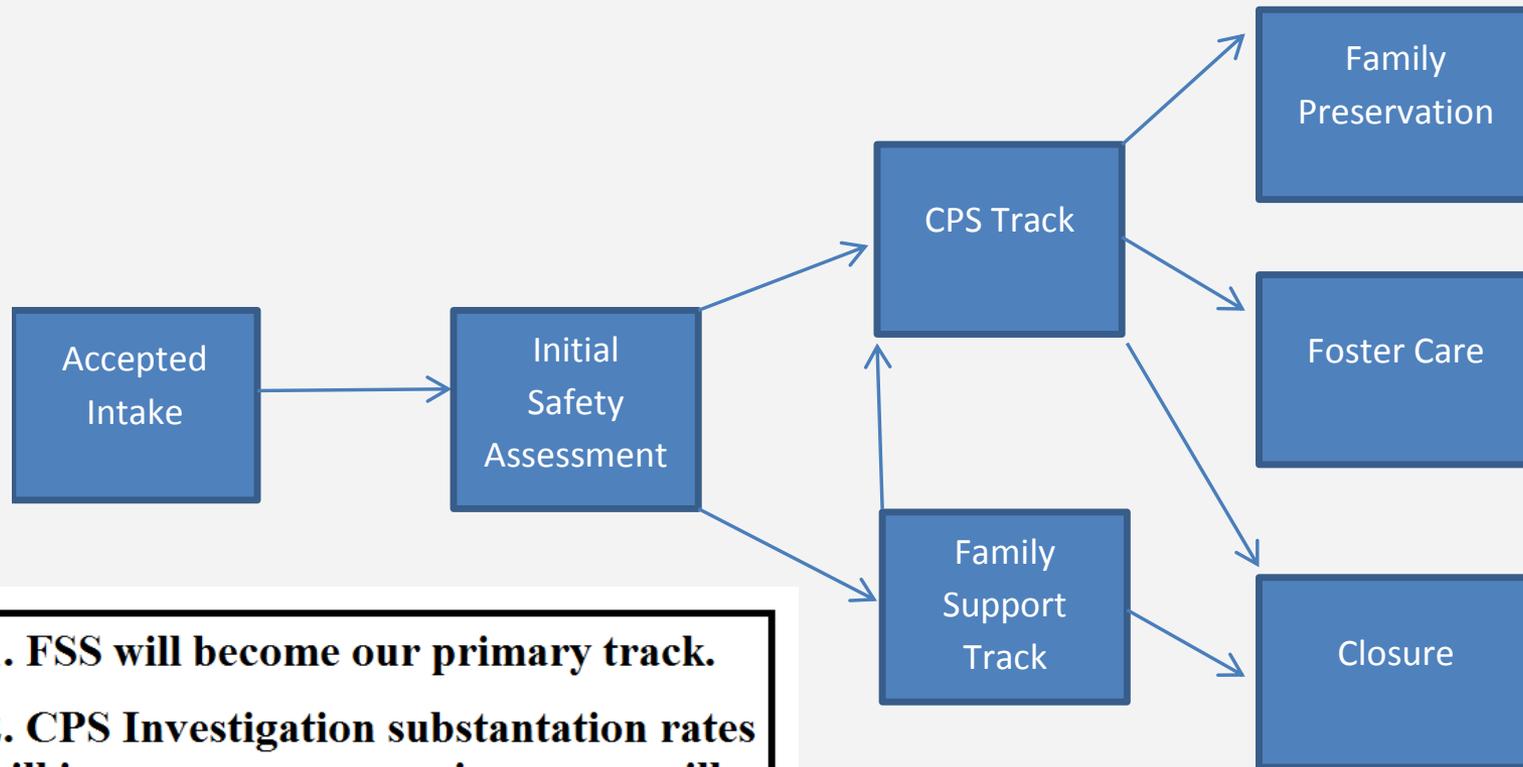
1. FSS will become our primary track.

2. CPS Investigation substantation rates will increase as more serious cases will be assigned for CPS.

The Impact of the ISA

- Has resulted in an increase in both the percentage of and total number of Family Support (FSS) cases. This supports our hypothesis.

- Previously, approximately 40% of accepted intakes were assigned to FSS. Since implementation of the ISA, cases are now tracking about **67%** of accepted intakes to FSS -- which is a **27%** increase over the past 12 months.

- The Practice Model and the SHINES components related to it have a Family Support module included and this module is well structured, streamlined and efficient. It is developed to even provide a platform for short-term case management if needed.

Practice Model

PRACTICE MODEL TRAINING PROGRESS AS OF 12/1/2016
Phase: Execution

REGIONS 13 & 14 (JULY – SEPT)	• 630 out of 630* • 100% Trained
REGIONS 1 & 3 (NOV – DEC)	• 292 out of 364* • 80% Trained
REGIONS 2, 5, & 7 (FEB)	• 0 out of 361* • 0% Trained
REGIONS 4 & 6 (APRIL)	• 0 out of 400* • 0% Trained
REGIONS 8, 9, & 11 (JUNE)	• 0 out of 302* • 0% Trained
REGIONS 10 & 12 (JULY)	• 0 out of 318* • 0% Trained

TOTAL TRAINED IN STATE OF GA

922 (39%) Total Trained

SHINES SBC Attribute	SBC Certification
• **257** (Aug 2016)	• ---- (Aug 2016)
• ---- (Sept 2016)	• ---- (Sept 2016)
• **362** (Oct 2016)	• 1 (Oct 2016)
• **88** (Nov 2016)	• ---- (Nov 2016)
• ---- (Dec 2016)	• ---- (Dec 2016)
• ---- (Jan 2017)	• ---- (Jan 2017)
• ---- (Feb 2017)	• ---- (Feb 2017)
• ---- (Mar 2017)	• ---- (Mar 2017)
• ---- (April 2017)	• ---- (April 2017)
• ---- (May 2017)	• ---- (May 2017)
• ---- (June 2017)	• ---- (June 2017)
• ---- (July 2017)	• ---- (July 2017)
• ---- (Aug 2017)	• ---- (Aug 2017)
• **707 TOTAL**	• 1 TOTAL

*NOTE: Employee total count represents a daily figure.

CREATED BY LETANIA GONZALES

Practice Model Training Schedule

Practice Model Component	REGIONS	TRAINING	GA SHINES Practice Model Attribute (Each staff member must complete SBC training in order to gain the attribute in security profile)
ISA	STATEWIDE (ALL)	June 6, 2016 - June 30, 2016	August 6, 2016
SBC	Regions 13 and 14	July 11, 2016 - September 16, 2016	August 6, 2016- September 23, 2016
	Regions 1 and 3	**October 31, 2016 - November 22, 2016**	**November 7, 2016 –November 29, 2016**
	Regions 2,5 and 7	**February 6, 2017 - February 28, 2017**	**February 13, 2017- March7, 2017**
	Regions 4 and 6	April 3, 2017 - May 2, 2017	April 10, 2017- May 9, 2017
	Regions 8, 9 and 11	June 5, 2017- June 27, 2017	June 12, 2017-July 5, 2017
	Regions 10 and 12	July 10, 2017 - August 4, 2017	July 17, 2017- August 11, 2017

Foster Care Recruitment Campaign Update

- The campaign officially launched in September.
- **Prospective Caregiver Inquiries:**

September	October	November	Overview
HGK Inquiries 452	HGK Inquiries 396	HGK Inquiries 294	**57%** increase in inquiries received on website Oct-Nov
Website Inquiries 12	Website Inquiries 83	Website Inquiries 146	
Total 464	Total 479	Total 450	**7%** decrease in total inquiries over the last month
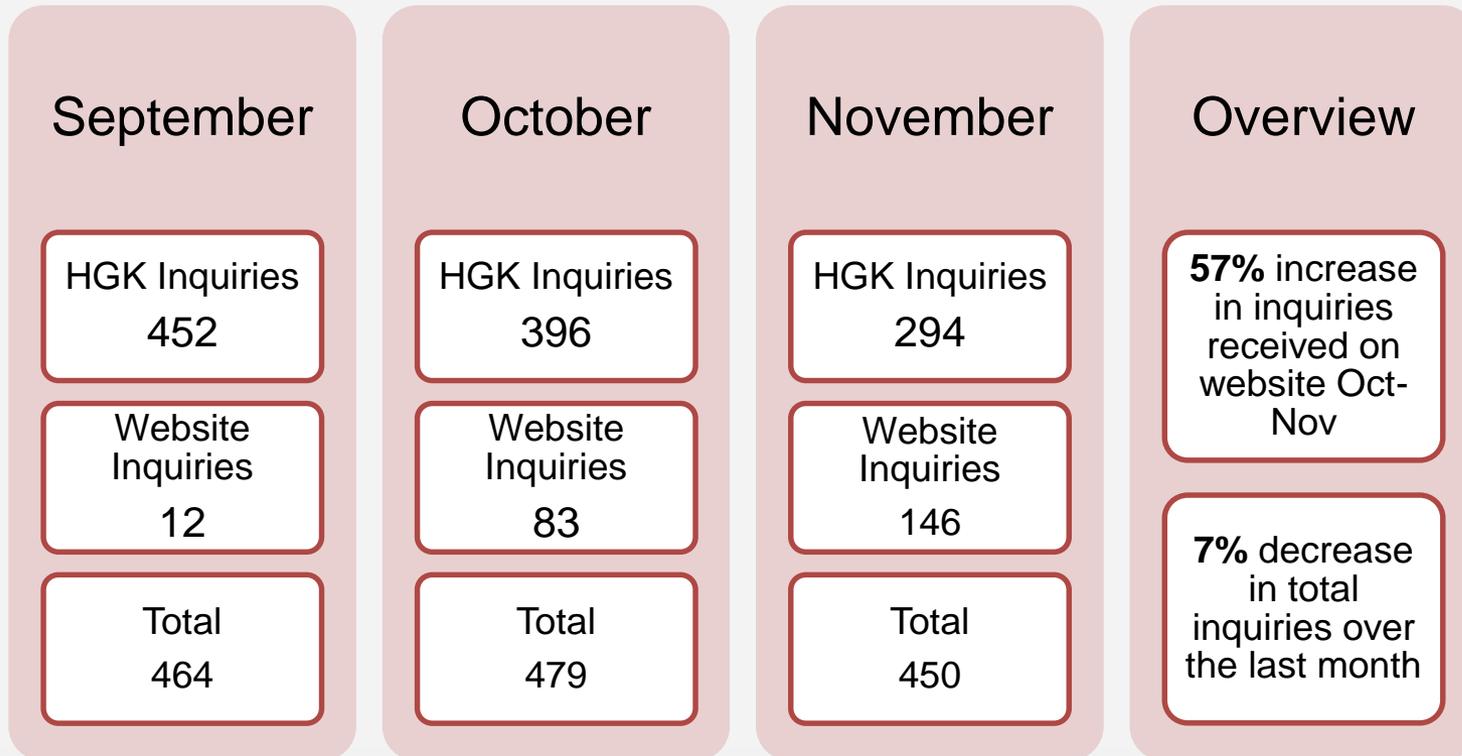
Foster Care Recruitment Campaign Update

- **Webinar Information Sessions** -- This is the total number of web-based information sessions offered to prospective caregivers. These sessions are conducted three (3) times per week.

September	October	November
Total Invited **10**	**Total Invited** **63**	**Total Invited** **87**
Total Attended **6**	**Total Attended** **49**	**Total Attended** **52**

Division of Family & Children Services
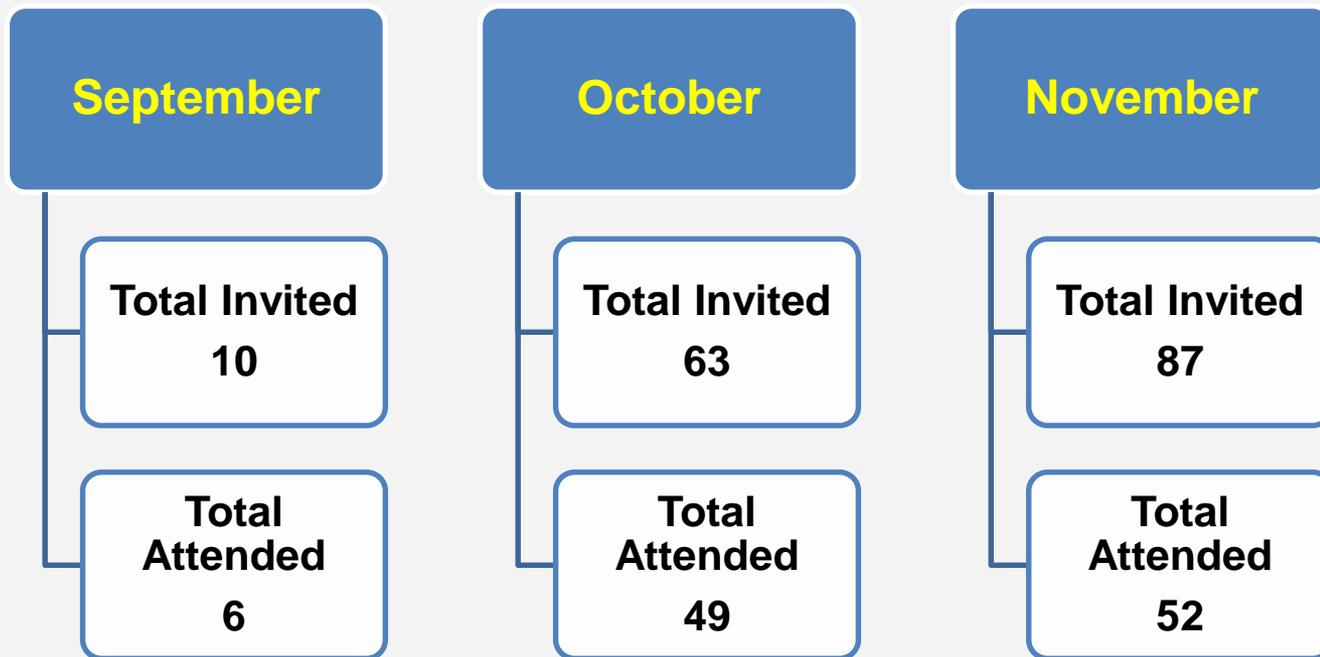
Foster Care Recruitment Campaign Update

- **Outreach Events --** There were three outreach events that were coordinated by the Lattimer Communications Community Outreach Team (COT). Those events yielded 1,100 inquiries.

Inquiries from Outreach Events

- Volunteer: 671 61%
- Foster: 117 11%
- Adopt: 34 3%
- Undecided: 278 25%

Foster Care Recruitment Campaign Update

Constituent Engagement

- **Regional Roadshows**
  - In addition to participation in Director Cagle's *Blueprint for Change* Roadshow, Deputy Director Pryor also completed 10 regional roadshows in 2016 exclusively for child welfare staff.
  - These roadshows will continue in 2017.
- **Branding initiative update -- *#iamtheblueprint***
  - Currently working with WE Creative Services to develop the statement of work (SOW) for the next phase of the initiative in 2017.
  - The Division will partner with Casey Family Programs and We Creative Services to host an official launch event in May 2017 during National Foster Care Month.

Questions?

Office of Family Independence Update

Jon Anderson, Deputy Division Director

SNAP (Food Stamp) Households

Source: SUCCESS DMD 6929I

●■ SFY 2014   ●◆ SFY 2015   ●● SFY 2016   ●■ SFY 2017
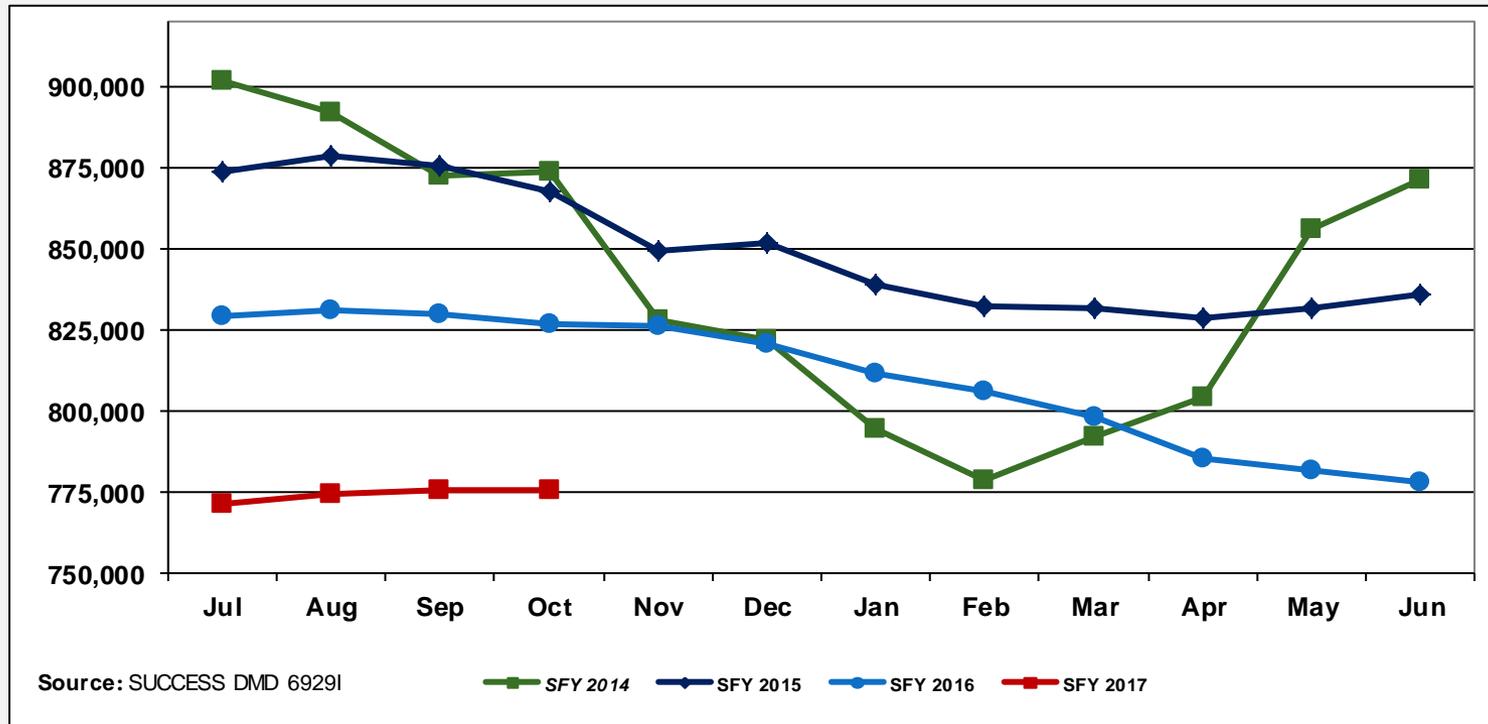
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
901,963	892,156	872,518	874,110	828,293	822,027	794,600	778,913	792,133	804,798	856,465	871,803
874,132	878,554	875,992	868,027	849,830	852,279	838,949	832,518	832,014	828,707	831,818	836,051
829,252	831,209	830,375	826,889	826,196	821,182	811,941	806,306	798,628	785,736	781,834	778,478
771,834	774,861	775,850	775,959								

Family Medicaid and Aged, Blind & Disabled Medicaid (ABD) Cases

Source: SUCCESS DMF8031I

Legend: SFY 2014, SFY 2015, SFY 2016, SFY 2017
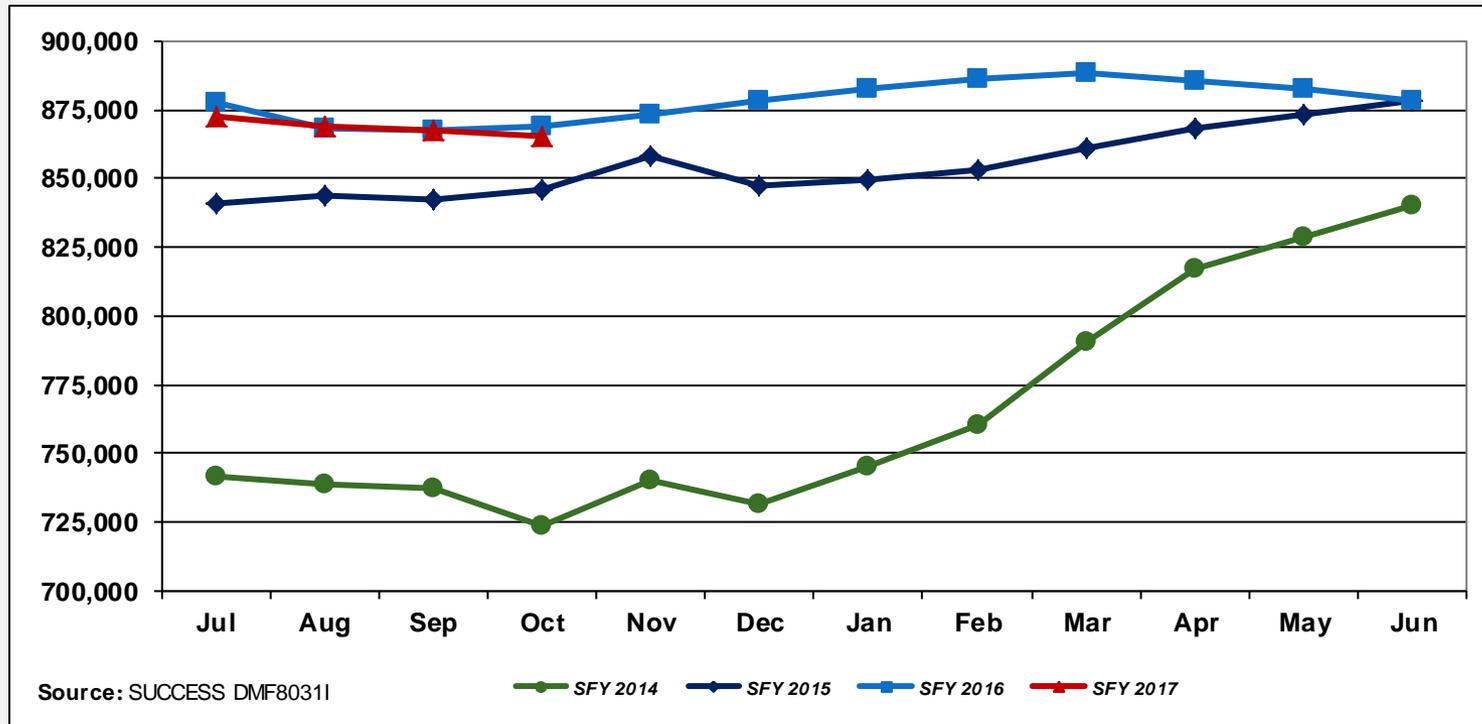
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
741,543	738,468	737,583	723,489	740,106	731,209	745,040	760,199	790,866	816,889	828,937	840,127
841,054	843,904	842,498	846,225	858,497	847,540	849,400	853,387	860,826	868,006	873,268	878,738
877,570	868,025	867,666	869,318	873,748	878,164	882,635	886,025	888,758	885,987	883,112	878,132
872,880	869,278	867,938	865,447								

Temporary Assistance to Needy Families (TANF) Adult Cases

Source: SUCCESS FINAL TANF
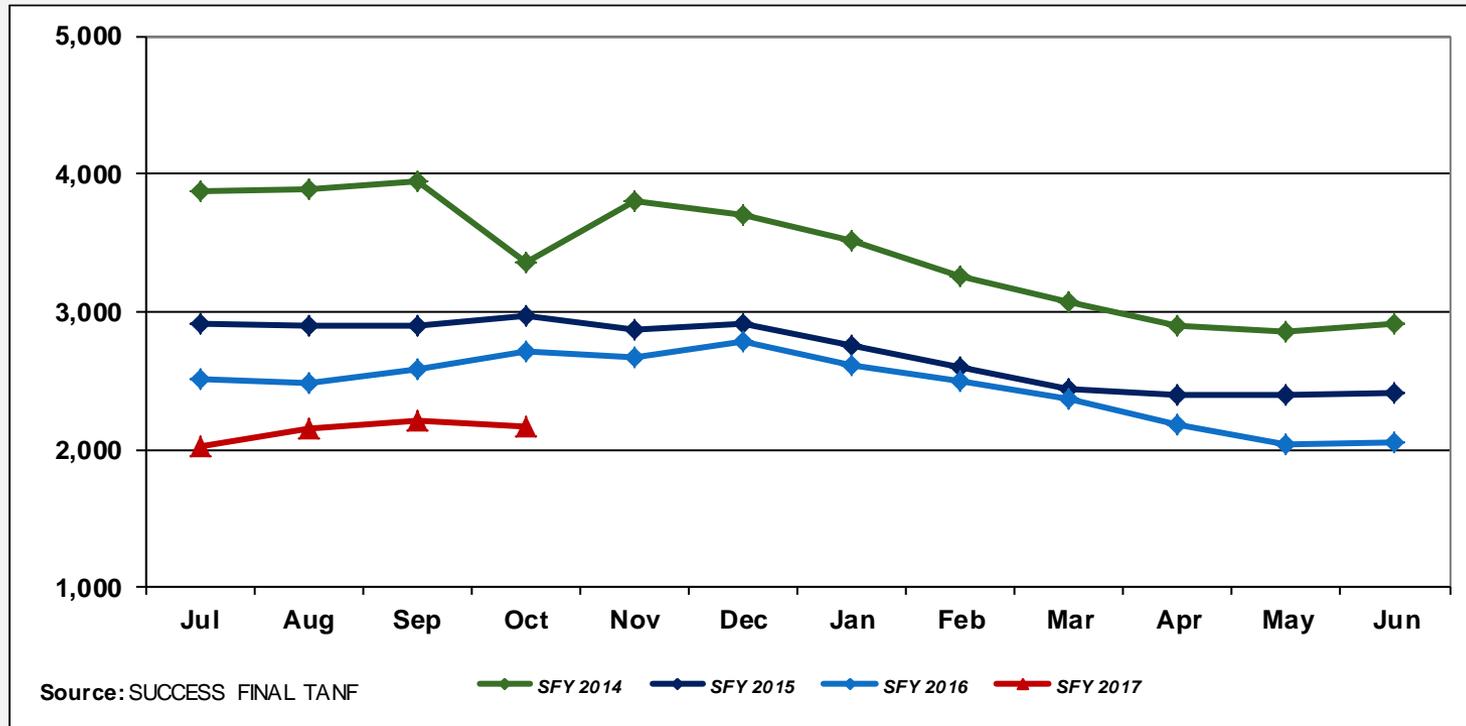
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
SFY 2014	3,881	3,890	3,945	3,358	3,800	3,698	3,516	3,262	3,068	2,895	2,861	2,917
SFY 2015	2,914	2,892	2,905	2,966	2,877	2,912	2,760	2,598	2,446	2,394	2,403	2,416
SFY 2016	2,507	2,481	2,587	2,711	2,671	2,787	2,612	2,503	2,361	2,177	2,037	2,046
SFY 2017	2,027	2,155	2,210	2,161								

Temporary Assistance to Needy Families (TANF) Child Only Cases

Source: SUCCESS FINAL TANF
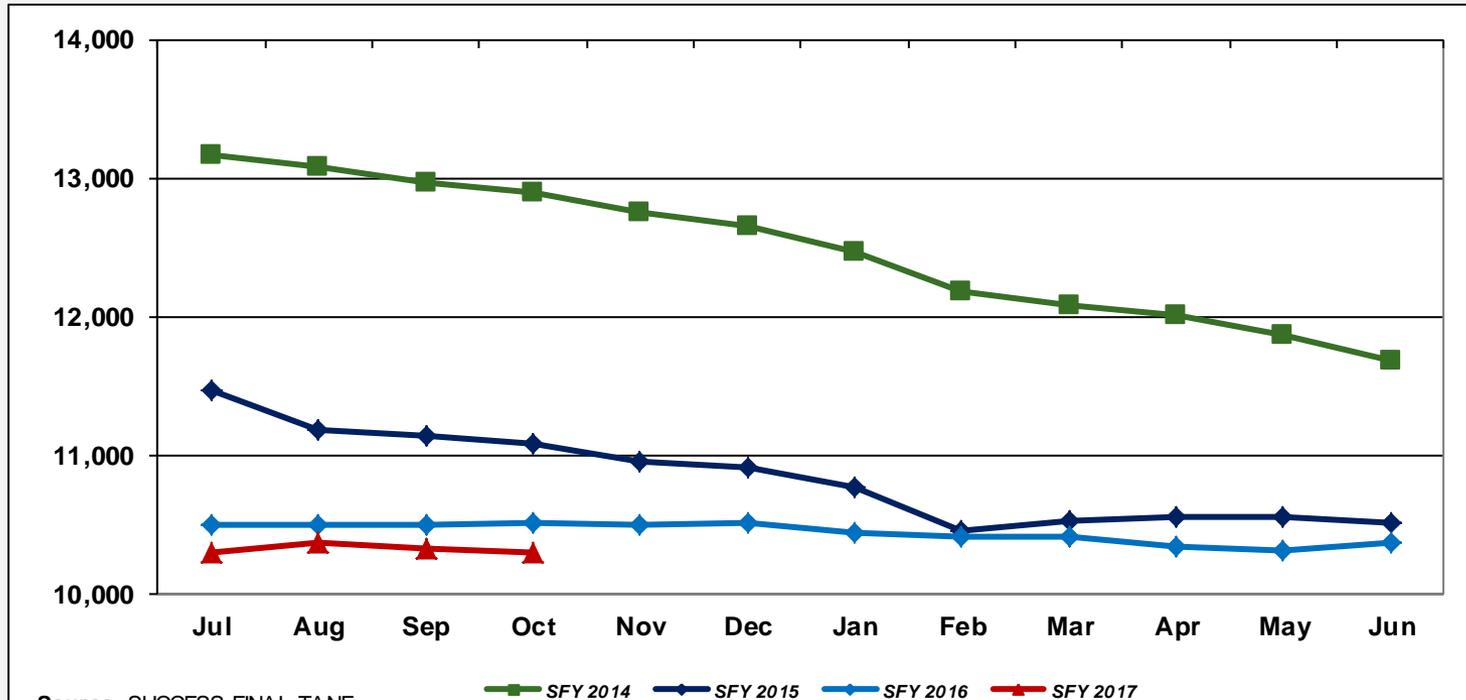
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
13,176	13,080	12,968	12,893	12,757	12,655	12,476	12,190	12,086	12,020	11,868	11,683
11,469	11,182	11,147	11,090	10,952	10,908	10,766	10,453	10,528	10,561	10,549	10,508
10,504	10,495	10,498	10,511	10,494	10,506	10,438	10,410	10,409	10,342	10,308	10,362
10,294	10,365	10,321	10,294								

Division of Family & Children Services

Childcare
Number of Children Served
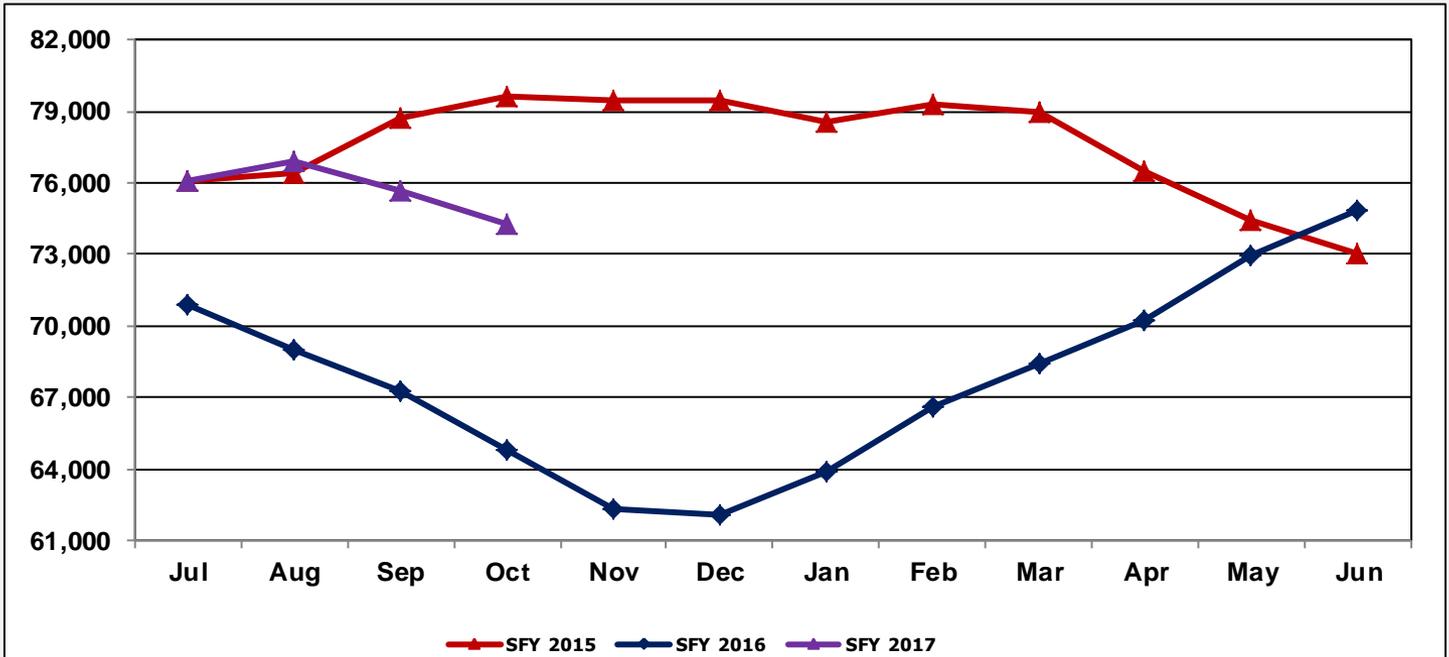
Source: MAXSTAR-Active Caseload Report I

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
76,107	76,416	78,729	79,616	79,492	79,434	78,517	79,285	78,935	76,523	74,467	73,014
70,928	68,973	67,270	64,825	62,348	62,103	63,904	66,603	68,395	70,233	72,919	74,833
76,067	76,911	75,652	74,241								

Note: Active Caseload Report I is the interim number based on children receiving subsidized childcare during the month.

Current OFI Timeliness – All Programs
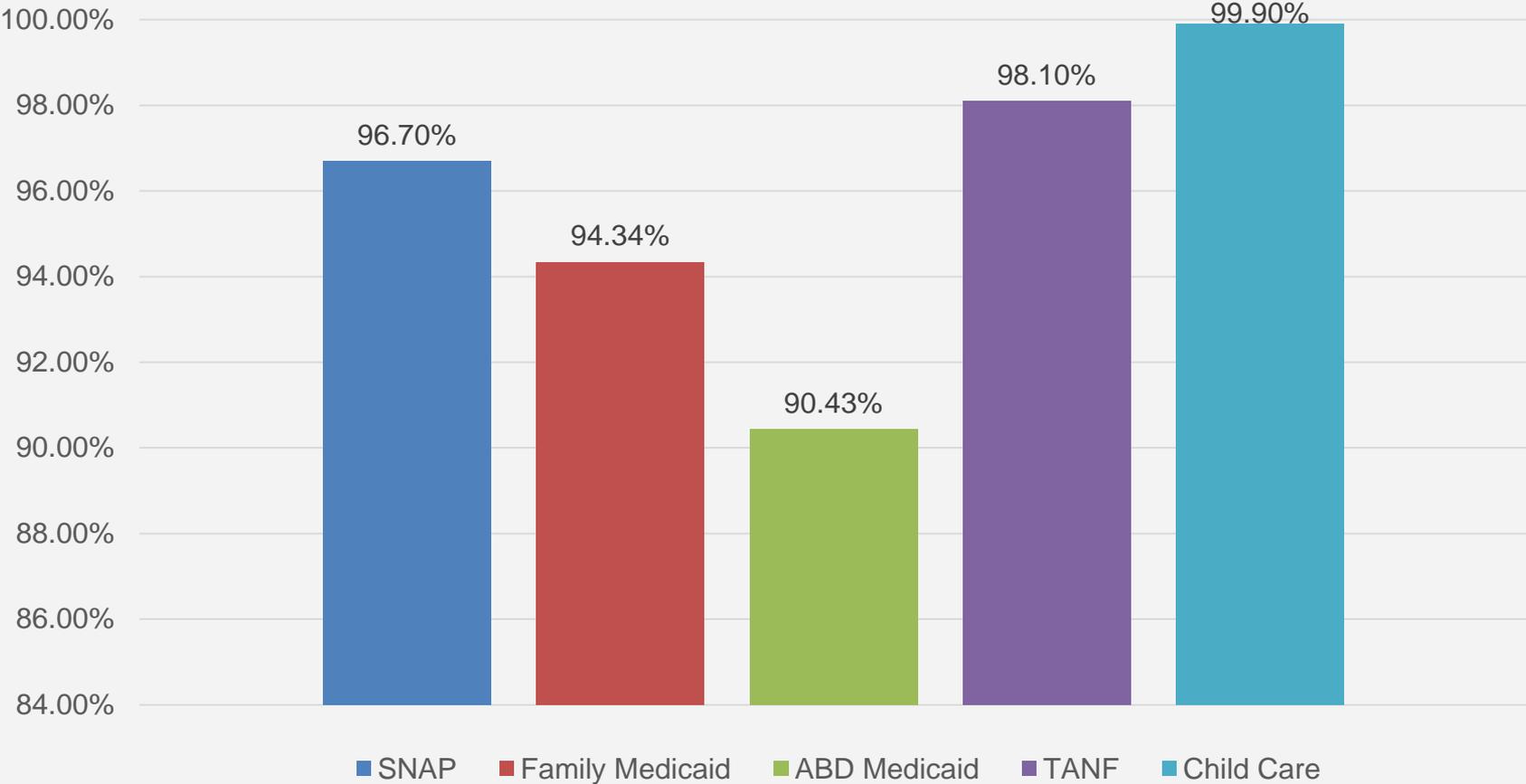
November Data: 11.1.16 through 11.18.16

Georgia Gateway
Your path to Social Services Benefits.

Georgia Gateway

What is Georgia Gateway? State of Georgia Health and Human Services agencies collaborated to design and implement a computer-based integrated eligibility system and business processes across six State benefit programs; it is called Georgia Gateway!

DCH

Department of Community Health

DHS

Division of Children and Family Services

DPH

Department of Public Health

DECAL

Department of Early Care and Learning
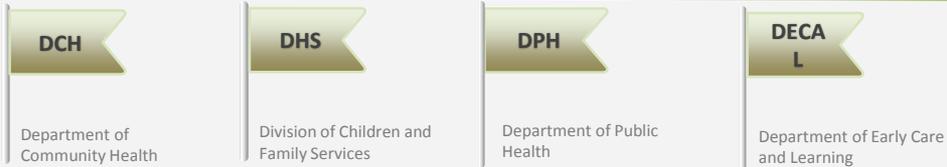
Medical Assistance

Food Stamps (SNAP)

TANF

LIHEAP

WIC

Child Care (CAPS)

Georgia Gateway will be implemented in three phases across the State:

Communication
- The *Gateway Post*
- Fact Sheets
- Videos
- Staff SharePoint Site

Training
- Instructor-Led
- Computer-Based
- Online Help

- Onboarding Program
- Mentoring Program
- Recognition Program
- Readiness Field Guides
- Readiness Checklists

Staff will have several resources to provide support for people, process and organizational changes

Training Dates
- **Pilot**: July 25 – September 2, 2016
- **Wave 1**: August 3 – December 2, 2016
- **Wave 2**: December 5 – February 3, 2017

Field Support Roles
- **Change Champions:** your culture and business process peers and leaders
- **Super Users:** your system testers and system functionality experts in the field
- **Classroom Assistants:** your policy subject matter experts in the classroom

Features

Customers
- One account for customers to manage benefits with 24/7 access to the Customer Portal
- Enhanced ability to manage benefits, report changes on existing cases, renew benefits, make updates to accounts, and update notice preferences
- Ability to view details about benefits they are receiving and notices that have been generated for a case

Staff
- Single point of entry for staff to make eligibility determinations across multiple programs
- Real-time verification of customer information by automatically interfacing with other systems
- Automatic eligibility determinations based on customer verified information and each program's policy rules which are built into the system
- Centralized customer information across programs for a complete view of a customer's benefits

Providers
- Increased administrative functionality including ability to manage, add and create users as well as ability to run reports about respective organizations
- Ability to view and upload customer documents directly into Georgia Gateway
- Access to submit applications and verification on behalf of customers

Division of Family & Children Services

Georgia Gateway Implementation Map
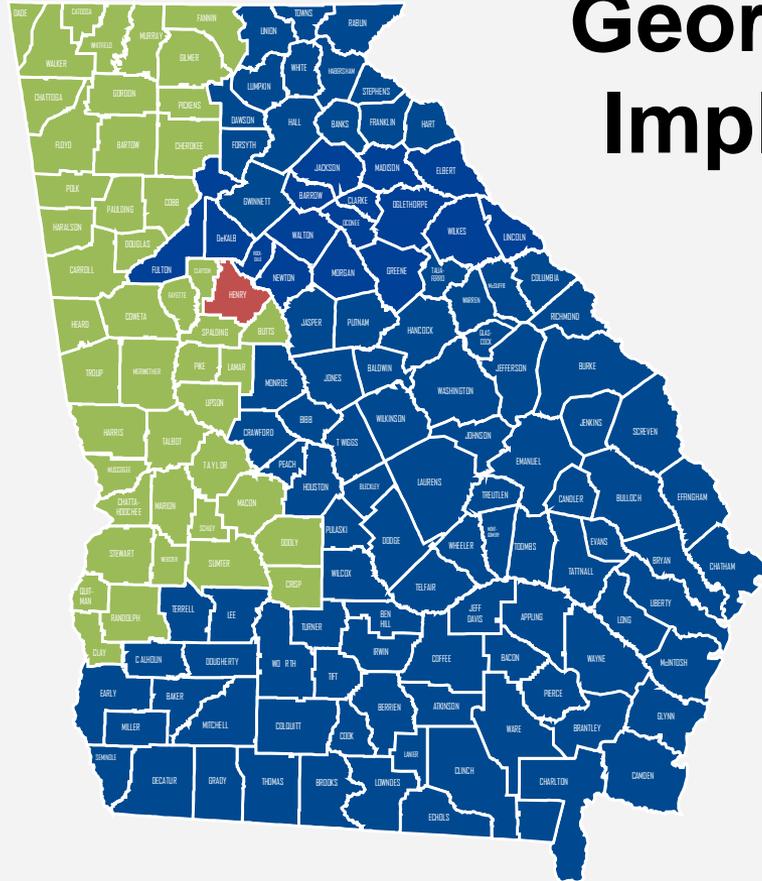
Pilot
Henry County

Wave 1
District 1, Regions 1, 3, and 13
District 4, Regions 4, 8, and 13

Wave 2 – Remaining counties
District 2, Regions 2, 5, and 13
District 3, Regions 9 and 12
District 5, Regions 10 and 11
District 6, Regions 6 and 7
District 7, Region 14

Division of Family & Children Services

Pilot	Wave 1	Wave 2
DISTRICT 4: **Region 4:** Henry	**DISTRICT 1:** **Region 1:** Catoosa, Chattooga, Cherokee, Dade, Fannin, Gilmer, Gordon, Murray, Pickens, Walker, Whitfield **Region 3:** Bartow, Douglas, Floyd, Haralson, Paulding, Polk **Region 13:** Cobb **DISTRICT 4:** **Region 4:** Butts, Carroll, Coweta, Fayette, Heard, Lamar, Meriwether, Pike, Spalding, Troup, Upson **Region 8**: Chattahoochee, Clay, Crisp, Dooly, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor, Webster **Region 13:** Clayton	**DISTRICT 2:** **Region 2:** Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, White **Region 5:** Barrow, Clarke, Elbert, Greene, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Oglethorpe, Rockdale, Walton **Region 13:** Gwinnett **DISTRICT 3:** **Region 9:** Appling, Bleckley, Candler, Dodge, Emanuel, Evans, Jeff Davis, Johnson, Laurens, Montgomery, Pulaski, Tattnall, Telfair, Toombs, Treutlen, Wayne, Wheeler, Wilcox **Region 12:** Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh **DISTRICT 5:** **Region 10**: Baker, Calhoun, Colquitt, Decatur, Dougherty, Early, Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas, Worth **Region 11:** Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, Ware **DISTRICT 6:** **Region 6:** Baldwin, Bibb, Crawford, Houston, Jones, Monroe, Peach, Putnam, Twiggs, Wilkinson **Region 7:** Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington, Wilkes **DISTRICT 7:** **Region 14:** DeKalb, Fulton

Questions?

Closing Remarks and Adjournment