

Georgia Department of Human Services

Division of Family & Children Services

**Advisory Board Meeting
September 13, 2022
10 a.m.**



Housekeeping Rules

- Make sure your computer speakers are on.
- Use Microsoft Teams OR call into the meeting. Attempting to use multiple audio options will create feedback.
- Mute yourself if you are not speaking.
- Please state your name when making a motion or seconding a motion.
- Please note that all motions, presentations and meeting minutes were emailed to you for your convenience.
- We will check the chat box for any questions or comments throughout the meeting. Please let us know if you experience any audio issues or have trouble viewing the PowerPoint presentation.



Approval of Agenda

BRIAN P. KEMP
GOVERNOR



CANDICE L. BROCE
DIRECTOR

Division of Family and Children Services Advisory Board Meeting

Virtual Meeting via Microsoft Teams

[Click here to join the meeting](#)

Or call in (audio only)

+1 470-344-9228, 703698414#

Phone Conference ID: 703 698 414#

AGENDA

Call to Order /Welcome	-Chair Belva Dorsey
-Approval of Agenda	
-Approval of Minutes	
Child Welfare Update	-Mary Havick, Deputy Commissioner, Child Welfare
OFI Update	-Melody DeBussey, Deputy Commissioner, OFI
Human Resources Update	-Ann Burris, Deputy Commissioner, Office of Human Resources
Board Discussion	-Board Members
- Term Expirations	
- Elections	
- Committee Reports	
o Regional Trends Committee	
o Community Relations Committee	
o Child Welfare Committee	
o OFI Committee	
- Member Regional Reports	
Closing Remarks/ Adjournment	-Chair Belva Dorsey

Next Meeting: November 9, 2022





Georgia Department of Human Services

Approval of DFCS Advisory Board June 22, 2022, Meeting Minutes



**Georgia Department
of Human Services**

DFCS Updates & Case Highlights

Mary Havick | Deputy Commissioner, Child Welfare

Data Overview

- Programs and outcome views
 - Current and historical
- DFCS data is available on demand
 - <https://dhs.georgia.gov/organization/about/dhs-data>





Department of Human Services Division of Family & Children Services



- About Us
- County Offices
- Services
- Data
- Newsroom
- Public Notices
- DHS Home

Home > Data

Data

> Federal Regulations and Data

Federal Reviews and Plans

Data

Welcome to Georgia's Division of Family & Children Services data page. This page seeks to be transparent and accountable about the lives of children and families by disseminating Georgia's Child Welfare and Office Family Independence (OFI) data.

DHS Data



Foster Care: State or County

← → ↺ dhs.georgia.gov/division-family-children-services-child-welfare



Child Welfare Data: Foster Care

Can't find what you're looking for?
Please contact the [Office of Communications](#).

Children assessed to be unsafe in their home are taken into state custody, also known as foster care. Most foster children are reunited with their families, but others are adopted, age out at 18, or experience other outcomes. A young person who turns 18 in custody may choose to remain in state care or exit care until the age of 21.

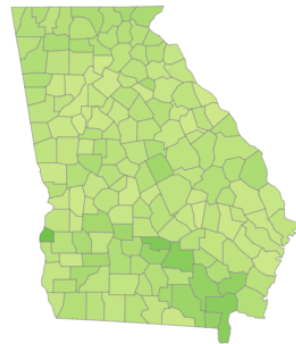
Data is updated quarterly. The latest quarter reported covers children in custody on **March 31, 2022**

State Fiscal Year (July 1 - June 30)

State Fiscal Year: County:

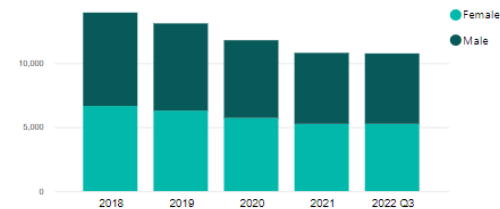
Statewide

Foster Care Population by County

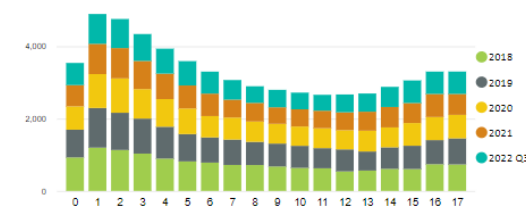


Foster Children per 1,000 in Population
Based on [U.S. Census 2017 Data](#)

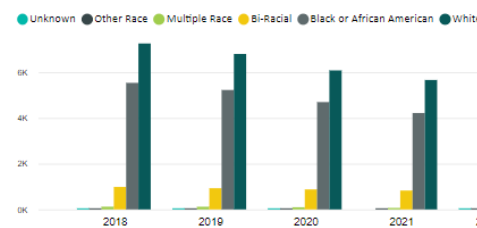
Children in Foster Care¹ by Sex



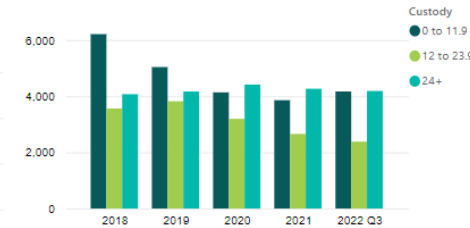
Children in Foster Care¹ by Age



Children in Foster Care¹ by Race



Children in Foster Care¹ Length Of Time (Months)

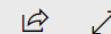


¹Total number of children in foster care on the last day of the state fiscal year.

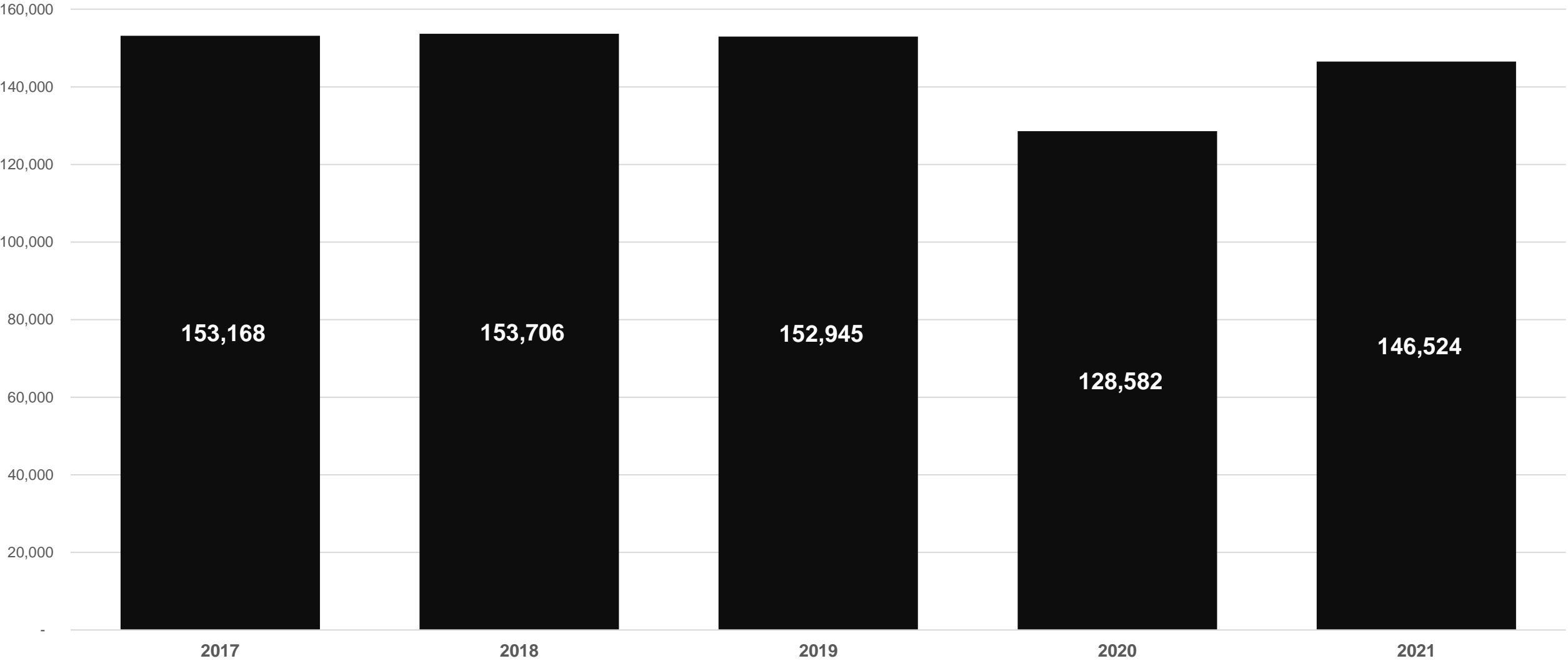
Microsoft Power BI

< 4 of 7 >

65%



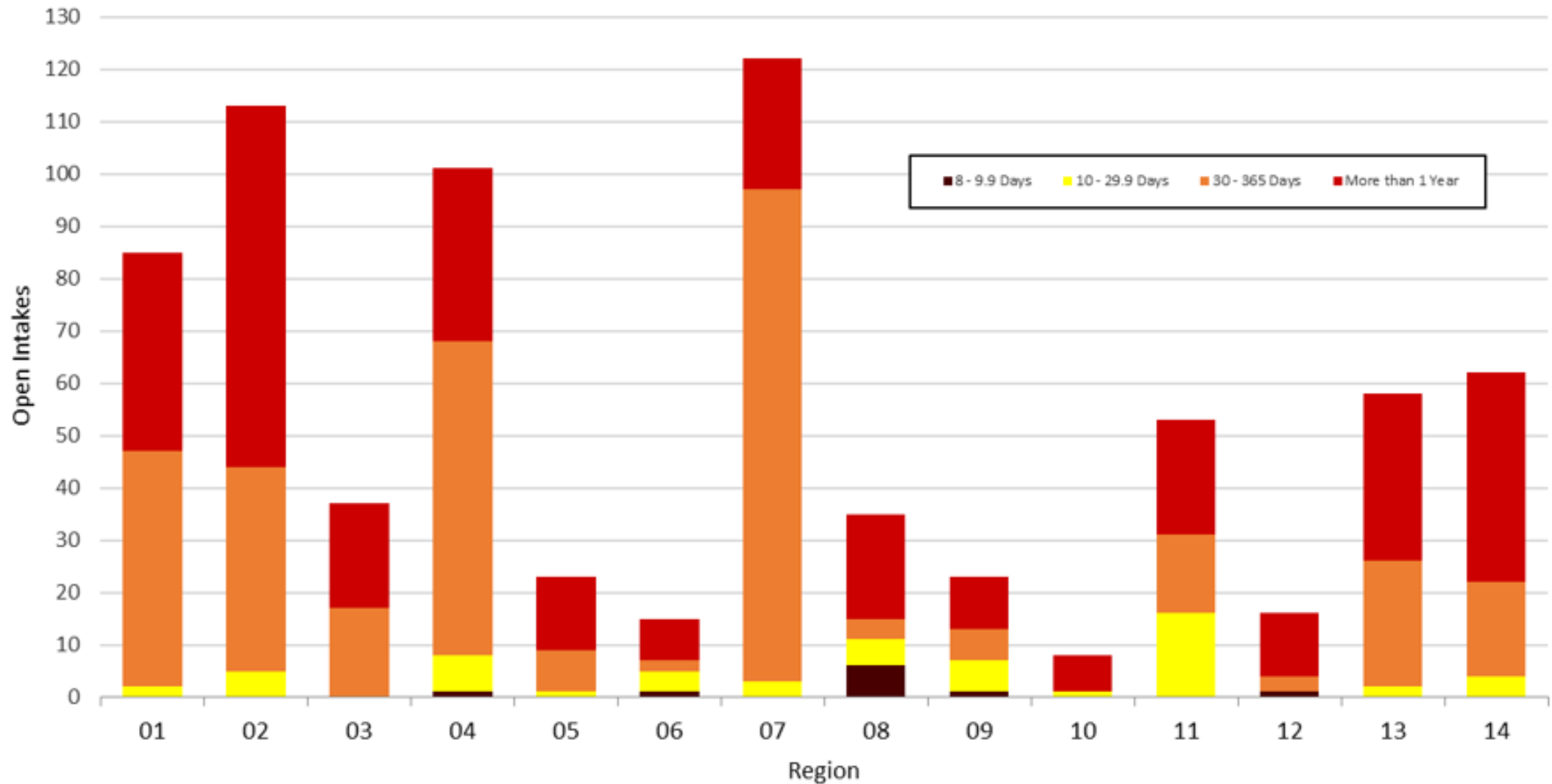
Intakes Received By Year



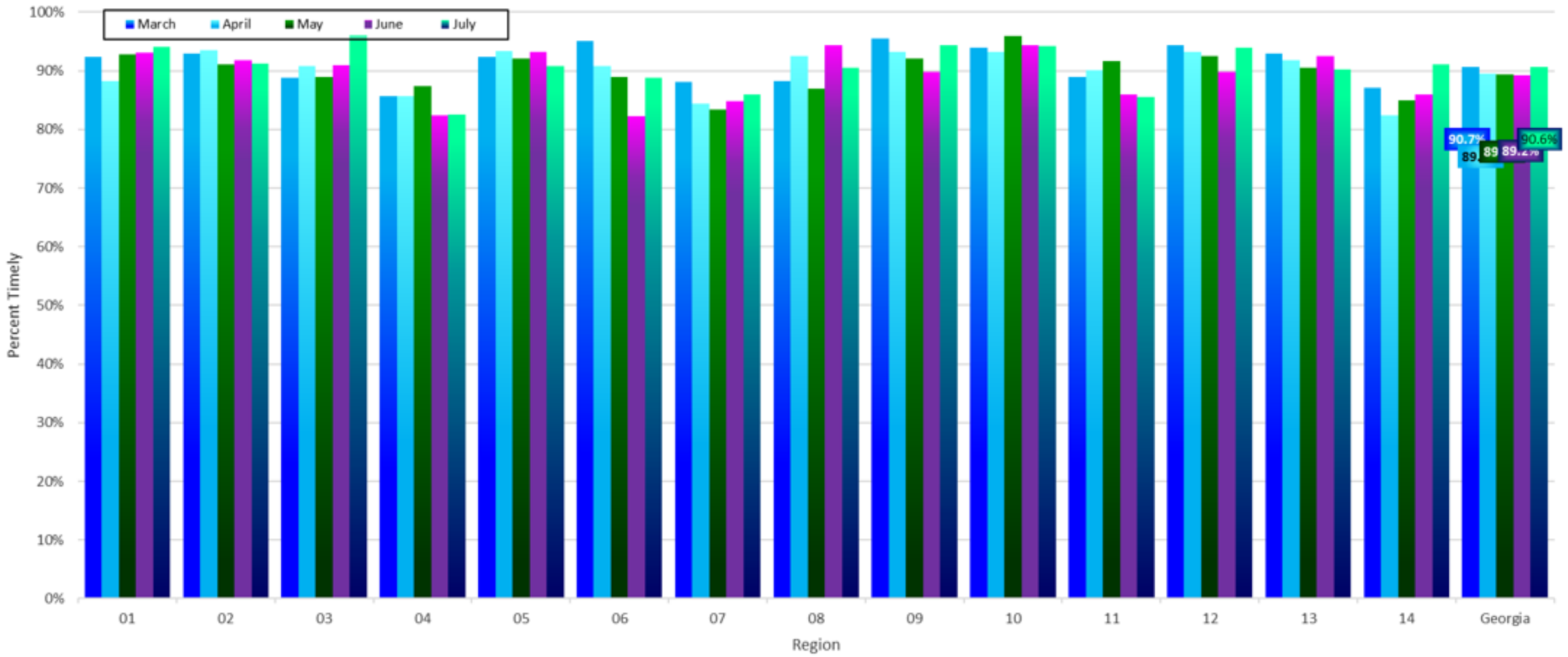
Intakes, or reports of child maltreatment, may be directed to investigation, family support, screened out, or screened out and referred to services. Other intakes, such as Information and Referrals, are not included in these counts. Data Source: SHINES



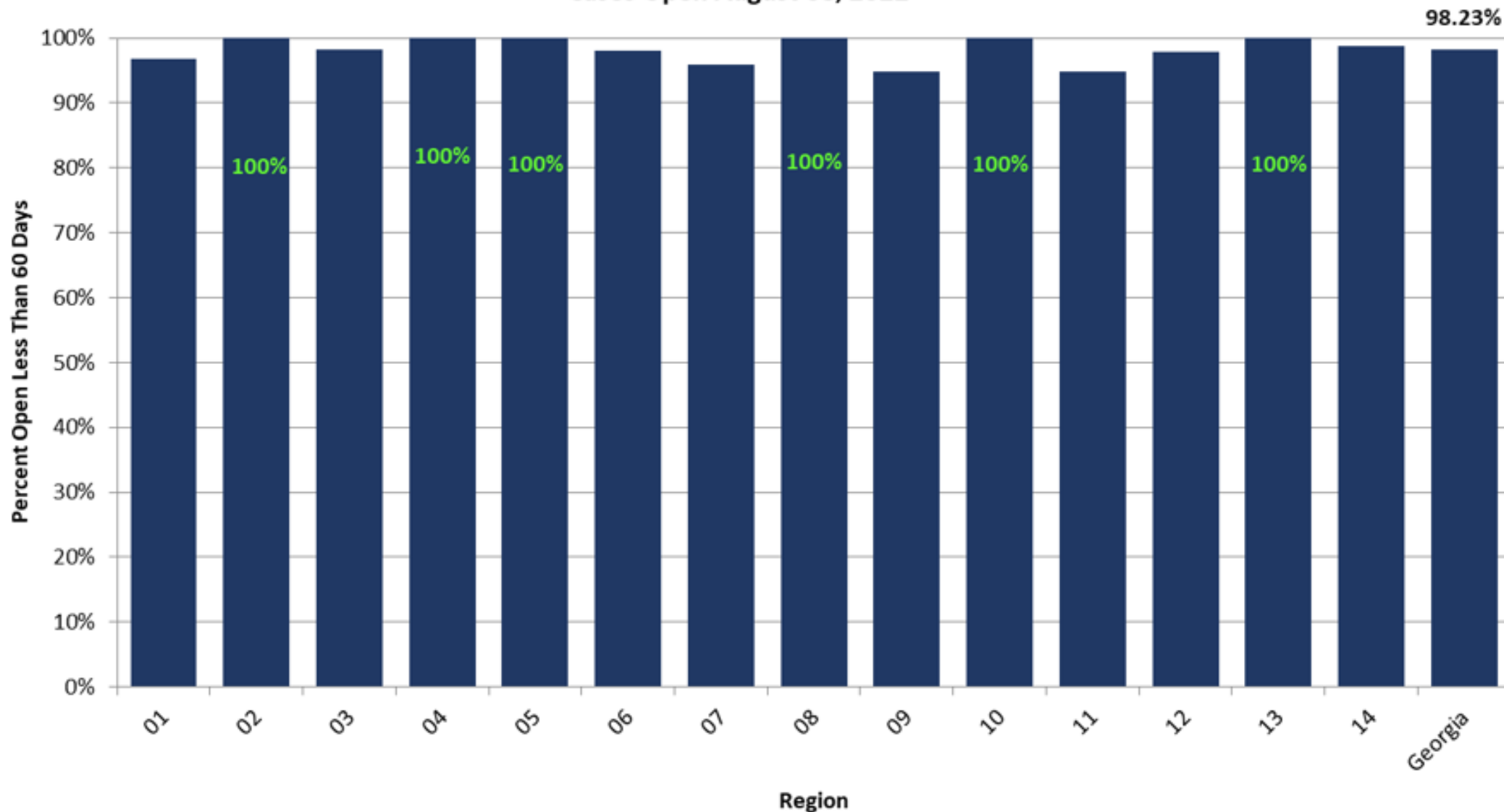
Intakes Open over 8 Days August 08, 2022



ISA Response Times
Intakes Received March 01, 2022 - July 31, 2022

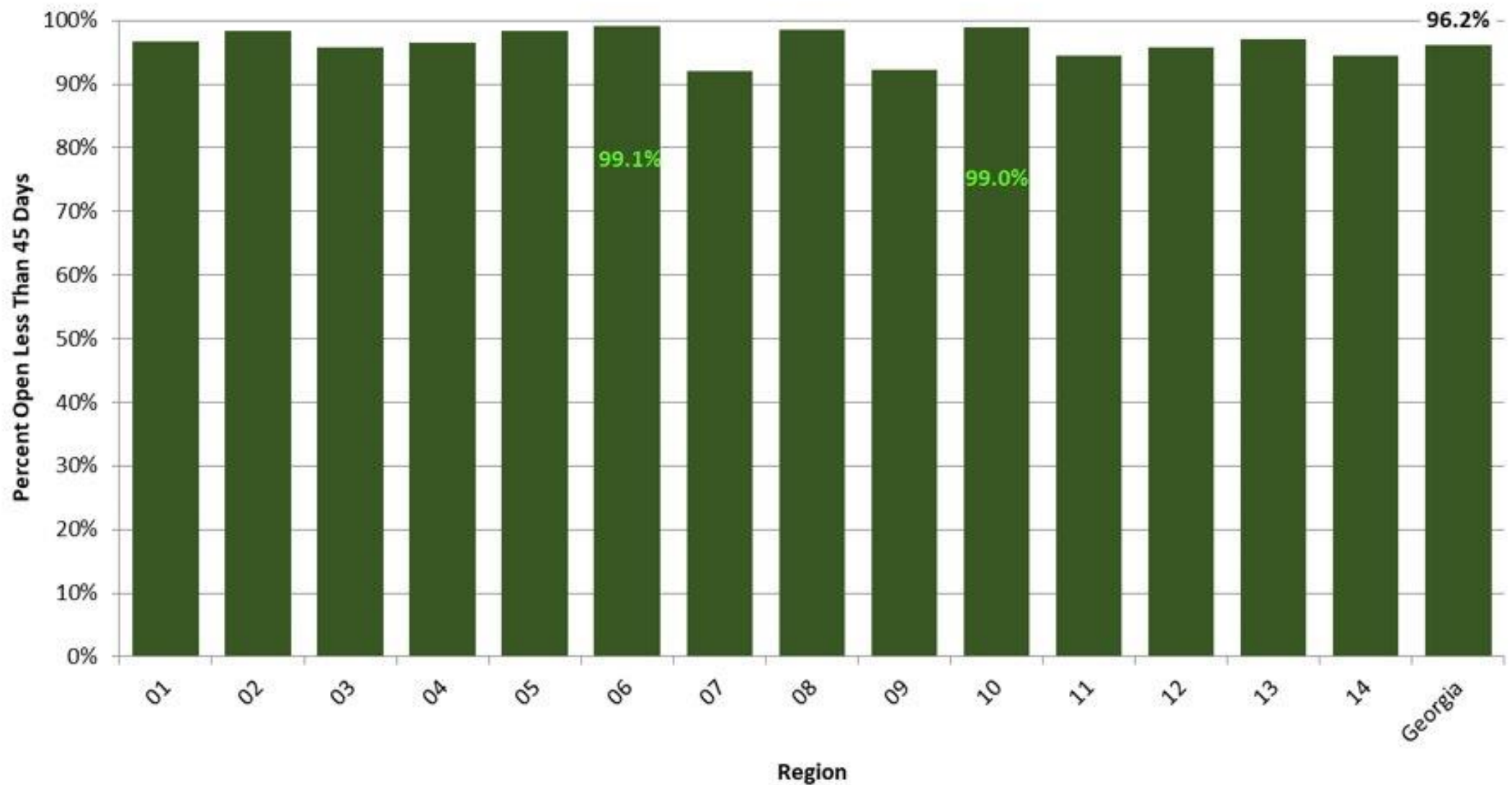


Family Support Time Open Cases Open August 08, 2022

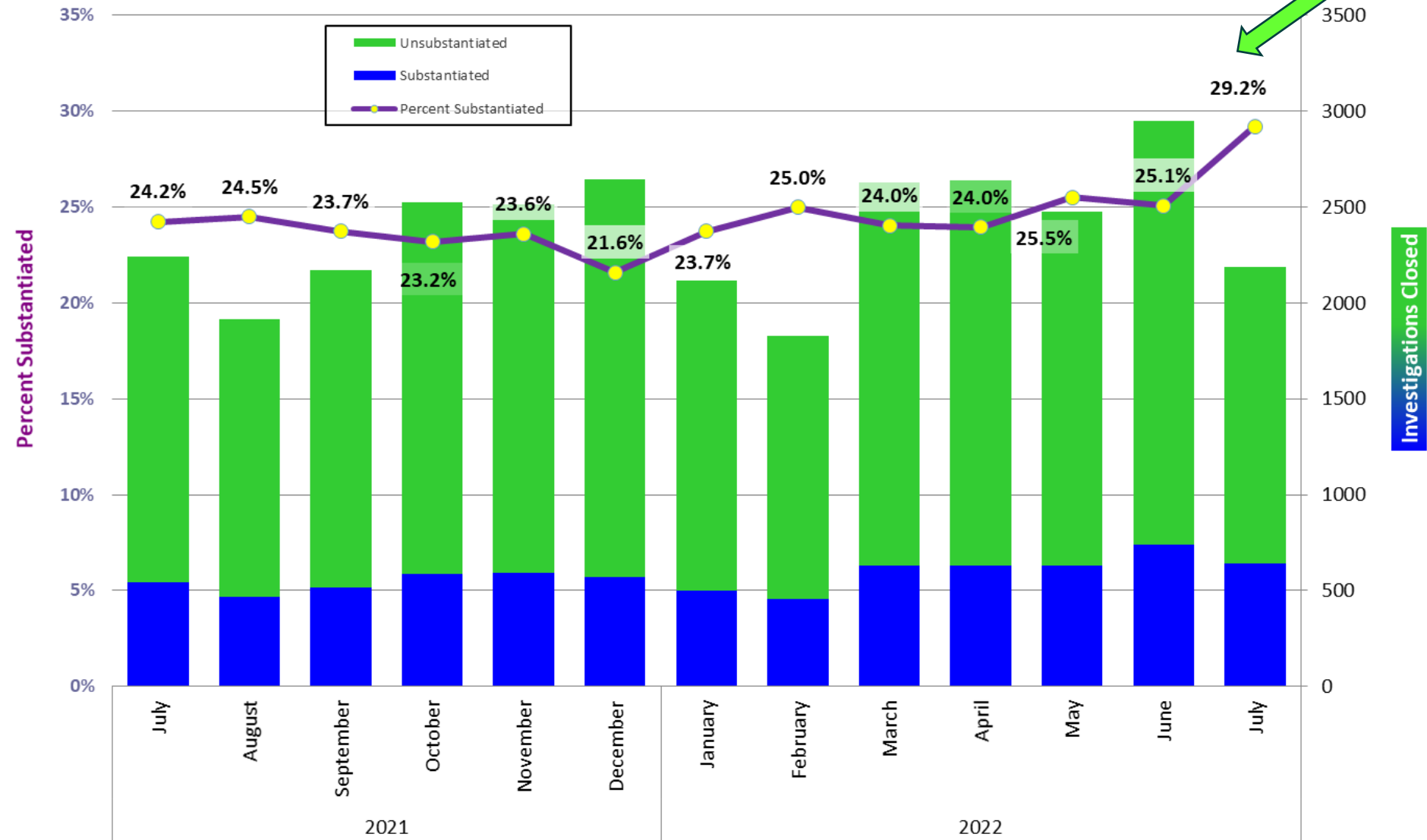


Investigations Time Open

Cases Open August 08, 2022



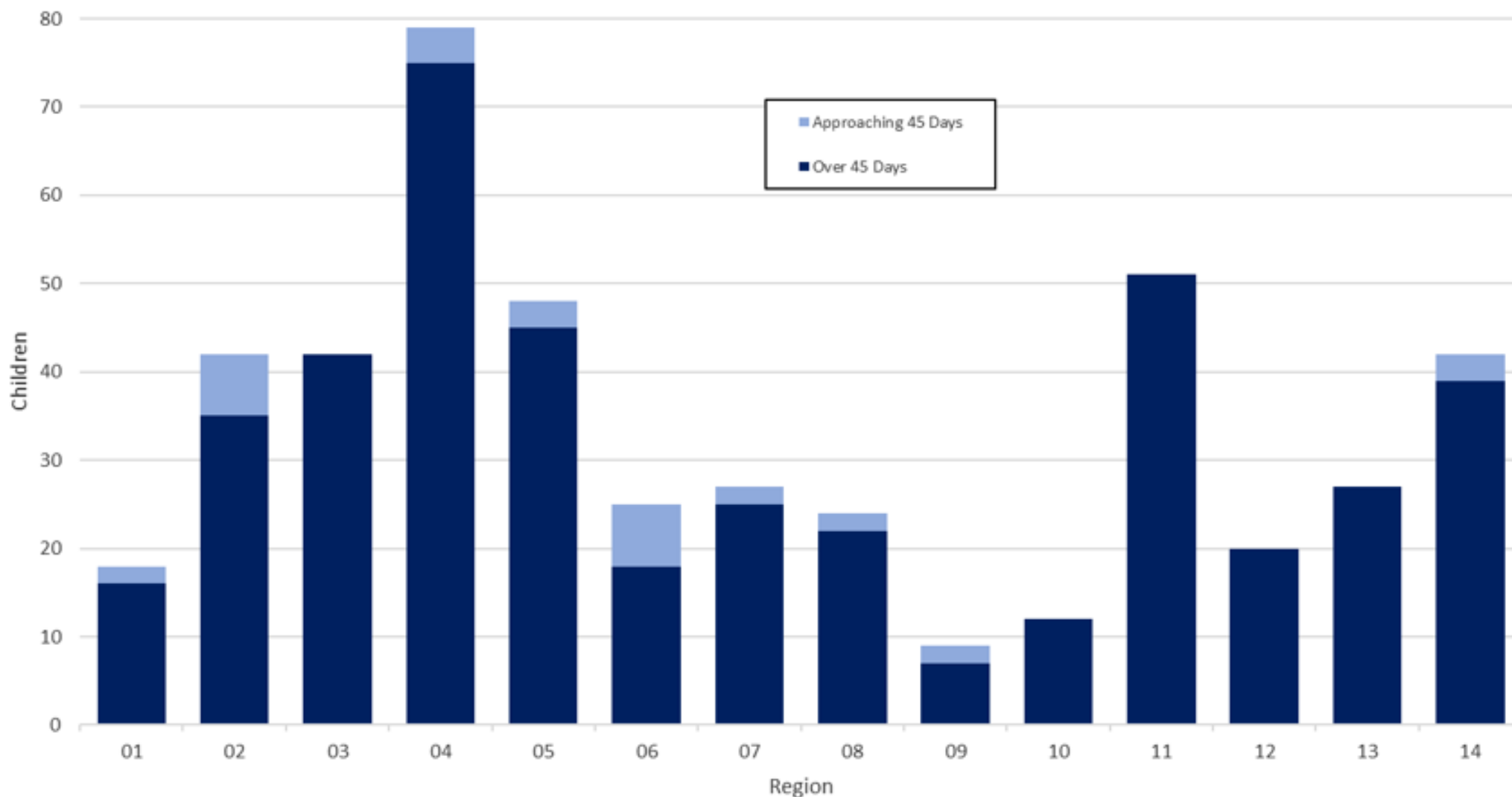
Investigations, Percent Substantiated and Total Count



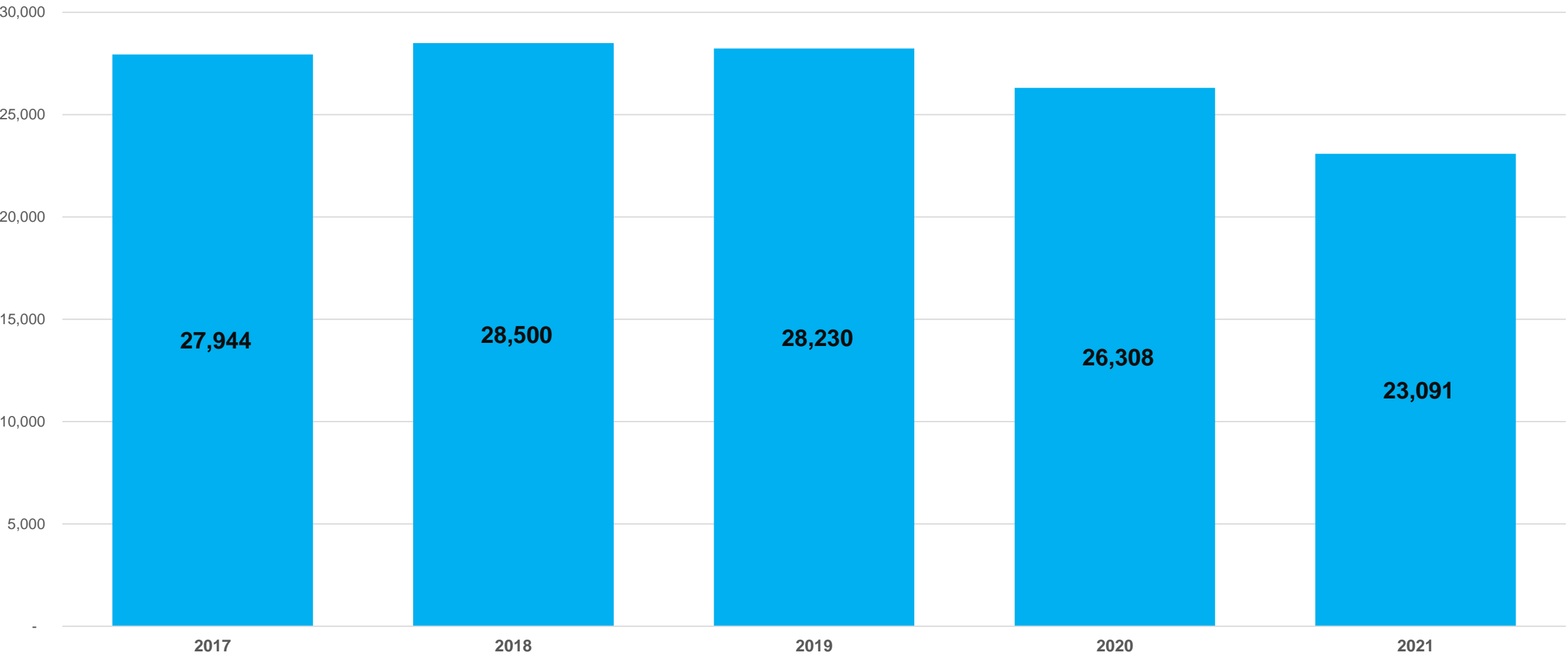
Safety Resources and Voluntary Kinship Arrangements (Combined)

Approaching or Over 45 Days

August 08, 2022



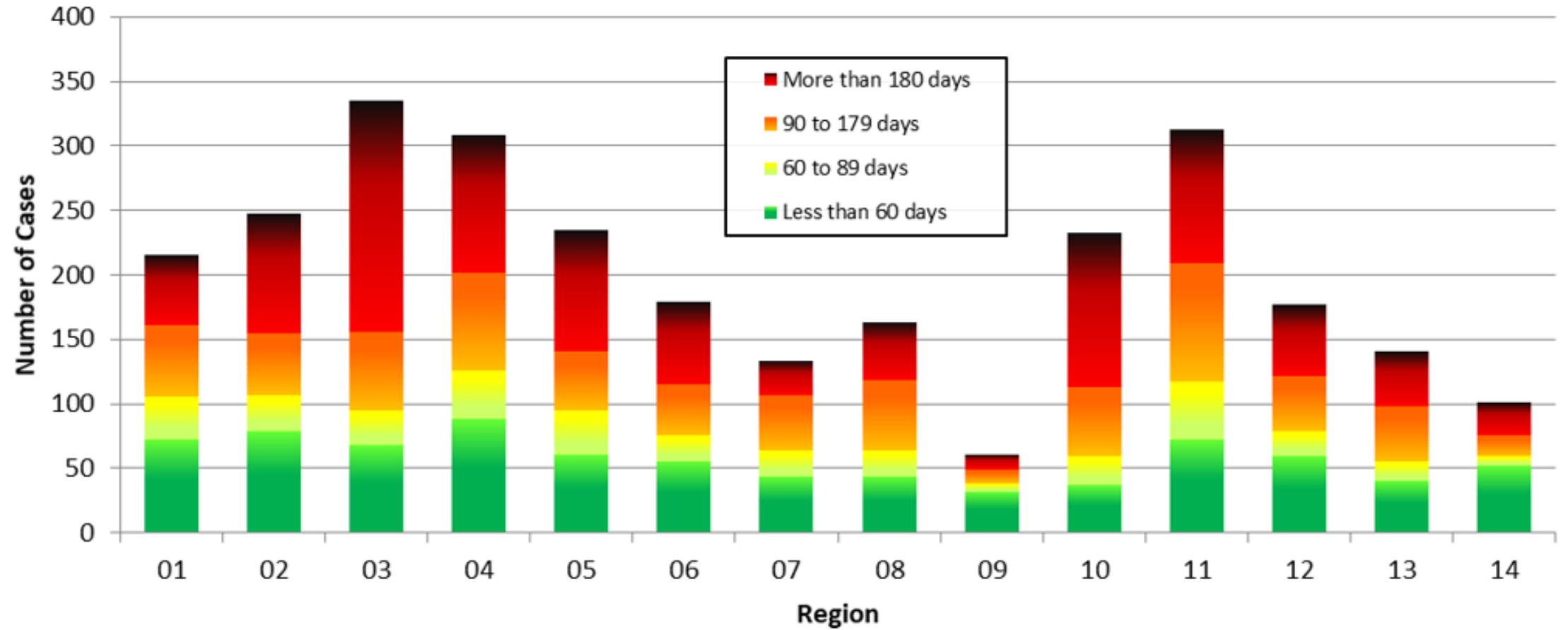
Family Preservation Stages Open By Year



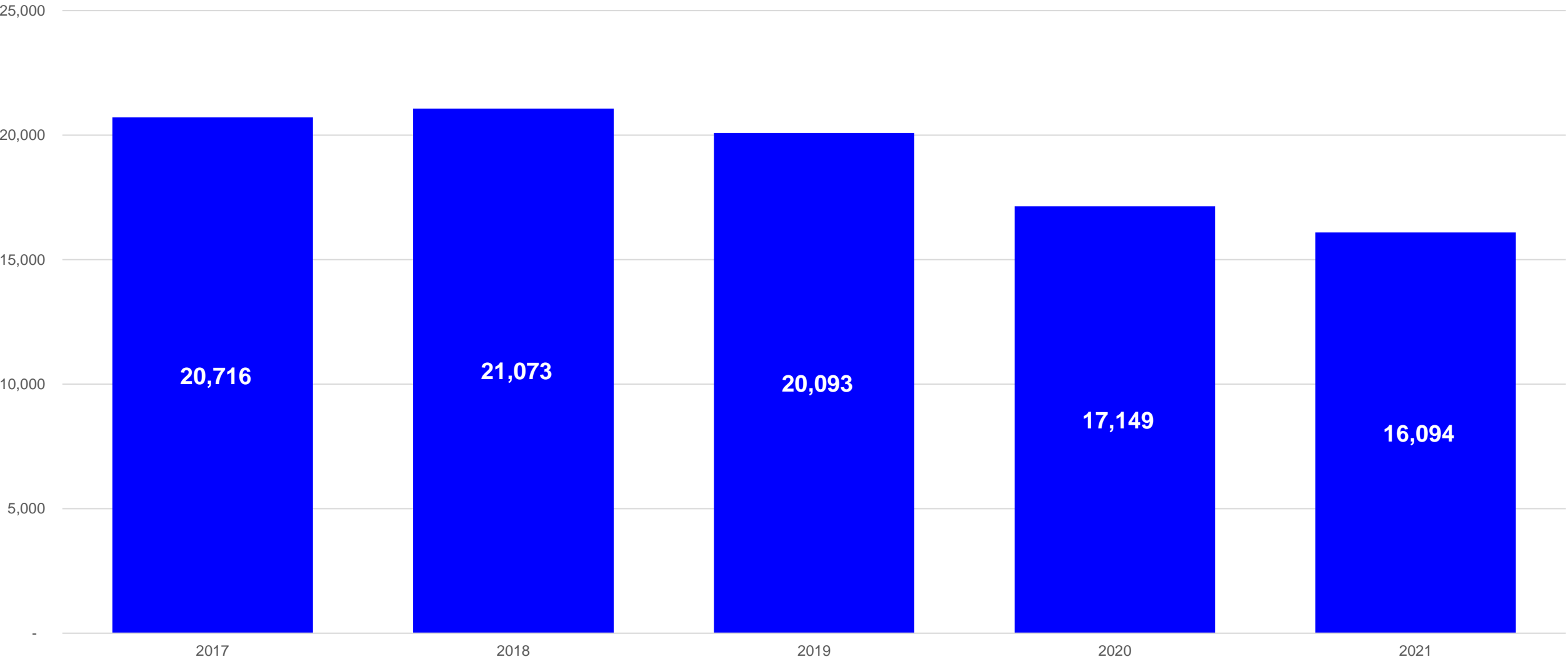
Family Preservation is a program designed to continue working with a family where safety concerns have been identified with the children remaining in the home. Data Source: Shines



Family Preservation Time Open Cases Open August 08, 2022



Children in Custody By Year



Children may have been in foster care for only part of the year. Each child is counted only once in a year, regardless of the number of foster episodes. Individual children may be counted in more than one year. Data Source: SHINES



Every Child Every Month FFY 2022 Scorecard

Data Reflective of Oct 2021 – July 2022



Region	Requiring Visit	Visited	% Visits Completed	Visited in Home Environment	% of Completed Visits in Home Environment
1	10703	10499	98.09%	8550	81.44%
2	8050	7976	99.08%	6458	80.97%
3	7289	7120	97.68%	6163	86.56%
4	6543	6372	97.39%	5757	90.35%
5	7836	7636	97.45%	6777	88.75%
6	4567	4512	98.80%	4111	91.11%
7	5867	5763	98.23%	4827	83.76%
8	6273	6176	98.45%	5496	88.99%
9	3260	3215	98.62%	2789	86.75%
10	5587	5529	98.96%	4962	89.74%
11	10809	10549	97.59%	9825	93.14%
12	7107	6960	97.93%	5870	84.34%
13	9169	8940	97.50%	7211	80.66%
14	8566	8387	97.91%	8260	98.49%
Total	101626	99634	98.04%	87056	87.38%

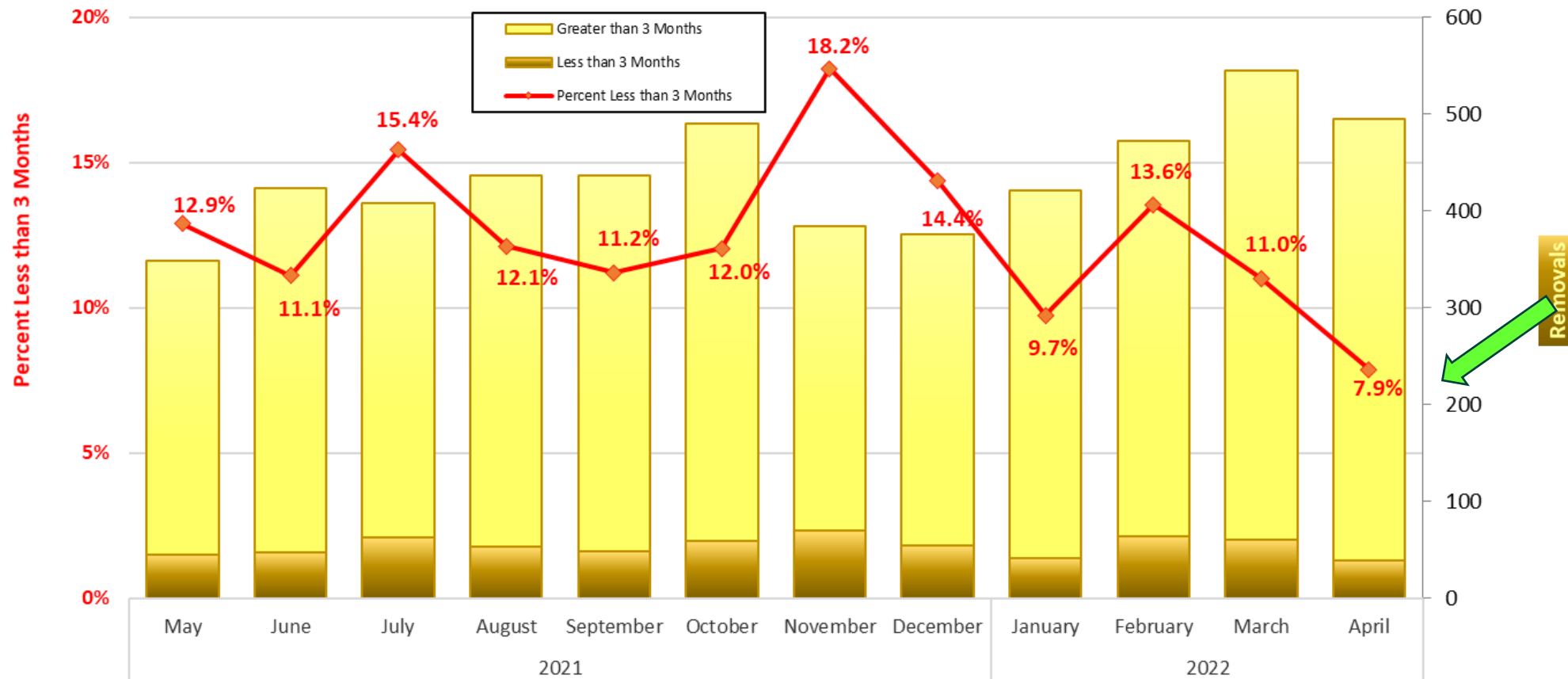
FEDERAL REQUIREMENTS

% of Required Child Visits Completed	95.0%
% of Completed Required Child Visits Made in Home Environment	50.0%



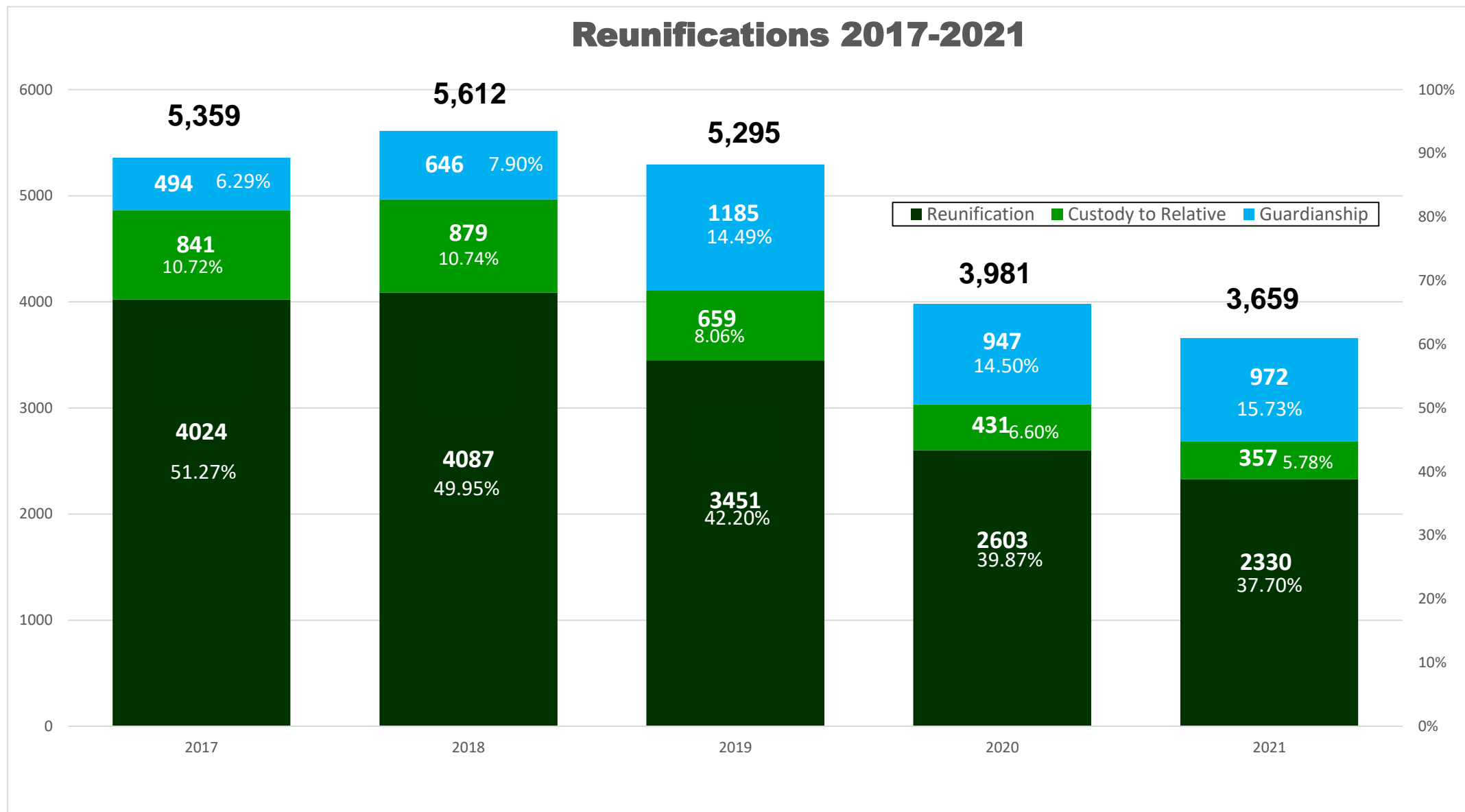
Georgia Foster Episodes Less than 3 Months, by Removal Month

Removals: 2021 May - 2022 April



Down from
10.5%
(data for
2021 April
– 2022
March)

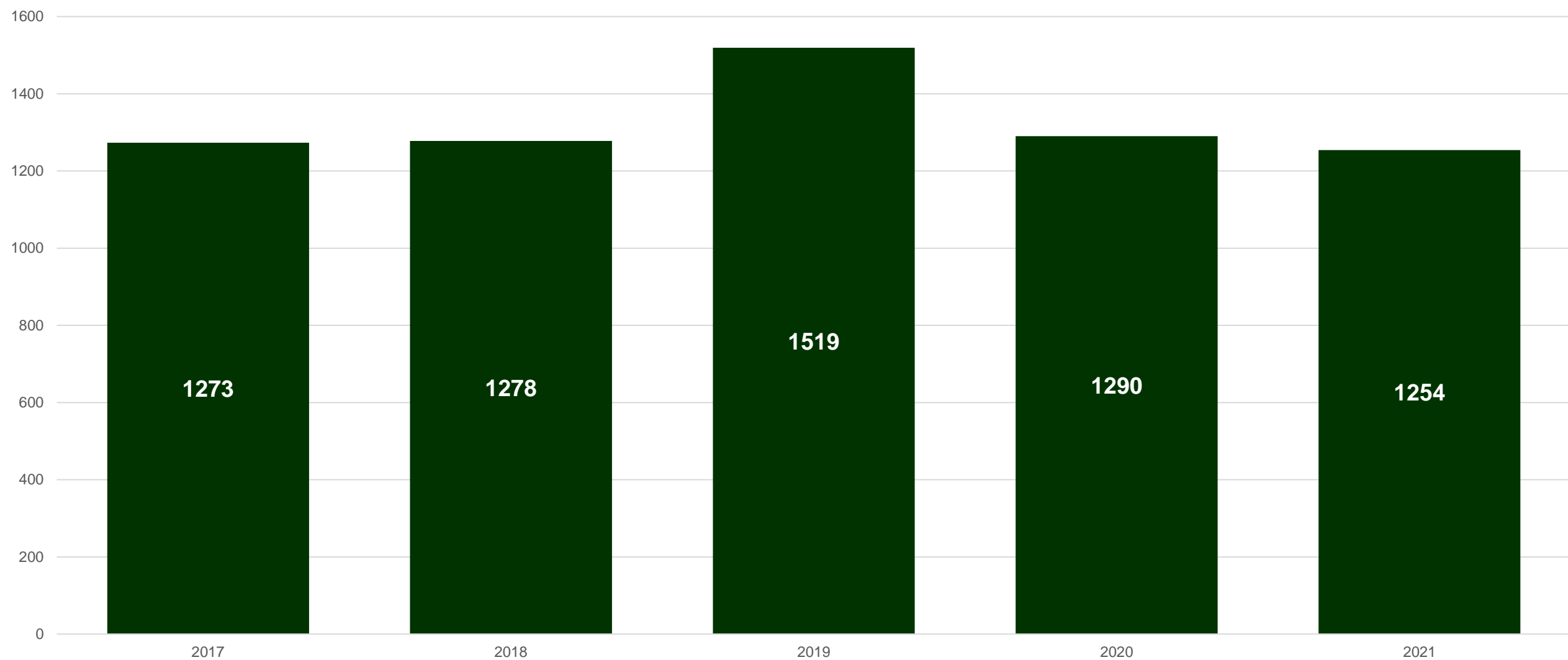




This chart shows the counts and percentages of reunifications that have occurred each of the past five years. By policy, a reunification is, “The return of a child in the temporary custody of DFCS to the legal and physical custody of the parent, guardian, or legal custodian. Custody to a non-custodial parent is also deemed reunification.” Data Source: SHINES



Adoptions by Year



Finding a forever family for each child is the goal of DFCS when it is clear that reunification will not be in the best interest of the child. These adoption counts show the continuous effort undertaken to help foster children achieve this goal. Data Source: SHINES



Placement Support

- Youth with complex needs
 - Enhanced rates to providers
 - Emergency funds to support youth to prevent or end a hoteling episode
 - Temporary staffing to congregate care providers
 - Encouraging proposals from providers
- Family-based caregivers
 - Researching expanded respite



Decrease Hoteling

- Complex Care Coordinator position
- Daily tracking spreadsheet
- PASS calls with all districts
- Dashboard



Increase Family Caregivers

- Foster Parent Recruitment Campaign announced in coordination with Gov. Kemp's office



For Immediate Release

Tuesday, August 2, 2022

Gov. Kemp, First Lady Marty Kemp, and DHS Announce Statewide Campaign to Recruit More Foster Parents

Atlanta, GA – Governor Brian Kemp, First Lady Marty Kemp, and Department of Human Services (DHS) Commissioner Candice Broce today announced a new statewide marketing campaign to help recruit and retain more foster parents for youth in state custody.

"My administration has taken great strides to support foster parents in the critically important mission of caring for Georgia children in need," **said Governor Brian Kemp.** "Our state believes in protecting life at all stages, and we're committed to achieving this goal. We hope this new campaign reaches more who are ready to answer this call."



Streamlining Efforts

- Focus on removing administrative burdens on county staff
- Listen to feedback from county directors
- Solicit ideas from frontline staff
- Examples:
 - Temporary suspension of 100-mile rule for transportation
 - Supply of car seats and portable cribs
- Exploring:
 - Prevention of unnecessary weekend work

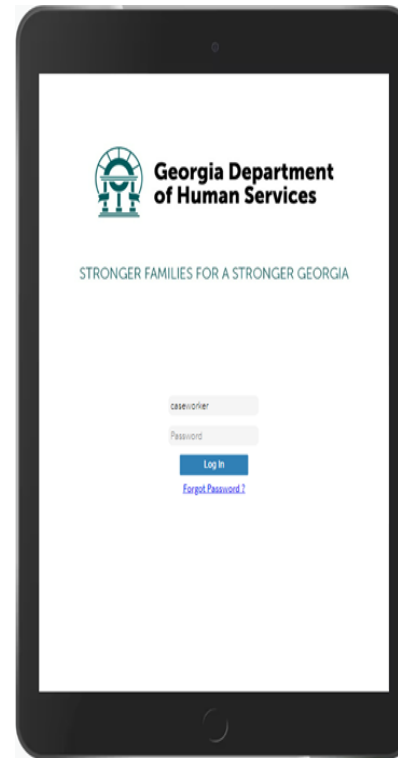


Technology Modernization

- mCase mobile solutions pilot
- Community Portal
- Placement Portal
- *Future portals for CASA, foster parents, prospective foster parents*



mCase Functionality



mCase Functions

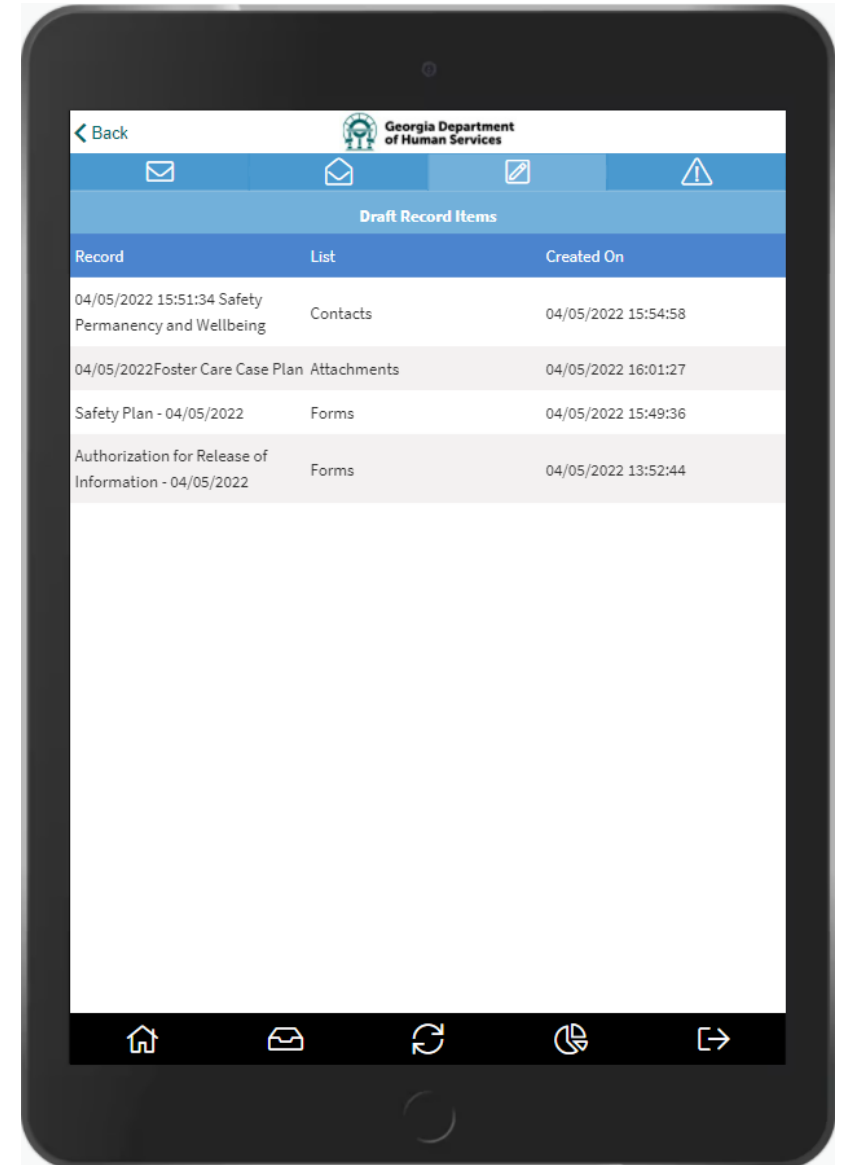
- View essential case, stage, and person data
- Complete forms:
 - Authorization for Release of Information (English & Spanish)
 - Safety Plan (English & Spanish)
 - Consent for State Criminal Records Check
- Capture and upload photos
- Create contact records



Inbox

There are four different tabs within the user's inbox.

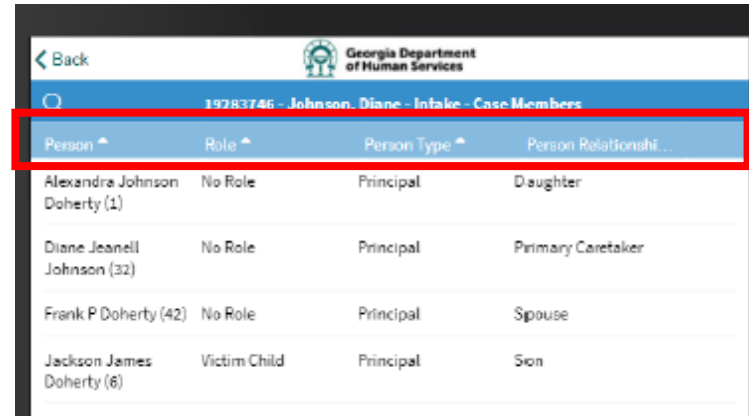
- **New Inbox Items** – displays a list of all unread system notifications
- **Open Inbox Items** – displays a list of all read system notifications
- **Draft Record Items** – displays a list of all records that have been created and are currently in a 'draft' status
- **Error Messages** – displays a list of all error messages



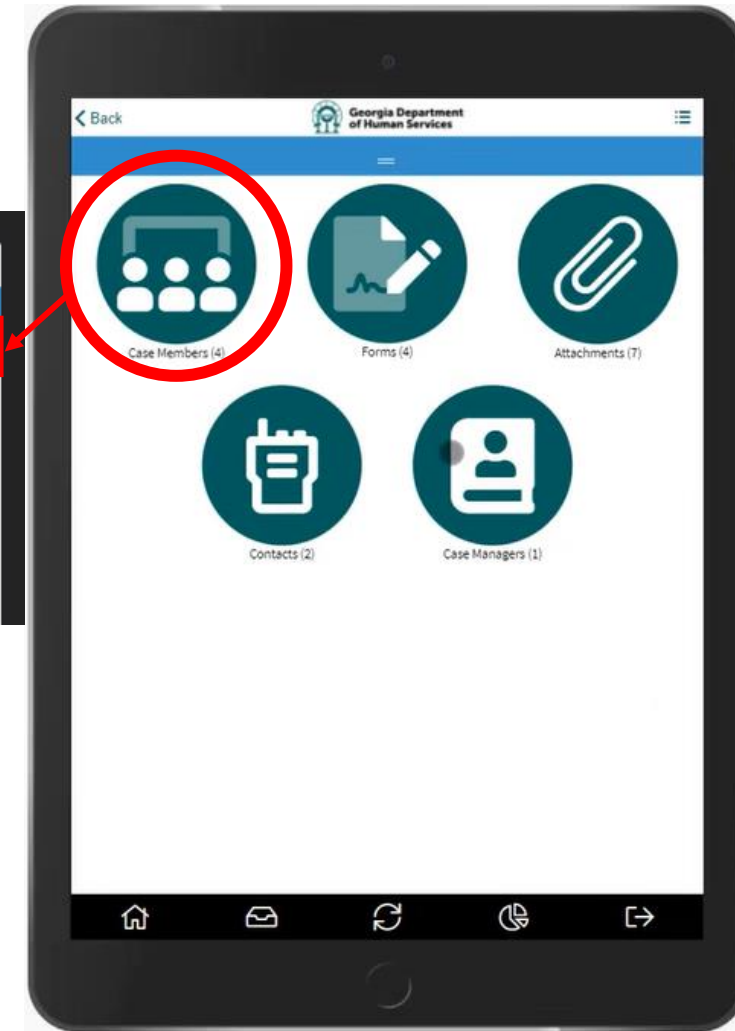
Case Member

Clicking the Case Member icon lists all members associated with the case and the following columns:

- **Person** – displays the person and their age in parenthesis
- **Role** – any roll associated with the person
- **Person Type** – examples are collateral, principal, which can be listed here
- **Person Relationship to Case** - lists the client relationship to those in the case



Person	Role	Person Type	Person Relationship
Alexandra Johnson Doherty (1)	No Role	Principal	Daughter
Diane Jeanell Johnson (32)	No Role	Principal	Primary Caretaker
Frank P Doherty (42)	No Role	Principal	Spouse
Jackson James Doherty (6)	Victim Child	Principal	Son



Draft Form

- When selecting the Draft form from the form list, it has "View Embedded Document"
- In order to edit the Draft form to make changes or updates, select the Action Menu to view the options in the top right

The image shows a tablet screen displaying a draft form titled "AUTHORIZATION FOR RELEASE OF INFORMATION" from the Georgia Department of Human Services. The form is a "Draft Form" and includes fields for "Name of Individual/Consent/Parent/Agent", "Date of Birth", and "IF AVAILABLE". It also has checkboxes for "I hereby request and authorize:" and "Release to:". A red square icon in the top right corner of the form indicates the "Action Menu". The form is titled "AUTHORIZATION FOR RELEASE OF INFORMATION" and includes a section for "The following (specify) of information from my records (and specific portions thereof):". It also has a section for "for the purpose of:". The form is titled "AUTHORIZATION FOR RELEASE OF INFORMATION" and includes a section for "I understand that the Federal Privacy Rule (\"HIPAA\") does not protect the privacy of information if re-disclosed, and therefore request that all information obtained from this person or agency be held strictly confidential and not be further released by the recipient. I further understand that my eligibility for benefits, treatment or payment is not conditioned upon my provision of this authorization. I intend this document to be a valid authorization conforming to all requirements of the Privacy Rule and understand that my authorization will remain in effect for: (PLEASE CHECK ONE):". It has checkboxes for "Ninety (90) days unless I specify an earlier expiration date here:" and "One (1) year". It also has a checkbox for "I understand that unless otherwise limited by state or federal regulation, and except to the extent that action has been taken based upon it, I may withdraw this authorization at any time". The form is titled "AUTHORIZATION FOR RELEASE OF INFORMATION" and includes a section for "USE THIS SPACE ONLY IF AUTHORIZATION IS WITHDRAWN". It has checkboxes for "I understand that unless otherwise limited by state or federal regulation, and except to the extent that action has been taken based upon it, I may withdraw this authorization at any time". The form is titled "AUTHORIZATION FOR RELEASE OF INFORMATION" and includes a section for "USE THIS SPACE ONLY IF AUTHORIZATION IS WITHDRAWN". It has checkboxes for "I understand that unless otherwise limited by state or federal regulation, and except to the extent that action has been taken based upon it, I may withdraw this authorization at any time".



Workforce Support

- Career ladder for case managers
- Master's degree pay increase
 - 10% for behavioral health science degrees
- LCSW supplement
- National Child Welfare Workforce Institute (NCWWI) grant
- \$5,000 salary increase and bonus
 - Ability to convert leave to dollars
- Paid down to one hour for comp. time
- Job fairs
- HR positions to expedite hiring



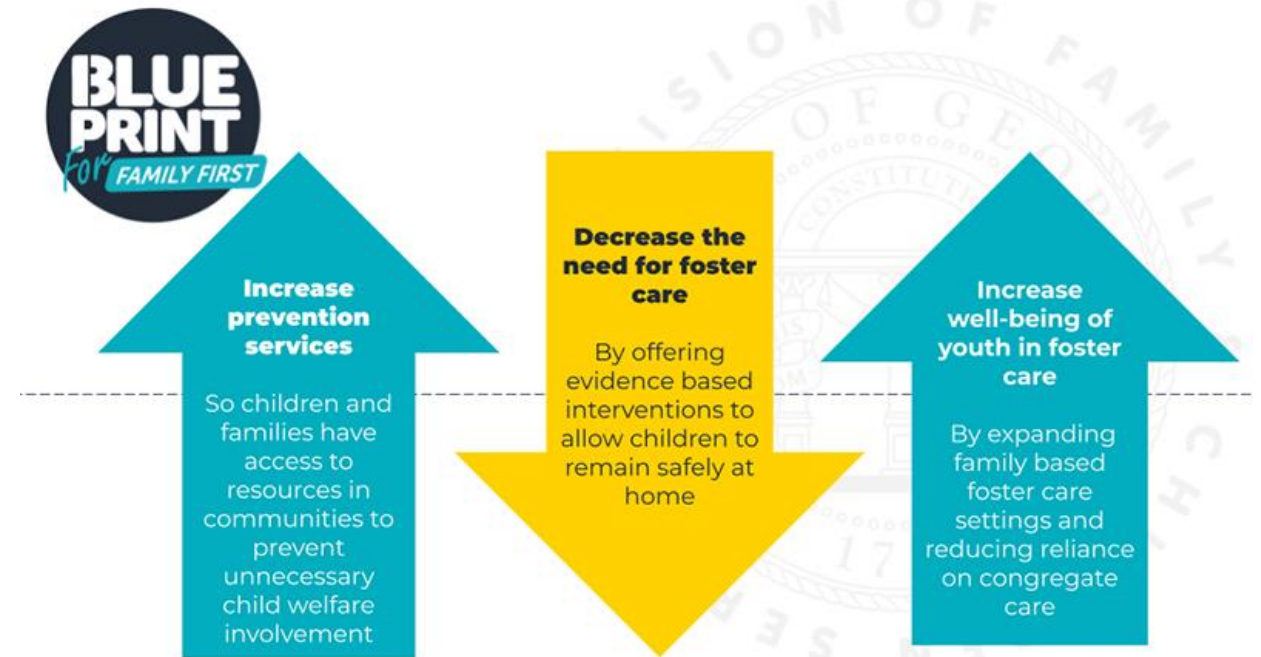
Initiatives and Updates

- Autism respite care pilot
- Autism prevalence project
- Provider rate increase
 - 10% for all providers
- Clothing allowance increase
- Community Action Teams pilot



Family First Update

- Family First Prevention Services Act
- **RFP** for services released
- www.blueprintfamilyfirst.org



Questions?

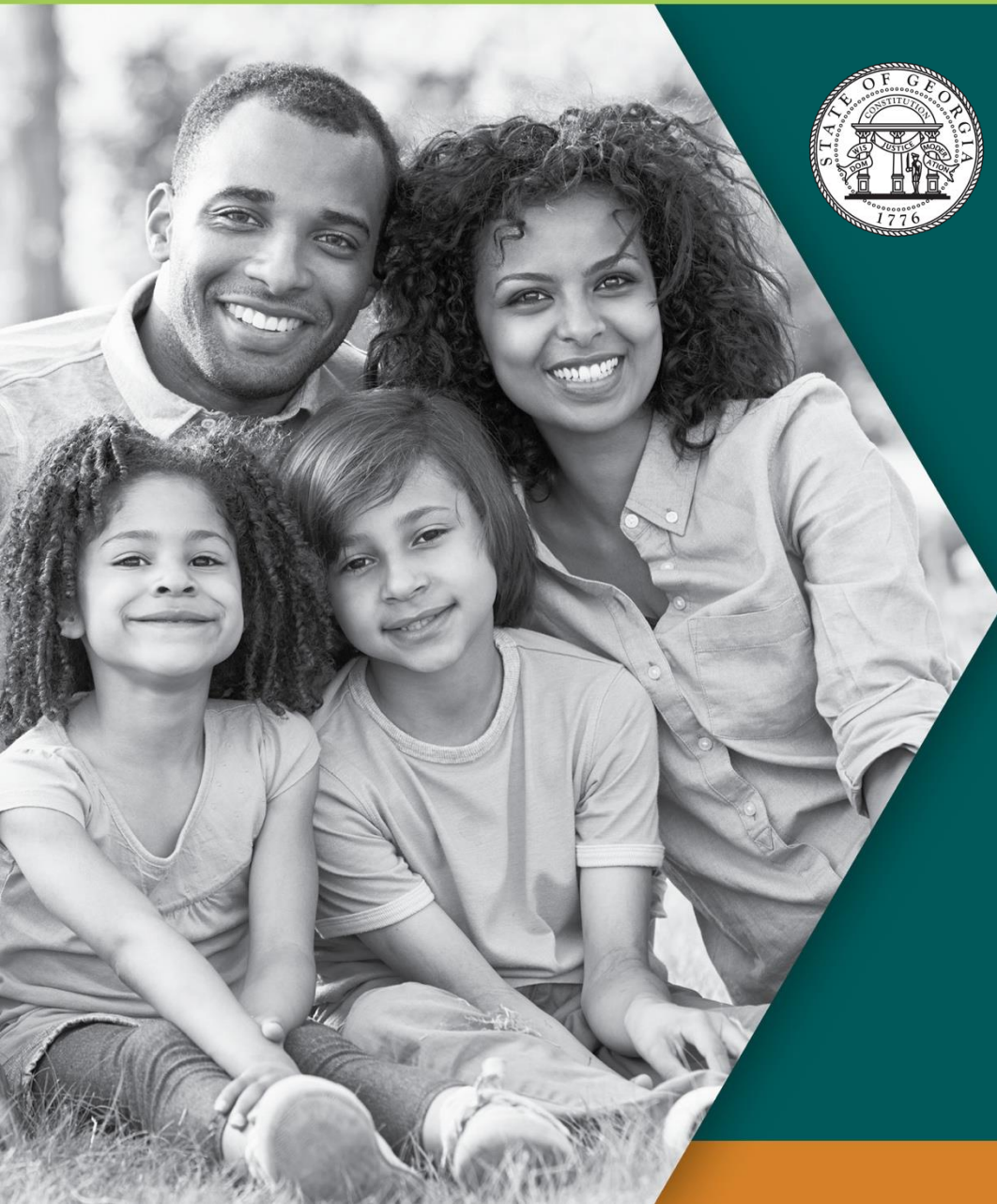
Mary Havick

Deputy Commissioner

Child Welfare

mary.havick@dhs.ga.gov





Georgia Department of Human Services

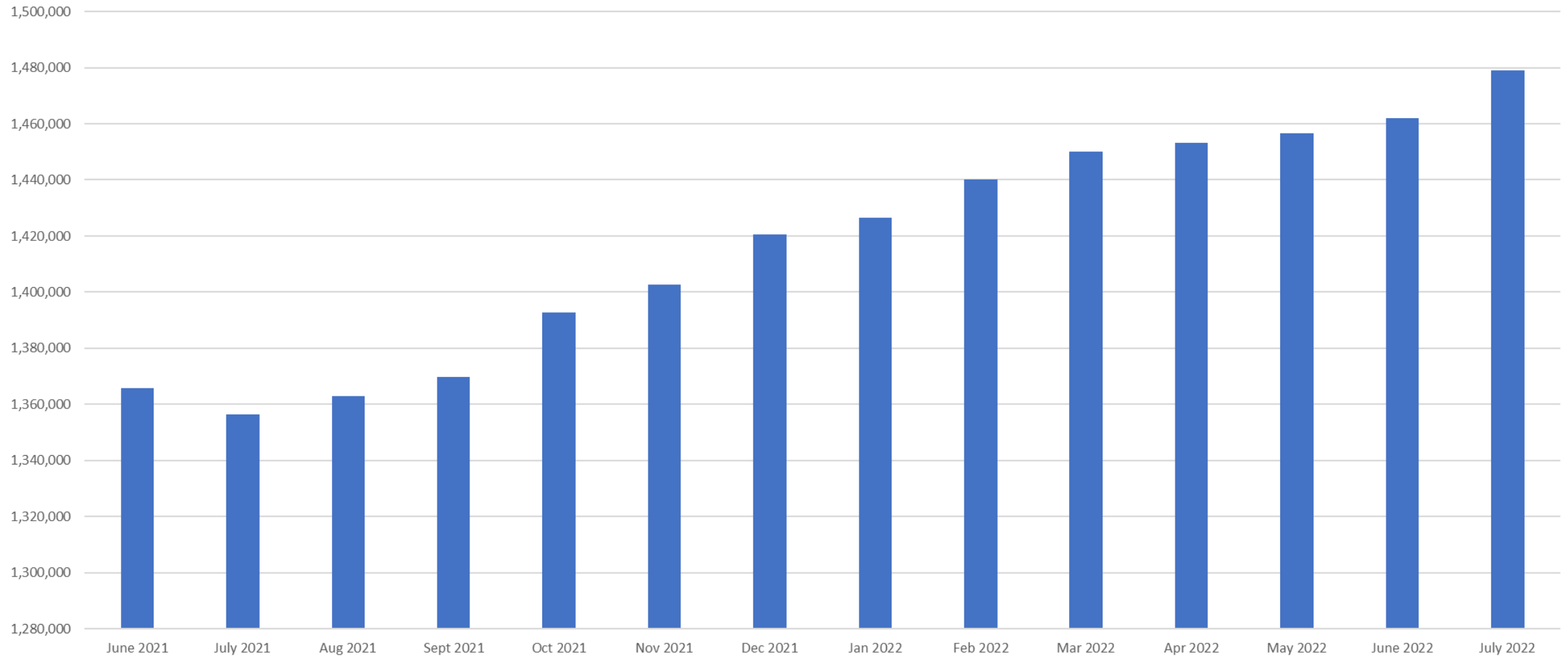
Family Independence

Monthly Data Report

Melody DeBussey

Deputy Commissioner, OFI

Unduplicated Families Served Across All Programs

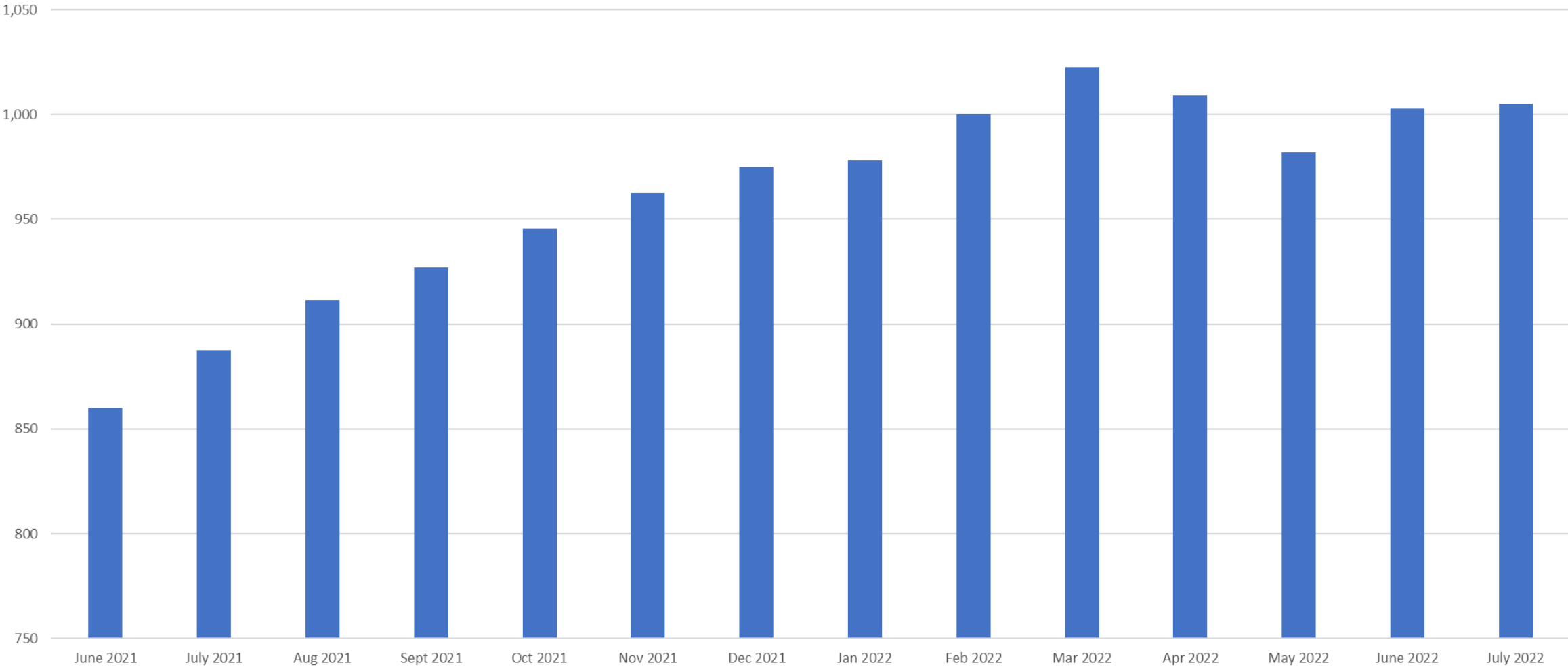


1,479,059 Active Unduplicated Families in July 2022.

Source: DFCS Transparency Data



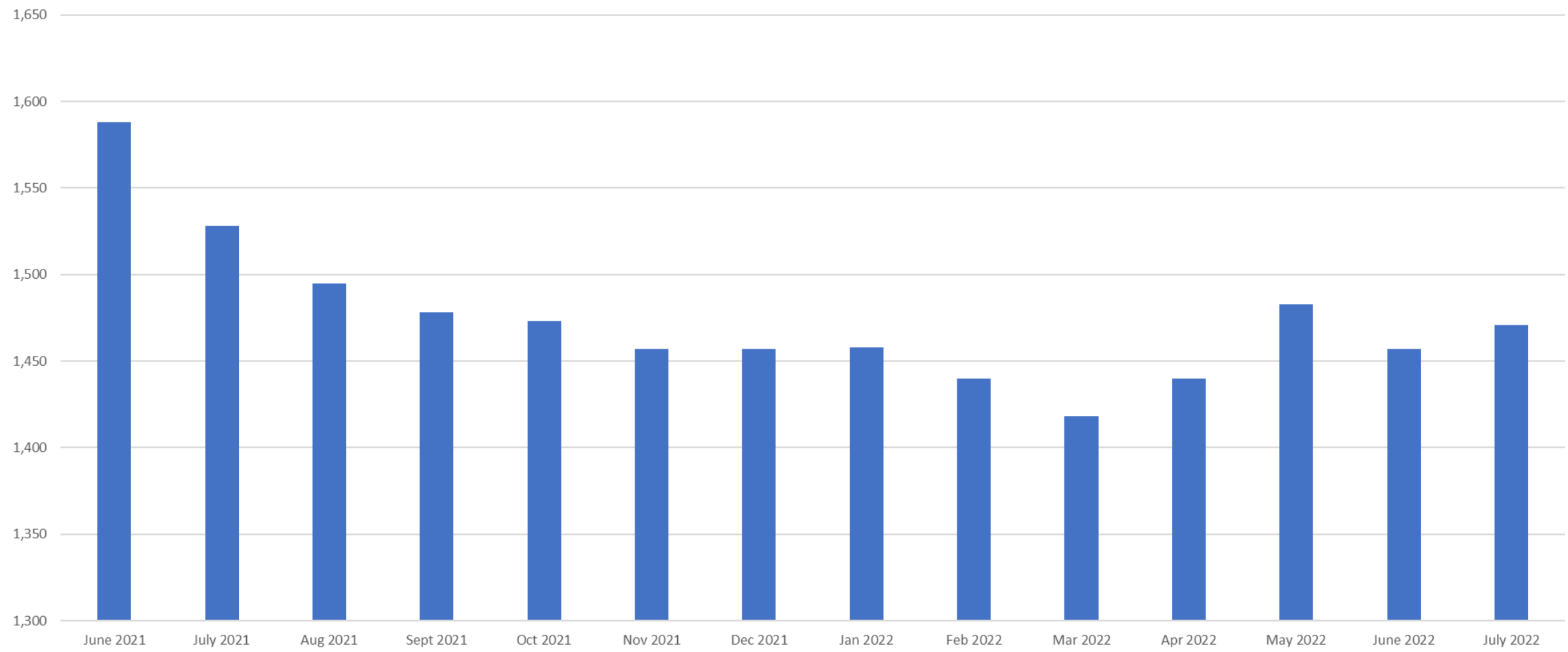
Caseload Size



Average Caseload Size in July was 1,005.
Source: DFCS Transparency Data



Front Line Staffing Levels



Frontline Staffing level processing cases was 1,471 in July.
Source: DFCS Transparency Data



Percent of Population receiving SNAP

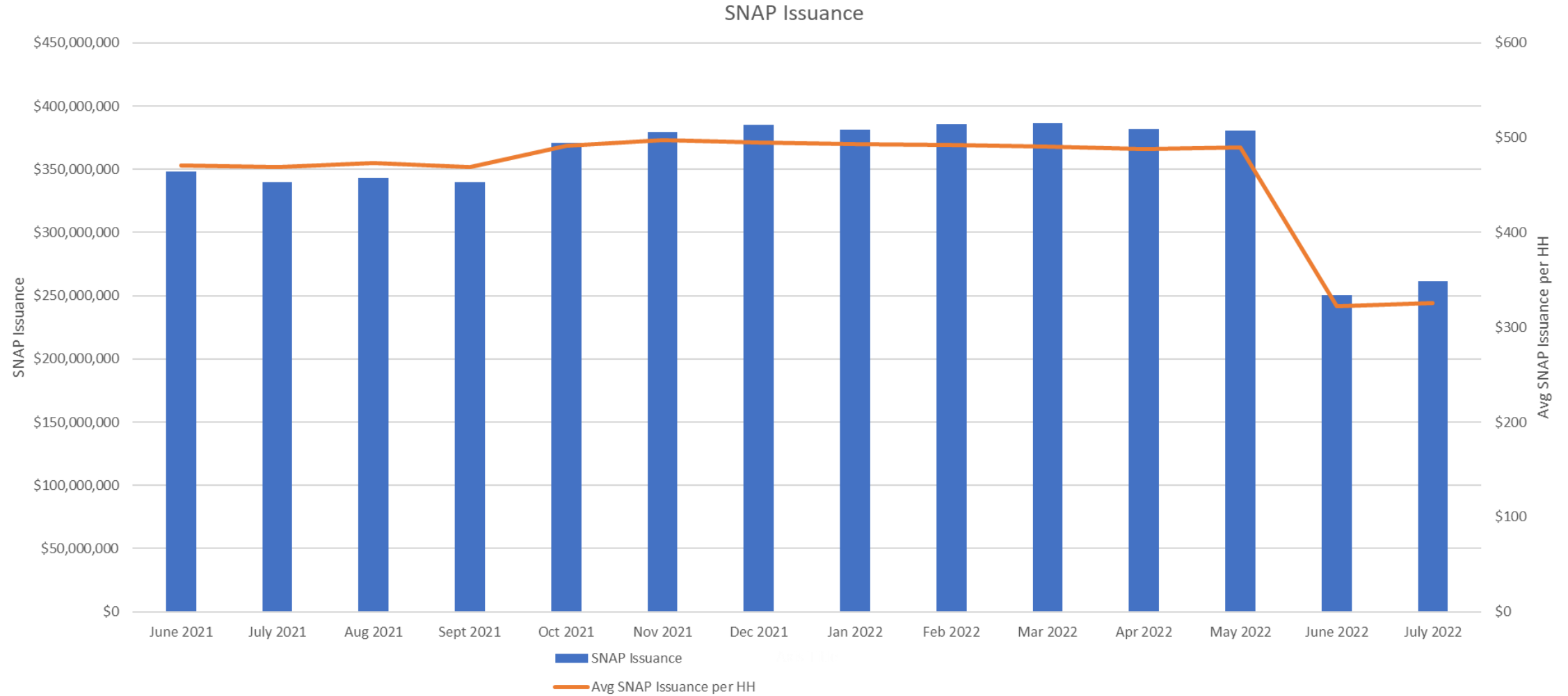


■ ≤9% ■ 10 - 14% ■ ≥15%

Range	# of Counties
≤9%	47
10 - 14%	77
≥15%	35
Grand Total	159



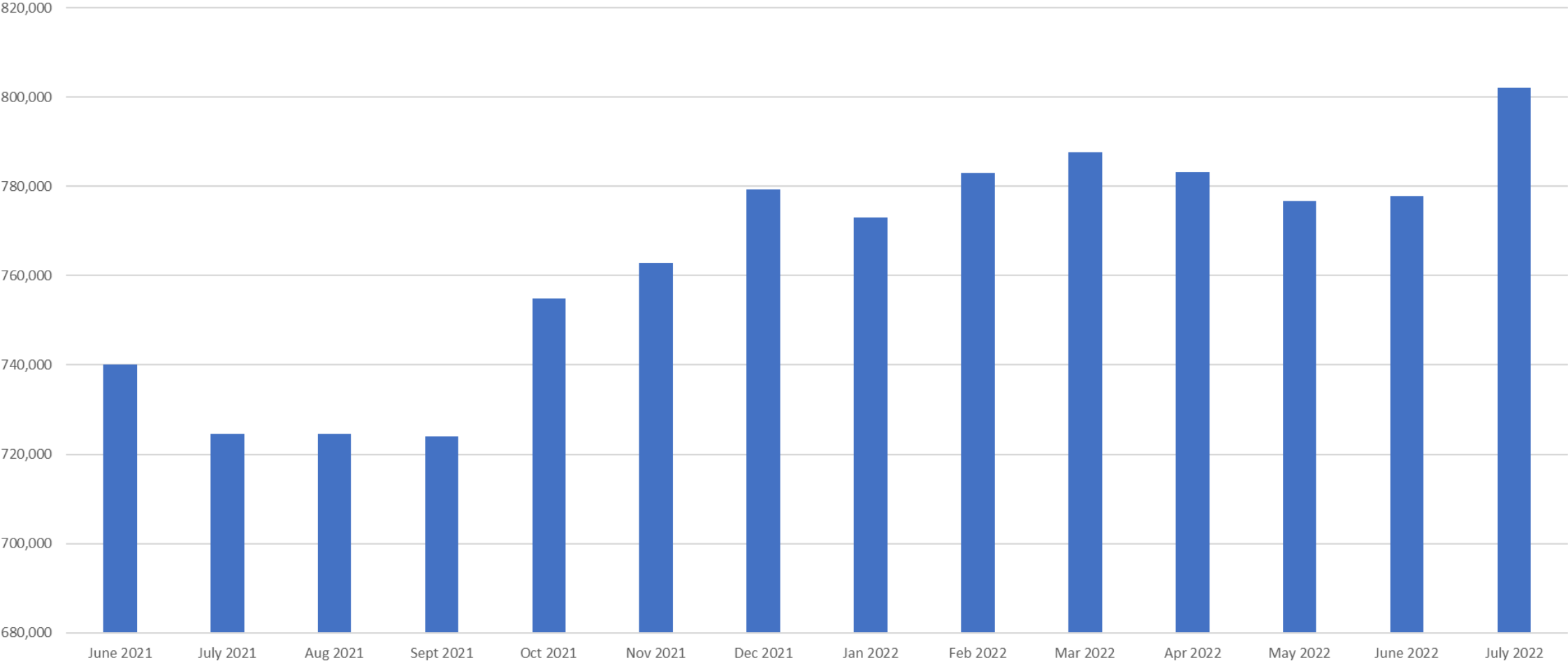
County	Population Estimate	Population Receiving SNAP	% Population Receiving SNAP	County	Population Estimate	Population Receiving SNAP	% Population Receiving SNAP	County	Population Estimate	Population Receiving SNAP	% Population Receiving SNAP	County	Population Estimate	Population Receiving SNAP	% Population Receiving SNAP
Appling	18,417	2,274	12%	Dade	16,445	1,169	7%	Jefferson	16,374	2,413	15%	Richmond	201,291	29,819	15%
Atkinson	8,294	1,031	12%	Dawson	22,673	1,315	6%	Jenkins	8,922	1,330	15%	Rockdale	86,901	10,323	12%
Bacon	11,222	1,473	13%	Decatur	27,378	4,608	17%	Johnson	9,794	1,280	13%	Schley	5,074	490	10%
Baker	3,292	556	17%	DeKalb	716,331	85,377	12%	Jones	28,738	2,410	8%	Screven	14,206	2,069	15%
Baldwin	45,795	5,276	12%	Dodge	21,180	2,998	14%	Lamar	18,114	2,358	13%	Seminole	8,769	1,509	17%
Banks	18,336	1,433	8%	Dooley	14,293	1,562	11%	Lanier	10,403	1,284	12%	Spalding	63,873	10,189	16%
Barrow	72,012	6,114	8%	Dougherty	93,310	18,343	20%	Laurens	47,886	7,864	16%	Stephens	25,620	3,297	13%
Bartow	101,336	9,106	9%	Douglas	136,520	14,803	11%	Lee	28,946	2,577	9%	Stewart	5,868	832	14%
Ben Hill	17,477	2,683	15%	Early	10,579	2,032	19%	Liberty	64,427	6,536	10%	Sumter	31,429	5,617	18%
Berrien	19,019	2,366	12%	Echols	4,048	351	9%	Lincoln	7,720	825	11%	Talbot	6,490	943	15%
Bibb	154,816	26,363	17%	Effingham	54,630	3,816	7%	Long	16,588	1,755	11%	Taliaferro	1,721	228	13%
Bleckley	12,746	1,331	10%	Elbert	19,537	2,671	14%	Lowndes	113,203	14,460	13%	Tattnall	25,302	2,517	10%
Brantley	18,452	2,430	13%	Emanuel	22,731	3,822	17%	Lumpkin	30,921	1,999	6%	Taylor	8,401	1,245	15%
Brooks	15,637	2,327	15%	Evans	10,814	1,469	14%	Macon	14,045	1,842	13%	Telfair	16,416	1,854	11%
Bryan	33,151	2,299	7%	Fannin	23,742	1,724	7%	Madison	28,232	2,621	9%	Terrell	9,213	1,882	20%
Bulloch	72,386	8,557	12%	Fayette	108,655	4,085	4%	Marion	8,739	1,096	13%	Thomas	44,824	5,916	13%
Burke	23,007	3,589	16%	Floyd	96,169	10,425	11%	McDuffie	21,582	3,075	14%	Tift	40,787	5,658	14%
Butts	23,445	2,733	12%	Forsyth	196,236	4,486	2%	McIntosh	14,007	1,559	11%	Toombs	27,210	4,099	15%
Calhoun	6,489	949	15%	Franklin	22,110	2,520	11%	Meriwether	21,297	2,930	14%	Towns	10,800	716	7%
Camden	51,445	3,773	7%	Fulton	983,903	116,621	12%	Miller	5,936	888	15%	Treutlen	6,762	1,100	16%
Candler	11,031	1,498	14%	Gilmer	28,673	2,206	8%	Mitchell	22,982	3,709	16%	Troup	68,867	8,779	13%
Carroll	112,595	11,821	10%	Glascock	3,087	282	9%	Monroe	26,915	2,282	8%	Turner	8,338	1,521	18%
Catoosa	65,375	4,597	7%	Glynn	81,743	8,415	10%	Montgomery	8,968	1,061	12%	Twiggs	8,509	1,231	14%
Charlton	13,130	1,212	9%	Gordon	55,889	4,952	9%	Morgan	17,900	1,582	9%	Union	21,725	1,379	6%
Chatham	279,290	29,563	11%	Grady	25,243	3,187	13%	Murray	39,401	4,466	11%	Upson	26,528	4,504	17%
Chattahoochee	11,914	472	4%	Greene	16,331	1,649	10%	Muscogee	200,285	28,369	14%	Walker	68,285	6,366	9%
Chattooga	25,241	3,563	14%	Gwinnett	859,234	56,085	7%	Newton	102,645	13,230	13%	Walton	86,201	7,499	9%
Cherokee	225,944	8,120	4%	Habersham	43,527	3,142	7%	Oconee	34,400	974	3%	Ware	35,723	5,634	16%
Clarke	120,905	10,820	9%	Hall	187,916	11,690	6%	Oglethorpe	14,688	1,272	9%	Warren	5,561	906	16%
Clay	3,104	607	20%	Hancock	8,881	1,246	14%	Paulding	147,400	10,459	7%	Washington	20,785	2,823	14%
Clayton	267,234	46,837	18%	Haralson	28,565	3,475	12%	Peach	27,086	3,614	13%	Wayne	30,046	3,773	13%
Clinch	6,791	986	15%	Harris	32,776	1,693	5%	Pickens	29,740	2,173	7%	Webster	2,720	361	13%
Cobb	719,133	42,059	6%	Hart	25,498	2,617	10%	Pierce	18,934	2,233	12%	Wheeler	7,956	771	10%
Coffee	43,003	5,739	13%	Heard	11,617	1,358	12%	Pike	17,812	1,257	7%	White	27,791	1,875	7%
Colquitt	46,024	6,563	14%	Henry	211,512	21,605	10%	Polk	41,215	5,433	13%	Whitfield	103,456	8,484	8%
Columbia	136,204	6,195	5%	Houston	147,570	13,827	9%	Pulaski	11,590	1,173	10%	Wilcox	8,972	1,138	13%
Cook	17,033	2,344	14%	Irwin	9,408	1,179	13%	Putnam	21,247	2,169	10%	Wilkes	9,991	1,389	14%
Coweta	133,416	8,747	7%	Jackson	61,420	4,429	7%	Quitman	2,326	381	16%	Wilkinson	9,386	1,301	14%
Crawford	12,539	1,343	11%	Jasper	13,593	1,385	10%	Rabun	16,266	1,090	7%	Worth	21,156	2,896	14%
Crisp	23,314	3,929	17%	Jeff Davis	14,990	2,027	14%	Randolph	7,315	1,354	19%				



SNAP Issuance in July was \$261,186,080 . Average issuance per family was \$326.
Source: DFCS Transparency Data



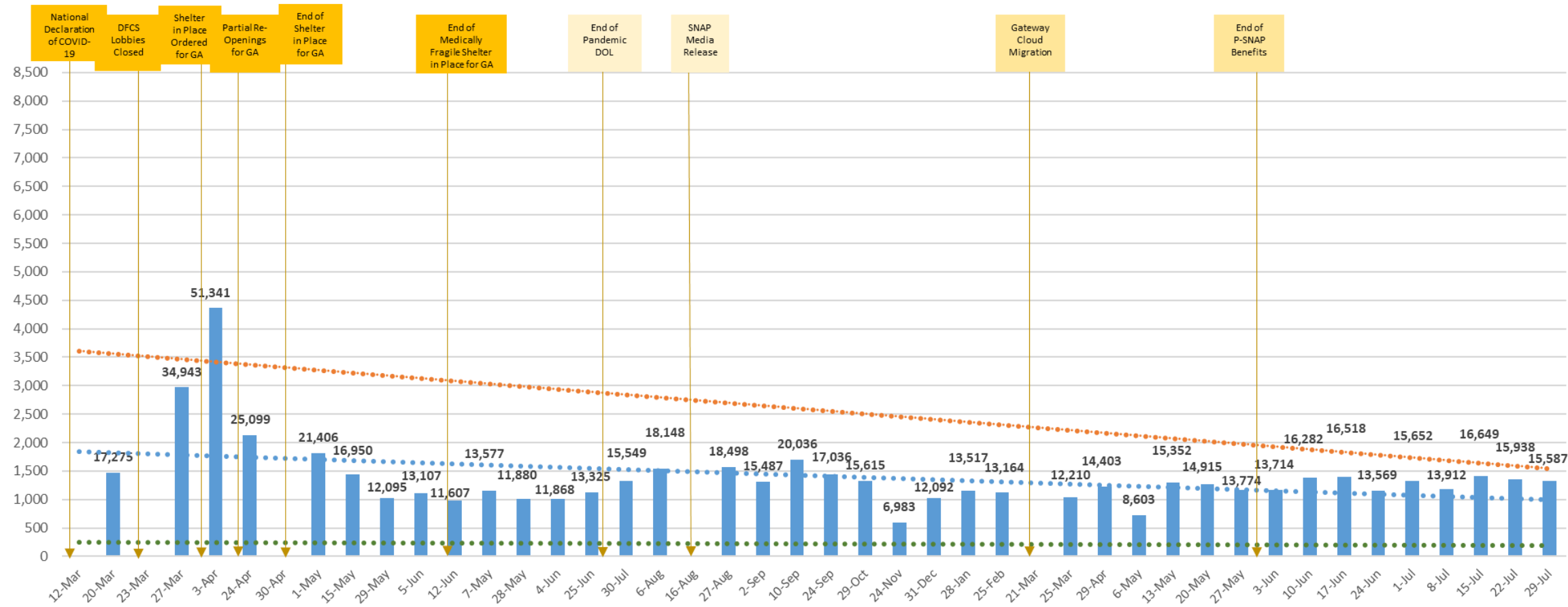
SNAP Families



Total SNAP Families in July was 801,966
Source: DFCS Transparency Data



SNAP Applications Received by Date and Submission Mode



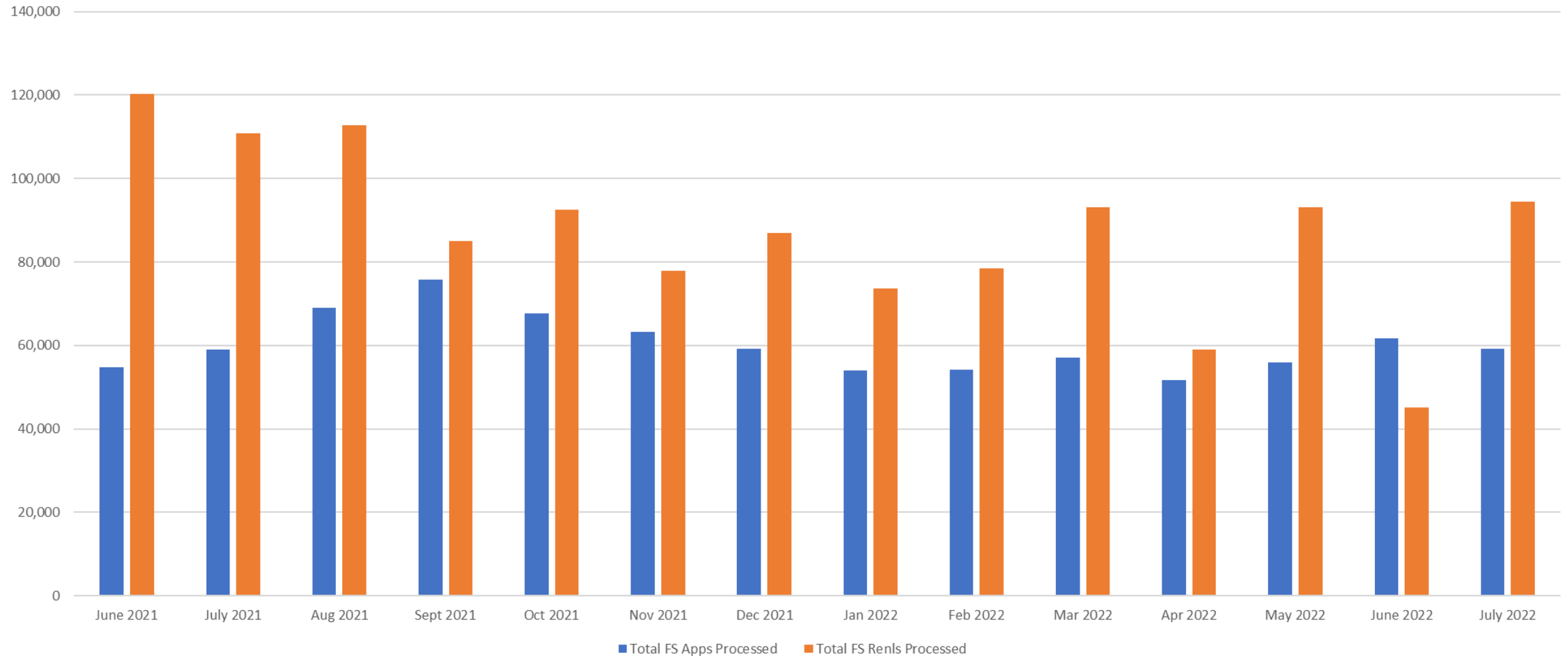
Note: Bars represent Weekly Totals



Linear (Paper) Linear (Customer Portal) Linear (Weekly Totals)



SNAP Applications and Renewals Processed

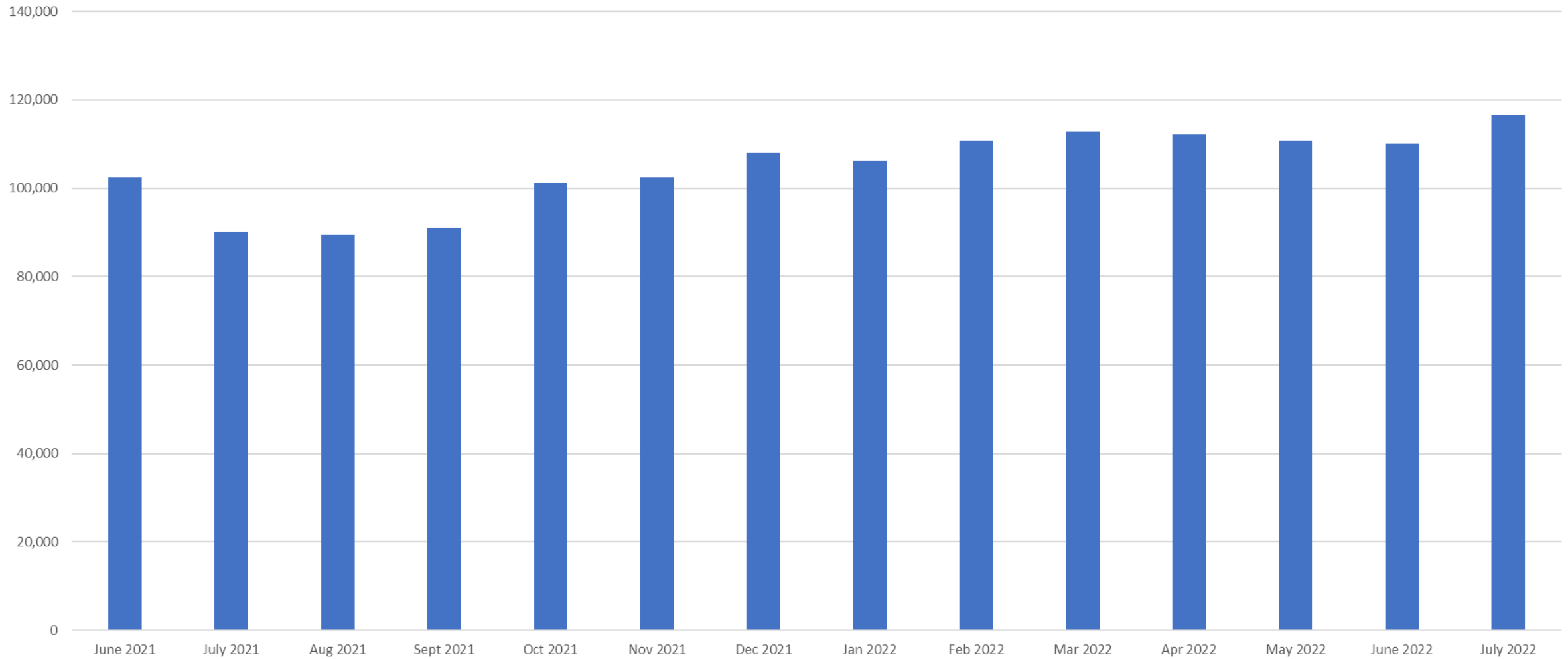


SNAP applications processed in July was 59,171 and renewals processed was 94,398.

Data Source: DFCS Transparency Data



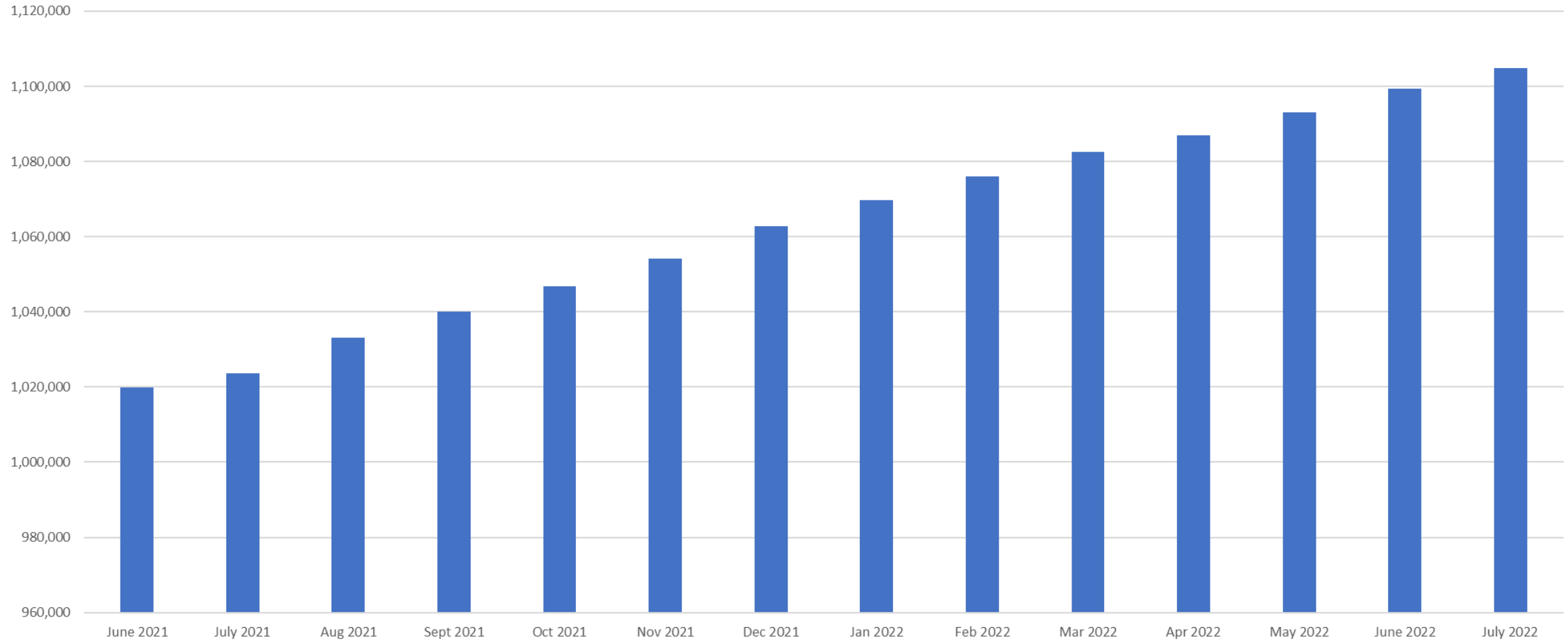
SNAP ABAWDs



116,557 SNAP ABAWDs in July 2022. Source: EMP-016



Active Medical Assistance Families

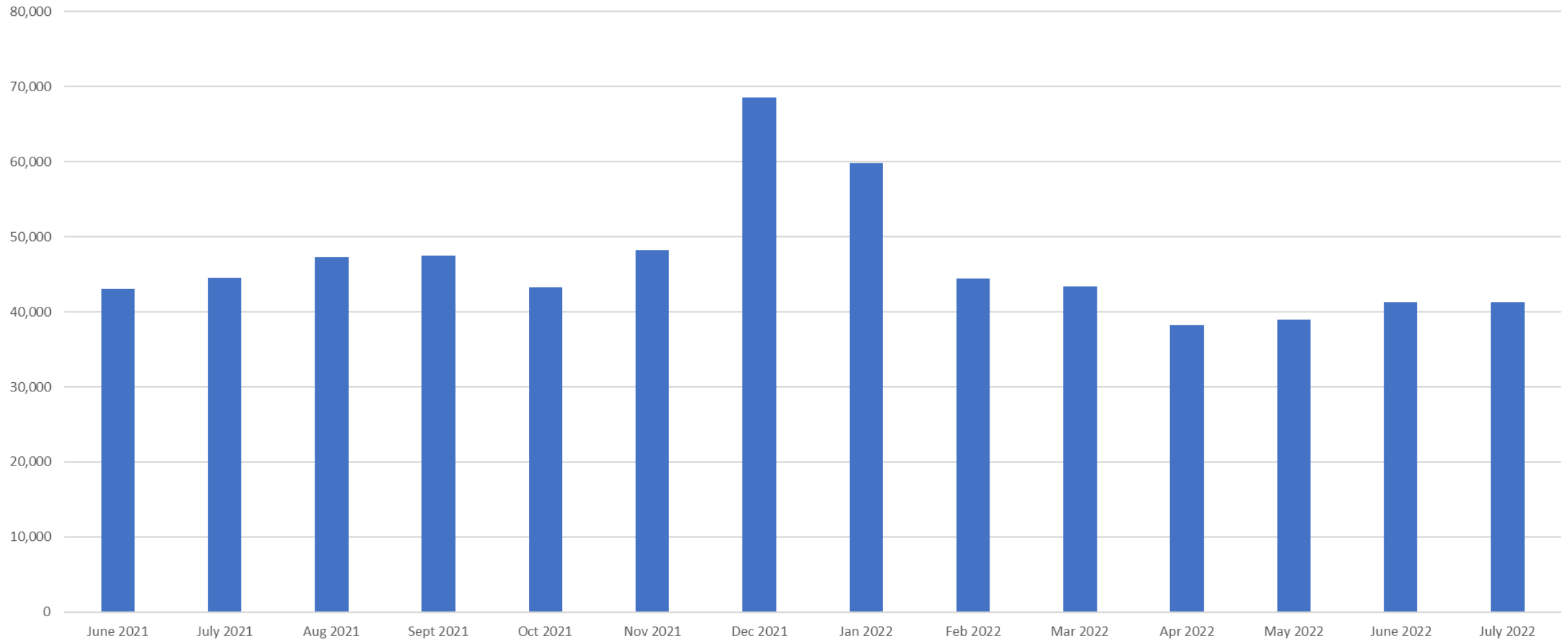


Active Medical Assistance families in July was 1,104,908

Data Source: DFCS Transparency Data



Total Medical Assistance Applications Processed

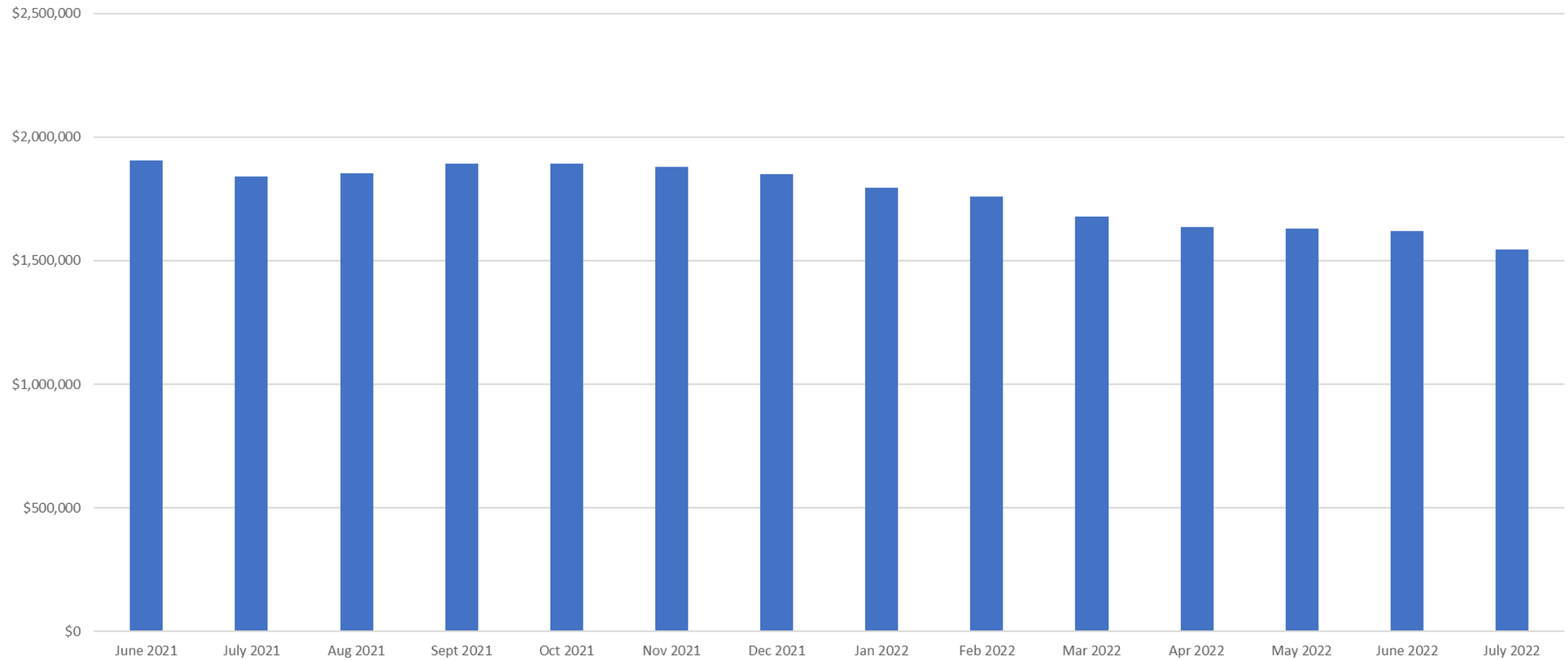


Total Medical Assistance Applications processed in July was 41,264.

Data Source: DFCS Transparency Data



TANF Issuance

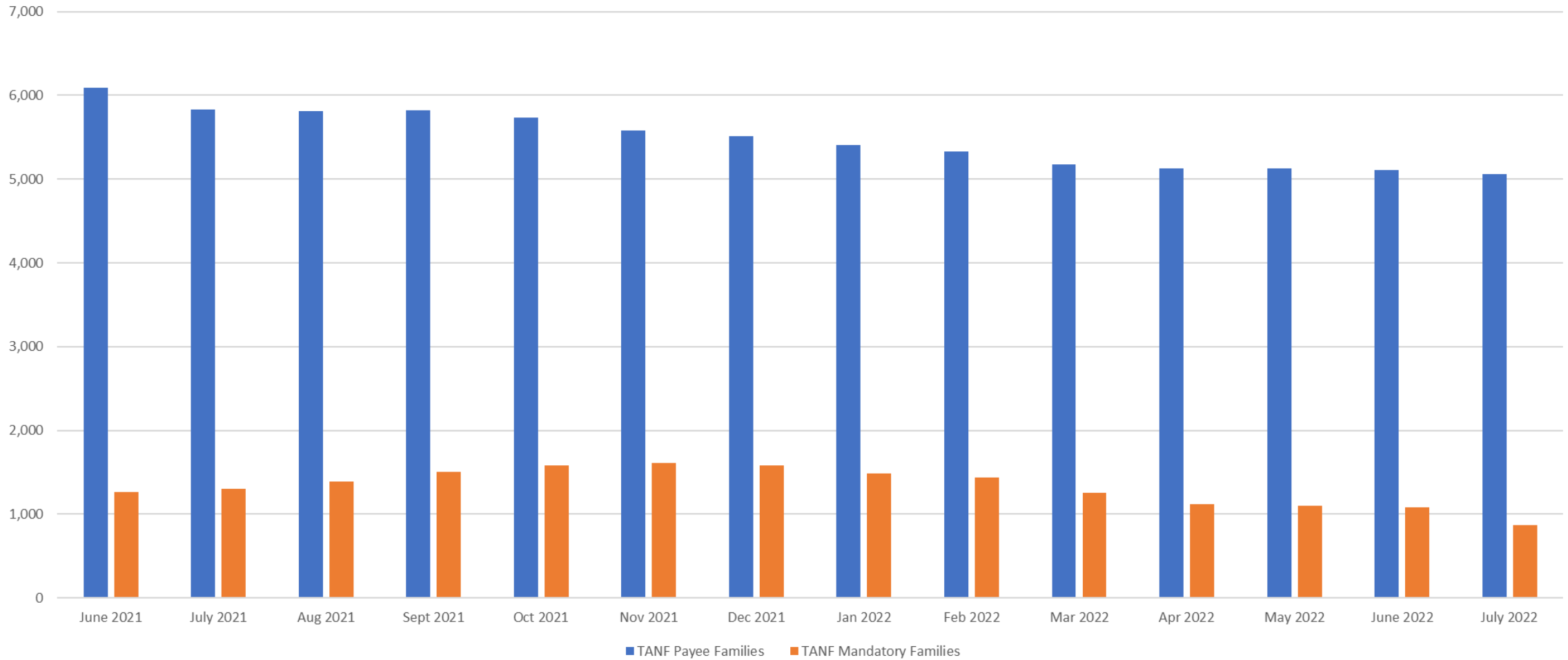


TANF Issuance in July was \$1,544,685 . Average issuance per family was \$260.

Source: DFCS Transparency Data



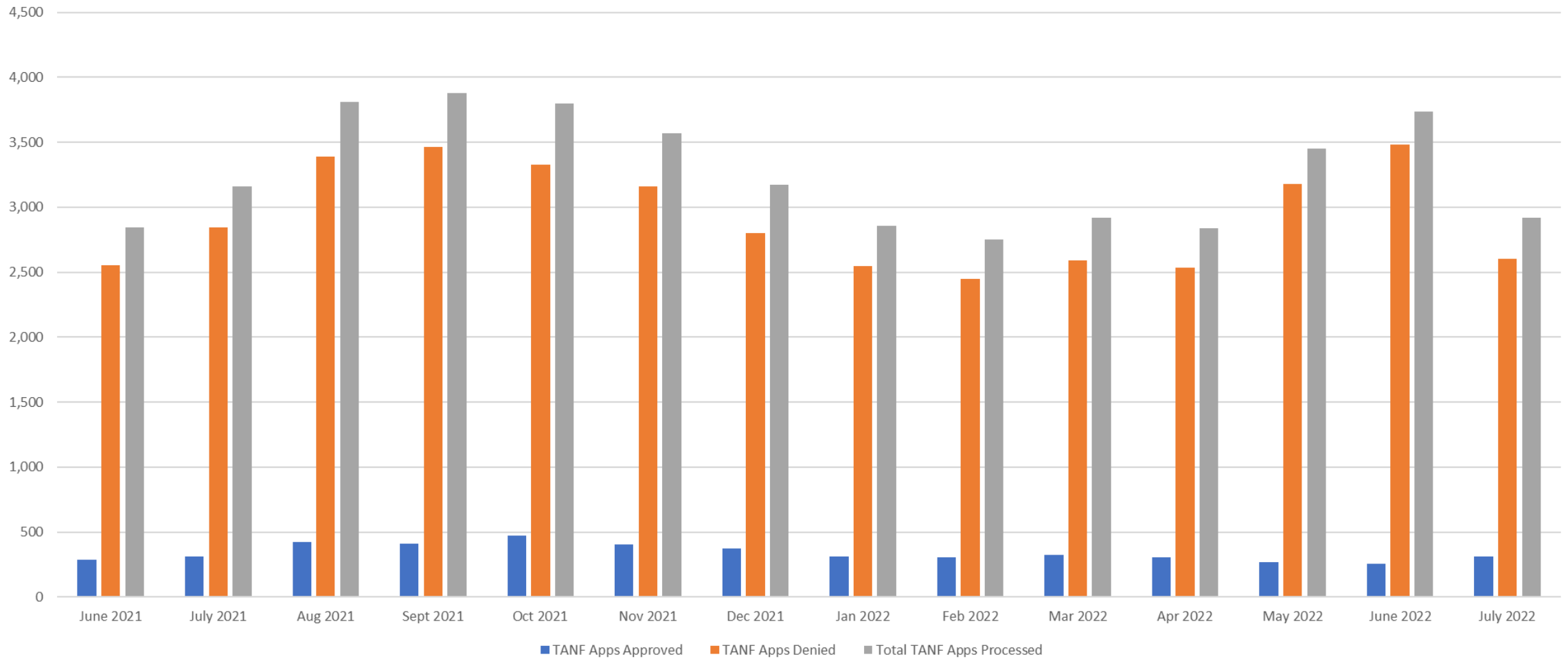
TANF Work Mandatory vs Payee Only Cases



Total TANF Families in July was 5,933
Data Source: DFCS Transparency Data



TANF Applications Approved and Denied



Total TANF Applications processed in July 2,916
Data Source: DFCS Transparency Data



Questions?

Melody DeBussey

Deputy Commissioner

Office of Family Independence

melody.debussey@dhs.ga.gov





**Georgia Department
of Human Services**
Office of Human Resources

DFCS - HR FY22 Closeout Data Overview

Ann Burris, Deputy Commissioner

A photograph of a woman with long brown hair and a young child with curly brown hair, both laughing heartily. The woman is wearing a black top and a gold ring, and the child is wearing a teal shirt. They are sitting on a couch with a red and black striped pillow. The background is a light-colored wall.

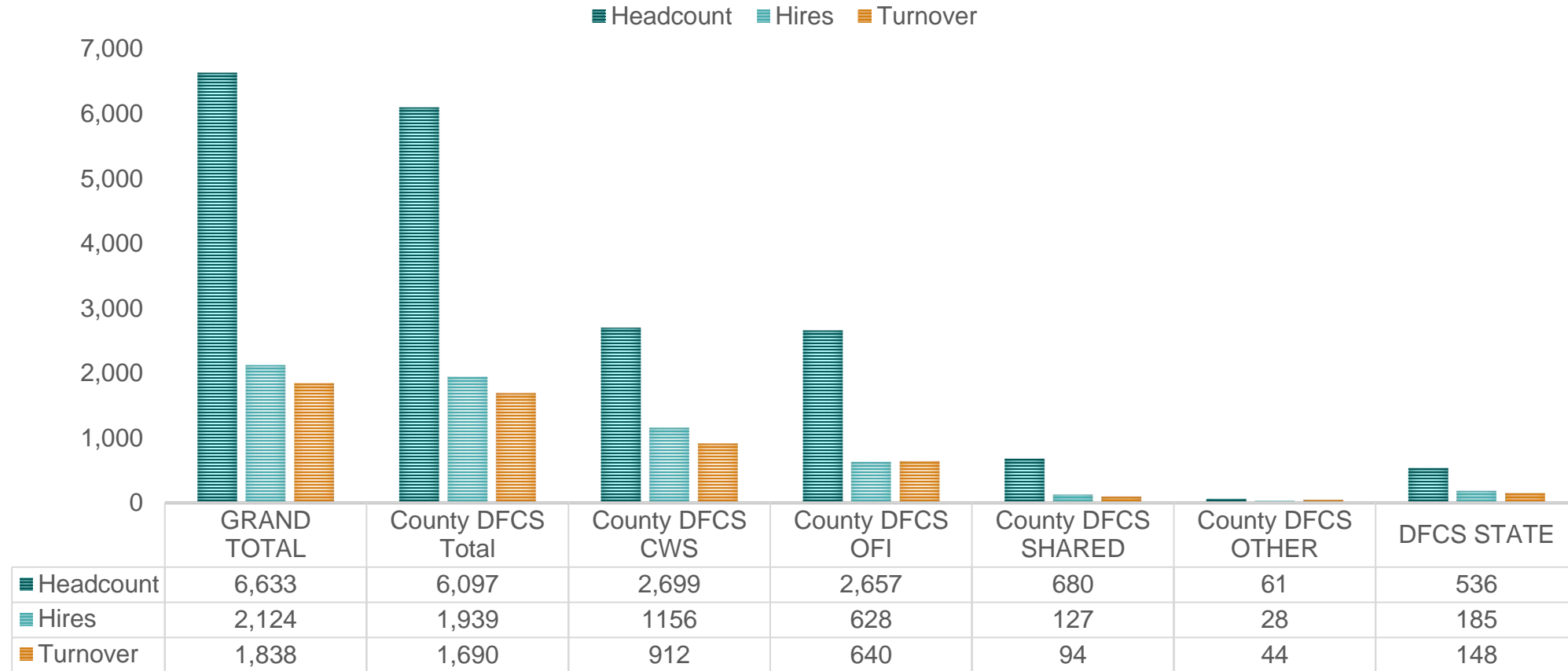
stronger families

FOR A STRONGER GEORGIA



FY22 DFCS Workforce Snapshot

Headcount - Hires - Turnover



1. Data excludes DHS Board Members.
 2. DFCS counts include all employees minus Teen Workers.
 3. Headcount data as 6/30/2022, Hires 07/01/2021 – 6/30/2022 and Turnover 07/02/2021 - 07/01/2022
 4. Maildrops were used to determine County DFCS program areas.
- SOURCE: PEOPLESOFT HCM, 7/6/2022. Data prepared by: OHR Data Analytics, 7/6/2022



FY22 OVERALL DFCS TURNOVER

Department of Human Services

DFCS Overall (427 & 127)

Turnover Summary

FY22 Summary Data

June 2022

Month	Total Positions	Total Vacant	Total Turnover	Monthly Turnover Rate	FY Average Head count	Annual Turnover	FY22 To Date Turnover Rate	FY21 Turnover Rate	FY20 Turnover Rate	FY19 Turnover Rate
Jul 31, 2021	10365	3703	161	1.6%	6642	161	2.4%	1.1%	1.9%	2.6%
Aug 31, 2021	10366	3745	215	2.1%	6632	338	5.1%	2.4%	4.2%	5.5%
Sep 30, 2021	10366	3791	146	1.4%	6613	533	8.1%	3.5%	5.8%	7.6%
Oct 31, 2021	10372	3802	136	1.3%	6602	706	10.7%	4.7%	7.6%	9.7%
Nov 30, 2021	10371	3842	138	1.3%	6587	877	13.3%	6.1%	9.4%	11.5%
Dec 31, 2021	10384	3867	108	1.0%	6576	1005	15.3%	7.2%	10.5%	13.5%
Jan 31, 2022	10387	3852	114	1.1%	6570	1153	17.5%	8.7%	12.1%	15.4%
Feb 28, 2022	10382	3858	109	1.0%	6564	1290	19.7%	10.1%	14.2%	17.3%
Mar 31, 2022	10382	3862	124	1.2%	6559	1465	22.3%	11.6%	15.8%	19.1%
Apr 30, 2022	10404	3876	82	0.8%	6556	1571	24.0%	13.5%	16.5%	21.1%
May 31, 2022	10404	3839	139	1.3%	6557	1743	26.6%	15.9%	17.7%	23.1%
Jun 30, 2022	10417	3875	88	0.8%	6556	1838	28.3%	18.8%	18.5%	24.7%

Division of Family & Children Services (Child Welfare)

Social Services Specialists

Turnover Summary

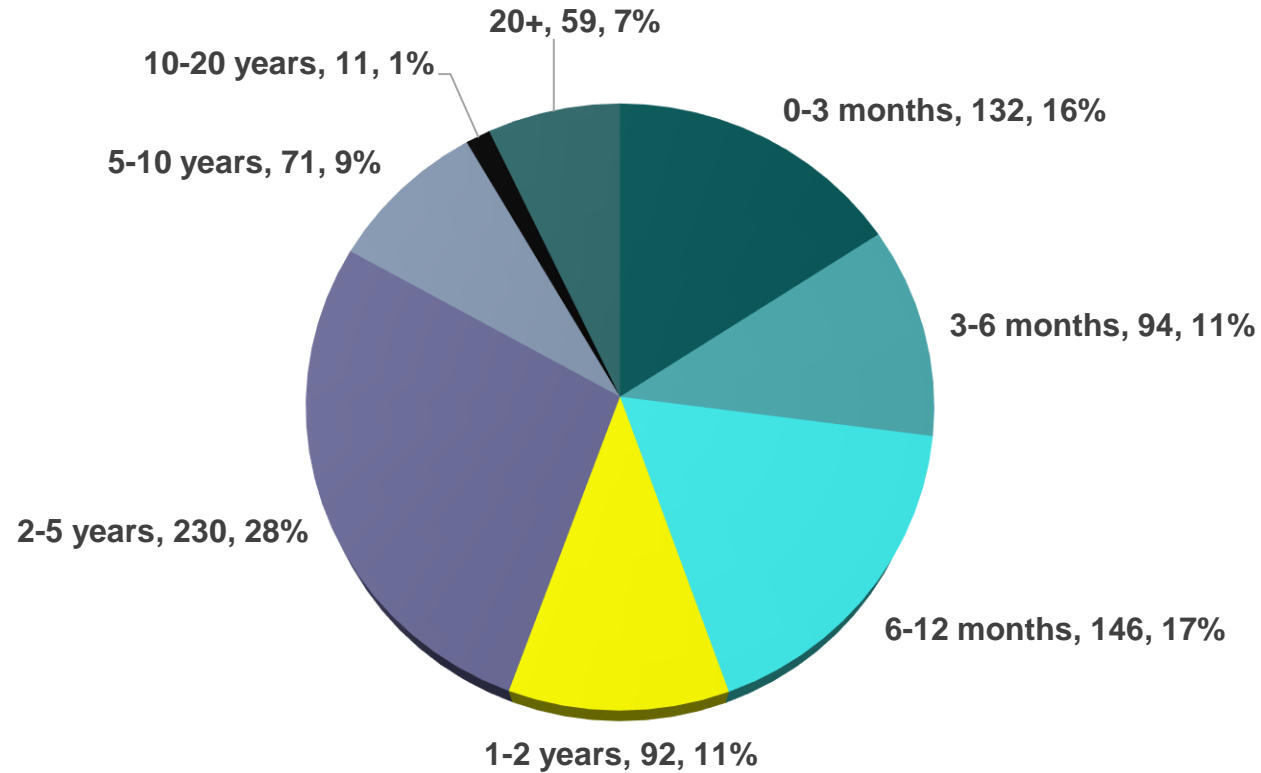
June 2022

FY22 Summary Data

Consist of Job Codes: SSP070 - SSP071 - SSP072

Month	Total Positions	Average Head count	Total Vacant	Total Turnover	Monthly Turnover Rate	FY Average Head count	Annual Turnover	FY22 To Date Turnover Rate	FY21 Turnover Rate	FY20 Turnover Rate	FY19 Turnover Rate	FY18 Turnover Rate	FY17 Turnover Rate	FY16 Turnover Rate
Jul 31, 2021	2702	1533	1130	77	2.8%	1544	77	5.0%	3.0%	3.0%	2.9%	1.7%	3.0%	
Aug 31, 2021	2678	1515	1158	57	2.1%	1531	132	8.6%	5.3%	6.1%	6.2%	3.1%	4.8%	
Sep 30, 2021	2656	1522	1161	87	3.3%	1525	219	14.4%	7.8%	8.5%	9.9%	5.7%	8.2%	
Oct 31, 2021	2679	1534	1143	63	2.4%	1526	294	19.3%	10.6%	11.5%	13.1%	7.7%	11.2%	
Nov 30, 2021	2704	1512	1148	71	2.6%	1527	377	24.7%	12.8%	14.6%	15.7%	9.9%	13.3%	16.6%
Dec 31, 2021	2683	1504	1175	49	1.8%	1523	432	28.4%	14.7%	16.5%	18.2%	12.1%	15.1%	20.1%
Jan 31, 2022	2676	1501	1181	54	2.0%	1519	502	33.0%	16.4%	19.1%	21.9%	14.8%	16.9%	21.0%
Feb 28, 2022	2680	1505	1178	55	2.1%	1517	568	37.4%	18.3%	22.4%	24.7%	16.7%	19.3%	23.7%
Mar 31, 2022	2686	1497	1180	56	2.1%	1515	639	42.2%	21.0%	24.7%	27.2%	19.8%	21.7%	26.0%
Apr 30, 2022	2667	1494	1186	43	1.6%	1513	691	45.7%	23.9%	26.2%	29.5%	22.2%	24.0%	29.0%
May 31, 2022	2684	1479	1175	74	2.8%	1510	776	51.4%	26.7%	28.1%	31.7%	25.50%	28.7%	32.9%
Jun 30, 2022	2636	1483	1195	48	1.8%	1507	835	55.4%	30.6%	29.1%	34.8%	27.47%	29.1%	36.5%

Turnover Tenure Groups - 835 Social Services Specialists



Division of Family & Children Services (Child Welfare)

Social Services Specialist Supervisors

Turnover Summary

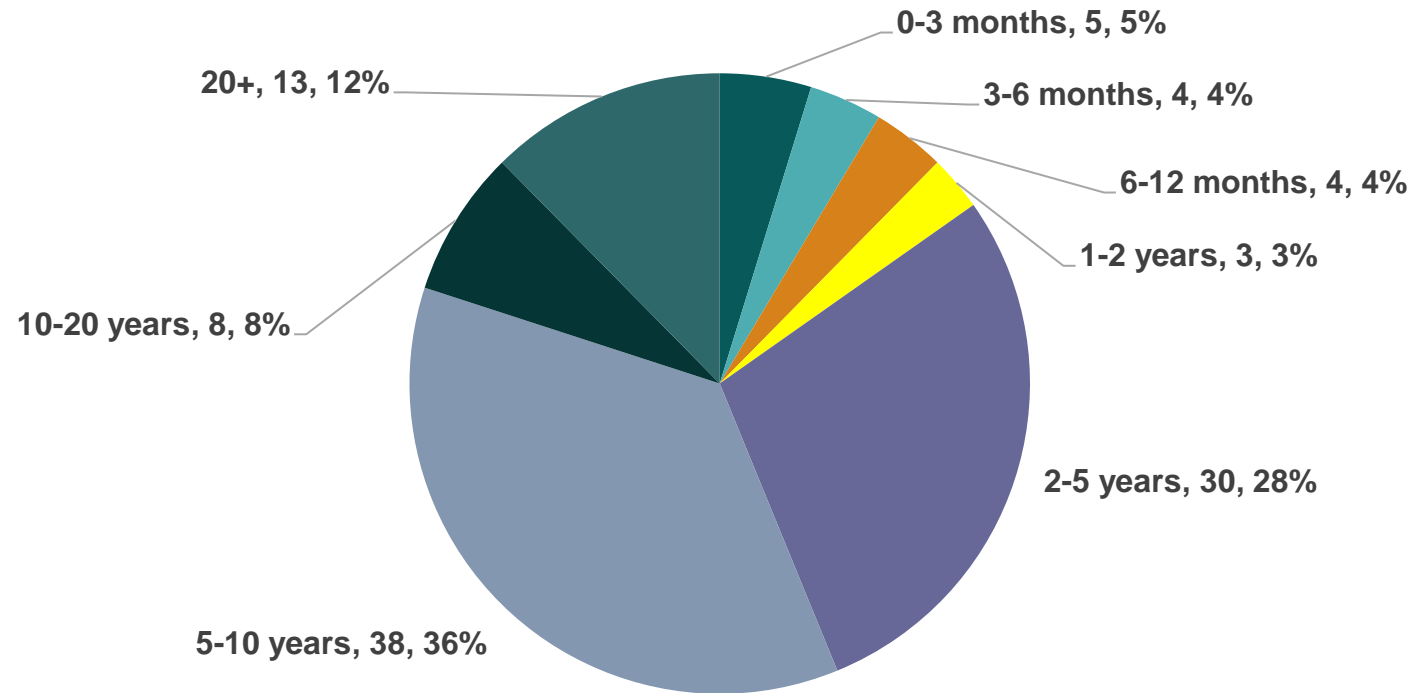
June 2022

FY22 Summary Data

Consist of Job Code: SSP073

Month	Total Positions	Average Head count	Total Vacant	Total Turnover	Monthly Turnover Rate	FY Average Head count	Annual Turnover	FY22 To Date Turnover Rate	FY21 Turnover Rate	FY20 Turnover Rate	FY19 Turnover Rate	FY18 Turnover Rate	FY17 Turnover Rate	FY16 Turnover Rate
Jul 31, 2021	615	433	194	7	1.1%	427	5	1.2%	1.2%	1.7%	1.4%	1.4%	1.7%	2.7%
Aug 31, 2021	626	437	188	9	1.4%	432	14	3.2%	2.6%	2.9%	3.1%	2.0%	2.1%	4.8%
Sep 30, 2021	631	436	189	17	2.7%	433	31	7.2%	3.0%	5.9%	5.1%	2.8%	4.2%	7.0%
Oct 31, 2021	637	431	195	8	1.3%	434	40	9.2%	4.1%	6.7%	6.0%	4.2%	5.7%	8.7%
Nov 30, 2021	607	437	203	8	1.3%	432	47	10.9%	5.1%	8.1%	7.2%	4.7%	6.8%	8.5%
Dec 31, 2021	614	454	181	5	0.8%	435	52	12.0%	6.6%	8.5%	7.7%	4.9%	8.3%	10.6%
Jan 31, 2022	630	458	167	9	1.4%	438	63	14.4%	7.3%	9.3%	10.0%	5.9%	8.7%	10.9%
Feb 28, 2022	620	458	171	8	1.3%	440	71	16.1%	8.1%	10.7%	11.9%	7.5%	10.4%	13.2%
Mar 31, 2022	621	462	165	8	1.3%	442	81	18.3%	9.0%	12.1%	12.9%	8.8%	11.6%	13.7%
Apr 30, 2022	618	468	161	4	0.6%	445	86	19.3%	10.9%	12.5%	13.4%	9.4%	12.2%	15.3%
May 31, 2022	629	470	154	10	1.6%	447	98	21.9%	12.1%	12.6%	15.0%	12.0%	14.3%	18.6%
Jun 30, 2022	625	468	157	5	0.8%	449	105	23.4%	13.3%	13.2%	16.9%	12.6%	15.5%	20.5%

Turnover Tenure Groups - 105 Social Services Specialist Supervisors



Division of Family & Children Services (Office of Family Independence)

Economic Support Specialists

Turnover Summary

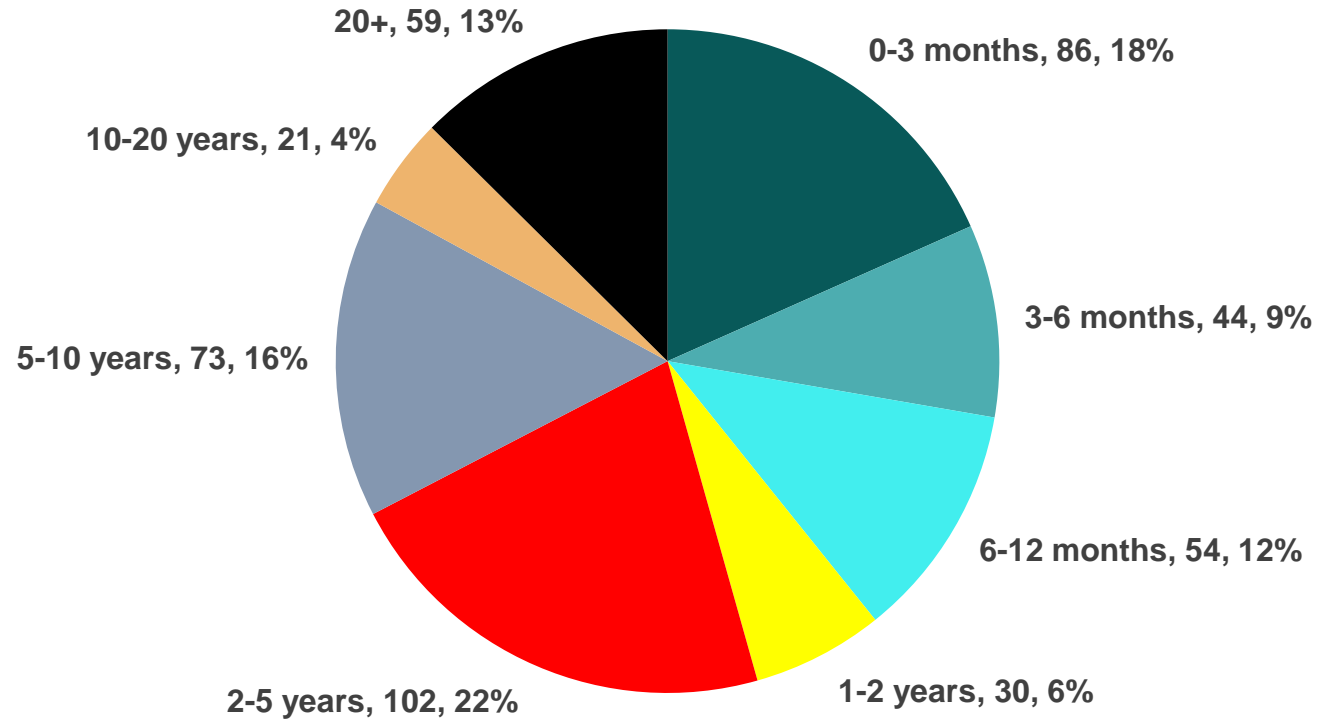
June 2022

FY22 Summary Data

Consist of Job Codes: SST070 - SST071 - SST072

Month	Total Positions	Average Head count	Total Vacant	Total Turnover	Monthly Turnover Rate	FY Average Head count	Annual Turnover	FY22 To Date Turnover Rate	FY21 Turnover Rate	FY20 Turnover Rate	FY19 Turnover Rate	FY18 Turnover Rate	FY17 Turnover Rate	FY16 Turnover Rate
Jul 31, 2021	2935	1884	1072	33	1.1%	1877	33	1.8%	0.4%	1.4%	2.3%	1.0%	1.4%	
Aug 31, 2021	2974	1872	1058	67	2.3%	1882	100	5.3%	1.3%	4.1%	4.0%	2.9%	2.9%	
Sep 30, 2021	2966	1844	1088	55	1.9%	1873	155	8.3%	2.3%	5.6%	5.0%	5.1%	5.0%	
Oct 31, 2021	2963	1820	1111	29	1.0%	1863	202	10.8%	3.0%	7.3%	7.2%	7.4%	7.0%	
Nov 30, 2021	2945	1801	1131	31	1.1%	1851	250	13.5%	4.5%	9.3%	8.9%	8.6%	8.2%	8.2%
Dec 31, 2021	2938	1788	1138	23	0.8%	1841	288	15.6%	5.5%	10.3%	9.5%	9.7%	10.5%	8.9%
Jan 31, 2022	2949	1772	1147	25	0.8%	1833	324	17.7%	7.2%	12.5%	11.2%	11.0%	11.8%	9.8%
Feb 28, 2022	2928	1762	1168	21	0.7%	1824	358	19.6%	8.9%	14.7%	12.6%	12.3%	13.0%	11.2%
Mar 31, 2022	2938	1755	1168	28	1.0%	1817	401	22.1%	9.8%	16.5%	13.1%	13.9%	14.7%	12.2%
Apr 30, 2022	2919	1754	1178	12	0.4%	1810	419	23.2%	12.2%	17.1%	14.6%	15.1%	16.2%	13.8%
May 31, 2022	2936	1754	1170	16	0.5%	1805	447	24.8%	14.6%	18.4%	15.8%	17.0%	19.2%	17.2%
Jun 30, 2022	2907	1759	1178	15	0.5%	1800	468	26.0%	18.2%	19.0%	17.5%	18.2%	19.9%	18.5%

Turnover Tenure Groups - 468 Economic Support Specialists



Division of Family & Children Services (Office of Family Independence)
Economic Support Specialist Supervisors
Turnover Summary
June 2022
FY22 Summary Data

Division of Family & Children Services (Office of Family Independence)
Economic Support Specialist Supervisors
Turnover Summary
June 2022
FY22 Summary Data

Division of Family & Children Services (Office of Family Independence)
Economic Support Specialist Supervisors
Turnover Summary
June 2022
FY22 Summary Data

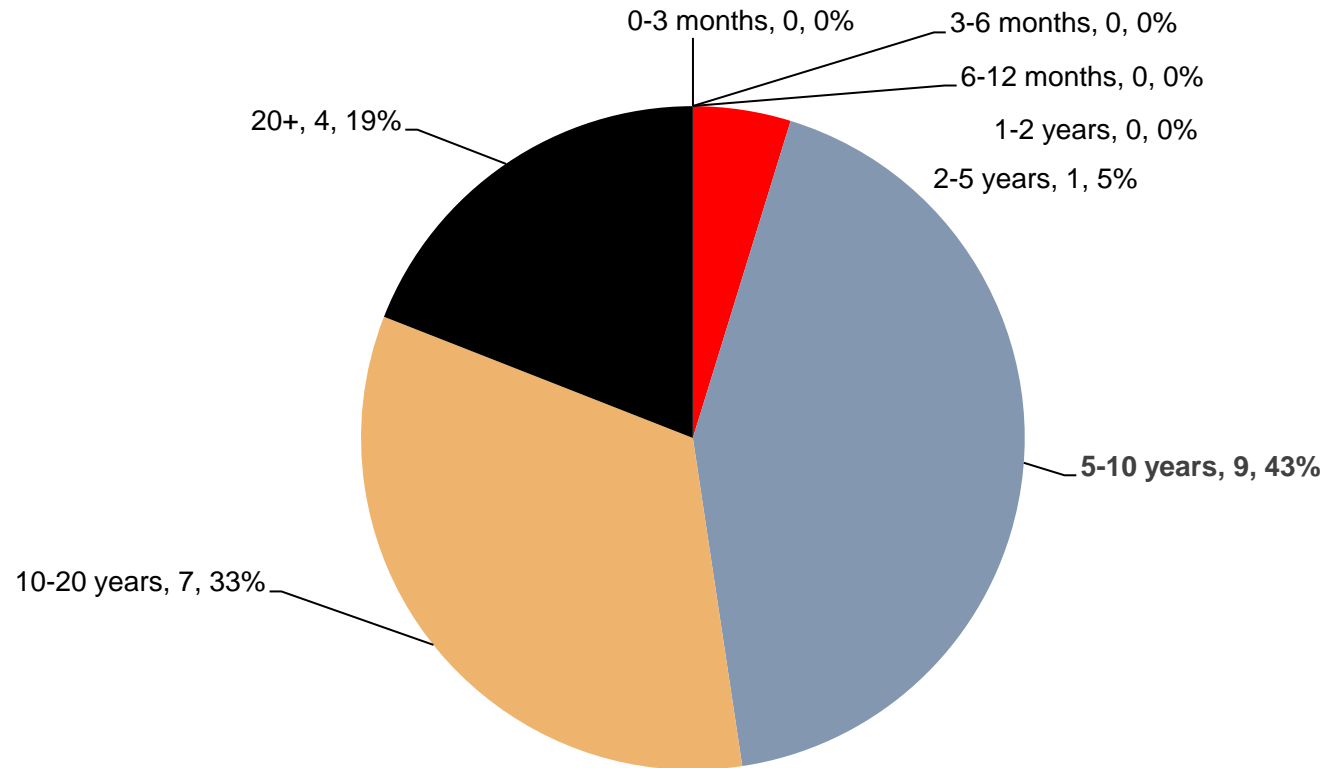
Division of Family & Children Services (Office of Family Independence)
Economic Support Specialist Supervisors
Turnover Summary
June 2022
FY22 Summary Data

Division of Family & Children Services (Office of Family Independence)
Economic Support Specialist Supervisors
Turnover Summary
June 2022
FY22 Summary Data

Consist of Job Code: SST073	
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[illegible]

Turnover Tenure Groups - 21 Economic Support Specialist Supervisors



Child Welfare & Family Independence Vacancies

OFI FY22 Budget Approved Positions to Fill and Hiring Summary as of August 2, 2022 @ 5 PM

OVERALL HIRING GROUP	Budget Approved to Fill Positions	Pending with SRM	Pending with Hiring Manager	Pending Reallocatio n	Pending g Posting	Posted		Selection Packet Pending with SRM	Candidates Pending with HR	Candidates with Confirmed Start Dates	Candidate s Hired	Remainin g Positions to Fill	Overall Budget Approved to Fill Positions	
TOTALS	2095	0	23	6	20	2046		0	138	37	1315	605	2095	

CWS FY23 Budget Approved Positions to Fill Hiring Summary as of August 2, 2022 @ 5 PM

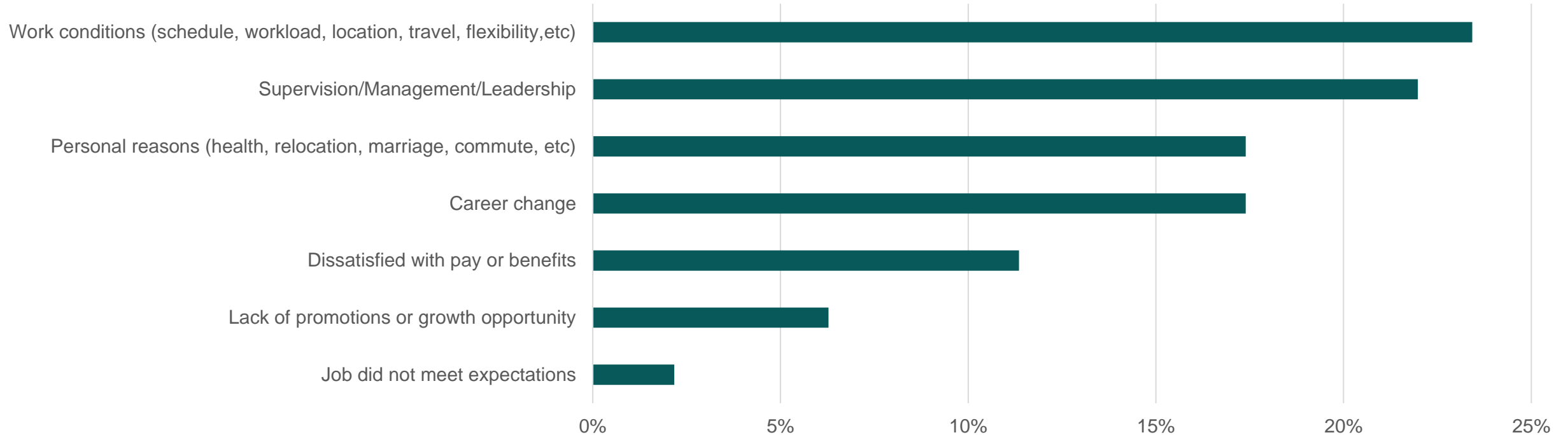
OVERALL DISTRICT	Budget Approved to Fill Positions	Pending with SRM	Pending with Hiring Managers	Pending Reallocatio n	Pending g Posting	Posted		Selection Packets Pending with SRM	Candidates Pending with HR	Candidates with Confirmed Start Dates	Candidate s Hired	Remainin g Positions to Fill	Budget Approved to Fill Positions	
TOTALS	2312	0	3	12	94	2203		0	140	55	1577	498	2312	



FY22 DFCS Snapshot - 454

Voluntary Turnover Exit Survey

Top Reasons Cited



	Job did not meet expectations	Lack of promotions or growth opportunity	Dissatisfied with pay or benefits	Career change	Personal reasons (health, relocation, marriage, commute, etc)	Supervision/Management/Leadership	Work conditions (schedule, workload, location, travel, flexibility, etc)
■ Responses	2.17%	6.28%	11.35%	17.39%	17.39%	21.98%	23.43%

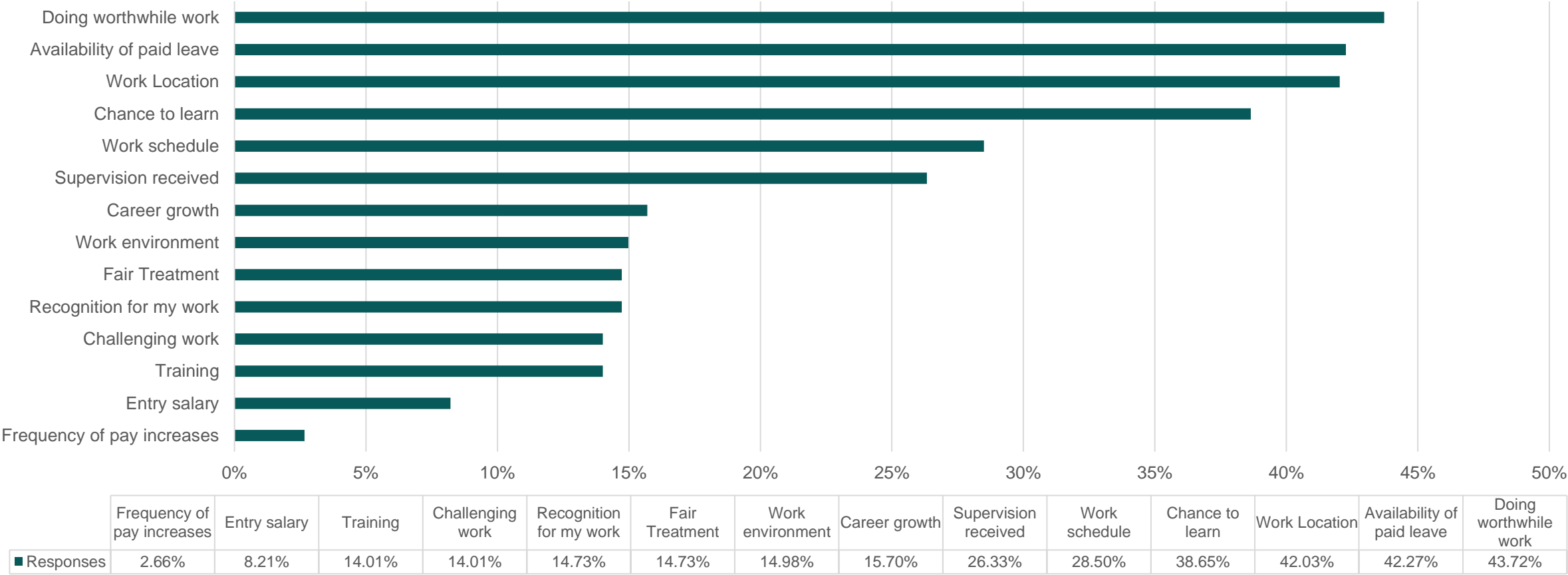
Through 6/30/2022



FY22 DFCS Snapshot - 454

Voluntary Turnover Exit Survey

Best things about your experience with DFCS...



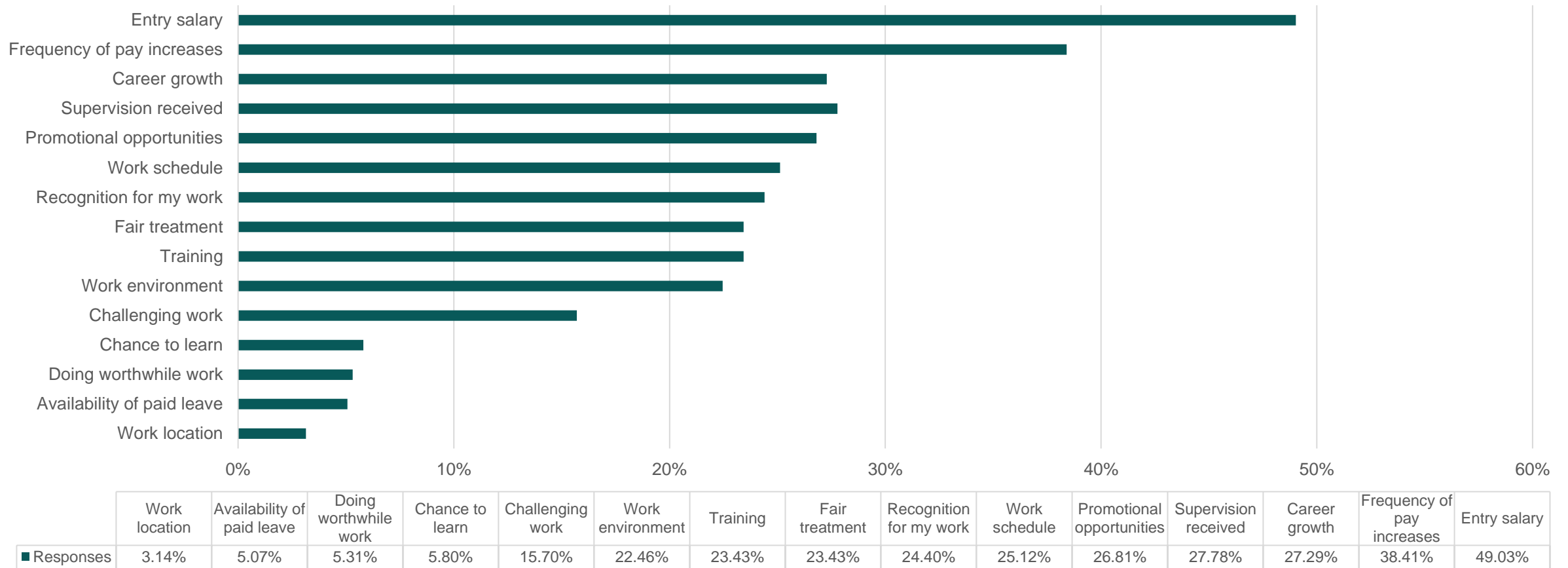
Through 6/30/2022



FY22 DFCS Snapshot - 454

Voluntary Turnover Exit Survey

Worst things about your experience with DFCS...



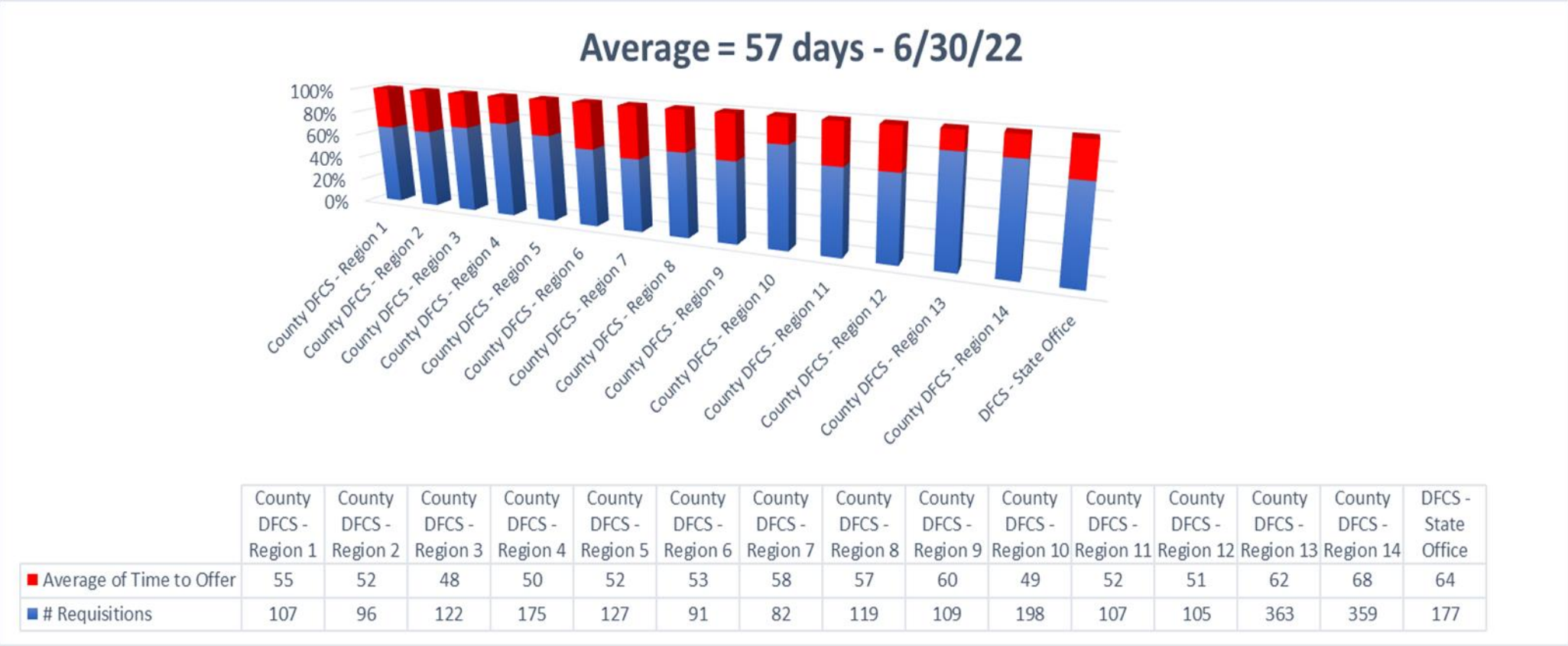
Through 6/30/2022



DFCS Time to Offer

Offered = 2,337

Note: Average by Region = 55 days.



Note: Time to offer includes holidays. Metrics are based on the approved requisition date to the date of offer letter.



Retention Initiatives

- CW Social Services Specialist incentive of higher starting salary for master's degree (MSW and/or behavioral science area)
- CW Social Services Specialists up to County Director level – 10% base salary increase for MSW or master's degree in behavioral science area
- CW Social Services Specialists defined career path progression: SSS1 > SSS2 > SSS3 > SSS Supervisor
- CW Social Services Technician entry salary at PG market average
- Language proficiency salary supplements
- Shift differential pay for CICC and CCC staff
- CW Social Services Supervisor (and above) stipends for Fulton County Assistance



Retention Initiatives cont'd

- CW Social Services staff supplements for Mobile Pilot program in Douglas and Paulding Counties
- CW Fair Labor Standards Act (FLSA) compensatory leave payout
- CW telework schedule 4x weekly
- OFI career path enhancements
- OFI exploring Goal-Based Incentive Plan
- OFI \$480 per month salary supplement
- OFI Fair Labor Standards Act (FLSA) compensatory leave payout
- OFI telework except 1x per pay period



Retention Initiatives...cont'd

- \$5,000 Cost of Living Adjustment
- \$5,000 One-Time Lump Sum Supplement
- 401k matching contribution increase from 3 to 9% for Georgia State Employees Pension & Savings Plan (GSEPS) participants
- 40-Hour Annual Leave Payout Program (pending)



Recruitment Initiatives

- Partner with DOAS on enterprise Workforce Strategies Initiative for Human/Social Services pipelines
 - Includes CVIOG, USG, TCSG, BOE
- Partner with USG career services and Title IV-E programs for job placement and career fair participation
- Partner with TCSG career services for job placement
- Advertise on Handshake – network of 9M active student users, 1,400+ colleges/university partners, and 650k employers



Recruitment Initiatives

- Host Regions 13 & 14 Interviewing Events
- DHS Metro Atlanta Job Fair
 - 29 CW
 - 120 OFI
- Planning regional job fairs for 2023
- Added Recruitment Coordinators to assist Hiring Managers with interview setups and reference checks
- Utilizing staffing agencies for SS Specialists and Call Center staffing
- Using continuous job announcement for SS Specialist 1 covering 159 counties



Recruitment Initiatives cont'd

- Team Georgia Careers – Agency spotlight and social media networks
- Pursuing additional advertisement options such as billboards and/or mini boards on buses, yard signage, news runs and/or Wednesdays Child on Fox 5 – advertisement, radio advertisements, agency email job blasts, passive candidate email blasts



Engagement

- *Paying attention to employee subgroups.*
 - Seek to identify and understand employees who face unique challenges
 - Subgroups could include new hires, young people, people of color and those who speak another language.

Future: Partnering with the NCWWI Workforce Excellence Initiative to establish a Workforce Excellence Council.
- *Conducting annual surveys.*
 - Asking employees what they think about responsibilities and culture
 - Enables better understanding of how we are currently supporting employees and where we can do better.
 - ***NCWWI – COHA for CW Staff – September 6-30, 2022***
 - ***Developing a “Best Place to Work” employee assessment***



Contact Information

Ann Burris – SPHR, SHRM-SCP, IPMA-SCP

Deputy Commissioner

Human Resources

2 Peachtree Street, 28-460

Atlanta, GA 30303

ann.burris@dhs.ga.gov





Questions?



Georgia Department of Human Services

Board Discussion

- **Term Expirations**
- **Elections**



Georgia Department of Human Services

Committee Reports

- **Regional Trends Committee**
- **Community Relations Committee**
- **Child Welfare Committee**
- **OFI Committee**



Georgia Department of Human Services

DFCS Regional Reports

- **1-2 points on areas that are going well**
- **1-2 points on areas of improvement**



Georgia Department of Human Services

Closing Comments