



GEORGIA DEPARTMENT OF HUMAN SERVICES QUICK FACTS

Robyn A. Crittenden, Commissioner



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GEORGIA DEPARTMENT OF HUMAN SERVICES

MISSION

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

VISION

Stronger Families for a Stronger Georgia.

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.

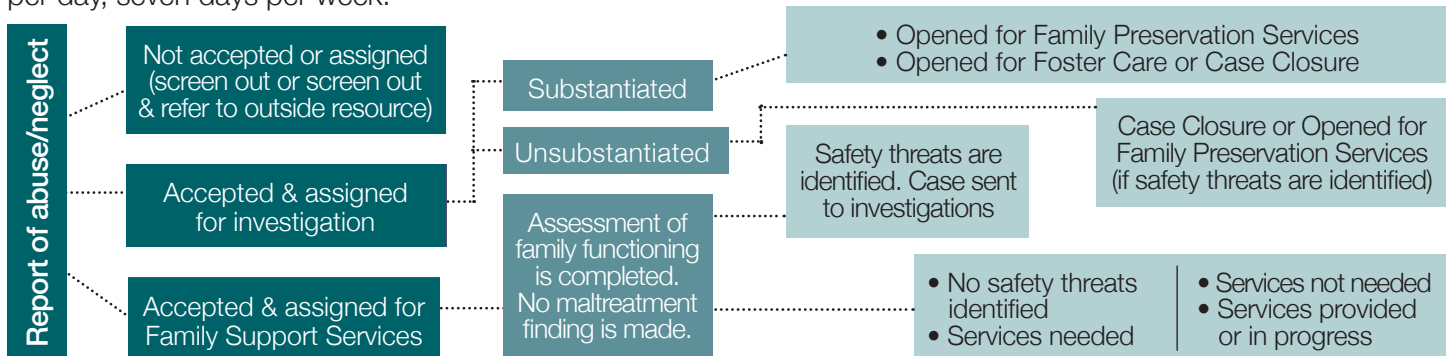
GEORGIA DIVISION OF FAMILY & CHILDREN SERVICES

Child Protective Services

Strengthening Georgia by protecting its most vulnerable children from the risk of abuse and neglect.

Reporting

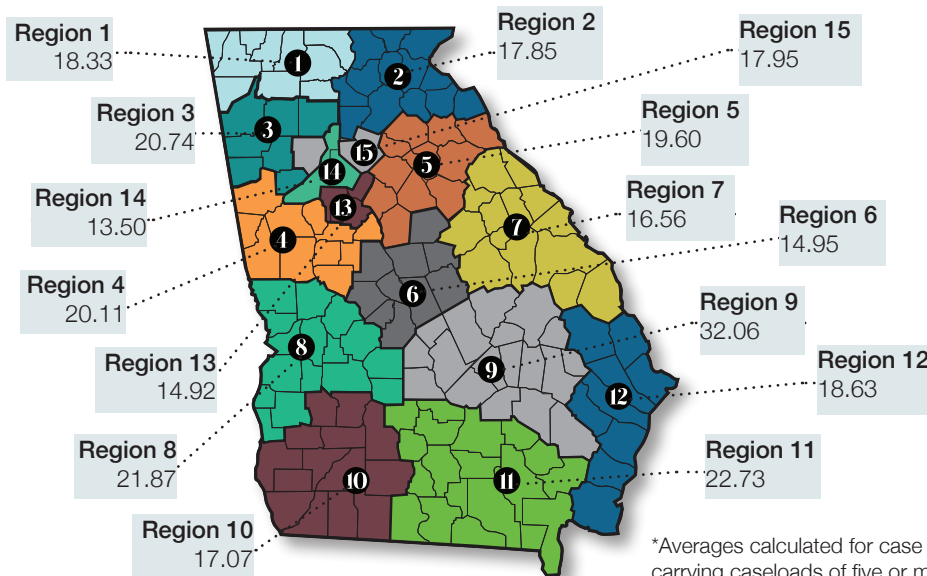
DFCS receives reports of abuse and neglect through a centralized line (1-855-GACHILD) that operates 24 hours per day, seven days per week.



Increased Community Awareness & Impact on DFCS Caseloads

Since the implementation of a centralized reporting system for child welfare concerns in April 2014, reports of abuse and neglect have risen tremendously in Georgia. To help manage an increased demand for DFCS services, Gov. Nathan Deal has committed funding to reduce case managers' caseloads to 15 per worker — a nationwide best practice — by 2017.

AVERAGE CASELOAD FOR CASE MANAGERS IN 2015 BY REGION*



*Averages calculated for case managers carrying caseloads of five or more.

4,099

Investigations were opened as a result of abuse or neglect referrals in October 2015.

3,574

Family Support cases were opened as a result of abuse or neglect referrals in October 2015.

4,529

Investigations were opened as a result of abuse and neglect referrals in October 2014.

3,567

Family Support cases were opened as a result of abuse and neglect referrals in October 2014.



To report abuse or neglect call **1-855-GACHILD** (1-855-422-4453)

Bobby Cagle, Director
Virginia Pryor, Deputy Director, Child Welfare

Jon Anderson, Deputy Director, Family Independence
Carol Christopher, Deputy Director, System Reform

Foster Care & Adoptions

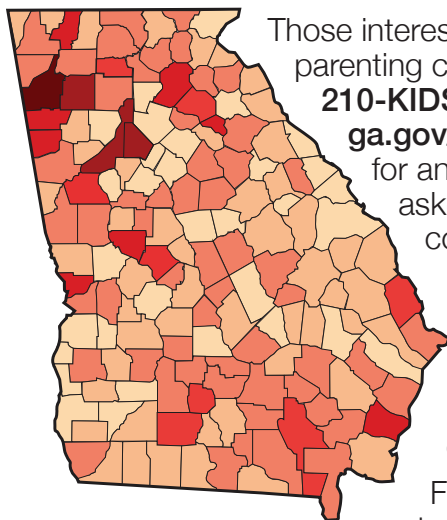
Reasons for Entry

Top 5 reasons children entered DFCS custody (SFY2015):

NEGLECT	4,525
DRUG ABUSE	2,892
INADEQUATE HOUSING	1,906
ABANDONMENT	1,011
INCARCERATION	1,004

Greatest Need for Foster Homes

By county. Darkest red = greatest need.



Those interested in foster parenting can call **1-877-210-KIDS** or visit **dfcs.dhs.ga.gov/generalinformation** for answers to frequently asked questions concerning foster parenting, links to related sites and upcoming events for the foster care and adoption communities.

From inquiry to approval, the process can take from five to 10 months due to safety screenings, pre-service training, required documentation and home evaluations.

After calling the 1-877-210-KIDS inquiry line, prospective parents are assigned to a resource development case manager from the local DFCS office to begin the process.



Bobby Cagle, Director

Virginia Pryor, Deputy Director, Child Welfare
Jon Anderson, Deputy Director, Family Independence
Carol Christopher, Deputy Director, System Reform

11,551

approximate number of children in DFCS custody as of 9/30/15.

SFY2015 Adoptions

843 children transitioned from state custody into adoptive families in 2015.

FINALIZED ADOPTIONS BY COUNTY

Atkinson	1	Evans	1	Muscogee	3
Baldwin	5	Fannin	9	Newton	4
Banks	6	Fayette	3	Paulding	8
Barrow	13	Floyd	32	Peach	3
Bartow	37	Forsyth	9	Pickens	10
Berrien	5	Franklin	1	Pierce	1
Bibb	39	Fulton	50	Pike	6
Brantley	1	Gilmer	10	Polk	4
Brooks	9	Glynn	28	Putnam	2
Bulloch	13	Gordon	8	Rabun	4
Butts	4	Grady	3	Randolph	3
Camden	10	Greene	3	Richmond	19
Candler	2	Gwinnett	13	Rockdale	6
Carroll	12	Habersham	5	Schley	1
Catoosa	6	Hall	23	Spalding	12
Chatham	16	Haralson	5	Stephens	6
Chattooga	7	Hart	2	Sumter	3
Cherokee	26	Henry	3	Taylor	1
Clarke	12	Houston	3	Terrell	4
Clayton	15	Jackson	8	Thomas	3
Cobb	42	Jasper	1	Tift	9
Coffee	4	Jeff Davis	1	Toombs	2
Colquitt	11	Jefferson	1	Towns	3
Cook	5	Jones	5	Troup	3
Coweta	8	Lamar	6	Turner	1
Crawford	7	Lanier	2	Union	1
Crisp	1	Liberty	1	Upton	10
Dade	3	Lowndes	10	Walker	4
Decatur	1	Macon	4	Walton	12
DeKalb	33	Madison	9	Ware	1
Dodge	2	Meriwether	3	Washington	1
Douglas	6	Monroe	11	White	5
Effingham	13	Morgan	2	Whitfield	24
Elbert	3	Murray	11		

GEORGIA DIVISION OF FAMILY & CHILDREN SERVICES

Family Independence

Strengthening Georgia by providing individuals and families access to services that promote self-sufficiency and independence.

Nutritional Assistance

SNAP

The Supplemental Nutrition Assistance Program (SNAP), also known as the food stamp program, provides low-income Georgians help with their monthly food costs.

\$2.8 billion

Amount food stamps added to Georgia's economy in SFY2015.

2.15 130%

Average size of household receiving food stamps.

Gross income must be of the federal poverty level to qualify for benefits.



850,628

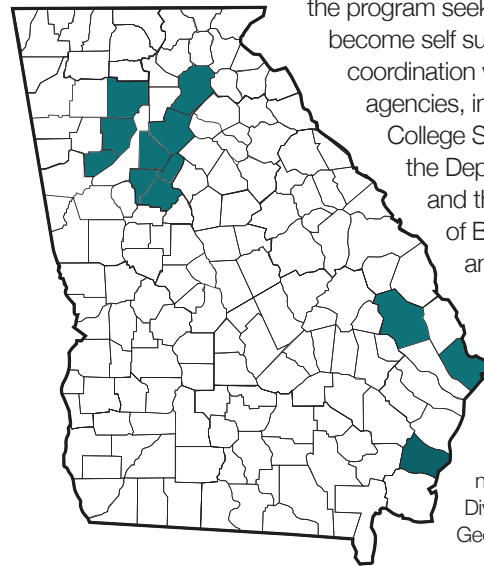
Households receive food stamps in Georgia.

SNAP Works

Using a **\$15 million** grant, Georgia is testing a program in select counties to provide intensive job training and placement services to SNAP recipients who are between the ages of 18 and 49, able to work and do not have a dependent child in their home.

Working much like a managed care provider for medical services,

the program seeks to help recipients become self sufficient through coordination with multiple state agencies, including the Technical College System of Georgia, the Department of Labor and the Department of Behavioral Health and Developmental Disabilities.



Currently, Georgia provides employment and training services to SNAP recipients in **12** counties. Over the next three years, the Division plans to serve **2,500** Georgians using grant funds.

Medicaid

718,457

applications submitted for Medicaid in SFY2015.

Medicaid provides health coverage to low-income families, pregnant women and adults who are determined to be aged, blind or disabled. DFCS is a contractor of the Department of Community Health, providing eligibility determinations to applicants of the program. Apply for or renew benefits online at www.compass.ga.gov

Childcare and Parent Services

DFCS continues to provide eligibility determinations for applicants of the Childcare and Parent Services (CAPS) program operated by the Department of Early Care and Learning. Georgia residents can apply for CAPS at www.compass.ga.gov.

For information on economic assistance or to report fraud, call **1-877-423-4746**.



Bobby Cagle, Director

Virginia Pryor, Deputy Director, Child Welfare
Jon Anderson, Deputy Director, Family Independence
Carol Christopher, Deputy Director, System Reform

Temporary Assistance for Needy Families

The Temporary Assistance for Needy Families (TANF) program was created in 1996 as part of welfare reform legislation. The program provides time-limited cash assistance to Georgia's neediest families. During SFY2015, Georgia had a total of **17,777** families who received TANF; **14,995** were child-only cases, including foster children in the care of relatives and **2,782** were adult recipients. Adults must participate in a work program, unless there are special circumstances. The average benefit amount is **\$159.69** per month.

Division of Child Support Services

Strengthening Georgia by ensuring children receive support from both parents.

542,222

children were served financially through child support orders in Georgia in FFY15.

\$726 million

amount distributed through Child Support Services in Georgia.

There were **403,410** cases; **361,555** parents were under court orders; **61.29%** of parents make consistent payments.



ADMINISTRATIVE COLLECTION & SERVICE TOOLS

- Withholding child support from paychecks or unemployment benefits
- Intercepting federal and/or state income tax refunds to pay child support arrears
- Reporting parents delinquent in child support payments to credit bureaus
- Suspending or revoking driver's, professional, occupational, hunting and/or fishing licenses for failure to pay child support
- Filing liens and levies on tangible or intangible property
- Denying passports if more than \$2,500 in child support is owed
- Seizing bank accounts after notice

Helping Parents Support their Children

FATHERHOOD PROGRAM

Through the Fatherhood Program, the Department works with parents who are unemployed or underemployed and are, as a result, unable to pay their full child support obligations. The program connects parents with resources leading to jobs that pay above minimum wage, greater self-sufficiency and more emotional, parental and financial involvement in the lives of their children. Georgia has the only statewide program in the country.

PARENTAL ACCOUNTABILITY COURT

The Parental Accountability Court (PAC) program is a joint effort of the Department and Superior Court Judges to offer an alternative to incarceration and to help chronic non-payers of child support make regular payments. The program utilizes community resources to address barriers that keep parents from meeting their support obligations. Each program, including the services provided to participants, is tailored to the needs of the local community. Superior Court Judges provide judicial oversight and collaborate with PAC coordinators to implement the program. To graduate, participants must meet their child support obligations for a minimum of six consecutive months.

Review & Modification of Child Support Orders

Individuals with child support cases may request a review and modification of their child support order every three years. However, a review may be granted sooner if the requesting party has a substantial change in circumstances. Situations that may qualify for a more frequent review include but are not limited to:

- Diagnosis of a serious illness or an accident that impacts either party's ability to work and the resulting condition is expected to last for more than a year
- Either party begins receiving Temporary Assistance for Needy Families benefits since the last order
- Parent suffers a 25 percent or greater involuntary loss of income
- Parent receives an unanticipated windfall of money (i.e. lottery, inheritance, etc.)
- Documented proof that custody of a child has changed from the custodian



Available Summer 2016: A new mobile application that will allow parents to make online payments and receive alerts about changes in their case status. The app will be available on Apple and Android devices.

CONTACT INFORMATION

Custodial and noncustodial parents may apply for services, enter and receive information about their case, make a payment online or check payment information by using the Customer Online Services

portal at www.dcss.dhs.georgia.gov. Users receive a password to protect confidentiality. For information about the Georgia Fatherhood Program and other Community Outreach Services, call **1-844-MYGADHS (1-844-694-2347)**.



Robyn A. Crittenden, DHS Commissioner | Tanguler Gray, Division Director | Reed Kimbrough, Division Deputy Director

GEORGIA DEPARTMENT OF HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICES

Community Outreach

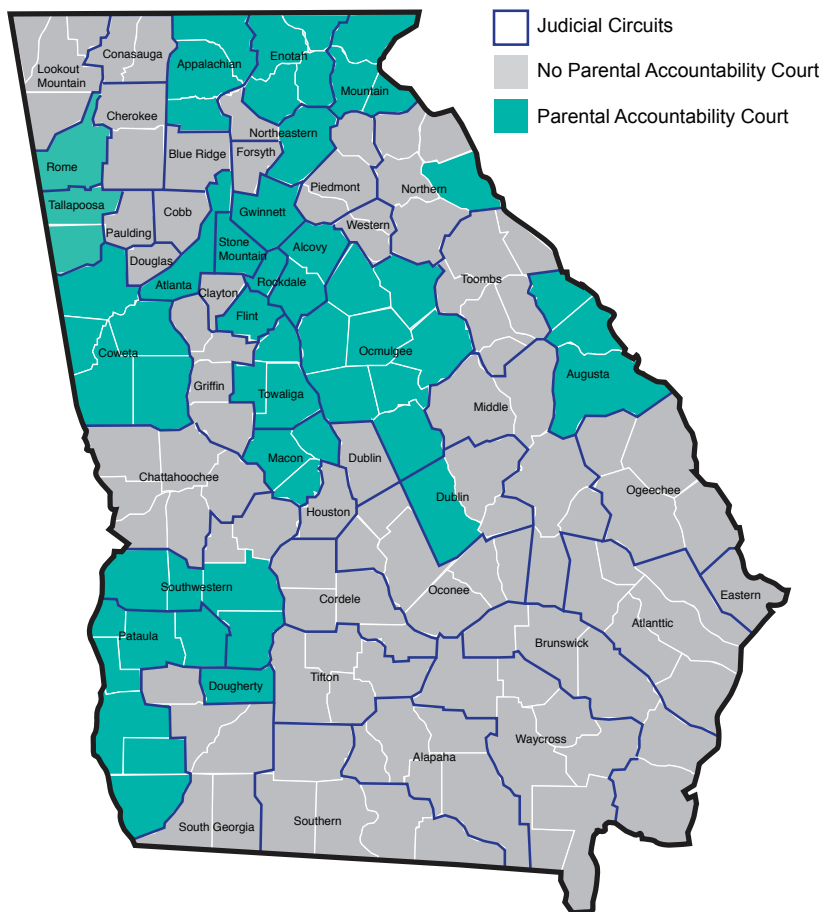
Helping parents support their children.

Parental Accountability Court Program

The Parental Accountability Court (PAC) program is a joint effort of the Department and Superior Court Judges to offer an alternative to incarceration and to help chronic non-payers of child support make regular payments. The program utilizes community resources and judicial oversight to address barriers that keep parents from meeting their support obligations. Each program, including the services provided to participants, is tailored to the needs of the local community. Superior Court Judges provide judicial oversight and collaborate with PAC coordinators to implement the program. PAC coordinators connect participants to existing community resources.

Judicial Circuits Served by Parental Accountability Courts

PACs are in operation in 21 judicial circuits across the state.



SERVICES OFFERED TO PARTICIPANTS

- Volunteer Work Opportunities
- Literacy Training
- Job Assistance/Placement
- Mental Health Services
- Clinical Assessments
- Substance Abuse Treatment
- Coaching/Mentoring
- Additional services specific to each local community

BY THE NUMBERS

Since SFY 2012, the Parental Accountability Court program has helped

2,711

noncustodial parents provide much needed support to

4,780

of Georgia's children.

Program participants paid an estimated

\$2.8M

in support, which, in return, has saved the state more than

\$10M*

in incarceration costs.

*Information on SFY15 incarceration savings are not available yet and have not been included in the amount.



CONTACT INFORMATION

For information about the Parental Accountability Court Program and other Community Outreach Services, call **1-844-MYGADHS (1-844-694-2347)**.

Robyn A. Crittenden, DHS Commissioner | Tanguler Gray, Division Director | Reed Kimbrough, Division Deputy Director

Community Outreach

Helping parents support their children.

91%

of noncustodial parents owing child support in Georgia are fathers.

During FFY15,

5,848

were enrolled in the Fatherhood Program, supporting

12,741

children.

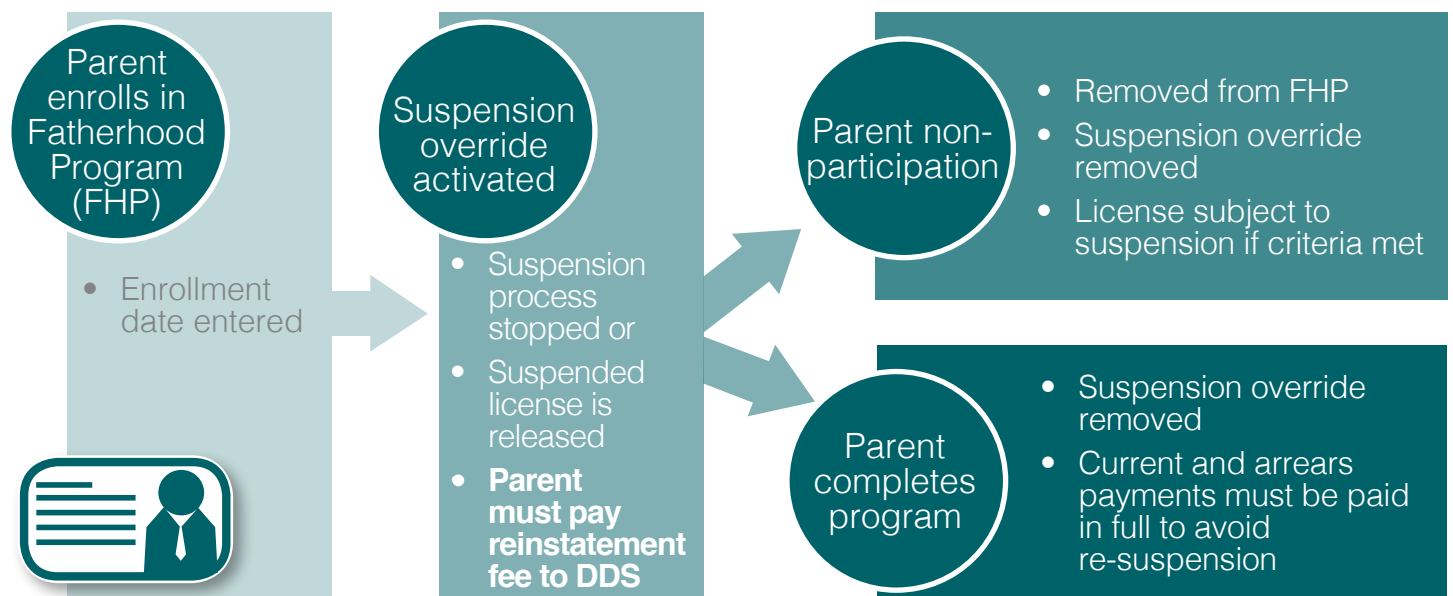
Fatherhood Program

Through the Fatherhood Program, the Department works with parents who are unemployed or underemployed and are consequently unable to pay their full child support obligations. The program connects parents with resources leading to jobs that pay above minimum wage, leading to greater self sufficiency and more emotional, parental and financial involvement in the lives of their children. Georgia has the only statewide program in the U.S. Services provided include:

- GED classes
- Short-term training
- Volunteer opportunities
- Resume writing
- Job placement, coaching and mentoring
- Federal bonding
- Referrals for access and visitation
- Referrals for legitimization

Participants who have had their driver's licenses suspended or who are subject to license suspension for nonpayment of child support have the opportunity to regain driving privileges. The process for releasing a driver's license for a program participant is outlined below.

Fatherhood Program Driver's License Release Process



CONTACT INFORMATION

For information about the Georgia Fatherhood Program and other Community Outreach Services, call **1-844-MYGADHS (1-844-694-2347)**. Custodial and noncustodial parents may apply for services, enter

and receive information about their case, make a payment online or check payment information by using the Customer Online Services portal at **www.dcss.dhs.georgia.gov**. Users receive a password to protect confidentiality.



Robyn A. Crittenden, DHS Commissioner | Tangler Gray, Division Director | Reed Kimbrough, Division Deputy Director

GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Aging Services

Strengthening Georgia through services that give older Georgians and adults with disabilities independence and dignity.

Area Agencies on Aging

Georgia's Aging Network provides an array of services to help older adults maintain independence and remain safely in their homes and communities. Through the 12 Area Agencies on Aging (AAA), as shown in the map to the right, the Division provides the following services:

COMMUNITY CARE SERVICES PROGRAM

The Community Care Services Program (CCSP) helps Medicaid-eligible individuals who cannot perform activities of daily living to remain in their communities and avoid placement in a nursing home through:

- Alternative Living Services
- Emergency Response Services
- Home-Delivered Services
- Home-Delivered Meals
- Adult Day Health
- Personal Support Services
- Out-of-Home Respite Care

\$293 million

amount home and community-based services saved taxpayers in Medicaid expenditures in SFY15 over nursing home utilization.

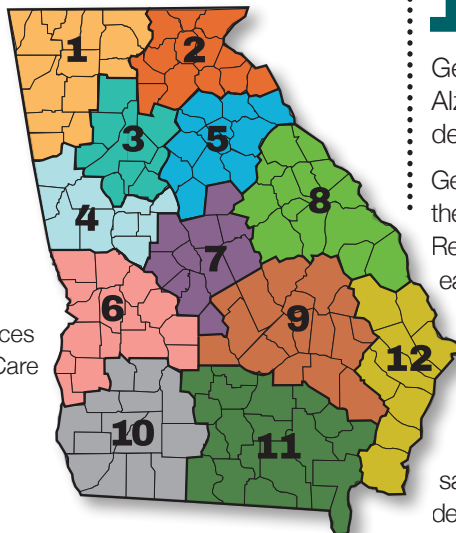
\$33,690

Cost of Nursing Home Care to Medicaid

vs.

\$11,473

CCSP costs to Medicaid



13,205

Georgians were able to remain in their communities through CCSP in SFY2015.

HOME AND COMMUNITY-BASED SERVICES

Home and Community-Based Services (HCBS) helps those aged 60 or older to remain independent, providing nutrition assistance to those who are temporarily or permanently homebound, as well as assistance with routine household tasks, home modification and emergency response systems. The program also supports caregivers and provides wellness programs that increase the ability of older adults to perform everyday activities and remain in their homes.

NUTRITION ASSISTANCE

20,215

Georgians were served home-delivered meals in SFY2015.

An additional

18,455

Georgians were given access to food through a congregate meal program in their communities.

MONEY FOLLOWS THE PERSON PROGRAM

In SFY2015, **227** Georgians were able to transition back into their communities from long-term acute care facilities through the Money Follows the Person program. A total of **1,125** have returned to the community since July 2011.

Dementia

More than

130,000

Georgians are living with Alzheimer's or other forms of dementia.

Georgia continues to implement the State Plan on Alzheimer's and Related Dementias to promote the early diagnosis of dementia, develop the state's dementia-capable workforce, provide quality medical care for people with dementia and prepare law enforcement and other public safety officials for issues that surround dementia. In 2016, the Department held its first "Basics of Dementia" training to help case managers and other caregivers recognize the signs of dementia and to promote early diagnosis of the disease.

Caregiver Support

Care Consultation is an evidence-based information and coaching service designed to empower caregivers to understand options, manage care and make decisions more effectively.

In SFY2015, **5,433** caregivers were provided case management and counseling through the program.

1,800 caregivers were provided respite care services.

3,634 caregivers were provided with homemaker services.



To find out about aging services in your area, call **1-866-552-4464**.

Robyn A. Crittenden, DHS Commissioner | Abby Cox, Division Director | Jean O'Callaghan, Division Deputy Director

GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Aging Services

Adult Protective Services

Adult Protective Services (APS) investigates allegations of abuse, neglect, or exploitation and seeks to prevent the recurrence of abuse, neglect or exploitation of adults through the provision of

protective service interventions. When assessing the need for interventions, investigators consider an adult's right to personal autonomy and self-determination while using the least restrictive method of providing safety.

Forensic Special Initiatives Unit

The Forensic Special Initiatives Unit (FSIU) educates law enforcement, first responders, members of the legal community and others about ways to identify and respond to abuse, neglect and exploitation of at-risk adults. The FSIU also works with state agencies to coordinate the emergency relocation of abused and neglected adults.

Unlicensed Personal Care Homes

When older adults and adults with disabilities face abuse, neglect, or exploitation — particularly in unlicensed personal care homes —

responders may need to move them quickly to a safe, accessible location.

The Department works with legislators, agencies, and other experts to develop coordinated response procedures and identify emergency resources for vulnerable adults. In SFY2015, APS relocated 92 individuals.

Financial Exploitation Training

The Department and its partners trained 140 bank personnel and law enforcement officials on how to prevent, recognize and prosecute financial exploitation of vulnerable adults.

BY THE NUMBERS

1,714

Law enforcement and other professionals who have received training from the FSIU to serve as At-Risk Adult Crime Tactics (ACT) Specialists.

Active APS investigations in 2015:

30,924

APS workers in 2015:

135

1 in 24

For every one case of elder abuse that comes to the attention of a responsible entity, another 23 cases never come to light.

Source: NYS Elder Abuse Prevalence Study; Weill Cornell Medical College, NYC Department for the Aging; Lifespan; (2011)

Guardianship

The Department serves as the guardian of last resort for incapacitated adults who are at risk of abuse, neglect and exploitation.

770

Number of adults for whom the Division served as a legal guardian in SFY2015.

GANE App

The Georgia Abuse, Neglect and Exploitation (GANE) mobile application is a resource to help law enforcement and social workers make critical decisions about adults in vulnerable situations. The app provides information on laws, makes it easier to report a missing adult and provides guidance on evaluating whether an adult may have been abused, neglected or exploited. The app also helps law enforcement and social services agencies access resources in the event an adult has to be relocated in an emergency.



CONTACT

Contact Adult Protective Services to report the abuse of older individuals (65+) and adults with disabilities (18+). Call 866-552-4464, and press Option 3.



Robyn A. Crittenden,
DHS Commissioner

Abby Cox,
Division Director

Jean O'Callaghan,
Division Deputy Director

Office of Inspector General

Ensuring DHS work is conducted according to state and federal laws, policy, procedure, and practice.

Benefits Recovery Unit

The Benefits Recovery Unit (BRU) of the Office of Inspector General investigates suspected intentional program violations in the SNAP (traditionally known as food stamps), TANF and Child Care programs. The unit also investigates retailer trafficking of SNAP EBT cards.

Penalties for Program Violations

Benefit recipients who are found guilty of an Intentional Program Violation (IPV) are suspended then permanently disqualified from the program on a three-strikes-you're-out policy.

FOOD STAMPS

First-time offenders:
1 year disqualification

Second-time offenders:
2 year disqualification

Third-time offenders:
Permanent disqualification

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

First-time offenders:
6-month disqualification

Second-time offenders:
12-month disqualification

Third-time offenders:
Permanent disqualification

EBT TRAFFICKING

The BRU works with the United States Department of Agriculture (USDA) Food and Nutrition Service to investigate EBT trafficking at retail locations. The USDA retains exclusive authority for investigating retailer fraud, while the State is responsible for investigating recipient fraud. Once an authorized SNAP retailer has been identified for engaging in EBT trafficking, the State reviews all transactions to identify specific benefit recipients who engaged in EBT trafficking with the retailer. Once those recipients are identified, the State initiates an adjudication process to hold recipients accountable for violating the program.



Georgia is recognized nationally for its aggressiveness in seeking out and establishing fraud claims in the Food Stamp program.

FOOD STAMPS

There were

3,881

established claims for Intentional Program Violations — both non EBT trafficking and EBT trafficking — in SFY2015.

Those claims were valued at

\$12.2 million

making up **0.4%** of the total

\$2.8 billion

disbursed in SNAP benefits in SFY2015.

TANF

There were

42

IPV claims established in SFY2015.

Those claims were valued at

\$75,108

comprising **0.22%** of the

\$34,066,817

in TANF benefits that were disbursed in SFY2015.



To report fraud, waste or abuse in Georgia benefit programs, call 1-844-MYGADHS (1-844-694-2347) or email inspectorgeneralthotline@dhs.ga.gov.

Robyn A. Crittenden, DHS Commissioner
Renorta Heard, Deputy Commissioner | Gerlda Hines, Deputy Commissioner

Office of Inspector General

Setting standards for safety in facilities that house Georgia's most vulnerable children.

Rule Waivers

RCCL recognizes that each facility is unique in its services to children, and that certain rules may create a hardship for an agency providing for children with specialized needs. For that reason, facilities may request a waiver or a variance to a rule that impedes the ability to adequately serve a child. There is a mandated 15-day wait for waiver requests, and requests are typically processed in 30 days.

Calendar Year 2015:

44 waivers requested
33 Approved
10 Denied
1 Pending

Refuting Citations

When a facility is found to be in violation of RCCL rules, the result can be a citation or an adverse action. Adverse actions may involve a financial penalty, and can be appealed through an administrative court hearing. Citations that do not rise to the level of an adverse action have no financial penalty and cannot be appealed through administrative courts. However, to ensure each evaluation is fair, Georgia is one of the only states to allow facilities the opportunity to refute citations. Refutation requests must be made within 15 days of the notification of a citation and are typically processed within 35 days.

10 Citations Refuted out of 3,976 issued CY2015

0 Changed due to Surveyor Error



Residential Child Care Licensing

Residential Child Care Licensing (RCCL) inspects, monitors, licenses, registers, certifies and investigates complaints at all residential child care facilities in Georgia that meet the definition of:

Child Placing Agencies (CPA)

— an agency that places children in foster homes for temporary care or in prospective adoptive homes for adoption.

[106 statewide]

Child Caring Institutions (CCI)

— a facility that provides full-time room, board and watchful oversight to six or more children through 18 years of age (also known as a group home).

[171 statewide]

Outdoor Child Caring Programs (OCCP)

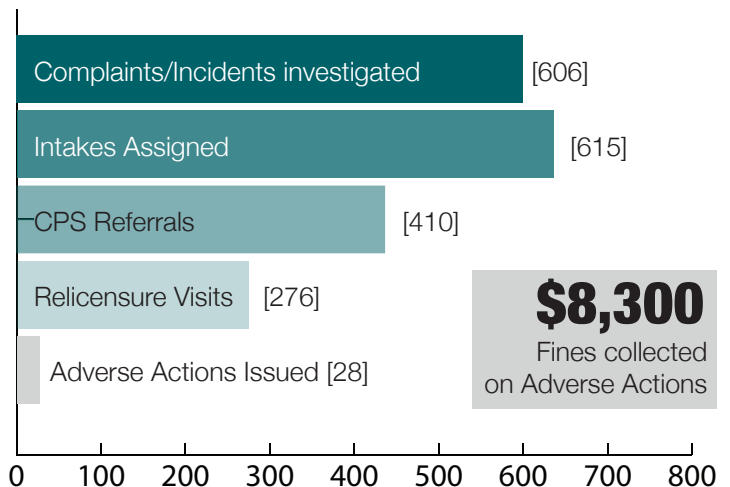
— a CCI that provides outdoor activities designed to improve the emotional and behavioral adjustment of the children that take place in a wilderness or camp environment.

[2 statewide]

Children's Transitional Care Centers (CTCC)

— a temporary, home-like environment meant to help medically-fragile children, technology-dependent children, and children with special healthcare needs to transition from a hospital or other facility to a home or

RCCL ACCOMPLISHMENTS [Calendar Year 2015]



other appropriate setting. Facility serves children up to 21 years of age.

[0 statewide]

Maternity and Second Chance Homes (MH)

— Maternity Home is any place that receives, treats or cares for, within any six-month period, more than one pregnant woman, whose child is to be born out of wedlock, either before, during or within two (2) weeks after childbirth. A Second Chance Home provides care for pregnant and parenting youth for more than an eight-week period following delivery.

Serves youth through the age of 21. **[14 statewide]**

In addition to these facilities, RCCL registers:

Runaway and Homeless Youth Programs (RHYP)

— facilities that serve children under the age of 18 who have run away and/or are homeless. Providers must notify a parent, guardian or legal custodian of the child's location and general state of well-being as soon as possible, but no later than 72 hours after the child's acceptance of services.

[7 statewide]

For questions about licensing a residential childcare facility, call **(404) 657-9651**. To file a complaint about a facility, notify the Department by email at RCCReports@dhs.ga.gov.

Robyn A. Crittenden, DHS Commissioner | Renorta Heard, Deputy Commissioner | Gerlda Hines, Deputy Commissioner

DHS CONTACTS: QUICK REFERENCE

DEPARTMENT OF HUMAN SERVICES

GENERAL INFORMATION 1-844-694-2347 (1-844-MYGADHS)

Statewide toll-free number for customers who need assistance from the Division of Child Support Services, Division of Aging Services or the Office of Inspector General

AGING SERVICES 1-866-552-4464

Statewide toll-free number serving older adults and individuals of all ages with disabilities for information and to make reports of abuse, neglect and exploitation of adults. Callers may leave messages 24 hours per day

DHS CONSTITUENT SERVICES 404-651-6316

For information, questions and complaints regarding Aging Services, Child Support Services and DHS enterprise functions.
Email: CustomerServiceDHS@dhs.ga.gov

DIVISION OF FAMILY AND CHILDREN SERVICES

OFFICE OF FAMILY INDEPENDENCE 1-877-423-4746

Statewide toll-free number for Supplemental Nutrition Assistance Program (SNAP/Food Stamps), Medicaid, TANF, or Child Care and general inquiries. OFI Only: Self service available 24 hours/day. Agents are available 7:30 a.m. - 2 p.m.

CHILD WELFARE

CHILD PROTECTIVE SERVICES (CPS) 1-855-422-4453

Statewide toll-free number for all reports of child abuse and neglect, 24 hours per day, 7 days a week.
Email: CPSIntake@dhs.ga.gov

ADOPTIONS & FOSTER CARE 1-877-210-KIDS (5437)

For information, visit <http://itsmyturnnow.dhs.ga.gov> or call.
Hotline hours are Mon.-Fri.: 8 a.m. - 10 p.m., Sat.: 10 a.m. - 11 p.m.

DFCS COMMUNICATIONS GROUP 404-657-3433

For information, questions and complaints regarding OFI Programs & Child Welfare.
Email: Customer_services_dfcs@dhs.ga.gov

All hotline hours of operation are Monday - Friday, 8 a.m. - 5p.m., unless otherwise noted.