

# *Georgia Division of Family & Children Services*

Bobby D. Cagle, Director

# Welcome and Introductions



*Division of Family & Children Services*

# Approval of June 13, 2017 agenda



*Division of Family & Children Services*

# Approval of March 14, 2017 minutes



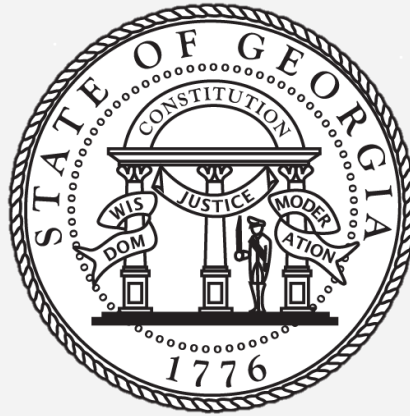
*Division of Family & Children Services*



# Board Member Updates

- **Dr. Michelle Zeanah**
  - **Belva Dorsey**
  - **Emily Cole**





# Director's Updates

Bobby D. Cagle, Division Director



- Overview and update on Project Graduate
- Overview of SFY18 Budget
- 2017 Roadshow schedule and locations
  - July 18-21: Region 1, Blue Ridge
  - August 21-25: Region 14, Atlanta
  - September 25-29: Region 3, Douglasville
  - October 16-20: Region 11, Valdosta
  - November 13-17: Region 7, Augusta



# Overview of Project Graduate

- *Project Graduate* is a collaborative effort between the Division and key stakeholders to improve the graduation rates of Georgia's foster youth by providing coordinated supports while leveraging existing resources.
- This initiative was piloted during the 2016-2017 academic year in DeKalb and Fulton counties. We primarily engaged the four school districts within those counties: Atlanta Public Schools, Decatur City Schools, DeKalb County Schools and Fulton County Schools.



# Strategies for Success

STRATEGY	HYPOTHESIS
Educational Roundtables	Convening a multidisciplinary team of professionals focused on educational attainment for youth to increase the likelihood of high school graduation or obtainment of GED.
Placement Stabilization	Reduced placement changes will increase likelihood of school success.
Aggressive Attendance Improvement	Offering concrete rewards to foster youth will improve their attendance, which will help improve their grades.

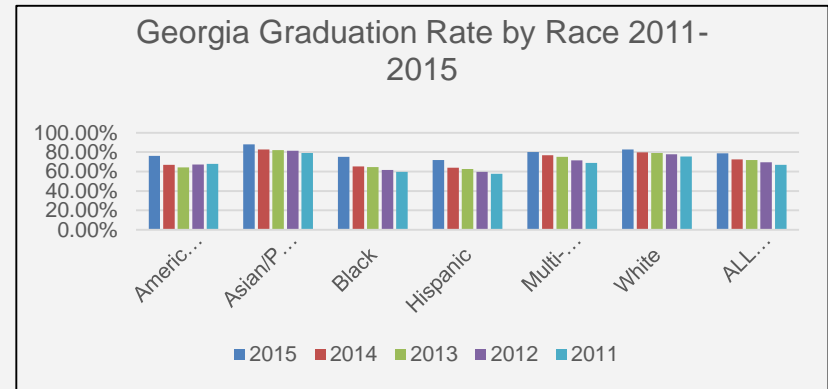
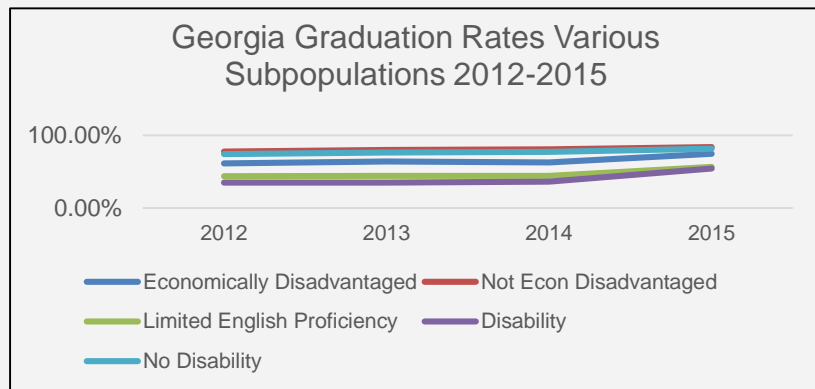
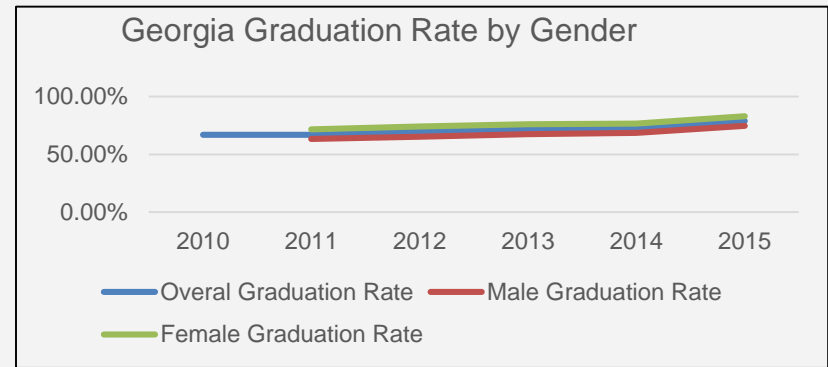
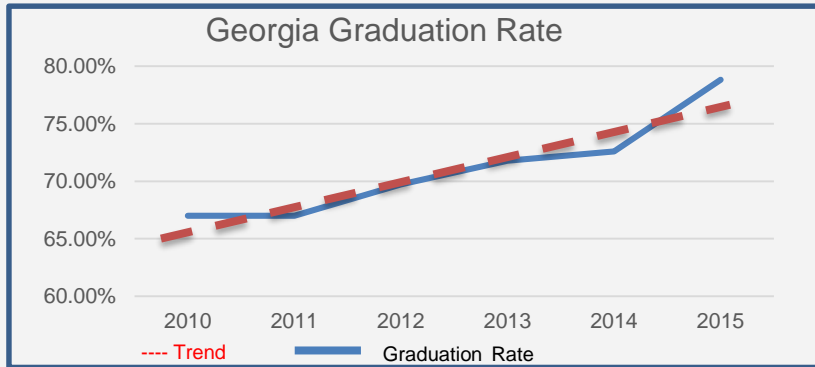


STRATEGY	HYPOTHESIS
Educational Advocacy	Assigning a trained educational advocate, who can advocate for needs, to each foster youth will increase the likelihood they will remain in school.
Voluntary Extended Foster Care	Youth aging out of foster care who opt to extend their foster care episode have access to additional supports which will result in higher graduation rates.
Targeted Intensive Tutoring	Providing intensive tutoring to youth who are either struggling or behind in coursework will result in improved grades and improved likelihood of graduation.



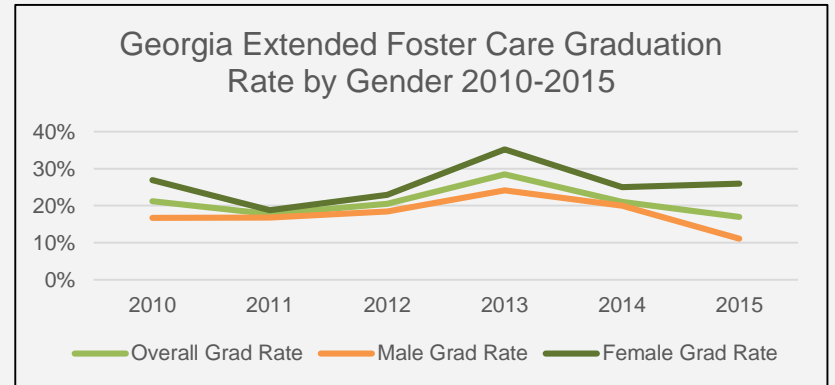
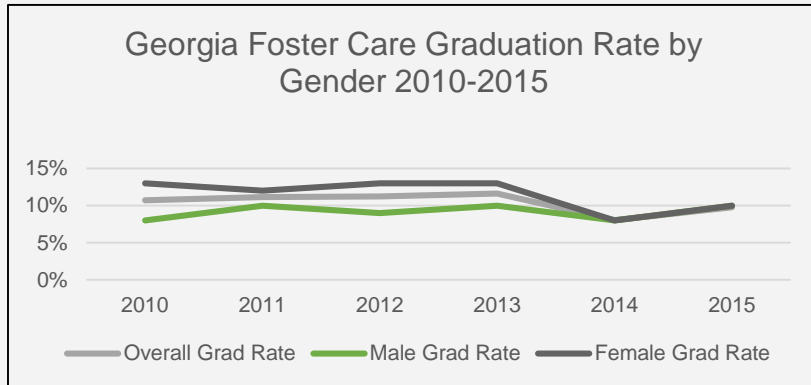
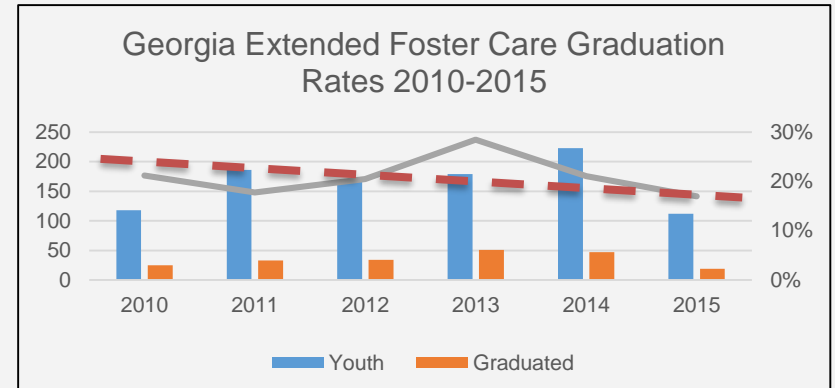
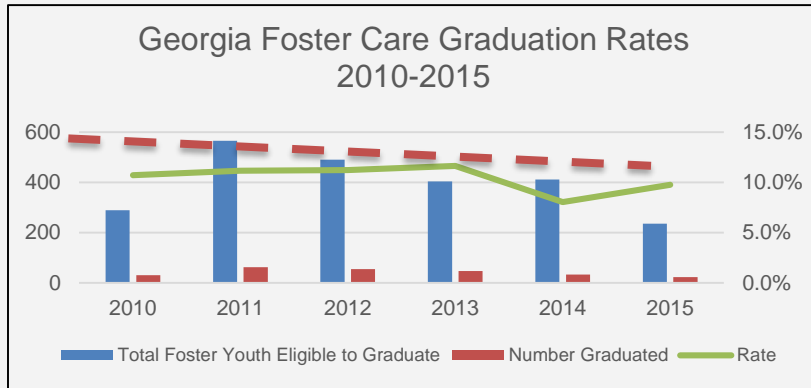
# Whole Population Statement

*All Georgia children (n=143,992) will graduate high school ready for college or work.*



# Sub-Population Statement

*All Georgia foster children will graduate high school ready for college or work.*



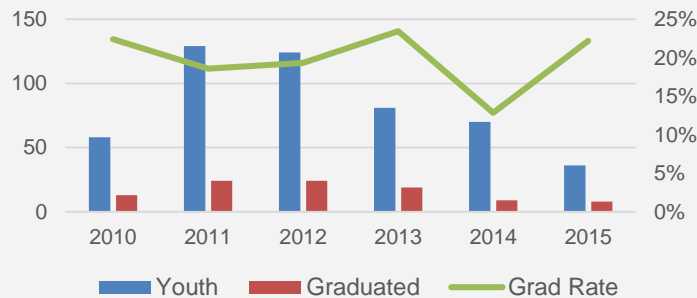
*Division of Family & Children Services*



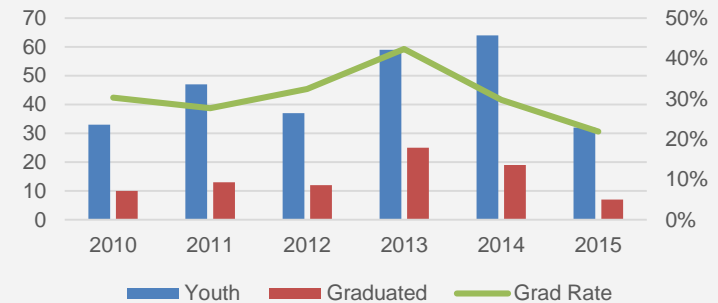
# Target Population Statement

*All Georgia foster children in Fulton and DeKalb Counties will graduate high school ready for college or work.*

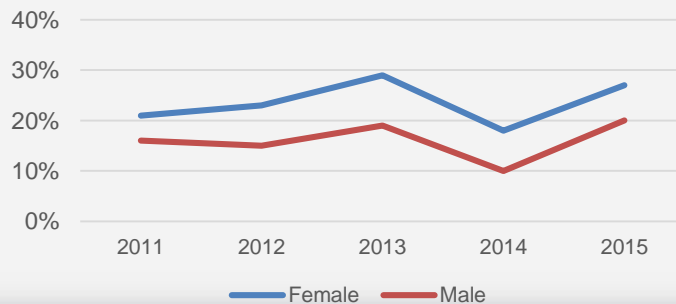
Foster Care Graduation Rates in  
Kenny A Counties



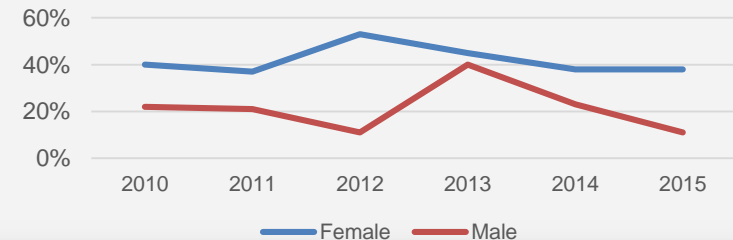
Extended Foster Care Graduation Rate  
Kenny A Counties



Foster Care Graduation Rate  
Kenny A Counties by Gender



Extended Foster Care Graduation Rate by  
Gender



*Division of Family & Children Services*

# Lessons Learned

- **Concrete Support in Times of Need:** Understanding the importance of addressing the needs that youth identify is critical
- **Social Connections:** Having healthy, sustained relationships with people and institutions is essential to promoting a sense of trust, belonging and feeling that s/he matters.
- **Knowledge of Adolescent Development:** Understanding the unique aspects of adolescent development (e.g., brain development, the impact of trauma) can assist adults in identifying services that are developmentally and contextually appropriate
- **Maximizing Community Partnerships:** Partnerships stretch our daily efforts to produce even greater results
- **Using Data for Decision Making:** Having timely and accurate data can assist in identifying key supports and services



# Progress

- More than 50% of the youth - 17 of the 30 - who participated in educational roundtables achieved the goals that they set at the beginning of the school year.
  - 13 students in the cohort graduated with their high school diplomas, while 4 earned their GED.
- We look to expand this initiative in the coming year.



# FY18 Budget Highlights (State funds)

- Increase salaries for Child Welfare staff - \$25,874,554
- Increased costs of Out of Home care - \$20,166,982
- Funding for implementation of Gateway/IES - \$10,997,544
- Increase per diem for DFCS foster homes by \$10 day - \$10,722,897
- Increase per diem for CPA foster homes by \$5 day as first year of two year plan - \$5,255,343
- Increase relative care rates by \$5 day as first year of two year plan - \$14,924,850
- Add new DFCS staff for foster care support services - \$2,861,585
- Add 27 DFCS staff for supervisor mentor program - \$2,514,997
- Increase funding of Court Appointed Special Advocates - \$500,000
- Increase pay of SAAGs by \$1 an hour - \$300,000
- Funding for merit pay increases of DFCS staff at 2% in multiple programs



# Questions?



*Division of Family & Children Services*

# Lunch and Committee Meetings

Child Welfare – Executive Conference Room 19.483

Workforce Development – Room 19.219 A

OFI – Room 19.219 B

Community Relations – Director Cagle's Office, Room 19.490

Foster Care & Adoptions – Room 19.219 C



# Committee Reports



*Division of Family & Children Services*



# Office of System Reform Update

Carol Christopher, Deputy Division Director



*Division of Family & Children Services*

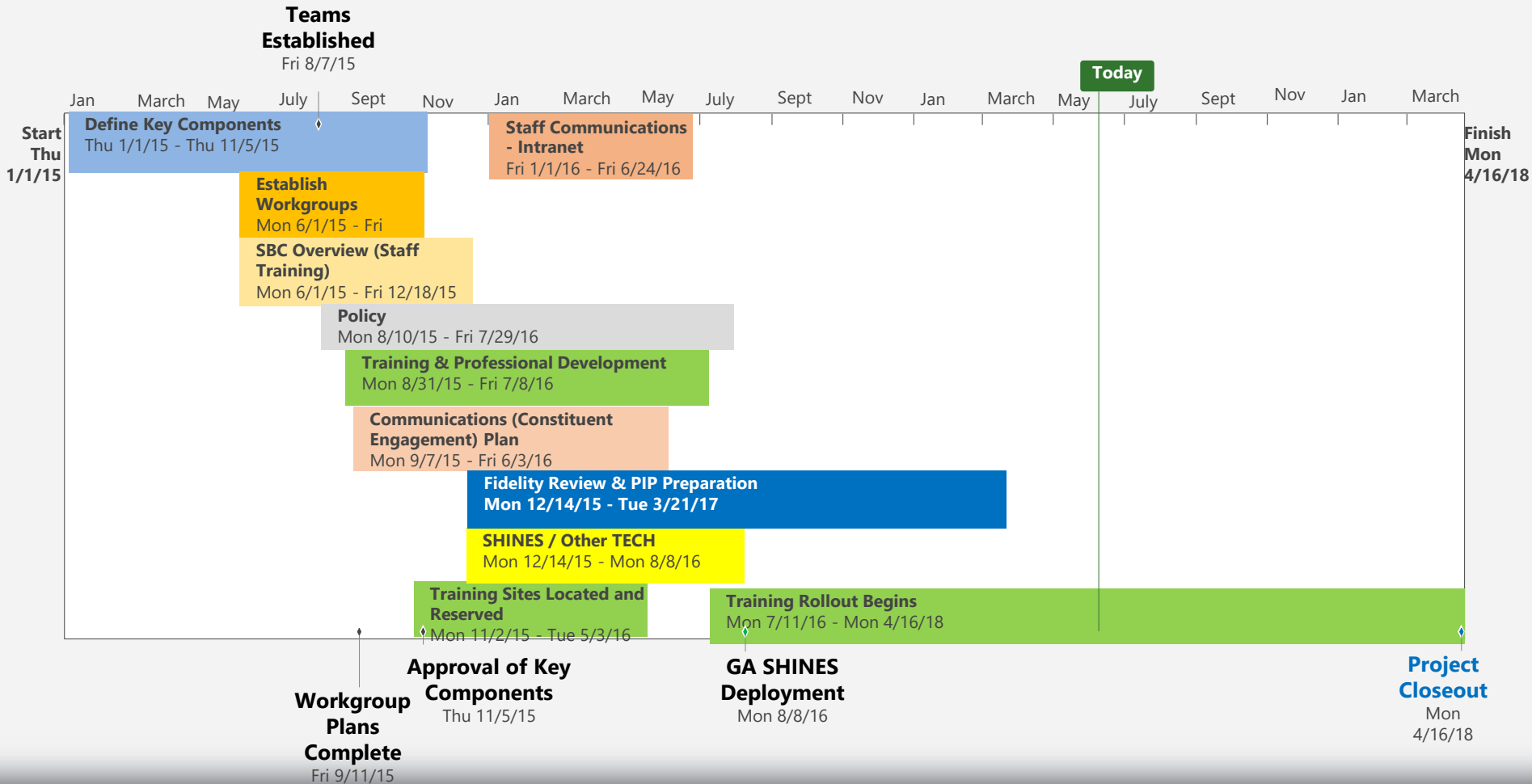


# Practice Model Update



*Division of Family & Children Services*

# Practice Model Timeline



*Division of Family & Children Services*

# Project Management Example

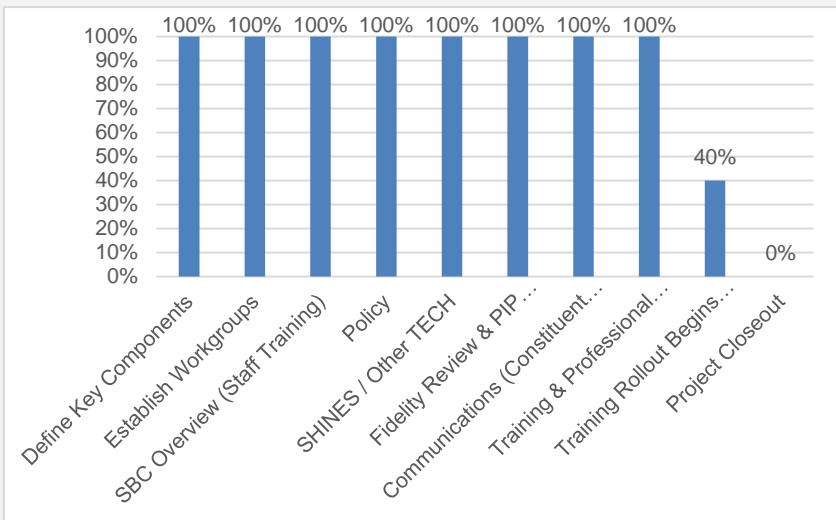
## (Monitoring & Controlling Phase - Fidelity)

### GA PRACTICE MODEL - PROJECT OVERVIEW

COMPLETE  
65%

#### % COMPLETE

Status for all top-level tasks. To see the status for subtasks, click on the chart and update the outline level in the Field List.



Name	Finish
Project Closeout	Mon 4/16/18

Level	Risks	Mitigation Strategy Completed
Med	<b>Aggressive Schedule</b> SBC's aggressive schedule allowed for very little buffer for the unexpected.	<ul style="list-style-type: none"> <li>Additional staff</li> <li>War room set-up</li> </ul>



*Division of Family & Children Services*

# Questions?



*Division of Family & Children Services*



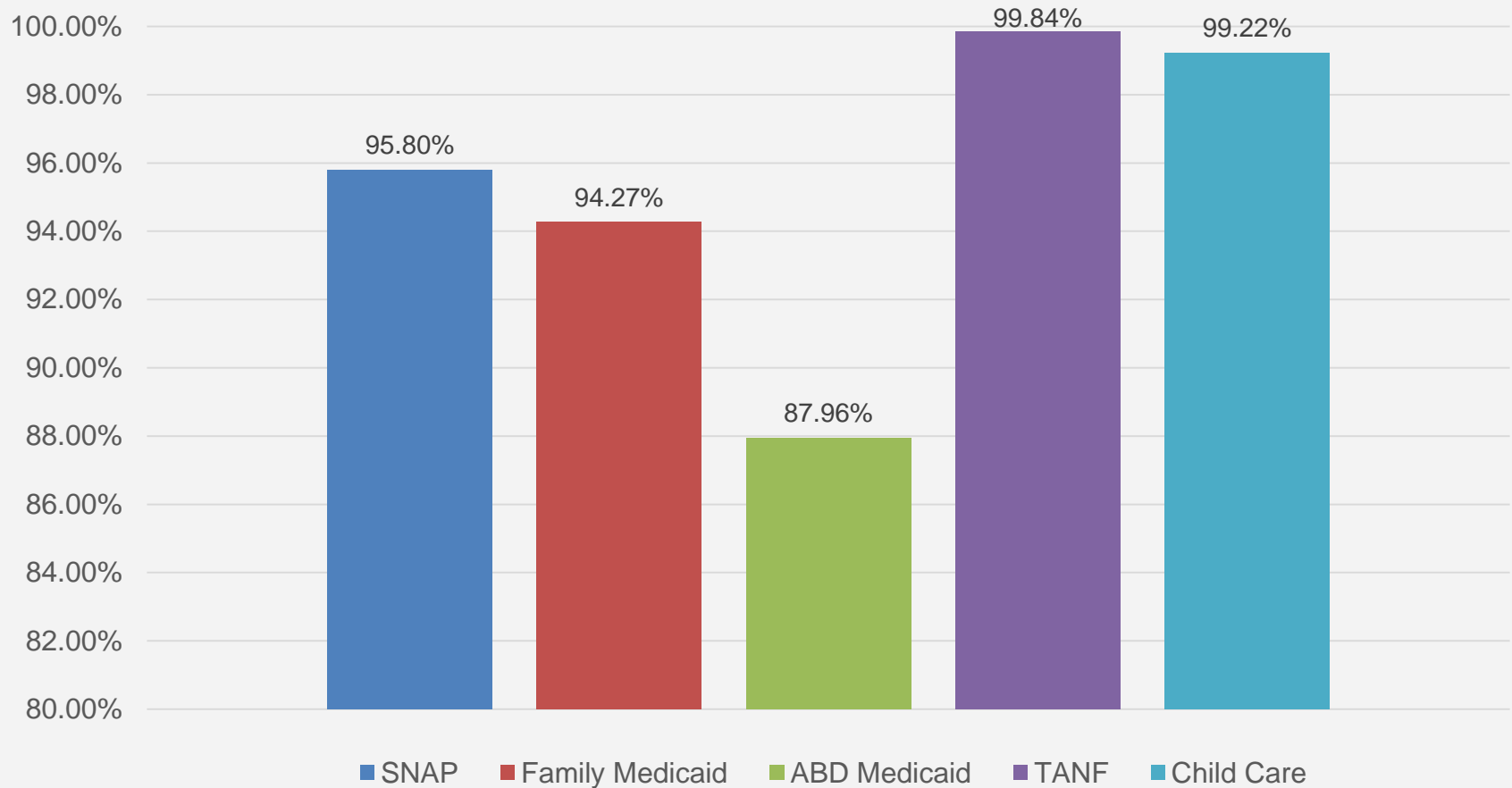
# Office of Family Independence Update

Jon Anderson, Deputy Division Director



*Division of Family & Children Services*

## Current OFI Timeliness – All Programs



May data: As of 5.13.17



# Georgia Gateway



Georgia's New Integrated Eligibility System



*Division of Family & Children Services*

# Georgia Gateway Impact By The Numbers\*



**Customers**

**573,264**

*Georgia Gateway  
Customer Portal Log-ins*

**268,396**

*Customer Cases Accessible  
in Georgia Gateway  
Customer Portal*



**Georgia Gateway  
Eligibility Processing**

**50,289**

*New Applications for All  
Programs  
Processed in Gateway*

**32,332**

*Renewals for All  
Programs  
Processed in Gateway*

*\*Cumulative data as of May 15, 2017*



***Division of Family & Children Services***



# Georgia Gateway Impact By The Numbers\*



**Georgia  
Gateway  
Help Desk**

**50,566**

*Total Tickets  
Created  
In February*

**49,897**

*Tickets Closed by  
End of February*

**34 secs**

*Average Wait Time  
For PeachCare for  
Kids®  
Help Desk\*\**

**95,148**

*Users Electing  
Go Green Option*

*With the Go Green option, Georgia Gateway  
gives customers the ability to receive notices  
electronically,  
saving on postage costs and delivery time.*

*\*Cumulative data as of May 15, 2017*

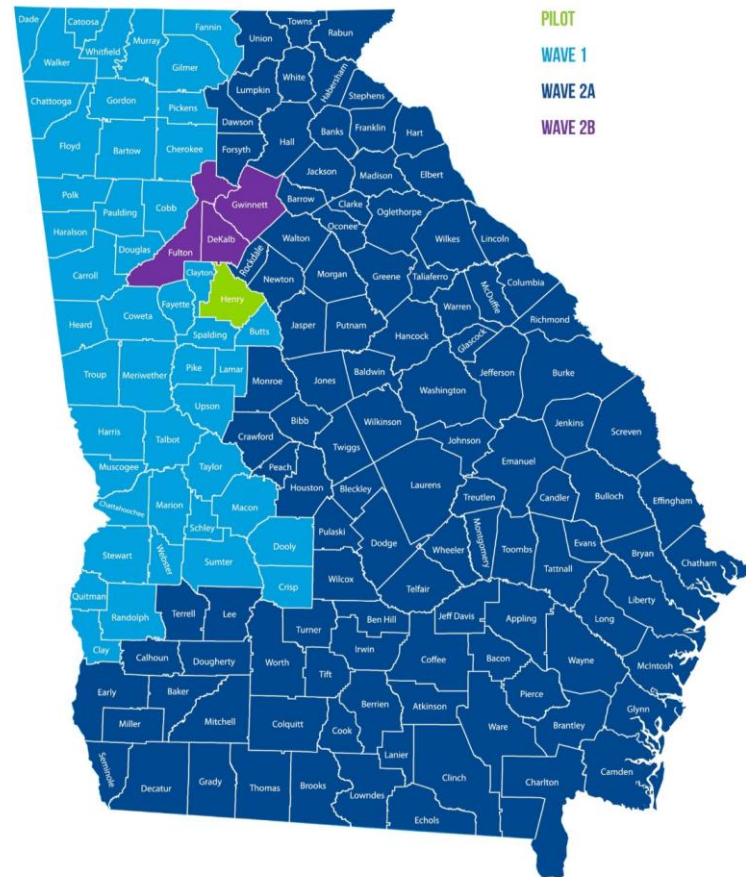


**Division of Family & Children Services**

# Georgia Gateway Implementation



PILOT  
WAVE 1  
WAVE 2A  
WAVE 2B

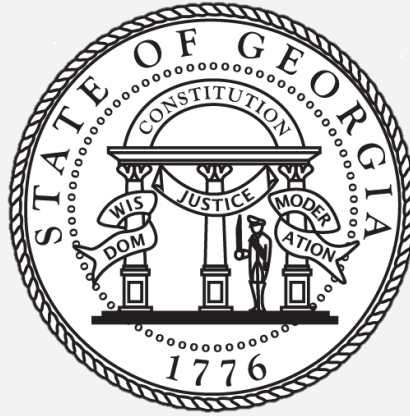


*Division of Family & Children Services*

# Questions?



*Division of Family & Children Services*



# Office of Child Welfare Update

Virginia Pryor, Deputy Division Director





# GEORGIA'S JOURNEY TOWARD A STATE OF HOPE

BLUEPRINT FOR CHANGE + A STATE OF HOPE

 SAFE CHILDREN. STRENGTHENED FAMILIES. STRONGER GEORGIA.

DIVISION OF FAMILY & CHILDREN SERVICES

#iamtheblueprint



*Division of Family & Children Services*





*Division of Family & Children Services*

*"Hope sees the invisible,  
feels the intangible, and  
achieves the impossible"*

**- HELEN KELLER**



*Division of Family & Children Services*





# GEORGIA'S NEW NARRATIVE



BLUEPRINT FOR CHANGE + A STATE OF HOPE

 SAFE CHILDREN. STRENGTHENED FAMILIES. STRONGER GEORGIA.

DIVISION OF FAMILY & CHILDREN SERVICES

*#iamtheblueprint*



*Division of Family & Children Services*



BE THE **BLUEPRINT** FOR...



*#iamtheblueprint*

**1**

### **ROBUST WORKFORCE DEVELOPMENT**

- ☑ Increased staffing and expertise – Child Welfare and Family Independence
- ☑ Research-based caseload ratios
- ☑ Mentoring for supervisors
- ☑ Improved compensation – based on proven competency
- ☑ Development of a career path

**2**

### **PRACTICE MODEL**

- ☑ Adoption of a practice model that will serve as the foundation to keep kids safe and strengthen families
- ☑ Inclusion of guiding principles, vision and mission statement

**3**

### **CONSTITUENT ENGAGEMENT**

- ☑ Creation of advisory boards at state and local levels
- ☑ Organized “roadshows” to engage the public, local stakeholders and media
- ☑ Build consensus and collaboration among partners, staff and stakeholders



*Division of Family & Children Services*



# BRANDING INITIATIVE

## STATEMENT OF THE PROBLEM:

THE CURRENT ARCHITECTURE OF THE DIVISION OF FAMILY AND CHILDREN SERVICES EMITS A NEGATIVE NARRATIVE FOR HUMAN SERVICES ACROSS THE STATE OF GEORGIA. HIGH STAFF TURNOVER, LACK OF ENGAGED WORKFORCE, POOR COMMUNICATION CHANNELS AND A NEGATIVE EXTERNAL CONSUMER EXPERIENCE CREATE LOW WORKPLACE MORALE AND A NEGATIVE BRAND IDENTITY.

## HYPOTHESIS:

IMPROVED STAFF MORALE, CONSISTENT PRACTICE AND STELLAR CUSTOMER SERVICE WILL LEAD TO DECREASED STAFF TURNOVER, IMPROVED SERVICE DELIVERY AND IMPROVED OUTCOMES FOR VULNERABLE CHILDREN, FAMILIES AND COMMUNITIES.



BLUEPRINT FOR CHANGE + A STATE OF HOPE

 SAFE CHILDREN. STRENGTHENED FAMILIES. STRONGER GEORGIA.

DIVISION OF FAMILY & CHILDREN SERVICES

#iamtheblueprint



*Division of Family & Children Services*



# CONSTITUENT ENGAGEMENT

BRANDING INITIATIVE

#iamtheblueprint

- ✓ PURPOSE: TO SHAPE AND DEFINE CHILD WELFARE NARRATIVE BOTH INTERNALLY & EXTERNALLY
- ✓ BRANDING THE BLUEPRINT THROUGH STORYTELLING - THE "WHY"
- ✓ VIDEO SHOOTS WITH DIVISION STAFF AND WE CREATIVE SERVICES
- ✓ FUTURE OPPORTUNITIES FOR PROVIDERS AND STAKEHOLDERS



BLUEPRINT FOR CHANGE + A STATE OF HOPE

SAFE CHILDREN. STRENGTHENED FAMILIES. STRONGER GEORGIA.

DIVISION OF FAMILY & CHILDREN SERVICES

#iamtheblueprint



*Division of Family & Children Services*



# GEORGIA'S NEW NARRATIVE

THE BLUEPRINT FOR CHANGE IS THE BEGINNING OF GEORGIA'S NEW NARRATIVE. IT IS OUR JOURNEY TOWARD A STATE OF HOPE.

THE MOVEMENT SERVES TO FIRST ENGAGE OUR WORKFORCE BY CAPTURING THE HEART AND SOUL OF WHY WE DO THIS WORK.

SECOND, IT'S DESIGNED TO IMPROVE THE OVERALL MORALE AND CULTURE OF OUR WORKFORCE AND EMPOWER STAFF.

THIRD, THE MOVEMENT IS FOCUSED ON ENGAGING OUR EXTERNAL PARTNERS WHO PLAY A KEY ROLE IN SHAPING THE FUTURE FOR GEORGIA'S CHILDREN AND FAMILIES.

THIS INITIATIVE IS A LONG-TERM ENGAGEMENT STRATEGY DESIGNED TO AUTHENTICALLY AND CREATIVELY ARTICULATE THE IDENTITY OF THE DIVISION AND ITS DIVERSE PARTNERS.



BLUEPRINT FOR CHANGE + A STATE OF HOPE

 SAFE CHILDREN. STRENGTHENED FAMILIES. STRONGER GEORGIA.

DIVISION OF FAMILY & CHILDREN SERVICES

#iamtheblueprint



## Division of Family & Children Services



THE  
BLUE  
PRINT  
FOR  
HOPE



BE  
THE  
BLUE  
PRINT  
FOR  
HOPE



*Division of Family & Children Services*



## STATE OF HOPE

DEFINITION

A STATE OF HOPE IS A PLACE WHERE PEOPLE SHARE A VISION OF SAFETY AND SUCCESS FOR EVERY CHILD WHO LIVES THERE. IT'S A PLACE WHERE PUBLIC AND PRIVATE ORGANIZATIONS, NONPROFITS, PHILANTHROPIES, GOVERNMENT, BUSINESSES AND COMMUNITIES – COLLABORATE CLOSELY TO HELP ACHIEVE THAT VISION. AS A RESULT, CHILDREN ARE SAFER, FAMILIES ARE STRONGER AND COMMUNITIES ARE MORE SUPPORTIVE PLACES.



BLUEPRINT FOR CHANGE + A STATE OF HOPE

SAFE CHILDREN. STRENGTHENED FAMILIES. STRONGER GEORGIA.

DIVISION OF FAMILY & CHILDREN SERVICES

#iamtheblueprint



*Division of Family & Children Services*

hope



*Division of Family & Children Services*



**RACHEL KALUKANGO-HARRIS**  
PROJECT ADMINISTRATOR

# BLUEPRINT FOR CHANGE

STATE BRAND IDENTITY

*#iamtheblueprint*

DIVISION OF FAMILY & CHILDREN SERVICES



*Division of Family & Children Services*



SAFE CHILDREN. STRENGTHENED FAMILIES. STRONGER GEORGIA.



*Division of Family & Children Services*



*Division of Family & Children Services*





*Division of Family & Children Services*



*Division of Family & Children Services*



CAROL CHRISTOPHER  
DEPUTY DIRECTOR



*#iamtheblueprint*

DIVISION OF FAMILY & CHILDREN SERVICES



*Division of Family & Children Services*



*#iamtheblueprint*

**LON ROBERTS**

FIELD OPERATIONS DEPUTY DIRECTOR

GEORGIA DIVISION OF FAMILY & CHILDREN SERVICES



*Division of Family & Children Services*





*#iamtheblueprint*

**MARKEIA RUCKER**  
SOCIAL SERVICES CASE MANAGER

DIVISION OF FAMILY & CHILDREN SERVICES

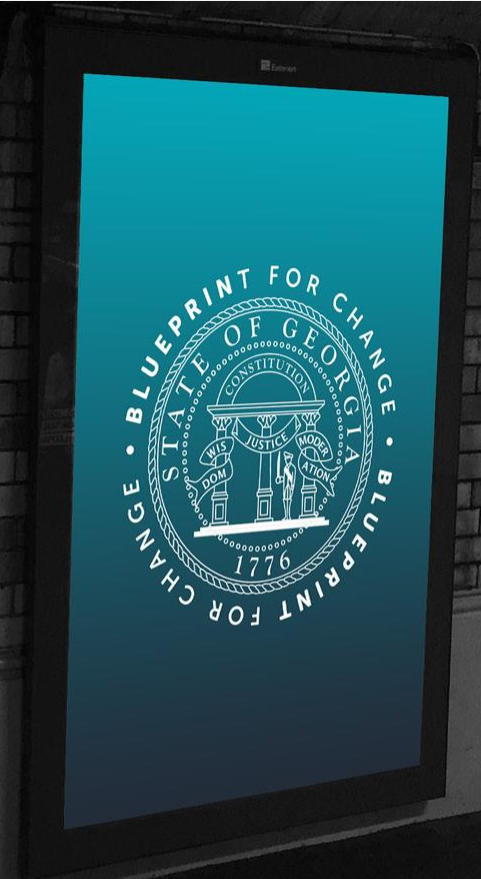


*Division of Family & Children Services*



*Division of Family & Children Services*





*Division of Family & Children Services*

**SAFE CHILDREN. STRENGTHENED FAMILIES.  
STRONGER GEORGIA.**



*Division of Family & Children Services*

"Behind  
Every  
Brand  
There's a  
Story..."



*Division of Family & Children Services*





THE BLUEPRINT FOR  
CHANGE IS MORE THAN  
A REFORM EFFORT  
AND LARGER THAN A  
MOVEMENT; IT'S OUR  
JOURNEY TOWARD A  
STATE OF HOPE.

**Blueprint for Change**  
of Georgia's new narrative. It is our  
roadmap to improving the lives of the  
children and families we serve. It is about  
thriving communities and healthy people  
young and old. It is about strong fathers,  
mothers and families. It is about the  
safety and wellbeing of our most valuable  
resource, our children.

It is about building and sustaining strong  
practice, a committed workforce and the  
authentic internal and external engagement  
with our staff and the community.

The Blueprint for Change is about a  
movement. It is about our story, our  
journey toward a State of Hope for Georgia's  
children, families, and communities.



*Division of Family & Children Services*



# Behind Every Brand

There's a Story...



The **#iamtheblueprint** is the foundation overarching engagement strategy Behind Every Brand. It is a multiple medium interactive social platform that focuses on dynamic visuals and authentic storytelling and will set the tone for the character and emotion of organizations brand.

Be the Blueprint is the intentional action expression of how the DHS workforce will directly impact Georgians. It is the creative and verbal brand expression and inspiration for our community, our families, and our work.



Inspiring change through our collective stories.  
The Blueprint in 6 is the future narrative of human  
services expressed in a story told in six powerful  
words



## Division of Family & Children Services



THE BLUEPRINT FOR CHANGE

## Behind Every Brand There's a Story.

The story is about you! It is about all of us collectively sharing our story of how we can be the blueprint for change that supports the positive transformation of children, families and communities in Georgia. It is about how we will build stronger families for a stronger Georgia.

### Everyone Has A Story To Tell. What's YOURS?

Every story makes a person who they are. Stories are the very fabric of our personality and are what connect us to one another. This same thing applies to companies, organizations and brands alike. Just like people, brands have a story and a personality that connects them to their communities and creates a point of difference in the marketplace.

Strong brands, companies and organizations with connected storylines get noticed and drive people to take action. We have our own brand story and that story is YOU!



#iamtheblueprint  
DEPARTMENT OF HUMAN SERVICES

# capturing the Heart and Soul

Why We Do **This Work**

BE THE BLUEPRINT  
OF FAMILY & CHILDREN

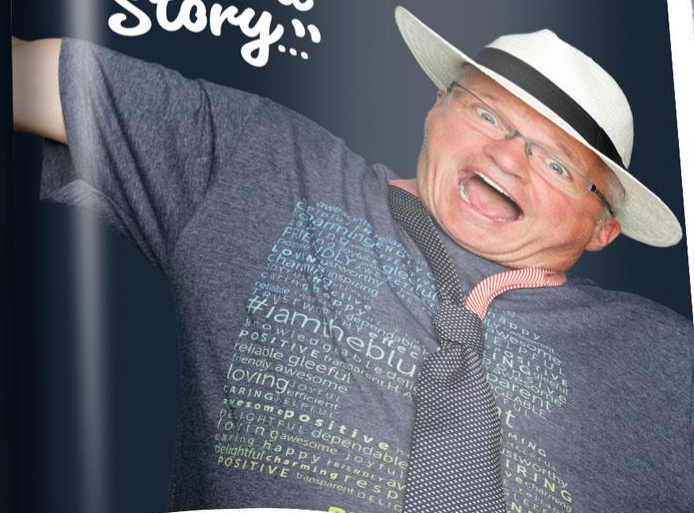


Division of Family & Children Services



**Be The Blueprint**

There's a Story...







# BE THE BLUE PRINT *for change*



## Blueprint For Change Campaign Brand Book

GEORGIA DIVISION OF FAMILY & CHILDREN SERVICES



*Division of Family & Children Services*





Division of Family & Children Services





*Division of Family & Children Services*





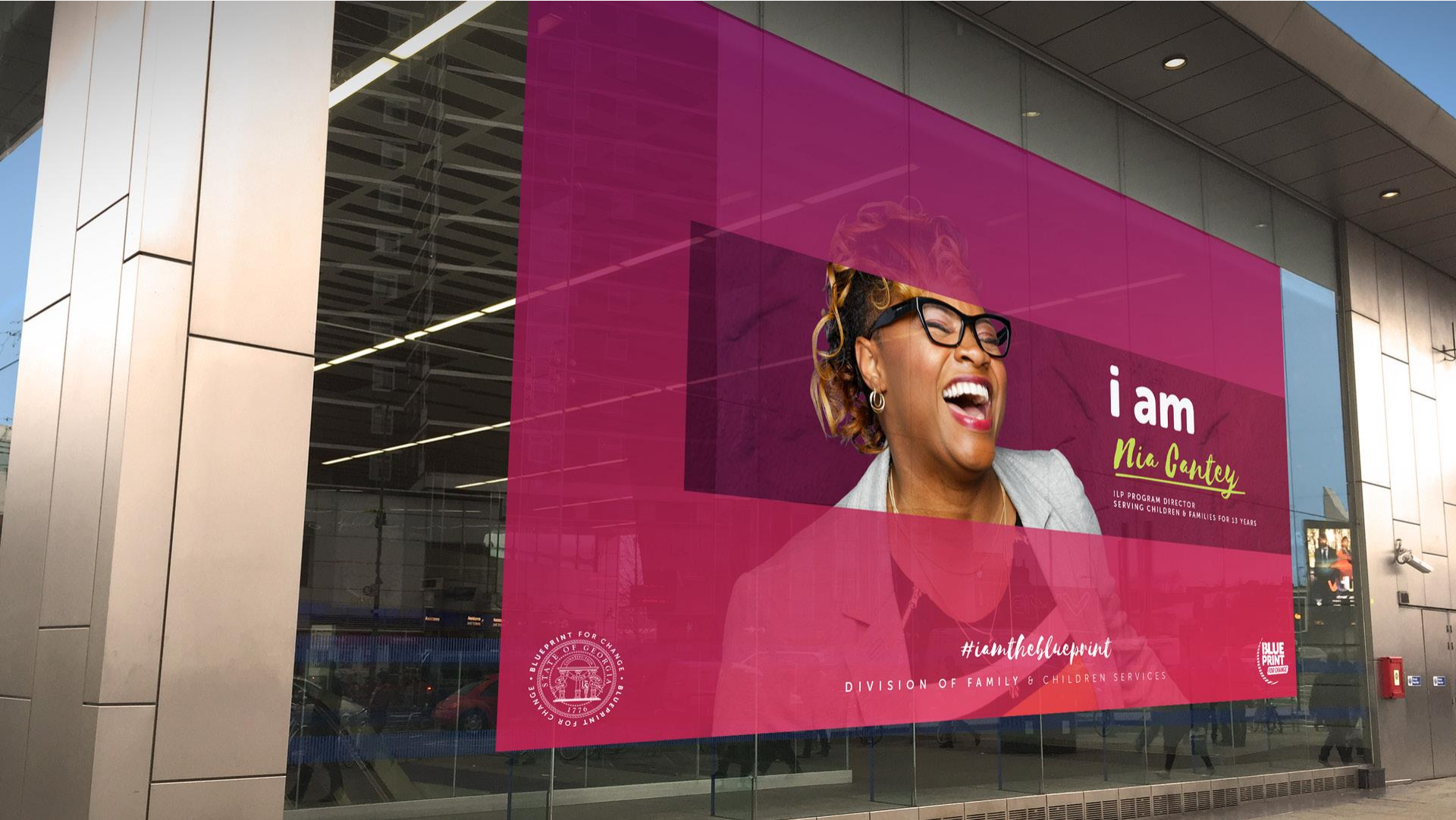
*Division of Family & Children Services*





*Division of Family & Children Services*





*Division of Family & Children Services*



# i am *Lee Bigger*

ASSISTANT DIVISION DIRECTOR  
SERVING CHILDREN & FAMILIES FOR 25 YEARS



DIVISION OF FAMILY & CHILDREN SERVICES



## Division of Family & Children Services



I  
**AM  
MOTIVATED  
BY** SUCCESS  
FOR OTHERS  
AS WELL AS  
MYSELF

*Mary Lynn*

*#iamtheblueprint*

GEORGIA DIVISION OF FAMILY & CHILDREN SERVICES

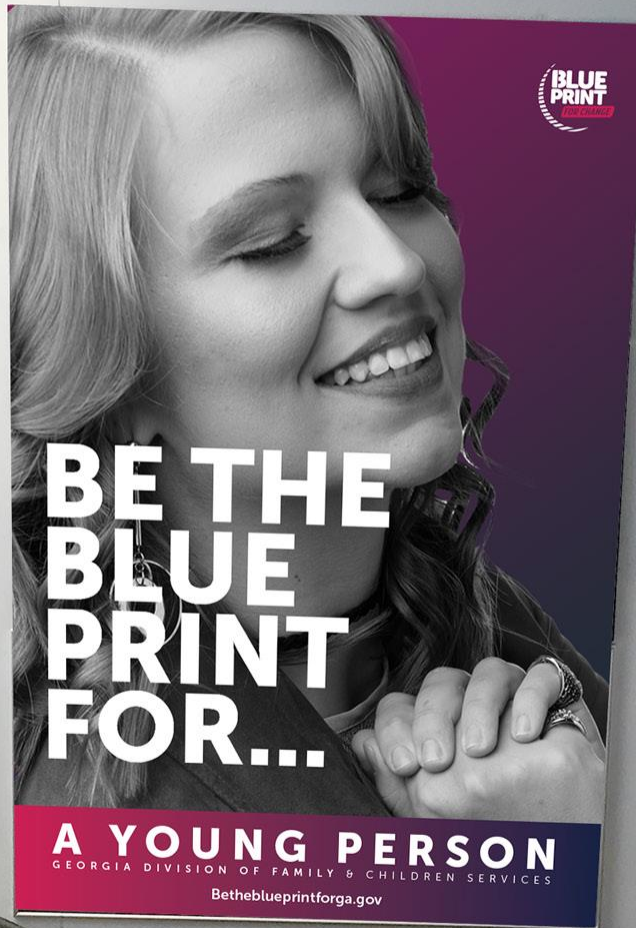


*Division of Family & Children Services*



*Division of Family & Children Services*





*Division of Family & Children Services*



*Division of Family & Children Services*



**THERE IS  
POWER  
IN  
OUR  
STORIES**

**THERE IS  
POWER  
IN  
OUR  
STORIES**



*Division of Family & Children Services*



*Division of Family & Children Services*





*blueprint 6.*

DARING

*greatly*

WITH EACH

BLUEPRINT STEP

*Wm Canty*



DIVISION OF FAMILY & CHILDREN SERVICES



*Division of Family & Children Services*

blueprint 6.

HOPE WILL  
*move you*  
TOWARDS ELEVATION

William Thomas

DIVISION OF FAMILY & CHILDREN SERVICES

BLUE PRINT  
FOR CHANGE

STATE OF GEORGIA  
1776



*Division of Family & Children Services*



blueprint 6.

I LOVE  
*connecting*  
CLIENTS WITH RESOURCES!

*William J. French*

DIVISION OF FAMILY & CHILDREN SERVICES



*Division of Family & Children Services*





*Division of Family & Children Services*



every day  
-is a-  
fresh  
START

#iamtheblueprint

GEORGIA DIVISION OF FAMILY & CHILDREN SERVICES



every day  
-is a-  
fresh  
START

#iamtheblueprint

DIVISION OF FAMILY & CHILDREN SERVICES



every day  
-is a-  
fresh  
START

#iamtheblueprint

DIVISION OF FAMILY & CHILDREN SERVICES



every day  
-is a-  
fresh  
START

#iamtheblueprint

DIVISION OF FAMILY & CHILDREN SERVICES



Division of Family & Children Services





**BLUE PRINT**  
FOR CHANGE

*Anthony Jackson*

**IF WE  
CAN  
THEN  
WE WILL**

GEORGIA DIVISION OF FAMILY & CHILDREN SERVICES



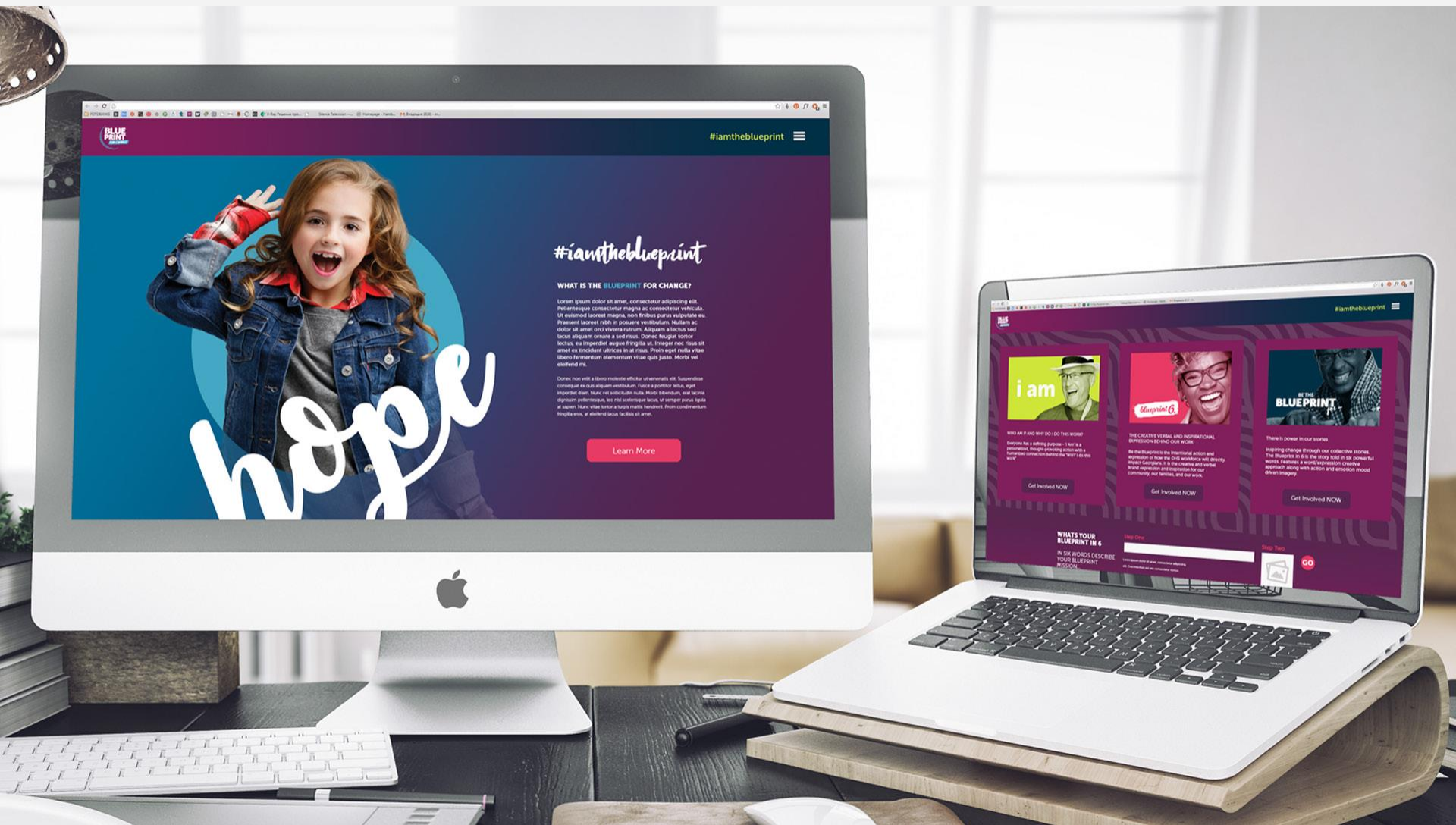
*Division of Family & Children Services*

Blueprint  
for Change  
our journey  
toward a  
state of  
hope



*Division of Family & Children Services*





*Division of Family & Children Services*

# Questions?



# Closing Remarks and Adjournment



*Division of Family & Children Services*