

**Georgia Department of Human Services**

# **Department of Human Services Division of Family & Children Services**

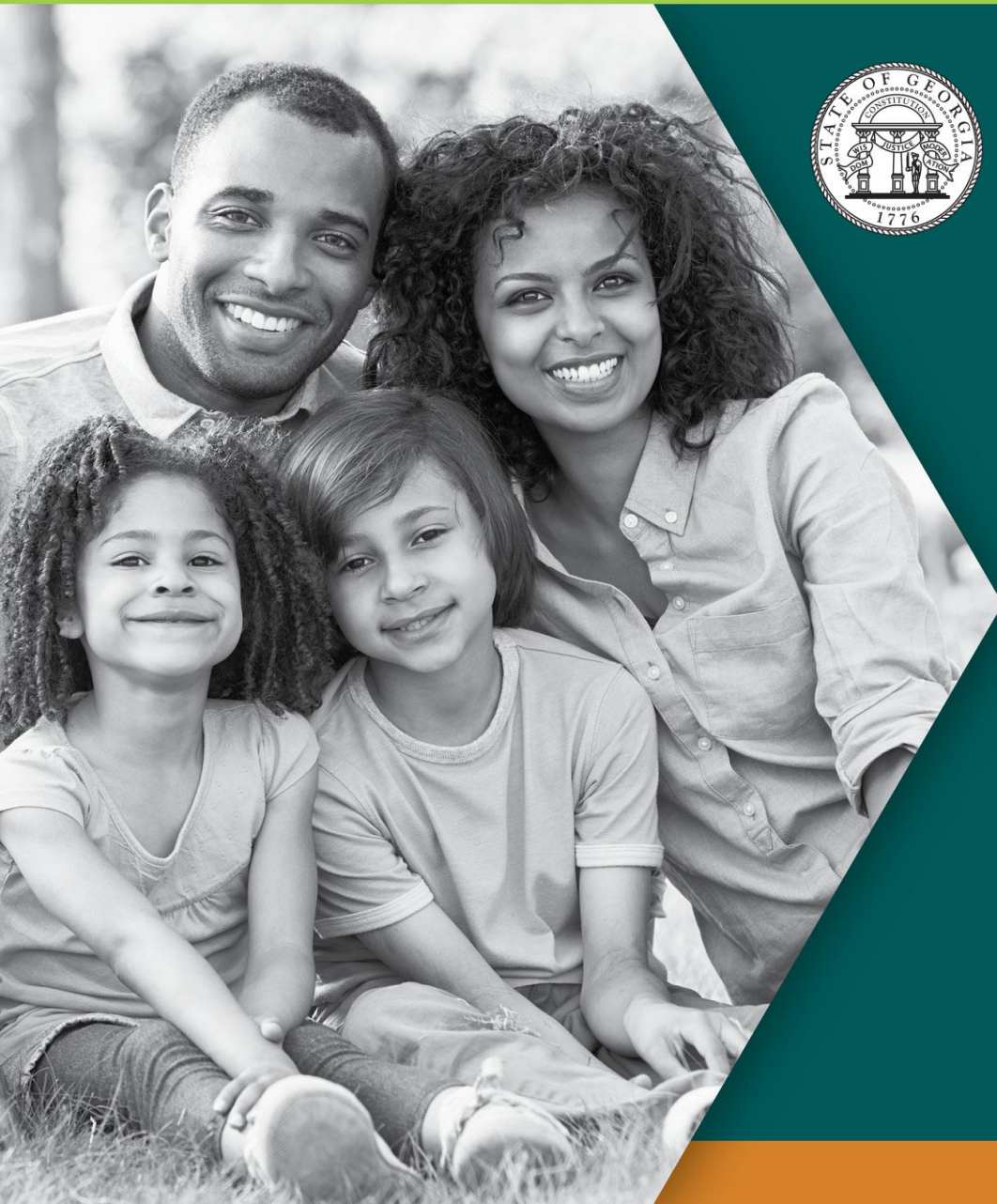
**Combined Board Meeting  
December 1, 2022  
10 a.m.**



# Housekeeping Rules

- Make sure your computer speakers are on.
- Use your computer audio, Microsoft Teams, or call into the meeting. Attempting to use multiple audio options will create feedback.
- Mute yourself if you are not speaking.
- When there are calls for action item votes, everyone will be unmuted to ensure that all board members are heard.
- 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.
- If you are calling in on your phone, please use \*6 to mute and unmute yourself.





**Georgia Department of Human Services**

## **Division of Aging Services**

Joint Board Meeting Presentation

**MaryLea Boatwright Quinn, MSW, LCSW**

Assistant Deputy Commissioner

**Division of Aging Services**

— VISION —

LIVING LONGER,

LIVING SAFELY,

*living well*



# Meeting our AAA partners & our APS/PGO staff



# Let's Work Together

## Guiding Principles

- Strengthen existing partnerships and build new ones
- Lead the way in innovation
- Encourage and practice authentic communication
- Reframe aging



# Staff Updates



- Sr. Business Operations Manager retired Oct. 1 after 30 years of service to the state, 16 years with the DAS; replacement started 11/16
- New Access to Services Manager started in August and our new Dementia Team will move into her section
- Able to shift an unfilled position to add a third Regional Coordinator position to our team that supports our Area Agencies on Aging
- Created a new Title III-C & D Manager position we are working now to fill
- Additional contract position added to our Business Ops team; reallocated a position that was phased out



# Meet our Dementia Team Lead!

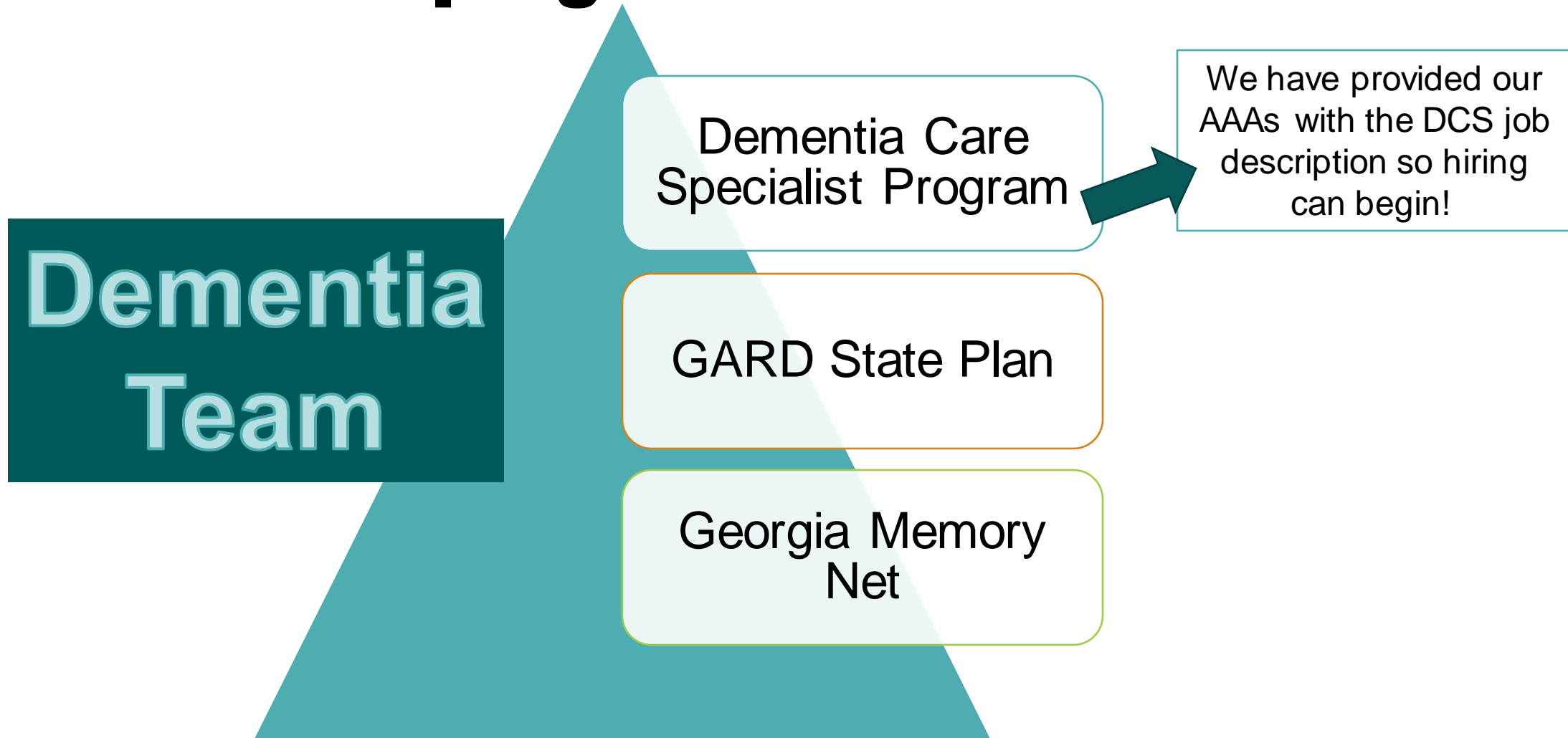


## Staci Hannah

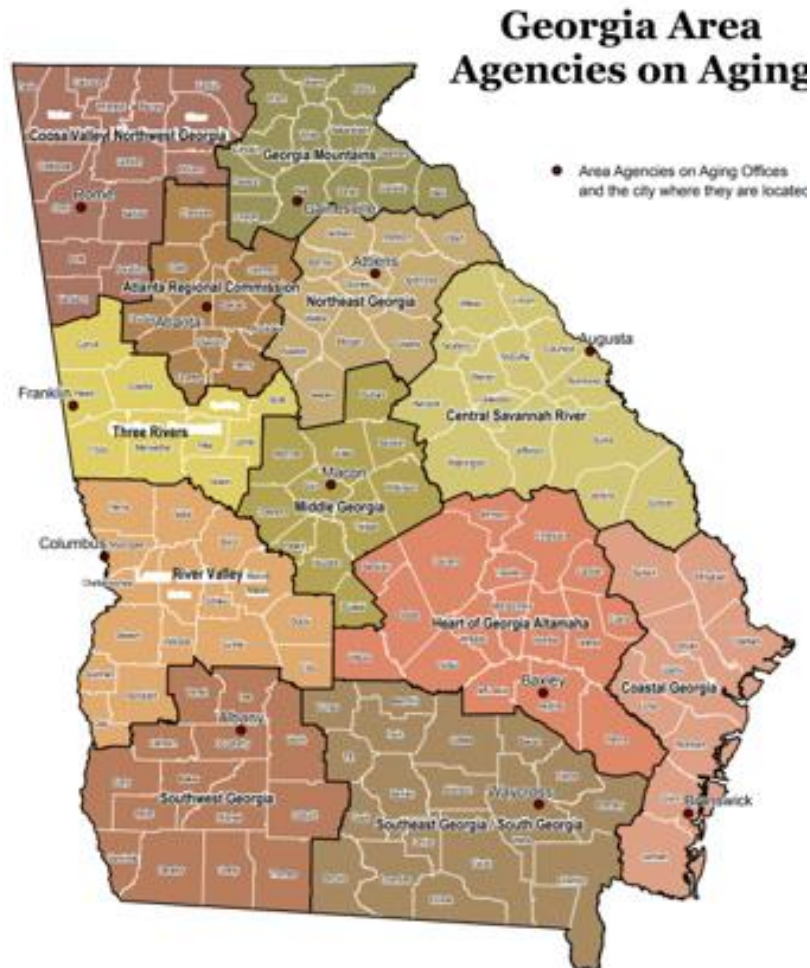
- First day was 11/16
- Wide variety of experience that will be helpful in this role from Memory Care Unit Director to Volunteer Coordinator at a Hospice
- Extensive Dementia training including:
  - Eden Alternative Associate
  - Positive Approach to Care (Teepa Snow) trainer, coach, mentor and advanced consultant
  - Dealing with Dementia (RCI) trainer
- Helped develop dementia training for “Inspired Senior Care” based in Nevada



# General Assembly investment in dementia programs and services



# One DCS in each AAA Region



- Increasing dementia-capability of entire aging network in the region
- Serving as a catalyst to unify all dementia resources in the region for collaboration
- Reducing stigma around having “brain health” checks
- Driving person-centered dementia approaches with individuals & caregivers facing a diagnosis



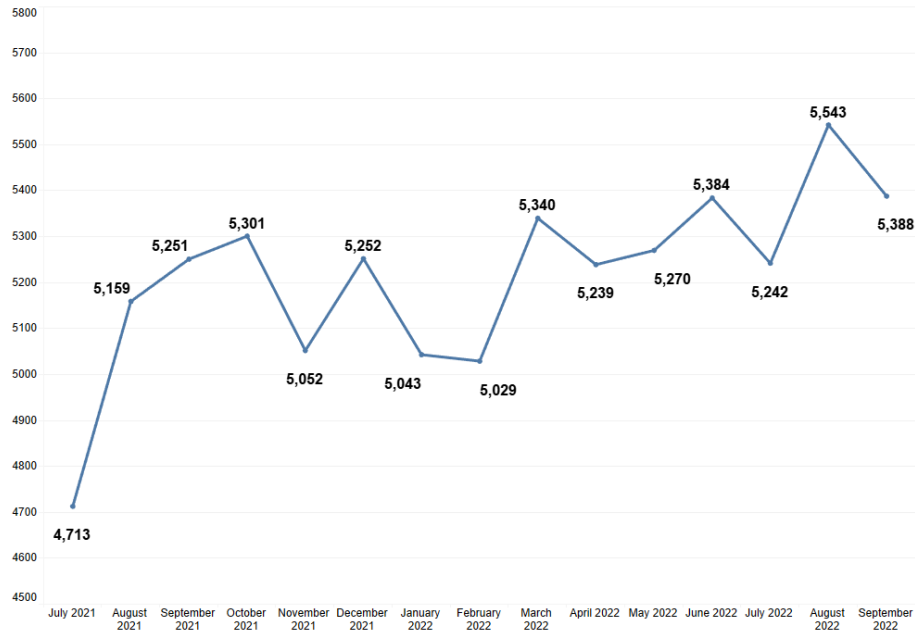
# APS/PGO Updates

## Adult Protective Services

Caseload ratio/budgeted position  
= 1/29, target is 1/15

Monthly APS Workload\* (SFY 2022 - SFY 2023)

\* Counts below are the total unduplicated investigations that APS Investigators work on each month. Total yearly counts are not given as investigations can span between months and would give a duplicated count.

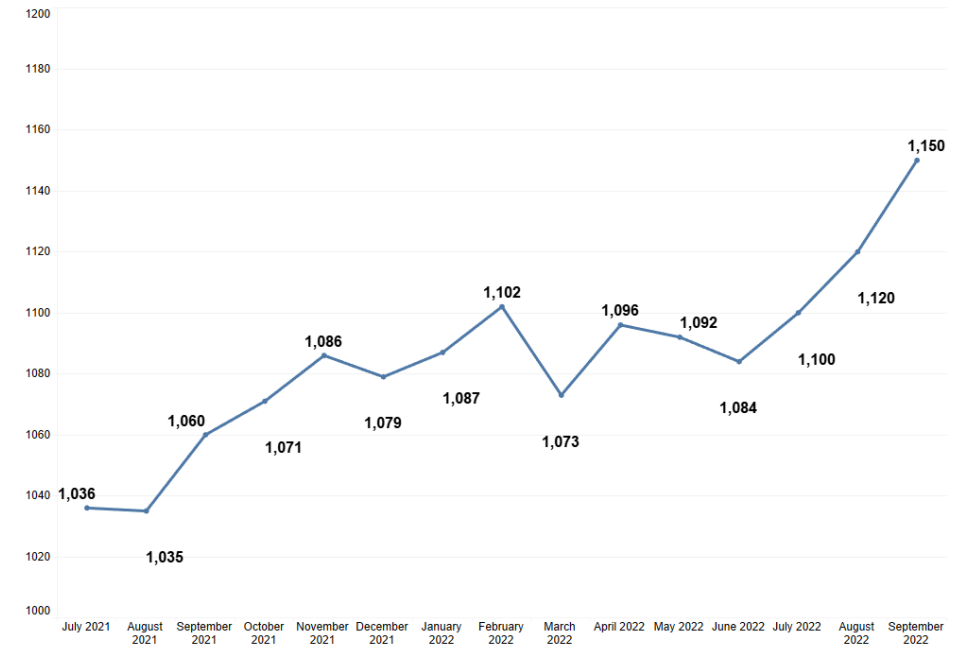


## Public Guardianship Office

Caseload ratio/budgeted position  
= 1/27, target is 1/20

Monthly PGO Workload\* (SFY 2022 - SFY 2023)

\* Counts below are the total wards that PGO Case Managers have under their care each month. Total yearly counts are not given as wards in the system can span between months and would give a duplicated count.



# Georgia SHIP Medicare Open Enrollment



## SHIP

State Health Insurance  
Assistance Program

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### Navigating Medicare

## October 15 – December 7, 2022

[aging.georgia.gov/georgia-ship](https://aging.georgia.gov/georgia-ship)



# Staff Recognition



The Oregon Department of Justice Attorney General Rosenblum with Anna Thomas, Manager of our Forensic Special Investigation Unit (FSIU).



Dr. Temitope Walker will be providing testimony to the U.S. Senate Special Committee on Aging on the work we are doing in Georgia to address senior hunger.

## Congratulations!



# Annual Gift Drive Deliveries!



## Thank you!

We were able to fulfill all the wish lists for our vulnerable Georgians under guardianship for the holidays!

Gifts will all be delivered by case managers who will “Light Up the Holidays” for these persons under guardianship!

Special thank you to **FODAC** for offering warehouse space for the gifts this year!



# Questions?

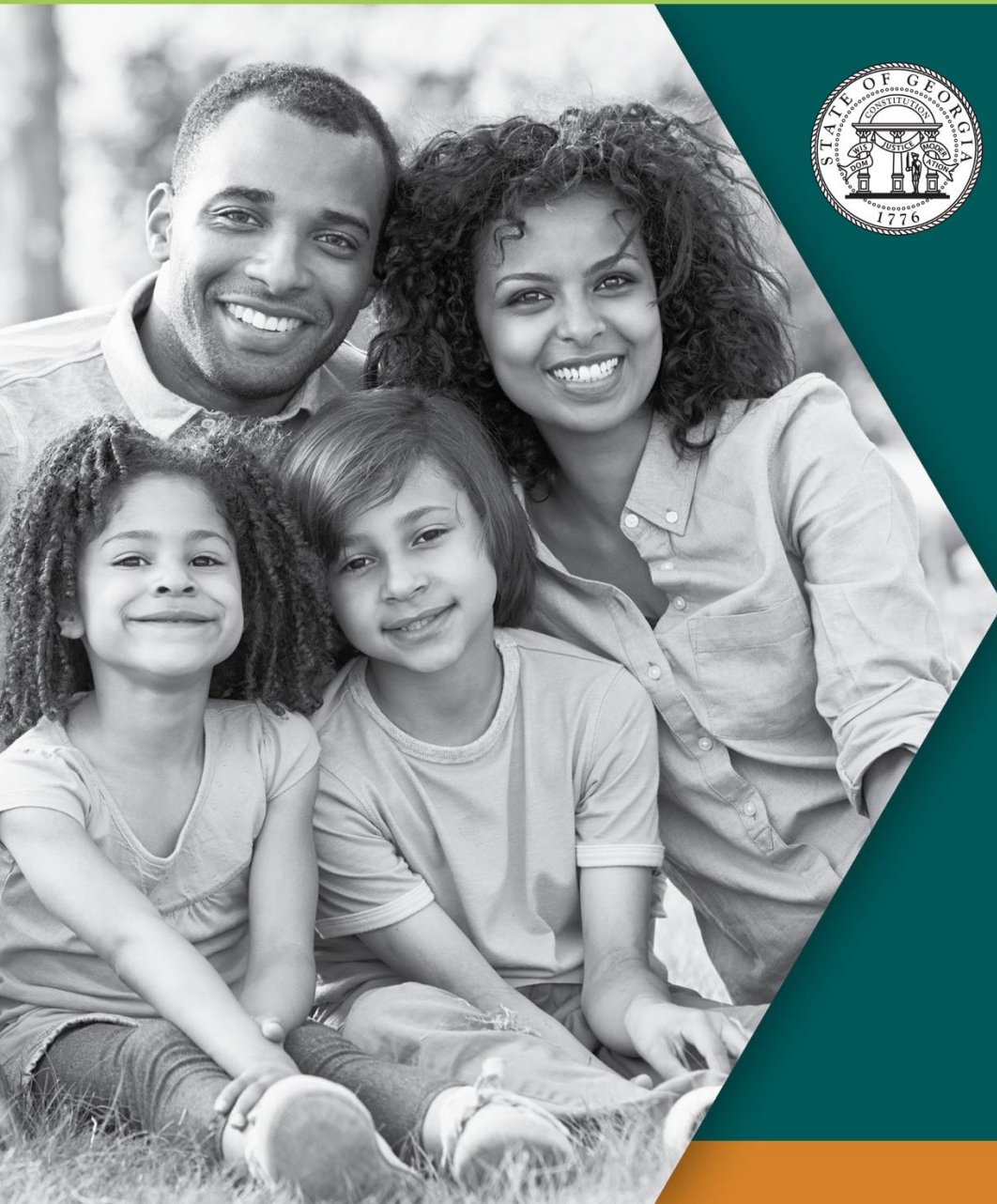
**MaryLea Boatwright Quinn, MSW, LCSW**

Assistant Deputy Commissioner

Division of Aging Services

[marylea.boatwrightquinn@dhs.ga.gov](mailto:marylea.boatwrightquinn@dhs.ga.gov)





**Georgia Department of Human Services**  
Division of Child Support Services

**Performance Update**  
**DHS Board Meeting – December 2022**

**Ashley Forbes**

Deputy Director of Operations, Child Support Services



# *stronger families*

FOR A STRONGER GEORGIA



# Program Data

DCSS is responsible for the statewide administration of the child support enforcement program under the provisions of Title IV-D of the Social Security Act (42 U.S.C. 651 - 669).

## Program Legislative Authority

### State Authority / Reference

Official Code of Georgia, Annotated, Titles 9 and 19 and Departmental Rules, DHS Rules at 290-7-1

### Federal Authority / Reference

Code of Federal Regulations, Title 45, Parts 300-399

## Budget

### Total budget SFY 2023

\$124,745,175

### % State funds

25% = \$31,674,130

### % Federal funds

72% = \$89,275,285

### % Other Funds

3% = \$3,795,760

## Program Information

### Performance indicators

Performance Measures (based on federal fiscal year):

- Paternity establishment
- Order establishment
- Current support paid
- Arrears paid
- Undistributed collections
- Locate
- Collections
- Cost Effectiveness

### Total offices

55 local offices excluding state, region and specialty/hub offices

### Total number of positions

1,172

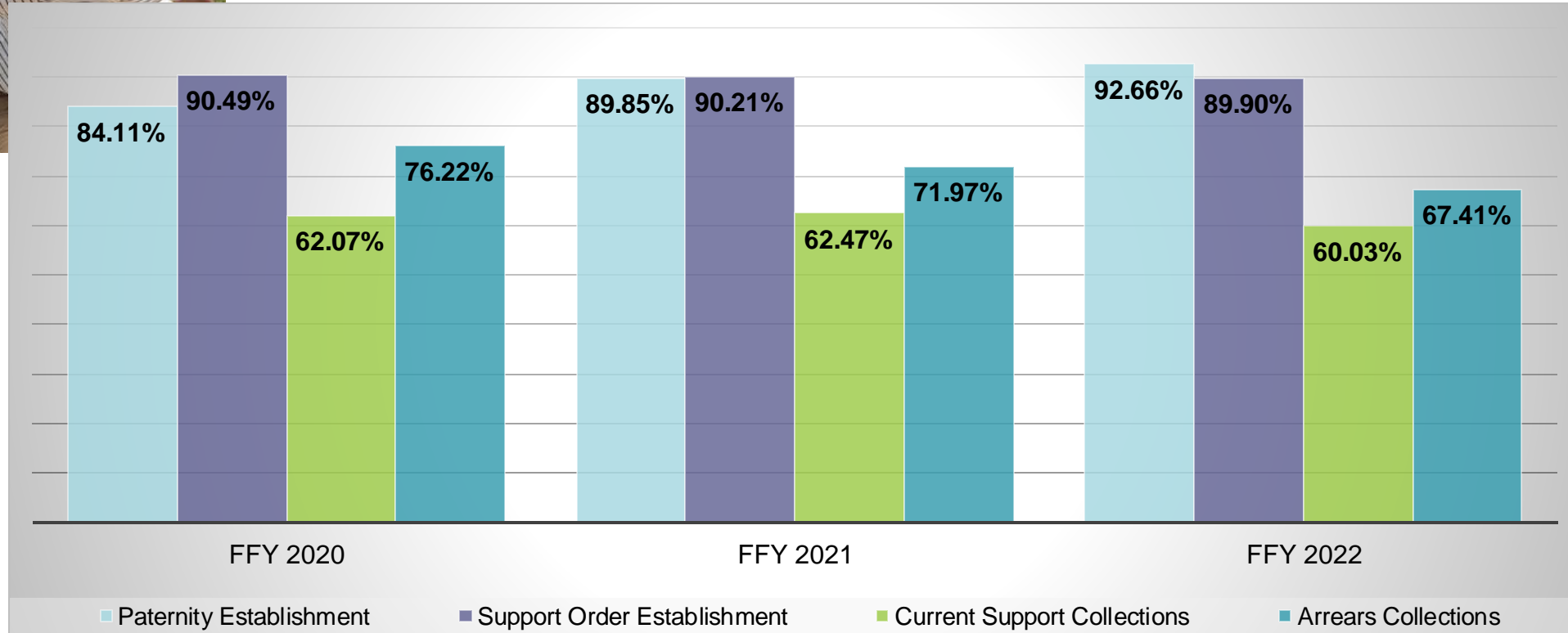
### Total caseload for FFY 2022

328,399



# Federal Performance Indicators

## Three Year Trend



# State Performance Indicators

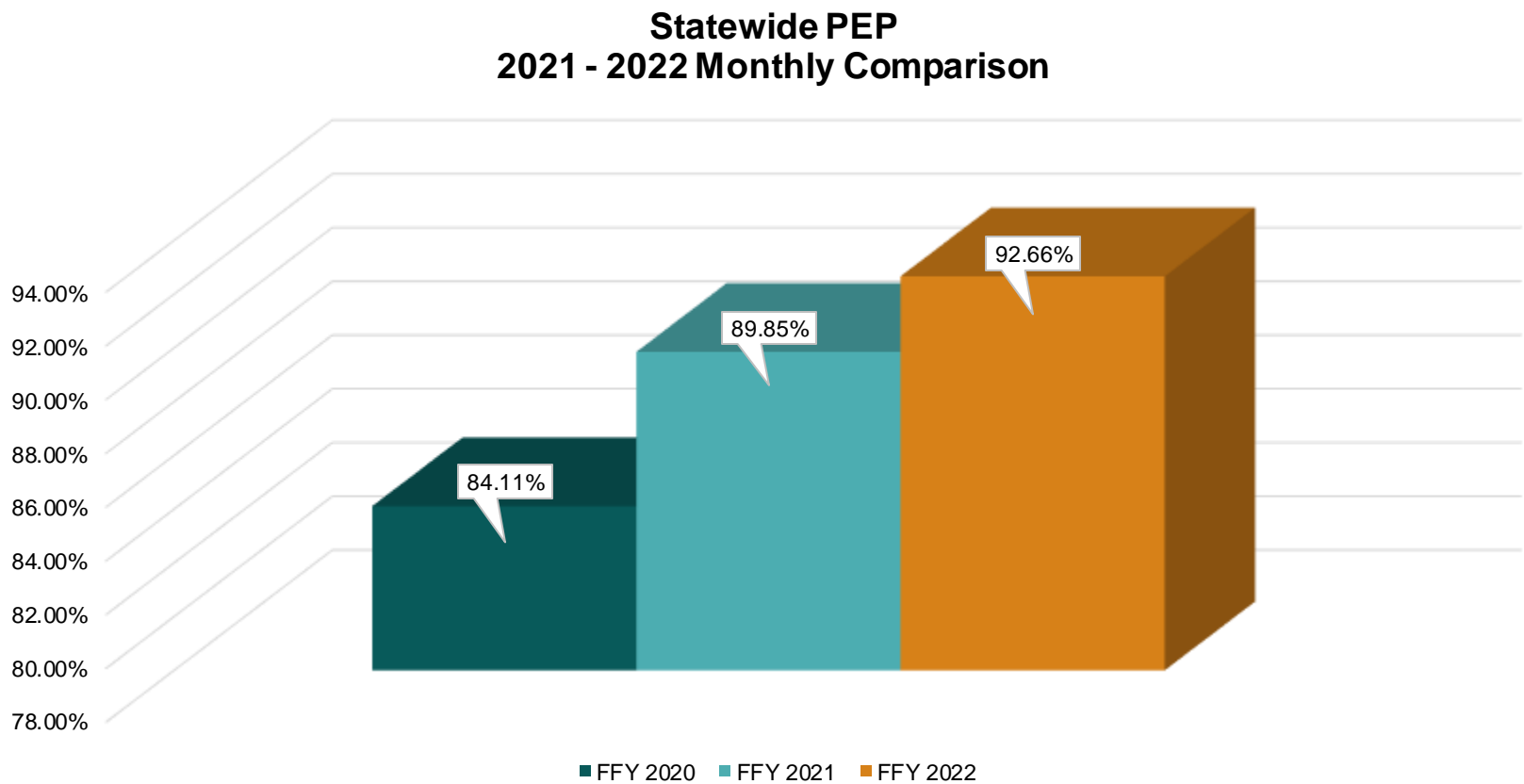
## FFY 2020 and FFY 2021



Measure	FFY 2021	FFY 2022
Locate	1.46%	1.65%
Caseload Count	340,648	328,399
Collections	\$751 Million	\$697 Million



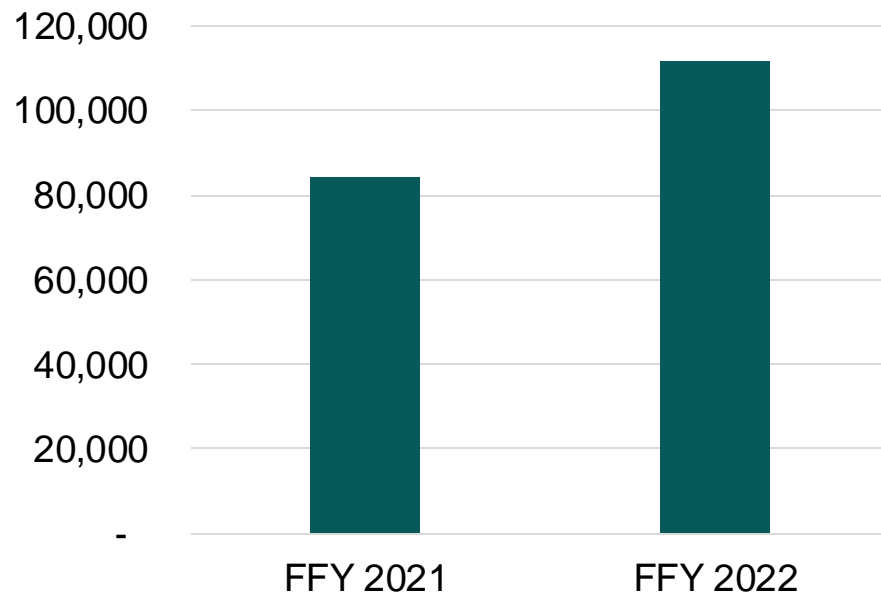
# Paternity Establishment Percentage (PEP)



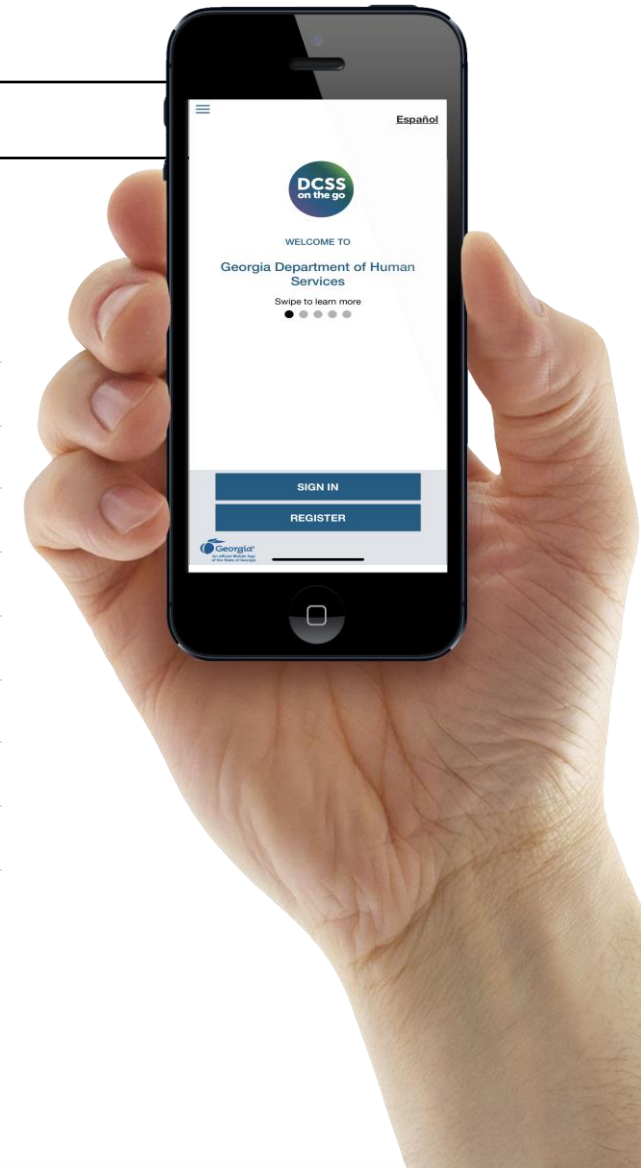
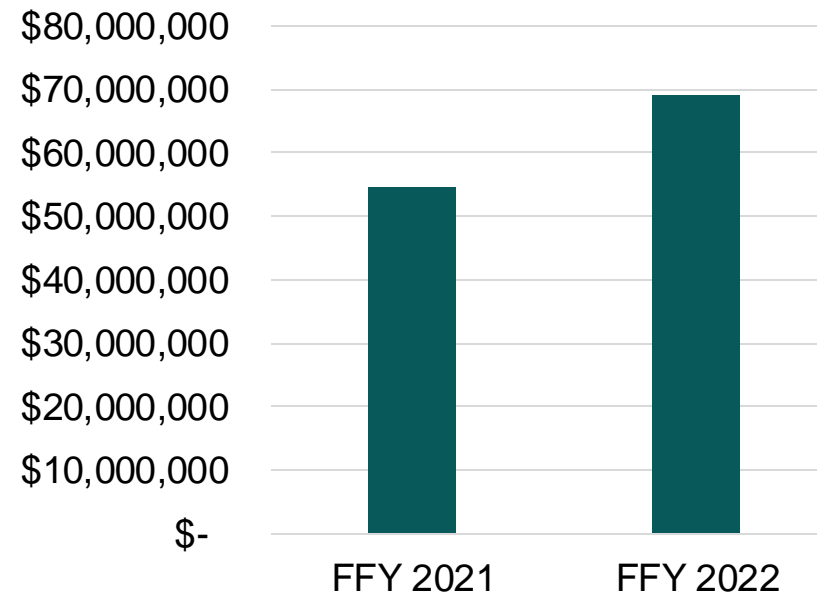
# Self-Service Options

## Mobile App

Active Users



Mobile App Payments



# Key Accomplishments



## Paternity Establishment Percentage

- Exceeded goal – finishing at 92.66%



## Federal Data Reliability Audit

- Passed all lines of audit



## e-Filing

- Continuing e-Filing roll out



## Self-Service Options

- Increased customer usage



# FFY 2022 Key Initiatives



**System Modernization**



**Current Support**



**Outreach Expansion**



**Focus on Employee Retention**



# Questions

**Ashley Forbes**

**Deputy Director of Operations**

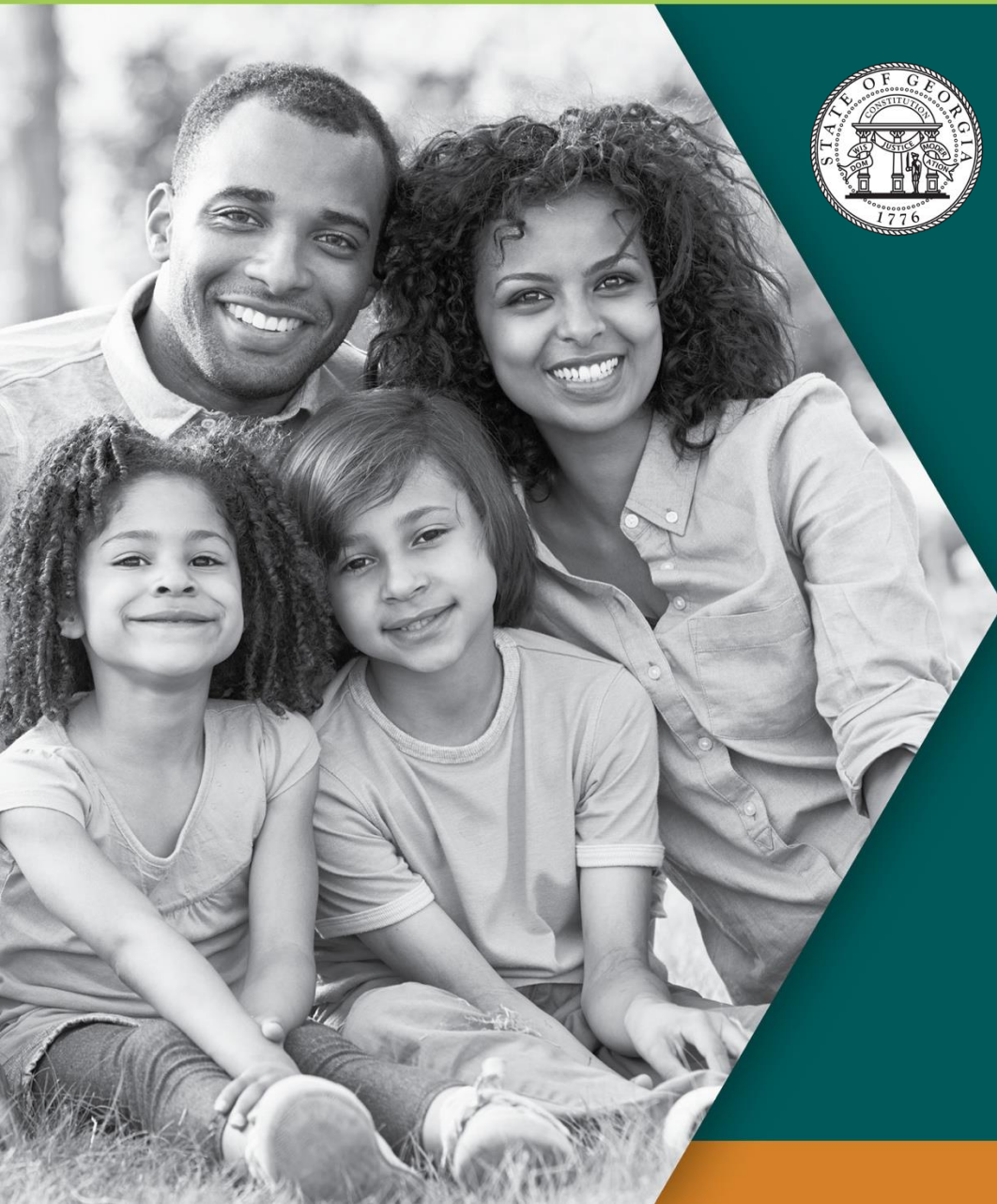
**Georgia Department of Human Services**

Georgia Division of Child Support Services

Email: [Ashley.Forbes@dhs.ga.gov](mailto:Ashley.Forbes@dhs.ga.gov)

*thank  
you*





**Georgia Department of Human Services**

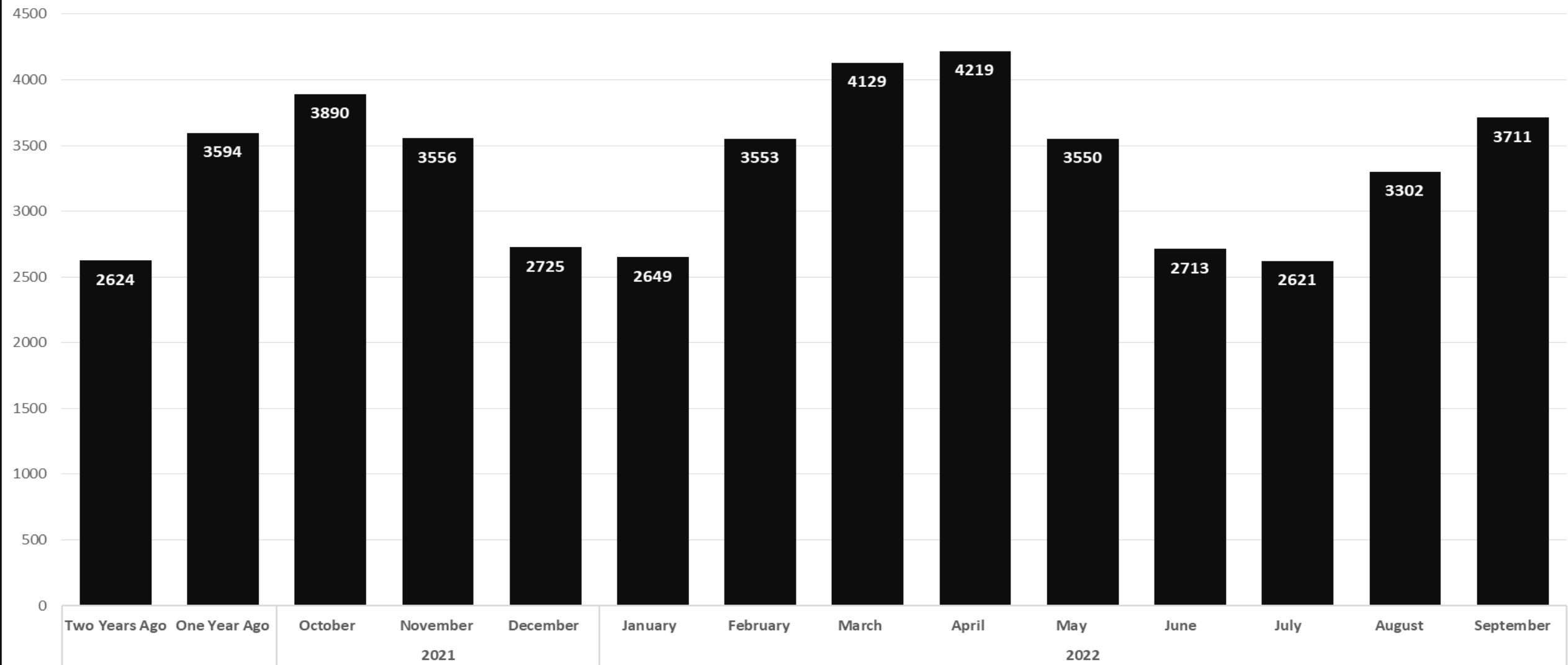
# **Child Welfare**

Monthly Data Report

**Mary Havick**

Deputy Commissioner, Child Welfare

## Open Intakes

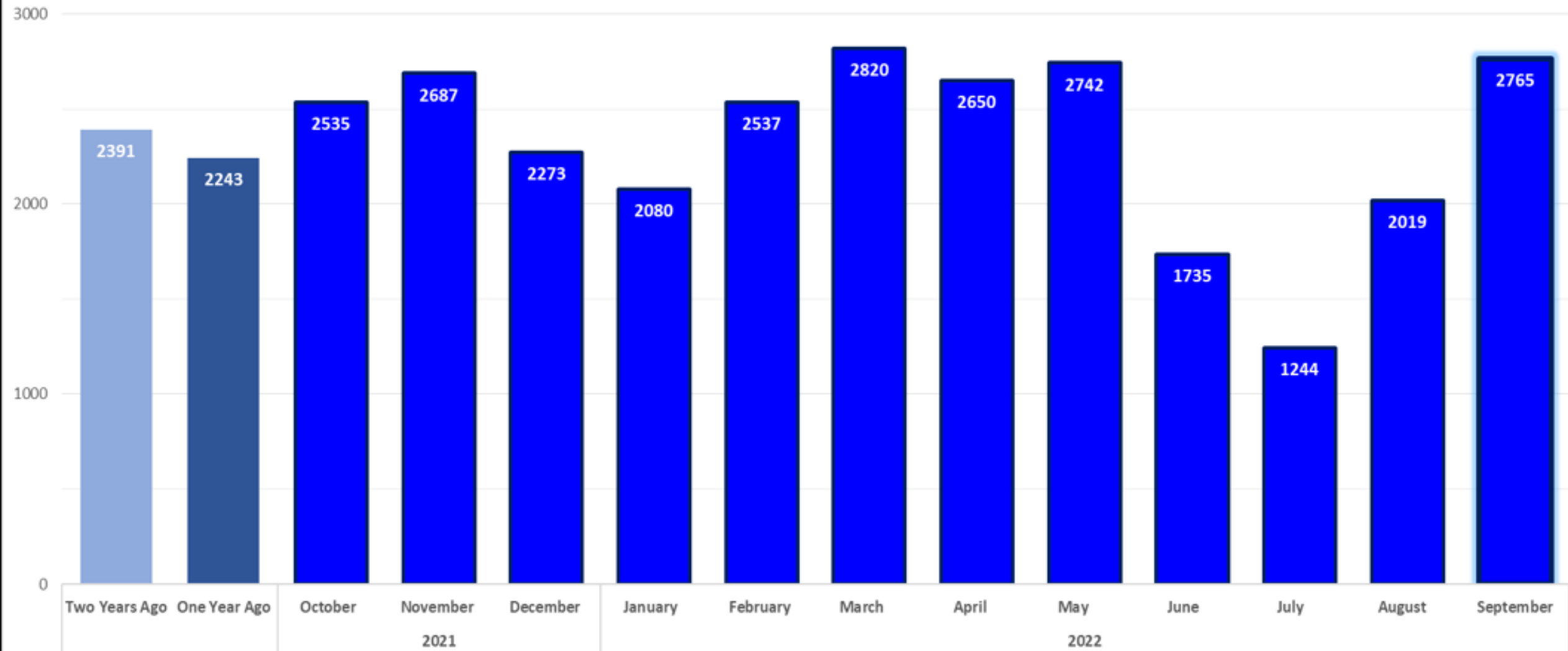


Intakes, or reports of child maltreatment, may be directed to investigation, family support, screened out, or screened out and referred to services. Other intakes, such as Information and Referrals, are not included in these counts.

Data Source: SHINES



## Open Family Support Stages

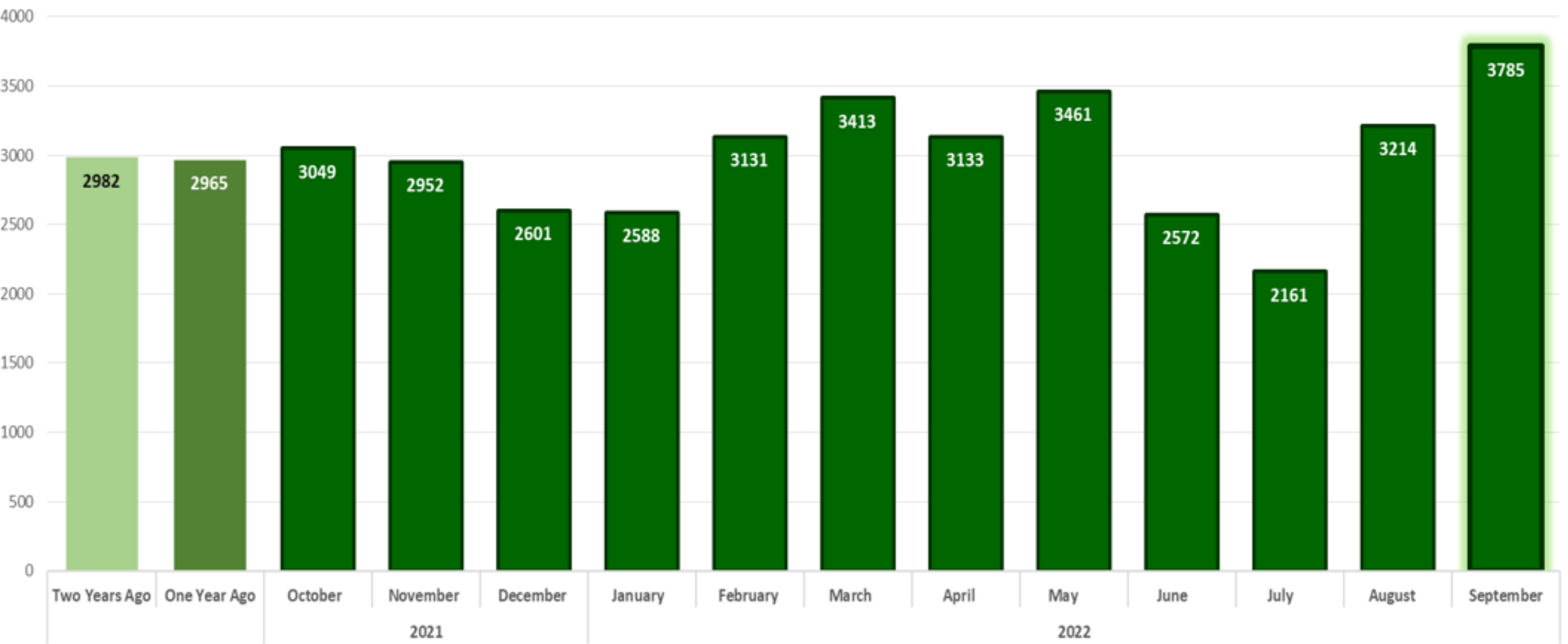


Family Support Cases are opportunities to assist families where concerns exist but can be managed with only minimal DFCS involvement, usually through referrals to community services.

Data Source: SHINES



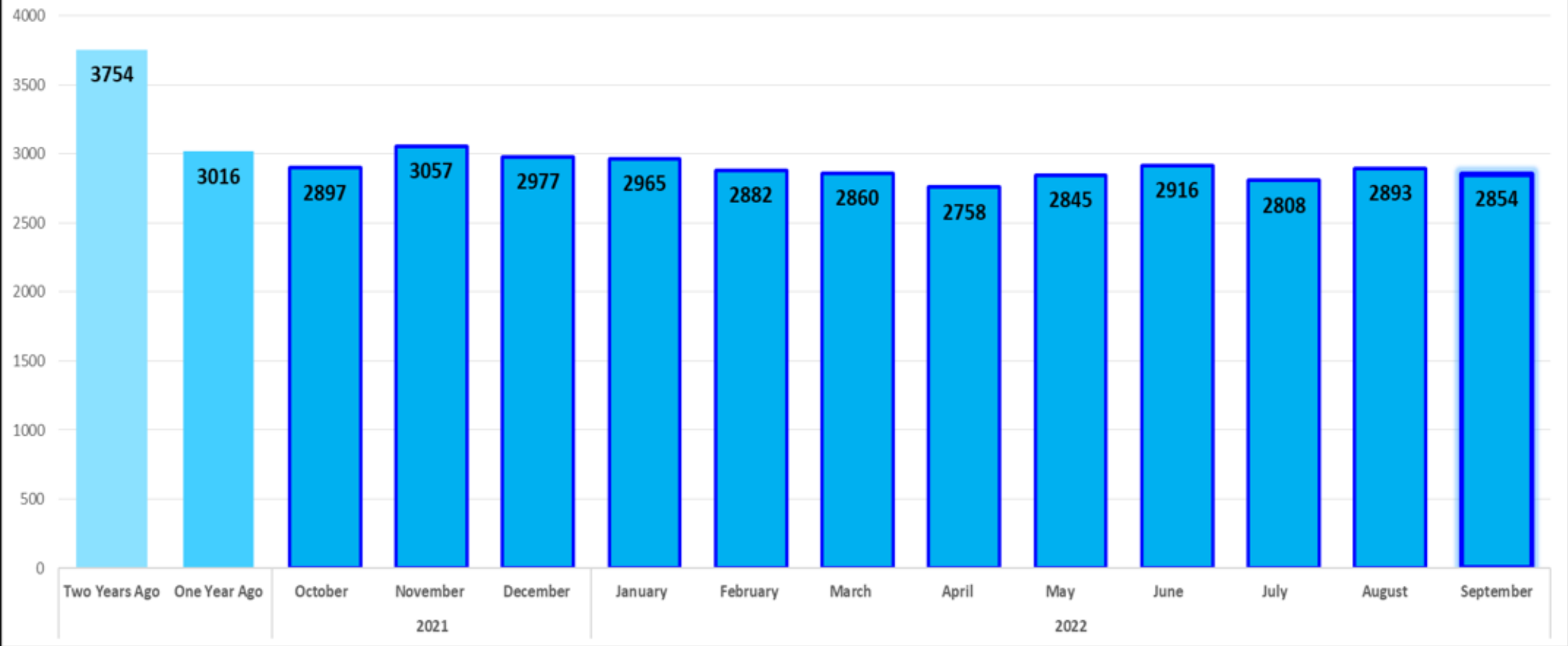
Open Investigations



Investigations seek to determine the safety of children where an allegation of abuse or neglect has been received by DFCS. This measure helps DFCS to measure workloads.  
Data Source: Shines



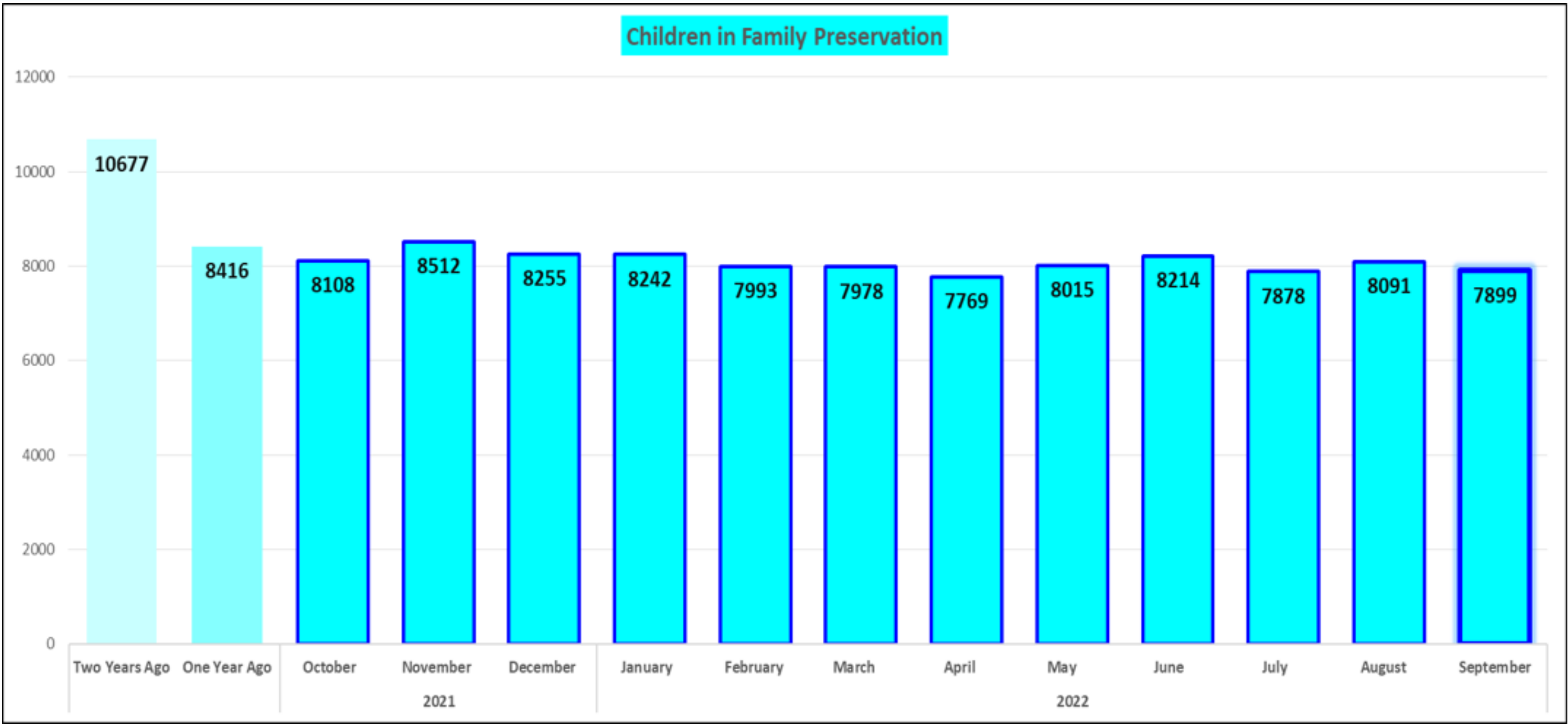
Open Family Preservation Stages



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

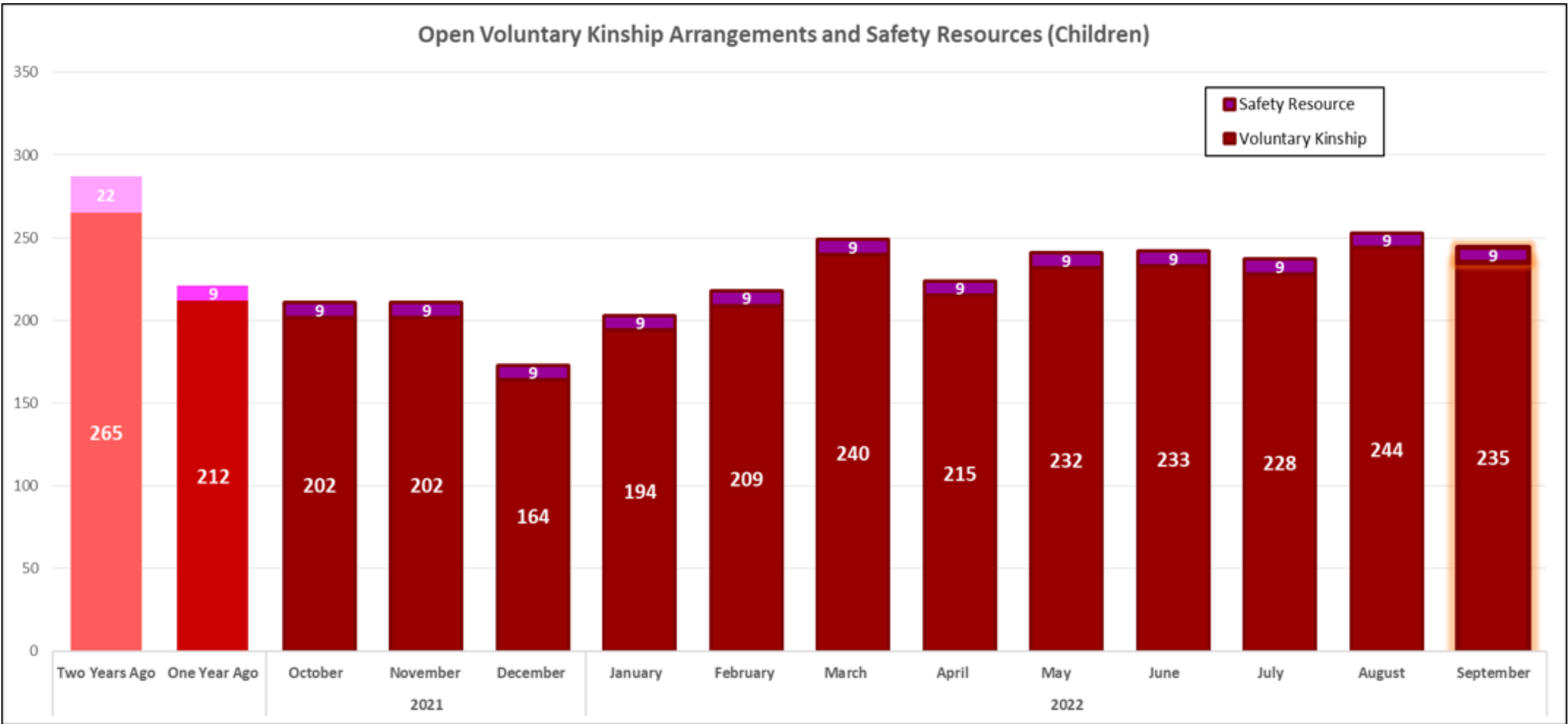




This chart shows the number of children in active Family Preservation cases at the end of the month. If not for this program, many of these children would otherwise be in foster care.

Data Source: Shines



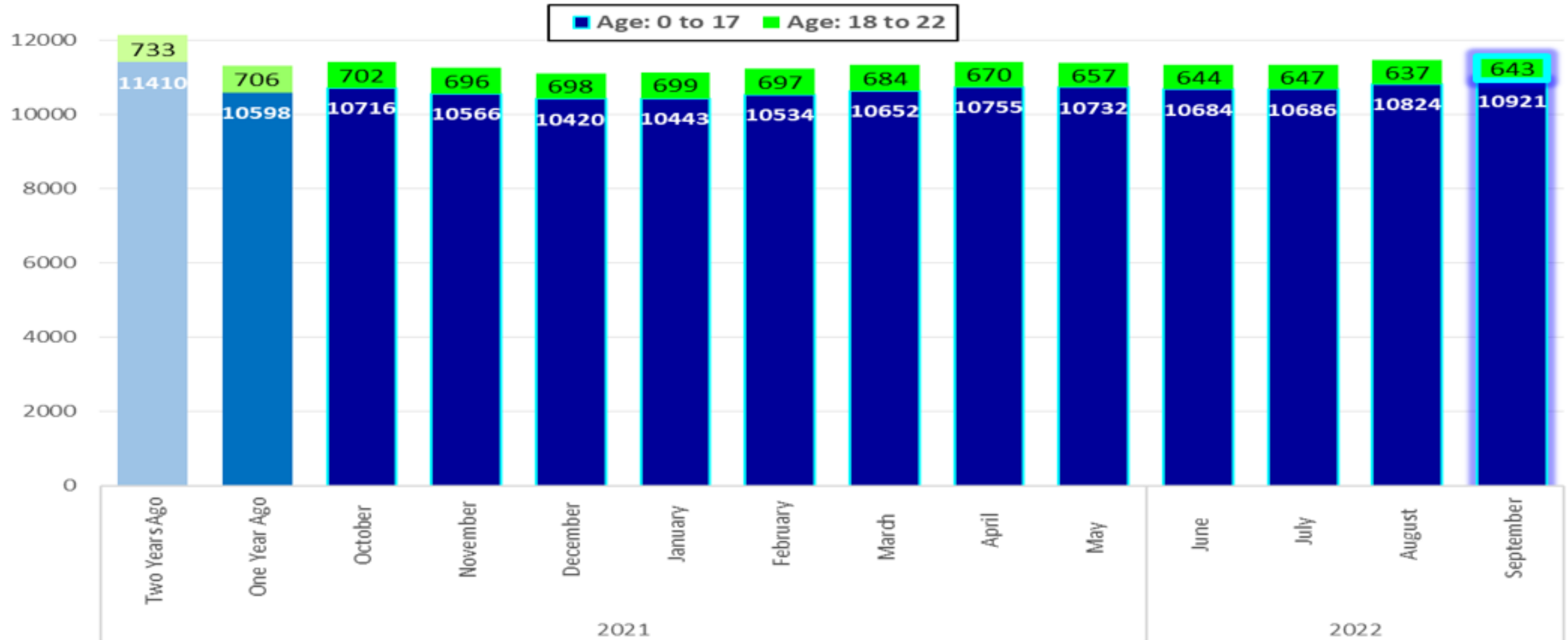


Voluntary Kinship is an innovation used by DFCS over the past several years to provide a safe haven for children involved in an investigation before a final determination can be made regarding the need for foster care.

Data Source: Shines



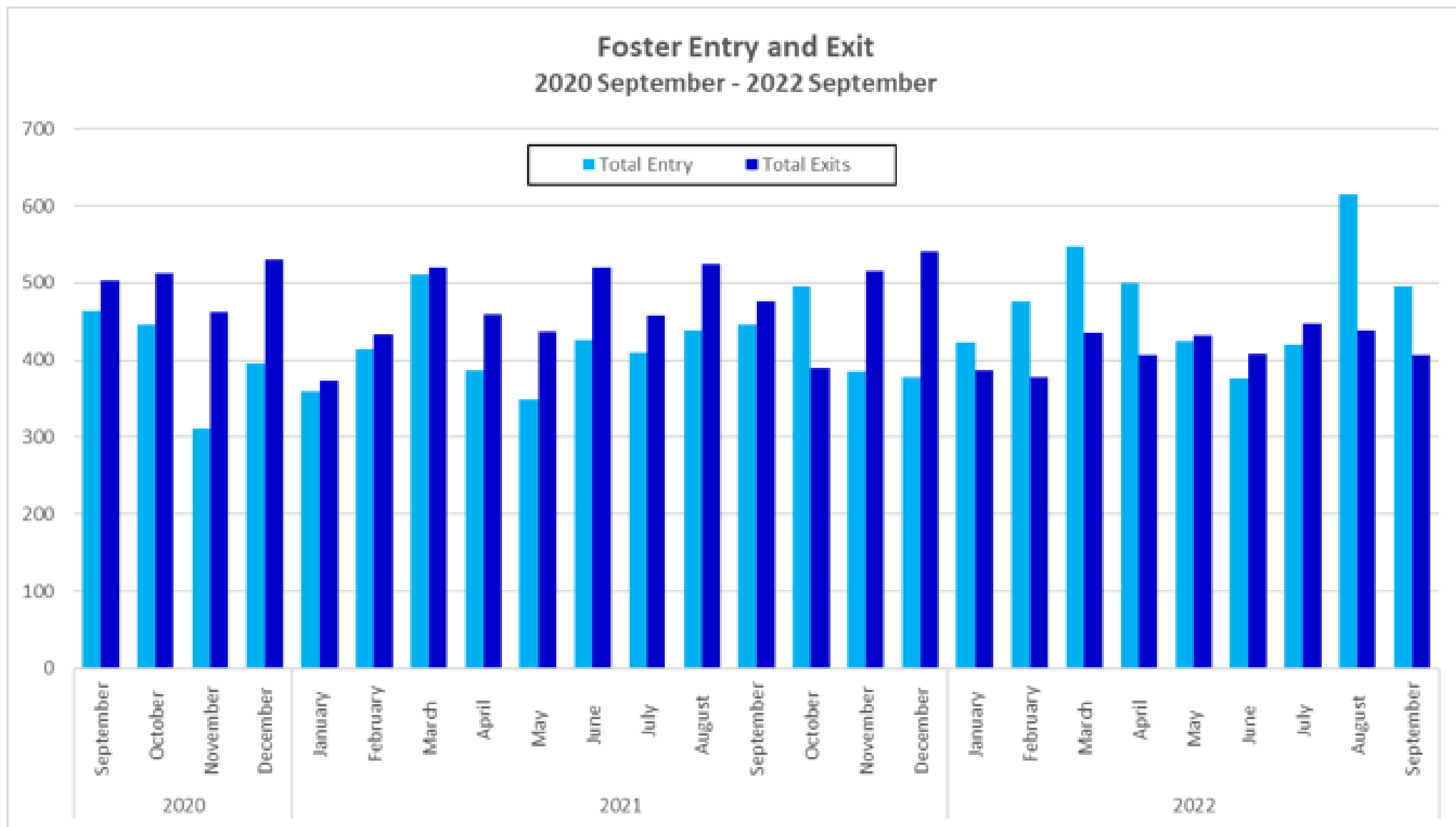
## Foster Children/Youth in Custody on Last Day of Month



This chart shows the number of children in foster care on the last day of each month. Efforts are made immediately upon entry to pursue reunification when possible. A portion of the decline in the number of foster children over the past two years is due to the efforts by DFCS to exhaust all possible alternatives to entry.

Data Source: Shines



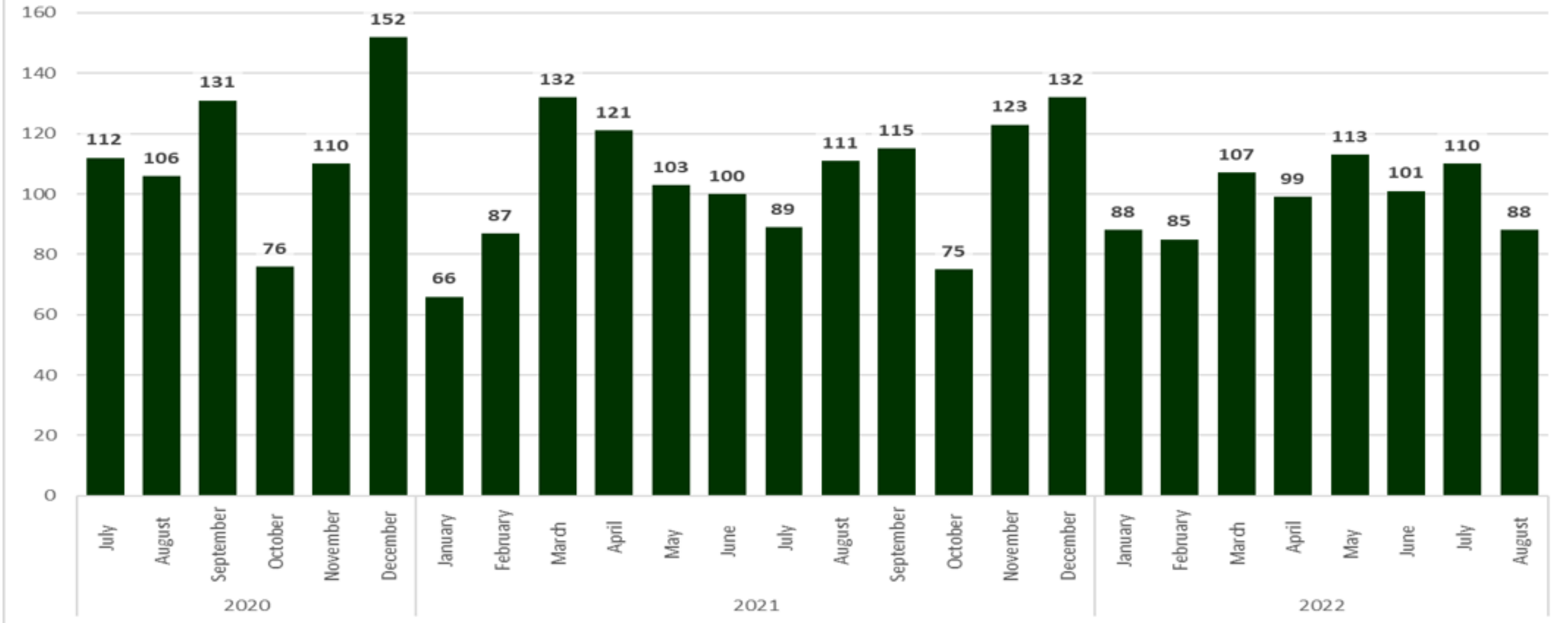


This chart compares for each month the number of entries and exits into foster care. Note that children that turn 18 are considered an “exit” in this chart, even if they sign back into custody. The chart only includes children under age 18.

Data Source: Shines



### Children Adopted by Month 2020 July - 2022 August



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 by month show the continuous effort undertaken to help foster children achieve this goal.

Data Source: Shines



# Questions?

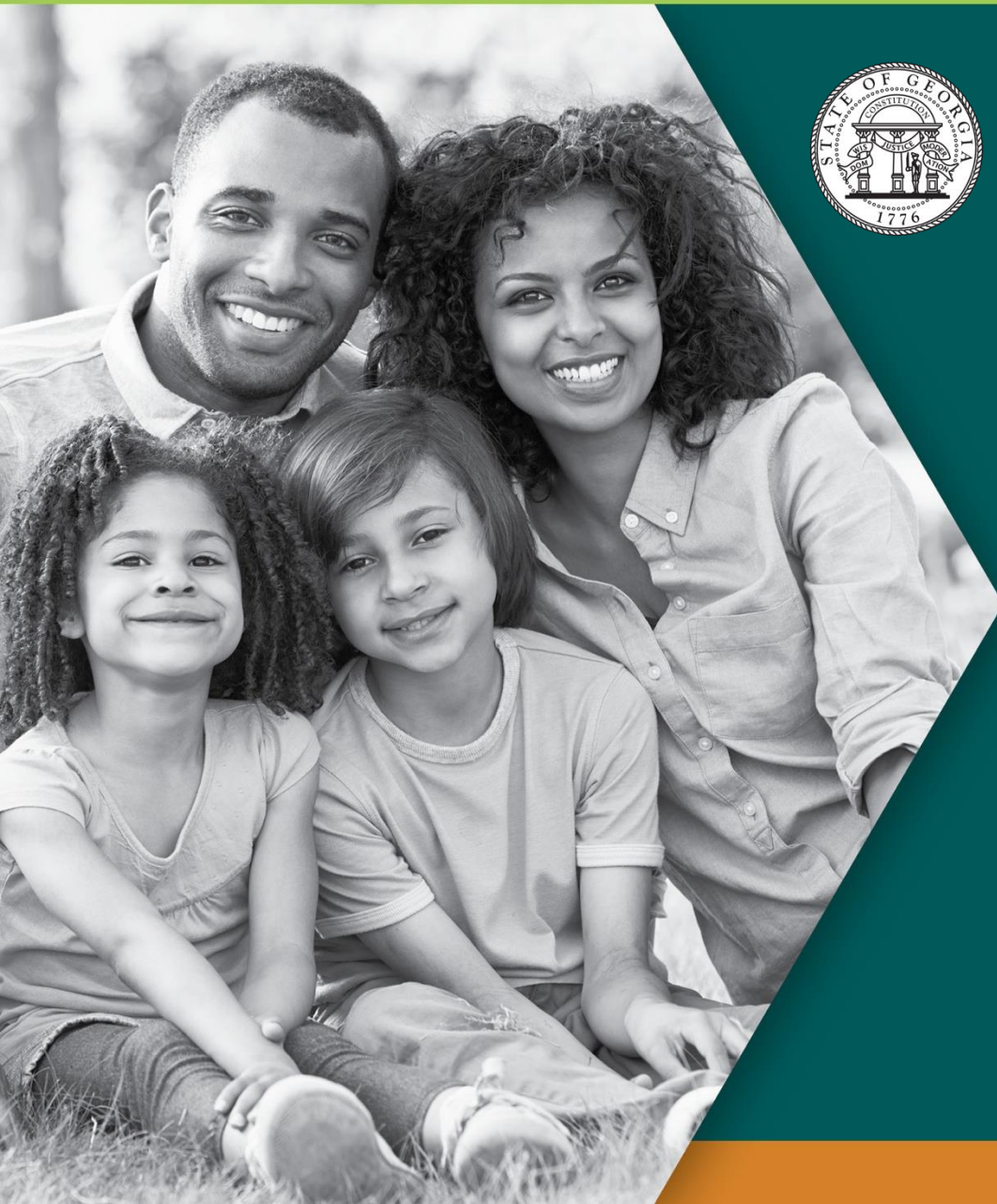
**Mary Havick**

*Deputy Commissioner*

*Child Welfare*

[mary.havick@dhs.ga.gov](mailto:mary.havick@dhs.ga.gov)





**Georgia Department of Human Services**

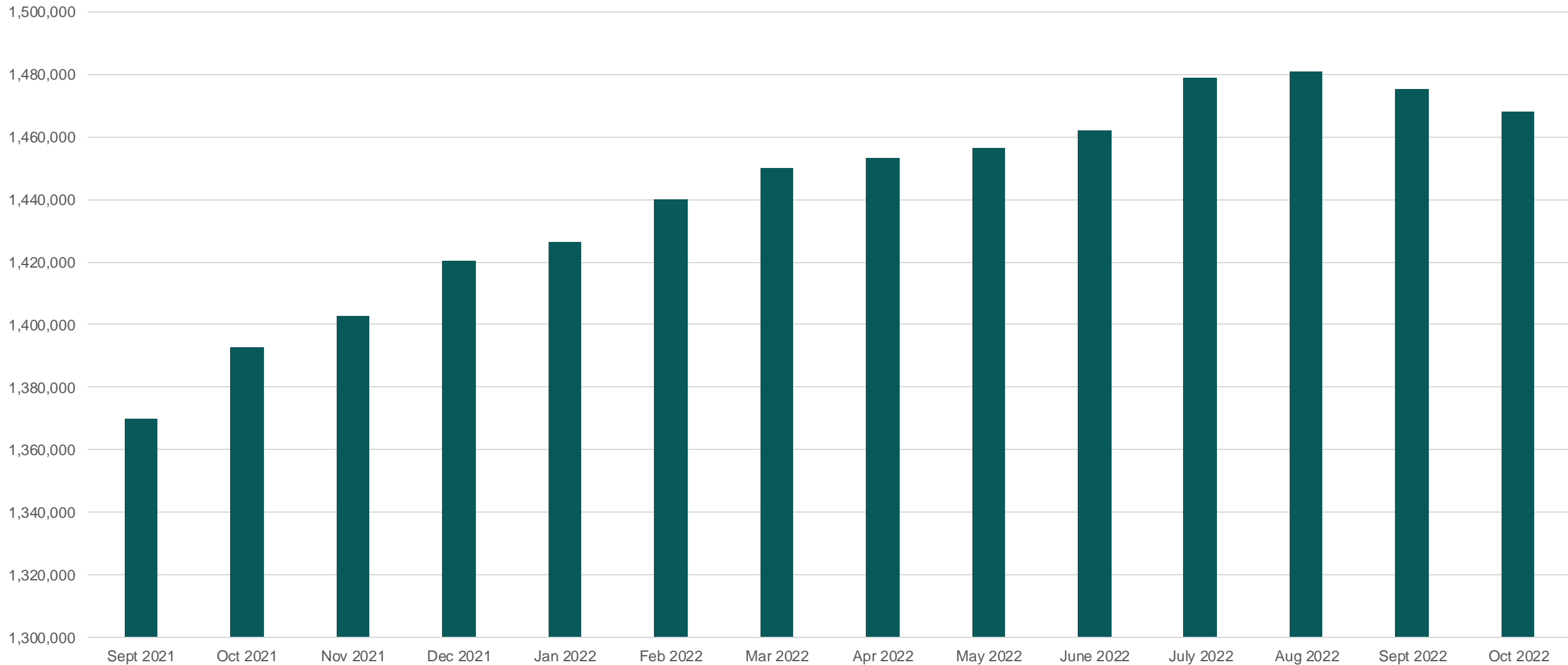
# **Family Independence**

Monthly Data Report

**Melody DeBussey**

Deputy Commissioner, OFI

## Unduplicated Families Served Across All Programs

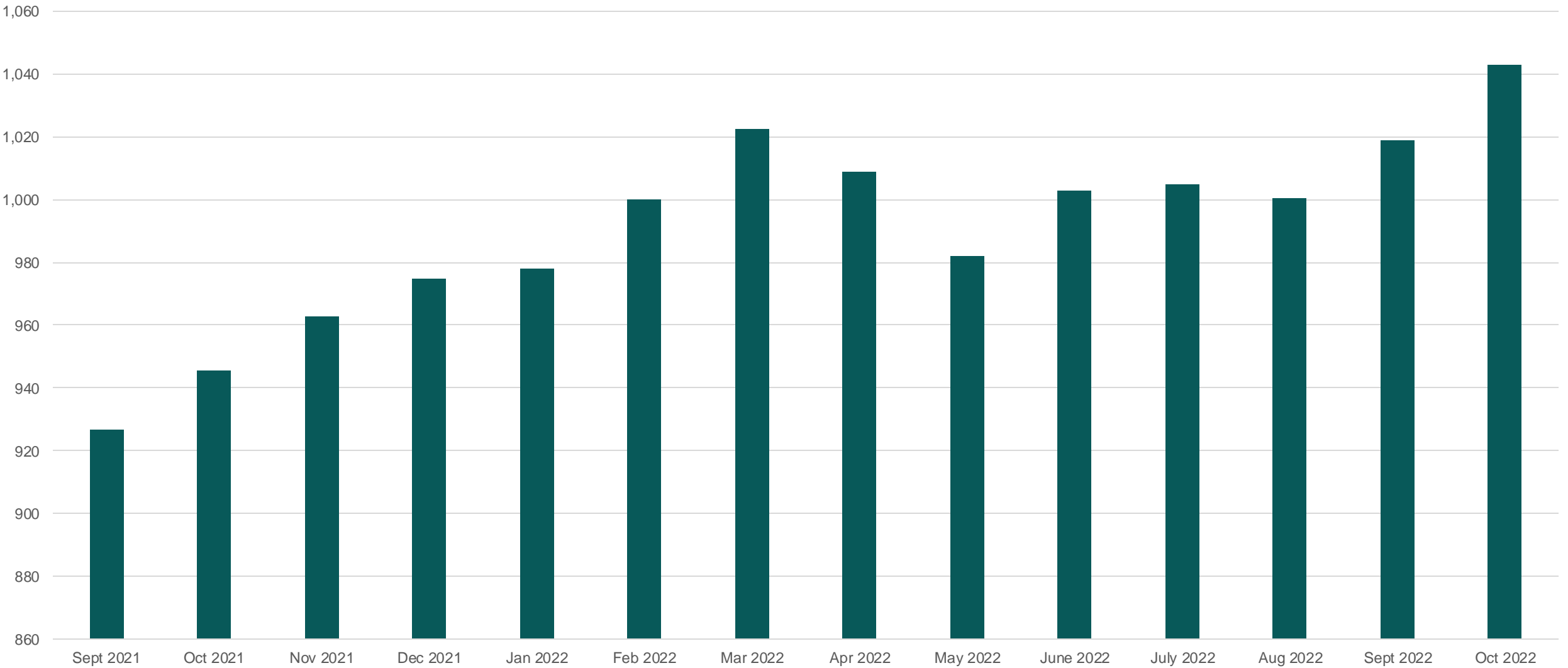


1,468,167 Active Unduplicated Families in October 2022.

Source: DFCS Transparency Data



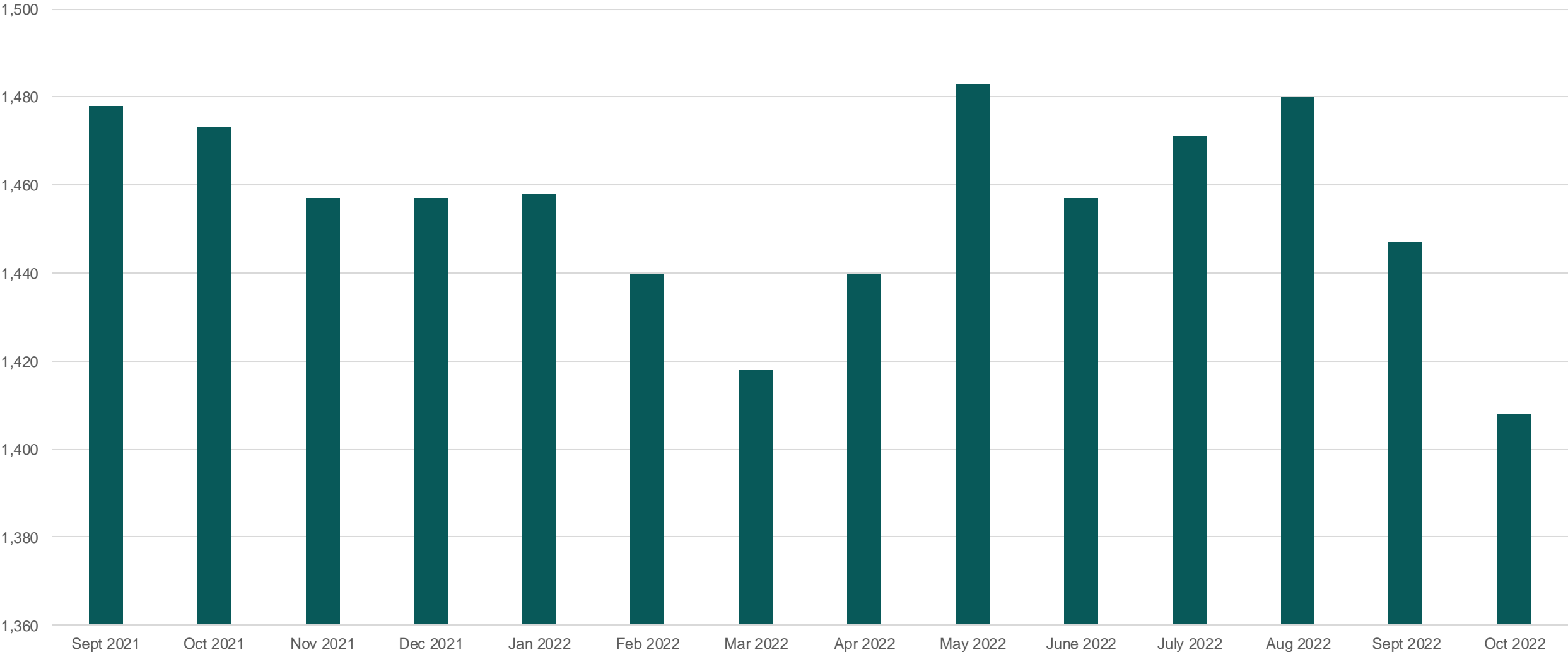
Caseload Size



Average Caseload Size in October was 1,043.  
Source: DFCS Transparency Data



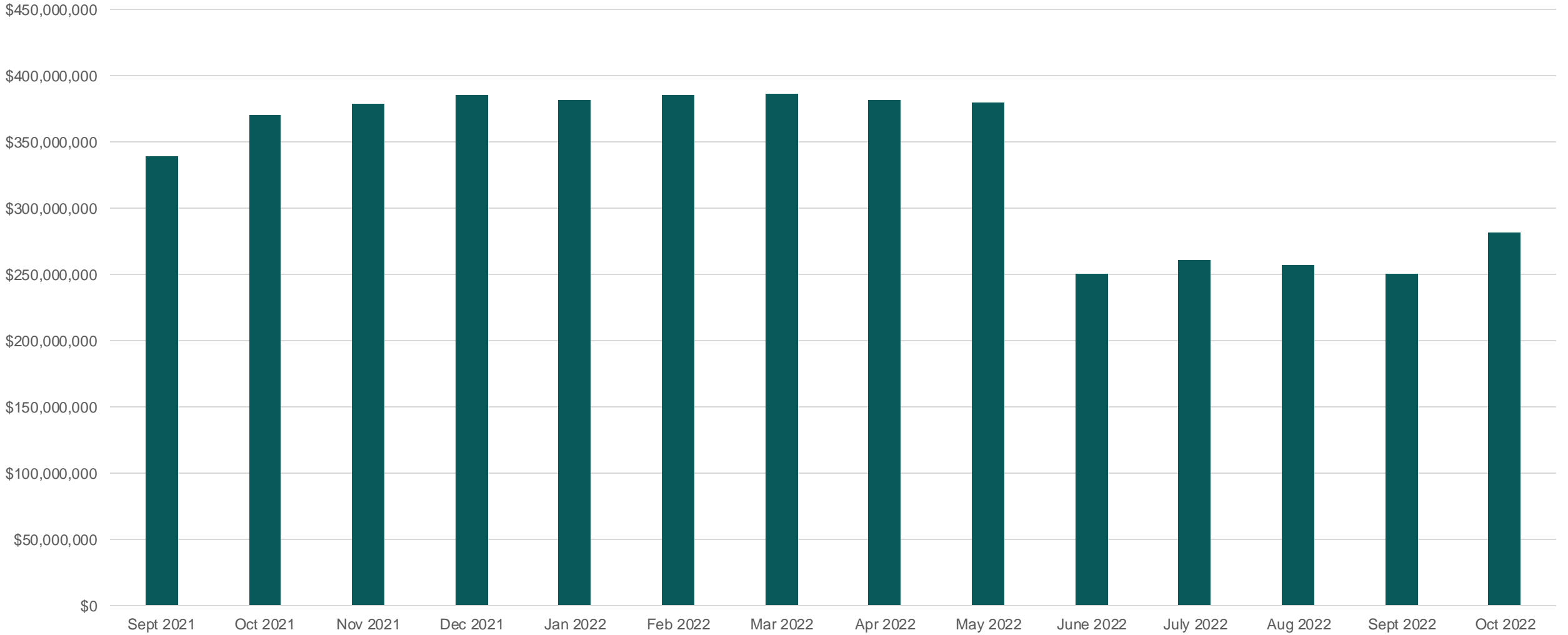
Front Line Staffing Levels



Frontline Staffing level processing cases was 1,408 in October.  
Source: DFCS Transparency Data



SNAP Issuance

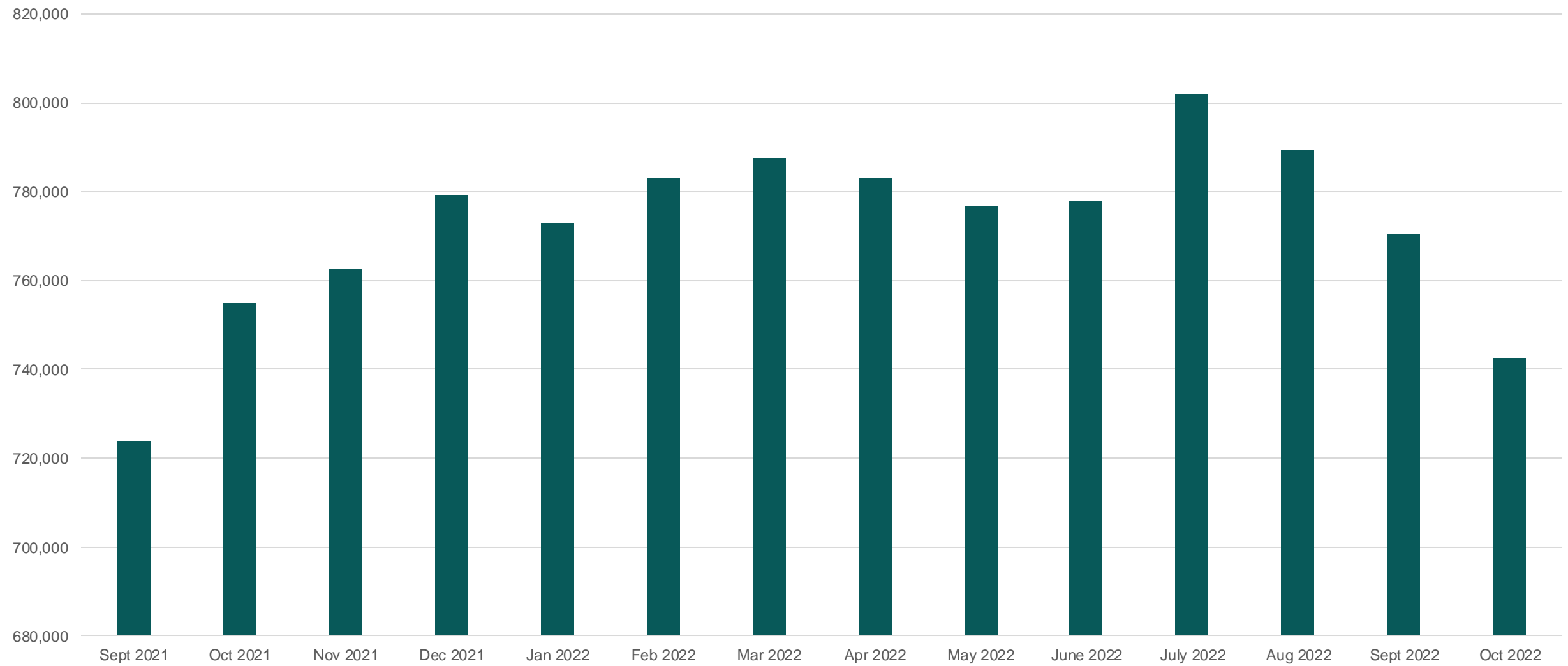


SNAP Issuance in October was \$281,482,017. Average issuance per family was \$379.  
Source: DFCS Transparency Data

Note: P-SNAP Benefits ended 05/2022



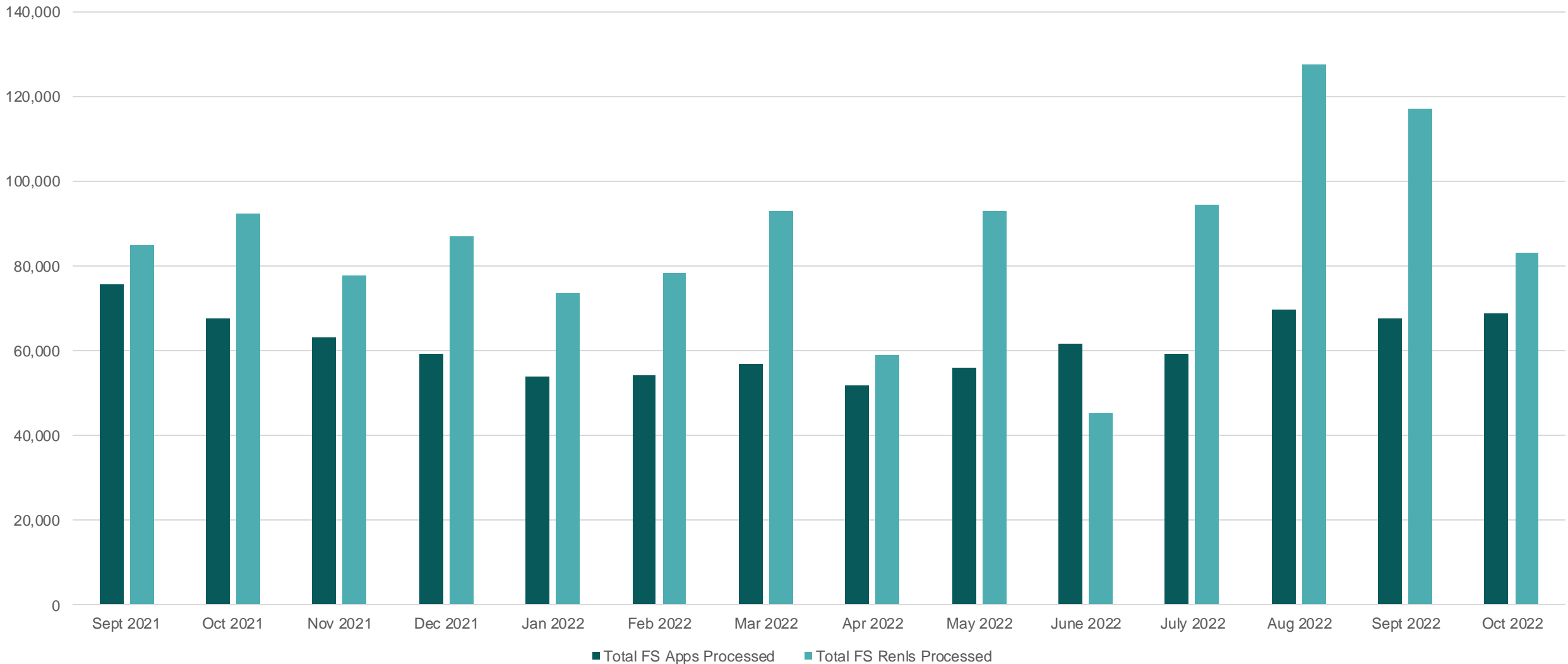
SNAP Families



Total SNAP Families in October was 742,584 .  
Source: DFCS Transparency Data



## SNAP Applications and Renewals Processed

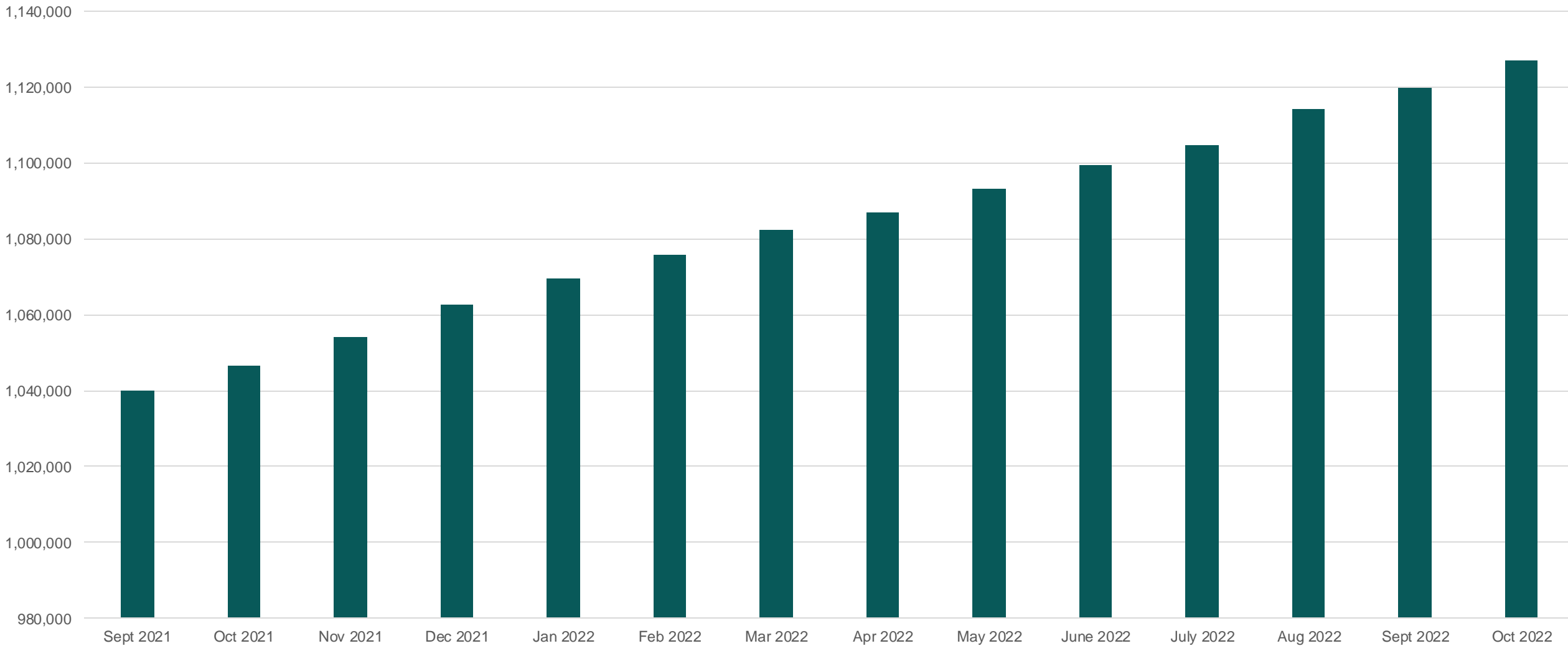


SNAP applications processed in October was 68,817 and renewals processed was 83,222.

Data Source: DFCS Transparency Data



## Active Medical Assistance Families

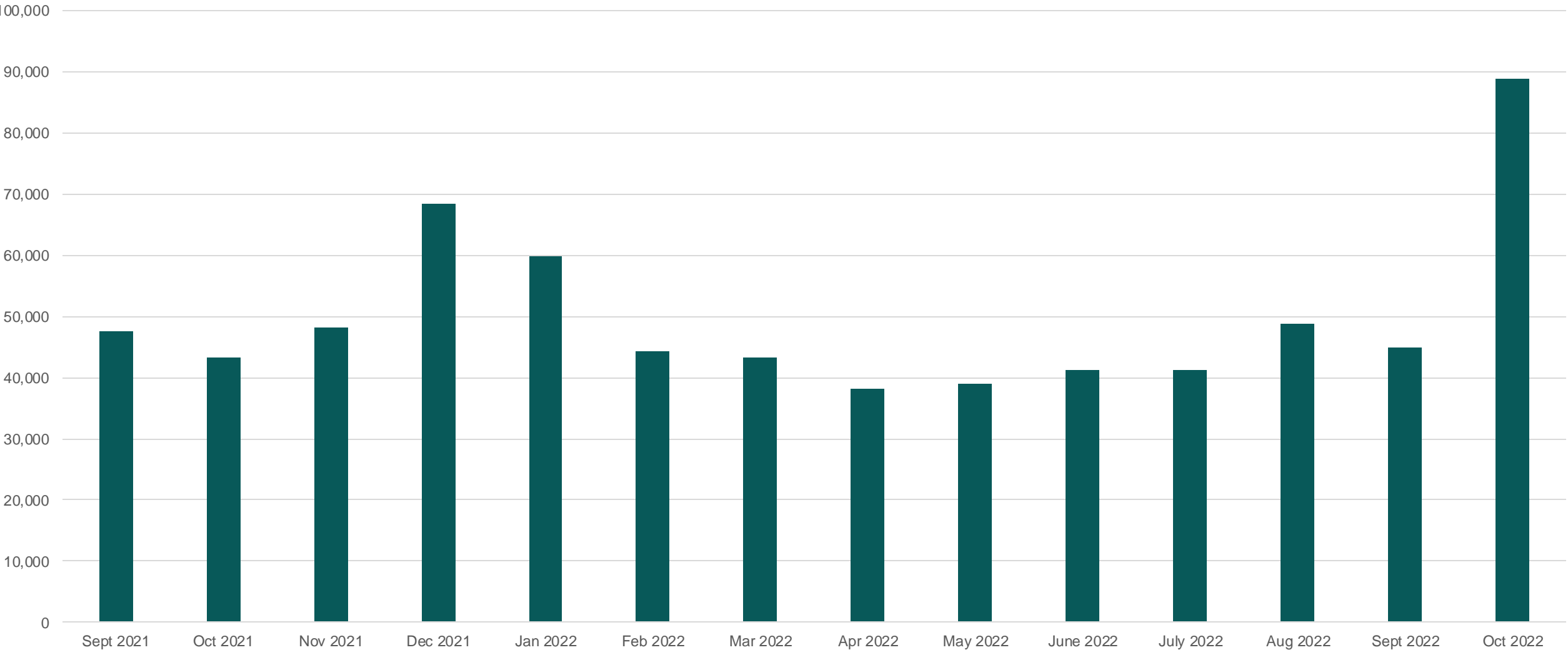


Active Medical Assistance families in October was 1,127,144.

Data Source: DFCS Transparency Data



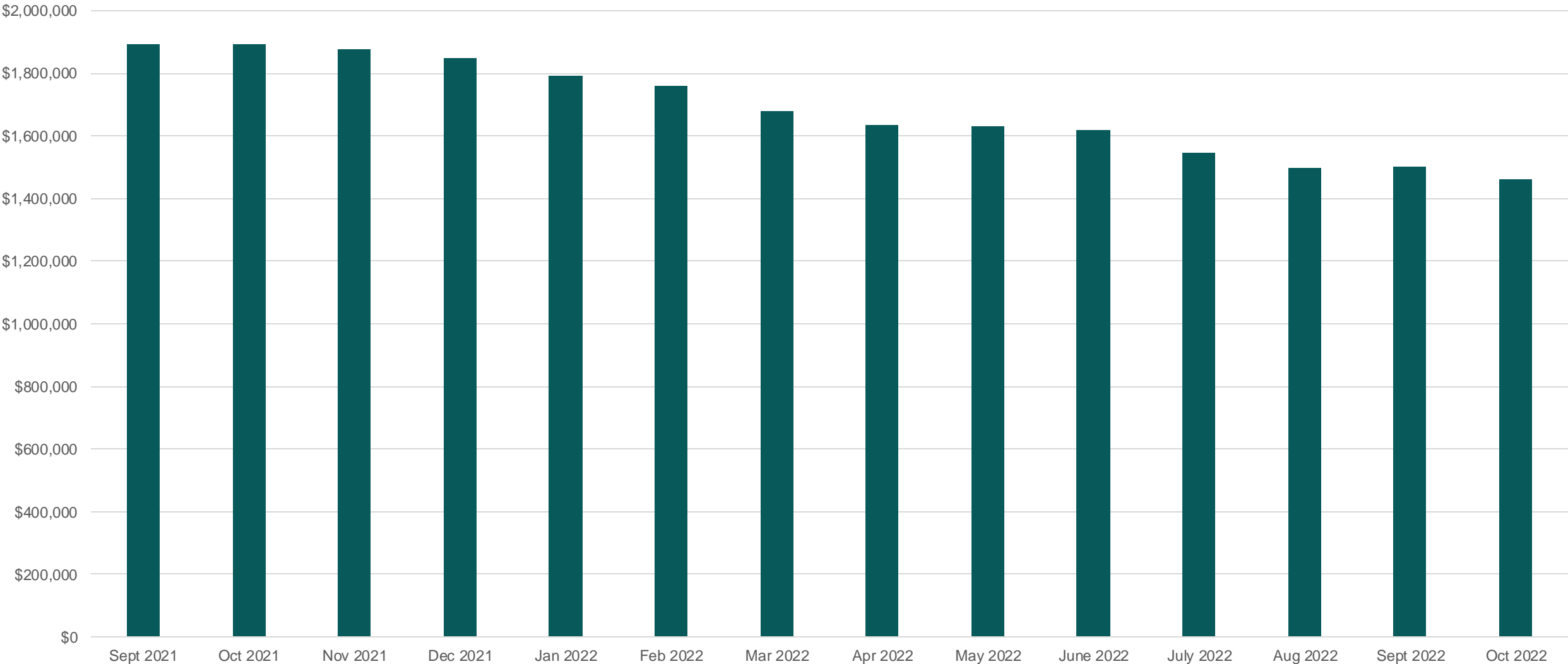
Total Medical Assistance Applications Processed



Total Medical Assistance Applications processed in October was 88,818.  
Data Source: DFCS Transparency Data



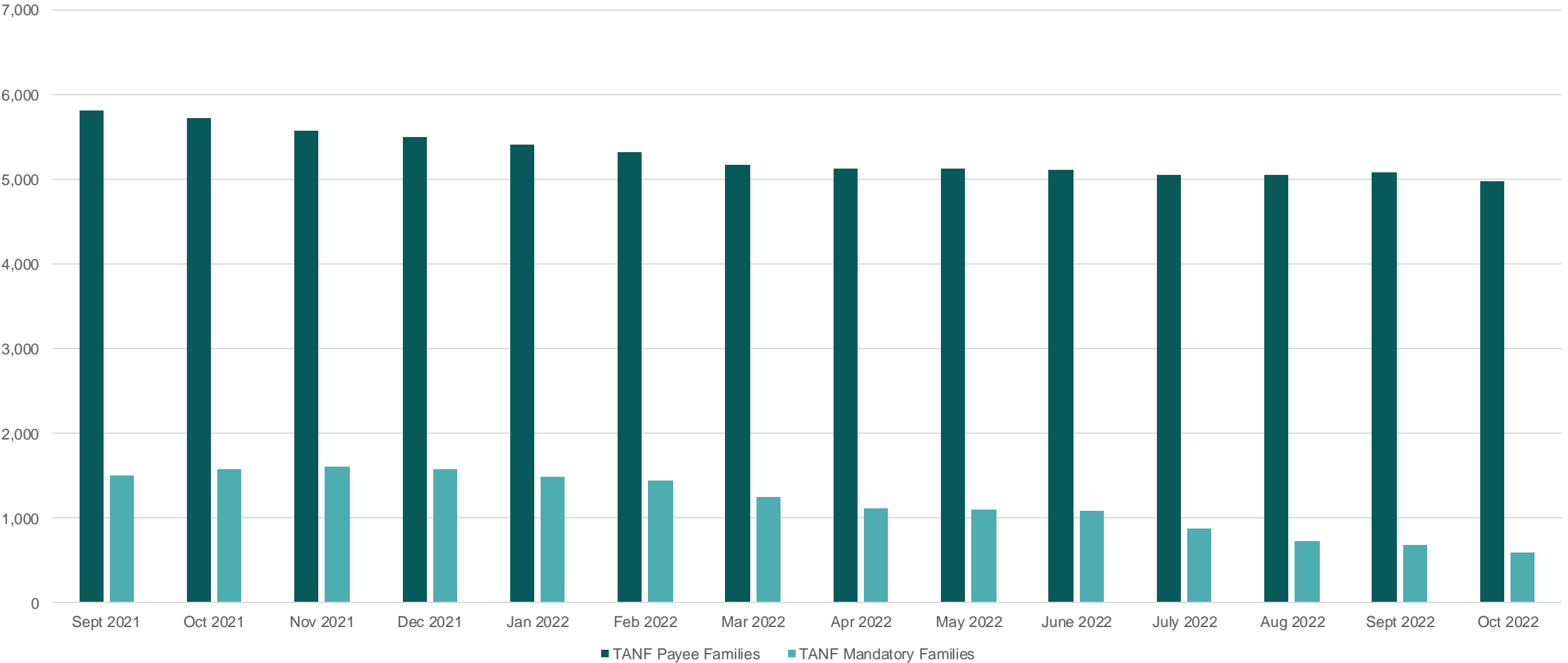
TANF Issuance



TANF Issuance in October was \$1,460,232. Average issuance per family was \$262.  
Source: DFCS Transparency Data



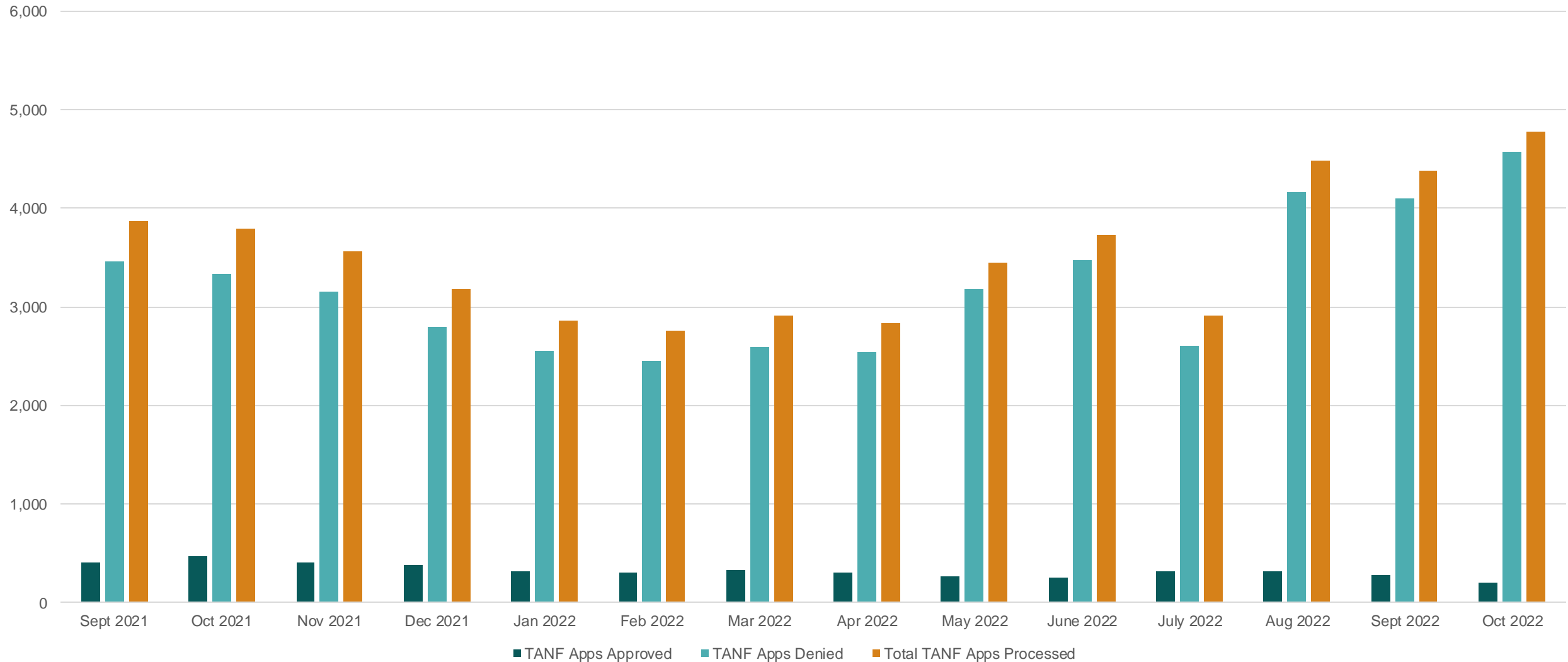
TANF Work Mandatory vs Payee Only Cases



Total TANF Families in October was 5,578.  
Data Source: DFCS Transparency Data



## TANF Applications Approved and Denied



Total TANF Applications processed in October was 4,774.

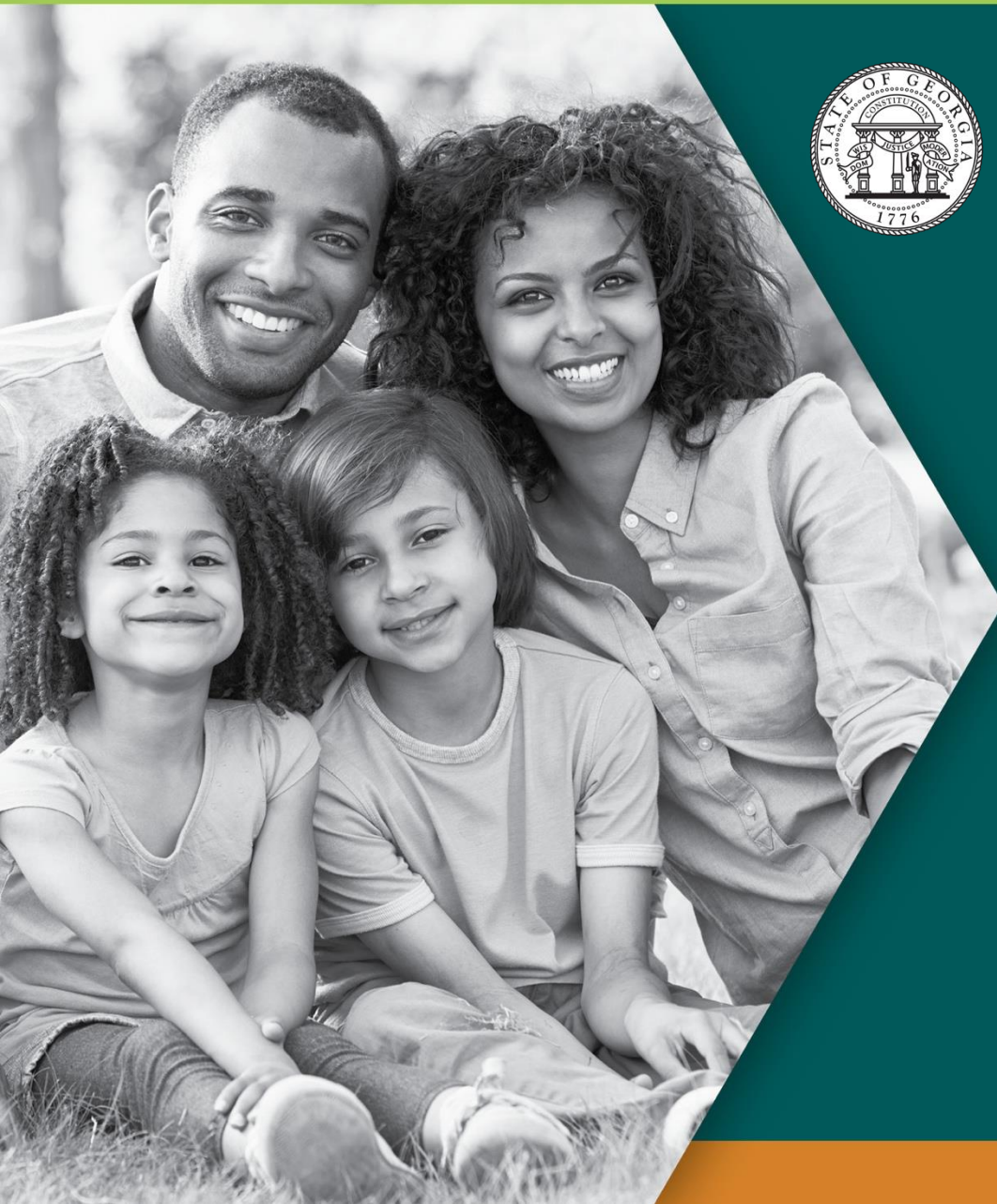
Data Source: DFCS Transparency Data



# Questions?

**Melody DeBussey**  
*Deputy Commissioner*  
*Office of Family Independence*  
[melody.debussey@dhs.ga.gov](mailto:melody.debussey@dhs.ga.gov)





**Georgia Department of Human Services**  
Office of General Counsel

# **DHS Rule Changes**

Office of General Counsel

**Pamela Carr Cosby**  
Deputy General Counsel

# stronger families

FOR A STRONGER GEORGIA



# Road Map

- Review of Rule Change Procedures
- Initial Approval – Child-Placing Agencies
- Request to Board



# Rule Change Procedure

1. Board Considers Motion to Publish Proposed Rule
2. 30-Day Public Comment Period
3. Public Hearing
4. Motion for Final Adoption of Proposed Rule
5. Send Final Rule to Secretary of State



# Initial – Child-Placing Agencies

Rule changes needed to eliminate the need for providers to request waivers of certain regulatory requirements and to make certain regulatory requirements less burdensome for providers

## Current Rule:

- 290-9-2-.01 Definitions
- 290-9-2-.04 Criminal History Background Checks, Agency Personnel
- 290-9-2-.07 Foster Care Services

Rule Published December 5 – January 4

## Proposed Change:

- Clarifies foster home capacity
- Updates minimum qualifications for casework supervisor
- Adds new rule that outlines exceptions to foster home capacity

Public Hearing January 4



# Request to Board

## Motion to Publish Notice of Rulemaking

Rules and Regulations for Child-Placing Agencies -  
Rules 290-2-9-.01, .04, .07



# QUESTIONS

**Pamela Carr Cosby**

Deputy General Counsel

[Pamela.carrcosby@dhs.ga.gov](mailto:Pamela.carrcosby@dhs.ga.gov)

404-803-5003





**Georgia Department of Human Services**

**Jackson Spalding**

**Monica Corbett and Liz James**

# **DHS and DFCS Advisory Board Meeting**

## **BREAK**





**Georgia Department of Human Services**

# **Approval of DHS Board August 17, 2022 Meeting Minutes**



**Georgia Department of Human Services**

# **RCCL Rule Change**



**Georgia Department of Human Services**

# **Approval of DFCS Advisory Board September 13, 2022 Meeting Minutes**

# **DFCS Advisory Board Elections**

## **NOMINATIONS:**

**Chair**

**Belva Dorsey**

**Vice Chair**

**Shondeana Morris**

**Secretary**

**Meredith Holt**





**Georgia Department of Human Services**

# **DFCS Advisory Board Committee Reports**



**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**

# **Commissioner's Report**