



Georgia Division of Family & Children Services

Bobby D. Cagle, Director

Welcome and Introductions



Division of Family & Children Services

Board Elections and Administrative Duties

- Elect Board Officers
- Set Meeting Calendar - proposed dates:
 - 3rd Wednesday of September, December, March and June
 - Next meeting September 21, 2016
- Establish Committees
 - Executive
 - Budget/Finance
 - Programs/Rules
 - System Reform
- Discuss Bylaws



Approval of Agenda and Minutes



Division of Family & Children Services

Board Member Updates



Division of Family & Children Services

BREAK



Division of Family & Children Services



Division Director Bobby D. Cagle

Update



DFCS Strategic Plan 2017-2019

Safety goal - Families and individuals are free from abuse and neglect.

Measurements:

1. Reduce recurrence of maltreatment from 8% to no more than 5% by July 2019.
2. Reduce reentries into Foster Care from 7.5% to 5% by July 2019.
3. Reduce maltreatment of children in Foster Care from 1.084 victimizations (per 10,000 days in care) to no more than 0.75 victimizations (per 10,000 days in care) by July 2019.
4. Increase the timely processing of child care applications resulting from child welfare referrals for eligible Foster Care children (between the ages of 0-12 years old), by July 2019.
5. Train and educate 100% of OFI staff annually on mandated reporter requirements.
6. Reduce the number of sleep-related deaths – to no more than 55 deaths annually – for children who are currently receiving or previously received services from DFCS by July 2019. There were a total of 44 sleep-related deaths in 2013, 53 deaths in 2014 and 66 deaths in 2015.



Division of Family & Children Services

DFCS Strategic Plan 2017-2019

Permanency - Families and individuals are healthy and stable.

Measurements:

1. Increase the stability of placement for youth in Foster Care by reducing the rate of placement moves from 5.84 moves (per 1,000 days in care) to no more than 4.12 moves (per 1,000 days in care) by July 2019.
2. Increase the percentage of monthly parent visits in Child Protective Services and Foster Care from 80% (Birth Fathers) and 87% (Birth Mothers) to 95% by July 2019.
3. Increase the percentage of relative placement for children in Foster Care from 25.6% to 50% by July 2019.
4. Increase the percentage of children in Foster Care with adoptions that finalize (within 24 months of entering care) from 28% to 52% by July 2019.



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DFCS Strategic Plan 2017-2019

Well Being - Families and individuals have enhanced capacity to meet their physical, cognitive and educational needs.

Measurements:

1. Increase the percentage of youth receiving Medicaid or health insurance within six months of their 18th Birthday, from 45% to 85% by July 2019.
2. Increase the percentage of youth in Foster Care who successfully graduate from high school from 17% to 75% by July 2019.
3. Increase the percentage of Educational Programming and Assessment Consultation (EPAC) referrals for youth in Foster Care from 46% to 90% by July 2019.
4. Increase the percentage of initial wellness screenings for youth in Foster Care from 16.9% to 75% by July 2019.
5. Support the development of executive functioning for children in Foster Care by increasing the percentage of these children (ages 0-5) who are referred to Head Start, Early Head Start and Georgia's Quality Rated Childcare Programs by July 2019.
6. Improve the Family Medicaid Standard of Promptness to 92% by July 2019.
7. Increase the number of Supplemental Nutrition Assistance Program (SNAP) Nutrition Education participants that receive information regarding healthy and nutritious food choices for low income families from 49,184 to 81,058 by July 2019.



DFCS Strategic Plan 2017-2019

Self-sufficiency goal - Families and individuals have sustainable financial independence, a voice and choice in services, and are self-directed.

Measurements:

1. Sustain or increase the percent of Temporary Assistance for Needy Families (TANF) participants engaged in a countable work activity from 59% to 60% by July 2019.
2. Increase family and individual participation in Child Welfare Case Planning from 42% to 95% by July 2019.

Workforce - The Division's workforce is competent, professional and efficient.

Measurements:

1. Increase the Case Management staff retention rates from 89% (OFI) and 64% (Child Welfare) to 95% (OFI) and 82% (Child Welfare) by July 2019.
2. Increase the percentage of employee satisfaction from 66% to 90% by July 2019.



Division of Family & Children Services

DFCS Strategic Plan 2017-2019

Stakeholders - The Division and its stakeholders are fully engaged and responsive.

Measurements:

1. Increase the percentage of stakeholder engagement by July 2019. A baseline will be established by 2017, and then target measures will be determined for 2018 and 2019.
2. Train or educate 100% of the Division's key stakeholder groups (both internal and external) on Georgia's Comprehensive Practice Model by July 2019.
3. Reduce the total number of valid complaints received by the Division from 3,687 to 1,796 by July 2019.
4. Increase the number of cash match relationships/agreements from 34 to 136 by July 2019.



Division of Family & Children Services

Stakeholder & Staff feedback

Stakeholder feedback:

- 100% of the respondents felt the plan is clear.
- Most respondents (88%) felt the plan will provide clarity to Division staff and partners regarding the direction of the agency.
- Most respondents (88%) affirmed that the plan is on the right track.
- A little over half (56%) of respondents felt the plan is complete.

Staff feedback:

- Respondents averaged a 9.32 on a scale of 1 to 10 (10 being the highest) on whether they had a clear understanding of the Division's primary role in serving children and families.
- Most respondents (96%) feel the plan is clear, and 90% believe the plan is on the right track.
- The majority of staff respondents (88%) believe the plan will provide clarity to the Division staff and partners regarding the direction of the agency.
- 71% felt the plan is complete.



Notable Items

- Launch of Child Abuse Registry (CAR) effective July 1, 2016.
- Practice Model Implementation in Regions 13 & 14.
- 3% Pay increases effective July 1, 2016.
- Reactivation of phone lines in each county – began rollout July 1st, estimated completion date is December 2016.
- Hiring Process – as it relates to review of Office of Human Resource Management & Development (OHRMD) by DHS Commissioner Crittenden.
- Commendation from Governor Deal for OFI improvements in timeliness and call center hold times.



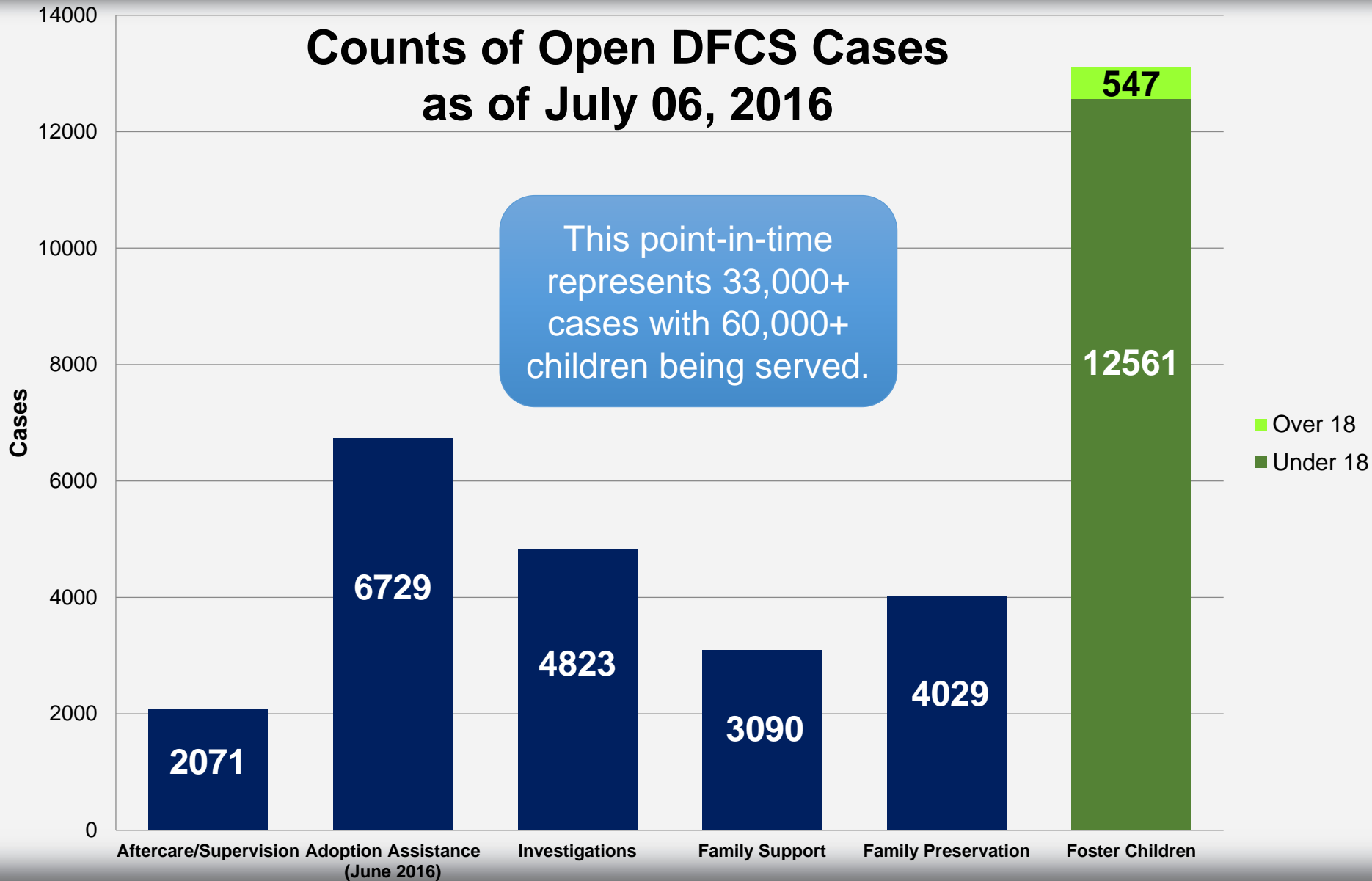


Deputy Division Director Virginia Pryor

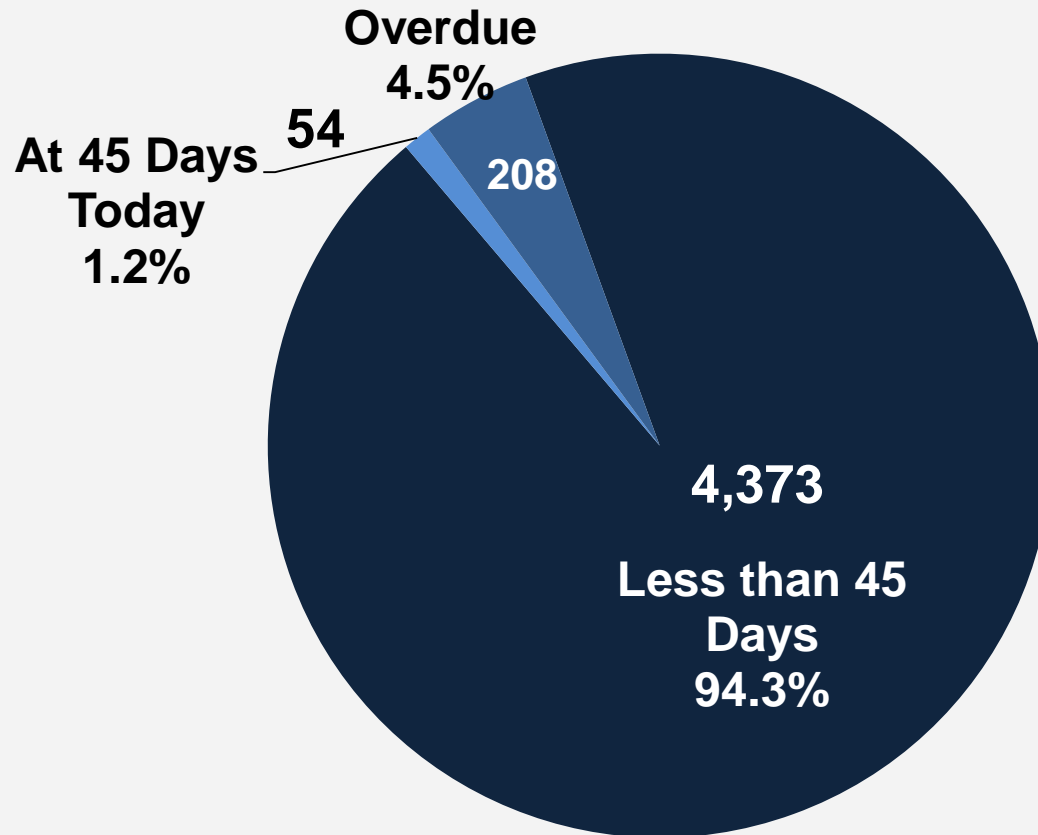
Office of Child Welfare Update



Counts of Open DFCS Cases as of July 06, 2016



Investigation Time Open as of July 22, 2016



Workforce Development

- **Hiring of the 175 positions**
 - A total of 155 out of the 175 positions have been hired.
 - 137 of the new hires had start dates in July.
 - The remainder of the selected positions will have start dates in August.
- **2016 Casey Leadership Fellows**
 - Technical assistance and peer learning project supported by Casey Family Programs.
 - Georgia is participating along with several other child welfare jurisdictions across the country.
 - Workforce development -- primarily worker retention -- will be the state's focus.



Practice Model

- Official roll-out of Solution Based Casework (SBC) took place on July 11th in Regions 13 and 14 (Metro Atlanta District).
- Practice Model Coaches and Managers will continue to provide “boots on the ground” service to support implementation efforts which includes SBC certification.
- A fidelity review process is being developed to ensure that important skills and behaviors are being properly executed in the field.



Practice Model

- Implementation of the Initial Safety Assessment (ISA) begins in August and will coincide with the Practice Model roll-out.
 - Training on ISA began in June and will continue over the next few months.
 - Plan in place to establish a performance baseline after the first 90 days of implementation.
 - This baseline will be used to develop incremental, monthly performance milestones over an 18 month period.
 - The ultimate goal is to have 95% initiation timeliness.



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



Division of Family & Children Services

Constituent Engagement

- **Annie E. Casey Partnership:**
 - Strategic partnership between the Division and the Child Welfare Strategy Group (CWSG) at the Annie E. Casey Foundation.
 - Focus of the partnership will be on improving outcomes for children and families.
- **November 2016 Provider Meeting:**
 - Convening of providers from across the state to dialogue about how best to structure and align service provision.
 - Facilitated SWOT analysis discussion format.
 - Priority topics to be discussed include kinship care and the implications of the federal Families First Act as it relates to congregate care.

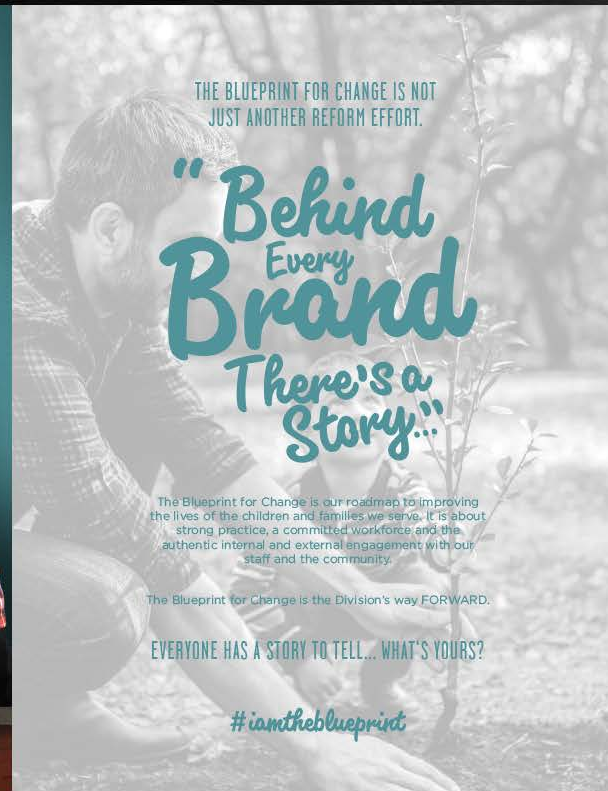


Constituent Engagement

- **Deputy Director's Staff Engagement Learning Circles**
 - Will take place in all 14 regions across the state.
 - Allows for social services staff to have an opportunity to engage and dialogue with child welfare leadership.
- **Branding initiative - *#iamtheblueprint***
 - Branding the Blueprint through storytelling – the “why”.
 - Video shoots with Division staff and WE Creative Services.
 - Future opportunities for providers and stakeholders.



KEY BLUEPRINT MESSAGE POINTS



**BLUE
PRINT
FOR CHANGE**

#iamtheblueprint

BRAND IDENTITY & CULTURE DEVELOPMENT OVERVIEW

WE

21



Division of Family & Children Services

efficient provider solution-focused
competent & stable caring & competent
family preserver partners helpful reliable awesome
trustworthy service oriented customer friendly transparent
lovely #iamwiththeblueprint safe
professional family independence
dependable friendly responsive compassionate life savers
moving forward accessible staff top notch professional competent world class transformers
positive outlook knowledgeable concerned world class staffed, professional
locally respected resourceful family-focused customer centric
change agents hard working trustworthy



Division of Family & Children Services

Questions?



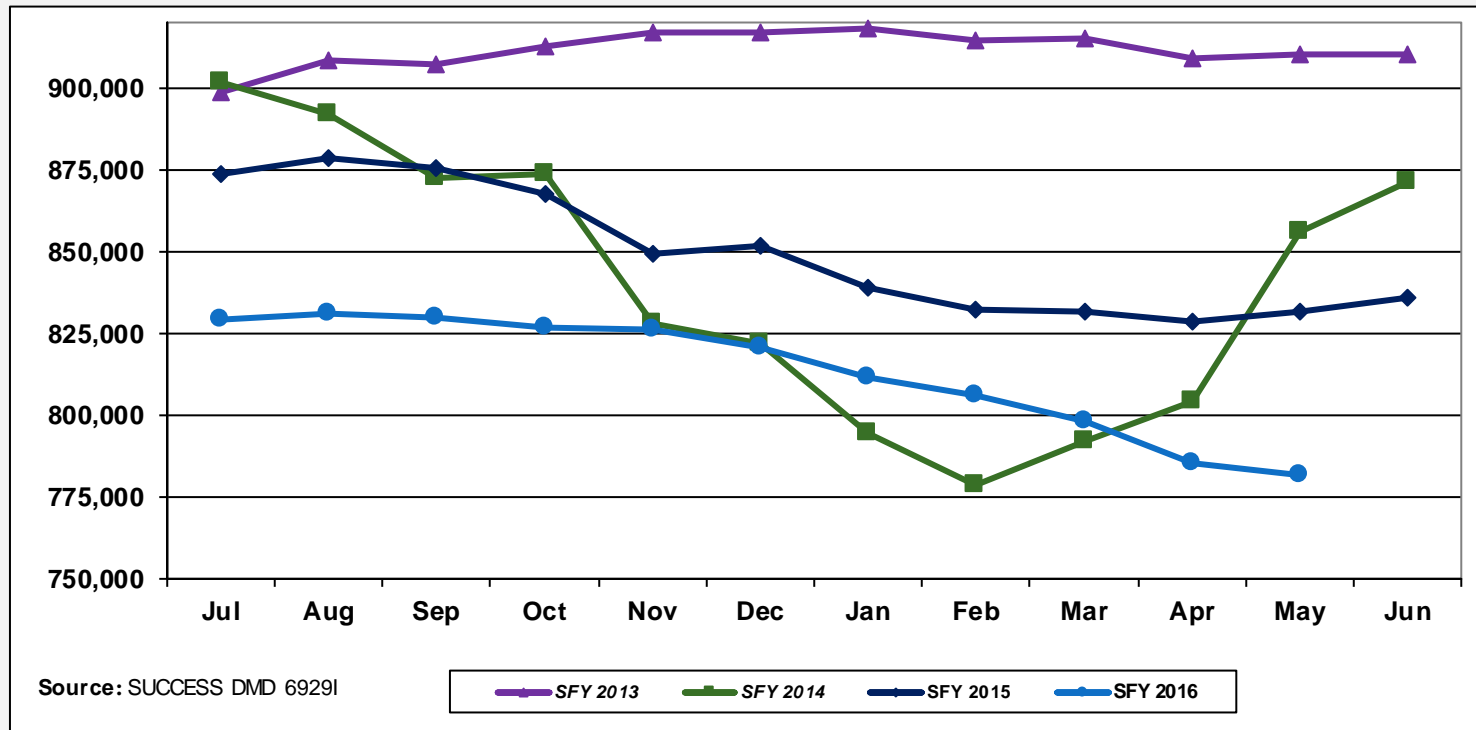


Deputy Division Director Jon Anderson

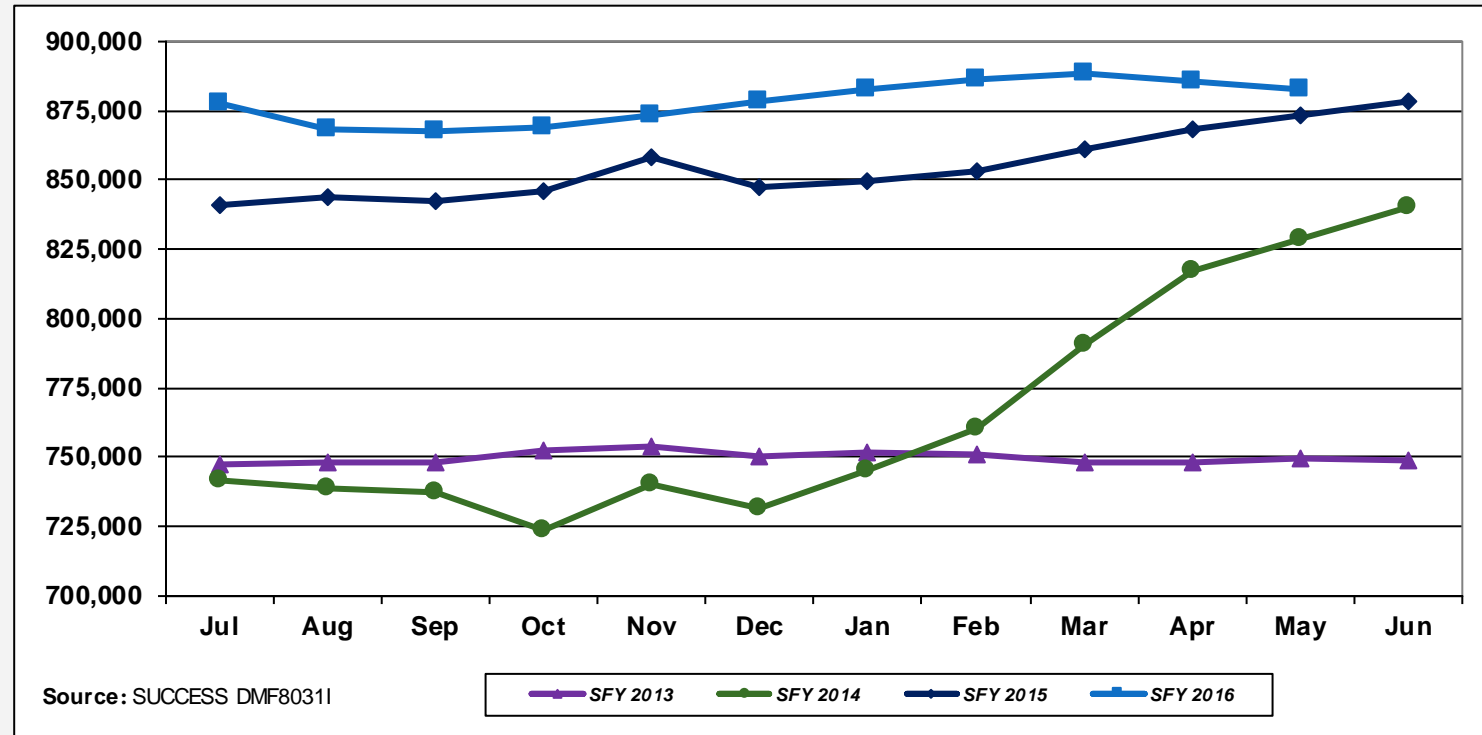
Office of Family Independence Update



SNAP (Food Stamp) Households



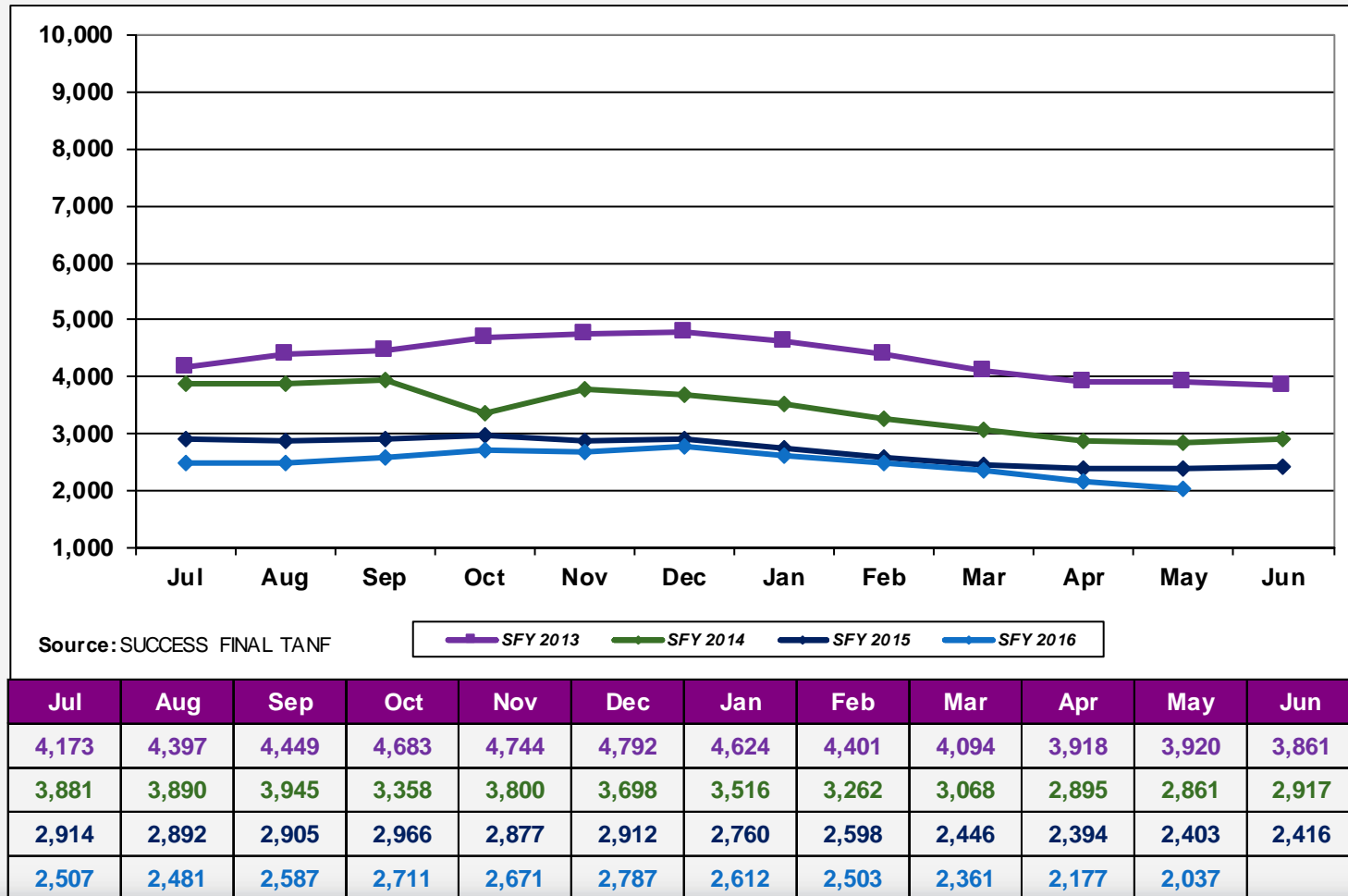
Family Medicaid and Aged, Blind & Disabled Medicaid (ABD) Cases



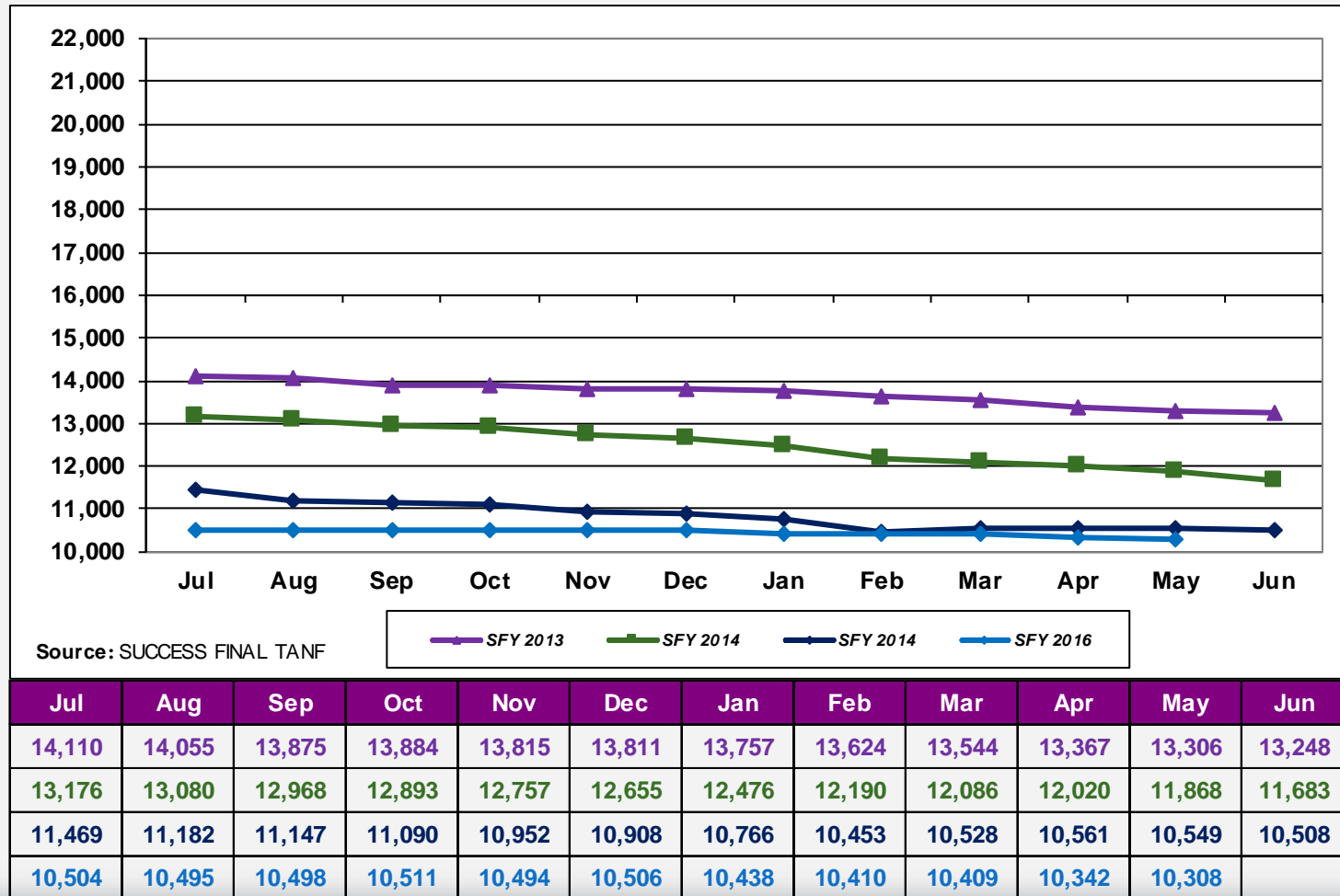
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
747,084	748,088	747,833	752,253	753,613	750,240	751,630	751,236	747,918	748,048	749,745	748,509
741,543	738,468	737,583	723,489	740,106	731,209	745,040	760,199	790,866	816,889	828,937	840,127
841,054	843,904	842,498	846,225	858,497	847,540	849,400	853,387	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	



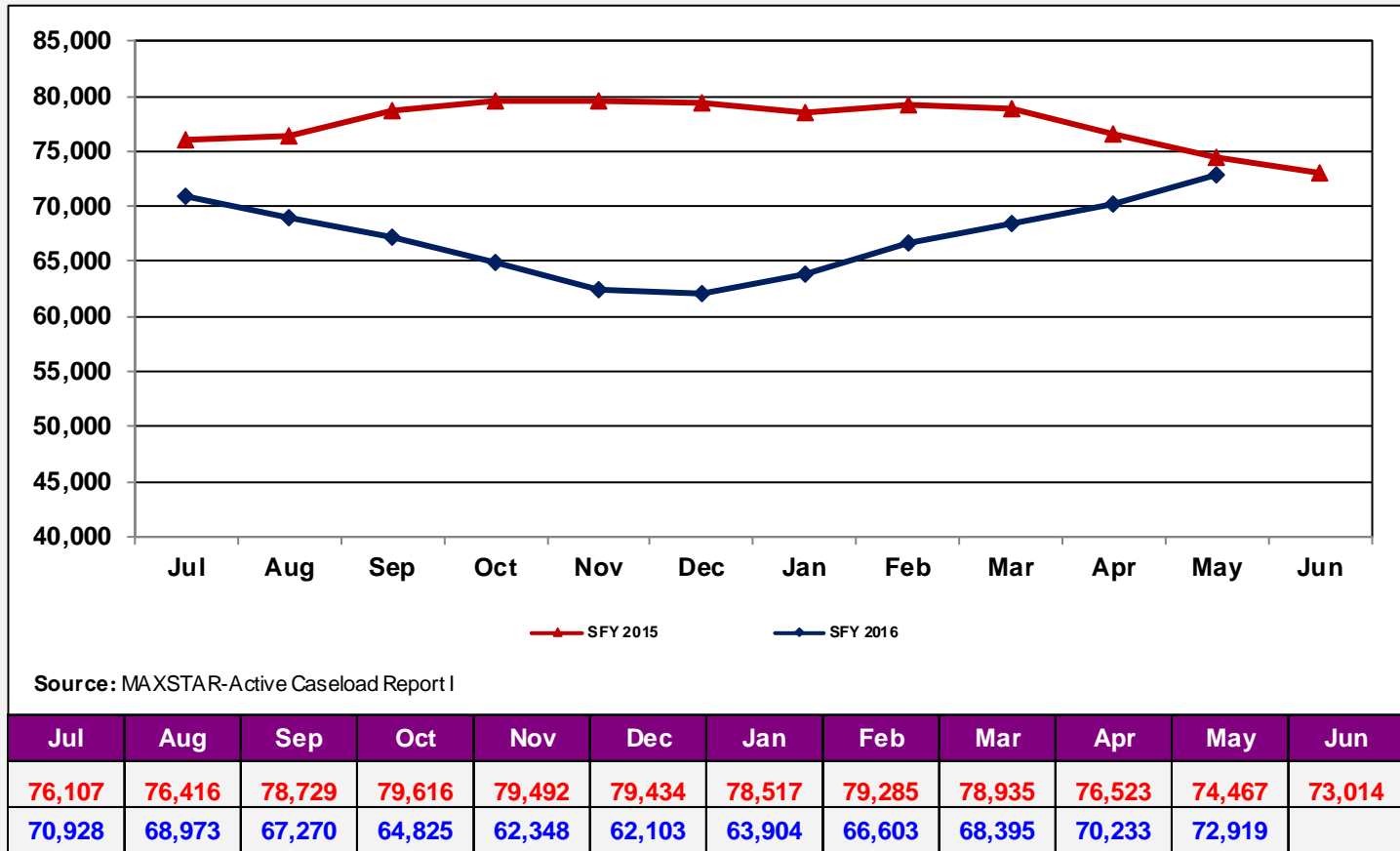
Temporary Assistance to Needy Families (TANF) Adult Cases



Temporary Assistance to Needy Families (TANF) Child Only Cases



Childcare Number of Children Served

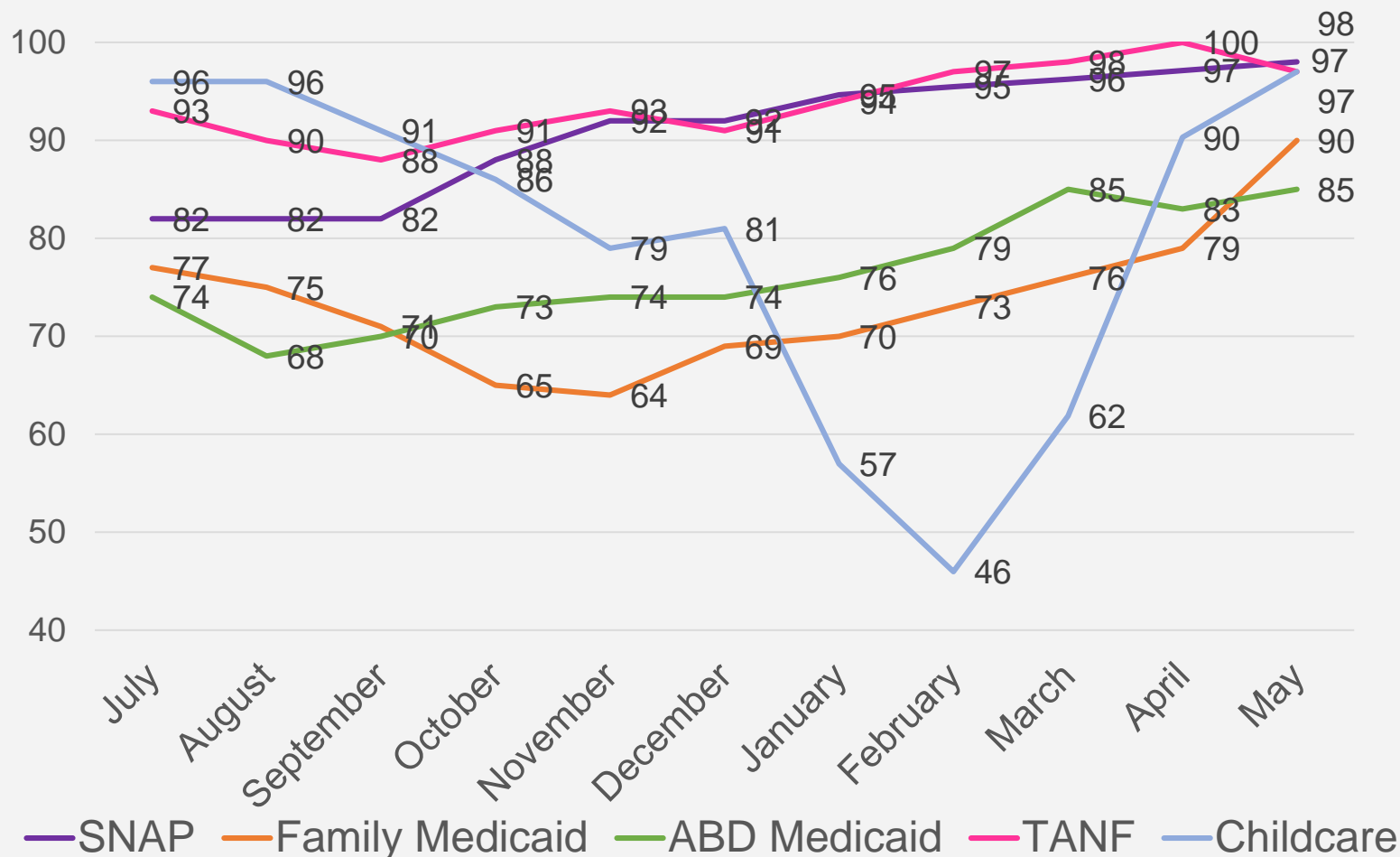


Note: Active Caseload Report I is the interim number based on children receiving subsidized childcare during the month.



Division of Family & Children Services

OFI Timeliness – All Programs FY16



Status of Child Care Staff Transition to the Department of Early Care and Learning (DECAL)

- DECAL has renewed transition discussions.
- Several transition meetings have occurred.
- Transition will not occur within the next 18 months.



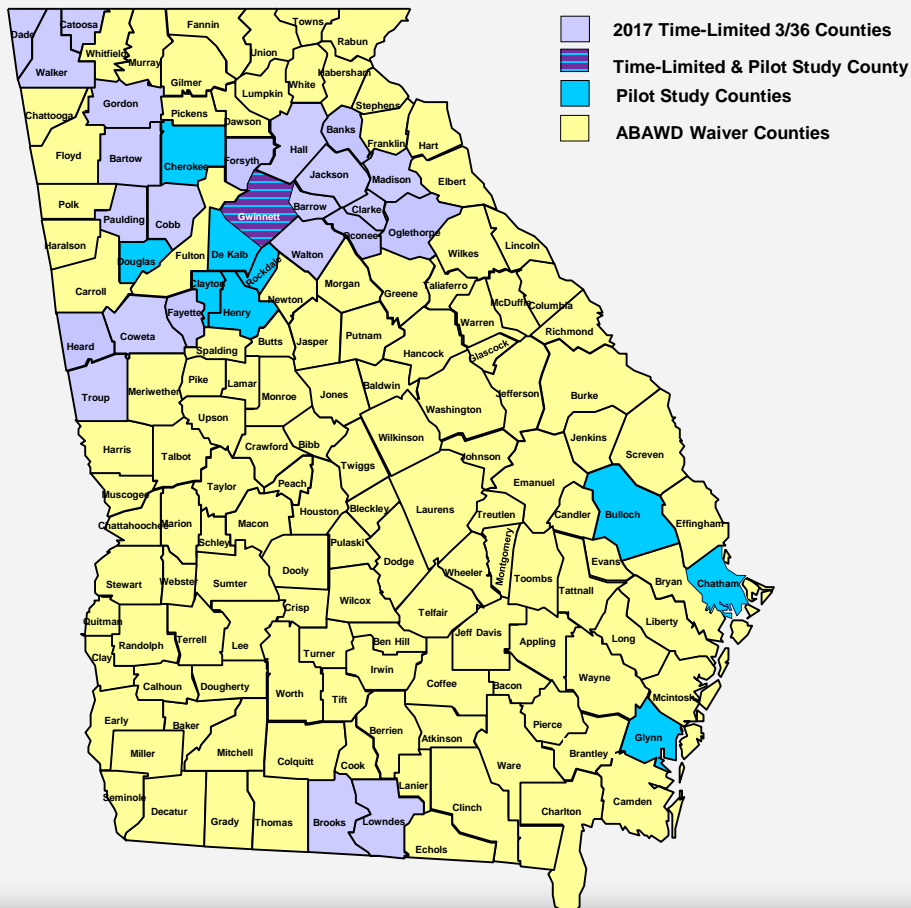
SNAP Works

- Georgia has two SNAP Work Programs operating in 2016:
 - **Food and Nutrition Service (FNS) Grant-Funded Program**
 - Ten Counties: Gwinnett, DeKalb, Clayton, Henry, Rockdale, Cherokee, Douglas, Bulloch, Glynn, and Chatham.
 - All fully operational as of June 15, 2016.
 - **Time-Limited Able-Bodied Without Dependents (ABAWD) Program**
 - Three Counties: Cobb, Hall, and Gwinnett.



SNAP Works

ABAWD Time-Limited Expansion for 2017



2017 Time Limit Counties

Banks	Fayette	Oconee
Barrow	Forsyth	Oglethorpe
Bartow	Gordon	Paulding
Brooks	Gwinnett*	Troup
Catoosa	Hall*	Walker
Clarke	Heard	Walton
Cobb*	Jackson	* Active in 2016
Coweta	Lowndes	
Dade	Madison	

Pilot Study Counties

Bulloch	Dekalb	Henry
Chatham	Douglas	Rockdale
Cherokee	Glynn	*Also Time-Limit
Clayton	Gwinnett*	



Questions?



Division of Family & Children Services



**Deputy Division Director Carol
Christopher**

Office of Project Management Update



Division of Family & Children Services

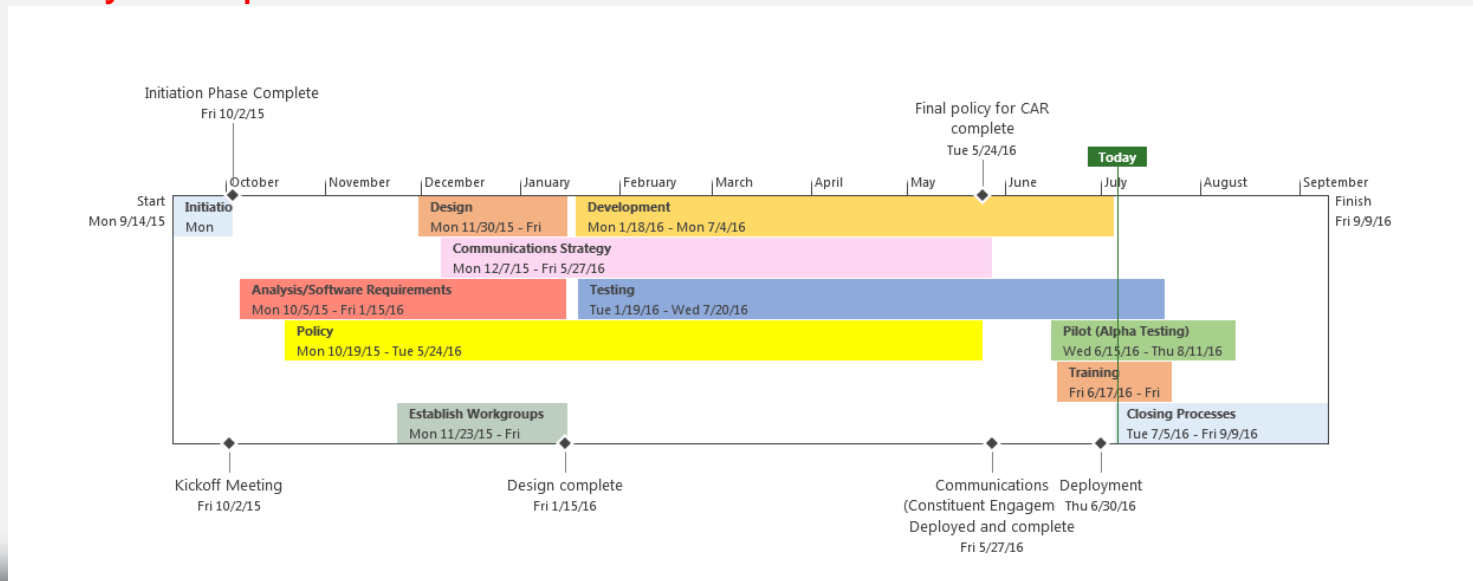
Child Abuse Registry

Recommendation:

- Maintain the names of those convicted or with substantiated cases of child abuse and/or neglect.
- Ensure compliance with constitutional requirements of SB 138, Section 11.

Progress:

Successfully Completed



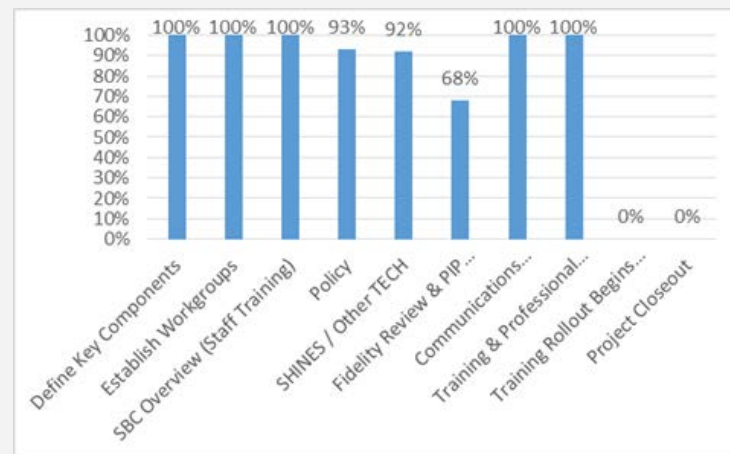
Practice Model

Recommendation:

- Adopt a standard practice model.
- Train staff on standard practice model.
- Design technology to fit the model.

Progress:

- **40%** completion of a three year implementation.
- Policy is **93%** complete (Intake and Initial Safety Assessment sections completed).
- Design and Build at **100%** complete for system enhancements of SACWIS/GA SHINES.
- SACWIS/GA SHINES testing in process.
- Continuous curriculum development, staff socialization and cultural awareness.
- The Initial Safety Assessment (ISA) component will be implemented statewide simultaneously. All staff have been training and prepared for implementation, August 2016.
- The SBC Training began **July 11, 2016** in the Metro area.
- Monthly newsletters disseminated.
- Practice Model Advisory Board will meet August 2016.



Practice Model continued

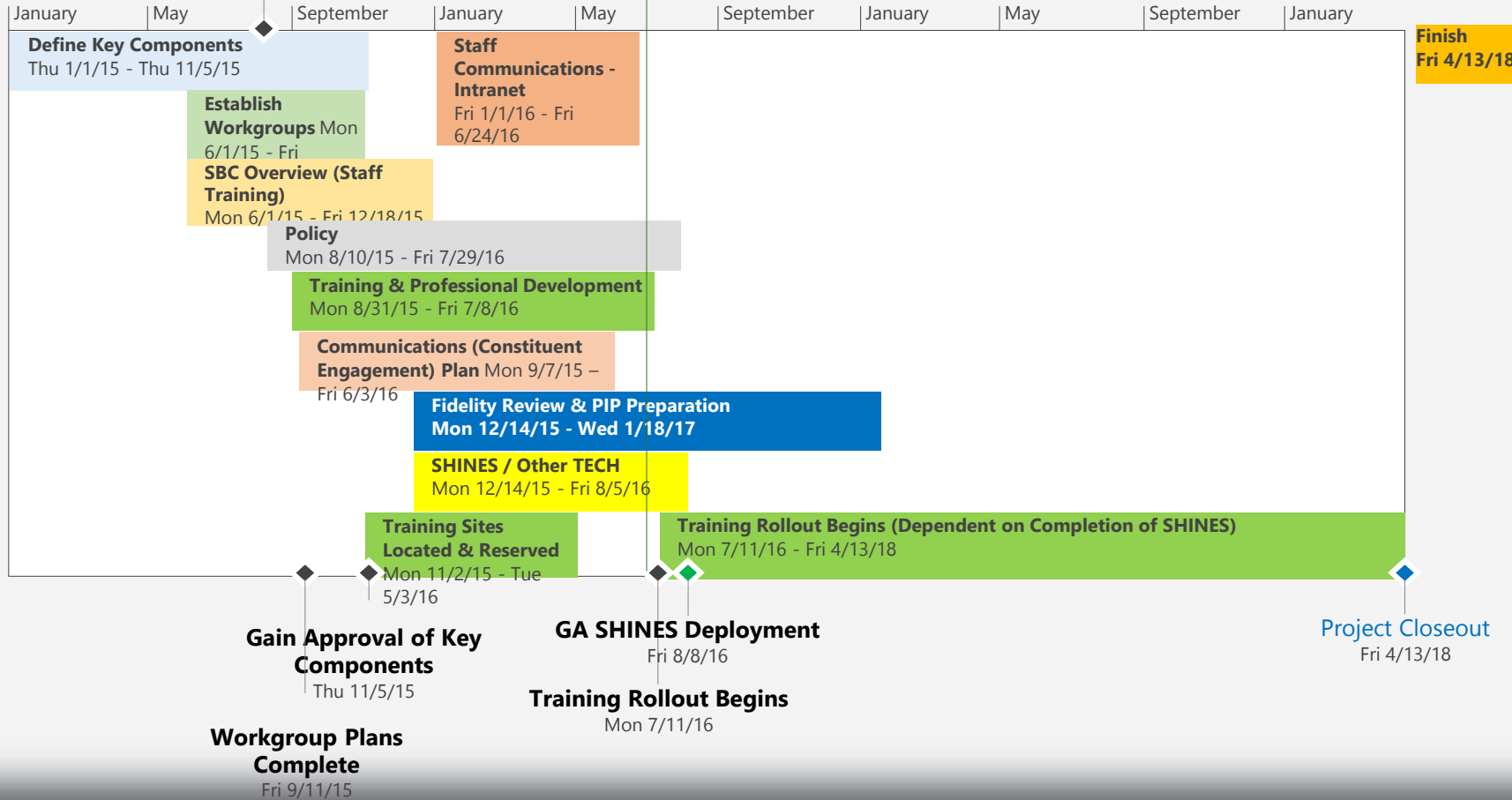
Teams Established

Fri 8/7/15

Today

Start
Thu 1/1/15

Finish
Fri 4/13/18



Panic Button

Recommendation:

- Work with Georgia Tech to develop a panic button for caseworkers safety

Progress:

- Panic button pilot will begin late Summer of 2016
 - Pilot will consist of 50 “buttons” being tested in 12 counties



Predictive Analytics

Recommendation:

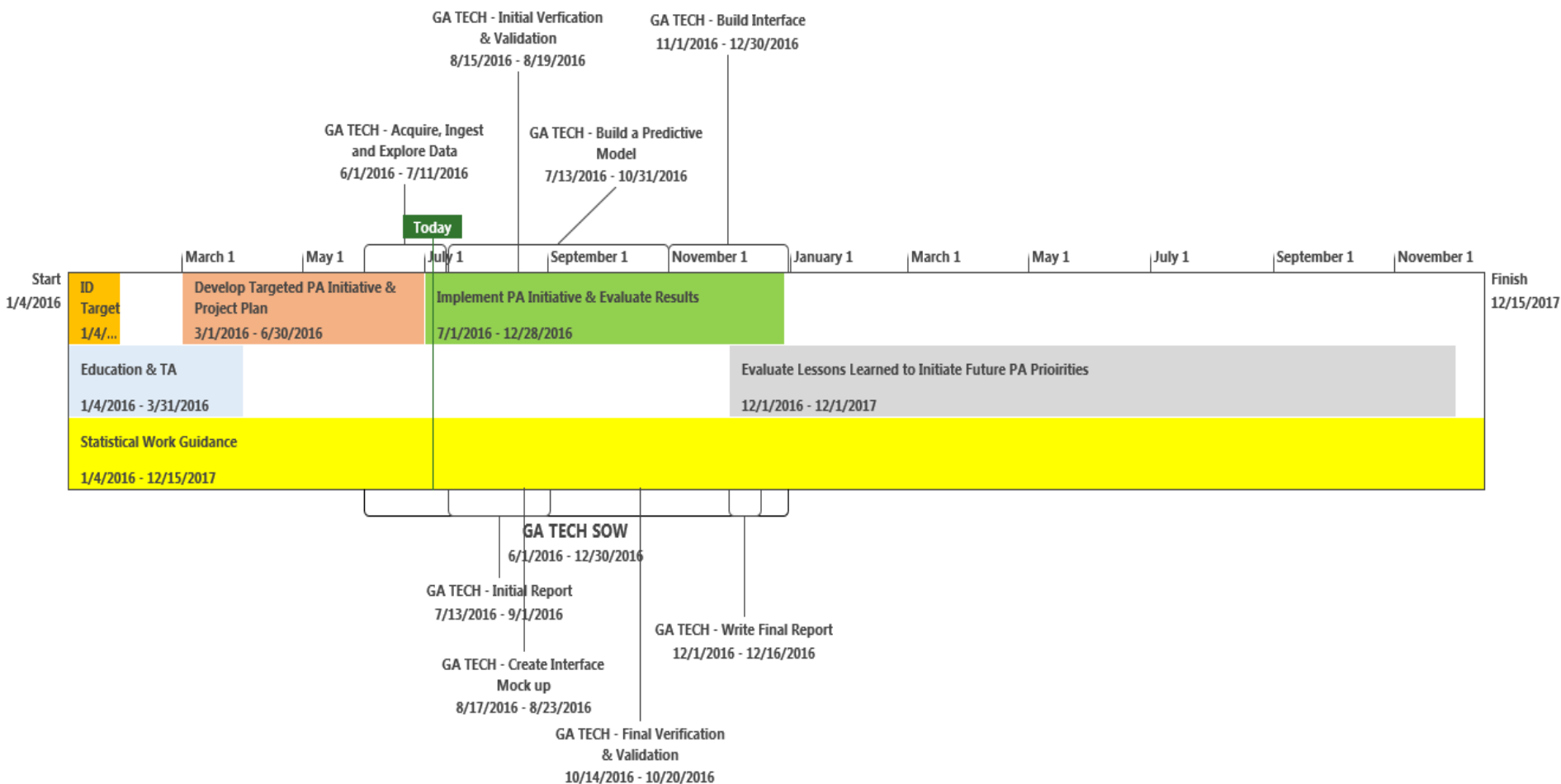
- Determine the best model of predictive analytics for application to child welfare practice.
- Evaluate models to improve decisions by DFCS personnel relating to child safety.

Progress:

- Internal workgroup formed to identify target priority program areas.
- Georgia Tech submitted a proposal to create a personalized model for DFCS.
- A contract has been executed with Georgia Tech.
- Georgia Tech and DFCS will be scheduling kick off meeting for the project to discuss the Predictive Analytics model's timeline and deliverables.



Predictive Analytics continued



Questions?



Closing Remarks and Adjournment



Division of Family & Children Services