



**Georgia Department
of Human Services**

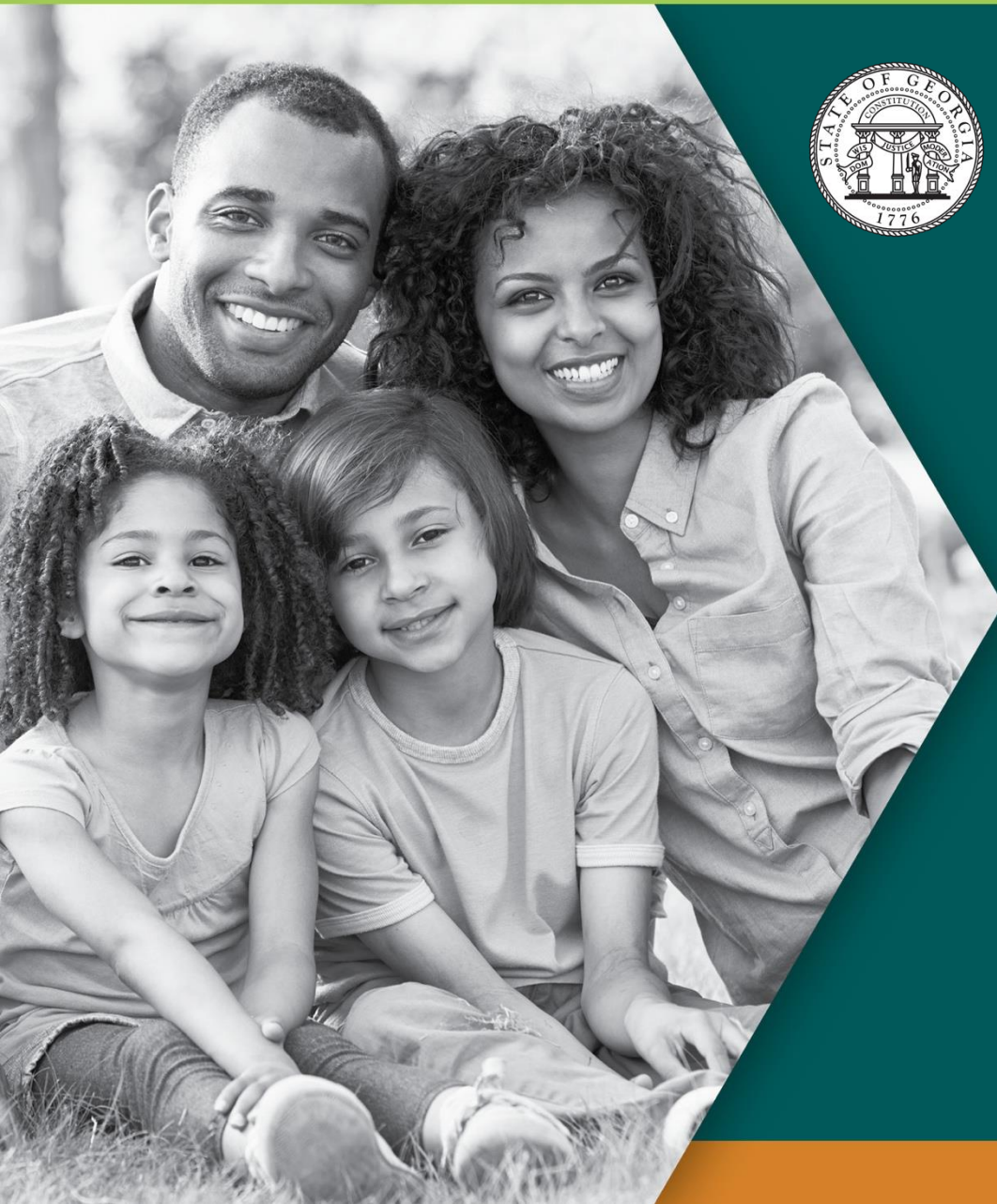
DHS Board Meeting Q2

April 9, 2025



**Georgia Department
of Human Services**

Welcome & Attendance



Georgia Department of Human Services

Child Welfare Updates and Initiatives

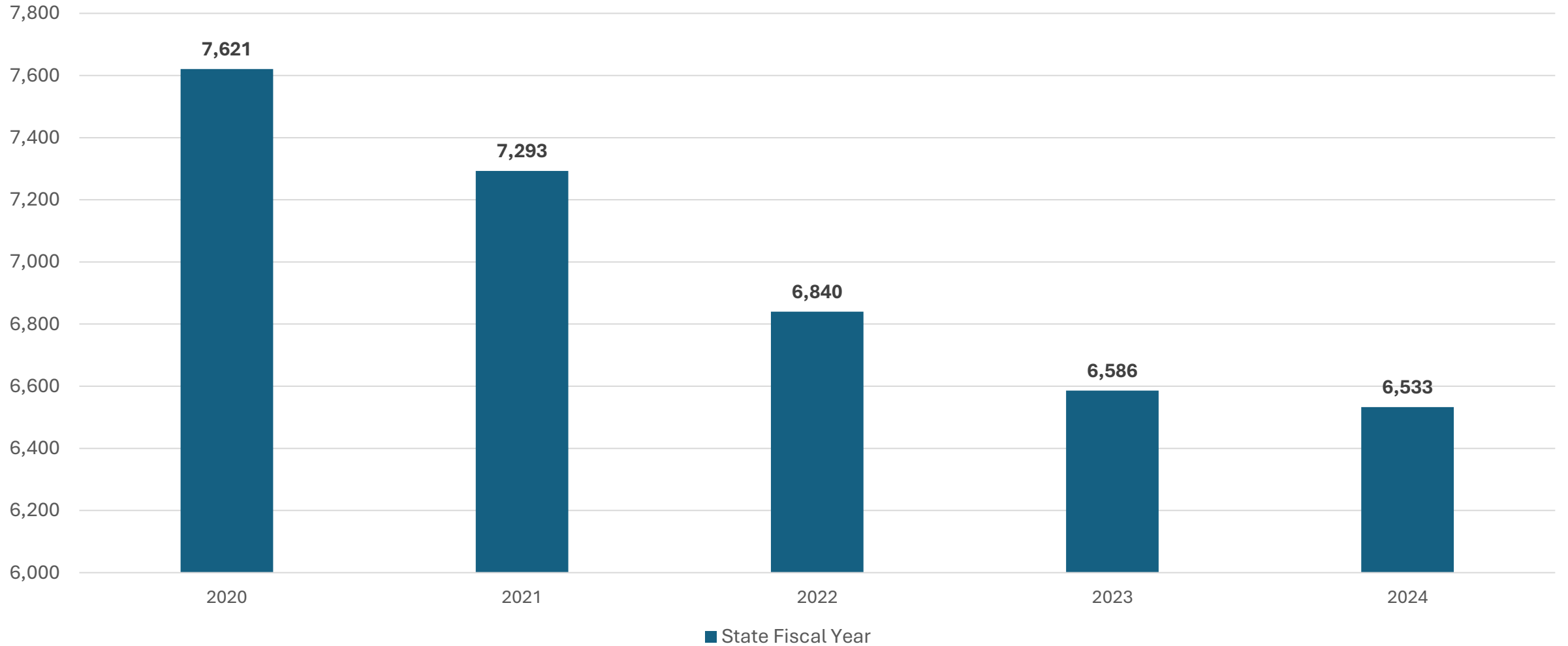
Lon Roberts

Deputy Commissioner, Child Welfare

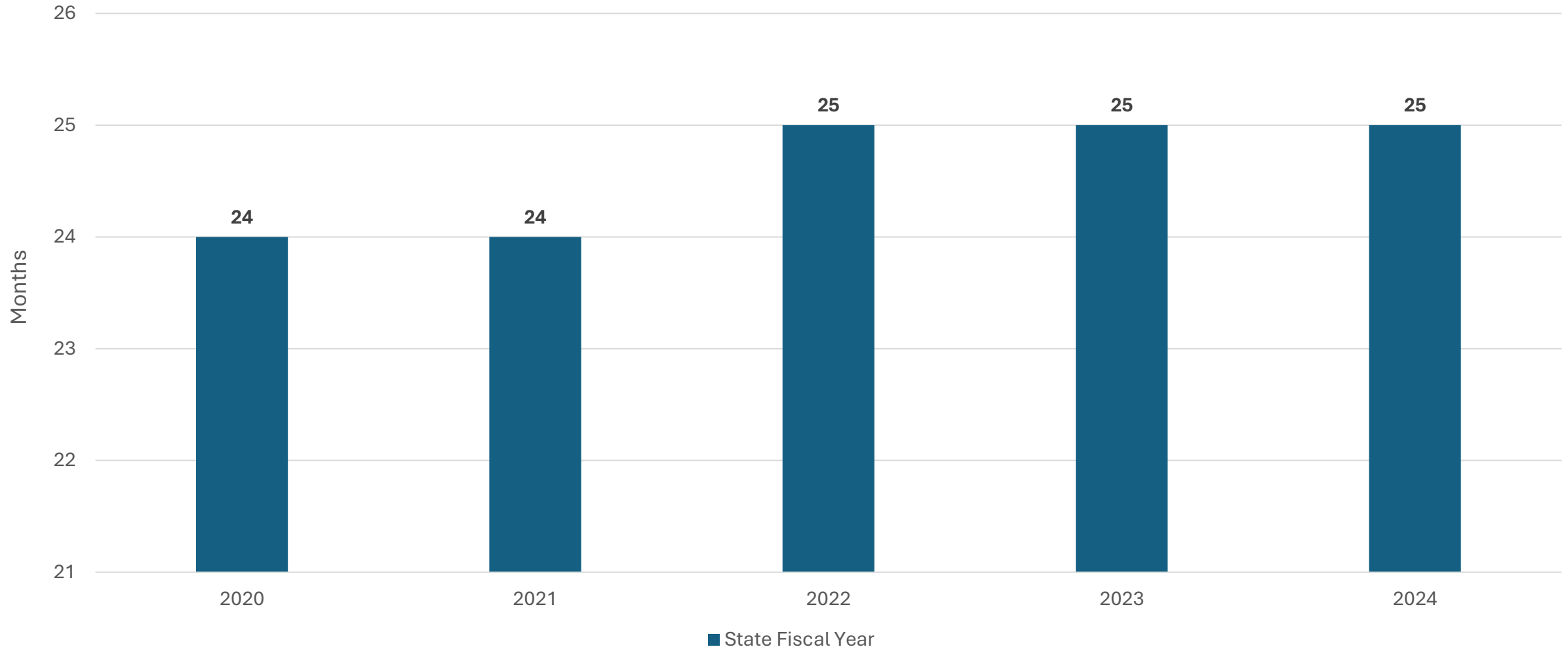
Children and Youth in Care



Foster Parents in Georgia



Average Time Spent in Care



AFPAG Conference



AFPAG's Case Manager of the Year

- Michelle Stinson is a Social Services Specialist 3 in Region 9.
- She has been with DFCS for over 20 years.



Teens Are For Me



Social Work Month

"Connecting with youth in care and foster caregivers helped me understand the profound impact this field has on children, families, and communities. I discovered a passion for matching children with foster parents who could meet their unique needs and provide a nurturing environment to help them heal while their biological parents worked towards healing and completing their case plans."

- **Garret Pierce | CRRU Administrator**



Social Work Month

"One key strength that I bring to my career is that I can build trust with my clients through empathy. My goal is to create a safe, non-judgmental space for all my families to express themselves, which allows for open and honest communication. I believe when clients feel their voice is heard and understood, they are more open to receiving help."

- **Shaina Francois | Social Services Specialist**



Social Work Month

"In a previous case, I had a mother who was able to secure housing but unable to furnish the apartment with the items needed to reunify with her children. With donations from the community, I was able to help this mother fully furnish her apartment. Ultimately, the children were successfully reunified with their mother."

- **Chelsea Hasty | Foster Care Case Manager**



Social Work Month

"My favorite clients are my teenagers. I love helping them feel important by encouraging them to talk to the judges, helping them write out their thoughts prior to hearings, and teaching them how to dress appropriately. I love empowering them to continue learning on a college pathway by attending their ILP meetings and purchasing that college t-shirt for them when they receive their acceptance letter"

- **Stephanie Scott | Social Services Specialist II**



Child Abuse Prevention Month



National Foster Care Awareness Month



Housing Choice Voucher Programs

- **Foster Youth to Independence (FYI):**
 - Provides housing choice vouchers (HCV) assistance available to public housing agencies in partnership with public child welfare agencies for youth in foster care between the ages of 18-24.
- **Family Unification Program (FUP):**
 - Assists youth in foster care between the ages of 18-24 and/or supports families in the process of reunification.
- We currently have six MOUs with housing authorities across Georgia.



Celebration of Excellence



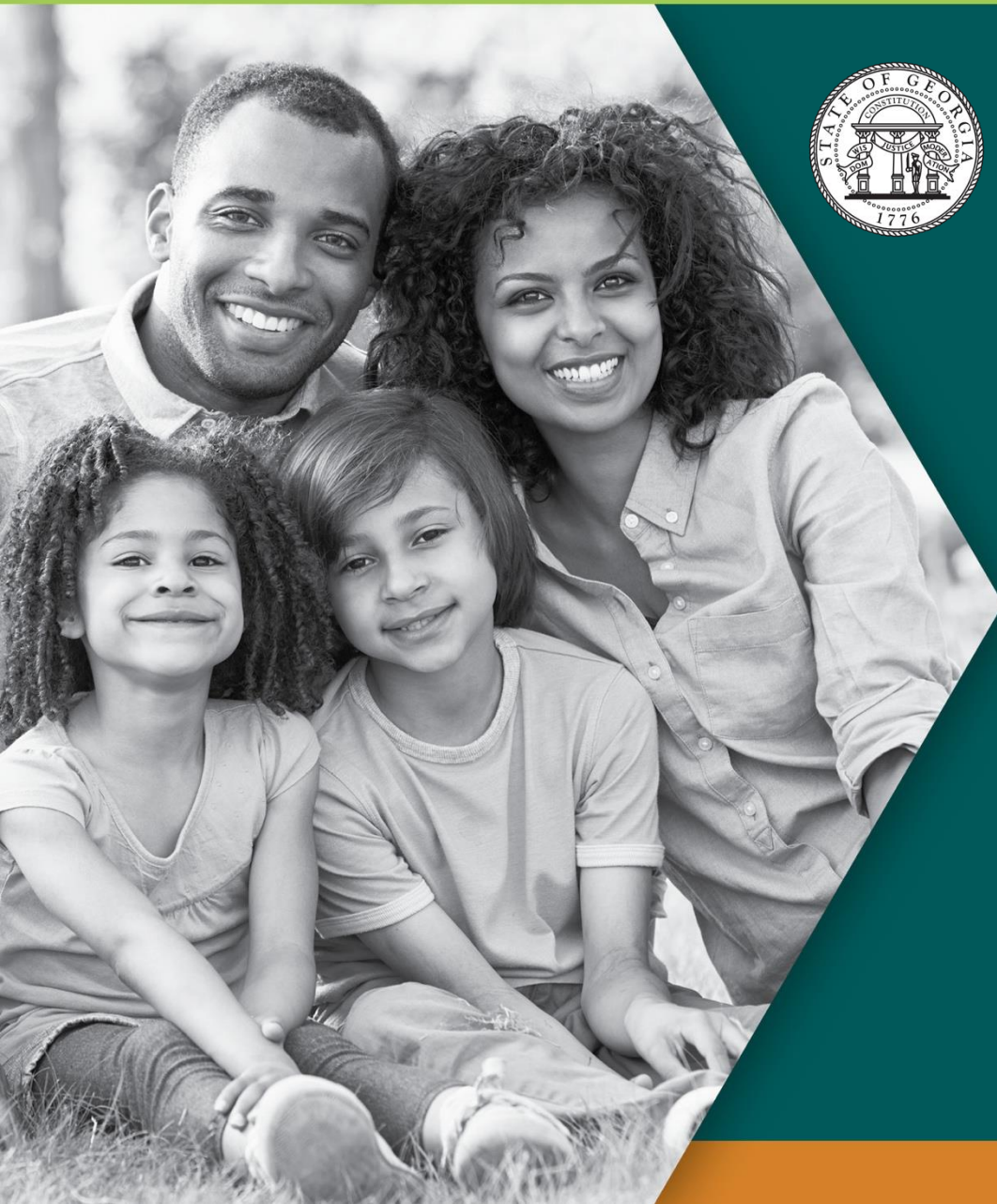
Questions?

Lon Roberts

Deputy Commissioner | Child Welfare

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Georgia Department of Human Services

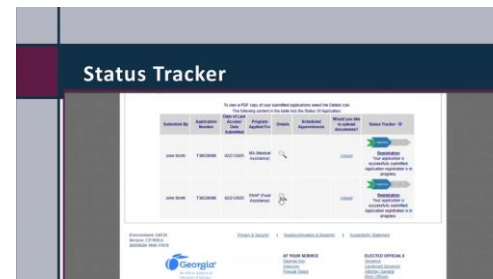
Office of Family Independence Updates

John Hallman

Deputy Commissioner for the Office of Family Independence

OFI Updates

- Gateway Provider Portal Enhancements
- Gateway Slim Kiosks Deployed in County Offices
- New: Gateway Status Tracker
- Raises for Caseworkers and Supervisors



Gateway Provider Portal Enhancements

We updated the Provider Portal to give nursing home providers a more user-friendly experience. The new dashboard includes a new welcome page and allows users to:

- Track overdue renewals, current renewals, and other clients
- View case details, renewal due dates, and case statuses
- Filter and sort the renewals data
- Export renewals data to Excel
- Submit renewals and changes from the dashboard
- Submit DMA59s and Communicators from the dashboard
- View and upload verification for pending verification checklists (VCLs)
- View information for deceased clients based on data received from federal partners



Gateway Provider Portal Enhancements

Dashboard Overview

- Track Overdue Renewals, Current Renewals, and Other Clients.

The screenshot displays the Georgia Gateway Provider Portal dashboard. At the top, it says 'An official website of the State of Georgia. How you know'. The Georgia Gateway logo is on the left, and 'Hello, Peter. You are logged in.' is in the center. A 'Logout' button is on the right. Below the header, there are navigation links: 'HOME | Agency Dashboard | Update My Account | Search for a User | My Reports'. A tab bar shows 'Overdue Renewals' (selected), 'Current Renewals', and 'Other Clients'. The main section is titled 'Overdue Renewal Dashboard'. It has two buttons: 'Export Current Table' and 'Export All Tables'. Below this, a section titled 'Clients With Overdue Renewals' contains a table. The table has 11 columns: Case #, Client ID, Name, DOB (MM/DD/YYYY), SSN, Pending Verifications, Renewal Due Date (MM/DD/YYYY), Renewal Status, Provider Information, Admission Start Date (MM/DD/YYYY), and Decided Info from a Federal Interface. The first row of data shows: Case # 135770243, Client ID 107191931, Name South State LLC, DOB 04/16/1938, SSN 263-54-3838, Pending Verifications Not Applicable, Renewal Due Date 11/30/2024, Renewal Status Not Received, Provider Information Shady Pines - Nursing Home - 8001234564, Admission Start Date 12/01/2023, Decided Info from a Federal Interface No. There are also links for 'Renew Benefits' and 'Upload Documents'.

Case #	Client ID	Name	DOB (MM/DD/YYYY)	SSN	Pending Verifications	Renewal Due Date (MM/DD/YYYY)	Renewal Status	Provider Information	Admission Start Date (MM/DD/YYYY)	Decided Info from a Federal Interface	Action
135770243	107191931	South State LLC	04/16/1938	263-54-3838	Not Applicable	11/30/2024	Not Received	Shady Pines - Nursing Home - 8001234564	12/01/2023	No	Renew Benefits Upload Documents



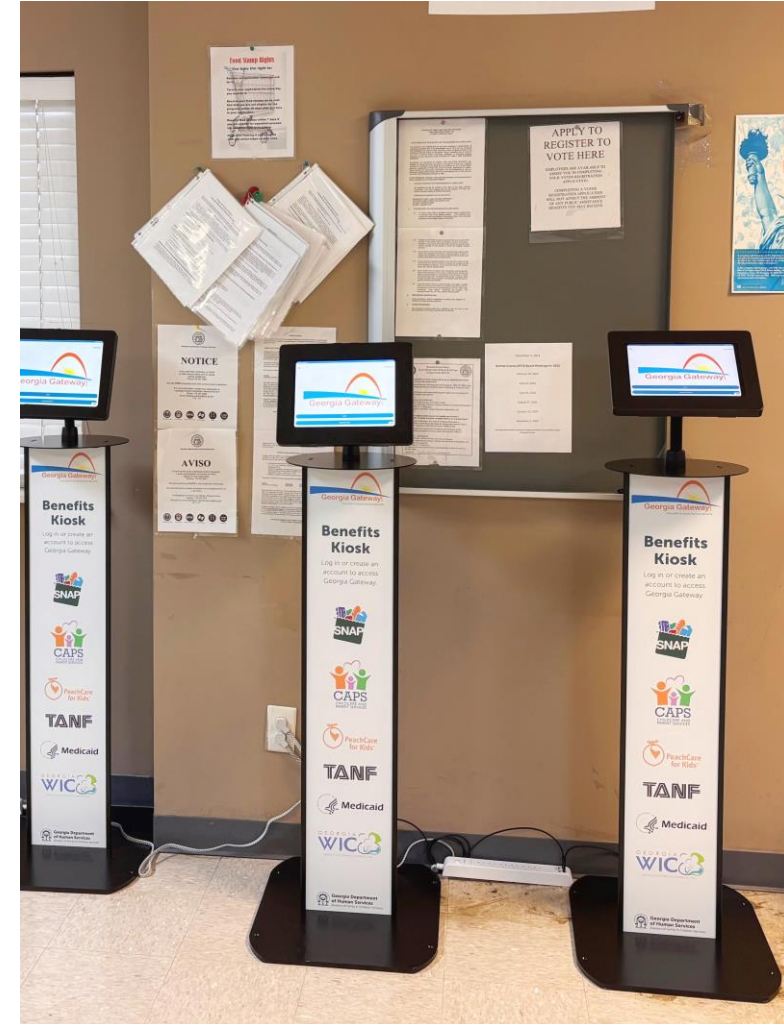
Provider Portal Enhancement Feedback

- Since implementation on Jan. 27, 2025, 140 new providers have inquired about portal access, and we have received 280 inquiries from existing providers to add new users.
- Several nursing homes that previously had access to the portal but stopped using it are now requesting reactivation due to the enhancements.
- We host monthly calls with providers in each OFI District, and we have our Provider Portal lead joining each district's provider calls, sharing training information, answering questions, and working with providers directly as needed.
- Overall, providers are excited about the enhancements and have expressed their appreciation to the attention we've given to the portal.
- Plan additional engagement with the provider community to increase awareness and adoption of the system.



Gateway Slim Kiosk Project

- Replacing bulky legacy Gateway kiosks in county office lobbies with a new slim version based on the library kiosk project launched last year.
- New and improved Georgia Gateway Self-Service kiosks allow customers to apply for benefits, update information, and submit documents in county office lobbies.
- Self-service kiosks reduce wait times and allow DFCS staff to focus on more complex customer needs.



Gateway Slim Kiosk Project

- 106 New kiosks are available in 65 of our county offices; more on the way.
- Target project completion date is June 30, 2025.

OFI District	Deployment Completion
OFI District 1	94%
OFI District 2	58%
OFI District 3	100%
OFI District 4	0%
OFI District 5	34%
OFI District 6	40%
OFI District 7	0%



New: Gateway Status Tracker

The screenshot displays a web interface for the Gateway Status Tracker. It features a dark blue header with the title 'Status Tracker'. Below the header, there are two main sections: 'My Applications Page' and 'My Reported Changes Page'.

My Applications Page: This section contains a table titled 'Status Of Application'. The table has columns for Submitted By, Application Number, Date of Last Access/Date Submitted, Program Applied For, Details, Scheduled Appointments, Would you like to upload documents?, and Status Tracker. A row is shown with a link to 'Select here to continue application', a date of 01/08/2025, and the program 'MA (Medical Assistance)'. A 'Submission' button is visible with the text 'Your application is pending submission.'

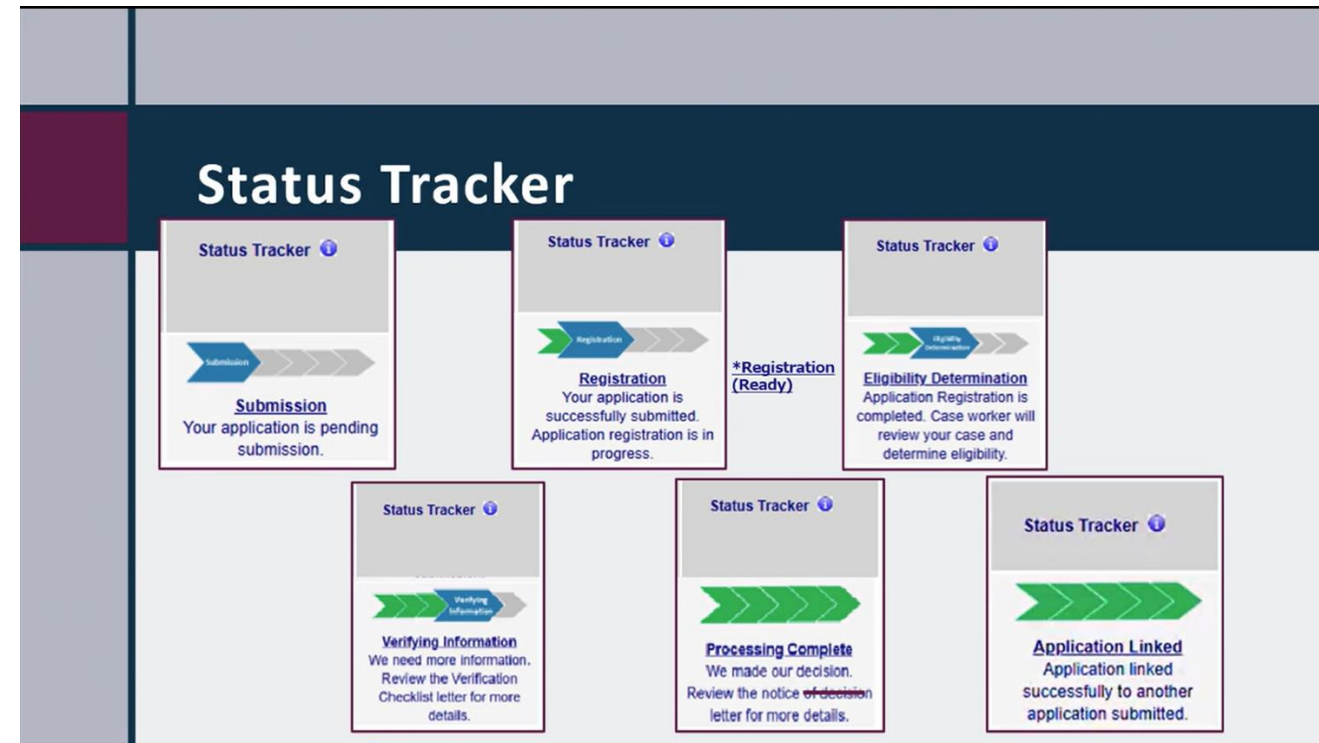
My Reported Changes Page: This section contains a table titled 'My Reported Changes'. The table has columns for Change Number, Date Received By Agency, Program Applied For, Details, and Status Tracker. A row is shown with a link to 'Select here to continue application', a date of 12/23/2024, and the program 'SNAP (Food Assistance)'. A 'Submission' button is visible with the text 'Your application is pending submission.'

- Added a “status tracker” to the customer portal that allows customers to see the status of an application or change after they submit it.
- Designed to improve customer experience by providing more transparency to customers and give them real time information about their application or change.



New: Gateway Status Tracker

- The status tracker includes an information icon that customers can click for additional information, and it changes visually as the application progresses.
 - A blue bar indicates current status.
 - A green bar indicates a completed stage.
 - A gray bar indicates a future stage.
- Failed applications will be indicated by all gray bars and the status will say “Failed”.
- Another status includes “Processed: We are unable to determine status at this moment”.



Raises for Caseworkers & Supervisors

- The Legislature voted to increase eligibility worker salaries by \$3,000.
 - Direct recognition of the hard work eligibility workers did last year during D-SNAP.
 - Will help increase retention.
 - Included Eligibility Specialists 1, 2, 3 and Supervisors.



Questions?

John Hallman

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Georgia Department of Human Services
Division of Aging Services

Division of Aging Services: Services and Programs Overview

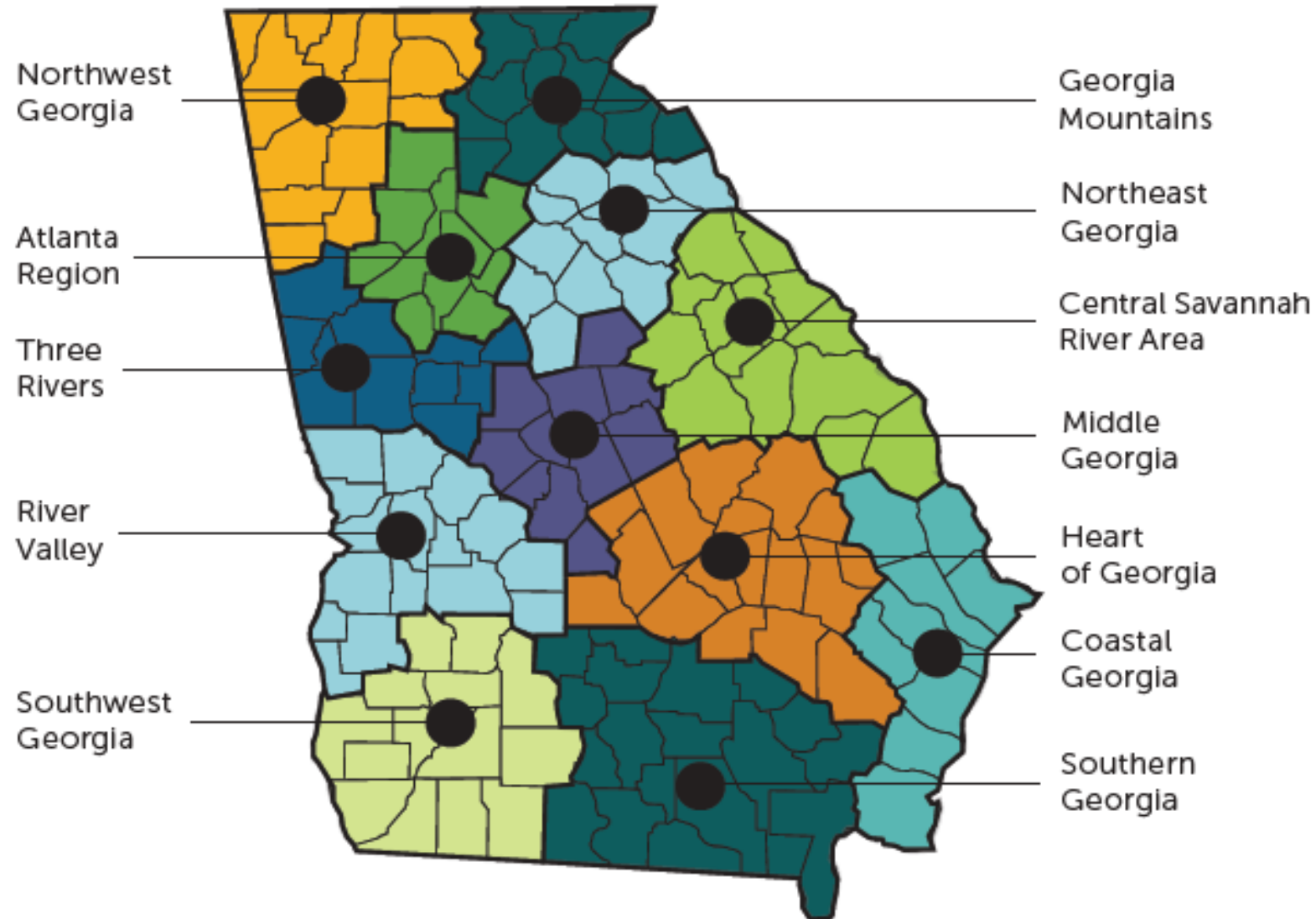
Allison Bernal

Section Manager, Livable Communities Section

Yolanda Mendoza-Miller

Team Lead, Livable Communities Section

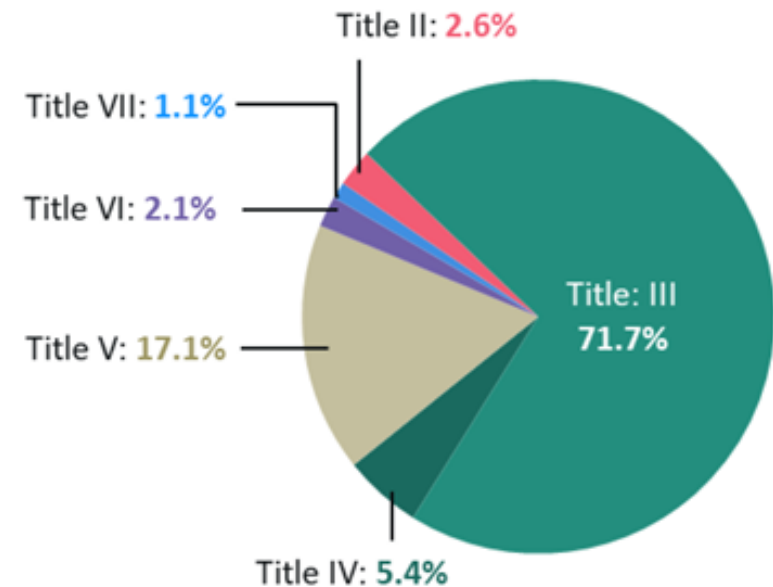
Area Agencies on Aging (AAAs)



Title III of Older Americans Act (OAA)

Title III authorizes grants to State Units on Aging and AAAs to act as advocates on behalf of, and to coordinate programs for, older persons ages 60 and older, including supportive services, nutrition services, family caregiver supports, and preventive services.

Figure 1. Older Americans Act, FY2024 Funding
Funding as a percentage of OAA total, \$2.372 billion



Source: CRS Report R43414, *Older Americans Act: Overview and Funding*.



Title III B: In-home Service Programs



**Personal
Care**



**Homemaker
Services**



**Chore
Services**



**Home
Modification
& Repair**



**Assistive
Technology**



Home Modification and Repair



CFR 1321.3
restricted home
modification lifetime
allowance to \$150
per person



In October 2021, a
waiver was granted
by the Administration
of Community Living
to increase the
allowance up to
\$3,500



In March 2024, DAS
increased the
funding limit up to
\$5,000 without any
provisional
conditions

Home Modification and Repair

- Six of the 12 AAAs are providing home modification and repair services
- Wheelchairs ramps followed by grab bars are the most common requests
- Building ramps often brings many community organizations and community members together
- Home modifications and repairs allow older adults to age in place longer and safer
- Finding licensed contractors to do “small” jobs
- Liability of finding additional repairs



Chore Services



- Non-continuous household maintenance and assistance in heavy housework, yard work, or sidewalk maintenance for an individual to improve and/or maintain their safety.
- Some examples of chore services:
 - Decluttering of yard, inside home
 - Moving or rearranging furniture to provide safe entry, mobility
 - Pest control



Title III C: Nutrition Services

C I – Congregate Meals (Senior Centers)



C II – Home Delivered Meals (Meals on Wheels)



SFY 2024	Congregate Meals	Home Delivered Meals	Total
Fiscal Year Budget	\$23,449,623	\$28,638,993	\$52,088,616
Clients served	15,779	15,380	31,159
Individuals on Wait List	565	3,015	3,580



Title III D: Evidenced-based Disease Prevention and Health Promotion Services



For more information visit:
<https://georgiahealthmatters.org/>



DISEASE SELF-MANAGEMENT



FALLS PREVENTION WORKSHOPS



CAREGIVER SUPPORT WORKSHOPS

Title III E: Caregiver Services

Education and Support Groups



Adult Day Services





Respite Services



SFY 2024 Service Duration Analysis

Client Overview:


 **Preference for Home-Based Aging:** 88% of aging adults favor remaining at home over moving to a facility.

 **Clients Served:** 38,986 clients received Non-Medicaid Home and Community-Based Services.

 *This highlights the strong demand for home-based care interventions promoting independence and quality of life.*

Service Duration:

 **Care Level Comparison:** DAS clients received comparable care to Nursing Facility residents.

 **Average Length of Stay:** 41 months (~3.4 years) for all active and discharged clients.

 *This data supports the effectiveness of DAS services in maintaining health and well-being outside of institutional setting*

Cost Analysis:

 **Average Cost per Client:** \$2,748 annually for Non-Medicaid Home and Community-Based Services.

 **Nursing Facility Costs:** Higher costs as sourced from the Department of Community Health Medicaid Manual.

 *DAS services offer a significantly lower-cost alternative to institutional care while maintaining quality support.*

Key Takeaways:

- **Cost-Effective Care:** Reduces financial strain on individuals and systems.
- **Comparable Quality:** Equivalent care to nursing facilities.
- **Strong Preference:** 88% prefer home care, highlighting the need for home-based support investment.

Clients Served for SFY 2024:

38,986



Average Cost per Client

\$2,748



Average Length of Stay:

41 months (~3.4 years)



Resources – AAAs

ATLANTA REGIONAL COMMISSION

404-463-3100 | empowerline.org/services

Serves Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Rockdale, and Henry counties.

CENTRAL SAVANNAH RIVER

706-210-2018 | csrarc.ga.gov/area-agency-aging

Serves Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington and Wilkes counties.

COASTAL GEORGIA

912-264-7363 | coastalrc.ga.gov/aging

Serves Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long and McIntosh counties.

GEORGIA MOUNTAINS

770-538-2650 | legacylink.org

Serves Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union and White counties.

HEART OF GEORGIA /ALTAMAHA

912-367-3648 | hogarc.org/area-agency-on-aging

Serves Appling, Bleckley, Candler, Dodge, Emanuel, Evans, Jeff Davis, Johnson, Laurens, Montgomery, Tattnall, Telfair, Toombs, Treutlen, Wayne, Wheeler and Wilcox counties.

MIDDLE GEORGIA

888-548-1456 or 478-751-6160

middlegeorgiarc.org/aging/aging-services

Serves Baldwin, Bibb, Crawford, Houston, Jones, Monroe, Peach, Pulaski, Putnam, Twiggs and Wilkinson counties.



Resources – AAAs

NORTHEAST GEORGIA

706-36-5650 | negrc.org/aging

Serves Barrow, Clarke, Elbert, Greene, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Oglethorpe and Walton counties.

NORTHWEST GEORGIA

706-295-6485

nwgrc.org/services/area-agency-on-aging

Serves Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker and Whitfield counties.

RIVER VALLEY REGIONAL COMMISSION

800-615-4379 | rivervalleyaging.org

Serves Chattahoochee, Clay, Crisp, Dooly, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor and Webster counties.

SOUTHERN GEORGIA

912-285-6097 | sgrc.us/aaa-programs.html

Serves Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner and Ware counties.

SOUTHWEST GEORGIA (SOWEGA)

800-282-6612 | sowegacoa.org

Serves Baker, Calhoun, Colquitt, Decatur, Dougherty, Early, Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas and Worth counties.

THREE RIVERS REGIONAL COMMISSION

866-854-5652 | threeriversrc.com/aging.php

Serves Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike, Spalding, Troup and Upson counties.



Resources - CILs

Access 2 Independence

706-405-2393 | access2independence.com

Serves *West Central Georgia*: Chattahoochee, Harris, Marion, Muskogee, Quitman, Stewart, Talbot, Taylor and Webster counties.

disABILITY Link

404 687-8890 | disabilitylink.org

Serves *Metro Atlanta*: Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Newton, and Rockdale counties.

Bainbridge Advocacy Individual Network (BAIN)

229-246-0150 | baincil.org

Serves *Southwest Georgia*: Atkinson, Baker, Berrien, Brooks, Calhoun, Clay, Clinch, Colquitt, Cook, Decatur, Dougherty, Early, Echols, Grady, Lanier, Lee, Lowndes, Miller, Mitchell, Randolph, Seminole, Terrell, Tift, Thomas, and Worth counties.

Disability Connections

478-741-1425 | disabilityconnections.com

Serves *Central Georgia*: Baldwin, Bibb, Crawford, Houston, Jasper, Jones, Monroe, Peach, Pulaski, Putnam, Twiggs and Wilkinson counties.

Disability Resource Center

706-778-5355 | disabilityresourcecenter.org

Serves *North Georgia*: Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, and White counties.



Resources - CILs

Northwest Georgia Center for Independent Living

706-314-0008 | nwgacil.org

Serves *Northwest Georgia*: Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker, and Whitfield counties.

Walton Options for Independent Living

706-724-6262 | waltonoptions.org

Serves *East Georgia*: Burke, Columbia, Emanuel, Jefferson, Jenkins, Johnson, Lincoln, Richmond, Screven, and Washington counties.

Multiple Choices

706-850-4025 | multiplechoices.us

Serves *Northeast Georgia*: Barrow, Clarke, Elbert, Greene, Jackson, Madison, Morgan, Oconee, Oglethorpe, and Walton counties.

LIFE (Living Independence for Everyone)

lifecil.com

Main Office Phone: 912-920-2414

Serves *Coastal & Southeast Georgia*: Bryan, Bulloch, Camden, Chatham, Effingham, Evans, Glynn, Liberty, McIntosh, Tattnall and Toombs counties.

Satellite Office Phone: 912-385-2214

Serves in Southeast Georgia: Appling, Bacon, Brantley, Candler, Charlton, Long, Pierce, Ware, and Wayne counties.



Questions?

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Livable Communities Section Manager

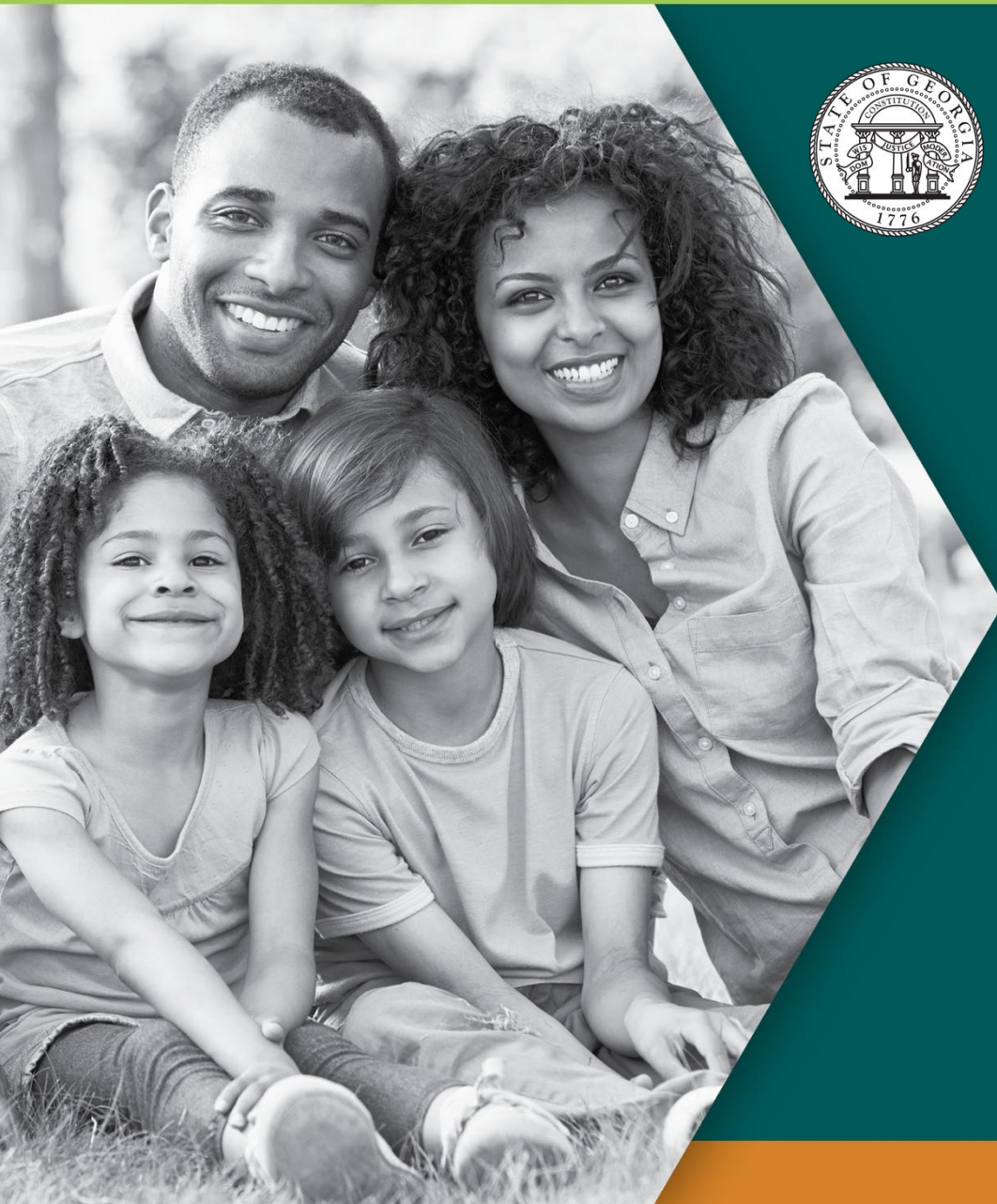
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Georgia Department of Human Services
Division of Child Support Services

Program Updates

Sarah Hurst

Assistant Deputy Commissioner, Child Support Services

DCSS Grant Updates

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**Georgia Department
of Human Services**



Safe Access for Victims' Economic Security (SAVES)

Goals

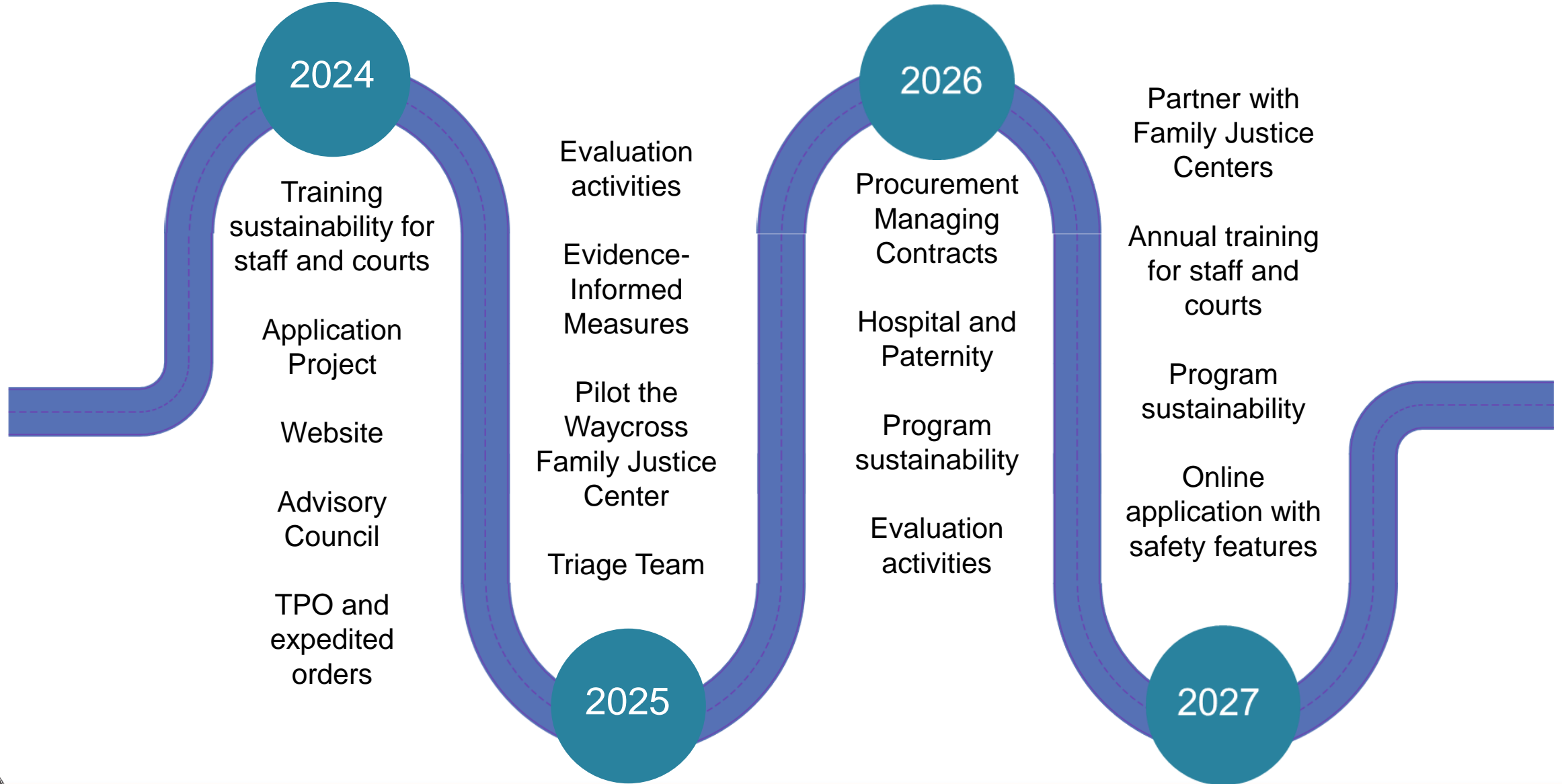
- To design, develop, evaluate, and implement best practices to provide safe access to child support and parenting time services to domestic violence (DV) victims who need support for their children, but may be afraid to apply for child support.

Objectives

- New screening and response protocols
- Expedited legal processes to victims
- Partnerships with DV agencies and legal aid
- Updated policies and case processing
- Implement specialized triage teams



SAVES Roadmap



Our Partners



Family Justice Center
WHEN ABUSE ENDS, HOPE BEGINS.



Georgia
Commission on
Family
Violence

Crisis Line
& SafeHouse
of Central Georgia



Pan Asian



Magnolia
House



SAVES Resources

Safer with Georgia SAVES

The Safe Access for Victims' Economic Security (SAVES) Program is committed to providing safer access to survivors of domestic violence when applying for assistance through the Division of Child Support Services (DCSS) and increasing their understanding of resources available through our collaboration with domestic violence advocates. We can help you navigate the child support process and find local resources to access the services you need. Resources include:

- Private one-on-one assistance when opening your case and applying for services
- Safety precautions added to your case
- Advocate / Family Navigator present on your behalf for court hearings
- Virtual court hearings

Legal Resources by County

Temporary Protection Orders (TPO) and Legal Resources by County Served

Search

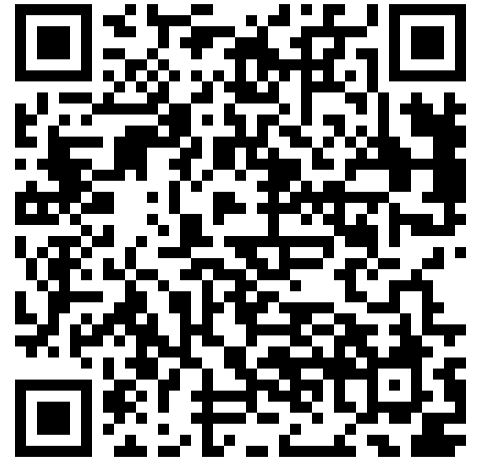
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Domestic Violence Resources

Links to Resources Across the State of Georgia

- [Georgia Coalition Against Domestic Violence - We Begins with Me](#)
- [Georgia Commission on Family Violence](#)
- [Caminar Latino](#)
- [Ser Familia - Strengthen, Revitalize, and Equip](#)



Email dcss_saves@dhs.ga.gov, scan the QR code, or visit childsupport.georgia.gov/programsservices/georgia-saves.



Charting a Course for Economic Mobility and Responsible Parenting

Objectives: To provide young adults and youth with:

- Information that expands the participant's knowledge of the financial, legal, and emotional responsibilities of parenting
- Education about how a child support order affects the parent's budget and the legal process related to child support



Charting a Course for Economic Mobility and Responsible Parenting

Partners:

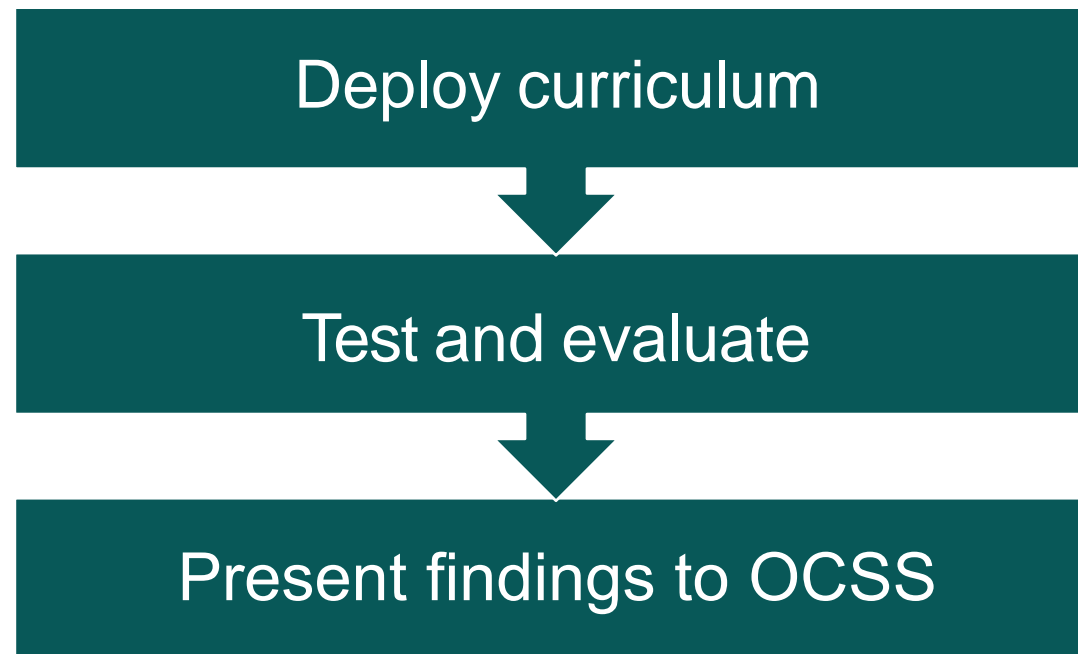
- Columbus State University
- Department of Juvenile Justice (DJJ)
- Division of Family and Children Services (DFCS)
- Christian City
- University of Georgia

Modules:

- Choices vs. Decisions
- Parental Readiness
- Child Support
- Custodial Parent Responsibilities
- Noncustodial Parent Responsibilities
- Co-Parenting
- Healthy Relationships



Charting a Course for Economic Mobility and Responsible Parenting



Child Support Lien Network (CSLN)

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**Georgia Department
of Human Services**



CSLN

Purpose:

- Match delinquent noncustodial parents with financial accounts and asset records
- Intercept monies by placing liens

CSLN Existing Services:

- Insurance Match
- Financial Institution Data Match (FIDM)



CSLN Matches

Matches for FFY 2025 (as of 2/28/2025): **2,185**

- Insurance: 1,633
- FIDM: 552

Matches received for FFY 2024: **4,269**

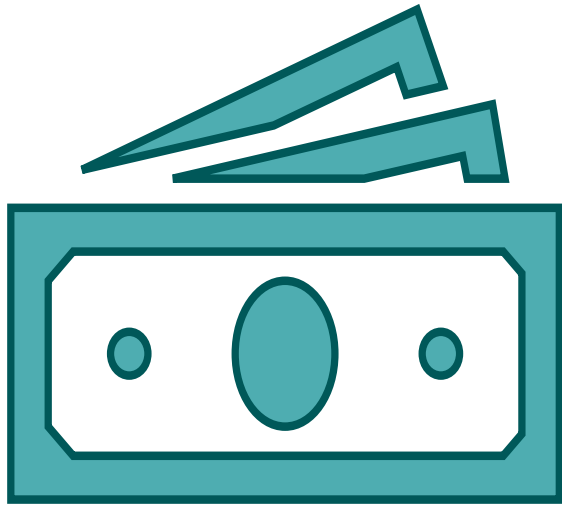
- Insurance: 3,186
- FIDM: 1,083



Cases with \$0 arrears paid in FFY 2025: **83,254**



CSLN Collections



Current Impact to DCSS families

FFY 2025 (as of 2/28/2025): **\$3,569,695**

- Insurance Match: \$2,553,443
- FIDM: \$1,016,252

FFY 2024: **\$9,023,818**

- Insurance Match: \$6,514,488
- FIDM: \$2,509,330



Additional CSLN Services

Additional services offered:

- Lump Sum Payment Matching
- Real Property Matching

Projected impact to families:

- Additional matches
- Expected collections: approximately \$2,657,492/year



Questions

Sarah Hurst
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Division of Child Support Services
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*thank
you*





**Georgia Department
of Human Services**

Meeting Break



**Georgia Department
of Human Services**

Minutes Approval for January 8, 2025



**Georgia Department
of Human Services**

New Business & Closing Comments