

# *Georgia Division of Family & Children Services*

Bobby D. Cagle, Director

# Welcome and Introductions



*Division of Family & Children Services*

# Approval of March 14, 2017 agenda



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# **Approval of December 13, 2016 minutes**



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# Bylaws Vote

Issue: To amend the subcommittee name from “Child Welfare” to “Child Protective Services”.





ANDREW YOUNG SCHOOL  
SCHOOL OF SOCIAL WORK

## CHILD WELFARE TRAINING COLLABORATIVE

A PROFESSIONAL *Excellence* PROGRAM

# Advisory Board Meeting March 14, 2017

In partnership with:



Georgia Division of Family  
and Children Services



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# 2016 SNAPSHOT



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# Shared training opportunities by the numbers

134

Training Opportunities

IN

6

months

2,979

Division staff and community  
partners trained



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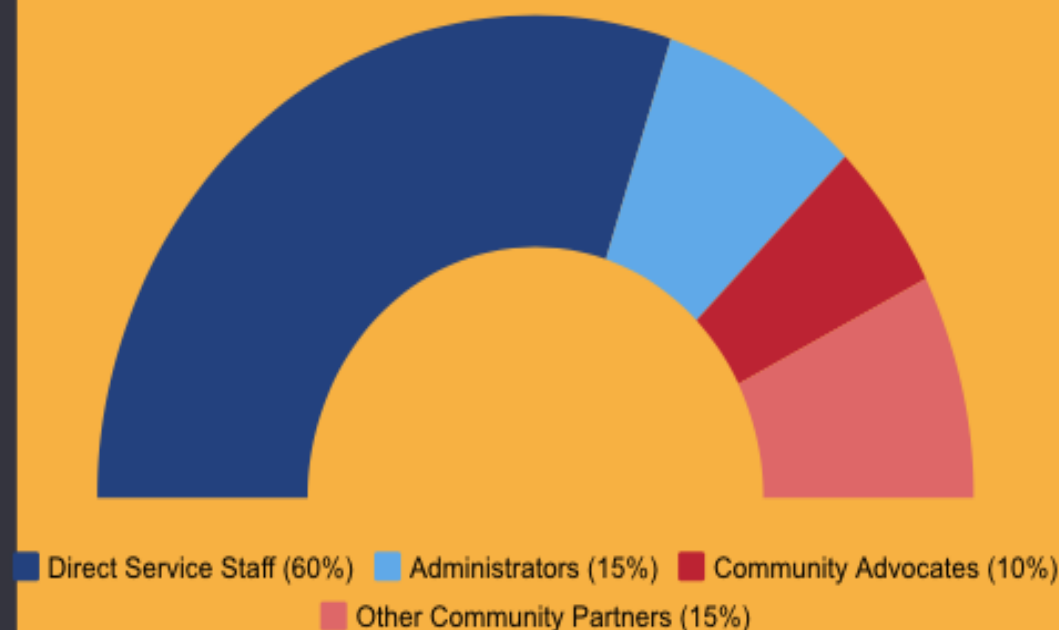
## Cross section of community members participating in the shared training opportunities

60% Direct service staff (eg. social workers, prevention and intervention specialist, case managers, family support specialist nurses, therapist/counselors and educators)

15% Administrators (eg. District Director, Accountability Director, CEO, Deputy Director)

10% Community Advocates (eg. Court Appointed Special Advocates, Parent Aides, Victim Advocates)

15% Other community members (eg. Police/Probation Officers, Pastors)

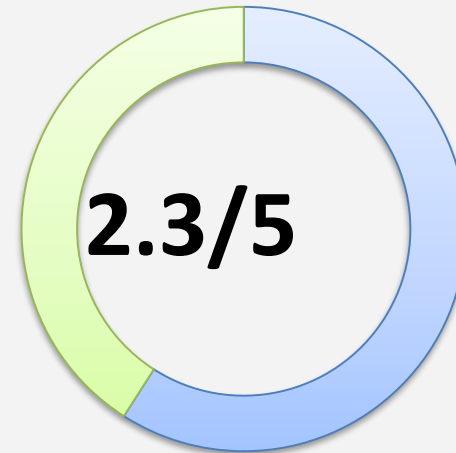


# 1.3x

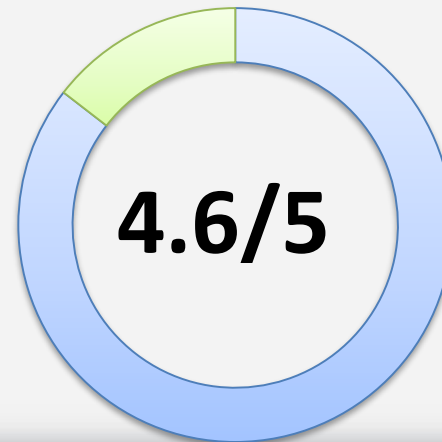
**Knowledge  
increase**

**increase pre  
and post  
training**

Pre-Training



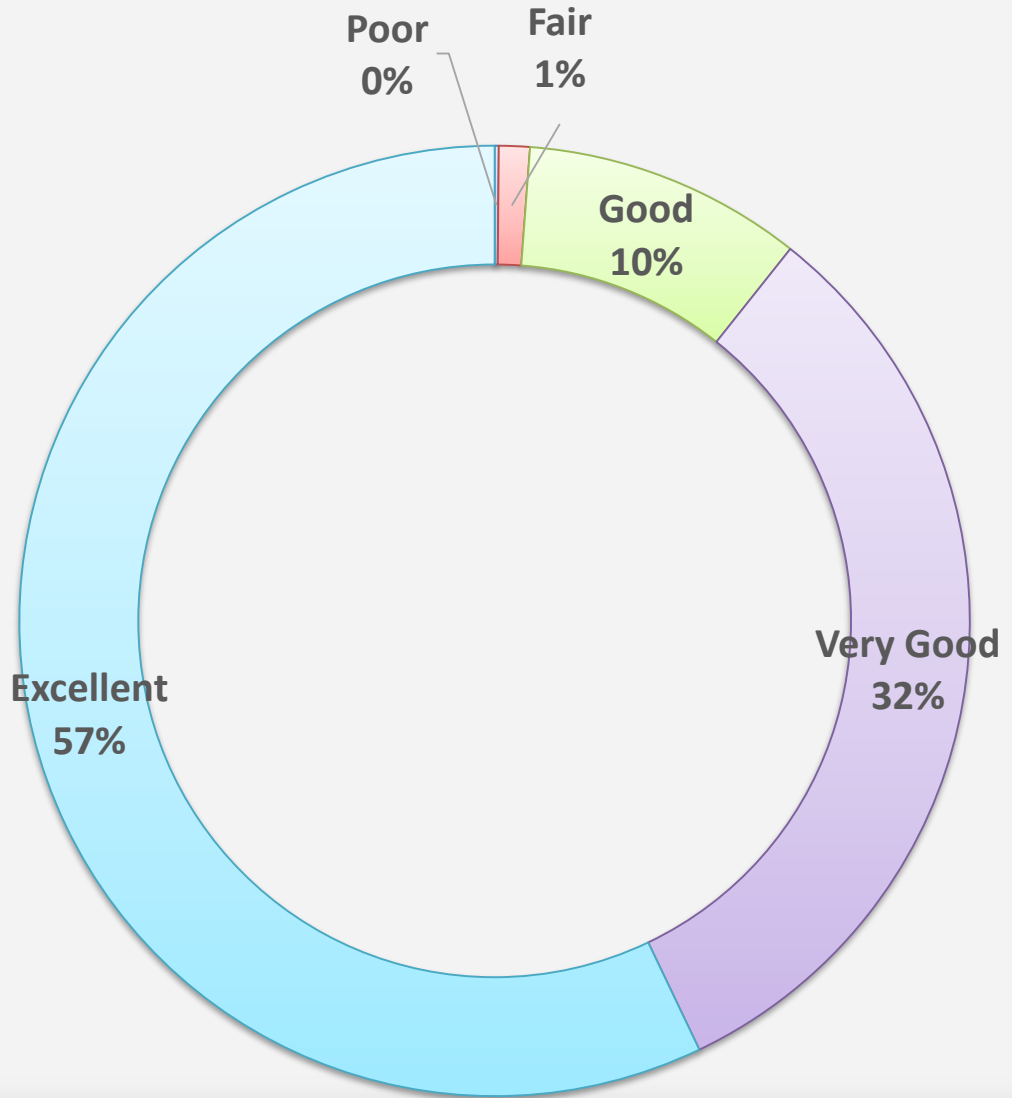
Post-Training



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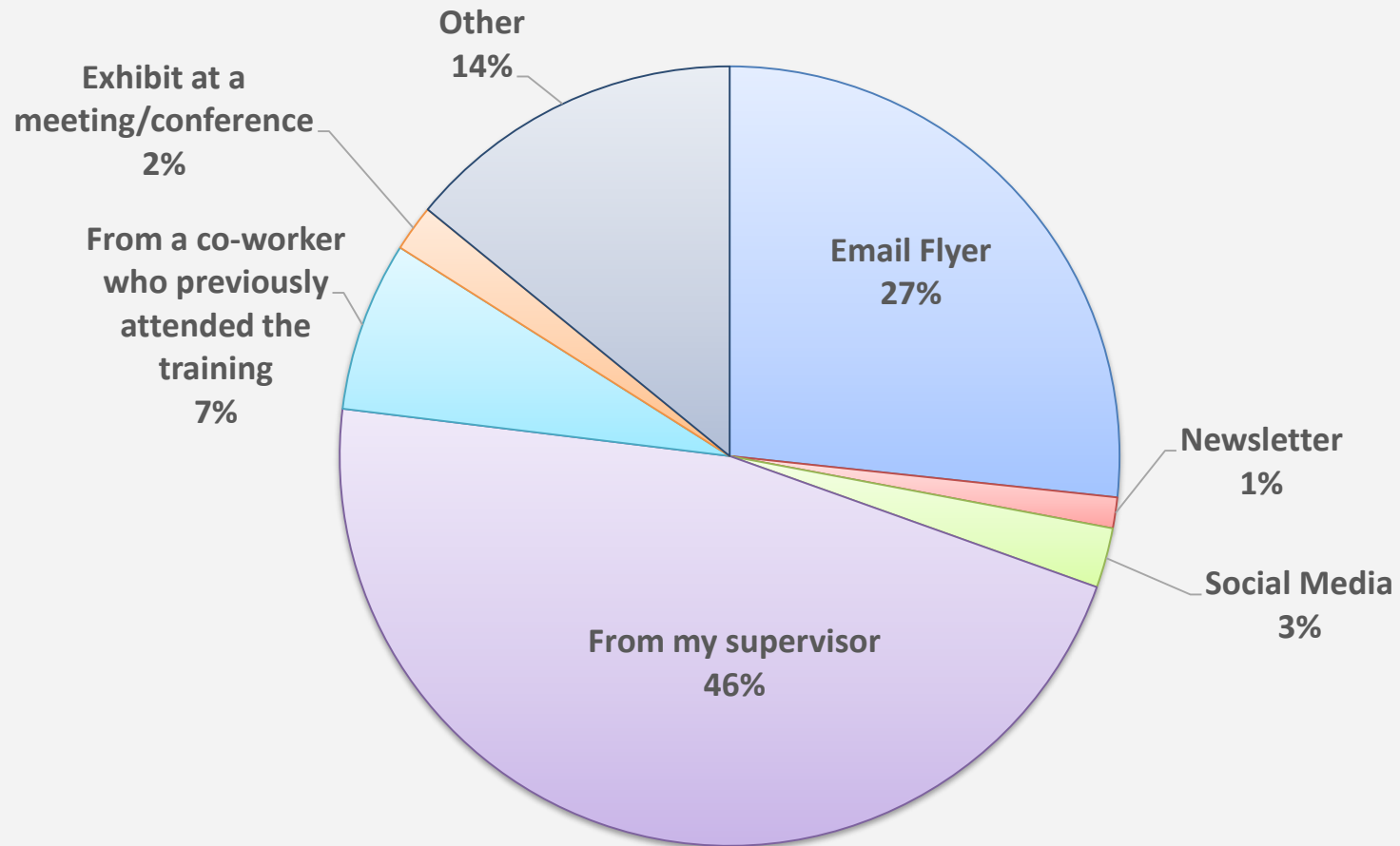
# 89%

Attendees  
rated the  
**quality of  
training as  
excellent/g  
ood**



**46%**

# Participants heard about the training from their supervisor



# Training Participant Feedback

What was most useful  
about the training?

**The peer experience...collaborating with other members in training.**

**-Crisis Specialist**

**A chance to reconceptualize how I approach my case load**

**-Case Manager**

**Knowing that what I'm doing is making a difference and every little bit of safety and trust I can provide to a child makes a difference**

**-Educator**

**Gaining a better understanding of the impact we can have on the children we encounter**

**-Case Manager**

**The collaborative activities and sharing of experience of other participants.**

**-Pastor**



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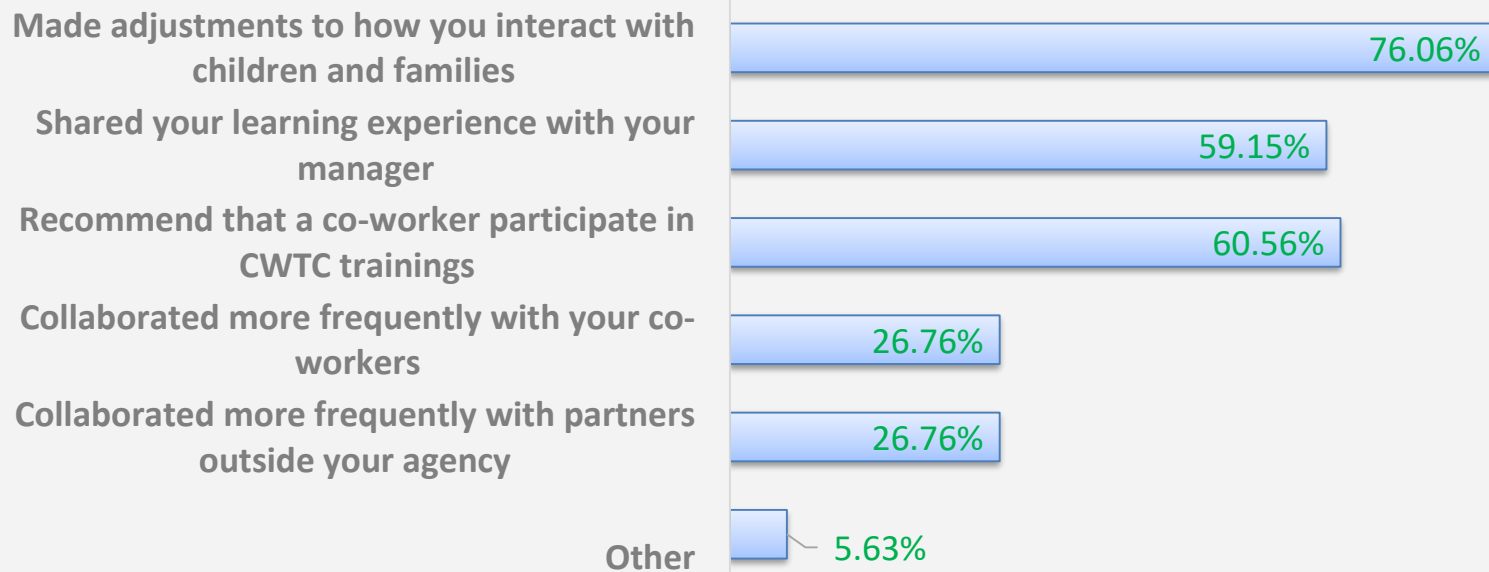


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SCHOOL OF SOCIAL WORK

## CHILD WELFARE TRAINING COLLABORATIVE

A PROFESSIONAL *Excellence* PROGRAM

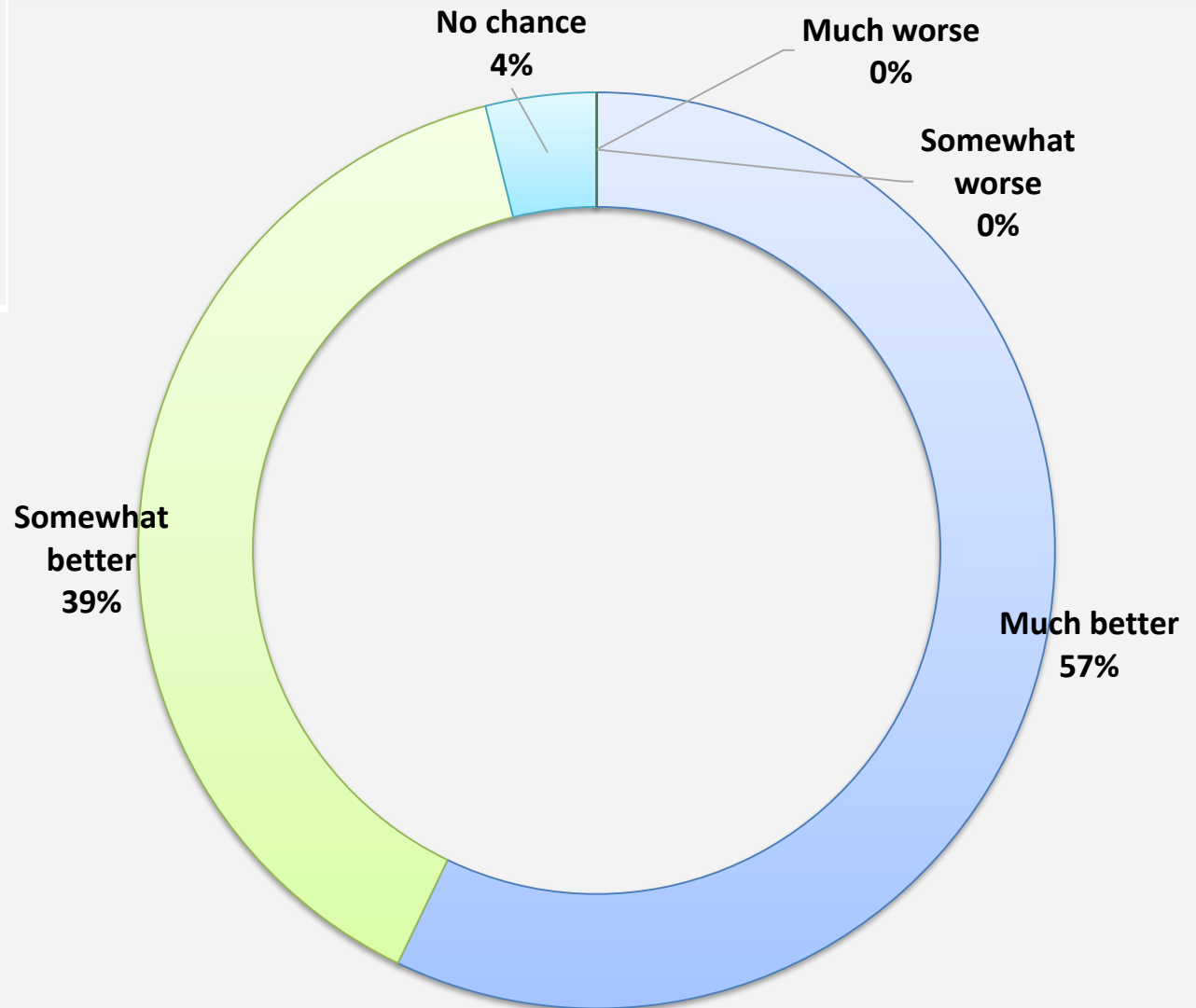
# Training to Practice Change



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# 96.1%

**Improved  
ability to  
relate a  
child's  
lifetime  
trauma  
history and  
their  
behaviors  
and  
reactions**



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# Spring 2017

75 additional training opportunities

Training opportunities in all 14 Division regions (10 new counties)



## Confirmed Conference Presentations

School Social Worker Association of Georgia

Safety in Schools

CASA

EMBARK

## Proposals Submitted



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# Trauma/Brain Training Inventory Meeting



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# Collaboration Capstone >>> Community Teams

- CWTC's role - Convener, Technical Assistance
- Community teams are locally driven and focus on issues important to the community



# Marketing Campaign



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# Questions?



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# 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

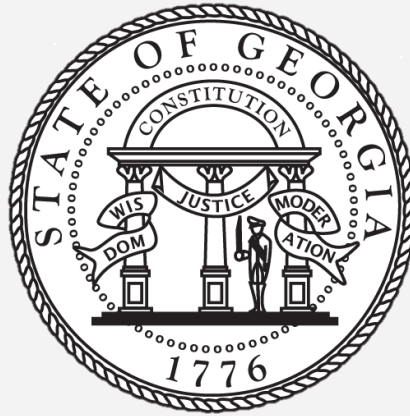
Foster Care & Adoptions – Room 19.219 C



# Committee Reports



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# Director's Updates



- Adventure Bag commendation
- Legislative update and the proposed budget
- Child Abuse Prevention month
- 2017 Roadshow schedule and locations
  - April 25-28: Region 12, Statesboro
  - May 22-26: Region 8, Columbus
  - June 12-16: 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





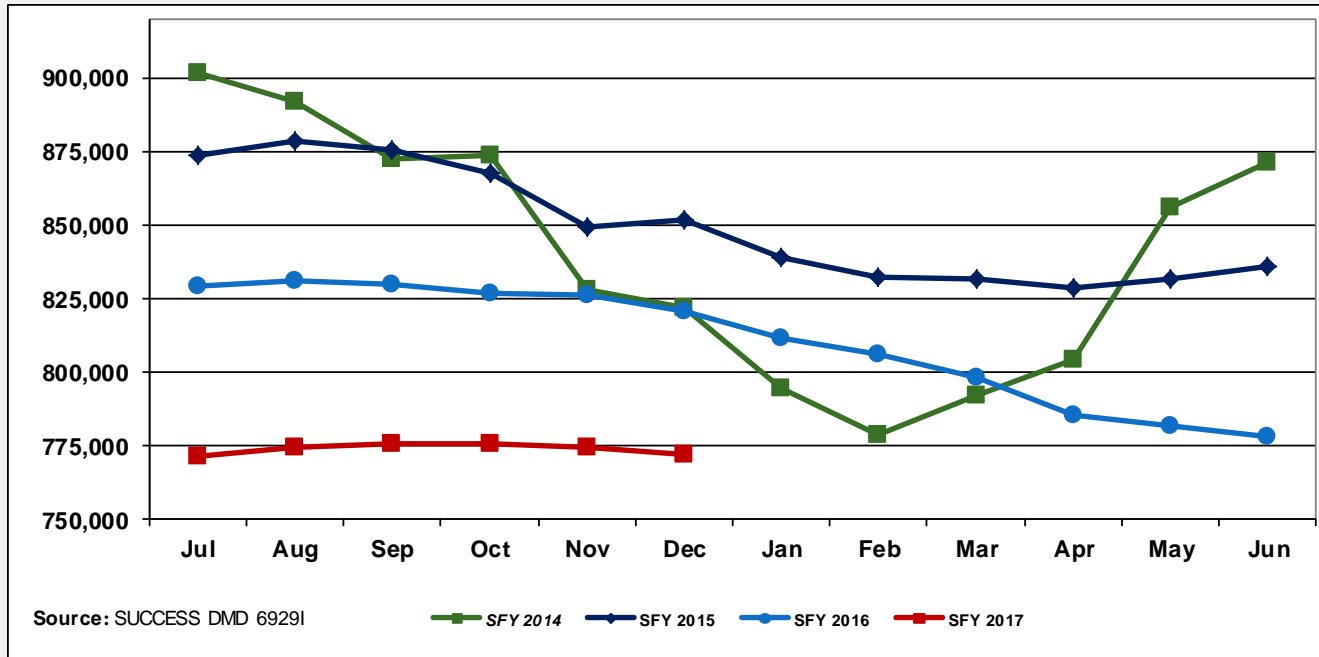
# Office of Family Independence Update

Jon Anderson, Deputy Division Director



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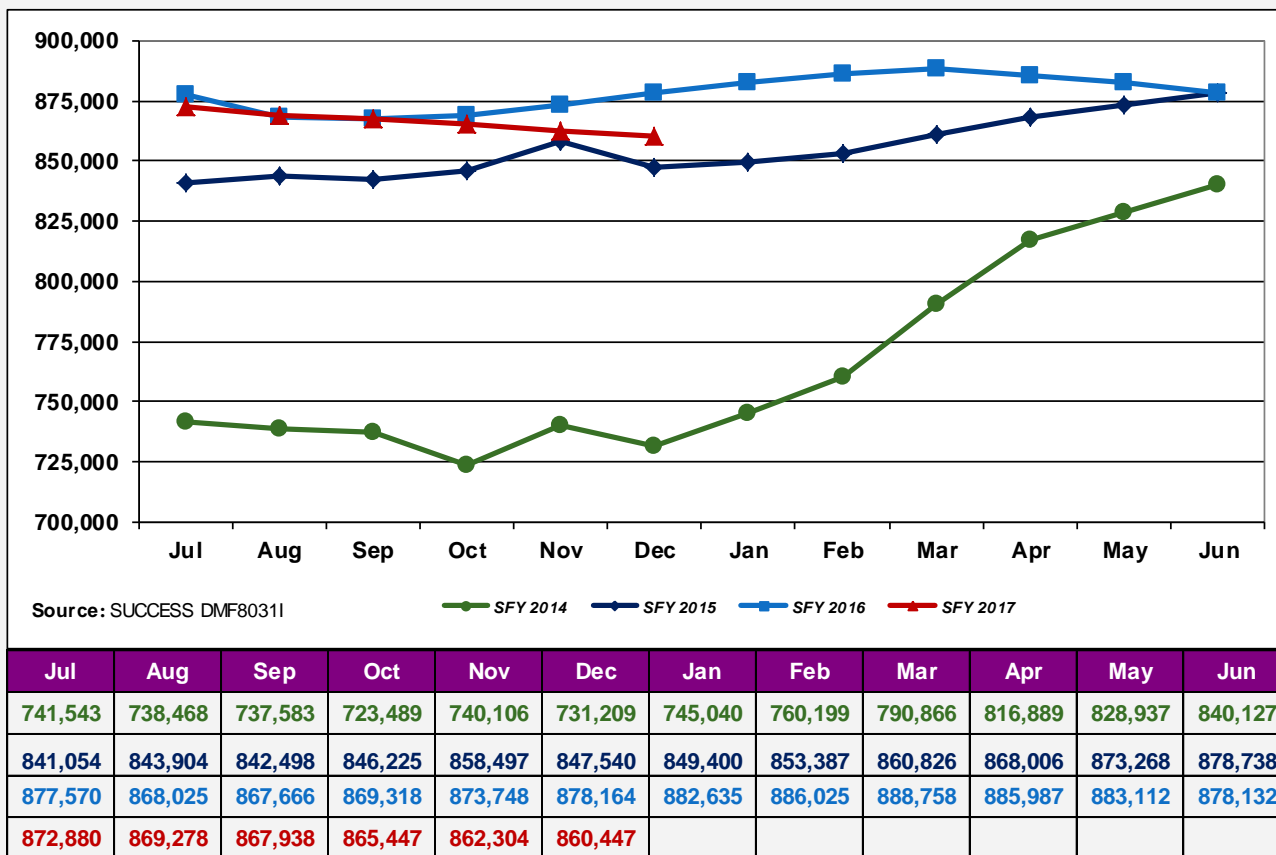
# SNAP (Food Stamp) Households



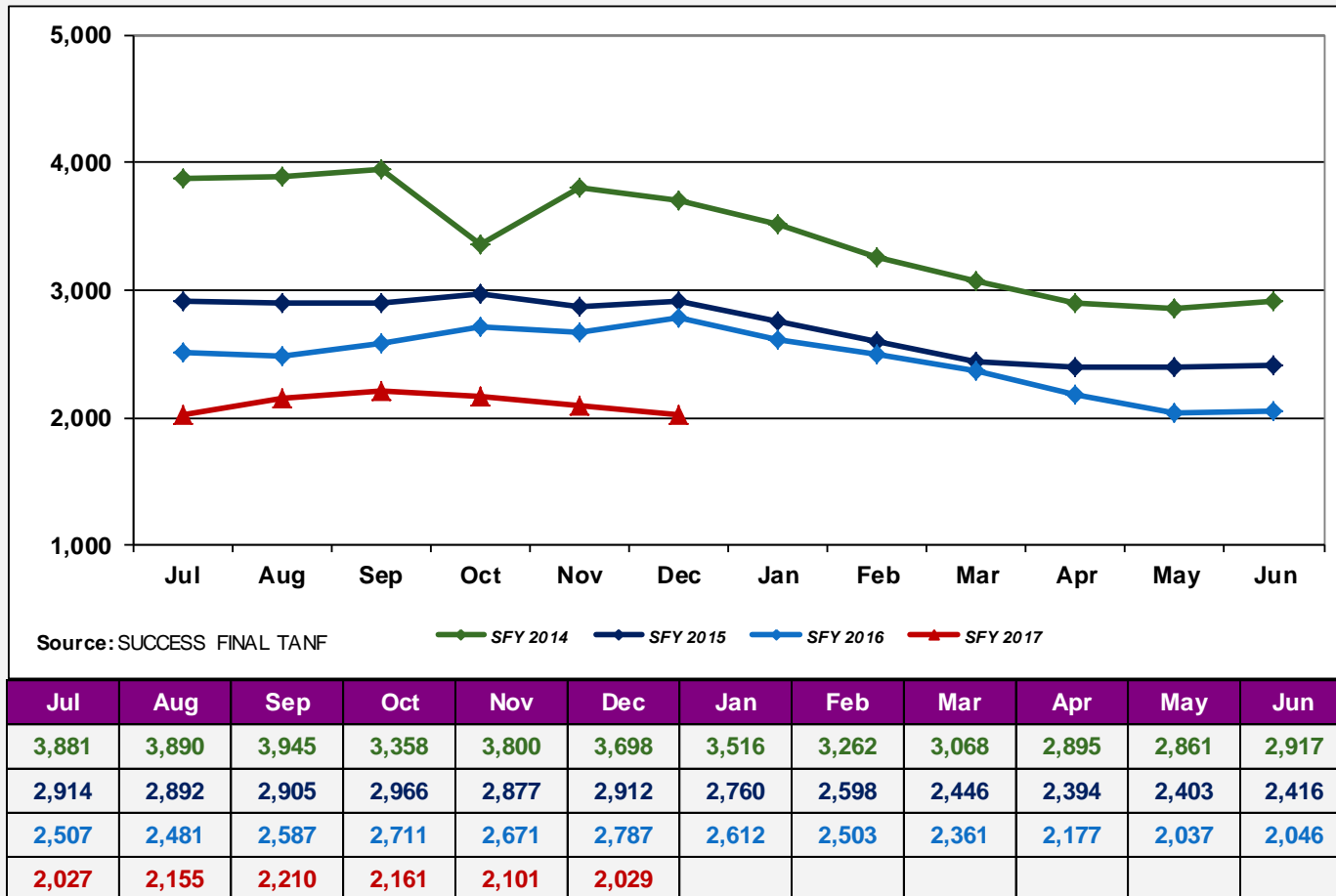
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
901,963	892,156	872,518	874,110	828,293	822,027	794,600	778,913	792,133	804,798	856,465	871,803
874,132	878,554	875,992	868,027	849,830	852,279	838,949	832,518	832,014	828,707	831,818	836,051
829,252	831,209	830,375	826,889	826,196	821,182	811,941	806,306	798,628	785,736	781,834	778,478
771,834	774,861	775,850	775,959	774,419	772,462						



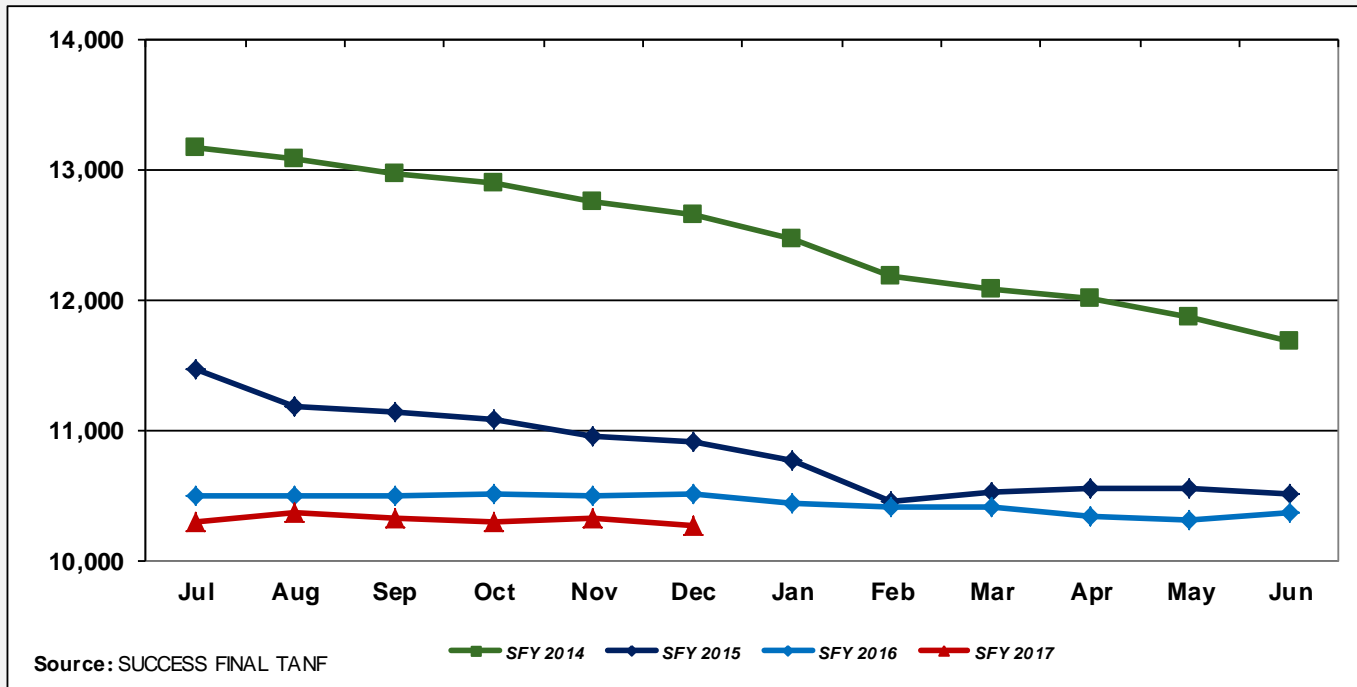
# Family Medicaid and Aged, Blind & Disabled Medicaid (ABD) Cases



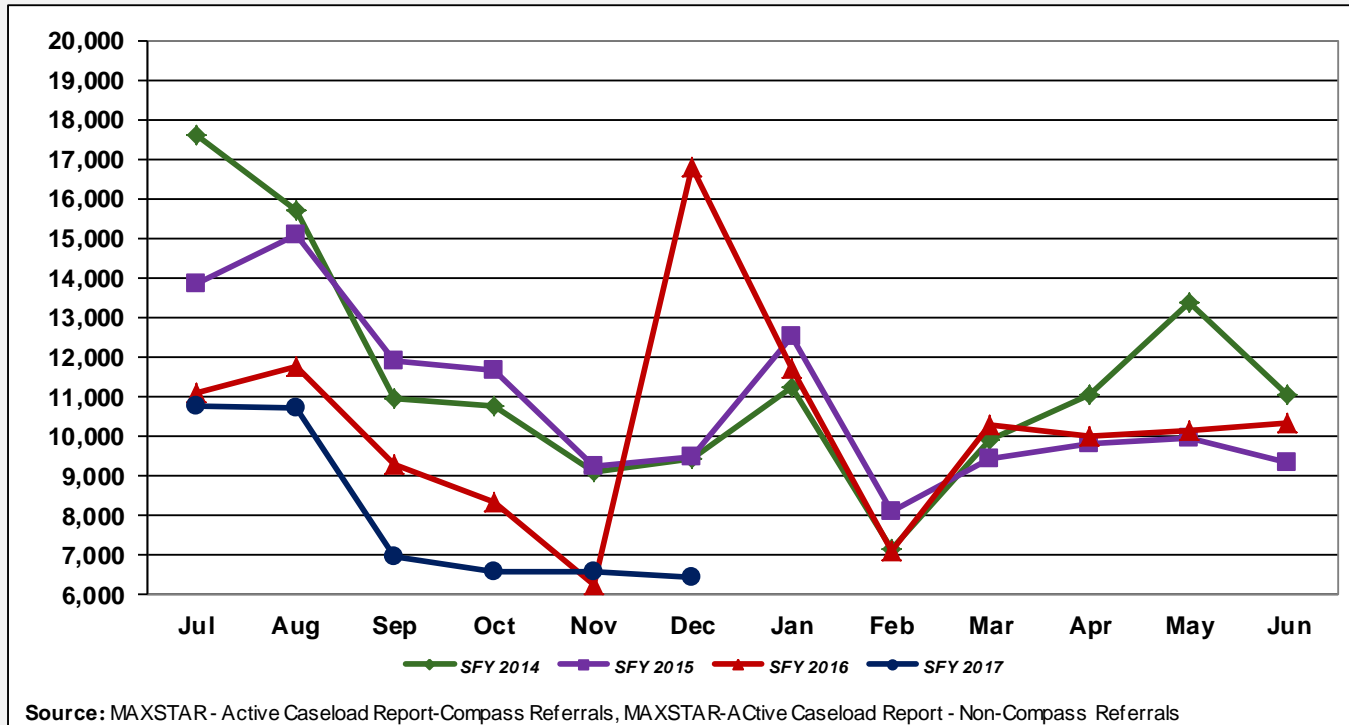
# Temporary Assistance to Needy Families (TANF) Adult Cases



# Temporary Assistance to Needy Families (TANF) Child-Only Cases

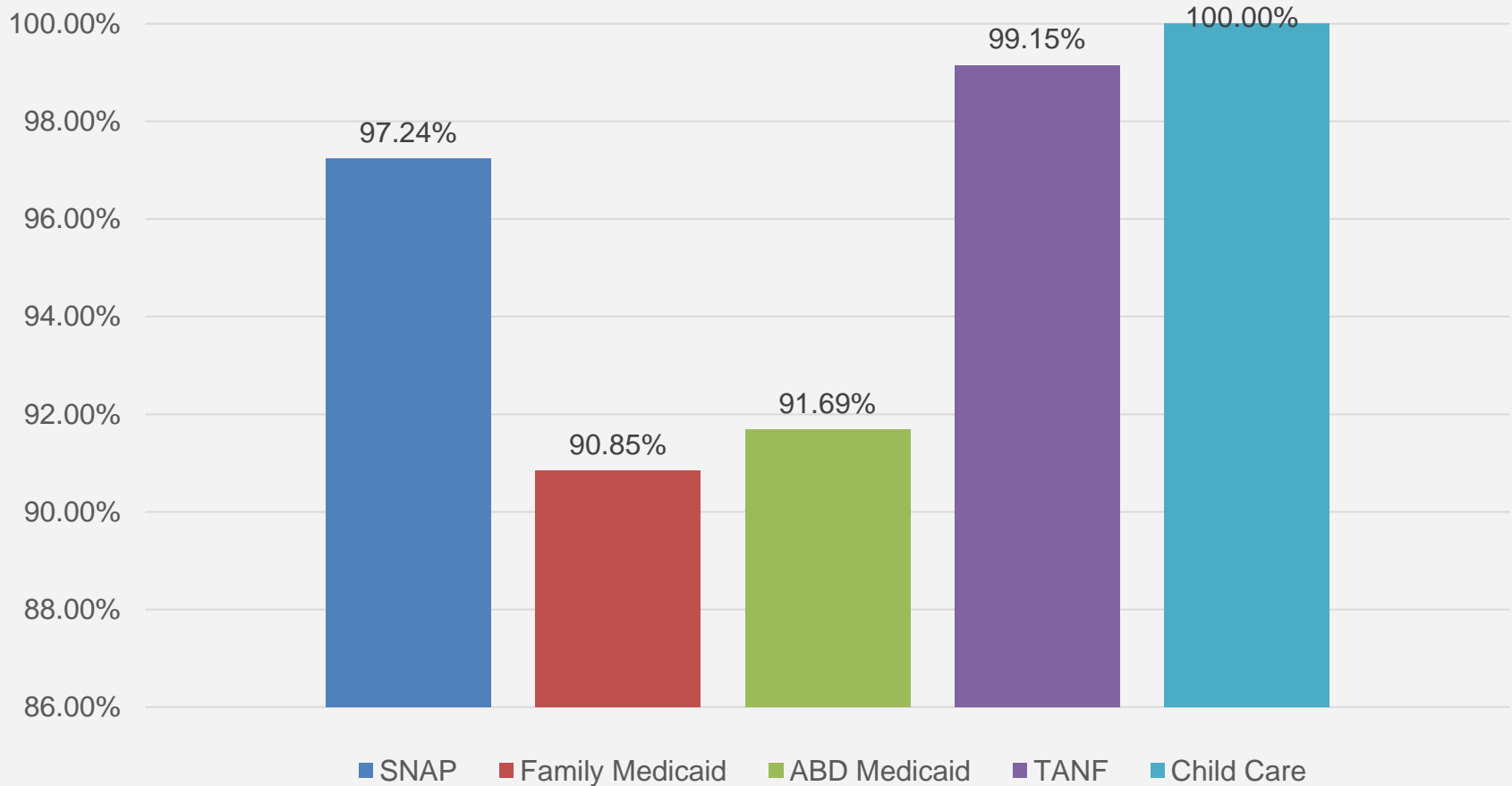


# Child Care Number of Children Served



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## Current OFI Timeliness – All Programs



Data as of February 17, 2017



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# Georgia Gateway



Georgia's New Integrated Eligibility System



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# Georgia Gateway impact by the numbers\*

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**Customers**

**118,133**

*Georgia Gateway  
customer portal log-ins*

**128,962**

*Customer cases  
accessible  
in Georgia Gateway  
customer portal*



**Georgia Gateway  
eligibility  
processing**

**4,027**

*New applications for  
all programs  
processed in Gateway*

**4,366**

*Renewals for all  
programs  
processed in  
Gateway*

\*Data as of February 28, 2017



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# Georgia Gateway impact by the numbers\*

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**Georgia  
Gateway  
help desk**

**11,341**

*Total tickets  
created  
in February*

**10,937**

*Tickets closed  
by end of  
February*

**5 secs**

*Average wait time  
for PeachCare for  
Kids®  
help desk\*\**

**4,646**

*Users electing  
Go Green  
option*

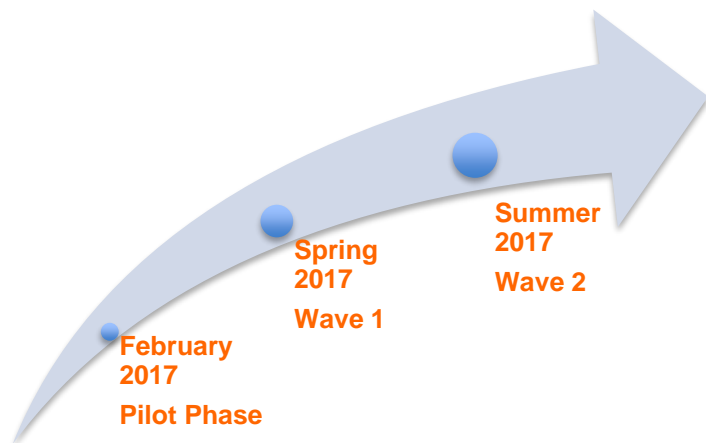
*With the Go Green option, Georgia  
Gateway gives customers the ability to  
receive notices electronically, saving on  
postage costs and delivery time.*

\*Data as of February 28, 2017 \*\*Average on February 28, 2017



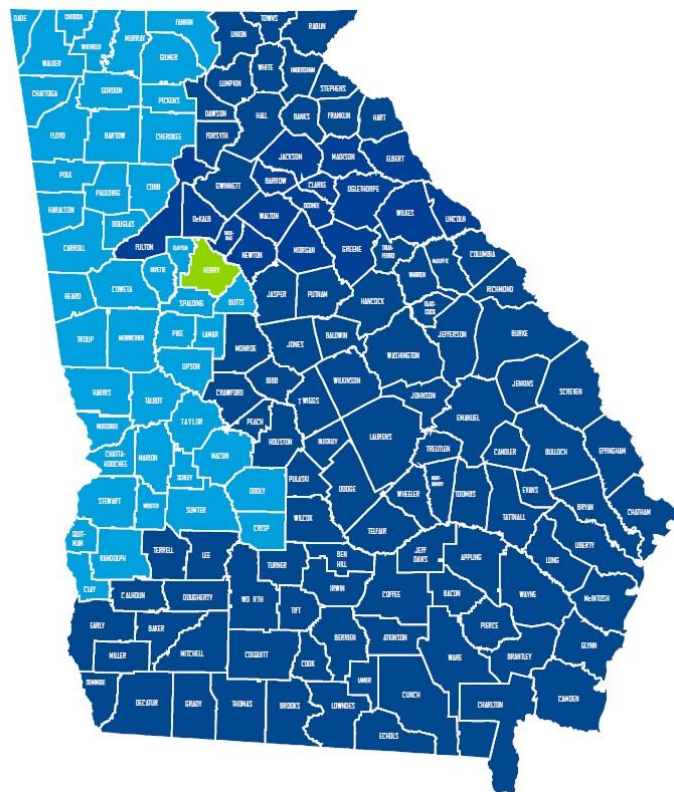
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# Georgia Gateway Implementation



**Green** – Pilot  
**Light blue** – Wave 1  
**Dark blue** – Wave 2

The pilot phase will be based in Henry County; however, there are customers who will be affected statewide.

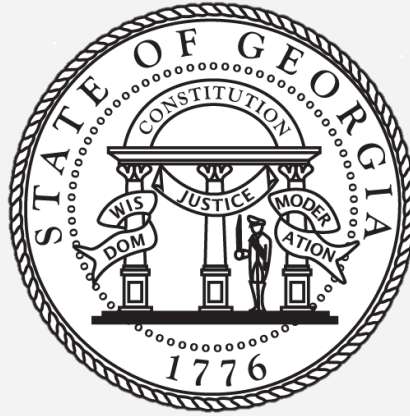


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# Questions?



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# Office of Child Welfare Update

Virginia Pryor, Deputy Division Director



# Georgia's New Narrative

- The *Blueprint for Change* is the beginning of Georgia's new narrative. It is our journey towards 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.



# 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.*



# Next Steps

- Launch event on May 3<sup>rd</sup>
  - Save the Dates will be sent out by the middle of March
  - Formal invitations will be sent out in April
  - The event will be held at the Georgia Aquarium from 3pm-7pm
  - The branding elements will be unveiled during the event
- Partnership with Casey Family Programs
- Opportunities for engagement leading up and after the launch event
- Selecting the next Region(s) of Hope



blueprint 6.

"  
THERE IS  
**POWER**."  
IN OUR STORIES



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# Questions?



# Closing Remarks and Adjournment



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