


State Advisory Board Meeting

November 9, 2021

Welcome and Introductions

Approval of November 9, 2021 agenda



BRIAN P. KEMP
GOVERNOR

CANDICE L. BROCE
DIRECTOR

Division of Family and Children Services Advisory Board Meeting
November 9, 2021
10:00am – 12:30pm

Virtual Meeting via Microsoft Teams
[Click here to join the meeting](#)
Or call in (audio only)
[+1 470-344-9228, 714663864#](tel:+14703449228714663864)
Phone Conference ID: 714 663 864#

AGENDA

Call to Order /Welcome	- Chair Dorsey
-Approval of Agenda	
-Approval of Minutes	
DFCS Director Updates/Overview	- Candice Broce, DFCS Director
Child Welfare Updates	- Mary Havick, DHS Deputy Commissioner, Child Welfare
OFI Updates	- Jon Anderson, DHS Deputy Commissioner, OFI
Board Discussions-	- Chair Dorsey and Board Members
-Elections	
-Committees	
-Christmas Kids Reminder	
Board Member Regional Reports	- Board Members
Closing Remarks/ Adjournment	- Chair Dorsey

Next Meeting: January 11, 2022
Meeting open to the public

SAFE CHILDREN. STRENGTHENED FAMILIES. STRONGER GEORGIA.
2 PEACHTREE STREET NW, SUITE 19-460 | ATLANTA, GA 30303

Approval of September 14, 2021 meeting minutes



Candice L. Broce, Director

Department of Human Services
October 1, 2021

Candice Broce
DHS Commissioner
DFCS Director

Robin Herron
Director, Executive Operations

Craig Foster
Chief of Staff

Chris Hempfling
Deputy Chief of Staff
Senior Deputy Commissioner

Venkat Krishnan
Deputy Commissioner,
Information Technology

Mohan Sundareswaran
Assistant Deputy Commissioner,
Architecture & Infrastructure
Technology

Ananias Williams
Assistant Deputy Commissioner,
Child Welfare Technology

Sreeji Vijayan
Assistant Deputy Commissioner,
Family Independence Technology

Jerry Baker
Assistant Deputy Commissioner,
Aging Services and Child Support
Services Technology

Randy Coleburn
Assistant Deputy Commissioner,
Information Security & Compliance
Technology

Sunny Patel
Deputy Commissioner,
Operations

Breanna Thomas
Assistant Deputy Commissioner,
Operations

Nixie-Ann Gumbs
Director, Call Center Operations
Family Independence & Child
Support Services

Julie Walters
Director, Training

Dwayne Daniel
Director, Facilities & Support Services

Tunya Kilpatrick
Director, Strategic Initiatives

R. Demetrios Taylor
Deputy Commissioner,
Finance

Clifford O'Connor
Assistant Deputy Commissioner,
Finance

Bill Zisek
Director, Financial Services

William Prescott
Director, Procurement & Contracts

TBD
Director, Budget Operations

LaMarva Ivory
Deputy Commissioner,
External Affairs

Tahmi Segars
Assistant Deputy Commissioner,
External Affairs

Kylie Harrod
Director,
Communications

Jackie Tate
Director, Governmental Affairs
Aging Services & Child Support
Services

Kevin Harris
Director, Governmental Affairs
Child Welfare & Family
Independence

Brooke Shaddix
Director, Constituent Services

Sekema Harmon
Director, Recruitment, Retention,
& Wellbeing

Salena Perry
Director, Community Partnerships

Mary Havick
Deputy Commissioner,
Child Welfare

Lon Roberts
Assistant Deputy Commissioner,
Child Welfare

Colleen Mousinho
Director, Practice and
Program Guidance

Ashley Parham
North District Director

James Binnicker
Metro District Director

LaChara Demard
South District Director

Jan Anderson
Deputy Commissioner,
Family Independence

Mona Jackson
Assistant Deputy Commissioner,
Family Independence

D. Scherie Jeffries
Assistant Deputy Commissioner,
Gateway

Carla Fairley
Director, State Operations

Wesley Merritt
Interim Director, Field Operations

Charles Barnes
Director, Quality Operations

John Hallman
Director, System Integration

Tanguler Gray
Deputy Commissioner,
State Programs & Human
Resources

Abby Cox
Assistant Deputy Commissioner,
Aging Services

John Hurst
Assistant Deputy Commissioner,
Child Support Services

Ann Burris
Assistant Deputy Commissioner,
Human Resources

Michael Singleton
Director, Refugee Resettlement

Stephen Harris
General Counsel
Chief Ethics Officer

Toni Jones
Deputy General Counsel

Judy Holdaway
Deputy General Counsel,
Child Welfare

George Dean
Deputy General Counsel,
Family Independence

TBD
Deputy General Counsel,
Contracts & Procurement

David LeNoir
Director, Inspector General



Secret Santa PROGRAM

Updates

Family First

- Met the Oct. 1 deadline
- Waiting on the federal response to the plan

Data Lake

- Contracted with Teradata to effectuate
- Project will go live on Nov. 6

Integrating SHINES with Amazon web services

Managed care for children in DFCS custody

- Expecting a new contract to be finalized by July 2024

Questions?

Director Candice.Broce@dhs.ga.gov

Chief of Staff Craig.Foster@dhs.ga.gov



Child Welfare Updates

Mary Havick

Deputy Commissioner
Child Welfare



Prevention and Community Support

Prevention and Community Support (PCS) Section

- PCS joined DFCS in 2014 from the Governor's Office of Children and Families
- PCS utilizes federal and state funding to contract with local, community-based and statewide organizations which provide services to children and families in Georgia *prior to* any involvement with DFCS

PCS manages:

- Prevention of Child Abuse and Neglect
 - *Primary (Universal) Prevention* - activities that are targeted toward the community at large including public education activities and parent education classes that are open to anyone in the community
 - *Secondary Prevention* - activities targeted to families that have one or more risk factors associated with child maltreatment including families with substance abuse, teen parents, parents of special need children, single parents, and low-income families
- Promoting Safe and Stable Families
- Adolescent Pregnancy Prevention (APP) – supports two federal APP grant programs
 - Sexual Risk Avoidance Education
 - Personal Responsibility Education Program



Inclusivv Conversations (formerly known as Civic Dinners)


Georgia Family Well-Being



**The Big Picture of
Child Well-Being**

Learn More

Georgia Family Well-Being



**Early Learning for
Lifelong Success**

Learn More

Georgia Family Well-Being



**Building Resilience
for Brighter Futures**

Learn More

Georgia Family Well-Being



**Family Health and
Child Well-Being**

Learn More

Georgia Family Well-Being



**Economic
Opportunities for
Promising Futures**

Learn More

Georgia Family Well-Being



**Advocating for
Family and Child
Well-Being**

Learn More

Join a Conversation!

- In person
- Online

Host your own!

- In-person
 - Home
 - Restaurant
 - Office
- Online

Sign-up here:

<https://inclusivv.co/ga-family-wellbeing>

Georgia Parent Advisory Council



Region 1: Karina Garrison
(Gordon County)



Region 2: Erin Thomas
(Forsyth County)



Region 3: Christina
Costley (Floyd County)



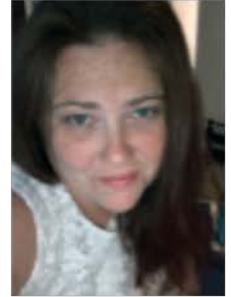
Region 4: Eileen Graham
(Henry County)



Region 5: Kimberly
Fowler (Oconee County)



Region 7: Samantha
Moore Valentine
(Richmond County)



Region 10: Elena
Evans (Lee County)



Region 11: Deidre Rountree
(Lowndes County)



Region 12: Kristy Garner
(Effingham County)



Region 13:
Robin White
(Clayton County)



Region 13:
Colleen Puckett
(Gwinnett
County)



Region 14:
Tavarous Saint
Louis (DeKalb County)

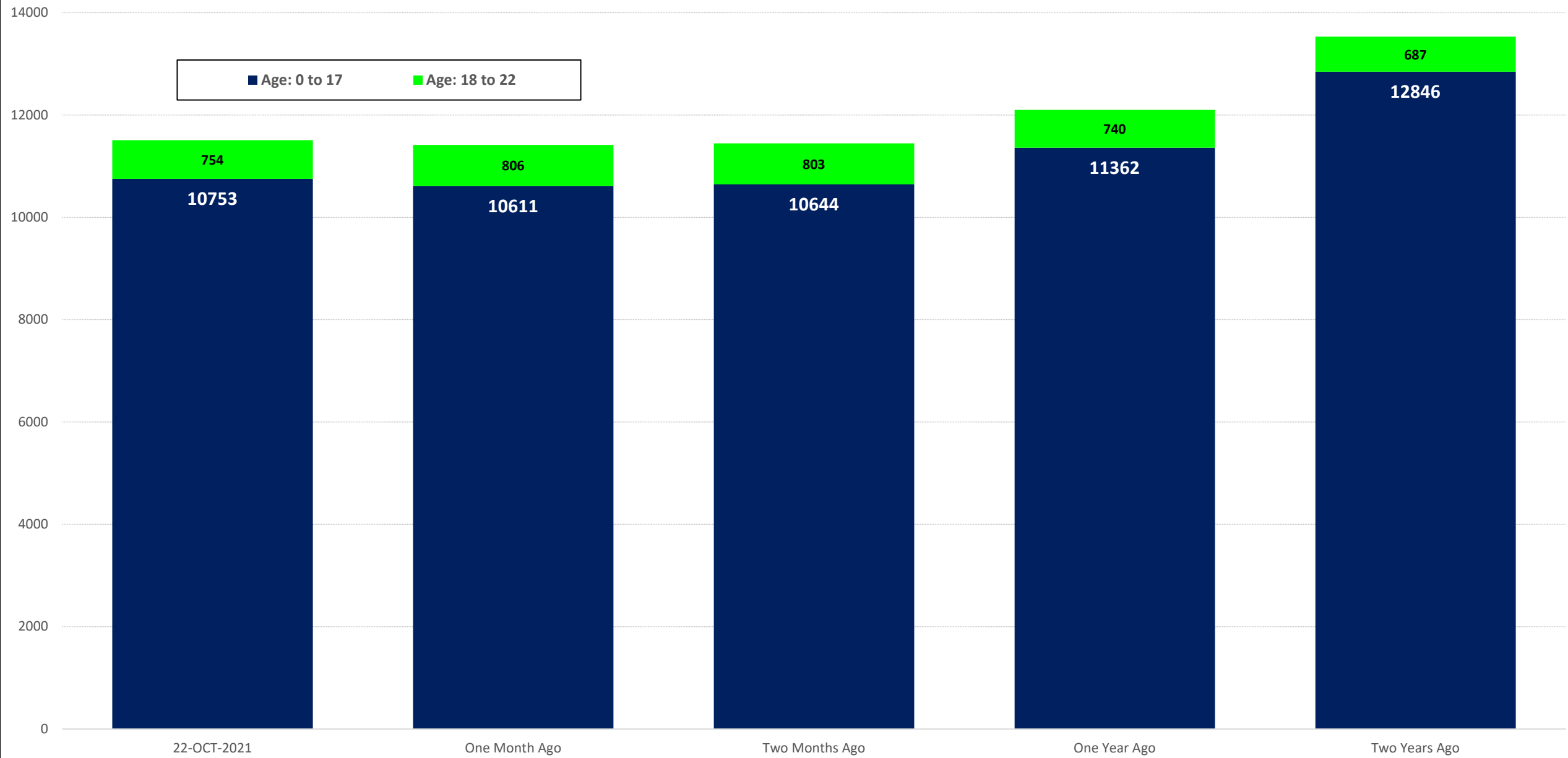


Region 14:
Carmen Coates
(DeKalb County)

Permanency Connections

DIVISION OF FAMILY & CHILDREN SERVICES

Foster Children/Youth



Adoption

Adoption is a social and legal process whereby an individual joins a family, earning the same rights and status as those born into that family. For children in Georgia's foster care system, adoption presents the opportunity to form a lasting family bond.

Adoption Data

- Finalized 1,292 Adoptions in SFY 2021
- 300 Children with no Adoptive Family
- 55% of waiting children are TEENS

For more information about foster care and adoption recruitment please call, intake line at **1-877-210-KIDS (5437)**





State Adoption Program

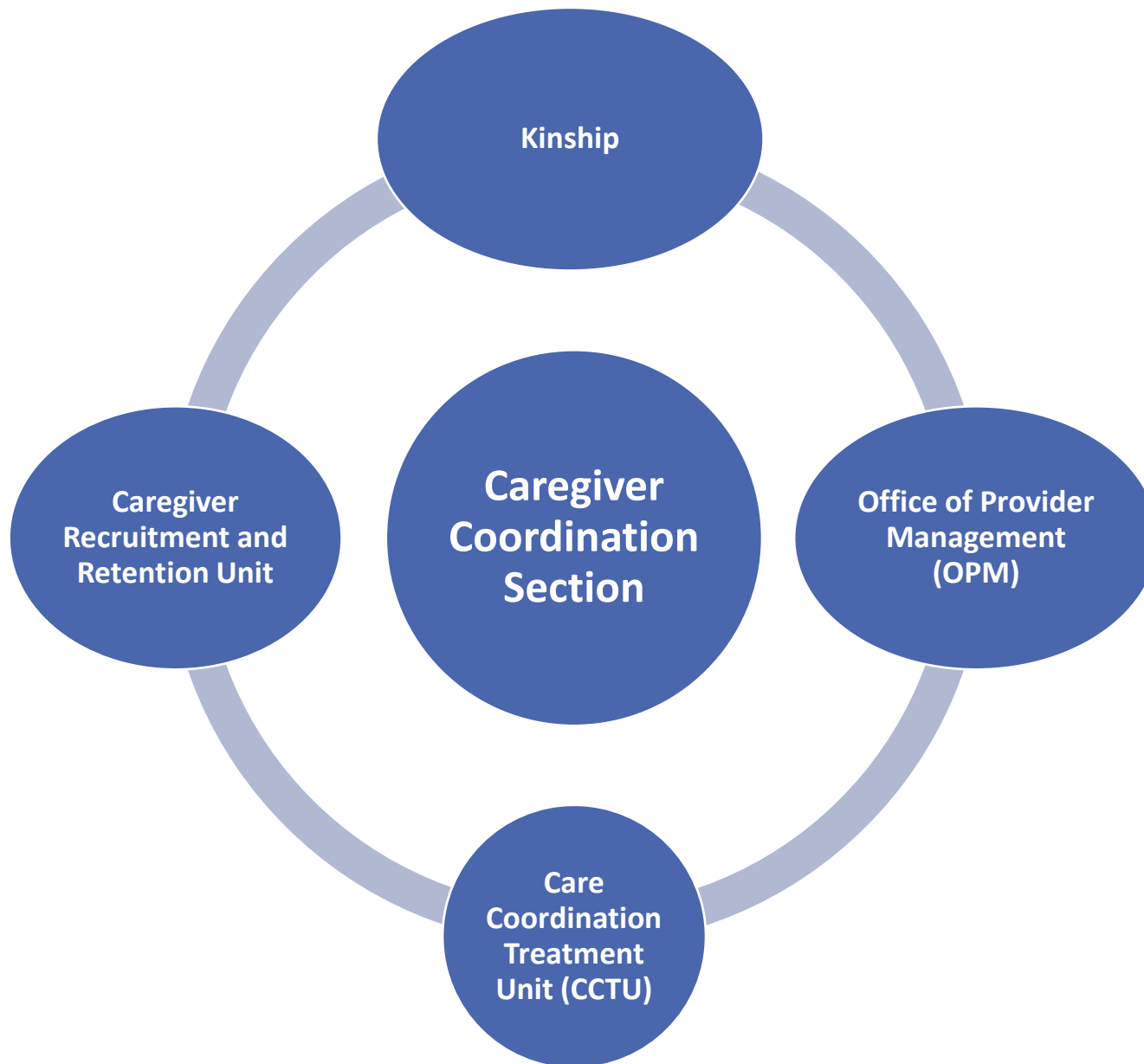
- Assessing both the front and back door of adoption services.
- Added four new vendors to assist with the development of adopted families for specific populations needing families.
- Project with Family Match
- Creation of Adoption and Guardianship Services Unit
- Grant with the National Quality Improvement Center- Adoption and Guardianship



“Every Conversation Matters”



Caregiver Coordination



Georgia's Statewide Kinship Navigator Program



- Program launched in 2015 in direct response to increasing the number of grandparents and other caregivers who have assumed responsibility for raising another relatives' child/ren.
- Enhanced Kinship Care Portal <https://dhs.georgia.gov/kinship-care-portal>
- 200+ kin caregivers participated in trainings and received toolkits at 28 DFCS offices during Kinship Care Month September 2021.



**Over 200
caregivers
served in
September!**

Family First

Family First Section

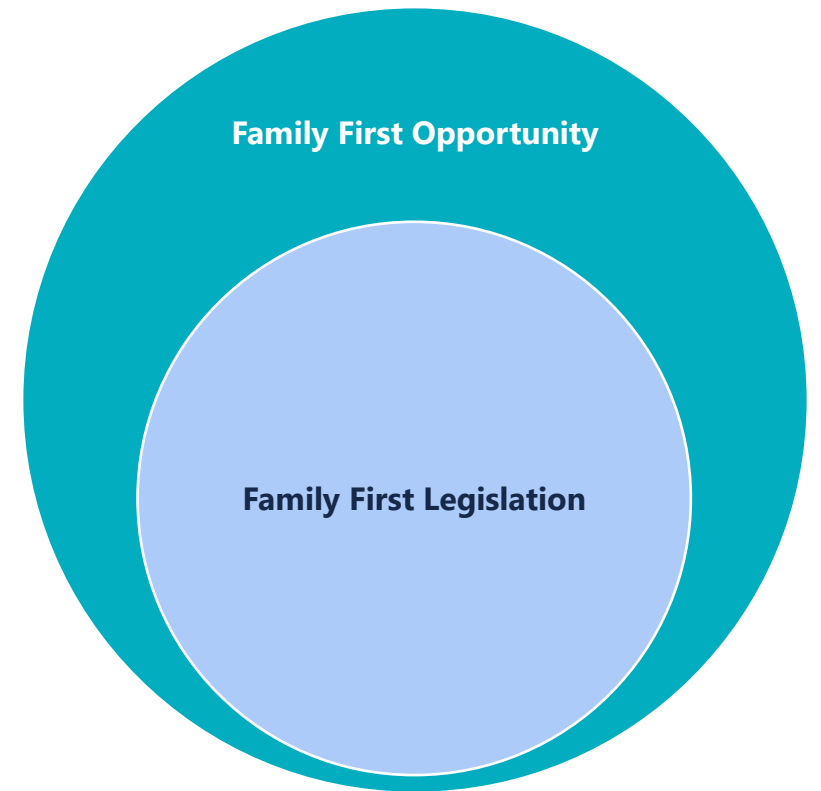
Responsible for coordinating planning and implementation of the Family First Prevention Services Act (FFPSA)

FFPSA:

Most significant federal child welfare legislation in decades with potential to have enormous impact on children and families

Policy themes:

- Preventing unnecessary placement
- Promoting family-based care



IV-E funding under Family First



New federal funding for services to prevent removals



No changes to funding for foster family homes



Limited federal funding for group homes

Family First Highlights

- Submitted draft narrative of Five-Year Prevention Plan to ACYF September 30
- Recently formed implementation team and developed implementation plan for Prevention Services
- Concluding workgroup with providers and stakeholders to develop recommendations regarding Qualified Residential Treatment Programs



DIVISION OF FAMILY & CHILDREN SERVICES

Average Caseworker Caseload, September 2021

*Includes Caseworkers with at least 5 of the particular case type

Foster Care			Family Preservation			Investigations & Family Support		
REGION_NUM	RAVG	RMED	REGION_NUM	RAVG	RMED	REGION_NUM	RAVG	RMED
1	24	25	1	11	9	1	16	15
2	25	27	2	14	17	2	24	21
3	30	30	3	20	22	3	28	30
4	18	16	4	10	9	4	17	15
5	23	21	5	10	9	5	19	18
6	22	23	6	11	8	6	16	14
7	24	24	7	9	8	7	17	15
8	22	23	8	10	7	8	16	13
9	24	27	9	8	8	9	15	15
10	23	22	10	12	12	10	16	15
11	34	34	11	16	17	11	18	17
12	25	24	12	13	13	12	24	26
13	25	24	13	13	13	13	34	33
14	15	15	14	8	7	14	26	21
State	23	22	State	12	10	State	22	18



Mary Havick

Deputy Commissioner

Child Welfare

mary.havick@dhs.ga.gov

Georgia Division of Family
& Children Services
2 Peachtree Street
Atlanta, GA 30303



OFI
Updates

Jon Anderson

Deputy
Commissioner



#iantheblueprint



AGENDA

Timeliness

Quality

BOTs

Staffing & Caseloads

SNAP

LIHEAP/LIHWAP

P-EBT

Office of Family Independence

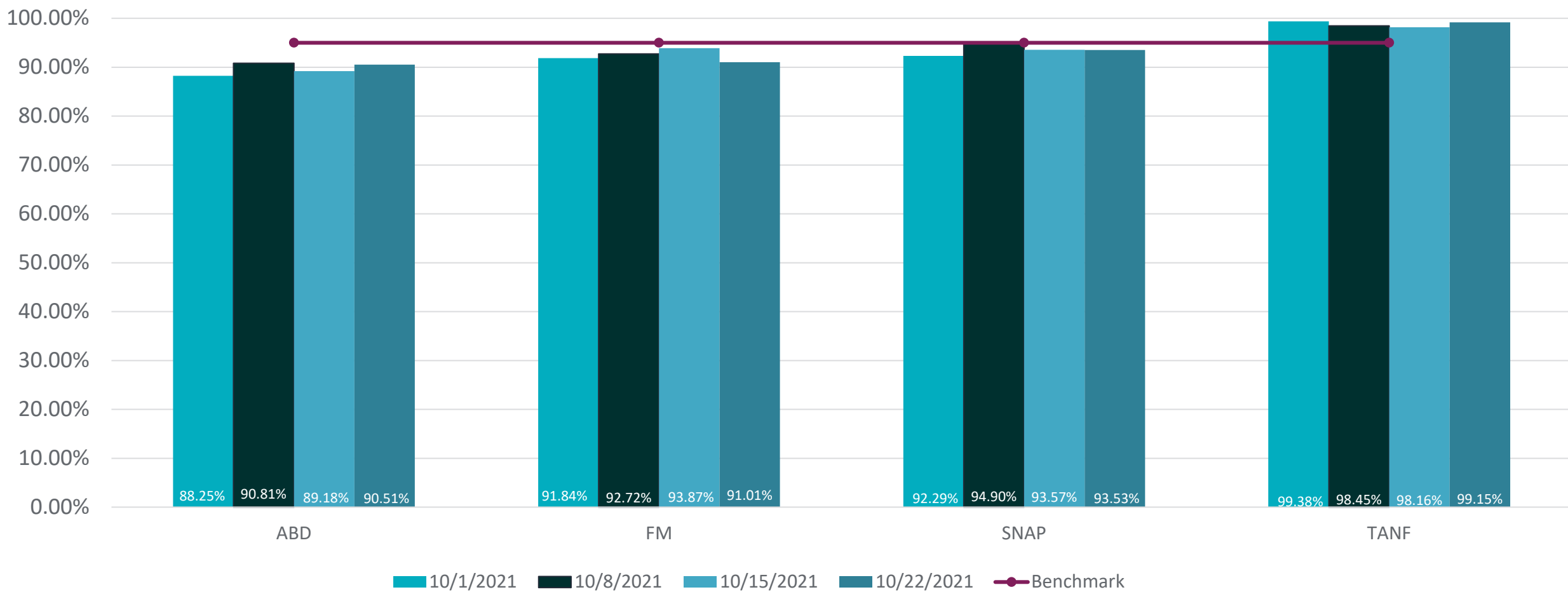
- The Office of Family Independence's goal is to strengthen Georgians by providing individuals and families access to services that promote self-sufficiency and independence.
- **Programs offered:**
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medical Assistance
 - Temporary Assistance for Needy Families (TANF)



Timeliness

OFI Performance

Weekly Timeliness as of COB 10/22/2021-All Programs

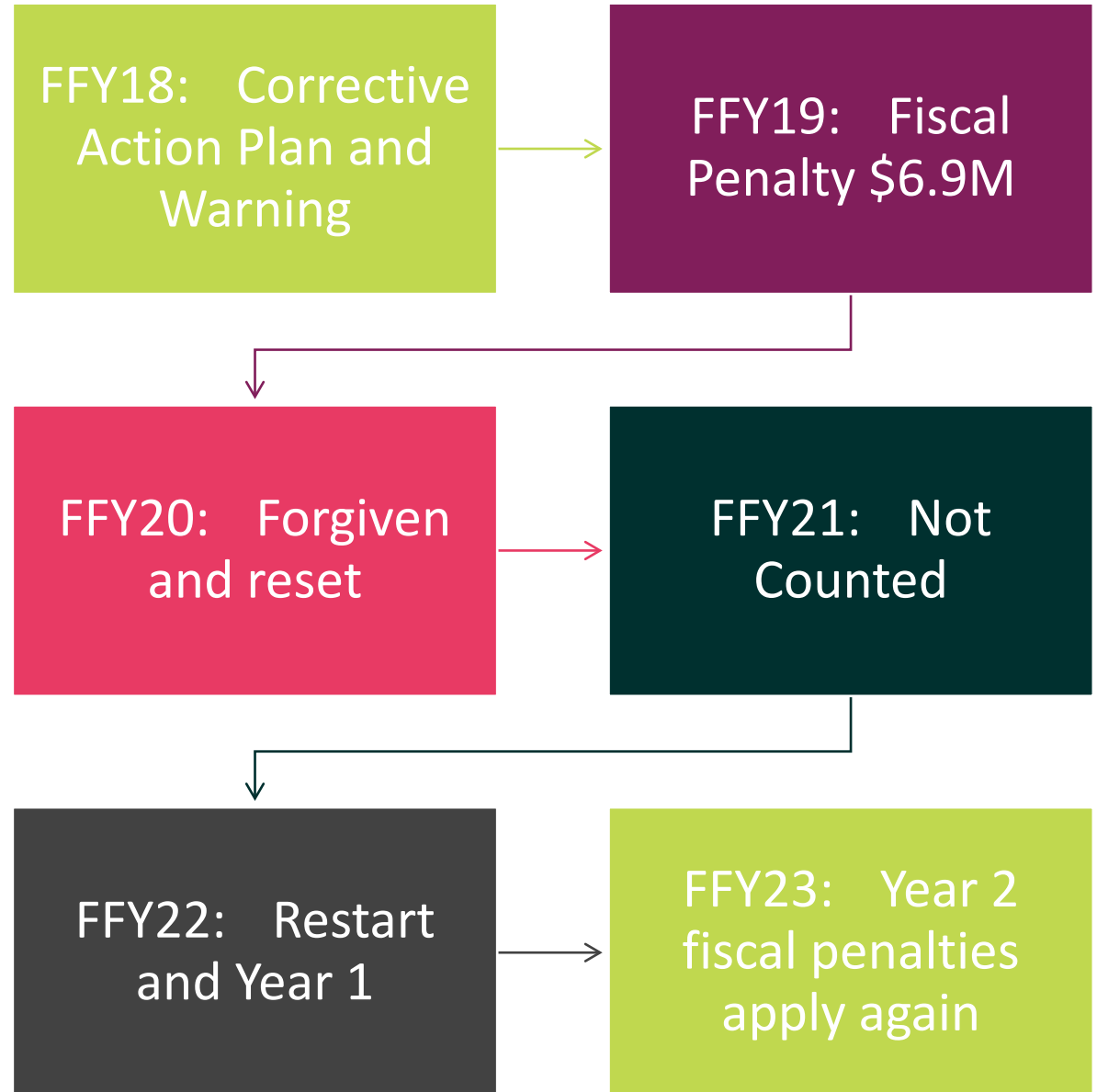


Waivers to help

- Interview waiver in place for non-expedited cases through the end of this year.
 - Still watching current trends for additional time that may be needed

Quality

Quality



Steps to improve



Current Rates and trends



Retraining



BOTs

QC numbers look much better than
human driven processes

QC Error Rate Summary

- Quality Control (QC) unit reads are completed on a monthly basis. QC always reads on historical months.
- Sr. SNAP and SNAP QC reads includes applications and renewals.
- SNAP BOT reads only includes SNAP cases ran by the renewal BOT. QC started reading renewal BOT cases in the month of November 2020.
- QC Error Rate Table shows the comparison of the SR.SNAP/SNAP vs SNAP BOT reads.

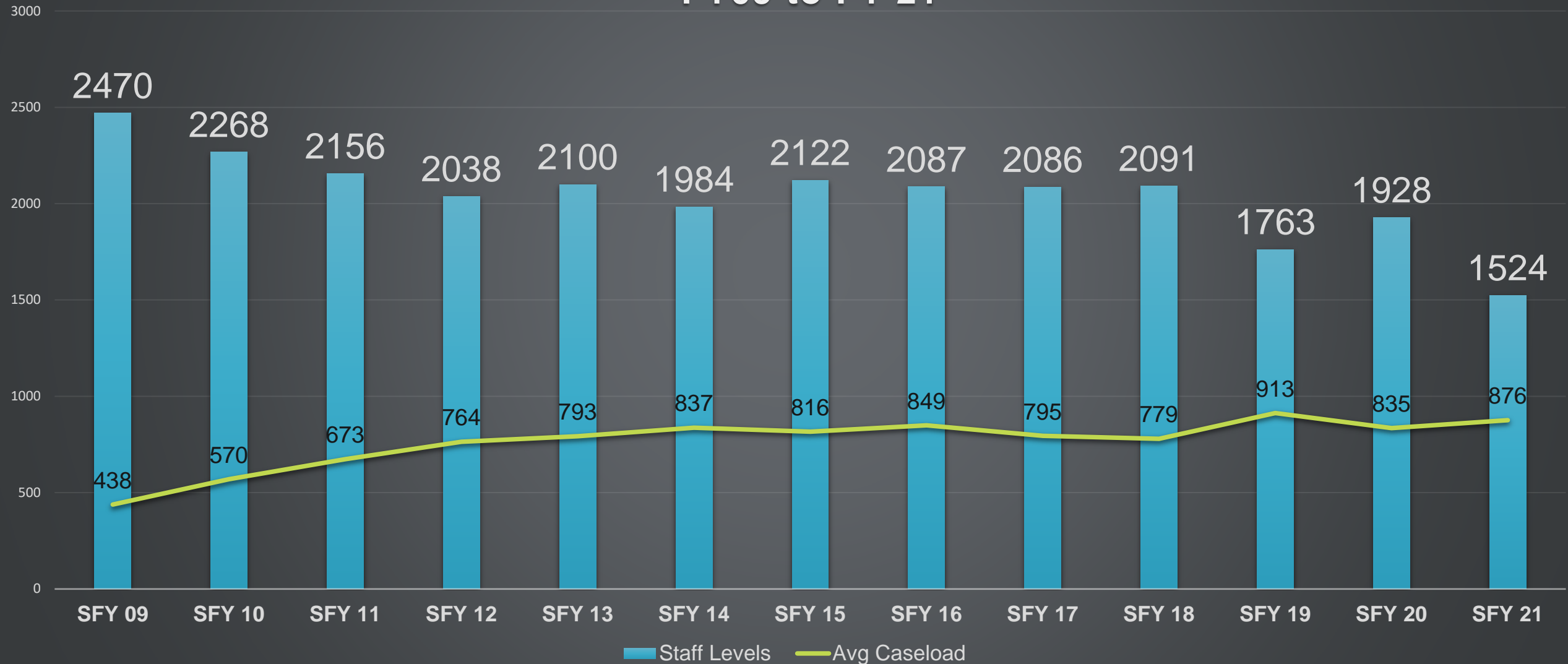
QC Error Rate

Month/Year	Sr. SNAP Total Reads	Sr. SNAP Error Dollars	Sr. SNAP	SNAP Total Reads	SNAP Error Dollars	SNAP	SNAP (BOTs) Total Reads	SNAP (BOTs) Error Dollars	SNAP (BOTs)
June 2021	12	\$0.00	0.00%	73	\$3,209.00	18.51%	30	\$0.00	0.00%
May 2021	18	\$904.00	14.38%	69	\$2,062.00	14.13%	22	\$320.00	3.99%
April 2021	18	\$158.00	12.51%	77	\$757.00	6.43%	30	\$641.00	4.56%
March 2021	18	\$46.00	6.52%	72	\$2,423.00	12.82%	30	\$0.00	1.93%
February 2021	18	\$248.00	27.37%	77	\$2,142.00	9.77%	30	\$0.00	2.36%
January 2021	18	\$176.00	8.64%	84	\$2,205.00	9.72%	30	\$407.00	4.74%
December 2020	10	\$83.00	11.08%	82	\$4,522.00	22.15%	30	\$214.00	2.59%
November 2020	10	\$45.00	5.92%	39	\$1,363.00	12.04%	30	\$200.00	2.64%
October 2020	10	\$159.00	24.35%	52	\$2,876.00	23.80%	N/A	N/A	N/A
Cumulative Totals	102	\$915	12.31%	483	\$16,288.00	14.37%	202	\$1782.00	2.85%

BOTs Implementation

Phases	Use Cases	Description	Status	Production Operations
✓ 1a	Renewal use cases - SNAP	This use case determines the renewals once the SNAP application/case is up for renewal.	Production Operations	October 19, 2020
✓ 1b	Renewal use cases - Medicaid	This use case determines the renewals once the Medicaid application/case is up for renewal.	Production Operations	October 19, 2020
✓ 3	TANF Work Participation Quality Checks	This use case determines number of daily work eligible individuals Referred, Enrolled and Participating through a generated report.	Production Operations	March 30, 2021
✓ 4	SSI – Nursing Home Renewals	This use case determines the renewals for nursing home residents and will be running end-to-end by determining the eligibility of the applicant	Production Operations (Full launch 7/22/21)	May 17, 2021
✓ 5	All Program Quality checks	This use case verifies the eligibility of SNAP and Medical Services applications data.	Pilot in progress	August 03, 2021
6	Medical Assistance New Applications	This use case determines the eligibility of Medical Services when new application is processed	RPA design (Non-DU) and development in progress	Dec 22, 2021
7	Targeted Changes (Newborns, Pregnancy, Address demographic changes)	This use case determines Change eligibility of SNAP and Medical Services.	Targeted Changes (Non-DU) use case is being prioritized over New Applications.	Dec 06, 2021

Staff Levels vs Caseloads FY09 to FY 21





Client ID ending in	Benefits will be available on
00 - 09	11/05/2021
10 - 19	11/07/2021
20 - 29	11/09/2021
30 - 39	11/11/2021
40 - 49	11/13/2021
50 - 59	11/15/2021
60 - 79	11/17/2021
80 - 99	11/19/2021

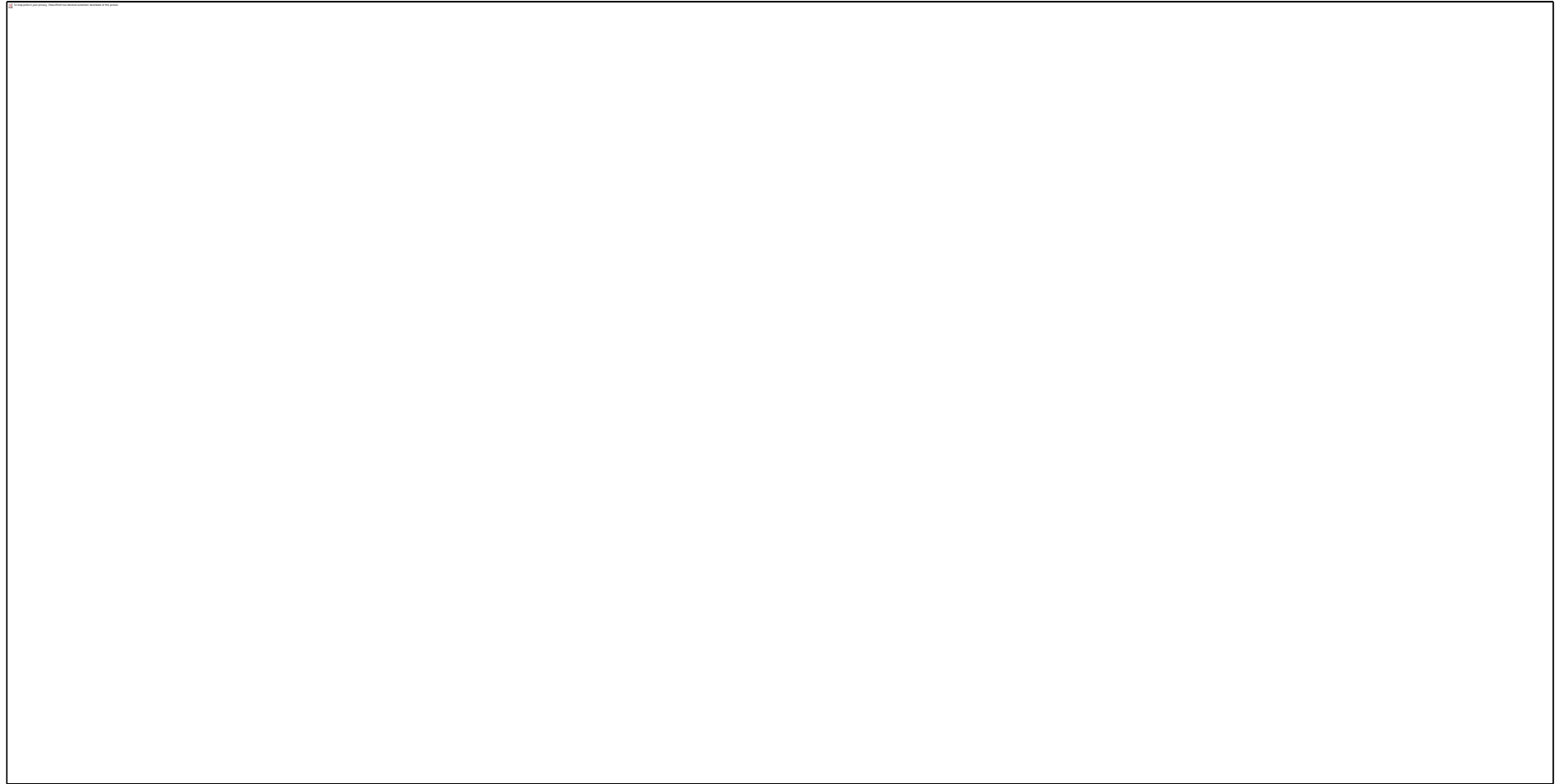
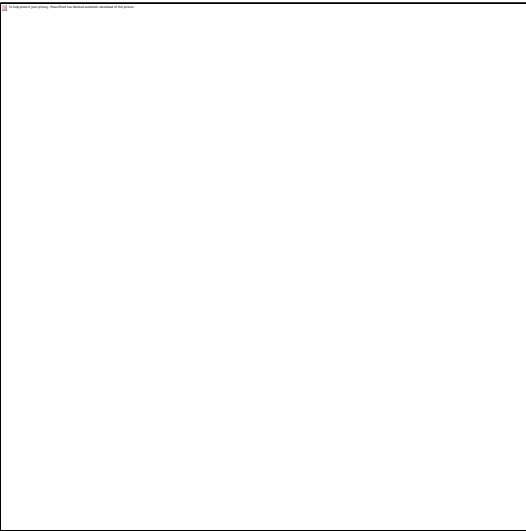
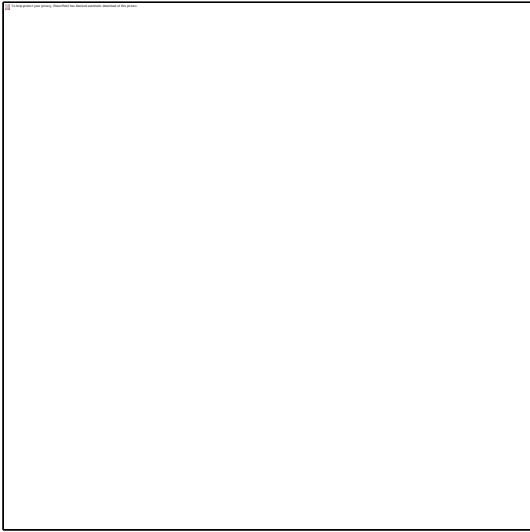
Early release SNAP

Just in time for the holidays, SNAP households will receive benefits according to the above schedule to prepare for Thanksgiving.

Pandemic SNAP

(P-SNAP) benefits will also be distributed at the end of the month, beginning Nov. 26 through Nov. 30, until all eligible families have received an issuance.

LIHEAP HEATING SCHEDULE



NOTE: Teams are finalizing plans to be able to distribute LIHWAP Water Assistance.

Pandemic Electronic Benefit Transfer (P-EBT) program is COMING SOON!

What to expect?



Website with instructions for eligible families



Financial assistance with food purchases



Families of students who receive free and/or reduced lunch may qualify



Eligible for purchases made in-store, online or via delivery at approved grocery retailers





Thank You

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Georgia Division of Family
& Children Services
2 Peachtree Street, Suite 19-454
Atlanta, GA 30303



Board Discussion:
Elections
Committees
Christmas Kids Reminder

Board Member Regional Reports

Please briefly address the following:

- What are 1-2 key successes or highlights within your region?
- What are 1-2 key challenges or concerns emerging from your region or county?
- Are there any issues needing attention?
- RAB status report



Closing Remarks and Adjournment

Next board meeting: January 11, 2022