



**Georgia Department of Human Services**  
Office of Strategic Planning and Initiatives

# Strategic Plan Update

State Fiscal Year 2021 Results and  
State Fiscal Year 2022 (Year 3) Updates

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*stronger families*

FOR A STRONGER GEORGIA



# Governor's Strategic Goals



 **Make Georgia #1 for small business**

 **Reform state government**

 **Strengthen rural Georgia**

 **Put Georgians first**



At or Above Target



Between Baseline and Target



Below Baseline



# Make Georgia #1 for small business

1

Build a workforce that supports a strong business environment and small business by removing bureaucratic barriers to public-private partnerships.

## DIVISION OF CHILD SUPPORT SERVICES (DCSS)

### 1.1 General Educational Development (GED) Referrals

Increase the number of non-custodial parents referred to the General Educational Development (GED) program from 1,766 to 1,907 (8%) by June 30, 2024.

• SFY 2021 Baseline: 1,766      SFY 2021 Target: 1,801      SFY 2021 YTD Results: 783

SFY 2022 Proposed Update: Increase the percentage of participants in the Georgia Fatherhood program who are eligible for the General Educational Development (GED) program and are referred to the Technical College System of Georgia for services from 83.51% to 85% (1.5%) by June 30, 2024.

Target Q1	Target Q2	Target Q3	Target Q4
450	450	450	450
Result Q1	Result Q2	Result Q3	Result Q4
260	94	226	203



At or Above Target



Between Baseline and Target



Below Baseline





# Make Georgia #1 for small business

1

Build a workforce that supports a strong business environment and small business by removing bureaucratic barriers to public-private partnerships.

## DIVISION OF CHILD SUPPORT SERVICES (DCSS)

### 1.2 Short-term Referrals

Increase the number of noncustodial parents referred to short-term training from 175 to 219 (25%) by June 30, 2024.

• SFY 2021 Baseline: 175      SFY 2021 Target: 193      SFY 2021 YTD Results: 353

SFY 2022 Proposed Update: Increase the number of noncustodial parents referred to short-term training from 175 to 425 (143%) by June 30, 2024.

COVID-19 IMPACT: Due to the pandemic, limited in-person opportunities decreased referrals.

Target Q1	Target Q2	Target Q3	Target Q4
48	48	48	48
Result Q1	Result Q2	Result Q3	Result Q4
30	37	177	109



At or Above Target



Between Baseline and Target



Below Baseline



# Make Georgia #1 for small business

1

Build a workforce that supports a strong business environment and small business by removing bureaucratic barriers to public-private partnerships.

## DIVISION OF CHILD SUPPORT SERVICES (DCSS)

### 1.3 Electronic Income Withholding Orders (e-IWO)

Increase the number of employers participating in the electronic Income Withholding Order (e-IWO) process from 4,066 to 6,566 (61%) by June 30, 2024.

• SFY 2021 Baseline: 4,066      SFY 2021 Target: 5,066      SFY 2021 YTD Results: 5,566

Target Q1	Target Q2	Target Q3	Target Q4
4,316	4,566	4,816	5,066
Result Q1	Result Q2	Result Q3	Result Q4
5,170	5,323	5,446	5,566



At or Above Target



Between Baseline and Target



Below Baseline



2

# Reform state government

## DIVISION OF FAMILY AND CHILDREN SERVICES (DFCS)

### 2.1 Stakeholder and Community Engagement

Strengthen strategic partnerships and utilize technology to improve service delivery.

Increase the number of stakeholder and community groups engaged in partnering with the Division of Family and Children Services (DFCS) to provide services from 53 to 253 (377%) by June 30, 2024.

• SFY 2021 Baseline: 53

SFY 2021 Target: 133

SFY 2021 YTD Results: 241\*

Target Q1	Target Q2	Target Q3	Target Q4
73	93	113	133
Result Q1	Result Q2	Result Q3	Result Q4
212	222	233	241*



At or Above Target



Between Baseline and Target



Below Baseline



2

# Reform state government

## DIVISION OF CHILD SUPPORT SERVICES (DCSS)

### 2.2 Mobile Application Users

Strengthen strategic partnerships and utilize technology to improve service delivery.

Increase the number of active Division of Child Support Services (DCSS) mobile application users from 45,834 to 75,000 (64%) by June 30, 2024.

- SFY 2021 Baseline: 45,834 SFY 2021 Target: 66,000 SFY 2021 YTD Results: 84,159

SFY 2022 Proposed Update: Increase the number of active Division of Child Support Services (DCSS) mobile application users from 45,834 to 103,475 (126%) by June 30, 2024.

COVID-19 IMPACT: Due to the pandemic, limited in-person activity increased use of Mobil App.

Target Q1	Target Q2	Target Q3	Target Q4
50,876	55,917	60,959	66,000
Result Q1	Result Q2	Result Q3	Result Q4
70,836	79,376	90,405	84,159



At or Above Target



Between Baseline and Target



Below Baseline





2

# Reform state government

## OFFICE OF COMMUNICATIONS (OC)

### 2.3 Self-service Options

Strengthen strategic partnerships and utilize technology to improve service delivery.

Increase the number of constituents using self-service options from 378,195 to 850,939 (125%) by June 30, 2024.

- SFY 2021 Baseline: 378,195    SFY 2021 Target: 517,560    SFY 2021 YTD Results: 511,842

SFY 2022 Proposed Update: Increase the number of constituents using self-service options from 378,195 to 605,000 (60%) by June 30, 2024.

COVID-19 IMPACT: Due to the pandemic, limited in-person activity increased constituent call volume.

Target Q1	Target Q2	Target Q3	Target Q4
129,390	129,390	129,390	129,390
Result Q1	Result Q2	Result Q3	Result Q4
123,057	198,326	102,257	88,202



At or Above Target



Between Baseline and Target



Below Baseline



# 2

## Reform state government

### DIVISION OF CHILD SUPPORT SERVICES (DCSS)

#### 2.4 Customer Office Visits

Strengthen strategic partnerships and utilize technology to improve service delivery.

Reduce the need for customer office visits at Child Support Services local offices from 268,449 to 241,604 (10%) by June 30, 2024.

• SFY 2021 Baseline: 268,449    SFY 2021 Target: 257,818    SFY 2021 YTD Results: 18,973

COVID-19 IMPACT: Due to the pandemic, limited in-person activity significantly decreased walk-in visits.

Target Q1	Target Q2	Target Q3	Target Q4
64,455	64,455	64,455	64,455
Result Q1	Result Q2	Result Q3	Result Q4
2,048	3,782	5,298	7,845



At or Above Target



Between Baseline and Target



Below Baseline



3

Increase access to programs and services that meet the cognitive and educational needs of Georgia's most vulnerable residents.

# Strengthen rural Georgia

## DIVISION OF FAMILY AND CHILDREN SERVICES (DFCS)

### 3.1 Foster Care Early Head Start Enrollment

Increase the number of children (ages 0-5) who are enrolled in Early Head Start/Head Start, Pre-K, or any other Quality Rated Childcare Program, from 73% to 90% (17%) by June 30, 2024.

• SFY 2021 Baseline: 73%

SFY 2021 Target: 79%

SFY 2021 YTD Results: 85%\*

Target Q1	Target Q2	Target Q3	Target Q4
75%	76%	78%	79%
Result Q1	Result Q2	Result Q3	Result Q4
83%	82%	84%	85%*



At or Above Target



Between Baseline and Target



Below Baseline



3

Increase access to programs and services that meet the cognitive and educational needs of Georgia's most vulnerable residents.

# Strengthen rural Georgia

## DIVISION OF AGING SERVICES (DAS)

### 3.2 Clients at Risk of Hunger

Decrease the number of Division of Aging Services (DAS) clients who report that they eat fewer than 2 meals per day from 25% to 10% (15%) by June 30, 2024.

• SFY 2021 Baseline: 25%      SFY 2021 Target: 21%      SFY 2021 YTD Results: 29%\*

SFY 2022 Proposed Update: Increase persons served with Home and Community Based Service as defined by the Older Americans Act from 32,306 to 40,382 (25%) by June 30, 2024.

Target Q1	Target Q2	Target Q3	Target Q4
24%	23%	22%	21%
Result Q1	Result Q2	Result Q3	Result Q4
33%*	32%*	30%*	20%*



At or Above Target



Between Baseline and Target



Below Baseline





4

Promote programs that empower Georgians to improve their economic, medical and mental well-being.

# Put Georgians first

## DIVISION OF FAMILY AND CHILDREN SERVICES (DFCS)

### 4.1 Foster Care Wellness Services

Increase the percentage of physical and mental health services provided for youth in foster care from 16% to 40% (24%) by June 30, 2024.

- SFY 2021 Baseline: 16%      SFY 2021 Target: 25%      SFY 2021 YTD Result: 37.60%\*

Target Q1	Target Q2	Target Q3	Target Q4
19%	21%	21%	25%
Result Q1	Result Q2	Result Q3	Result Q4
N/A	N/A	42.40%	37.60%*



At or Above Target



Between Baseline and Target



Below Baseline



4

Promote programs that empower Georgians to improve their economic, medical and mental well-being.

# Put Georgians first

## DIVISION OF AGING SERVICES (DAS)

### 4.2 Adult Protective Services (APS) Cases

Increase the number of Adult Protective Service (APS) cases completed within 45 days from 76% to 91% (15%) by June 30, 2024.

• SFY 2021 Baseline: 76%      SFY 2021 Target: 82%      SFY 2021 YTD Results: 49%\*

COVID-19 IMPACT: Due to the pandemic, a backlog negatively impacted the overall performance of this measure

Target Q1	Target Q2	Target Q3	Target Q4
78%	79%	81%	82%
Result Q1	Result Q2	Result Q3	Result Q4
19%*	38%*	66%*	72%*



At or Above Target



Between Baseline and Target



Below Baseline



4

Promote programs that empower Georgians to improve their economic, medical and mental well-being.

# Put Georgians first

## DIVISION OF AGING SERVICES (DAS)

### 4.3 Assistive Technology

Increase the number of callers to the Aging and Disability Resource Connection (ADRC) who receive information on assistive technology from 1,589 to 2,678 (68%) by June 30, 2024.

• SFY 2021 Baseline: 1,589      SFY 2021 Target: 2,231      SFY 2021 YTD Results: 1,892\*

COVID-19 IMPACT: Due to the pandemic, a decrease in client interest negatively impacted the overall performance of this measure.

Target Q1	Target Q2	Target Q3	Target Q4
558	558	558	558
Results Q1	Results Q2	Results Q3	Results Q4
526*	482*	470*	414*



At or Above Target



Between Baseline and Target



Below Baseline



# Questions

## Contact Information

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