



**Georgia Department
of Human Services**

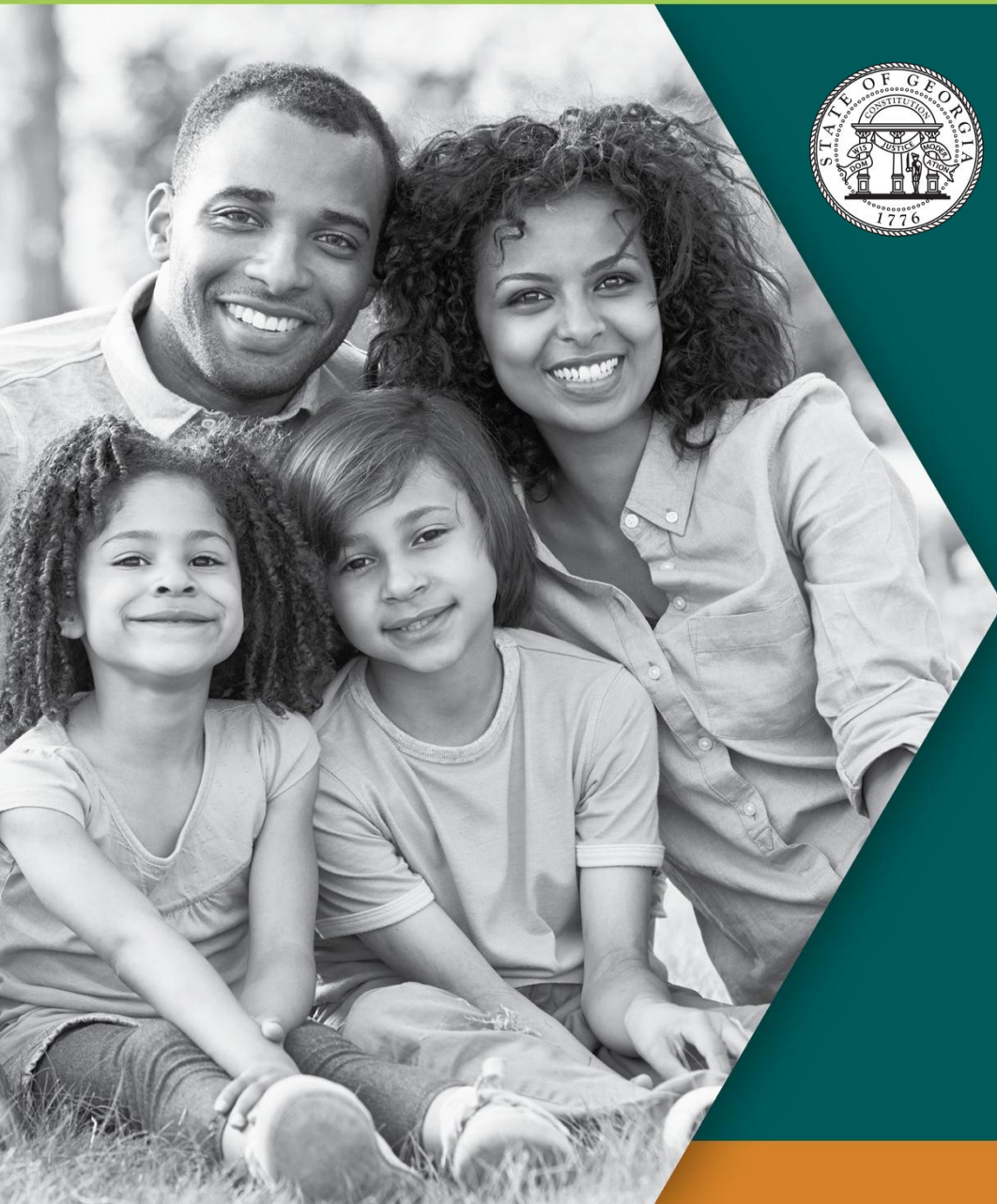
DHS Board Meeting Q4

October 8, 2025



**Georgia Department
of Human Services**

Welcome & Attendance



Georgia Department of Human Services

Georgia Gateway Community Partners

Laura Beggs

Director of Partnerships and Collaborations,
Office of Family Independence

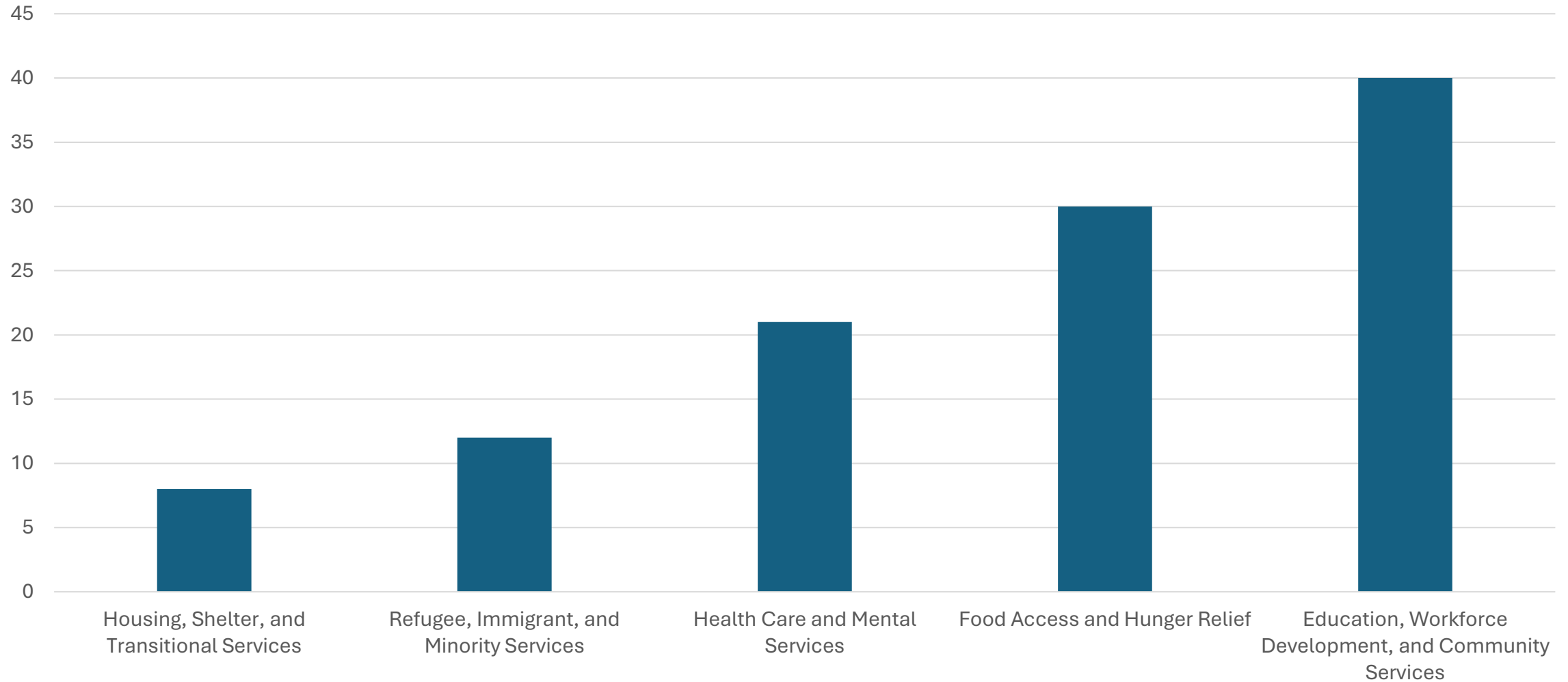
Georgia Gateway Community Partners

Georgia Gateway Community Partners consists of 115 trusted organizations across 28 counties, working in collaboration with DFCS to help families and individuals gain access to public assistance programs by:

- Assisting with applications, renewals, and document uploads
- Providing case updates and printing notices
- Referring clients to community resources

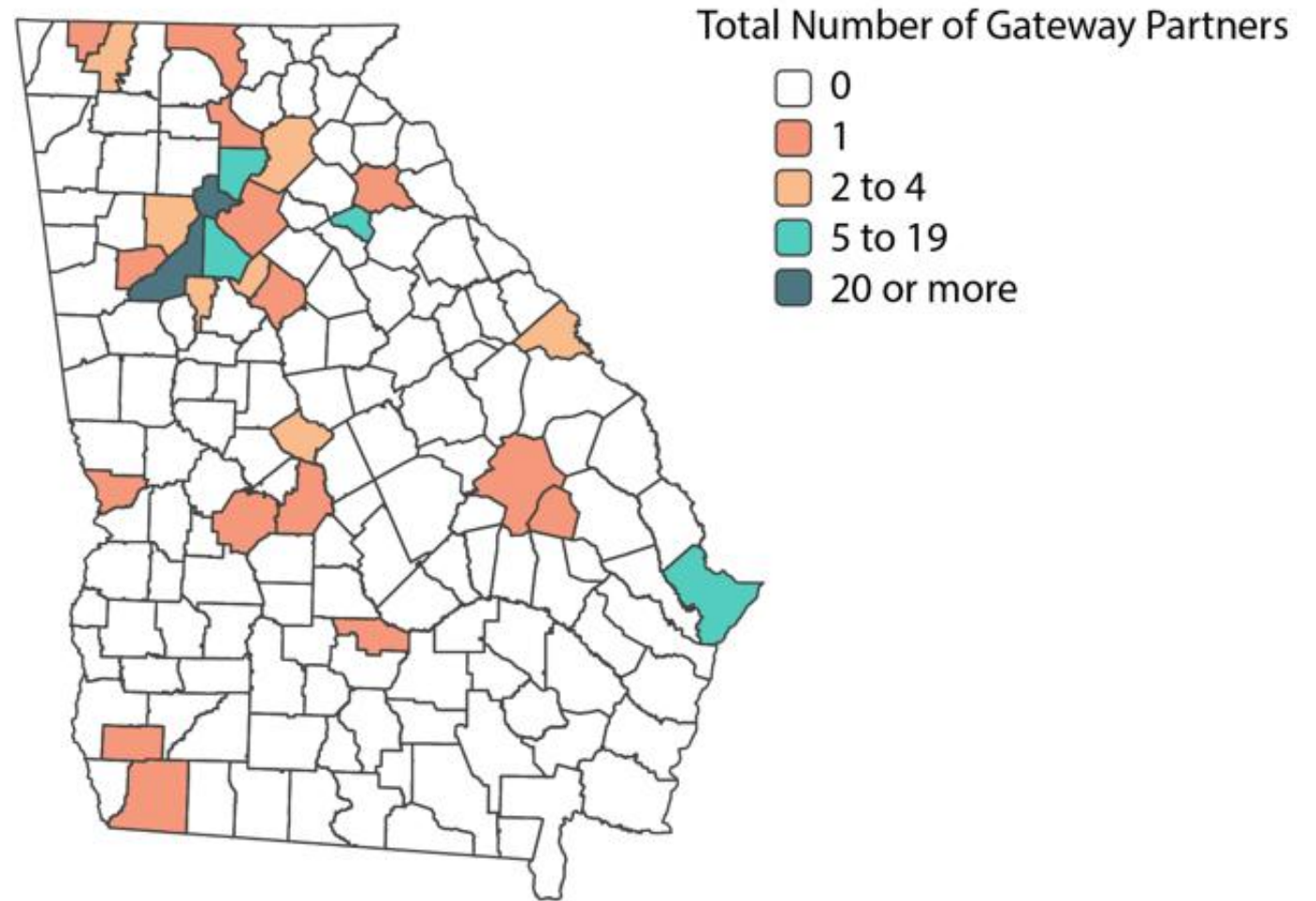


Types of Community Partners



Locations

Predominately
located in urban
and suburban
areas



Success Metrics

- Onboards three to four new partners each quarter
- Over the last eight months our partners have assisted customers with:
 - Over 14,000 new applications
 - Over 4000 renewals
 - Nearly 300 outreach events



Additional Information

- Regular monthly partner meetings provide a forum for questions and feedback, creating a sense of community and shared learning among users.
- Subject matter experts from each OFI program attend and provide policy/procedural updates, which allows a platform for our Partners to ask questions and discuss best practices.



Community Partner Criteria

- Nonprofit and tax-exempt status
- Proof that the organization can enter contracts, grants, etc.
- Must have a private area for staff to assist clients separate from waiting area and a staff ratio to meet the demands of number of applicants
- Must have a secured storage area to keep client records
- Must have an active website or social media account that is openly accessible
- Proof that contributions are authorized deductions by Section 170 of the Internal Revenue Code

Contact: georgiagatewaycp@dhs.ga.gov



Questions?

Laura Beggs

Director of Partnerships & Collaborations

Office of Family Independence

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**Georgia Department
of Human Services**

DFCS Services and Resources for Transition-Age Youth

Donjai Calhoun | Director, Well-Being and Chafee Services

Programs for Transition-Age Youth

Independent Living Program

- ***John F. Chafee Foster Care Program for Successful Transition to Adulthood (Chafee Program) / Georgia Resilient, Youth-Centered, Stable, and Empowered (GA/RYSE)***
 - Focuses on preparing youth for adulthood
 - Provides a range of services and access to resources through public-private partnerships

Extended Foster Care

- Offered until age 21 for eligible youth
- Provides ongoing support and services to help youth transition to adulthood



Chafee Program

- Federal program that provides funding to support youth and young adults currently and formerly in foster care as they transition to adulthood
- Established by the Foster Care Independence Act of 1999
- Funded through grants awarded to child welfare agencies in each state
- Georgia Resilient, Youth-Centered, Stable, and Empowered Program (GA/RYSE) is Georgia's implementation of the Chafee program



GA/RYSE

Supports youth and young adults transitioning out of foster care by:

- Assisting them in achieving **security and consistency**
- Ensuring access to **physical and mental health resources**
- **Fostering strong and lasting relationships** with supportive adults and peers
- Supporting them in **achieving educational goals and finding employment**
- Helping secure **safe and stable housing**
- Empowering them to **make positive choices**



GA/RYSE Eligibility

Youth and young adults ages 14-21 are eligible for services when the following criteria are met:

- Youth has been adjudicated as dependent or as a child in need of services (CHINS) by a Georgia juvenile court
- Youth is or was in foster care for at least 6 months on/or after their 14th birthday and 6 months prior to reaching the age of 18
- Young adult age 18-21 is a citizen or a permanent legal resident of the United States and a legal resident of Georgia or a qualified alien

(Policy 13.0)



GA/RYSE Program Structure

Program team is comprised of regionally assigned Independent Living Specialists (ILS) that work in conjunction with a youth or young adult's case manager to support:

- Eligibility assessment
- Transition planning
- Resource connections
- Advocacy
- Chafee-funded fiscal services requests



Extended Foster Care in Georgia

- Young adult may receive extended youth services from DFCS if they are between 18-21 years of age, sign a voluntary placement agreement with DFCS, and meet eligibility criteria, including one or more of the following requirements:
 1. Be completing secondary education or a program leading to an equivalent credential (e.g., high school or GED)
 2. Be enrolled in an institution which provides postsecondary or vocational education
 3. Be a participant in a program or activity designed to promote or remove barriers to employment
 4. Be employed for at least 120 hours per month



Transition from Foster Care

90-Day Transition Meeting

- Must occur no later than 90 days prior to the youth's 18th or 21st birthday
- Serves as the final planning session before the youth exits care

Transition Plan Development

- Created during the 90-day meeting and tailored to the youth's individual needs
- Includes input from the youth, caseworker, supportive adults, family members, and other key stakeholders
- Must contain: Housing options; education; workforce supports and employment services; money management and finances; credit report; transportation; essential documents; health; and health insurance



Transition from Foster Care Contd.

Youth-Centered Process

- Youth sets their own goals and identifies resources related to housing, education, employment, and health care
- Active involvement in goal setting fosters a sense of ownership over the plan and promotes self-determination

Follow-up Support

- Assigned case manager follows up to ensure plan steps are in progress and assists in making updates as needed before the exit date



Thank You

Donjai Calhoun

Director, Well-Being and Chafee Services
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**Georgia Department
of Human Services**
Division of Aging Services

DHS Board Meeting

DAS UNG Respite Study

MaryLea Boatwright Quinn, Assistant Deputy Commissioner

Division of Aging Services

— VISION —

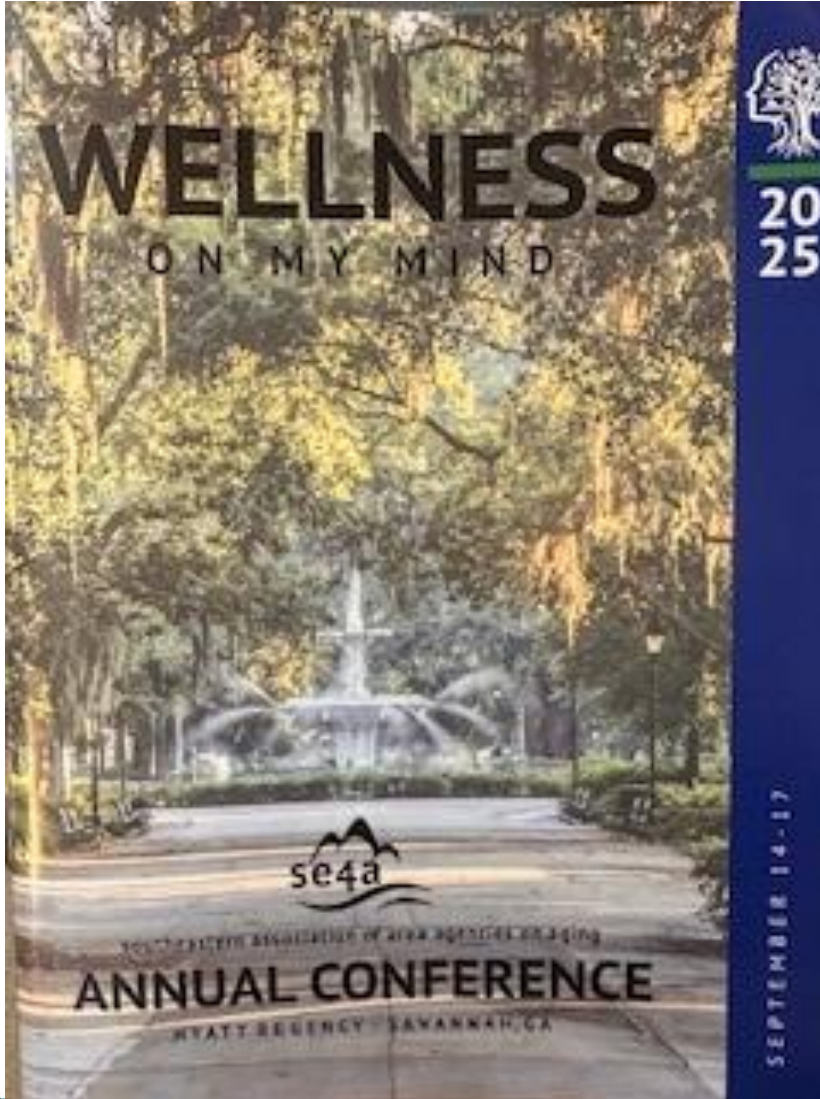
LIVING LONGER,

LIVING SAFELY,

living well



Georgia Hosts SE4A Conference



Mining Respite Services Data for ROI



**Georgia Department
of Human Services**

Division of Aging Services



UNIVERSITY *of*
NORTH GEORGIA™

INSTITUTE FOR HEALTHY AGING



Thank You to the UNG Team



Pamela Elfenbein, MSW, PhD
Project Director

- Rima Gibbings, PhD
Data Analyst
- Kelly Manley, PhD
Policy and Economics
- Yu Sun
Geographic Mapping
- Gwenyth Johson, RD
Caregiver Interviewer

Graduate Assistants

Will Fulton

Ashley Annis



The Data Set



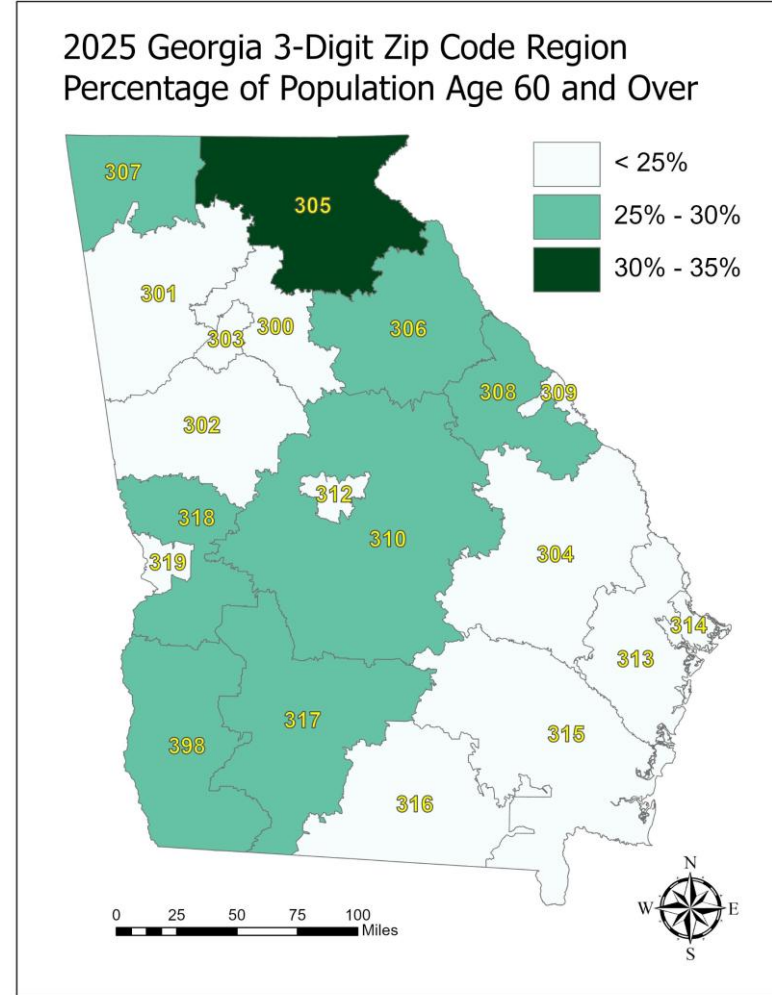
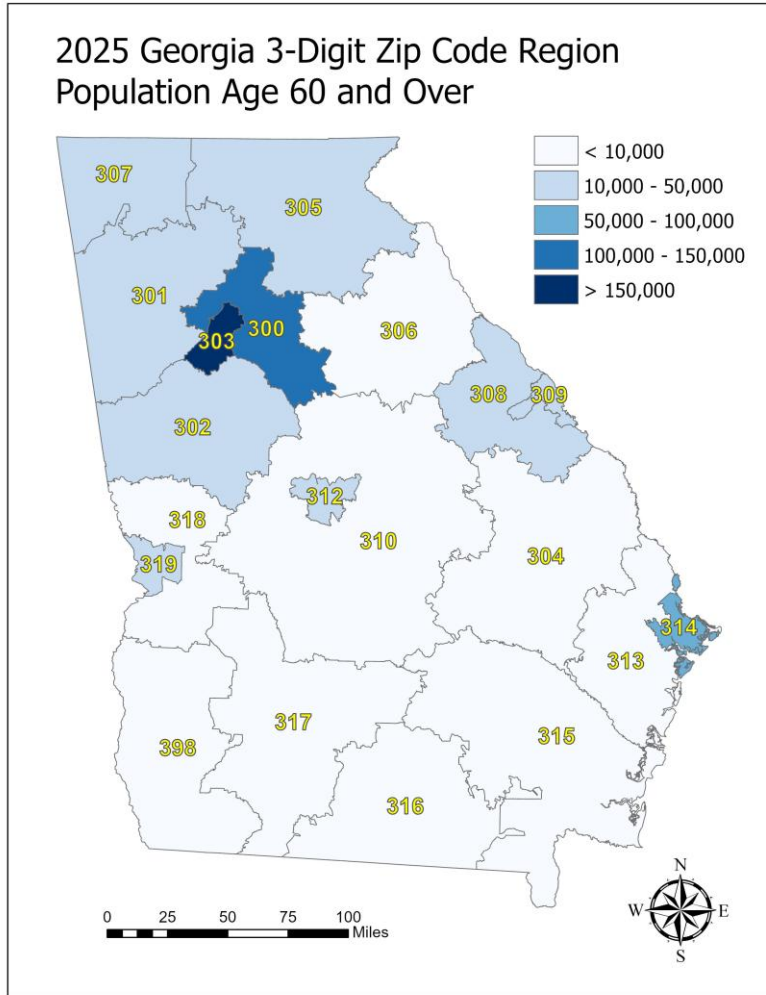
SFY 2017-2024

Persons served

Services provided

Costs of services

3 Digit Zip



Data Points Available via Assessments



DON-R Level One Assessment

A Determination of Need-Revised (**DON-R**) is used to prioritize individuals at risk of institutionalization and to develop appropriate care plans.

- DON-R Impairment score of 15
- +1 Unmet need
- Qualifies for nursing home level of care review in Georgia

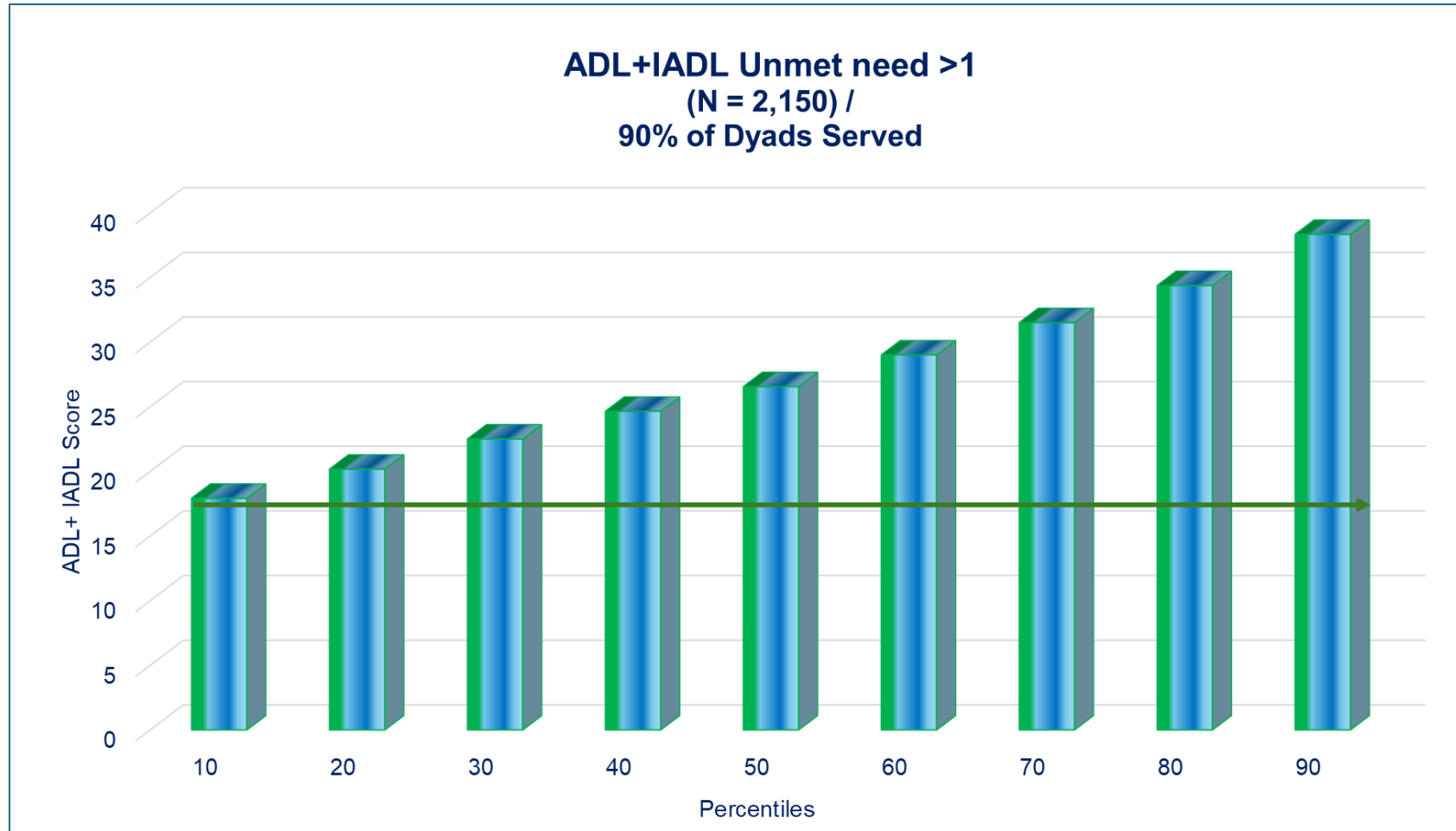


BCOS Bakas Caregiver Outcomes Scale

- BCOS is designed to measure life changes in family caregivers of persons with chronic illness
- Original 10-item instrument developed to measure life changes in family caregivers of stroke survivors
- Has since been used for caregivers of those with a variety of chronic conditions
- DAS has been using this assessment with caregivers since 2016. Now have >95% completion rate by our AAA partners



Preliminary Results



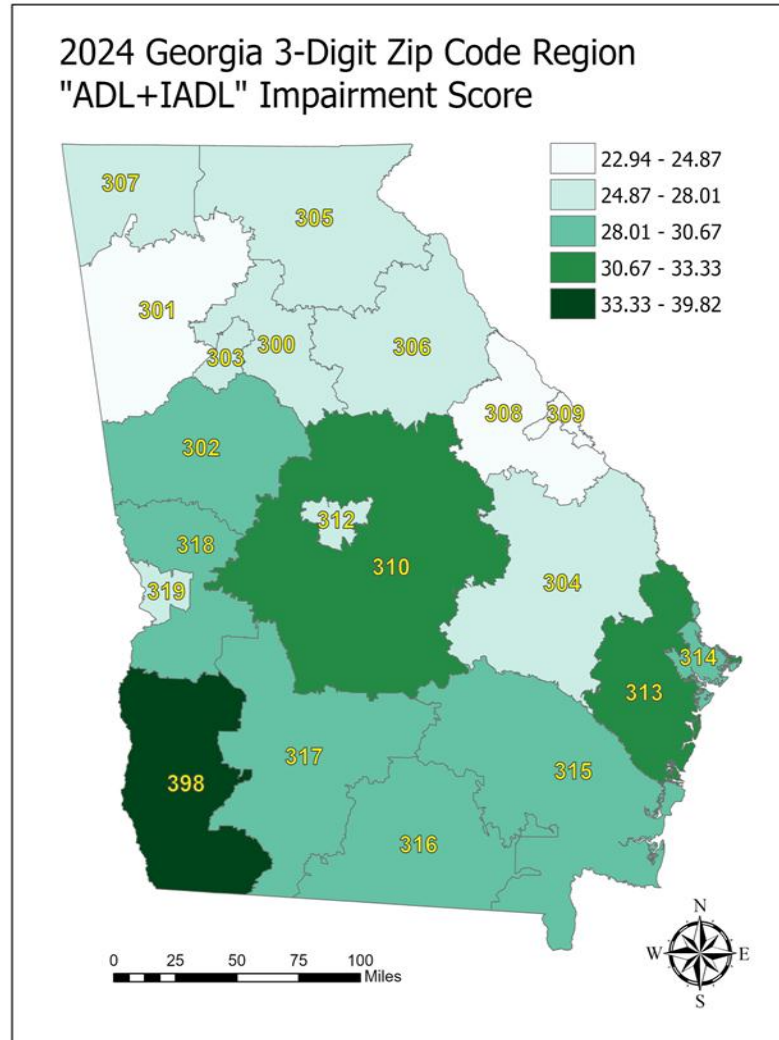
Preliminary Results



Voucher Respite Program vs.
Traditional Respite Program

- Vouchers allow for consumer choice and reduce need for AAAs to find service providers, which can be particularly difficult in rural areas
- We found that increases in voucher spending were statistically significantly associated with improvements in caregiver burden
- **For every \$1 increase in voucher spending, BCOS score improved by .002 points, holding other variables constant**
 - \$100 increase in voucher spending improves BCOS by .2 points
 - \$500 increase in voucher spending improves BCOS by 1 point
 - \$1,000 increase in voucher spending improves BCOS by 2 points

Preliminary Results



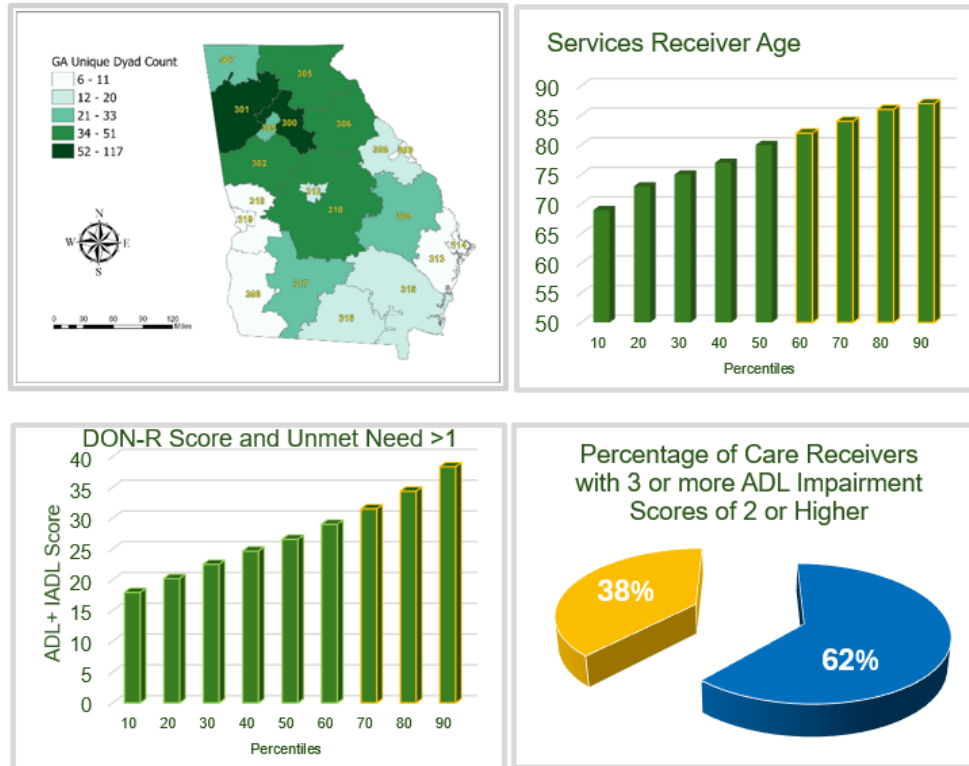
Preliminary Results

Respite Care Services

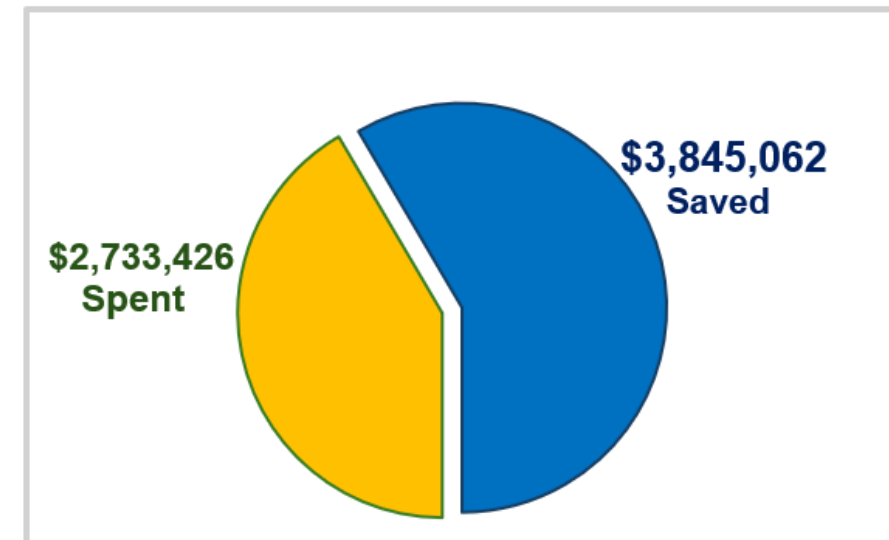
Georgia Caregiver Dyads FY2024

Extra Days in the Community = 13,259

Dollars Saved = \$3,845,062



141% Return on Investment



White Paper & Final Analysis



L to R: DAS Caregiver Specialist David Watkins and Dr. Pamela Elfenbein presenting at the 2025 SE4A Conference

Preliminary Results presented this year:

- 2025 Advancing States Home and Community-Based Services (HCBS) Conference in August
- 2025 SE4A Conference in September
- Advancing States National Webinar in December

Final Report will be presented next year:

- 2026 American Society on Aging in March
- 2026 Georgia Gerontology Society Conference

Questions?

MaryLea Boatwright Quinn, MSW, LCSW

Assistant Deputy Commissioner

DHS Division of Aging Services

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Georgia Department of Human Services
Division of Child Support Services

Georgia Employer Hub

Ronnie Millen

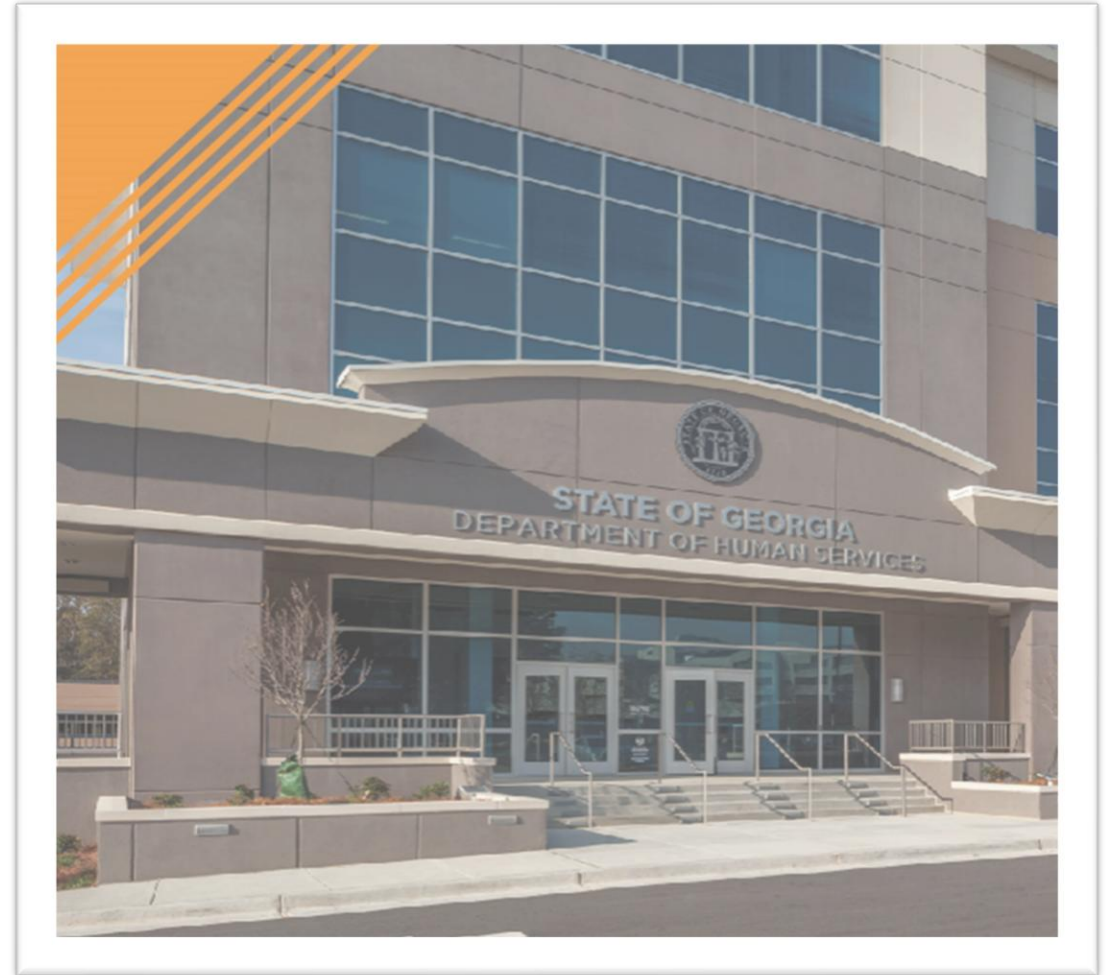
Region 3 Manager

Krista Vinson

Supervisor, Georgia Employer Hub

Georgia Employer Hub (GE Hub)

- The Georgia Employer Hub is a state-of-the-art resource for Georgia employers regarding child support issues and needs.
- Streamlines Income Withholding Orders (IWOs) and automates electronic 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 to assist with the collection and the completion of income withholding orders.



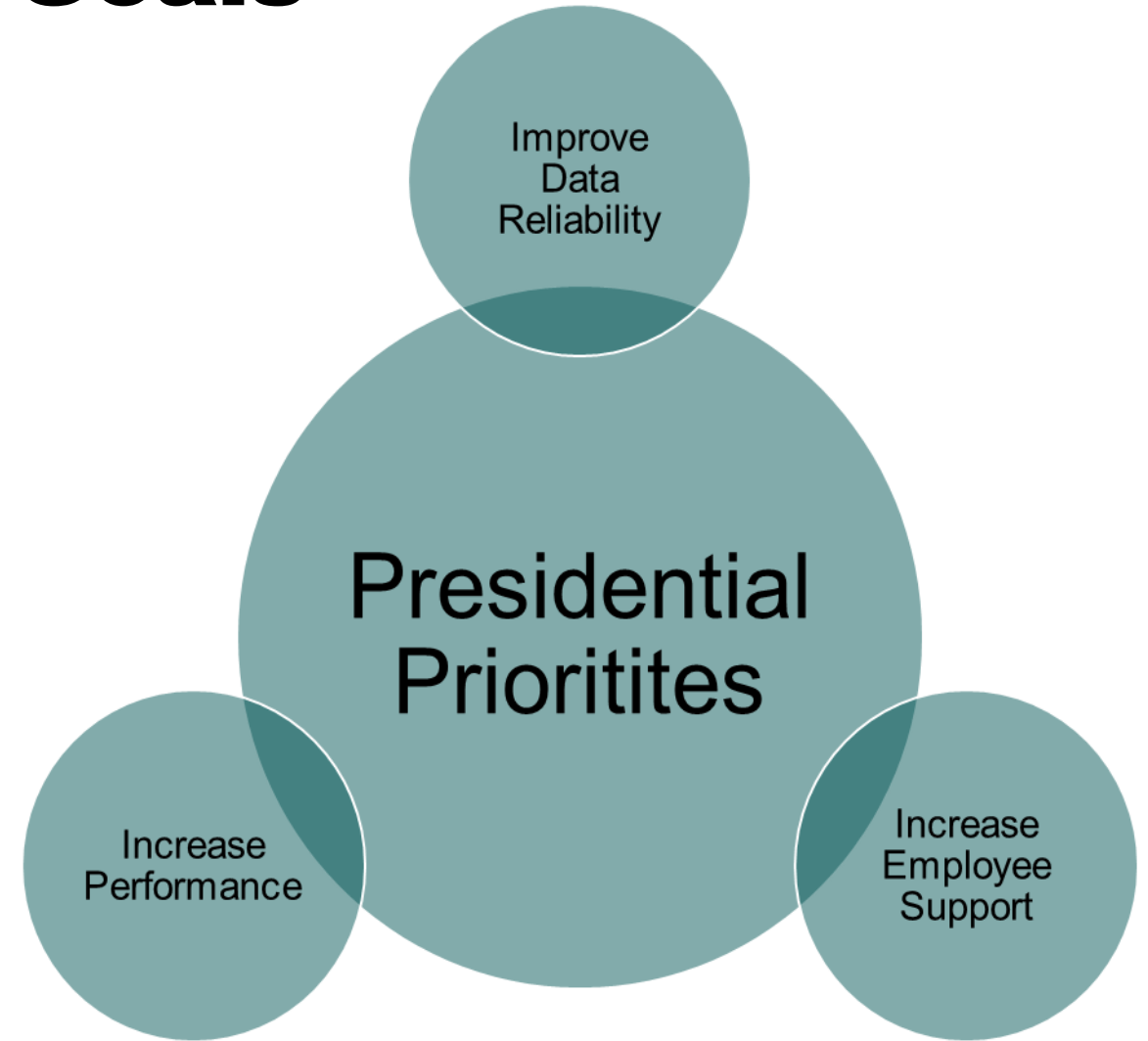
GE Hub History

- Opened in January 2018 supporting 11 offices
- Went statewide in July 2018 (55 offices)
- By November 2018, the GE Hub was staffed with one manager, two supervisors, 20 full-time staff members, and eight temporary workers
- Two additional supervisors were added in May 2019
- Audit team was established in September 2019



GE Hub Goals

- Supporting presidential priorities
- Strengthening families for a stronger Georgia
- Assisting with the increase in current support collections and arrears collections
- Building stronger relationships with employers and small businesses



GE Hub Stats

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**Georgia Department
of Human Services**



FFY 2024

**1 Manager
4 Supervisors
2 Program Assistants
29 Agents**

**21,712
Outbound Calls**

**8,014
Incoming Calls**

**88,759
Incoming Mail**

**266,818
Outgoing Mail**

**214,462
IWOs**



Electronic Income Withholding Order (e-IWO) Process

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**Georgia Department
of Human Services**



e-IWO Options

Option 1

System-to-System Interface

Recommended for:
Medium to large employers with information technology (IT) resources available.

Estimated implementation time:

3-5 months

Option 2

No Programming Option

Recommended for:
Smaller employers who receive a few IWOs a month and do not have IT resources available.

Estimated implementation time:

2-4 weeks

Option 3

e-IWO Online

Recommended for:
Smaller employers and those unable to participate in options 1 or 2 because an internal server is not available. This option does not require programming or IT investment.

Estimated implementation time:

5-15 business days

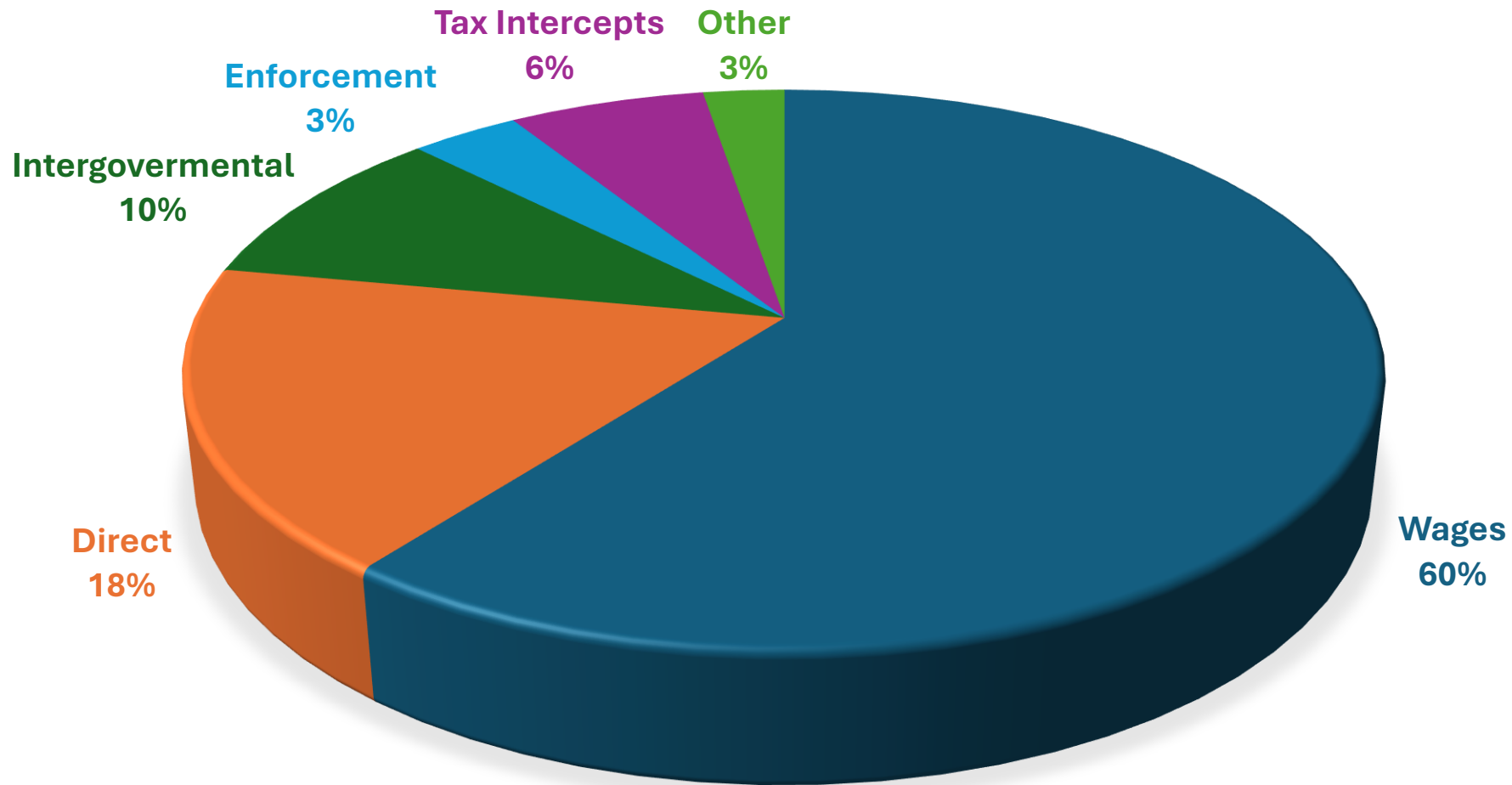


Advantages of e-IWO

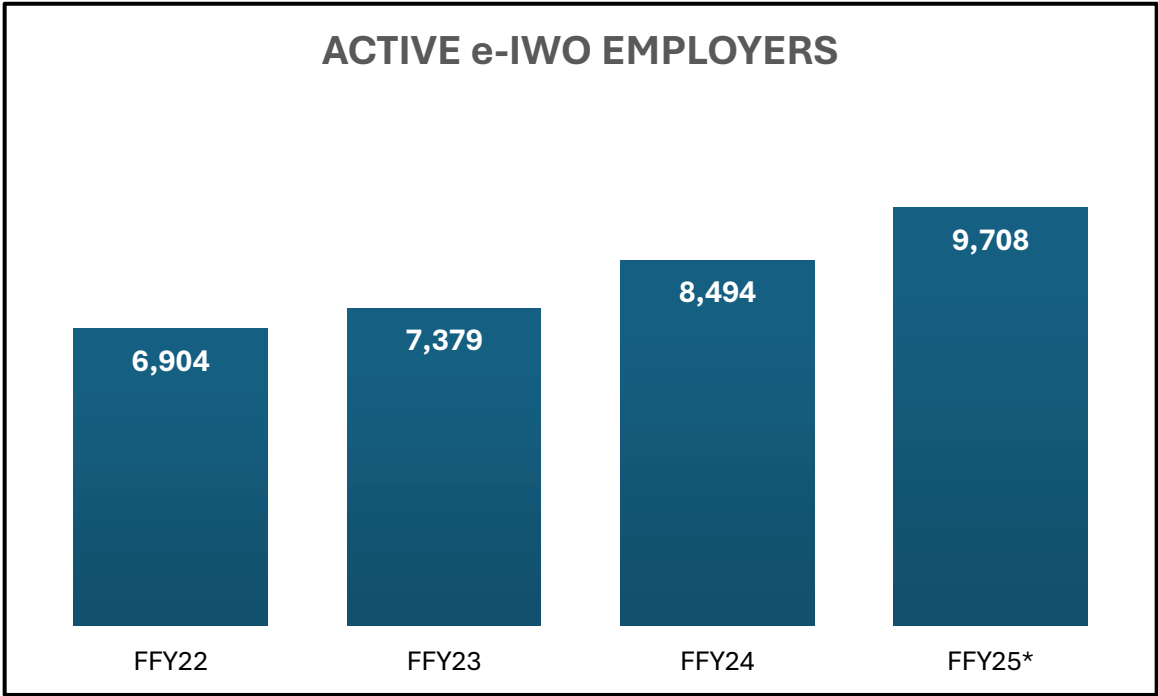


- Efficiency
- Accuracy
- Cost-effectiveness
- Centralized management
- Quick implementation
- Multiple options available

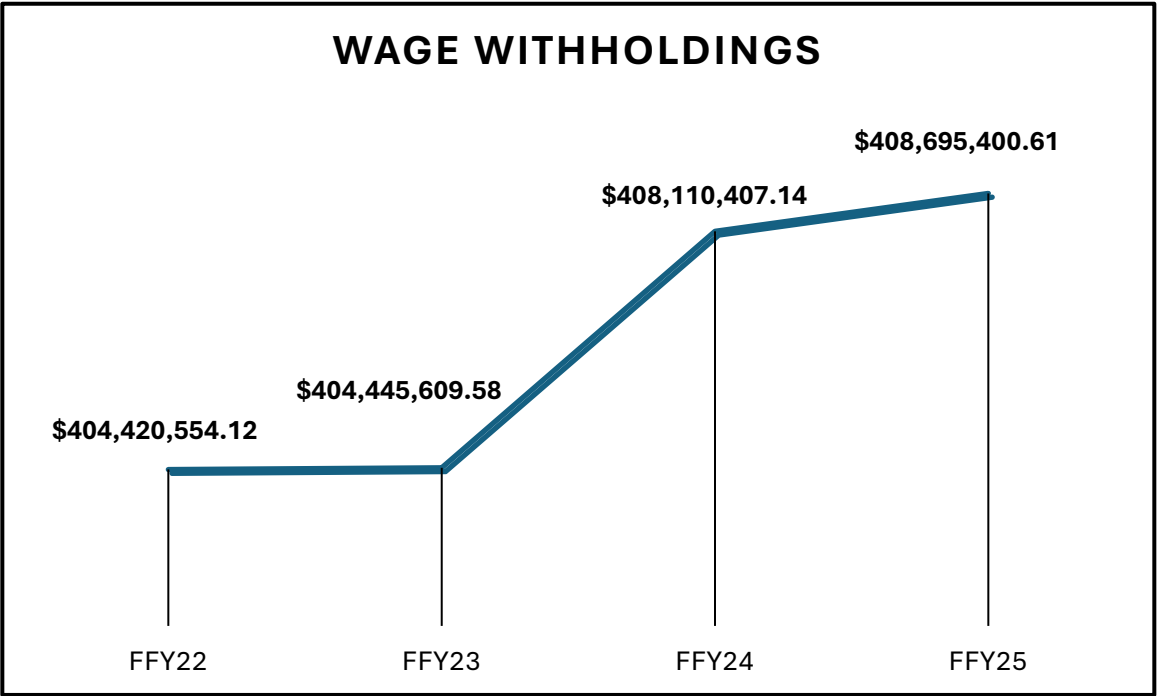
FFY 2025 Collections by Source



IWO Performance



*As of 8/31/2025



GE Hub Teams

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**Georgia Department
of Human Services**



GE Hub Outreach Team

Provides employers with direct contact to DCSS

Improves communication with employers

Assists employers with questions/concerns related to income withholding. Opportunity to educate employers on IWO and e-IWO processes



Mail Team



266,818



Federal Income Withholding (FIW) Team

- Increase Wage Withholding and e-IWO Collections
- Staff are assigned cases on the Enterprise Notice Generation System
- Screens IWOs
 - Reviews for e-IWO
 - Contacts employers for email/fax information
- Processes IWOs for all offices statewide



Division of Child Support Services - FIW Form Generation Batch Load

The screenshot shows a web application interface for 'FIW Form Generation Batch Load'. At the top, there's a tab for 'FIWs' and a sub-tab for 'e-IWO Statement of Rights'. Below the tabs, there's a date input field set to '9/10/2025' with a calendar icon and a refresh icon. The main part of the interface is a table with the following columns: 'Locked', 'Notice Date', 'Load File ...', 'No Of Not...', and 'History'. The table contains 11 rows of data, each representing a batch load. The first row is highlighted in blue. The 'Locked' column contains a right-pointing triangle icon for the first row and a padlock icon for the others. The 'Notice Date' column shows dates from 09/09/2025 down to 08/25/2025. The 'Load File ...' column shows file names like 'FIW_HRCS_09...'. The 'No Of Not...' column shows counts like 665, 882, 887, etc. The 'History' column contains globe icons. A vertical scrollbar is visible on the right side of the table.

Locked	Notice Date	Load File ...	No Of Not...	History
▶	09/09/2025	FIW_HRCS_09...	665	🌐
▶ 🔒	09/08/2025	FIW_HRCS_09...	882	🌐
▶ 🔒	09/05/2025	FIW_HRCS_09...	887	🌐
▶ 🔒	09/04/2025	FIW_HRCS_09...	800	🌐
▶ 🔒	09/03/2025	FIW_HRCS_09...	848	🌐
▶ 🔒	09/02/2025	FIW_HRCS_09...	795	🌐
▶ 🔒	08/29/2025	FIW_HRCS_08...	810	🌐
▶ 🔒	08/28/2025	FIW_HRCS_08...	626	🌐
▶ 🔒	08/27/2025	FIW_HRCS_08...	759	🌐
▶ 🔒	08/26/2025	FIW_HRCS_08...	826	🌐
▶ 🔒	08/25/2025	FIW_HRCS_08...	1593	🌐



Performance Auditing Team

- Primary function is to follow up on IWOs that did not result in a payment within 60 days.
- The initial focus is to ensure that a valid employer is listed in \$TARS, allowing all IWOs, Status Letters, Pay Tags, and Employment Verification Letters to be sent out successfully so timely responses can be received from employers.
- The Performance Auditing Team reviews a report of IWOs sent to employers, conducting further investigations into employer contact information such as email addresses and fax numbers to ensure accurate and effective delivery of correspondence. This also helps ensure that the \$TARS system maintains correct and up-to-date information.



2025 National Child Support Engagement Association (NCSEA) Leadership Symposium

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2025 National Council of Child Support Directors (NCCSD) Employer Symposium

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Questions?

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Krista Vinson

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*thank
you*





**Georgia Department
of Human Services**

Meeting Break



**Georgia Department
of Human Services**

Minutes Approval for July 9, 2025



**Georgia Department
of Human Services**

Minutes Approval for Sept. 4, 2025



**Georgia Department
of Human Services**

Committee Updates



**Georgia Department
of Human Services**

New Business & Closing Comments