

Information Exchange

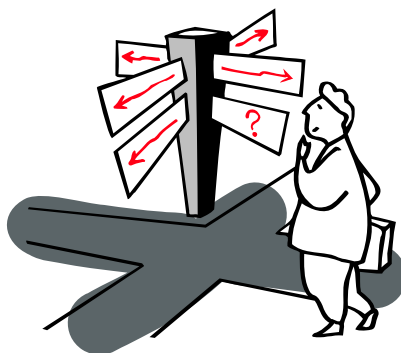
Georgia Department of Human Resources
Education and Training Services Section

Who, What, Where of GA DFCS - Info You've Always Wanted to Know but...

In last quarter's issue of *Information Exchange*, we asked you to provide us feedback regarding the sort of information you'd like to see in our newsletter. A suggestion was made - produce a newsletter that explains the roles and responsibilities of each section at the State Office, along with a list of contact names and telephone numbers. A monumental task, but we had to prove ourselves up to the challenge, right?

This task was accomplished with the help and teamwork of all of the Sections within DFCS. Section Directors got information regarding the roles, responsibilities and contact numbers for their Section. The information was then forwarded to Education and Training Services (ETS), who compiled it all into this newsletter. So, it wasn't really that monumental a task because everyone pitched in and helped.

ETS would like to thank all of the Directors, along with all contributors who made this



possible. It is hoped that the information we've provided will prove beneficial.

special to all staff within DFCS. Please continue to let us know what you think about *Information Exchange* and keep those suggestions for future issues coming in. You can email all suggestions, comments and questions to Audrey Richards at acrichards@dhr.state.ga.us. Remember, your opinions matter greatly to us.

Look for our next edition in August 2007!!

Volume 1, Issue 2
Information Exchange

Newsletter Date
May 2007

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Professional Excellence and Development Training Update

Don't forget that the training year is from July 1-June 30th. County staff are required to complete a minimum of 20 hours of professional development training each year.

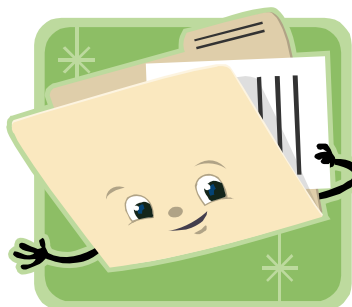
Please visit the Professional Excellence and Development link at the new Education and Training website:

www.dfcs.dhr.georgia.gov/training.

This link has information about online training and conferences around the state that

count towards professional development hours as well as other helpful information regarding training. Remember to keep track of any trainings that you attend on your local county training log. Although the state transcript keeps track of trainings that you register for on the online training and registration system, you will need to keep track of any other approved trainings that you attend. Please e-mail

tend. Please email Amy Mobley at ammobley@dhr.state.ga.us if you have additional questions.



From the Director's Desk

G. Lorenzo Wash, Director
Education and Training Services

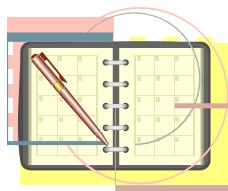
Greetings DFCS Stakeholders,

With everything that is going on in our division right now (both good and not-so-good), this would not be the time for us to "fold-up" and lose sight of what we are all here to do.... **"THE RIGHT WORK - THE RIGHT WAY"**. It would be so easy for us to criticize one another in this time of uncertainty, but before we do, we must start by placing checks and balances on our own processes and contributions to the organization.

ETS wants to be recognized as a value-added partner to leadership and the field so that we can help champion success throughout DFCS. We will not engage in mediocrity, nor will we seize any opportunity to discredit the work DFCS staff and leadership continues to do to move us in a positive direction. It is counterproductive to do so, and would become a detriment to our progression.

On a final note, I would like to take an opportunity to thank Isabel Blanco, Mary Dean Harvey, and Commissioner B.J. Walker for their tireless diligence in trying to change how we do business for the continued safety of children, and making DFCS a better place for each of us to work. They are our leaders....and ETS supports them!

Always remember to **Rock Steady!**



ETS wants to be recognized as a value-added partner to leadership and the field so that we can help champion success throughout DFCS

EDUCATION AND TRAINING SERVICES SECTION

G. Lorenzo Wash, Director
404-657-5107

The Education and Training Services Section is committed to improving the knowledge, skills, attitudes and practice of new and veteran staff and to influencing organizational barriers that affect retention of effective employees. We are ever mindful that our overall purpose is to improve the Division's services to families and children. We develop initiatives and programs in response to the needs of the field, and we recognize the demands and challenges placed on county staff serving families and children. Positive outcomes are attained in our section through teamwork, exerting influence, setting boundaries, openly communicating and maintaining an integrated, systems approach. Our efforts ultimately move the Division of Family and Children Services and Department of Human Resources closer to fulfilling their missions.

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PROGRAM PLANNING AND POLICY DEVELOPMENT UNIT

Collectively, the PPPD Unit reviews, recommends, and/or establishes Family Services program priorities and goals consistent with the overall mission of the agency, applicable state and federal regulations, procedures, and laws. This unit provides the foundation for effective delivery "best practice" of child welfare services through family-centered practice model. The PPPD unit's products culminate to develop, implement, support, and disseminate the Services [Social Services Policy Manual](#). It is our goal to provide statewide child welfare policy and practice framework to ensure county departmental procedures for social services delivery, which conform to federal regulations and state law. Specifically, the PPPD unit develops policies and programs under the auspice of Foster Care and Child Protective Services programs.

PPPD Unit Functional Definition:

- Perform critical inter and intradepartmental collaboration to ensure an effective continuum of services i.e. adoptions, family violence, data collection, Mental Health, Office of Family Independence, Budget Services, Department of Corrections, Office of Regulatory Services, Child Advocacy Office, Public Health, DJJ, Information Management Unit, and Department of Community Health, Child Fatality Review Committee.
- Provide technical assistance and consultation to county, state, regional, federal staff and community partners regarding Child Protective Services and Foster Care Policy and Practice.
- Design training applications and tools to support new and existing programs and policies to ensure consistent statewide implementation.
- Conduct training to Field Program Specialists, Regional Managers, County Directors, community partners, contractors and vendor community regarding unique program specific projects.
- Provide expert interpretation to all Foster Care and CPS policy to regional, county, state, federal and community partners.

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DFCS FISCAL SERVICES SECTION

Alan Davis, Director**404-463-7275**

This section is responsible for the fiscal and administrative functions for the Division. These responsibilities are carried out at the State Office level, at the 11 Regional Accounting Offices, and at 14 urban accounting offices located across the state. The section is made up of the following units and responsibilities:

Business Services Unit:**Tom Pope, Chief****404-656-7179**

- Process purchase orders for State Office Staff
- Maintain equipment inventory for the Division
- Provide support for office space at 2 Peachtree (card keys, space needs and/or moves)
- Mail delivery: interoffice mail throughout DFCS at 2 Peachtree; mail outs to county offices
- Coordinate printing requests with rapid copy
- Handle facility leases and telecommunication requests for State and County offices
- Process contract payments between vendors, DFCS staff and the Office of Financial Services
- Process refunds to clients for the tax intercept program
- Process overpayments to TANF and Food Stamp customers against Federal and State Tax Intercept Programs

Medicaid Billing Operations:**Sheree Robbins****770-387-3945**

- Bill the Department of Community Health for Therapeutic Residential Intervention Services (TRIS I), Multi-Agency Team for Children (MATCH), Therapeutic Residential Intensive Services (TRIS II), Institutional Foster Care (IFC), and Targeted Case Management (TCM)
- Process payments to Multi-Agency Team for Children (MATCH) providers for children in DFCS custody
- Bill for Title IV-E and Medicaid on behalf of these children and reconcile the receipts

Contract Management:**Mary Hawkins****404-656-9913**

- Provide guidance on contract and RFP development
- Process renewals of all DFCS contracts
- Work with DHR Contracts Office to get contracts processed in a timely manner

Field Fiscal Services Units:**Camille Harvin, Chief****229-724-2015****Sylvia Sloan, Chief****678-518-5587**

- Responsible for the financial operations of 159 DFCS county offices; 145 counties are managed by the 11 Regional Accounting Offices and the Field Operations Managers, and 14 DFCS offices are monitored and advised by the unit chiefs.
- Regional Accounting Offices maintain the financial records for county offices;
- Provide monthly financial statements to County Directors;
- Provide monthly expenditure reports to the DHR Office of Financial Services, County Commissioners and other funding agencies
- Provide monthly County Statistical Reporting System Reports (COSTAR)
- Provide the maintenance of supporting documentation for audit compliance
- Provide the payment of all invoices, inclusive of payroll and travel for staff, administrative expenses (rent, utilities, supplies, etc.), direct benefits to clients (foster care, day care, employment services, support services for children not in custody, etc.)

Fiscal Services Section Directory

NAME	PHONE NUMBER	LOCATION*	UNIT
Ayers, Karen	706-624-1245	Region 1	Field Fiscal Services
Brown, Sharon	706-369-5982	Region 5	Field Fiscal Services
Carter, Satrissa	404-651-8704	18.283	Medicaid Billing
Crawford, Alberta	404-657-3272	18.282	Contract Management
Darden, Michelle	404-463-2231	18.257	Director's Office
Davis, Alan	404-463-7275	18.260	Director
Delaney, Kiamesha	404-463-7275	18.279	Director's Office
Denson, Jamita	404-657-3600	19.234	Business Ser. - Claims
Dowdy, Sheryl	678-518-5588	Gwinnett	Medicaid Billing
Foster, Glen	912-389-4696	Region 11 & 12	Field Fiscal Services
Foster, Mollie	478-751-6288	Region 6	Field Fiscal Services
Frazer, Vicky	404-657-5156	18.293	Director's Office
Harvin, Camille	229-724-2015	Blakely	Field Fiscal Services
Hawkins, Mary	404-656-9913	18.276	Contract Mgt. Manager
Hudson, Angela	404-657-3258	18.398	Business Services
James, Sandre	404-657-3616	19.232	Business Ser. - Claims
Johnson, Alicenell	404-657-5266	18.292	Business Services
Manning, Buford	706-547-9804	Region 7	Field Fiscal Services
Masters, Ginger	770-531-4564	Region 2	Field Fiscal Services
Mitchell, Kim	229-724-2044	Region 10	Field Fiscal Services
Morgan, Susan	770-579-9844	Cobb	Medicaid Billing
Pierce, Bertha	404-657-3271	18.294	Business Services
Pope, Tom	404-656-7179	18.272	Business Services
Prather, Brenda	404-657-3271	18.284	Business Services
Robbins, Sheree	770-387-3945	Bartow	Medicaid Billing
Sloan, Sylvia	678-518-5587	Gwinnett	Field Fiscal Services
Trussell, Millie	229-931-2964	Region 8	Field Fiscal Services
Tyson, Debra	478-296-6160	Region 9	Field Fiscal Services
Warren, Renee	404-463-8948	19.232	Bus. Ser. – Claims Mgr
White, Ray	770-233-524	Region 4	Field Fiscal Services

* NOTE: All staff located at 2 Peachtree Street, unless otherwise noted.

DFCS OFFICE OF FINANCIAL INDEPENDENCE HELPS GEORGIA'S MOST NEEDY

Jon Anderson, Director

The provision of human services, whether financial or service related in nature, is one of the most important functions of government. The DFCS Office of Family Independence (OFI) provides financial and support services for families in Georgia who meet certain eligibility guidelines. Those who are in crisis or experiencing vulnerable circumstances depend on us and on those with whom we partner to help them move toward a more stable, safe, and promising future. OFI services touch the lives of both children and adults and require state and county level interface and collaboration, as well as intergovernmental and public/private partnerships.

Most of us at the state office know what county OFI staff persons do, as many of us began our careers in the county. But just what are DFCS state office OFI staff responsible for? And what exactly do we do?

The OFI Section consists of ten (10) major program responsibilities, each with its own focus, yet all sharing some common administrative responsibilities and functions. It is important for us to remember both conceptually and in practice that our clients don't necessarily see separate programs or even the differing roles of the state office vis a vis the county department, but rather whether or not we - DFCS - are assisting them with the supports they need to survive and thrive.

The DFCS Office of Family Independence is responsible for the following programs and functions:

Temporary Assistance to Needy Families (TANF)

As most of you know, TANF provides short-term financial and work-oriented services to needy families who meet monthly income and resource limits, and who have minor children in the household. TANF replaced the former Aid to Families with Dependent Children (AFDC) program. Major changes include time limited benefits and a renewed emphasis on work and self-sufficiency.

If you have questions about the TANF Program or about how the state office carries out its TANF responsibilities, please call us at (404) 657-3727.

Food and Nutrition Services

This program helps low-income individuals and families to supplement available family dollars to increase food purchase ability. It also works to increase nutritional awareness. Additionally surplus food programs work to distribute food to eligible households.

If you have questions about Food and Nutrition Service Programs or about how the state office carries out its Food and Nutrition Service responsibilities, please call us at (404) 657-3729.

Medicaid and the Right From the Start Medicaid Outreach Contract

The various Medicaid programs pay for certain medical services to eligible households that are: (1) below certain income levels and who have minor children residing in the home or are pregnant; or (2) who are over age 65, or blind or disabled and not eligible for the federal Supplemental Security Income Program administered by the Social Security Administration. These program also include the Right from the Start (RSM) Program under which higher income levels apply for some pregnant women and minor children and a Medicaid Savings Plan for Medicare recipients to pay for Medicare premiums and/or deductibles. The Right from the Start Program is a contract between DCH and DHR/DFCS under which a total of 195 staff persons conduct outreach activities and take applications. RSM contract staff persons also take Breast and Cervical Cancer applications.

The state office Medicaid Unit and RSM staff work closely with the PeachCare for Kids Program and the Georgia Partnership for Caring Foundation to provide gap services for those not eligible for traditional Medicaid benefits. Unlike most other state OFI units, the Medicaid Unit does not set policy. Rather, the Department of Community Health (DCH) sets Medicaid policy and notifies DFCS of new or changed federal or state policy.

If you have questions about Medicaid Programs or about how the state office carries out its Medicaid responsibilities, please call us at (404) 657-3590. For questions about the RSM program, please call (404) 657-4083.

Child Care and Parent Services Program (CAPS)

The CAPS program advances DFCS priorities by helping counties to support service delivery to TANF, CPS, Foster Care, Special Needs, and other low-income families by providing child care subsidy assistance. The Child Care state Unit in collaboration with other programs and agencies including Bright from the Start, develops and administers policy and initiatives in order to meet the operational goals of the Division and federal regulations. The program ensures that eligible families have access to quality early learning environments that are available, affordable and safe.

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DFCS OFI HELPS GEORGIA'S MOST NEEDY

(Continued from page 5)

If you have any questions about the Childcare and Parent Services program or about how the state office carries out its responsibilities please call us at (404) 657-3434 or visit our website at www.dfcs.dhr.georgia.gov/caps.

Community Based and Refugee Service Programs

Community Based and Refugee Programs (CBRP) facilitate self-sufficiency and refugee assistance at the local level. This program oversees the **Community Service Block Grant**, **Energy Assistance** and other funds that enable local Community Action Agencies to operate Energy Assistance, Weatherization, and other services based on local needs assessment. **Refugee Assistance** agencies provide assistance for newly arrived persons to the United States and help integrate those individuals and families into American culture. These groups of programs also operate **Repatriation Services** for United States citizens returning home.

If you have questions about the Community Service Block Grant, the Energy Program, the Refugee Assistance Program, the Repatriation Program, or about how the state office carries out its responsibilities related to these programs, please call us at (404) 657-3427.

DFCS Emergency Response

The Response Unit function helps coordinate and ensure the continuation of services such as Food Stamp availability, informational phone lines, and other DFCS programs and services in areas of Georgia that are declared disaster areas by either the state or federal government. The Unit also coordinates with the Georgia and Federal Emergency Management agencies and conducts shelter response training. Local area DFCS staff persons provide much of the actual service delivery response including staffing shelters as needed.

If you have questions about the DFCS Emergency Response function or about how the state office carries out its Emergency Response responsibilities, please call us at (404) 463-3466,

Corrective Action

The corrective action team implements and oversees programs, activities, and initiatives that help mitigate policy and/or procedural deficiencies to ensure the delivery of quality services in an accurate and timely manner.

If you have questions about Corrective Action activities or about how the state office carries out its Corrective Action responsibilities, please call us at (404) 657-3700.

OFI Call Center

The OFI call Center consists of a group of individuals who process changes for TANF, Medicaid, and Food Stamp recipients. With the Call Center toll-free telephone dialing capabilities, recipients can quickly and confidentially report changes to family circumstances that may affect program eligibility. The center also process Newborn, New Hire, and Death matches for DFCS with the Department of Vital Records.

If you have questions about the OFI Call Center or about how the state office carries out its Call Center responsibilities, please call us at (404) 463-6279

Revenue Maximization

The Revenue Maximization Unit is a statewide group of DFCS supervisors and Medicaid staff who are directly responsible for determining the funding source and the Medicaid Class of Assistance (COA) for all foster and/or adoption assistance children in Georgia. The program serves to maximize the federal Medicaid and Title IV-E funds used to support the services DFCS provides and purchases for this group of children.

If you have questions about the Revenue Maximization function or about how this statewide group carries out its responsibilities, please call us at (404) 657-3592.

Additional Information

Additional information about these and other DFCS OFI programs, as well as eligibility requirements for these programs, can be obtained by calling any local DFCS office listed in the county government section of the telephone book or via the Internet at <http://www.dfcs.georgia.gov>.

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DFCS CALL CENTER

Erica Cockfield, Director

PERSONAL ADVOCATES ROLES AND RESPONSIBILITIES

ROLE: To service families with the highest level of quality and customer care while investigating, evaluating, and resolving complaints of clients and their families in the State of Georgia.

RESPONSIBILITIES:

- To document and investigate complaints from clients and their families regarding quality of services and violations of individual rights.
 - Confers with complainant to gather specific detailed information relative to the complaint in a timely manner.
 - Factually documents all relevant findings in a timely manner.
- Assesses legitimacy of complaint and determines if a violation or problem exists.
 - Determines if violation exists based on information gathered in accordance with established procedures.
- Determines actions necessary to resolve complaint.
 - Evaluates findings from all sources and determines appropriate action to resolve complaint in a timely manner.
 - Advises complainant of available courses of action and requirements of each possible action.
- Prepares and maintains documentation regarding complaints.
 - Maintains complaint data for recommended length of time according to established guidelines.
- Maintains knowledge of current policy on each program to better assist the client and their families.
 - Attend internal educational programs to further good customer service skills.
- Gathers data as requested in an accurate and timely manner to measure the performance of individuals and quality of service delivery.
 - Assembles and reviews reports for accuracy and completeness. Submits to appropriate staff in a timely manner

NEWBORN REPORTING TEAM ROLE AND RESPONSIBILITIES

ROLE: To service families with the highest level of quality and customer care by processing Newborn applications and additions of Newborns to FS, TANF, and Medicaid for Georgia Families.

RESPONSIBILITIES:

- To process F15 Newborn applications from reports received to the Call Center from the County Offices via Newborn Reports.
 - Sign out Newborn Reports from Supervisor
 - Register Newborn (F15)
 - Document NARR and STAT Screens of all related cases.
 - Update Term date on Mom's Dem1 Screen
 - Enter OSOP Code (OA or CI) on the MISC Screen, and Document OSOP reason on remarks and finalized case on same date as registered.
- Process changes in an accurate and timely manner per Federal Regulations.
 - Agent's changes are reviewed by supervisor for timeliness and accuracy.
 - Agents submit corrections to the supervisor from Accuracy Review finding.
 - Serve as back-up to the Full Time Call Agent phone line.

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DFCS OFI HELPS GEORGIA'S MOST NEEDY

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Our Differing Roles and Responsibilities

County departments across this state provide many of the direct services inherent in the programs described above. They serve as the primary service delivery arm of the agency. If the counties are the OFI service delivery arm, then state office OFI functions as its legs, charged with doing those things that help the Division get to where it needs and wants to go in order to serve our customers. Both functions are vital and depend on the other to perform its role effectively. It takes a collective arm and a leg to get the job done.

The role of state office OFI is primarily administrative in nature with some functions cutting across many, if not all, programs. Some of these functions include: policy development and/or issuance; provision of help desk systems for policy clarification; maintenance of required coordination with our federal and state partners; legislative, intergovernmental, and inter/intra agency liaison activities; development and submission of required state plans and business continuity plans; disaster response planning; development, awarding, and monitoring of state wide contracts, services, and deliverables; preparation and submission of grant applications; interface and development related to information technology needs; management of data bases; training and consultation with counties and field specialists; monitoring of federal directives and consent orders; provision of training related to corrective action plans; leadership of quality forums; issuance of waiver requests; development of client/provider informational materials, such as pamphlets, newsletters, posters, etc.; addressing legal issues, management of claims and collections and of constituent service issues/complaints.

Each program also has some administrative and coordinative roles and responsibilities that are unique to the program. For example, Child Care and Parent Services Program staff persons oversee provider payment and manage outsourced services, while the TANF Unit monitors domestic violence waivers.

DFCS CALL CENTER

(Continued from page 7)

- Assist as deemed necessary by the Workforce Management Team.
- Maintain knowledge of current policy on each program to better assist the client and their families
- Attend internal educational programs to further good customer service skills.

Customer Service Roles and Responsibilities

Role: To service families with the highest level of quality and customer service while effectively and efficiently processing changes to public assistance cases for families in the state of Georgia.

RESPONSIBILITIES:

- To receive telephone calls from customers reporting changes to TANF, Medicaid, and Food stamp benefit programs.
Conducts telephone interviews with customers to obtain information needed to process changes.
- Promptly process reported changes within timeliness standards
 - Documents, verifies, and processes change on the date call received.
 - Attempt to obtain verification on the date of the call. If cannot verify request for verification.
 - Upon receipt of requested verification, process change within guidelines.
- Clearly document cases and accurately processes work.
 - Clearly documents method of report and reason for change within documentation standards.
 - Completes case actions accurately with the assurance that benefits are correct at time of issuance.
- Provide excellent customer service
 - Maintain proficient quality service to customers.
 - Maintain knowledge of current policy on each program to better assist the client and their families

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**DFCS CALL CENTER**

(Continued from page 8)

- Complete and submit accuracy call logs daily.
- Maintain knowledge of current policy on each program to better assist the client and their families.
 - Attend internal educational trainings to further customer services skills.
 - Utilize online manual, clearances, e-mails, and supervisor helpline for policy resources.
- Communicate to customers and county staff information on reported change and/or the need for follow up.
 - Communicates using e-mail with county concerning changes requiring follow up by the county worker.
 - Communicates using e-mail concerning changes that was unable to be complete on pending applications and reviews.
- Provide contact/resource information to customers for supportive and emergency services.
 - Make appropriate referrals to other offices and agencies.
 - Assist with emergency activities assigned to the Call Center.

DFCS CALL CENTER CONTACTS

ERICA COCKFIELD, DIRECTOR	404-657-5773
Sarah Ross, Associate Director	229-430-4010
Shantanda Wood, Executive Secretary	404-463-6279
Jessica Haigler, Program Assistant	404-463-0039
Stacey Belser, Supervisor	404-463-6289
Willie Harris, Supervisor	404-463-3791
Althea Smith, Supervisor	404-463-6255
Deatrice Dollison, Supervisor	404-463-0039 ext.2221
Sonya Ward, Supervisor	404-463-3800
Sheryl Rolling, Manager	404-463-6770
Kenneth Smith, Workforce Management	404-463-3817
Steven Robinson, Manager	404-657-3750
Agnes Orr, Program Assistant	404-463-5070
Jean Theard, Manager	229-430-4495
Faye Keaton, Manager	229-430-4152
Barbara Hearon, Supervisor	229-430-4476
Sue King, Supervisor	229-430-4493
Angenetta Drake, Supervisor	229-430-4458
Aretha Dudley, Supervisor	229-430-4156
Amos Wallace, Supervisor	229-430-4156
Stephanie Johnson, Supervisor	404-463-0039 ext. 2112



CONSTITUENT SERVICES/ INTERSTATE COMPACT ON THE PLACEMENT OF CHILDREN (ICPC)

Yvonne Davenport, Section Chief

404-463-2239

Constituent Services

Yvonne Davenport, Section Chief 404-463-2239

The Division of Family and Children Services' Office of Constituent Services is committed to serve as both an information source and an advocate for the citizens of Georgia, government officials, state staff, and other stakeholders. Our unit receives and responds to requests for information regarding the Division's services, policies, and practices. We also receive, investigate, and track customer and other complaints related to county department operations and practices. These complaints may come to us from clients, foster or adoptive parents, legislators, or the general public.

The unit strives to contribute to the Department of Human Resources' goal to "improve the quality of services provided by local departments of family and children services" by responding to complaints, questions, and other inquiries in a compassionate, timely, and efficient manner. We also work closely with county and regional offices to supplement and/or improve traditional DFCS services by connecting families with available services in the community and by identifying areas needing improvement.

Interstate Compact on the Placement of Children (ICPC)

**Yvonne Davenport, Deputy Compact Administrator
James Graves, Management Specialist (Supervisor)
404-657-3567**

The Interstate Compact on the Placement of Children is a law enacted by all 50 states, the District of Columbia, and the U.S. Virgin Islands. Georgia enacted the compact, which governs both foster and adoptive placements, in March 1977. Our unit is charged with ensuring that the laws which govern the placement of children into or out of Georgia are followed, that the children involved receive the same level of service provided in their home state, and that they are provided a safe and stable environment. Unit staff persons specialize in either Adoption or Foster Care ICPC.

The Compact must be used by:

- Member states of the compact, or any officer or employee of a member state;
- Subdivisions, such as county, city or any officer or employee of a member state;
- Courts; and
- Any person (including parents and relatives in some instances), corporations, associations, or charitable agencies of a member state.

Placements covered by the Compact include:

- Placements into foster care, including foster homes, group homes, residential treatment facilities, and institutions;
- Placements with parents and/or relatives when a parent or relative is not making the placement;
- Placements of adjudicated delinquents in institutions in other states; and
- Placements preliminary to an adoption.

(Constituent Services/ICPC Contact List on page 11)

**CONSTITUENT SERVICES/ (ICPC)**

(Continued from page 10)

Constituent Services/ICPC Contact List

YVONNE DAVENPORT, SECTION CHIEF	404-463-2239	18-473
James Graves, ICPC Management Specialist	404-657-3567	18-492
Marsha Joyce, Admin Operations Coordinator	404-651-9361	18-486
Chrissy Glasper, ICPC Program Assistant	404-657-3448	18-496
Pamela Upshaw, Admin Operations Coordinator	404-463-7279	18-486
Wisteria Inman, Constituent Services Project Adm.	404-463-7291	18-497
Gloria Patterson, Constituent Services Project Adm.	404-657-3457	18-495
Annette Butler, Constituent Services Project Adm.	404-657-7730	18-493
Brooke Shaddix, Constituent Services Project Adm.	770-339-5173	Outstationed
Patricia Nealy, ICPC Project Adm.	404-463-2216	18-483
Connie Daniel, ICPC Project Adm.	404-657-3328	18-485
Steward Spraggins, ICPC File Room Coordinator	404-657-3432	18-116
Jane Dunham, Adoption ICPC Project Adm.	404-657-0673	18-482
Gayle Whitney, Adoption ICPC Project Adm.	404-463-0911	18-494
Suzanne McClure, Adoption ICPC Project Adm.	404-657-8960	18-487
Sequoia Strickland, ICPC Personal Advocate	404-657-8961	18-484
Unit Fax	404-657-3415	



PROGRAM PLANNING AND POLICY DEVELOPMENT UNIT

(Continued from page 2)

- Chair and assist with programmatic development projects such as the First Lady's Foster Parent Retention and Recruitment foundation, Child Fatality Review, Prevent Child Abuse GA, Family Violence Coalition, AFPAG, Public Health Child First Health Care Initiative, CJA Advisory Panel, Policy Simplification, Immigration Issues Project, Grandparents Raising Grandkids.
- Facilitate directed training and support of new and existing policy to ensure consistent application statewide.
- Provide management of contract, budgets and grants annually ensuring quality control, appropriate uses and tracking of monies allocated. This includes CAPTA, CJA, and portions of PSSF and state dollars that fund CCFA, Wrap-Around and foster home development.
- Provide assistance to the Division's executive, administrative and management staff by providing succinct overviews, information, expert opinions regarding policy, practice and direct service matters.
- Develop and prepare a variety of documents such as budget requests, strategic and operational plans, policy clearances, grant applications and vendor contracts to support program implementation.
- Conduct needs assessments for strengths and deficiencies in county operations of Child Protection and Foster Care programs.
- Chair and coordinate the statewide review of Child Death and Serious Injury and provide dispositional recommendations to state, county and community partners. This includes maintaining an independent data base for statistical reporting.
- Coordinate the administrative review of Foster Home maltreatment investigations and policy violations and provide dispositional recommendations to state, county and community partners. This includes maintaining an independent data base for statistical reporting.

PPDU CONTACTS

Delories Sewell, Office Assistant	657-3461	18-497
Leslie Cofield, Project Administrator—Foster Care	657-3445	18-243
Mary Jenkins, Project Administrator—CPS Policy	657-3409	18-254
Renee King, Project Administrator—Relative Care, Foster Care	657-3403	18-258
Dianne Cleveland-Sharp, Project Administrator—Foster Parents/IMPACT	657-4483	18-242
Dawn Noll, Project Administrator	657-3480	18-244
Sarah Brownlee, Contractor CCFA	657-3463	18-395
Sharena Johnson, Intern CCFA	657-3570	18-245
Ytecca Lofton, Intern CCFA		
Unit Fax	657-3486	

STATE ADOPTION UNIT

404-657-3553

1-877-210-KIDS (ADOPTION HOTLINE)

Fax 404-657-9498

Website: www.adoptions.dhr.state.ga.us

Mission Statement

Recognizing that children deserve safe, loving and nurturing relationships with permanent families, DFCS and its partners will provide a continuum of available, accessible, and effective services that enable and support the placement of children in adoptive families.

Administration

Unit Manager

Debra C. Lookabill, MSW (404) 657-9385

The Unit Manager reports directly to the Deputy Director of Program and Policy. Responsible for the overall operations of Georgia's Statewide Adoption Unit. Oversees the development of adoption policies for the department in compliance with federal and state law as well as best practice models. Responsible for the maintenance of all adoption records for the State in compliance with federal and state mandates. Provide guidance and support in the area of adoptions to other managers within the division. Also provides consultation and guidance in the administration of contracts to public and private vendors. She is directly responsible for the supervision of all Program Managers that monitors a variety of the adoption related programs.

How do I adopt?

Adoption Hotline

1-877-210-KIDS

The hotline serves as a centralized intake system for callers interested in becoming foster or adoptive parents. The call center records basic information on callers and sends each one a packet of information on the foster care and adoption programs. Information on callers interested in becoming foster, foster/adopt or adoptive resources are then forwarded to the appropriate county DFCS agency for follow up.

What does the Regional Adoption Coordinator (RAC) do?

There are a total of thirteen (13) Regional Adoption Coordinators who serve in each of DHR service areas. The coordinators promote and assist in recruitment of families, intake and serves as a resource for the county DFCS staff in their region. They provide an array of vital services to the counties to insure that children achieve permanency and that their best interest is served.

Regional Adoption Coordinator Supervisors:

Kalean Thompkins, Program Manager/RAC Supervisor

(404) 463-3957

Mrs. Thompkins is the supervisor for (7) Regional Adoption Coordinators (RACs) in the Southern part of the State. She is Georgia's Compact Administrator for the Association of Administrators of the Interstate Compact on Adoption & Medical Assistance and manages the Post Adoption Services Programs which include the following: Adoption Assistance, Adopted Teen Empowerment and Mentoring (ATEAM) program, Camp Promise (summer camps for special needs adopted children), Tutoring program, Crisis Intervention Team and Georgia Center for Foster & Adopted Parents.

Danny Stevens, Program Manager/RAC Supervisor

(706) 542-9505

Mr. Stevens serves a dual role with the DFCS State Adoption Unit (SAU). He is the Regional Adoption Coordinator for twelve (12) county DFCS offices in Region V. RACs are involved with adoption case consultation, policy consultation, general and child-specific recruitment, and intake monitoring. He also serves as Program Manager. The primary duties include supervision of five (5) RACs across north Georgia.



STATE ADOPTION UNIT

(Continued from page 13)

The following is a list showing the RACS names and telephone numbers throughout the state.

Regional Adoption Coordinator	Telephone Number	Counties Served
Sherry Carver	706-632-2296	Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker, Whitfield Region 1
Jennifer Whitney	770-531-6017	Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, White Region 2
Jessie Swan	770-603-4774	Clayton, Douglas, Fayette, Fulton, Henry Region 3.1
Vacant		Cobb, Cherokee, Dekalb, Gwinnett, Rockdale Region 3.2
Tammy Reed	706-675-2545	Butts, Carroll, Coweta, Heard, Lamar, Meriweather, Pike, Spaulding, Troup, Upson Region 4
Danny Stevens	706-542-9505	Barrow, Clarke, Elbert, Greene, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Oglethorpe, Walton Region 5
Gwendolyn Lee	478-445-0643	Baldwin, Bibb, Crawford, Houston, Jones, Monroe, Peach, Pulaski, Putnam, Twiggs, Wilkinson Region 6
Dan Almeter	706-771-5890	Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington, Wilkes Region 7
E. Loraine Douglas	706-649-7462	Chattahoochee, Clay, Crisp, Dooley, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Webster, Talbot, Taylor Region 8
Paula Dixon	478-275-6747	Appling, Bleckley, Candler, Dodge, Emanuel, Evans, Jeff Davis, Johnson, Laurens, Montgomery, Tattnall, Telfair, Toombs, Treutlen, Wayne, Wheeler, Wilcox Region 9
Barbara McDuffie-Taylor	229-377-3942	Baker, Calhoun, Colquitt, Early, Dougherty, Grady, Lee, Miller, Mitchell, Seminole, Decatur, Terrell, Thomas, Worth Region 10
Barbara Williams	229-245-2426	Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, Ware Region 11
Brenda Martz	912-576-1316	Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh Region 12



STATE ADOPTION UNIT

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Post-Adoption Services and Adoption Assistance

Adrian Owens, Adoption Program Consultant (404) 657-3558

Responsible for developing, administering, and monitoring the Adoption Assistance, Medicaid, and Post Adoption Programs. He provides consultation and technical assistance pertaining to the interpretation of federal and state regulations governing adoption assistance provisions to adoptive families, DFCS and Adoption Unit. Serves as the Adoption Unit representative to fair hearing on adoption assistance. Responsible for drafting policy and monitoring performance.

Vickie Smith assists with questions relating to Adoption Assistance Medicaid and processes out of state requests for this aspect of the program. She can be reached at (404) 651-6067.

The Adoption Exchange

Ann Deibel, Program Manager/Placement Coordinator (404) 657-3563

Regions 6,7,9,Cobb, Dekalb

Julie Slater, Placement Coordinator (404) 651-9473

Regions 1,2,4,5,3.1-2

Sheila Waterman, Placement Coordinator (404) 657-3562

Regions 8,10,11,12, Fulton

The Adoption Exchange is responsible for the registration of all life histories on DHR children who are free for adoption and registration of assessments on families approved to adopt through DFCS or private agencies under contract with DHR. The primary focus of the Exchange is to match children and families as well as assist in child specific recruitment efforts for children with no identified adoptive resource. Staff of the Exchange also serves as a resource to the Regional Adoption Coordinators (RACs), County Departments of Family and Children Services and private agencies under contract with the state and as the focal point for adoption policy development.

Mrs. Deibel is also responsible for supervision of the following two program areas, which are part of the Adoption Exchange:

Recruitment

Shamim Neal-Backus, Recruitment Manager (404) 657-9386

The Recruitment Manager works with the Regional Adoption Coordinators and County Resource Development Workers on recruitment efforts and activities. These activities include statewide recruitment campaigns, matching meetings, and galas. All quarterly recruitment reports as well as annual recruitment plans are directed to the Recruitment Manager. This position also manages the Adoption Unit's contracts with private providers for the provision of recruitment supplies and activities as well as the State's toll free intake number for families interested in becoming a foster or adoptive parent. The Recruitment Manager serves as the public relations coordinator for the unit.

Private Agency Liaison

Cheryl Williams, Adoption Program Consultant (404) 657-3559

This position serves as the programmatic monitor to the Georgia Adoption Reunion Registry. It also monitors and provides technical assistance regarding programmatic issues to private licensed adoption agencies who have contracts with the Adoption Unit. Responsibilities include reviewing family assessments that are completed under contracts with licensed private adoption agencies and registering them with the Adoption Exchange. In addition, this position is responsible for responding to petitions/court orders for information from sealed adoption files.

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STATE ADOPTION UNIT

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Contracts

Vacant, Program Manager

(404) 657-3557

The Contracts Manager is responsible for contracts and grant management for the unit. Duties include overseeing the RFP process, contract negotiation, monitoring and payment, grant application/renewal and federal reporting. In addition to these duties, other responsibilities include supervising staff who are responsible for Data and Planning, Records Management, and the Wednesday's Child Project.

Records Management

Rose Sanford, Records Coordinator

(404) 657-3569

Mrs. Sanford is responsible for the records management system. She manages the storage and transferring of department records. Mrs. Sanford supervises the process of coding and entering of petitions, processing final orders and court reports on finalized adoptions.

Databases

Tijuana Shambry, Operations Analyst III

(404) 657-9387

Mrs. Shambry maintains the statistical and program performance data information for the Adoption Unit. She assists staff with problems associated with the state office systems and coordinates systems planning.

Wednesday's Child

Andrea Shoemaker, Wednesday's Child Coordinator-Georgia

(404) 579-4500

Wednesday's Child is an initiative created by the Freddie Mac Foundation in partnership with Fox-5 TV as a national campaign to increase adoptions of foster children. Each week, a child in foster care who is available for adoption is profiled on the local evening news. Viewers are offered information about a specific child and an opportunity to call a toll free number for more information on fostering or adoption.

Support Staff

Armishia Wiley, Administrative Assistant

(404) 463-8959

Ms. Wiley provides administrative support to the Adoption Unit Manger. Her responsibilities include coordinating the day-to-day operations for the office. She also assists the professional staff and serves as supervisor of the support staff.

Vickie Smith, Operations Support Coordinator

(404) 651-6067

Ms. Smith is responsible for entering data into ADAM, Adoption Assistance files and back up for the Matching Program. She processes all requests for Medicaid cards, receives researches and reviews all county case records to determine permanent retention status. She also provides general clerical support to the Program Manager responsible for Adoption Assistance and the Adoption Unit as needed.

Lakisha Ogletree, Program Assistant

(404) 463-3958

Enters data into the ADAM system for the Adoption Unit. Serves as back up data entry operator for the A-File System. Performs a variety of clerical duties to support adoption recruitment.

Tiffiny Maeberry, Program Assistant

(404) 657-3550

This position serves as the Adoption Unit receptionist, provides clerical support to the Regional Adoption Coordinators, assists in entering data from children and family studies and prepares a file for each study. She also provides general clerical support as required.

Allen Pitts, Program Assistant

(404) 657-3584

Mr. Pitts maintains and coordinates the operation of all adoption related files, responds to requests for retrieving files from Adoption Unit staff and provides general office support as needed.

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OFI Frequently Asked Questions....

The **OFI Curriculum and Training Unit** often gets questions from the field that we believe would be good to share with all in this section of the Newsletter.

How does the TANF Employment Services training sequence work? It works very well. Trainees take the policy portion, or Phase I of the TANF ES sequence online, interacting with an instructor. After successfully completing the online policy training, trainees complete Phase II in a SUCCESS lab. Phase II includes review of policy, case management and skills development, incorporating policy with training in the SUCCESS screens and procedures relevant to TANF employment.

Can I get a certificate if I only do the online training? Yes, if you complete the accompanying components. Completion of all phases is now required in order to receive a certificate. It is important for all components to be completed so trainees can attain all the knowledge, skills and abilities necessary to successfully perform their job.

How does a case manager with an ABD Medicaid caseload receive training in FS? An ABD case manager has two options when it comes to FS training. One is to complete the FS sequence online by registering for the "FS for ABD" course, code "FS 2336." The other is to register for the FS/FM classroom sequence. When registering, notify the OFI registrar that the trainee will only be attending the FS portion of the sequence. Doing so allows us to fill the slot for the FM portion rather than having the slot reserved on paper for someone who has no plans to attend.

What if I only need either FS or Family Medicaid training, but not the entire sequence? If you only need one portion of the sequence, first register for the full sequence. Then, notify the OFI Registrar that the participant will only be attending the FS or FM class. That will allow us to fill that slot in the other portion of the sequence.

Everybody's all abuzz about the ADA training. What's up with that? OFI staff who have TANF and/or TANF ES cases must take the "TANF and the ADA" module. OFI staff who have FS-only responsibilities should take the "FS and the ADA" module. OFI staff who have Medicaid-only caseloads may take either module. The Social Services-specific training is under development, so either of the two OFI modules will suffice. However, since the FS module is less comprehensive, this one may be preferable for SS and clerical support staff.

Here's a little background: In 2001, when DFCS entered into a voluntary compliance agreement with the U.S. Department of Health and Human Services (HHS) Office of Civil Rights (OCR), we agreed to provide ongoing training on the ADA to DFCS staff, specifically focusing on the relationship between the ADA, the TANF program in general, and the TANF employment services policy in particular. The online modules replace the old training video, which has been out-of-date for quite awhile. Questions about record maintenance should be sent to Lynette Davis in the Legal Services unit.

STATE ADOPTION UNIT

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Dana Griggs, Program Associate

(404) 657-3566

This position serves as support staff to the policy and contracts managers in addition to providing general clerical support. She is also responsible for entering data into the A-File system.

Pamela Griggs, Program Associate

(404) 657-3588

Ms. Griggs provides clerical support to the Adoption Exchange by setting up family and children files, assisting with entering adoption petitions into the A-File system and provides general clerical support as needed.



EDUCATION AND TRAINING SERVICES

(Continued from page 2)

James Hendricks, Project Director II—Assistant Director

404-657-0637

Mr. Hendricks has the daily responsibility for all operations that pertain to the effective delivery of the Division's social services training. He is also the Assistant Director and serves the section in the absence of Section Director Wash. Mr. Hendricks directly supervises three social services unit managers: Mimi Tarpley-Benkoski (Administrative Training & Development), Jeffrey Brown (SS Curriculum Development & Training) and Andy Kogerma (Family Team Meeting).

Andy Kogerma is the Statewide Family Team Meeting (FTM) coordinator. He is responsible for the ongoing development and training of FTM facilitation and for rolling out the new Family Preservation overview and practice model.

Assessment and Evaluation

Dr. Janice Saturday, Project Director II

404-486-8145

Dr. Saturday coordinates and oversees all evaluation activities of the Education and Training Services (ETS) Section. Her job responsibilities include review and analysis of feedback (both formal and informal) about the ETS training program. Trends that emerge from the feedback are shared on a regular basis with the ETS Leadership Team who formulates solution focused action steps to address the identified trends. This process has led to continuous quality improvement of the ETS training program. Additionally, Dr. Saturday:

- provides assessment and evaluation consultation and technical assistance both internally (to ETS staff) and externally (to other DFCS sections and staff members).
- gathers and summarizes data for the monthly training report that is submitted to the DHR/DFCS subcommittee. The report details training and support that are provided by Education and Training Services Section staff members.

Administrative Training & Development

Mimi Tarpley-Benkoski, Unit Manager

404-550-7915

Our unit is responsible for training new supervisors, county Directors and Board members. DFCS Tools of the Trade training is required of all new supervisors. This training has two components – classroom and field practice. The classroom training is a six-day course presented over a two-week period. The field practice consists of 15 days of e-mentoring activities. The new DFCS County Director's training consists of four instructor-led workshops that build on the participant's existing skills and knowledge: Leadership, Workload Management, Personnel Management and Fiscal Management. Board Member Training is designed for new Board members and for veteran Board Member refresher training on the appointment process, compensation, organizational structure, roles and responsibilities, agenda development, budgeting and finance, program activities and external agency collaborations. Although the Regional Director or County Director conducts this training, assistance may be requested from ETS leadership staff.

Registration for any of the above courses may be obtained by going to the following website: <http://www.gadfcs.org/transcript>.

SS Curriculum Development & Training

Jeffery Brown, Unit Manager

404-550-8819

New SS Case Manager Training is a sequenced combination of classroom, online, and field practice training experiences. This training is designed to orient the new case manager to DHR/DFCS values, vision and mission and to provide instruction in child welfare policy and practice. The curriculum is competency-based, experiential, and based on adult learning theory. The training provides a foundation of core child welfare practice knowledge and skills followed by courses that further develop proficiency in the employee's program area.

Courses trained include all courses required for case management certification in Adoptions, CPS and Foster Care. Keys to Child Welfare, CPS Policy Practice and Procedure, Foster Care Track and Documentation are a few examples. Our unit travels the State to provide training on an as needed basis to all 159 counties in Georgia. Training an average of 100 to 125 new case managers each month, the unit stays busy with additional specialized training requests from each Region as well.

OFI Curriculum Development & Training

Jean Cheese, Unit Manager

404-657-9391

The focus of OFI training is shifting from being predominately policy-driven to including a greater emphasis on the Division's philosophy and vision, not only for OFI but also for the Division as a whole. OFI case managers learn how the jobs they do in their

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EDUCATION AND TRAINING SERVICES

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home offices impact other areas in DFCS such as Social Services and child protection. OFI training in all program areas incorporate innovations from the field, taping into the expertise of those who actually put into practice on a daily basis the knowledge and principles acquired in training. We provide a variety of training experiences, including classroom and internet-based training, videos, and train-tracks (a step-by-step curriculum and participant guide for supervisors and other county staff) in order to meet the needs of new and veteran staff.

Our vision for Georgia's families is that they will be strengthened, living in safe, stable and nurturing communities. We support this vision and make it possible by equipping our staff so that they are able to engage and educate our clients, providing them with the correct benefits and highest quality services in a timely manner.

Technology & Systems Management Elaine Smith, Unit Manager 404-463-7260

The Technology & Systems Management Unit (TSMU) mission is to advance the Education & Training Services Section's strategic goals, support learning endeavors, enable web-based training and tracking endeavors, provide statistical data related to training and certification programs and to improve technology by effectively leveraging and managing the resources of technical and logistics staffs internal and external to DFCS. TSMU will combine technology and training to create a cutting-edge classroom and professional learning environment.

TSMU has realized its role of providing and maintaining learning environments conducive to favorable adult learning conditions in the 21st Century. Through the use of the unit's technological resources, external IT partners and logistics and registration help desk support the ever-changing learning, certification and employee retention programs are supported and constantly improved.

Retention & Professional Development Julie York, Unit Manager 404-819-4799

Our unit develops strategies to promote professional growth and retention among social services staff in the county office. We accomplish this through several programs:

- Professional Excellence Veteran Staff Training - Professional Development targets the training needs of experienced DFCS staff and provides them with an opportunity to refine and upgrade their skills. Relevant, accessible training is developed in response to ongoing regional needs assessments. Professional development allows staff members to increase their knowledge of child welfare best practice and improve their skills through a variety of avenues. Staff may participate in training offered by the DFCS Education and Training Services Section, access Professional Excellence Training, attend outside approved training and conferences, and may complete college or graduate level coursework through the IV-E schools of Social Work.
- Title IV-E Child Welfare Education Program - The Title IV-E Child Welfare Education Program (IV-E Program) is an educational program that pays for tuition, fees, books and mileage for persons interested in a career in public child welfare in Georgia or for current Georgia Division of Family and Children Services (DFCS) staff who wish to upgrade their professional skills and training.
- Staff Enrichment and Educational Development - The goal of the Staff Enrichment and Educational Development (S.E.E.D.) Program is to develop an educated and stable workforce committed to the Division of Family and Children Service's (DFCS) mission, vision, values and goals. By supporting the employee's return to school through the S.E.E.D. program, the agency receives immediate and long-term benefits. The employee continually brings their new information and skills gained in school back to the job site. While, on a long-term basis, staff that feel more effective in their work are more likely to remain with the agency. At this time, the S.E.E.D. Program consists of part time work-study assignment with pay to pursue a college degree that is specifically related to employee job responsibilities or promotional opportunities within the Division, and on the approved list of degrees as determined by S.E.E.D. Advisory Committee.

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DHR FAMILY VIOLENCE UNIT

Patricia Holloway, Acting Unit Manager 404-657-5618

The Family Violence Unit is committed to insuring that there are quality services for all victims of domestic violence and sexual assault in the state of Georgia. We manage state and federal funds through contracts and certification of family violence service providers in the state. An agency must be certified in order to receive funding from the Family Violence unit and likewise if there is no funding available, an agency cannot be certified. New agencies are certified or funded only when new money is put into the state budget.

There are 45 certified family violence agencies (44 are full shelters, one is certified as an agency only and provides all core services except for shelter) in the state that must adhere to "Georgia Department of Human Resources Approval Standards for Family Violence Shelter Contractors" created in 1996 by the DHR Family Violence Advisory Committee. The agencies are inspected annually by the DHR Family Violence Unit who conducts extensive site visits. Each shelter has an assigned service area so that all 159 counties in Georgia are covered.

Family violence agency core services include shelter & other supportive services to domestic violence victims and their children. All certified shelters are required to offer safe, confidential shelter which is accessible 24 hours per day, 7 days a week, 365 days a year, 24 hour crisis lines, individual & group emotional support, children's programs, legal & social service advocacy, assistance with protective orders, parenting support & education, household re-establishment & relocation, maintain links with other social service agencies in the community and offer referrals according to a victim's needs, follow-up services and community education.

Funding

State Family Violence line item funding is divided equally among the 44 shelters.

Federal Family Violence Prevention Services Act (FVPSA) funding requires the agencies to provide a 20% community match (35% match for new contractors in their 1st year). FVPSA funds allow 5% admin to be taken off the top, the FV unit uses this for training, travel, supplies, etc. FVPSA funding is also divided equally among the 44 shelters.

The one FV program is funded with FVPSA funds - \$20,000 + \$5,000 match, this is meant to be seed money to get a program started, it is usual for an agency to be funded/certified as a program for one or two years and then become a certified shelter. According to preliminary reports, this agency has been given partial state funding for FY08 so it will most likely be certified as a full shelter this year.

TANF funds for FY08 will be allocated to shelters based on a formula recommended by the DHR Domestic Violence Advisory Committee. Each agency will receive their share based on percentage of population below poverty in the agency's service area (25%), population served (12.5%), square mileage of service area (12.5%), agency bed nights reported from 2006 (25%), and agency units of services from 2006 (25%).

Special Projects

Each shelter is responsible for coverage of the DFCS county offices in their service area to provide DV assessments on possible victims. Each intake client to the county DFCS office receives a brochure and is asked some basic domestic violence screening questions. As victims and suspected victims are identified, they are referred to the TANF/DV assessor who will then do a more extensive evaluation and offer supportive services including financial assistance. Family violence agency staff are also available as needed for consultation and training of DFCS staff about domestic violence.

The Family Violence Unit also contracts FVPSA funds with the Georgia Coalition against Domestic Violence (GCADV) to manage a statewide crisis line, if a victim dials 1-800-33-HAVEN (334-2836) they will be connected to the closest certified family violence shelter. The GCADV also provides training to front line staff and new advocates from the shelters across the state. Scholarships are also paid with FVPSA funds for shelter staff to attend the annual Georgia Commission on Family Violence conference.

We have been working with the Georgia Department of Community Affairs on a special project to provide Section 8 housing vouchers to victims of family violence. The project is titled Steps to Success and contains a strong case management component.

Twelve of the family violence agencies are also contracting for TANF funds for a special CPS/DV project designed specifically to examine and attempt to address the issues faced by families experiencing both child abuse and domestic abuse or spouse abuse.

The Family Violence Unit has a website: <http://www.gadfcs.org/familyviolence> that contains general information and resources

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DHR FAMILY VIOLENCE UNIT

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about family violence, contact information for each of the certified shelters in Georgia as well as information on how to start a family violence shelter. The website also supports a confidential section that is accessible only by staff of state certified family violence shelters or sexual assault centers. It includes forms and information to help them in their work, meeting and training announcements and a section that assists agencies in finding shelter for victims if their shelter is full by showing which shelters have available bed space. This page is updated daily by each of the shelters.

State Funded Sexual Assault Services

The Family Violence Unit also manages contracts for 22 sexual assault centers as well that also must adhere to standards and provide all core services to victims of sexual assault. This funding comes from a state budget line item and there are also some Preventive Health Block grant funds that come through the Division of Public Health. DPH also administers the Rape Prevention Education Grant (RPEG) through CDC to the same sexual assault agencies as we do for the purpose of prevention services (these are separate contracts).

Core services for sexual assault centers include 24 hour crisis hotline, 24-hour medical accompaniment, accompaniment to police interviews, legal advocacy, courtroom accompaniment, professional counseling for survivors, family, and friends, support group for rape survivors, referrals to counseling and other services, community education and prevention programs.

Patricia Holloway, Unit Manager (Currently Acting) 404-657-5618

Shankeria Walker-Calvin, Program Assistant 404-463-7079

The family violence shelters and sexual assault centers are divided geographically among three field program specialists.

Northern region of the state – Patricia Holloway, Field Program Specialist 404-657-5618

Pat is responsible for the family violence shelters and sexual assault centers in the northern section of the state. Family violence shelters include Family Crisis Center of Walker, Dade, Chattooga, and Catoosa Counties in Lafayette, Family Crisis Center of Northwest Georgia in Dalton, Hospitality House in Rome, Georgia Mountain Women's Center (Circle of Hope) in Cornelia, NOA's Ark (No One Alone) in Dahlonega, Northeast Georgia Council on Domestic Violence ((Hart Haven) in Hartwell, Gateway House in Gainesville, Forsyth County Family Haven in Cumming, Cherokee Family Violence Center in Canton, Christian League for Battered Women (Tranquility House) in Cartersville, Carroll County Emergency Shelter in Carrollton, and Polk County Women's Shelter (Our House) in Cedartown. There are four agencies that support both family violence shelters and sexual assault centers in the northern region; they are North Georgia Mountain Crisis Network in Blue Ridge, Support in Abusive Family Emergencies (SAFE) in Blairsville, Fight Abuse In The Home (FAITH) in Clayton, and YWCA of Northwest Georgia in Marietta. And three more sexual assault centers, Sexual Assault Center of Northwest Georgia in Rome, Rape Response in Gainesville, and Carroll Rape Crisis Center in Carrollton.

Middle region of the state – Shontel Wright, Field Program Specialist 404-463-0795

Shontel is responsible for family violence shelters and sexual assault centers in the middle section of the state. Family violence shelters include Project Safe in Athens, Peace Place in Winder, Project ReNeWal in Conyers, Women's Resource Center in Decatur, International Women's House in Decatur, Partnership Against Domestic Violence in Lawrenceville, Partnership Against Domestic Violence in Atlanta, SHARE House in Douglasville, Association on Battered Women in Clayton County (Securus House) in Morrow, Flint Circuit Council on Family Violence in McDonough, Safe Homes in Augusta, and Circle of Love in Greensboro. Crisis Line and Safe House of Middle Georgia in Macon has both a family violence shelter and sexual assault center. Shontel also covers the sexual assault centers in the middle Georgia area; Sexual Assault Center of Northeast Georgia in Athens, Grady Rape Crisis Center in Atlanta, Southern Crescent Sexual Assault Center in Jonesboro, Dekalb Rape Crisis Center in Decatur, and Gwinnett Sexual Assault Center in Duluth.

Southern region of the state – currently vacant position, Field Program Specialist

This position is currently vacant and so responsibility is being shared by the other two field policy specialists until a staff person can be hired and trained. Family violence shelters and sexual assault centers in the southern section of the state include Columbus, Salvation

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REVENUE MAXIMIZATION INITIATIVE

Deidria Bolden, State Office Project Director 404-463-0942

The Division of Family and Children Services (DFCS) is a major participant in Georgia's Revenue Maximization Initiative. This is a broad, statewide initiative involving interdepartmental, as well as intradepartmental partners, both public and private, to implement more effective ways to maximize federal funding sources.

The Revenue Maximization (Rev Max) Project's mission is two-fold: to assure that every child in Foster Care or receiving Adoption Assistance has the correct class of medical coverage, and to maximize federal financial participation in the care of children in state custody (or adoptions). The unit takes the well-being of children seriously and understands that providing excellent service on behalf of children and families in Georgia depends in part on the proper and full use of available federal funds.

To meet these goals, Rev Max requires extensive up-front training of all new staff (Rev Max MES) and provides quarterly training on developing issues and changes during a statewide day-long meeting. Supervisors meet monthly for policy and procedure updates and to plan for the quarterly training. As of April 30, 2007, RevMax staff (43 DFCS Medicaid Eligibility Specialists (MES) along with 6 Department of Juvenile Justice MES) manage 29,000 cases statewide. In addition, RevMax staff meet with counties as needed to provide technical assistance and develop enhanced procedures to facilitate communication and expedite the provision of services to children.

RevMax is the point of contact and forwards to child support all appropriate OCSS referrals for children coming into care. Additionally, the unit monitors court orders for compliance with federal regulations for Title IV-E for all children in Foster Care and those placed with relatives while in DFCS custody.

Each Regional Revenue Maximization location is responsible for processing initial applications for Medicaid, as well as Title IV-E determinations and redeterminations (Foster Care and Adoptions).

Heather McVoy, Field Program Specialist, Statewide 404-657-1213

Jo Ann Wheeler, Children in Care Medicaid and IV-E Policy Writer (State Medicaid Unit) 404-657-3606

Northwest Regions

Lori Bagwell, Regional Supervisor

Paulding office: 678-363-4041

Troup office: 706-298-7139

Covering the regions formerly designated as 1 and 4, a total of 25 counties, with 7 MES staff and 2 PA's (shared with Treatment Services). This staff manages a total caseload of 4,690 children.

Regions 2 and 5

Randy Mooney, Regional Supervisor 706-369-4037

Covering a total of 25 counties, with 4 MES staff and 2 PA's (shared with Treatment Services). This staff manages a total caseload of 3,124 children.

Gwinnett County

Lisa Irby, Supervisor 678-518-5787

This office is responsible for Gwinnett County only. 1 MES manages a caseload of 919 children.

Metro Regions

Shyniece Howard, Project Director I 404-657-8115

This unit covers Dekalb, Cobb, Cherokee, Henry, Douglas, Fayette, and Rockdale Counties' ongoing foster care cases (changes and redeterminations), as well as initial determinations for Adoption Assistance for the entire Metro area excluding Gwinnett County.

Brigitte Peterson, Project Director I 404-657-8174

This unit covers Clayton and Fulton Counties' ongoing foster care cases (changes and redeterminations), as well as changes and redeterminations for Adoption Assistance for the entire Metro area excluding Gwinnett County.

Ken Summerlin, Project Director I 404-657-8086

This unit handles all initial applications and initial IV-E determinations for Foster Care for the entire Metro area, excluding Gwinnett County. Taken together a total of 15 MES and 2 PA's manage a caseload of 10,673 children.



DHR FAMILY VIOLENCE UNIT

(Continued from page 21)

Army Safe House in Warner Robins, Liberty House of Albany, Glynn Community Crisis Center (Amity House) in Brunswick, Tri-County Protective Agency in Hinesville, Wayne County Protective Agency in Jesup, Camden Community Crisis Center (Camden House) in St Mary’s, Savannah Area Family Emergency (SAFE Shelter) in Savannah, Citizens Against Violence in Statesboro, Halcyon Home in Thomasville, Concerted Services (Magnolia House) in Waycross, Tift Judicial Circuit Shelter (Ruth’s Cottage) in Tifton, There are three agencies that support both family violence shelters and sexual assault centers in the southern region; Battered Women’s Shelter (The Haven) in Valdosta, Women In Need of God’s Shelter (WINGS) in Dublin, and The Refuge Domestic Violence Shelter in Vidalia. The sexual assault centers in the southern part of the state are HODAC Victim Witness Center in Warner Robins, Rape Crisis of the Coastal Empire in Savannah, Rape Crisis and Sexual Assault Services University Hospital in Augusta, and Satilla Advocacy Services in Waycross.

REVENUE MAXIMIZATION INITIATIVE

(Continued from page 22)

Region 6 and 8 **Alicia Kendrick, Project Director I** **706-649-7537**

Covering regions a total of 27 counties, with 4 MES and 1 PA (shared with Treatment Services). This staff manages a total caseload of 2,065 children.

Regions 9, 12 and 7 (excluding Richmond County **Tanisha Frazier, Acting Supervisor** **912-370-2515**

Covering a total of 30 counties, with 4 MES staff and 1 PA (shared with Treatment Services). This staff manages a total caseload of 2,065 children.

Regions 10 and 11 (and Richmond County) **Kay Thomerson, Regional Supervisor** **229-293-6345**

Covering a total of 33 counties, with 6 MES staff and 1 PA. This staff manages a total caseload of 4,471 children.

EDUCATION AND TRAINING SERVICES

(Continued from page 19)

- The Social Services Certification Program is designed to provide training, professional development activities, and evaluation processes, all aimed at establishing a professional, stable and competent workforce in the Division of Family and Children Services. Certification means that prescribed training and activities have been successfully completed and that the employee has demonstrated a basic level of competence.
- Employee Selection Protocol – The University of Georgia is working with DFCS to develop a research-based Employee Selection Protocol (ESP) for social services case managers. The protocol will be designed to better select employees with the requisite entry-level knowledge, skills and abilities essential for effective job performance.

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We're on the web!

[www.dfcs.dhr.georgia.gov/
training](http://www.dfcs.dhr.georgia.gov/training)

INFO, PLEASE



Not quite sure what classes are offered through Education and Training Services? Which classes are required for new employees or new supervisors? Just what is professional excellence, anyway, and who should attend? What about the certification process? A little fuzzy on directions to the training facility? How about which hotels are convenient to the training site? Missed last quarter's issue of *Information Exchange*? Interested in going back to school, applying for SEED, or in the IV-E grant? Just want to know what's going on within the Education and Training Services Section?

You can find all of the answers to the above questions and more on our new website. Our website has been redesigned and was launched in March. Suggestions are always welcome on how we can better serve your needs through the website. Be sure to check us out at www.dfcs.dhr.georgia.gov/training.

Daily Motivator The Value In It All

There are many situations in life in which your best choice is to respond with immediate, effective action. Yet in other situations, the best response is just to simply and completely let it go.

When there's something you can do that will make a positive contribution,



*Put your energy into pursuits that will
bring value.*

then by all means do it. When your actions will do nothing other than prolong an unfortunate impasse, learn to let it go and let it be.

There are things you can change. And there are things you cannot change. Embrace what you cannot change with peaceful, enlight-

ened acceptance.

Put your energy into pursuits that will bring value. Choose not to waste that energy fighting destructive battles that do nothing more than satisfy your ego. There is profound beauty both in what you can do and in what you cannot do. Learn to see the value in it all.

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