



**Georgia Department
of Human Services**

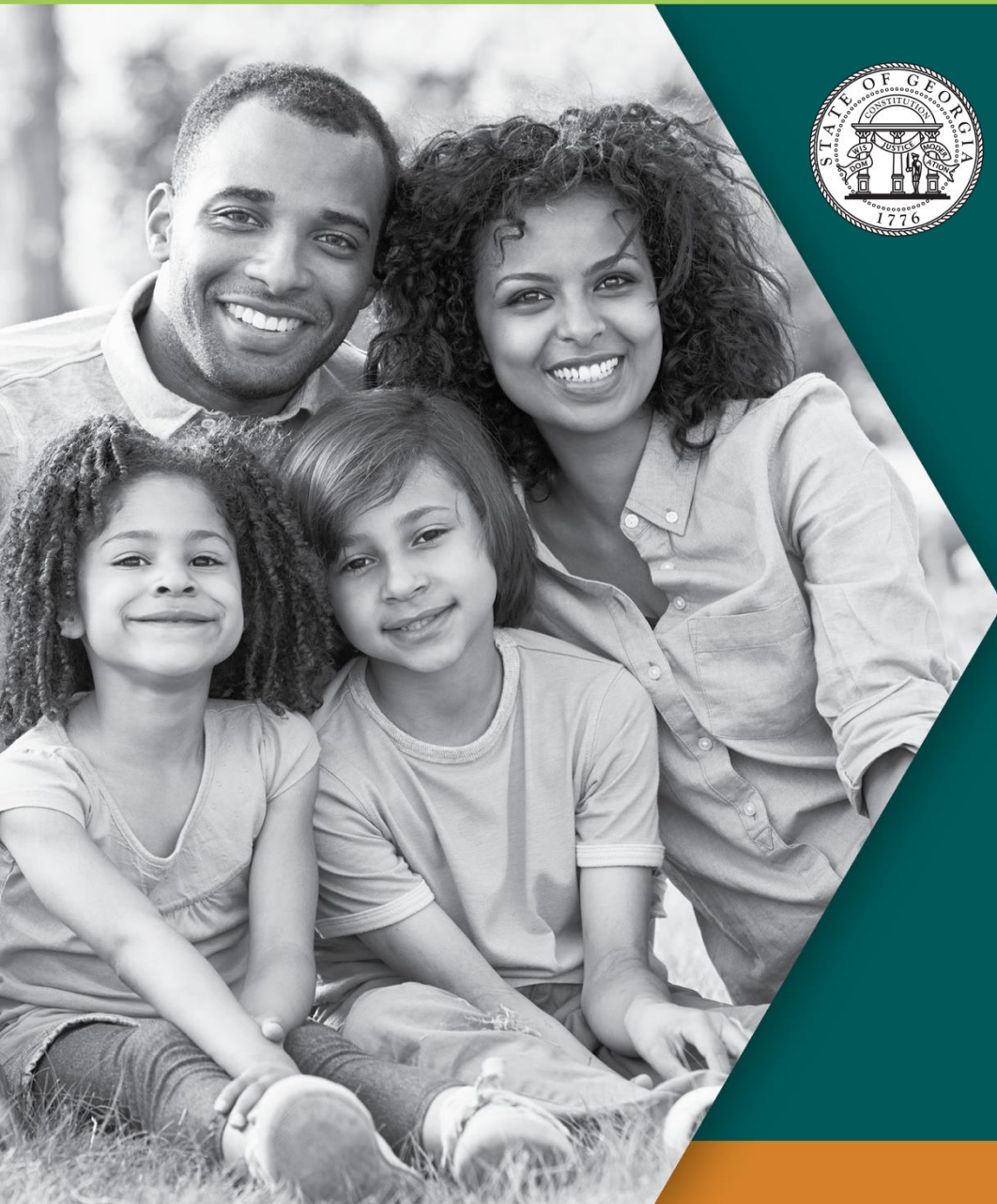
Department of Human Services

Board Meeting June 10, 2024



**Georgia Department
of Human Services**

Welcome & Attendance



Georgia Department of Human Services

Child Welfare Updates

Mary Havick

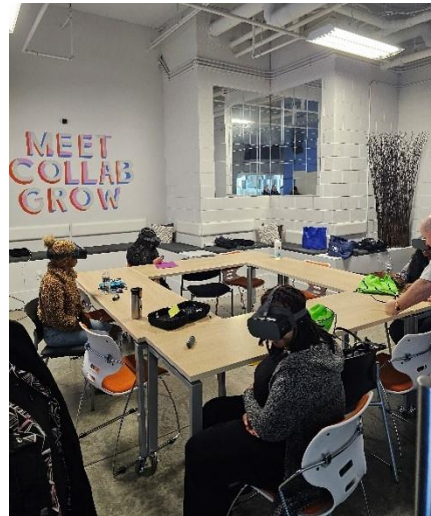
Deputy Commissioner for the Office of Child Welfare

National Foster Care Awareness Month



Realistic Job Preview Days

- DFCS has held two Realistic Job Preview Days in Lawrenceville and Atlanta.
- These events are designed to give a preview of what a job within DFCS child welfare looks like through using a virtual reality headset simulation.
- During these events, child welfare employees, hiring managers, and human resource representatives provide information and answer attendees' questions.



Celebration of Excellence



Georgia Department
of Human Services
Division of Family & Children Services

Save the date!

Celebration OF Excellence

HONORING THE CLASS OF *2024*

Thursday, July 11, 2024 | 11 a.m.

A FORMAL INVITATION AND REGISTRATION LINK WILL FOLLOW.



Georgia Communicare

- Georgia Communicare is a set of interconnected web portals designed to support and enhance child welfare programs.
- It serves three primary user groups – Court Appointed Special Advocates (CASAs), foster parents, and parents.
- Georgia Communicare seamlessly integrates with SHINES, our existing DHS System of Record, to ensure efficient and secure data management and communication.
- In February 2024, we successfully completed the statewide rollout, and we recently announced the launch of the Georgia Communicare mobile app.



Georgia Communicare Features

- Chat capabilities
- Multi-channel notifications
- Child data and case documentation access
- Document upload and sharing
- Calendar sharing
- Appointment scheduling with opt-in reminder notifications
- Names and contact information for the case manager, supervisor, and county director for each child's case



Technology Modernization

- DFCS is currently developing additional technology projects that will positively impact child welfare.
- These projects include:
 - Caregiver Connection, a foster parent onboarding and re-evaluation portal
 - Foster parent reimbursement technology



There's No Place Like Home

- DFCS adoption staff host internal calls to celebrate the adoptions finalized through resources provided by There's No Place Like Home.
- Our last call was in April, where we celebrated a few of the families highlighted below.



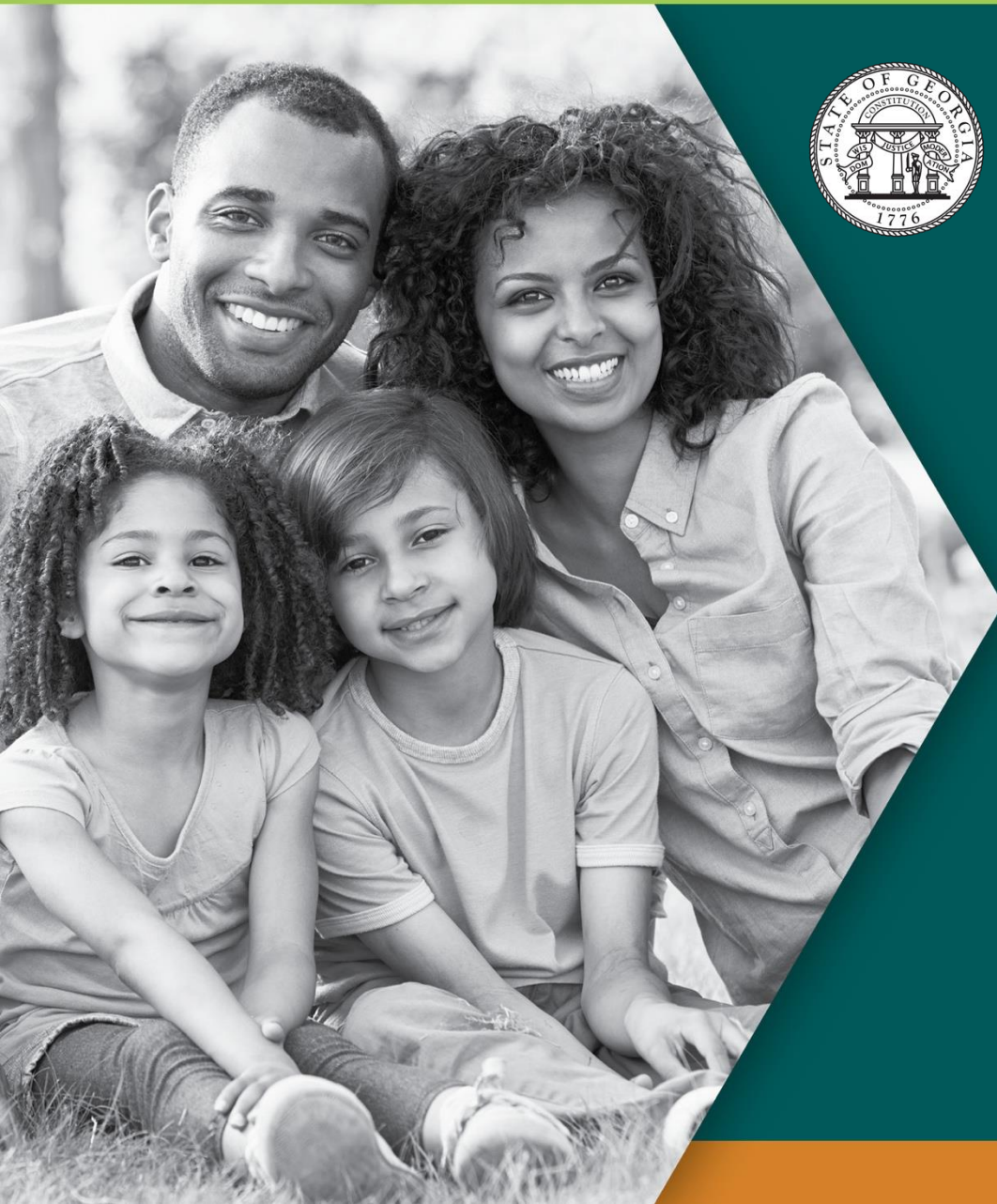
Questions?

Mary Havick

Deputy Commissioner | Child Welfare

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Georgia Department of Human Services

Office of Family Independence Updates

John Hallman

Deputy Commissioner

Office of Family Independence Updates

Highlighted Projects

- Intelligent Task Routing
- Training & Professional Development
- Library Self Service Kiosks



Intelligent Task Routing

Intelligent Task routing is a gateway system enhancement that will change the way that OFI caseworkers are assigned work.

Current State	Future State
Role-based task routing system	Tasks will be routed to workgroup queues based on many data points and business rules
All work that comes in is assigned through overnight batch process that uses high-level information about the task	Tasks will be assigned one at a time to workers within workgroups based on priorities set by leadership
Caseworkers manage their workload based on information presented in their dashboard, guidance from supervisor, and direction from OFI leadership	New workgroups can be created at any time to support special projects



Intelligent Task Routing – Key Components

- **Workgroup:** Working groups streamline task routing and prioritize work within each group, ensuring efficiency and resource allocation.
- **Task Weight:** Intelligent algorithm matches and assigns tasks, considering task complexity and worker experience level to improve productivity.
- **Task Assignment:** System will assign the highest priority task to each worker to ensure time critical tasks are assigned while maintaining a clear and manageable workload.
- **Task Escalation and Retagging:** Built in functionality will allow cases to be escalated to a supervisor when a case manager is unable to work. Supervisors will be able to retag work and release it to be reassigned to the correct workgroup.
- **Task Lifecycle:** Enables both workers and supervisors to gain real-time insights into task progression through Task Lifecycle steps to empower supervisors to take timely action on cases.
- **Dashboards:** Provides efficient task monitoring for executives, supervisors and workers. Unassigned Task Dashboard will be used by the supervisor to distribute and manage the workload.
- **Appointment Rescheduling:** Customers can choose interview appointment date and time and the system will schedule an appointment. If this system selected date and time does not work for the customer, or they miss their interview, the customer can log into the customer portal and reschedule an interview appointment.



Training & Professional Development

We are building a Professional Development program that provides a structure to formalize the knowledge transfer from supervisors to caseworkers. The program will provide training and mentoring to front-line leaders in OFI so they can build the skills necessary to better coach and support their staff.

Priorities

- **Focus Areas** determined by analyzing leadership training reports, discussions with OHR partners, and surveying front-line leaders.
- Program prioritizes **coaching skills and other interpersonal and leadership skills.**

Logistics

- **Train leaders as a cohort** so that at each level of the training, front-line leaders are working across the districts/statewide teams, across program areas, and reaping the benefits of peer-to-peer support.
- Will train a **cohort of administrators first who will then train/mentor a second cohort** of veteran administrators/supervisors. This cohort will go on to train the remaining cohorts and provide a level of ongoing support.
- The first group is schedule to receive training the first week of July and the program will spread across the **OFI field team over a six-month period.**



Library Self Service Kiosks

DFCS partnered with the Georgia Public Library Service to provide self-service kiosks at Georgia public libraries around the state. Rollout began last fall and statewide distribution is complete.

Benefits

- Provides the public with convenient access to review, change, or renew their benefits using Georgia Gateway on Google Chromebooks mounted in lightweight stands.
- Public libraries offer our customers additional access points with extended hours on weekday, weekend hours, and internet access in rural parts of the state.
- Kiosks reduce traffic from DFCS county offices and reduce wait times by providing an alternate access point for self service, helping benefits-eligible Georgians to maintain coverage.



Map of kiosks locations (within public libraries) is on our website at:
dhs.georgia.gov/map-georgia-public-libraries-self-service-benefits-kiosks.



Questions?

John Hallman

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**Georgia Department
of Human Services**
Division of Aging Services

Compliance with New Regulations

Recent Federal Rule Changes

Jean O'Callaghan, Deputy Director, Division of Aging Services

OAA Final Rule

- Regulations issued April 15, 2024
 - First regulation updates since 1988 - Code of Federal Regulations (CFR)
 - Effective May 15, 2024
 - Deadline for compliance is October 1, 2025
 - Corrective action plan requests may begin now
- No additional funding comes with these rule changes
- Code of Federal Regulations for Older Americans Act (OAA) “reorganized”



OAA statutory, United States Code (U.S.C.S), reauthorization occurs approximately every 4 to 5 years. Last reauthorized in 2020.



OAA Final Rule – Major Changes

State Plan Amendment prior to October 1, 2025

Identify & serve populations in greatest economic and social need

(the list has expanded)

Contracts and Commercial Relationships

- Contract oversight of AAA contracts with or without State Unit on Aging (SUA) funds
- Establish an approval process
- Establish monitoring and oversight processes



OAA Final Rule – Major Changes

Conflict of Interest (COI) – both internal and external

- Documentation of mitigation strategies when SUA operates an APS or Guardianship program
- Identify, remove, and remedy any existing COIs at organizational and individual levels – both SUA and AAAs

Nutrition Services – new flexibility

- Grab and Go Meals
- Home Delivered meals not limited to the “homebound”



OAA Final Rule – Major Changes

Elder Legal Assistance (ELAP)

- MOUs with Ombudsman and other programs required

Emergency Management

- States must have a continuity of operations plan, coordinate with appropriate entities

Long Term Care Ombudsman Program (LTCO)

- Required to adopt MOUs with ELAP & DCH/HFRD
- Recommends MOUs with DBHDD, AAAs, other entities



Adult Protective Services (APS)

Regulations published May 8, 2024

- First regulations ever - new section added to C.F.R. for Title VII
- Effective June 7, 2024
- Deadline for compliance is **June 8, 2028**

Required to create an APS State Plan

- Separate from the OAA state plan, due by 2028
- State plan submissions at least every 5 years thereafter



APS Final Rule Implications

Five types of maltreatment defined

- Abuse
- Neglect
- Financial exploitation
- Sexual abuse
- Self-neglect

State defines adults eligible for APS services, in Georgia that means:

- Age 18 and older with a disability
- Age 60 and older



APS Final Rule Implications

Two-tiered response to reports of abuse/neglect/exploitation

- Immediate risk not later than 24 hours
- Non-immediate risk not later than 7 calendar days

Client rights

- Confidentiality
- Right to refuse to speak to APS
- Right to refuse APS services

MOUs

- Solidify relationships and information sharing with other state agencies, law enforcement, and others



Rule 504 Updates

Rule published May 1, 2024

- First HHS specific rules for enforcement of Section 504 of the Rehab Act of 1974
- All agencies housed within HHS are subject to this rule
- Any program or activity that receives federal funds through HHS are subject to this rule

Subpart I: Web, Mobile, and Kiosk Accessibility

- Web content and mobile apps must be readily accessible
- Rule adopts Web Content Accessibility Guidelines (WCAG) 2.1 Level AA as technical standard
- Web content must be accessible regardless of whether content is located on recipient's website or linked to other sites (for example, content on social media platforms)



Implications for DAS

- Increased monitoring/oversight requirements
- Opportunity for program-wide policy changes
- Additional State Plan (APS) and OAA State Plan update
- More MOUs
- Six Manuals must be reviewed and updated
 - DAS Administration
 - Home and Community Based Services
 - Access to Services
 - Adult Protective Services
 - Public Guardianship
 - Long Term Care Ombudsman



Questions?



Jean O'Callaghan

Deputy Director

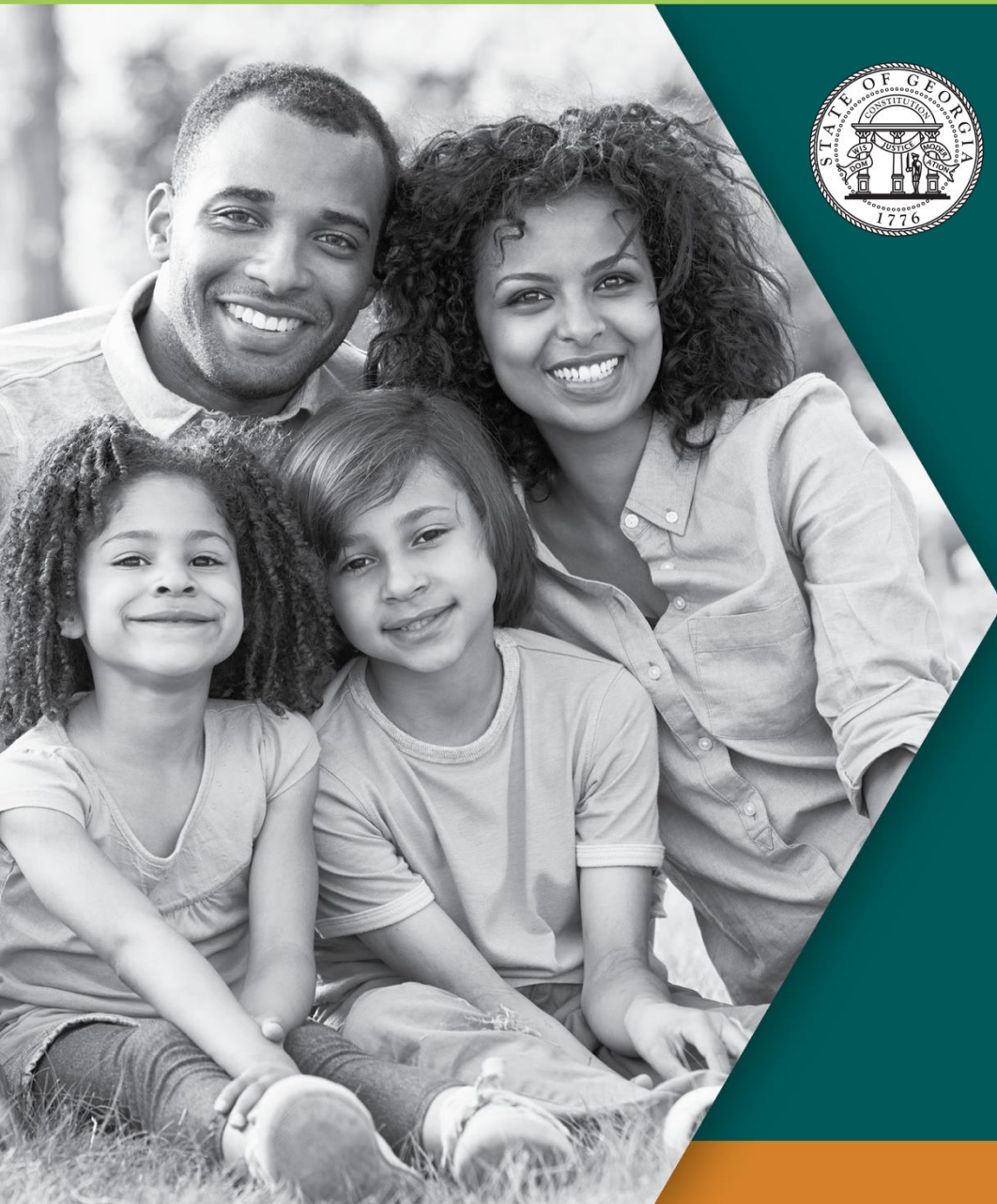
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Georgia Department of Human Services
Division of Child Support Services

DCSS Specialty Offices

Sarah Hurst

Assistant Deputy Commissioner, Child Support Services

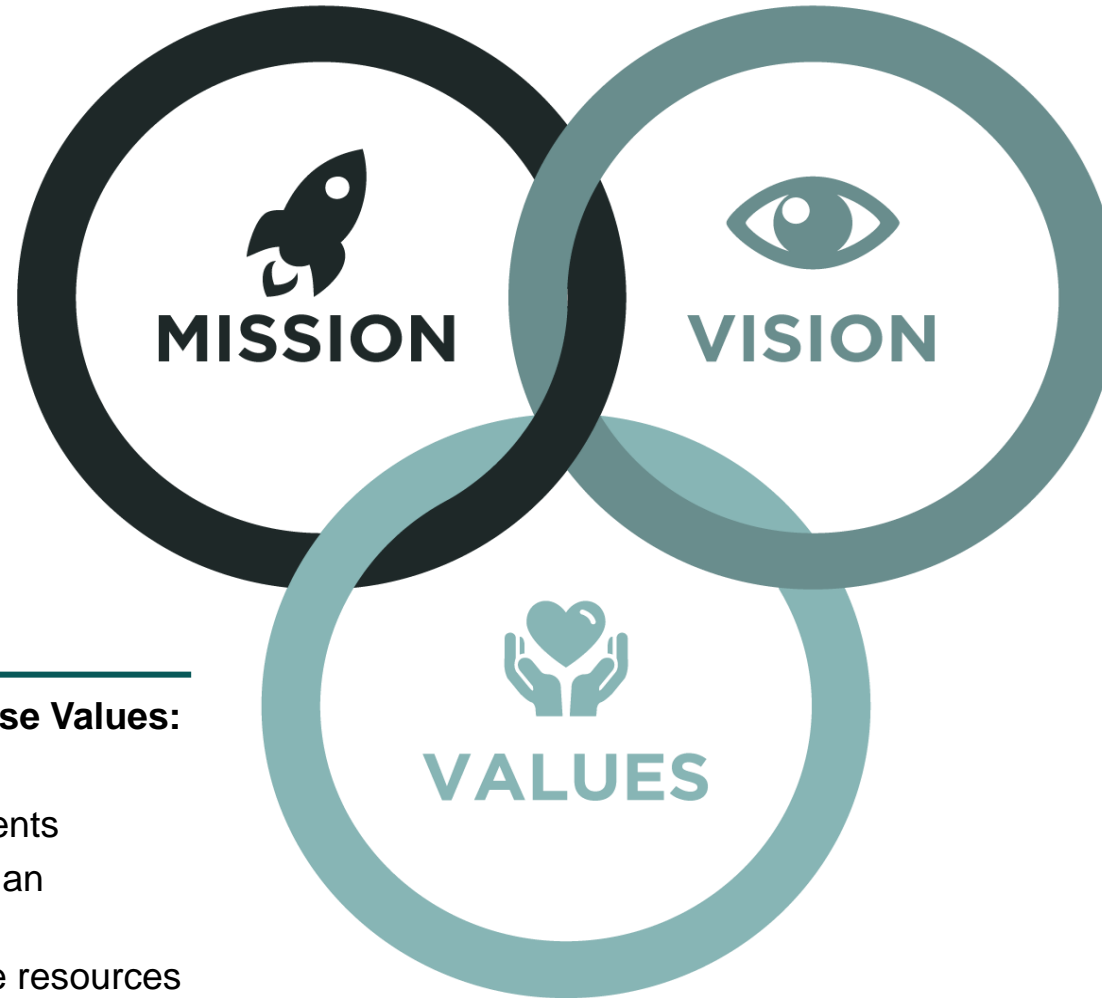
Kristi Stone

Deputy Director of Operations

Division of Child Support Services

Our Mission is to Enhance the Well-Being of Children by:

- Locating Non-Custodial Parents
- Establishing paternity
- Establishing, enforcing and modifying support obligations (financial and medical)
- Collecting and distributing support payments



Georgia's Vision is to be:

- Ranked in the top 10 states nationally
- Recognized nationally as a trendsetter for best practices
- Program of choice for employment and outreach partnerships

DCSS is Governed by these Values:

- Put Children First
- Children need both parents
- Customer Interaction is an opportunity
- Employees are valuable resources



Child Support Services

DCSS has a total of 55 local offices. In addition to these offices, we have five specialty offices.

Today we will be highlighting three of these offices:

- Albany Hub
- Georgia Employer Hub
- Central Registry



Albany Hub

The Albany Hub opened in 2006 and provided the following services until 2011:

- Statewide Intake
- Statewide Locate
- Order monitoring for six metro offices: Atlanta, Augusta, Cobb, Columbus, Decatur, and Valdosta



Albany Hub

In July 2011, the Albany Hub transitioned to providing the services they continue to provide today:

- Statewide Intake
- Statewide Intergovernmental



Albany Hub

Allows all IV-A referrals and foster care referrals to be processed at one central location

Allows local offices to utilize staff to focus on Federal Performance Indicator functions

Centralized location for initiating intergovernmental cases



Albany Hub FFY 2023

Registered 18,299 IV-A referrals, foster care referrals, and portal applications

Managed 22,251 intergovernmental cases



Central Registry



- Receives, transmits, and responds to inquiries on all incoming intergovernmental IV-D cases from States, Tribes, and Foreign Countries
- Provides State Parent Locate Services
- Assists local offices by working computer generated transactions
- Serves as ambassador, liaison, and mediator between local offices, States, Tribes, and Countries
- Certifies contact information for Georgia on the Federal Portal Intergovernmental Reference Guide (IRG).



Central Registry FFY 2023

- 12,219 Intergovernmental Documents received
 - 6,523 Intergovernmental applications processed
 - 4,339 Subsequent Actions processed
 - 1,357 Request for Assistance/Discovery processed
- 62,387 computer transactions for local offices processed
- 2,746 closure requests processed



Central Registry



- 2019 DHS Commissioner's Outstanding Team Award
- 2023 DHS Commissioner's Positive Impact Award - Manager Terri Jones
- FFY 2023 scored 96.2% match rate on Interstate Case Reconciliation report & exceeded national average of 93.3%
- FFY 2024 scored 96.4% match rate & exceeded national average of 94%
- Currently ranked 14th nationally – Interstate Reconciliation Report



Georgia Employer Hub



Streamlines the Federal Income Withholding Order (IWO) process and automates electronic IWOs (e-IWOs) for employers.



Serves as a single point of contact for employers, giving them access to customer service agents who can help them with understanding income withholding orders.



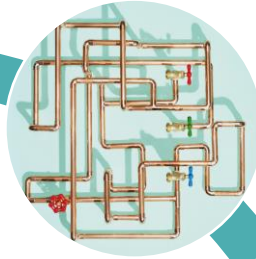
Processes incoming and returned mail.



Opened in January 2018 and served 11 DCSS offices. Transitioned to serving all DCSS offices in July 2018.



Georgia Employer Hub



FIW Team assists employers through a centralized IWO process.



Mail team processes incoming and returned mail, as well as emails from employers.



Employer Outreach Team partners and expands community support and knowledge of the DCSS program.



Report Team completes corrective action case work.



Georgia Employer Hub FFY 2023



Processed a total of 228,857 IWOs



Made 19,876 outbound calls and received 8,066 calls



Processed 90,385 pieces of incoming mail and 285,786 pieces of outgoing mail



Worked 90,518 cases on the exception report



There were 7,379 employers participating in the e-IWO program



Georgia ranked 13th among all states in collections from wage withholdings in FFY 2023



Questions

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Kristi Stone

Deputy Director of Operations

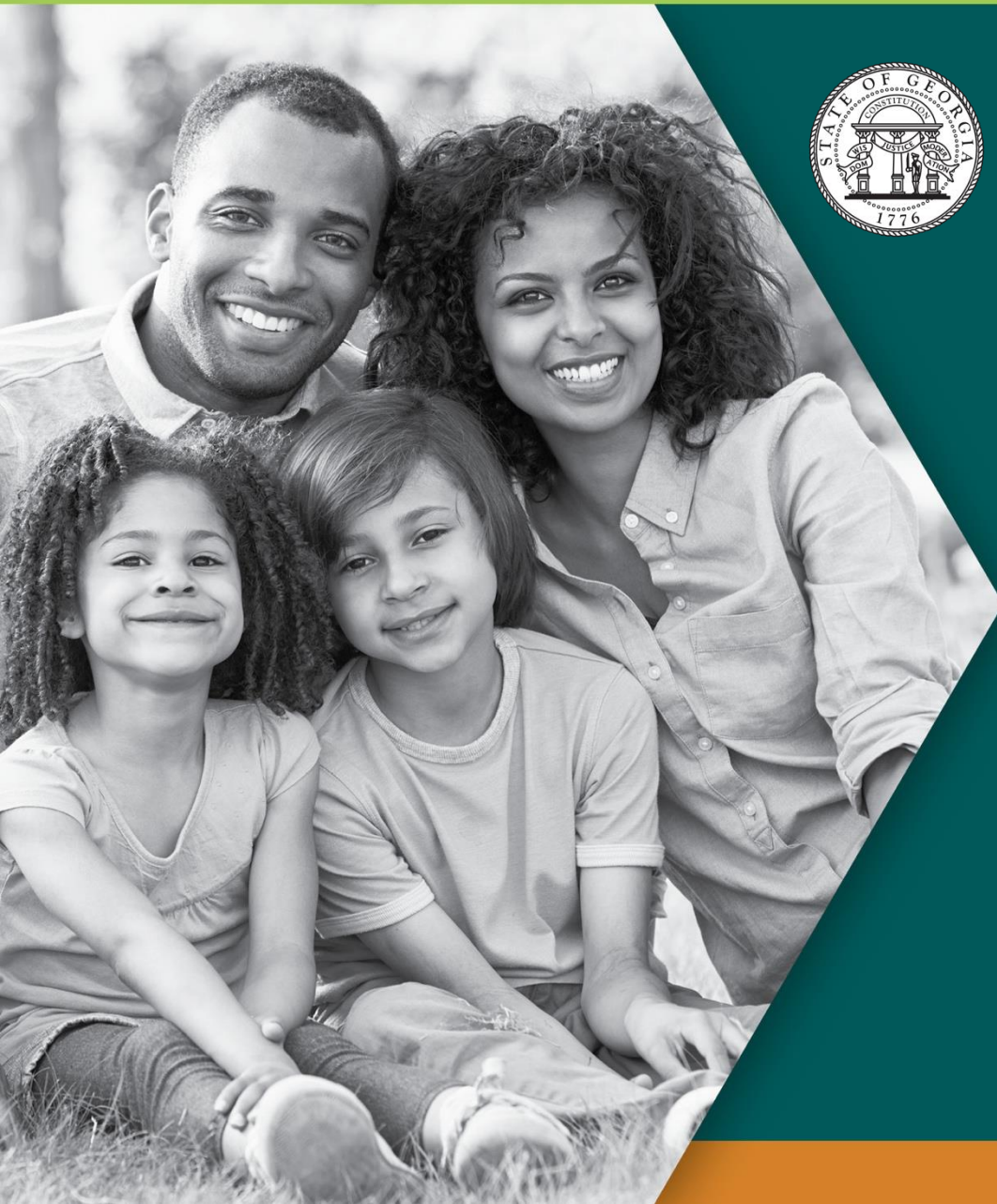
Division of Child Support Services

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*thank
you*





Georgia Department of Human Services
Office of General Counsel

DHS Rule Changes

Office of General Counsel

Byron Cuthbert
Associate General Counsel

Road Map

- Review of Rule Change Procedures
- Review of Proposed Rule Changes
- Public Comment Period
- Final Approval of Rule Amendments – License Revocation or Suspensions
- Request to Board



Rule Change Procedure

1. Board Considers Motion to Publish Proposed Rule
2. 30-Day Public Comment Period
3. Public Hearing
4. Motion for Final Adoption of Proposed Rule
5. Send Final Rule to Secretary of State



License Revocation or Suspensions

Rule changes add new provisions relating to the process for obtaining a limited driving permit

Current Rule

290-7-1-.12 License Revocation or
Suspensions

Proposed Change

- Complies with amendments to O.C.G.A. § 40-5-64 effective January 1, 2024
- Provides a process for child support obligors to apply for a limited driver permit when locating employment is an extreme hardship due to license suspension
- Updates provisions relating to final agency decisions



License Revocation or Suspensions

Public Comment Period

- Rules Published for Public Comment
March 1 – March 30, 2024
- Public Hearing Held
March 22, 2024

No comments received by DHS related to the proposed amendments



Request to Board

Motion for Final Adoption

License Revocation or Suspensions
Rule 290-7-1-.12



Questions?

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**Georgia Department
of Human Services**

Meeting Break



**Georgia Department
of Human Services**

Motion for Final Adoption Rule Change



**Georgia Department
of Human Services**

Minutes Approval for February 27th and April 2nd



**Georgia Department
of Human Services**

Proposed Action- Salary Adjustment



**Georgia Department
of Human Services**

Commissioner's Report

Candice Broce, Commissioner



**Georgia Department
of Human Services**

Closing Comments