

Georgia Division of Family & Children Services: Update on Initiatives

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Presentation to: DHS Board of Directors

Date: September 18, 2013



Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Core Values

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect. Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.

Update on Three Initiatives

- Transition of children in foster care and adoption assistance from fee-for-service Medicaid to Medicaid CMO
- Child Protective Services (CPS) Centralized Intake System
- Georgia One (Office of Family Independence)

FC/AA Transition to Managed Care

On July 22, 2013, Amerigroup was selected by the Department of Community Health (DCH) to be the Care Management Organization (CMO) for Foster Care, Adoption Assistance, and some DJJ youth in Georgia



Anticipated implementation date is January 1, 2014.

FC/AA Transition to Managed Care

August 6, 2013 - Interagency Meeting with Amerigroup

- Care Coordination
- Network Planning
- Behavioral Health
- Advocacy
- Transition Planning



FC/AA Transition to Managed Care

Interagency Planning and Implementation Workgroups: Consist of professionals from DBHDD, DCH, DJJ, DHS/DFCS, DPH, and Amerigroup

- Reimbursement/Finance/Accounting
- Use Cases
- Transition of Care
- Information Technology
- Operations
- Provider Network
- Communication and Education



Implementation: First Year

- New processes, procedures, and workflow between agencies
- Interagency relationship: Enhanced collaboration and communication
- Availability of health information through Virtual Health Record
- Support for Kenny A. Consent Decree

What is a Virtual Health Record?

Definition: A *virtual* view of patient health information gathered from multiple data sources.



The Georgia HIE keeps data at its original source, allowing authorized providers and users to securely query for and receive patient health information.



Child Protective Services (CPS) Centralized Intake System

Goal: Ensure 24/7 accessibility and uniformity in the reporting of child abuse and neglect in Georgia

CPS Reporting System in Georgia

- Reports involving abuse and neglect of children in Georgia currently made through a county-based intake system
 - Reports called into local county office
 - Local office determines disposition of the report (screen-out, investigation or family support)
- In September 2011, the After-Hours Call Center implemented in Albany, Georgia a process to accept reports made after 5:00 p.m., weekends and holidays
- An average of 67,000 reports of abuse/neglect made to DFCS each year in Georgia

CPS Centralized Intake System

Georgia will establish a 24/7 centralized intake system beginning September 2013

- During the next five months, counties will be phased into a one-call system
- After all counties are phased in, there will be one number, (1-855-GA-CHILD), to report child abuse/neglect in Georgia
- Local office phone numbers will remain active for an undetermined period of time and will automatically roll over to the 1-855 number
- On September 16, 2013, Fulton, DeKalb, and counties in Region 8 (including Muscogee) went live on this format

Benefits of Centralized Intake System

- One number to report abuse/neglect
- Intake decisions made using Safety Response System framework
- Uniformity in the determination of responses to reports (screen-out, investigation or family support)
- Ability to monitor phone calls as they occur
- Improve quality of our assessment of reports
- Ensure most appropriate response made to reports of abuse/neglect
- Capacity for virtual intake system (staff can work from any location), which is important for overnight, weekends, and holidays



