



**Georgia Department of Human Services**

# **State Agency Operations Update**

**Tanguler Gray**

Deputy Commissioner & Child Support Administrator





# stronger families

FOR A STRONGER GEORGIA





# Executive Orders

- **Executive Order 03.14.20.01**
  - Public Health State of Emergency first declared
  - Ended on July 1, 2021
- **Executive Order 06.30.21.01**
  - State of Emergency for Continued COVID-19 Economic Recovery first declared
  - Renewed through August 29, 2021
- **Executive Order 06.30.21.02**
  - Provides for regulatory suspensions to assist in COVID-19 response
  - In place throughout State of Emergency
- **Governor Kemp has authorized**
  - Administrative leave option 1 (receiving a vaccine)
    - Up to **8** hours
  - Administrative leave option 2 (adverse side effects to vaccine)
    - Up to **16** hours



# COVID-19 Operating Procedures

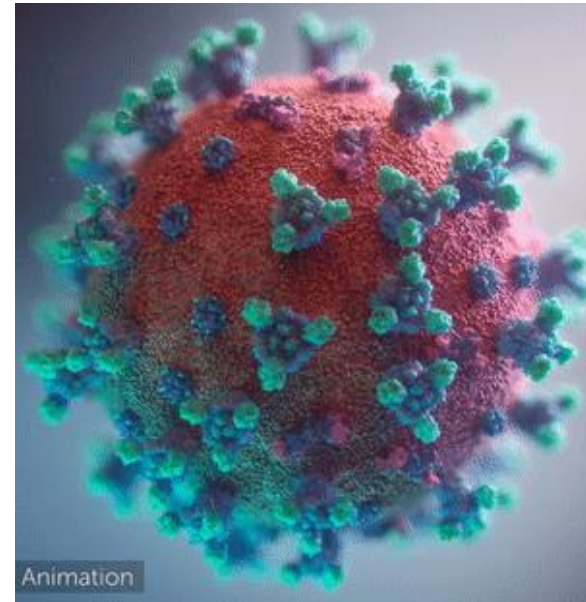
**March 23, 2020**, the Department of Human Services (DHS) shifted to limited in-person operations.

The Division of Child Support Services began serving customers via self-service options and by appointments, for any functions that could not be resolved remotely.

- 97% of inquiries have been handled using self-service options
- Staff are again attending court and reporting to the office as needed

The Division of Aging Services operates via emergency Temporary Operating Procedures.

- Adult Protective Services (APS) and Public Guardianship Office assess a client's COVID-19 via a pre-screening telephone survey. Clients who poses little or no risk, staff can conduct an in-person visit.
- Telephone follow-up is conducted for those who cannot be seen in person.
- APS keeps all cases open until clients can be seen in person.



The Department's Residential Child Care Licensing unit conducts in-person visits for any facilities with pending investigations or concerns reported within the past year. All other facilities are assessed through email and Microsoft Teams communications.

\*\*\*This plan does not include the Division of Family and Children Services.







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# **Pre-Work (December 2020 – January 2021)**

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PREPARATION  
IS THE KEY



# Phase I – Job Requirements (May 2021)

## Ineligible positions

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Require in-person services



Specific employee equipment needs



Intense monitoring activities



Position that use documents that cannot be removed from the office or shared via email







## **Phase II – Scheduling/ Logistics June 2021**



Additional supplies



Rotating schedules



Maintaining  
social distancing



Encouraging  
face coverings

# Phase III – Communication (July 2021)



Notify DHS employees

Review and sign  
teleworking agreement

Health concerns; consult  
with human resources and  
legal team

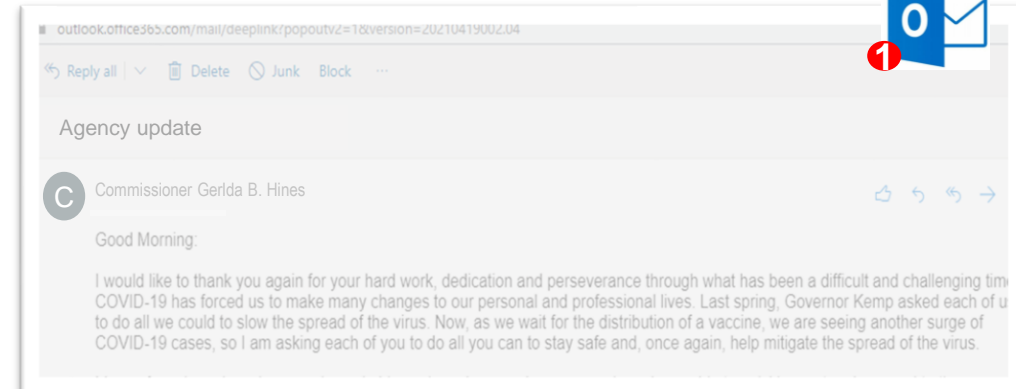
## Georgia Department of Human Services COMMISSIONER'S REPORT



Georgia Department of Human Services

From the desk of

**Commissioner** Gerlda B. Hines





“We humans are resilient. We can learn to thrive in our new normal if we have the mindset and the resources we need to adapt.”

-Anonymous



# Phase V – Go Live (TBD)



CREATED USING  
**POWTOON**





# Phase VI – Assessment of Return-to-Workplace Plan (January 2022)



# Employee Resources

## DHS Workplace Reentry

- Workplace Safety
  - Sanitation
  - Personal Protective Equipment
  - Vaccination
  - Contact/Illness
- Equipment
- Customer Interaction
- Employee Assistance
  - Leave
  - FML/ADA
  - Child Care/School Openings

## DHS Policy 111 – Telework

- Telework Definitions
- General Provisions
- Eligibility
  - Positions
  - Criteria
- Application Process
  - Employee Responsibility
  - Management responsibilities
- Fair Labor Standards Act (FLSA)
- Agency Telework Coordinator
- Emergency Situations
- Equipment Use
  - State-Owned
  - Employee-owned
  - Confidentiality and information security
- Worksite Safety and Liability
  - Worker's Compensation
- Dependent Care

- CDC Recommended Steps
- EAPHelplink.com
- FML/ADA Requests
- HR [Helpline@dhs.ga.gov](mailto:Helpline@dhs.ga.gov)





*Thank You*

**Questions**



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