



**Georgia Department  
of Human Services**

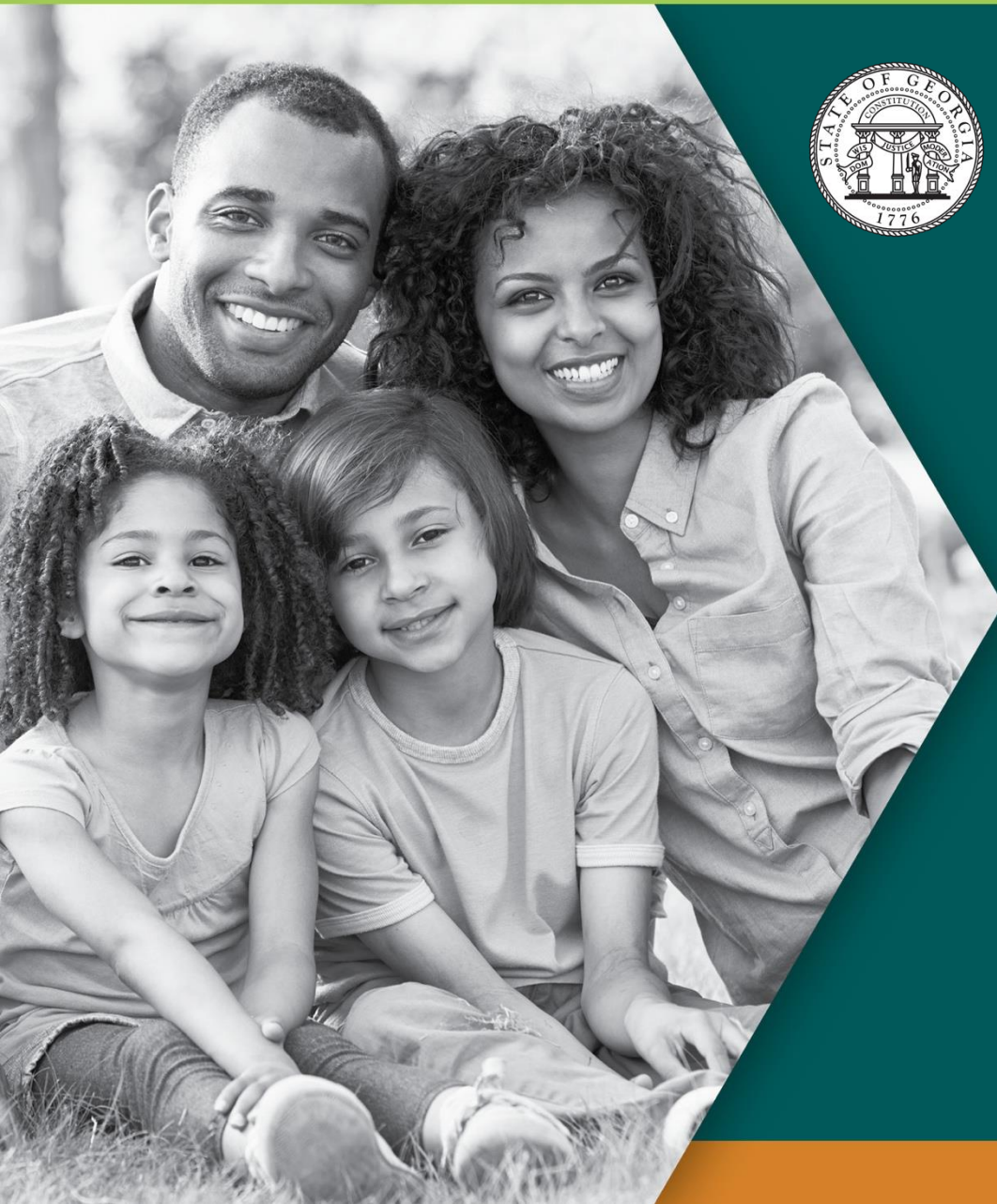
# **DHS Board Meeting Q3**

**July 9, 2025**



**Georgia Department  
of Human Services**

# **Welcome & Attendance**



**Georgia Department of Human Services**

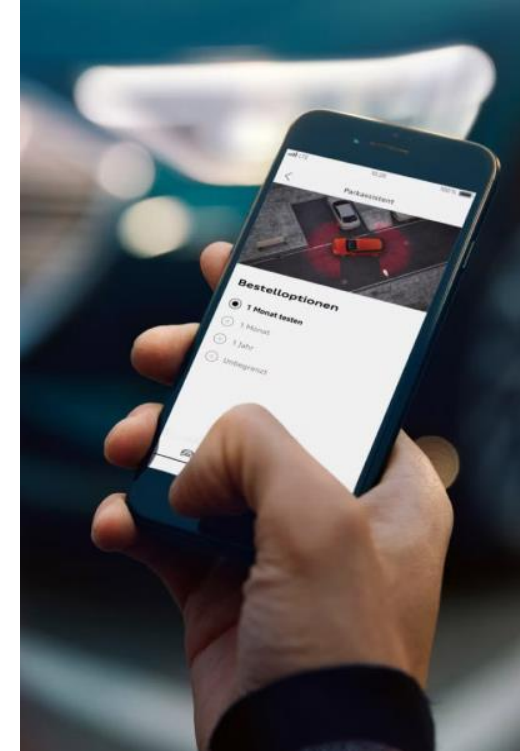
# **Office of Family Independence Updates**

**John Hallman**

Deputy Commissioner for the Office of Family Independence

# OFI Updates

- Georgia 2Gen Academy
- On Demand Model for Eligibility Services



# Georgia 2Gen Academy



- The Georgia Children's Cabinet partnered with the Carl Vinson Institute of Government to develop the Georgia 2Gen Academy.
- Goal: Develop agency leaders who can execute an interagency strategy using a 2Gen approach to improve outcomes for Georgia's children and families.
- 2Gen Approach: The two-generation (2Gen) approach builds family well-being by intentionally and simultaneously working with children and the adults in their lives together.



# Georgia 2Gen Academy

- 11 sessions from September to June; the 2Gen Academy guides participants through learning, collaboration, and a capstone project focused on implementing a 2Gen approach.
- The capstone projects are selected by the Children's Cabinet to find solutions to everyday challenges encountered by the agencies involved. The participants take ownership of the issue at hand, being close to the work, and practice “out of the box” thinking to produce real life solutions.
- The 2Gen program allows networking between agencies to build relationships that allow for broader collaborations between agencies, strengthening Georgia's human services agencies by instructing how to serve families more holistically.



# Georgia 2Gen Academy



**The 2025 Georgia 2Gen Academy graduating class**



# On Demand Model for Eligibility Services

We are streamlining operations and improving service to customers by moving away from scheduled interviews to an “On Demand” model.

- **Current process:** We mail households a notice that indicates they have an interview scheduled on a certain date and time. If the interview is missed, the eligibility process may be prolonged, which can be frustrating customers, require more follow-up from staff, and may impact our ability to meet standards of promptness (SOP).
- **On Demand model:** Instead of scheduling a specific date and time for an interview, customers will now have the capability to call in for an interview through our Customer Contact Center during normal business hours by a set date defined on their notice.
- If an applicant does not complete their interview within the specified timeframe, we will send them a Notice of Missed Interview which will remind them to call in for their interview, or the application/renewal will be denied. On Demand will be rolled out in phases. More information to come.

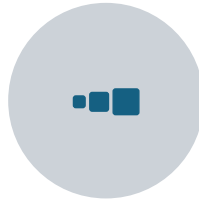


# On Demand Model for Eligibility Services

## Benefits of an On Demand Model



Provides a convenient and customer-friendly way to conduct interviews, especially for working households.



Reduces in-office wait times and decreases no-show rates for scheduled interviews.



The improvement should also lead to faster application determinations, and overall, more satisfied customers.



# On Demand Model for Eligibility Services

## First Contact Resolution (FCR)

- Do everything possible to reach an eligibility determination using the five steps of FCR at every interaction with the customer.
  1. Do we need it?
  2. Do we have it?
  3. Can we get it from an interface?
  4. Does the customer have it?
  5. Can we get it for the customer?

## Key As You Go

- Eligibility specialists will be expected at every interaction to ensure the customer remains on the phone or with them in person until data collection in Gateway is complete.
- This includes explaining the outcome of the case and/or next steps to the customer at the end of the interaction.
- This approach helps ensure the customer's needs are resolved at first contact.



# On Demand Change Teams

- Built by the field, for the field.
- With guidance from OFI leadership and C!A, teams are designing the tools, processes, and support that will shape the future of our work.
- Made up of frontline staff, supervisors, subject-matter experts, and leaders who were selected by DFCS for their deep knowledge and positive energy.
- After leadership approves the recommendations from the design phase, these teams take the lead in turning those ideas into action.
- Meet regularly to plan, create, and prepare everything needed for a successful rollout.



# Meet Your Change Champions



**Teresa Abernathy**  
ESS III



**Ajsha Bell**  
Administrator



**Christina Coney**  
ES Supervisor



**Adriana Garcia**  
ESS III



**Lori Gates**  
ES Supervisor



**Indica Greene**  
ES Supervisor



**Katherine Maynard**  
ES Supervisor



**Stephen Perdue**  
Statewide Unit  
Manager



**Thomasine Porter**  
ESS I



**Latoi Scott**  
ES Supervisor



**Tanzineka Thomas**  
Administrator



**Marcia Trench**  
Business Support  
Supervisor



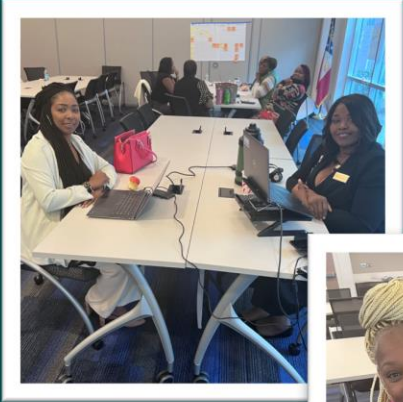
**Chanel Turner**  
ES Supervisor



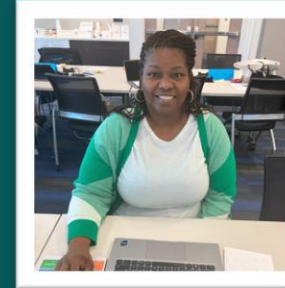
**Barbara Watkins**  
Administrator



# Design Team Fun!



LESS STRESS  
• MORE MANAGEABLE WORKLOAD  
PROCESS WORK TIMELY & ACCURATELY  
LESS REPORTS  
HELP MORE FAMILIES  
EVENLY DISTRIBUTED WORK  
MORE TIME TO COACH & MENTOR  
CLEAR COMMUNICATION  
BETTER MORALE



IF YOU TOUCH IT,  
FINISH EVERYTHING



# Meet the Five Change Teams

## Procedure Guide Team

Drafting the comprehensive On Demand Procedure Guide that outlines roles, processes, and expectations. This is the largest team, with nearly every Change Champion contributing.

## Consistency Tools Team

Creating practical tools to support daily work, including a verification chart; Aged, Blind and Disabled (ABD) screening tool; documentation templates; FAQs; and scripts.

## Performance Management Team

Defining success, setting goals, and developing accountability tools like the On Demand Review Tool to ensure processes are followed consistently.

## Training & Communication Team

Ensuring everyone stays informed and prepared through clear, timely communication and training materials.

## Workload Management & System Readiness Team

Creating the Workload Monitoring and Oversight Plan and engaged in On Demand implementation activities and User Acceptance Testing (UAT) efforts.



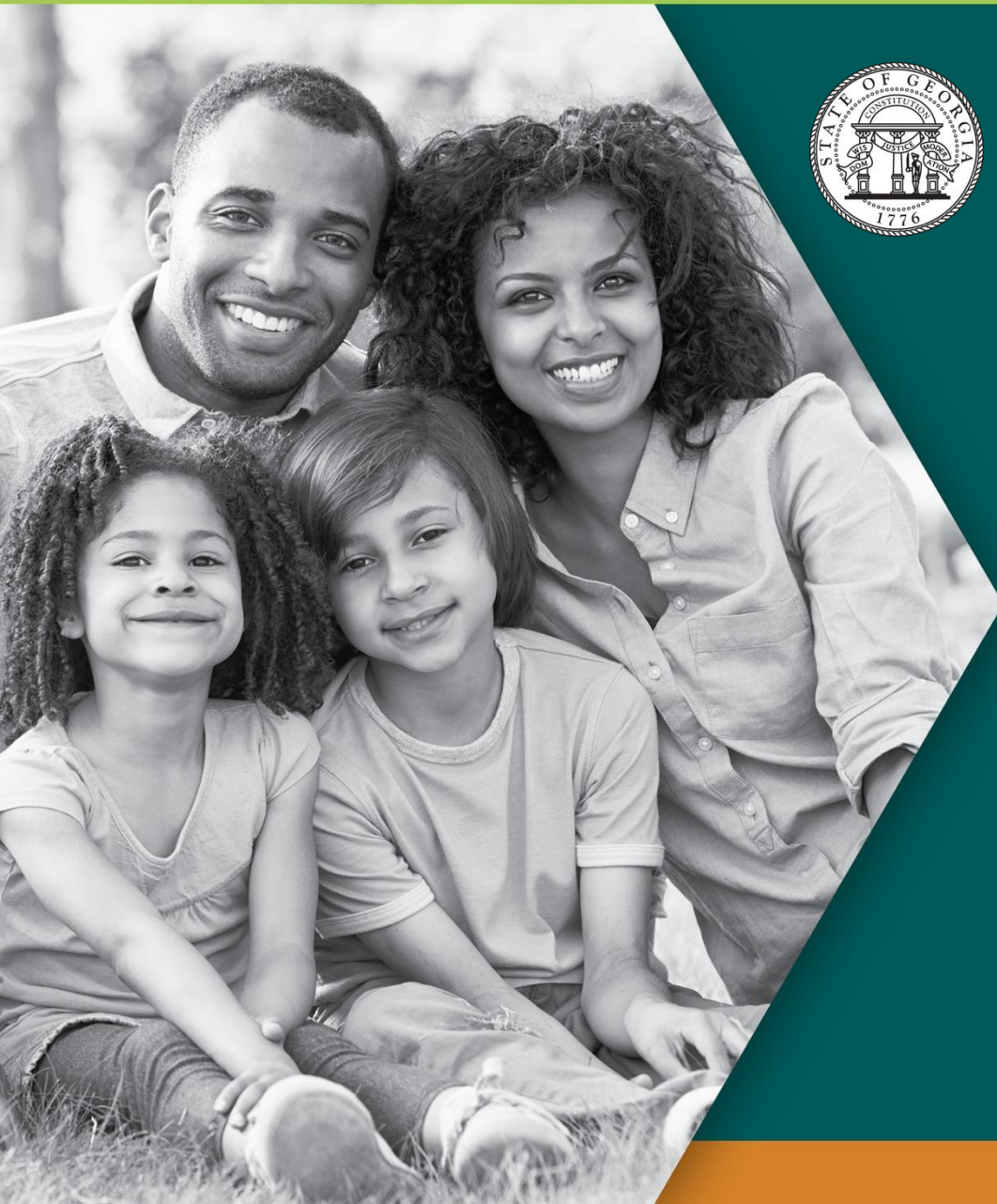
# Questions?

**John Hallman**

*Deputy Commissioner | Office of Family Independence*

[john.hallman@dhs.ga.gov](mailto:john.hallman@dhs.ga.gov)





**Georgia Department of Human Services**

# **Child Welfare Updates and Initiatives**

**Lon Roberts**

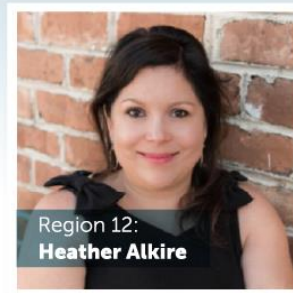
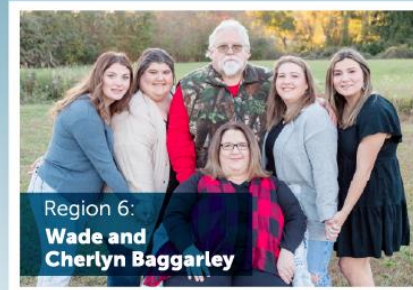
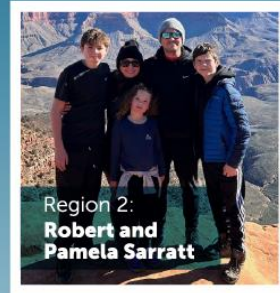
Deputy Commissioner, Child Welfare

# National Foster Care Month



# Foster Caregiver of the Year

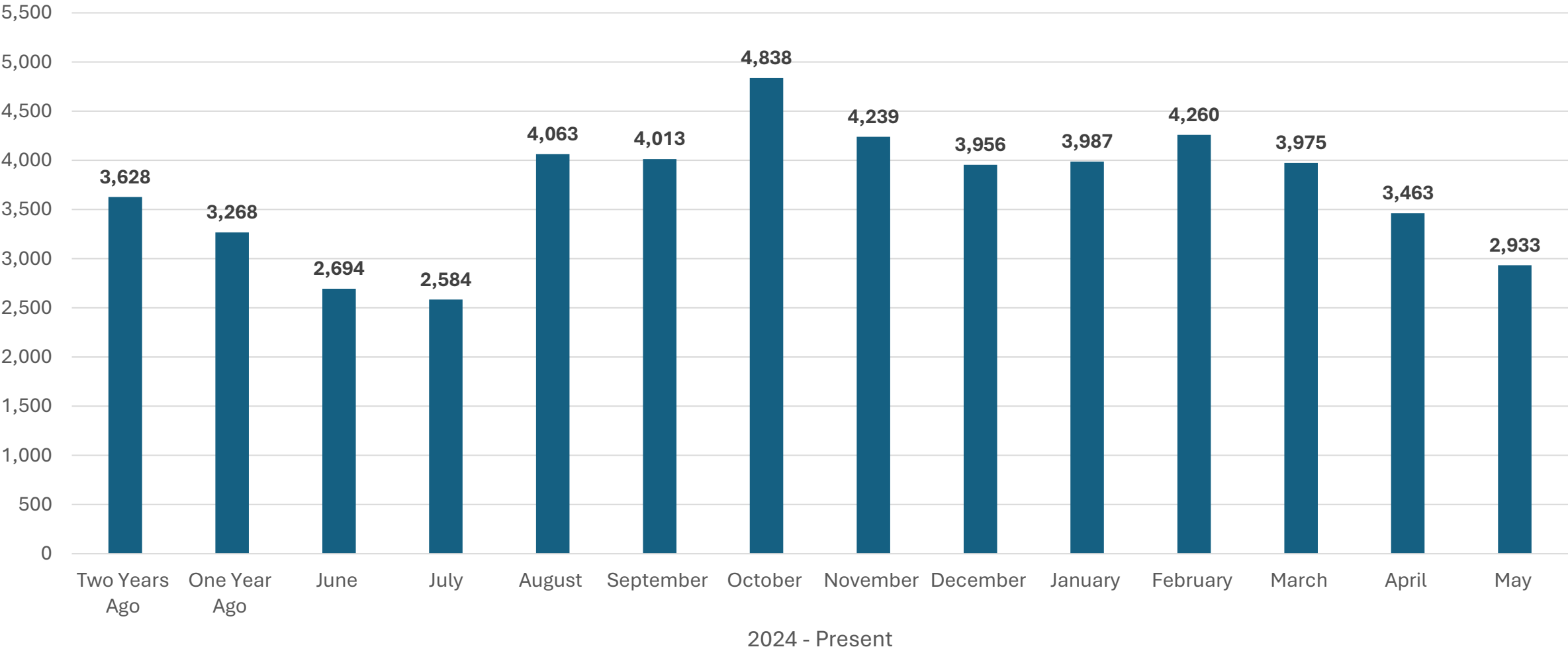
Award Winners



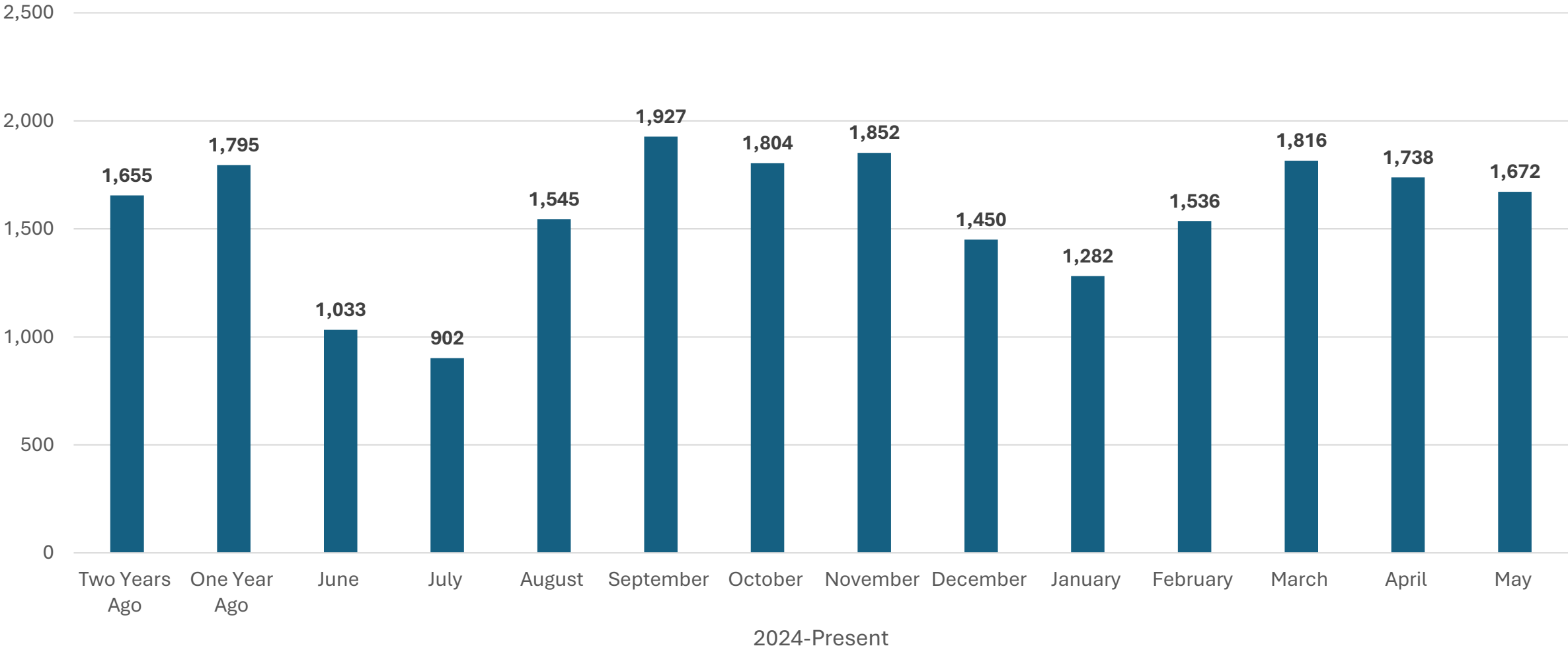
# Atlanta Braves Event



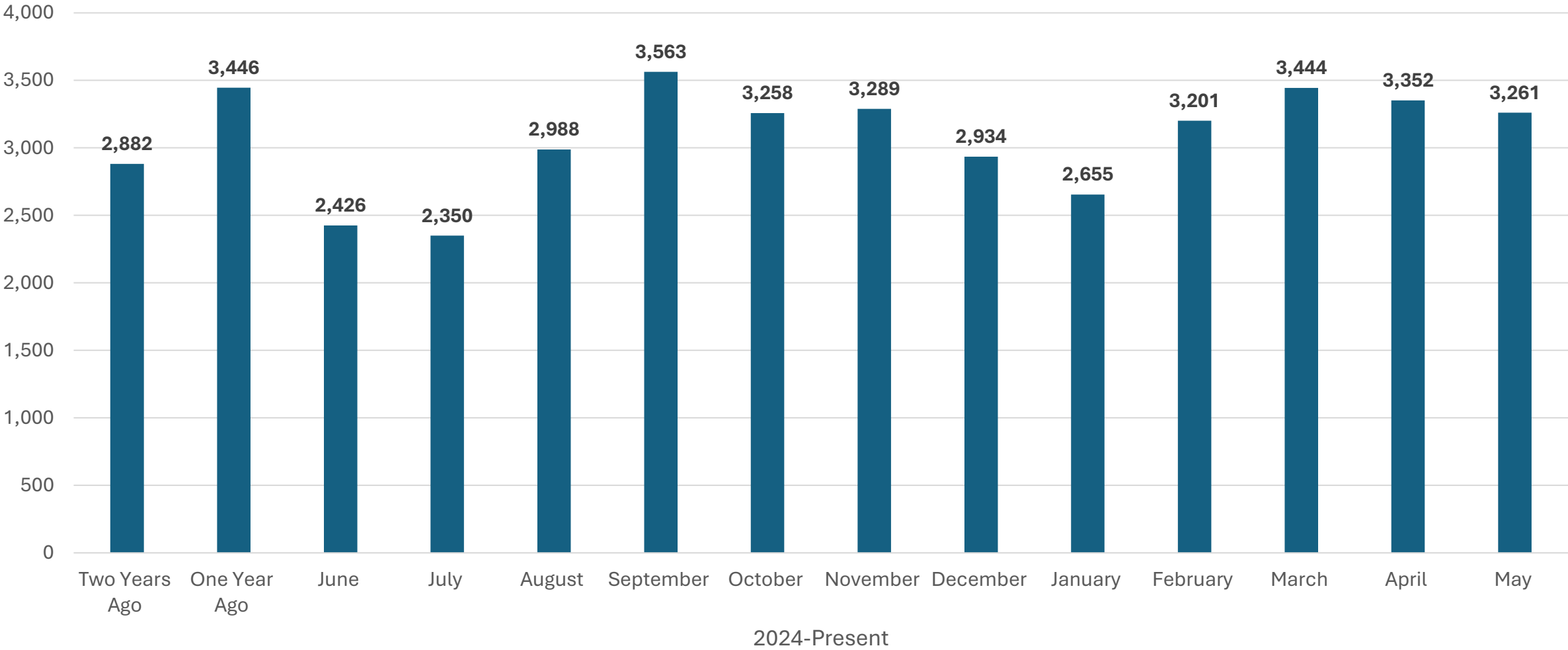
# Intakes



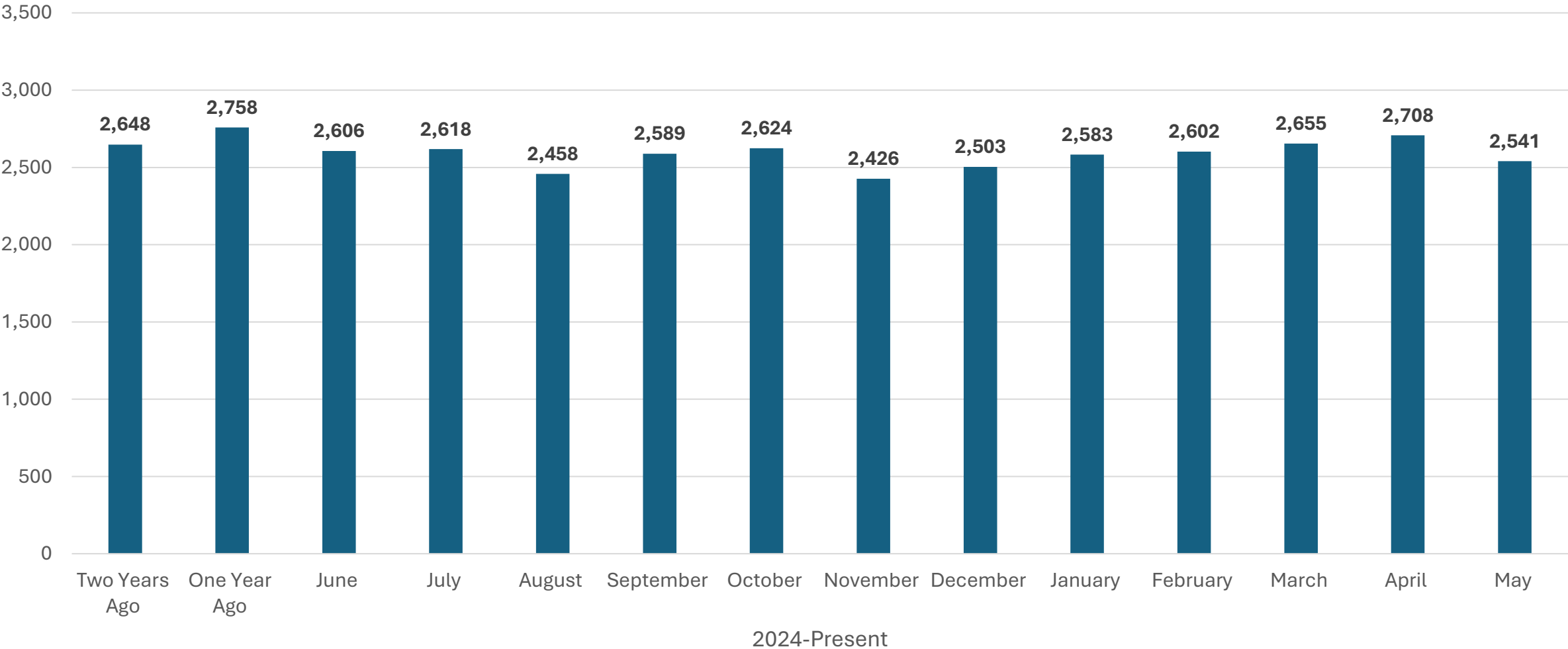
# Family Support Stages



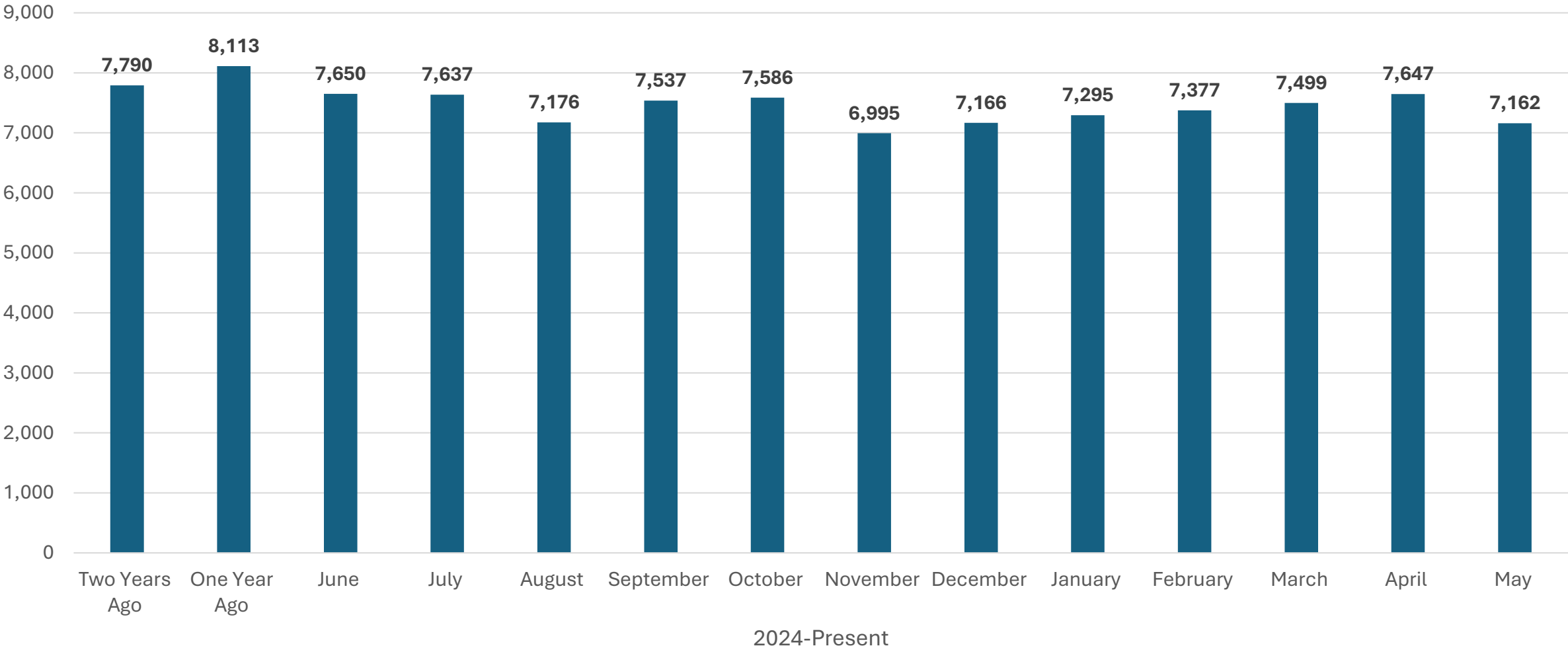
# Investigations



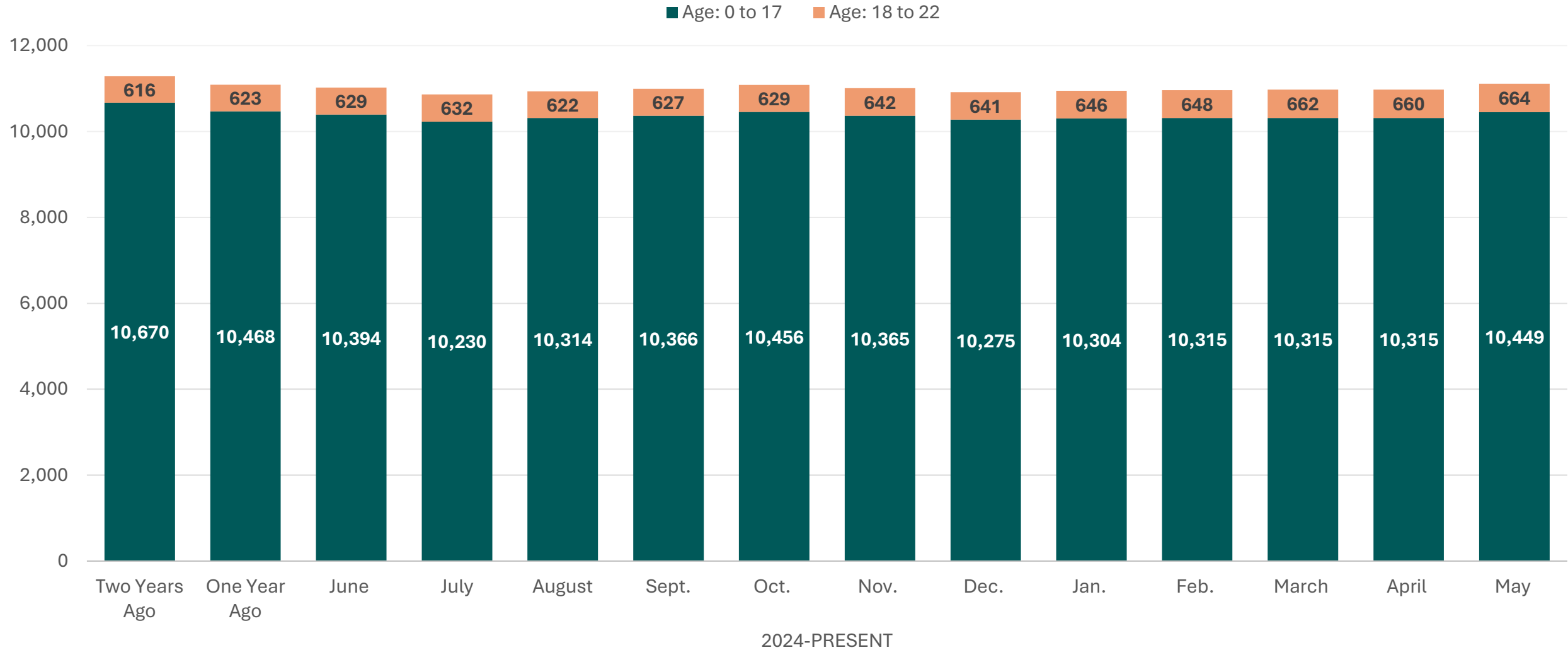
# Family Preservation Stages



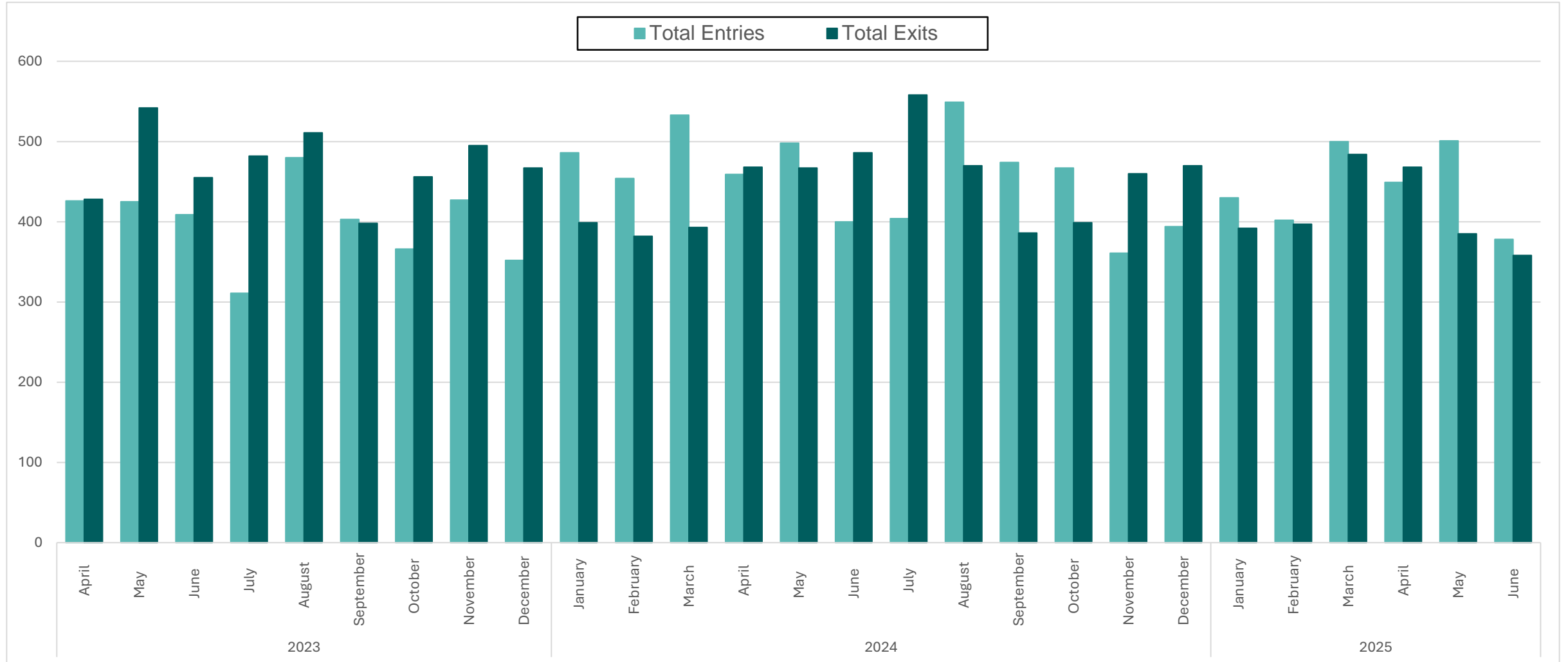
# Children in Family Preservation



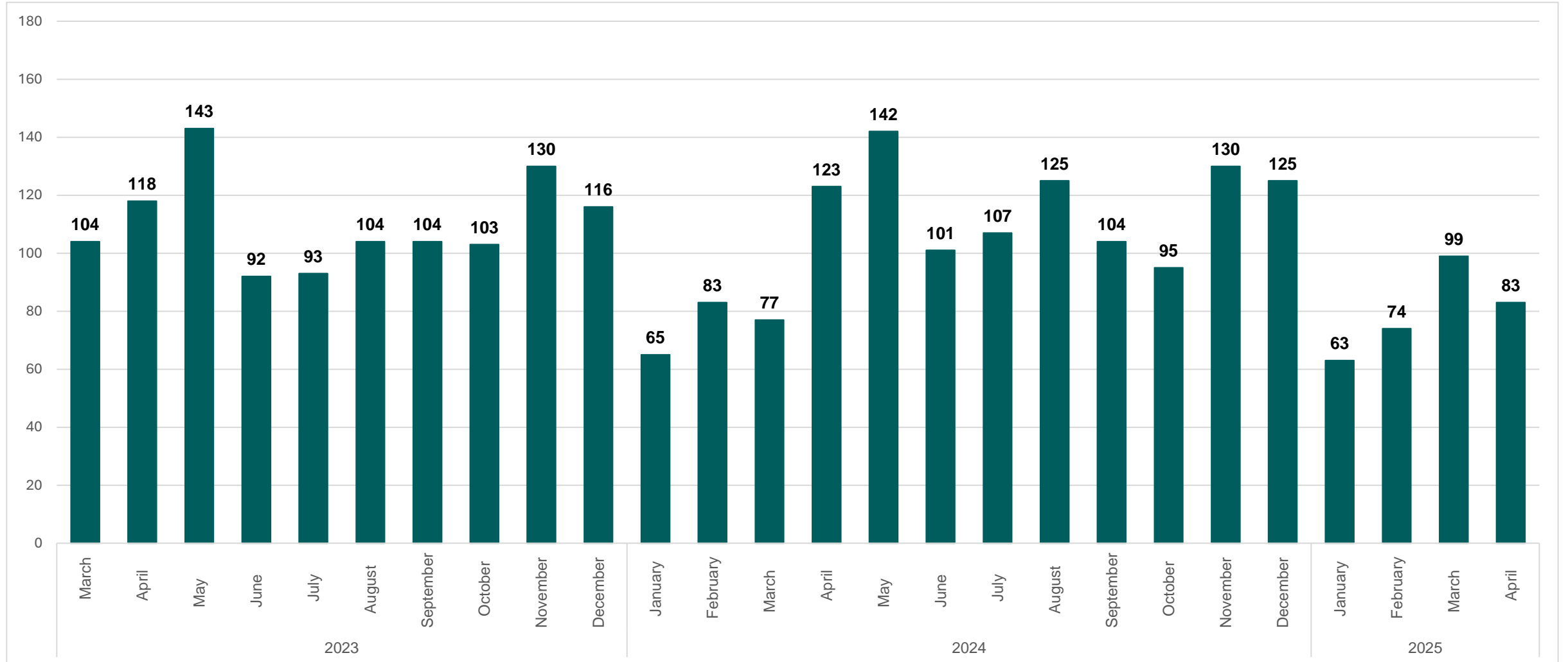
# Children and Youth in Care



# Foster Care Entry and Exit



# Adoptions



# Questions?

**Lon Roberts**

*Deputy Commissioner | Child Welfare*

[lon.roberts@dhs.ga.gov](mailto:lon.roberts@dhs.ga.gov)





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

# **Division of Aging Services: Program Updates**

**MaryLea Boatwright Quinn**

Assistant Deputy Commissioner for Division of Aging Services

**Division of Aging Services**

— VISION —

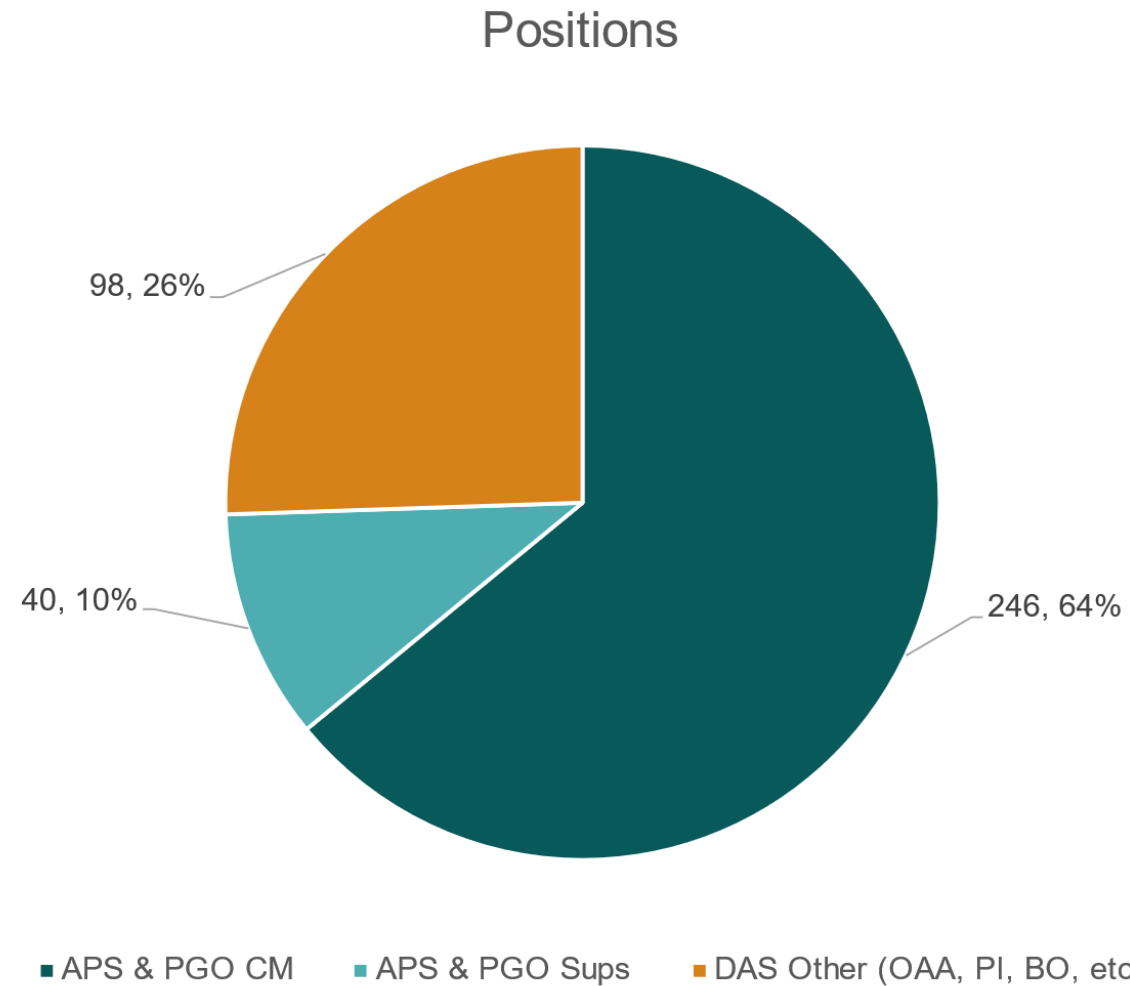
LIVING LONGER,

LIVING SAFELY,

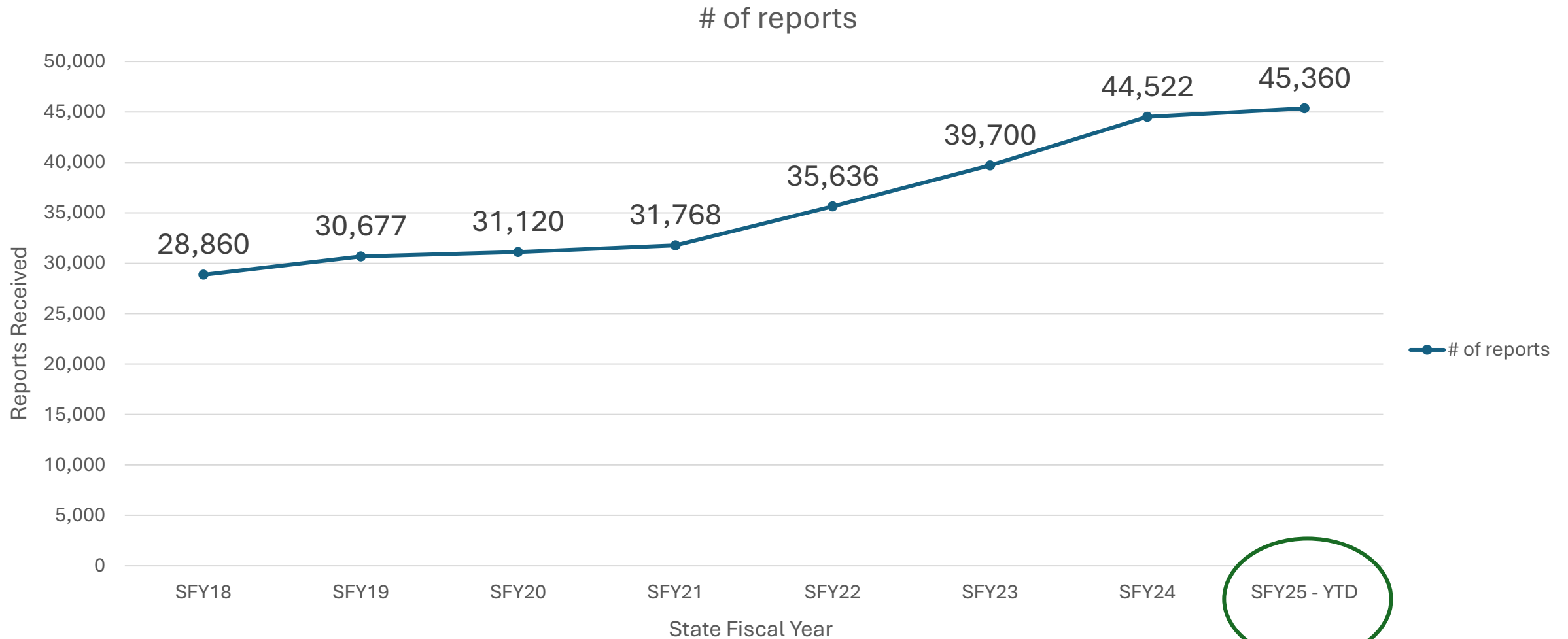
*living well*



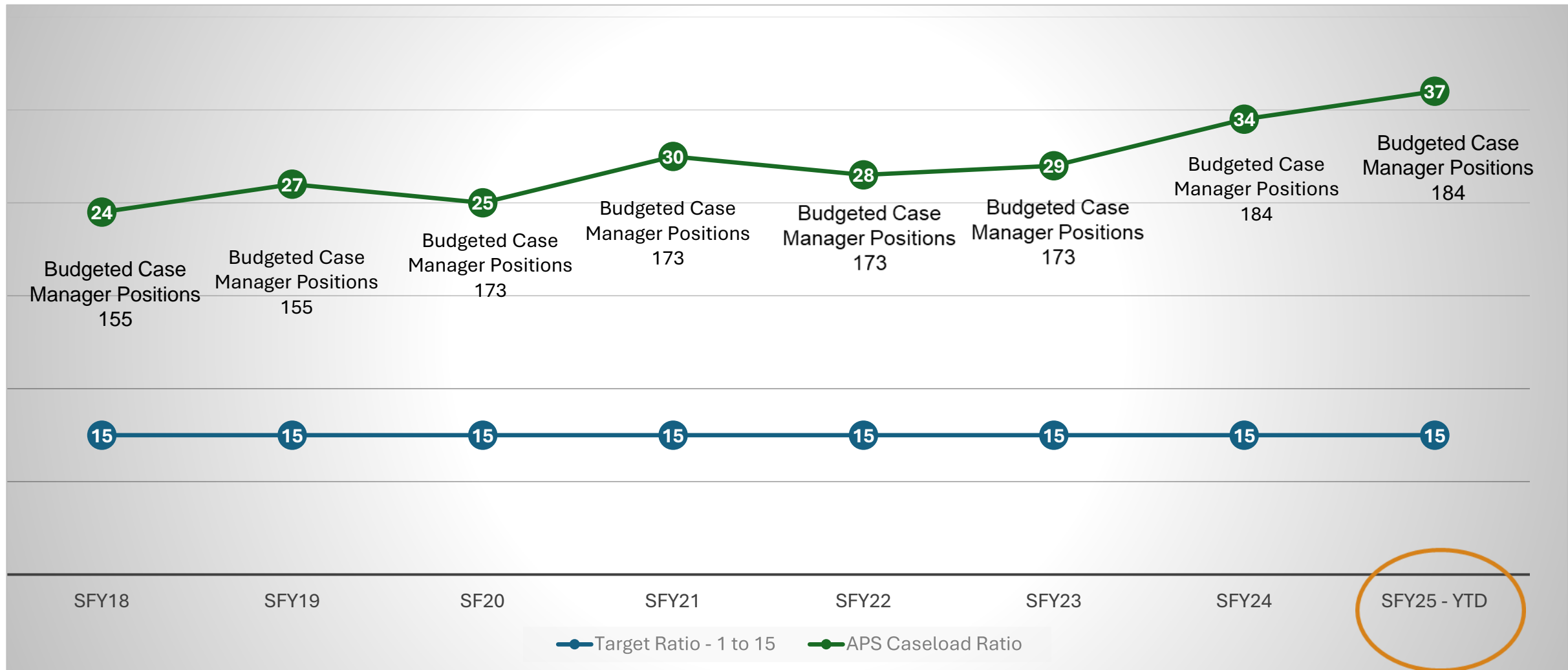
# DAS Staff Make up



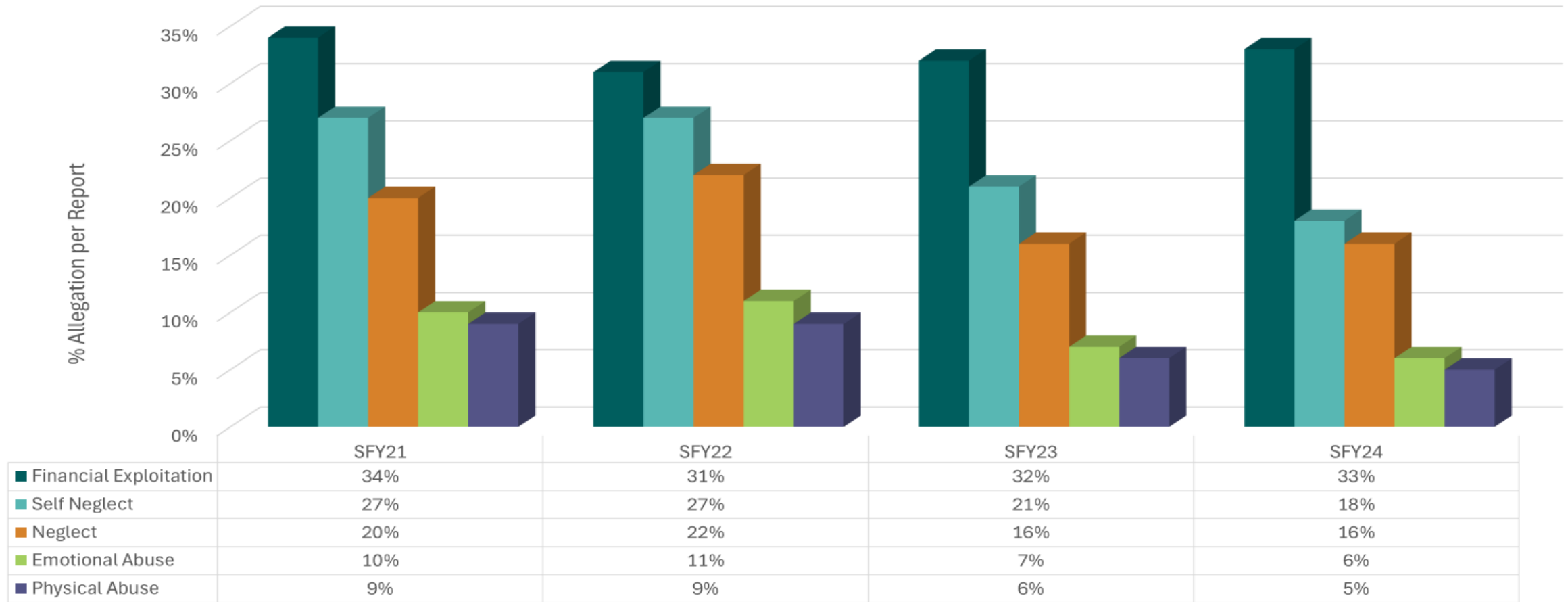
# APS Report Data



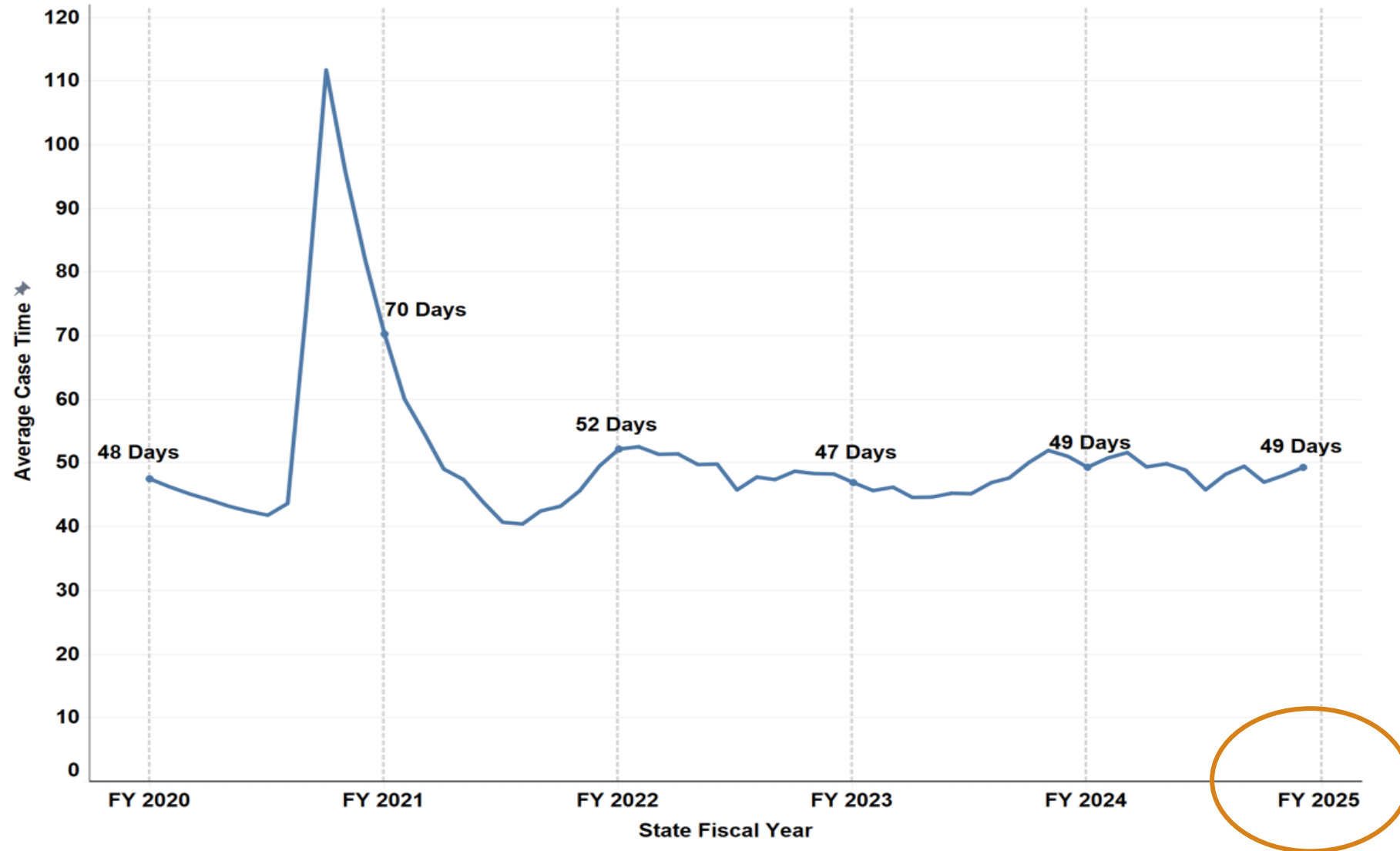
# APS Caseload Ratio



# Allegations Reported by Type

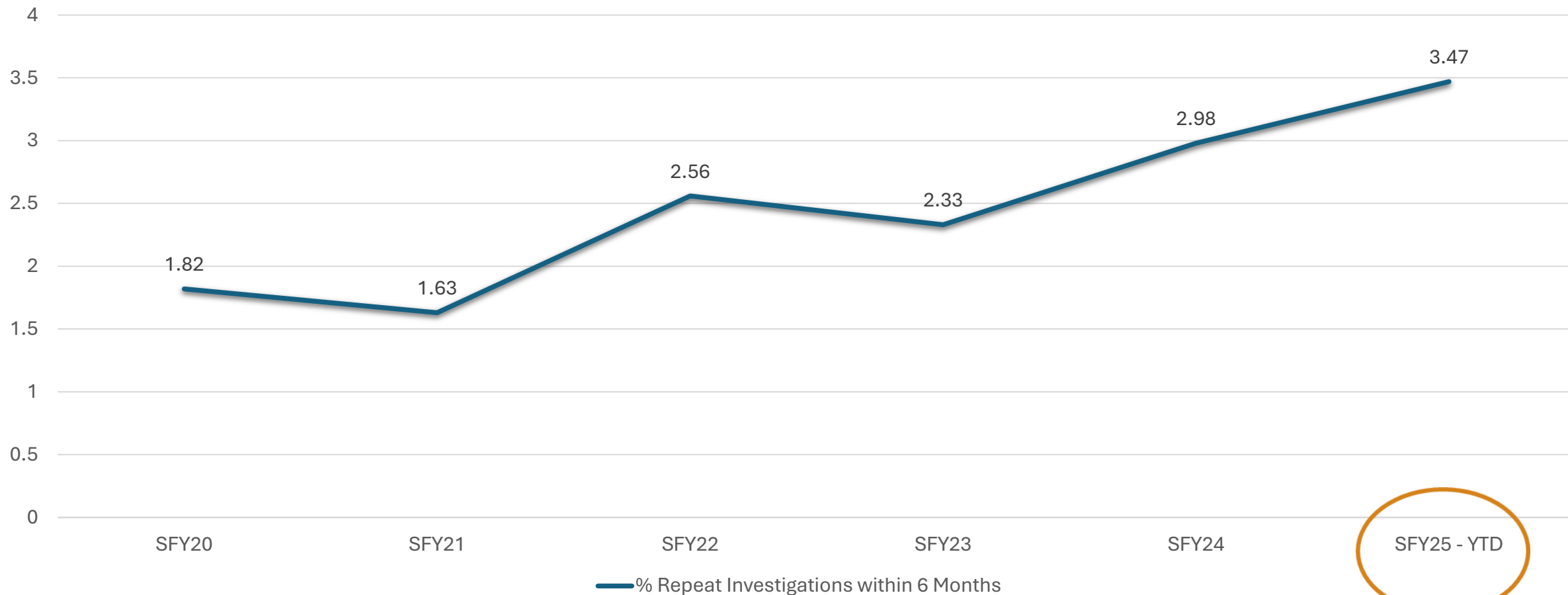


## Average Case Time: All Completed Investigations

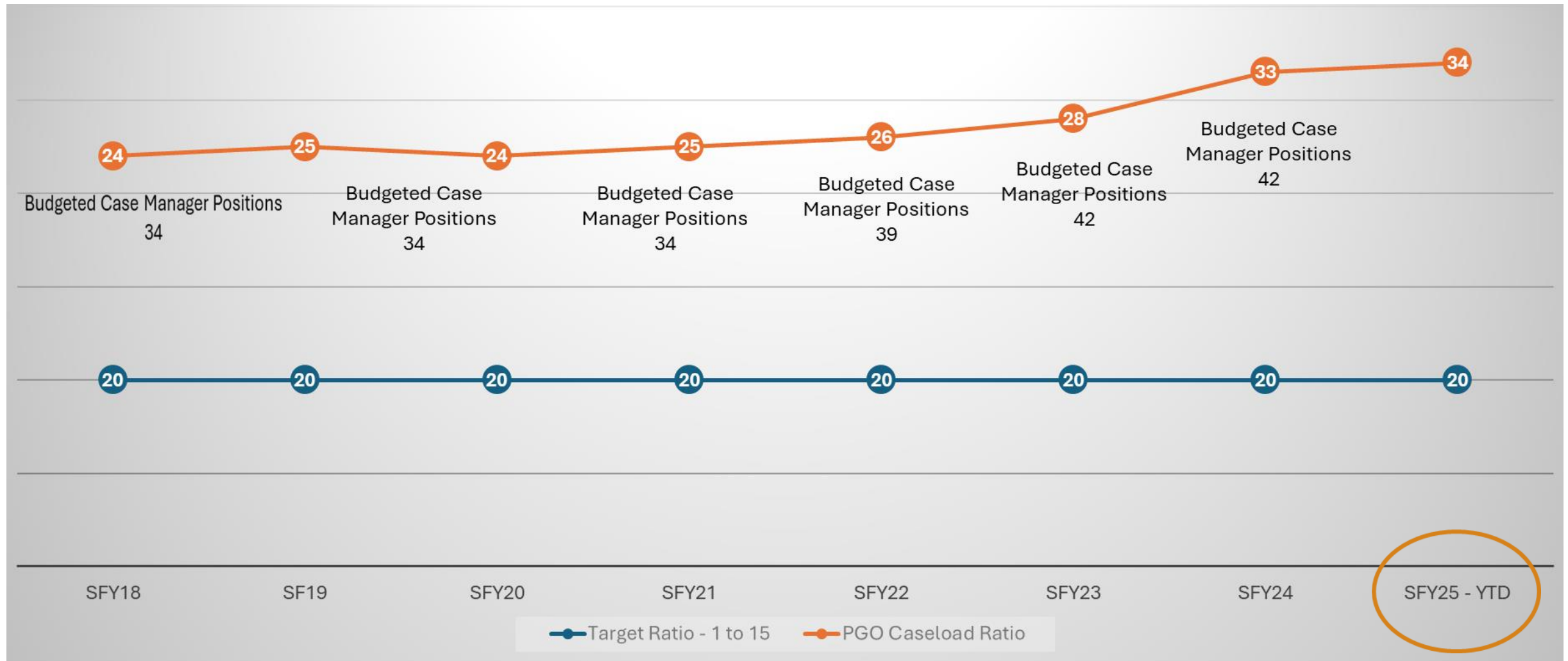


# Recidivism Rate

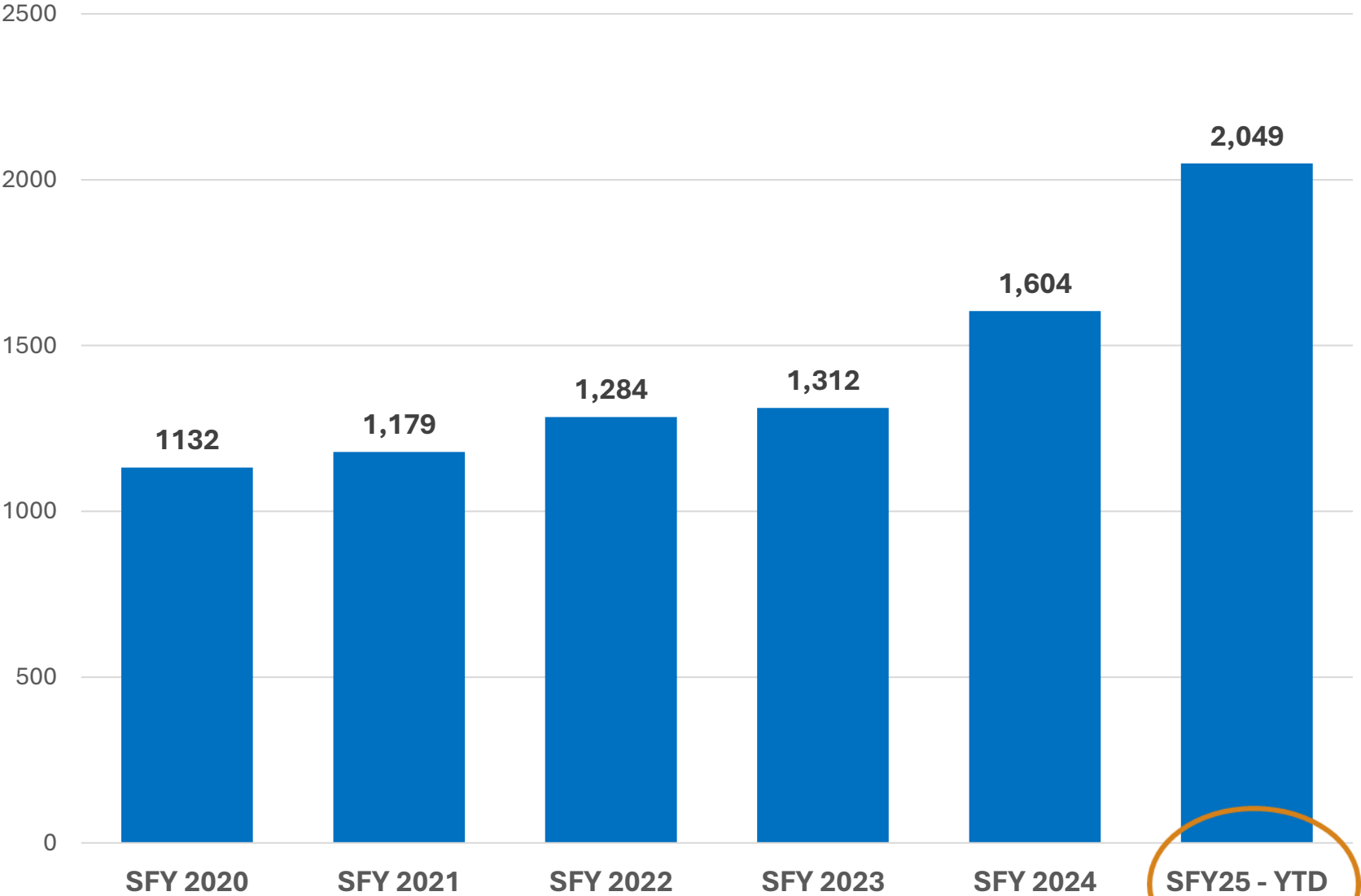
% Repeat Investigations within 6 Months



# PGO Caseload Ratio

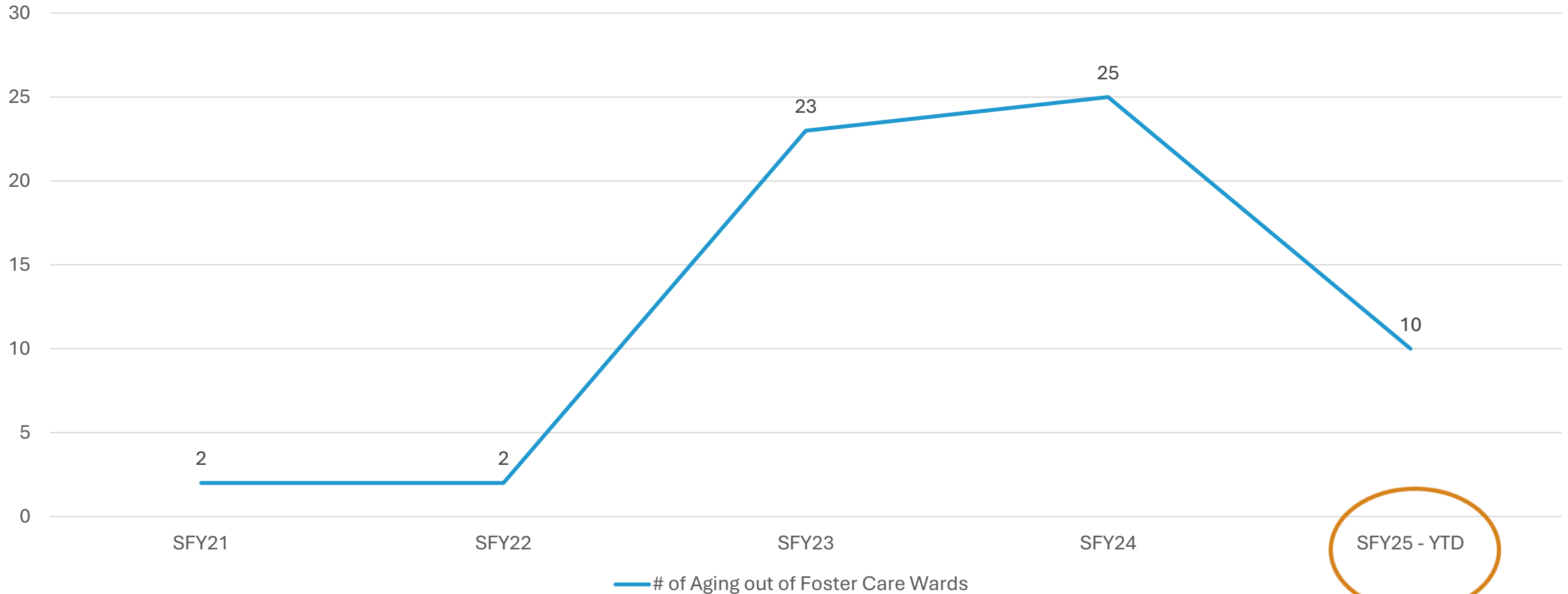


# Number of Persons Under DHS Guardianship

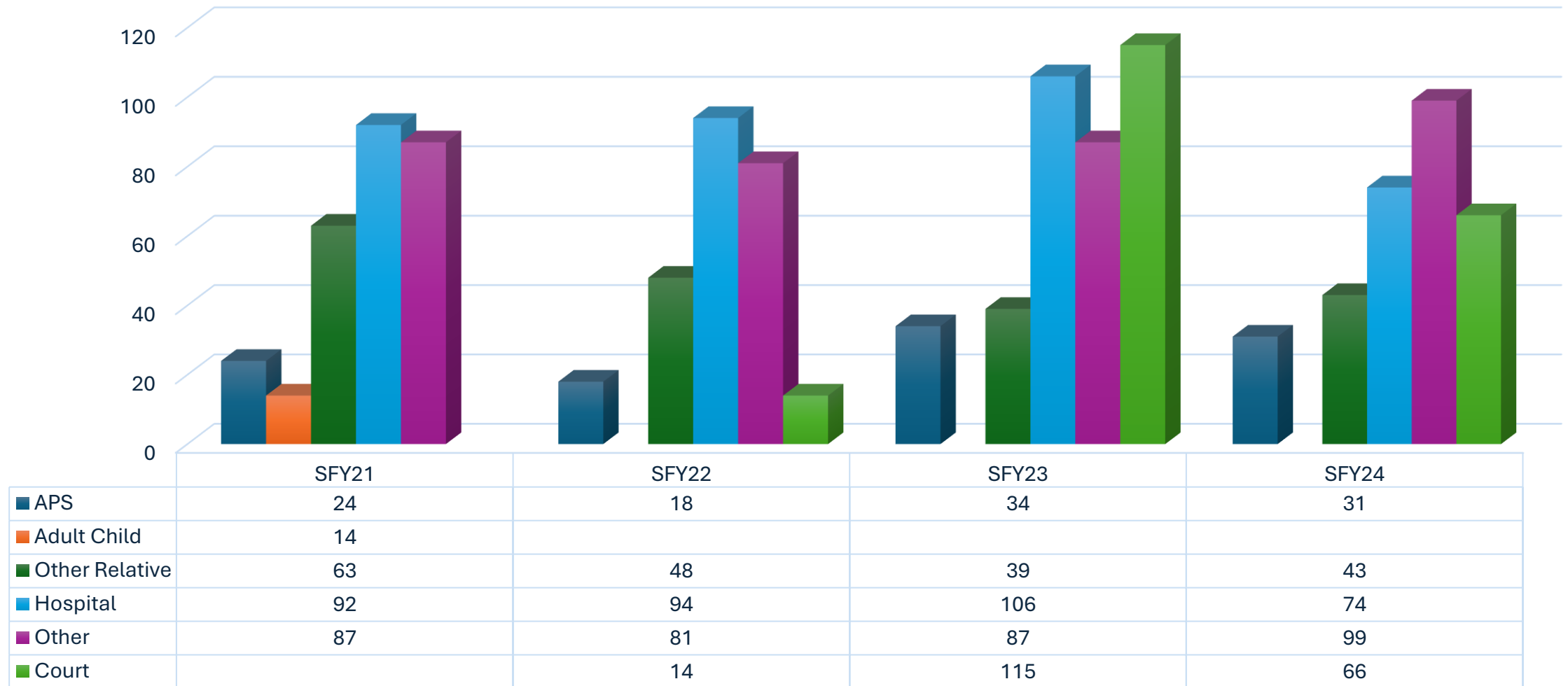


# Adult Wards Who Aged Out of Foster Care

# of Aging out of Foster Care Wards

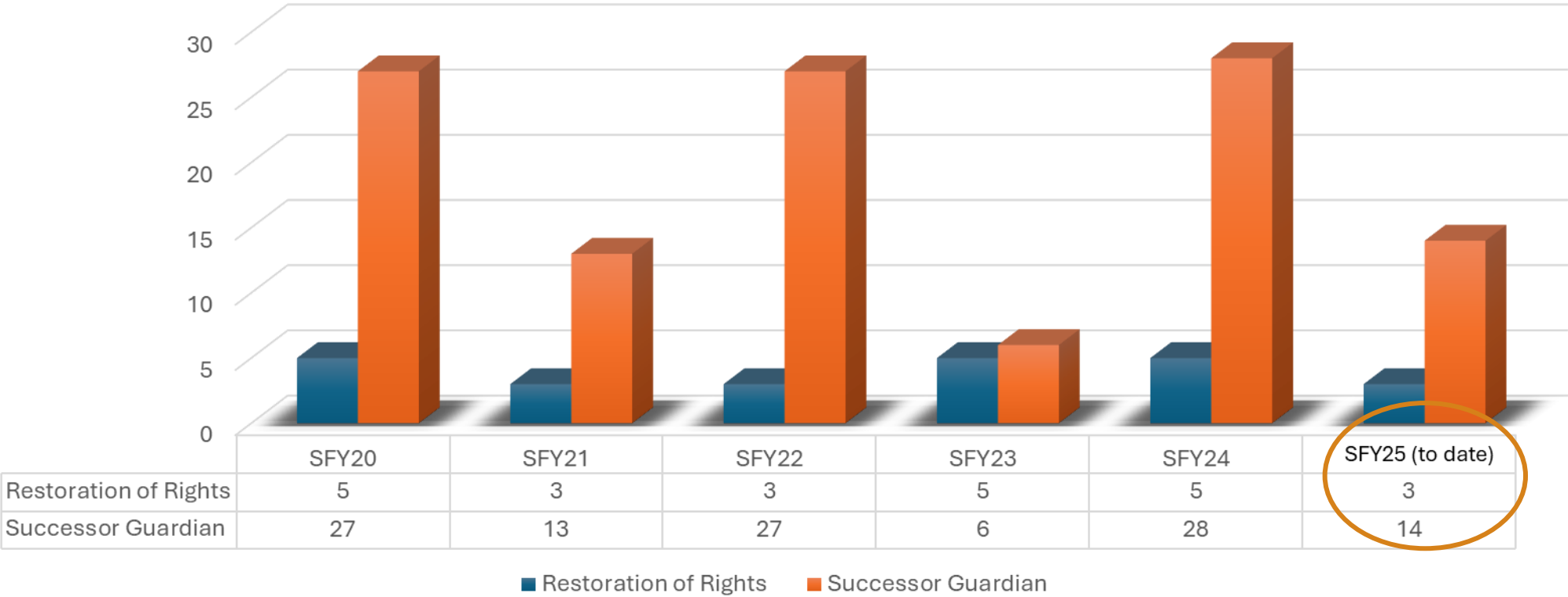


# Guardianship Petitioner Types



# PGO Clients Restored and Successor Guardian

Restoration and Successor Guardianship



# Kudos to Frontline Staff



# APS/PGO Innovation Award

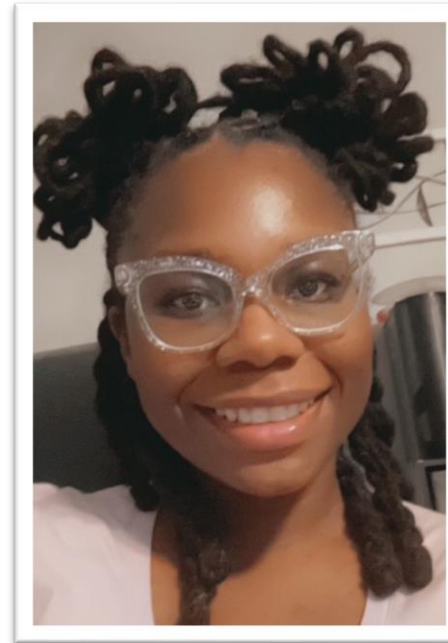
- 2023 was our inaugural year
- Promotes excellence and best practices from the field
- Opportunity for field staff (CI, CMs & LWs) to elevate an idea for implementation
- Ideas can be submitted in four subject areas:
  - (1) Morale/Culture/Employee Satisfaction
  - (2) Process/Workflow Improvement
  - (3) Client Experience
  - (4) Community Outreach



# Announcing our 2025 Winners



**Penny Walden, Central Intake**  
Process/Workflow Improvement  
APS Website Report form & VM  
details



**Patricia Grant, PGO CM & LW Metro**  
Process/Workflow Improvement  
Proposed a PGO internship program  
focused on benefits & resources



# OAA Final Rule

*Older Americans Act Program Regulations not updated since 1988*

- Published Feb. 6, 2024
- Effective March 15, 2024
- Compliance date of Oct. 1, 2025
- Accepting Corrective Action Plans (CAPS) now



# OAA Compliance



**Comparative Analysis:** ADvancing States staff will review your state's overall system and compare it to the OAA final rule to identify gaps, areas of concern, items to address, etc.



**Implementation Checklist:** After the comparative analysis is complete, ADvancing States will develop an implementation checklist of all items needing to be addressed.



**Corrective Action Plan:** ADvancing States will work with you to create a CAP that can be submitted to ACL with a specific timeframe for implementing necessary changes.



**Workplan:** ADvancing States will develop a workplan to ensure all of the items in the CAP are completed by the deadlines included in the CAP.

Anticipate Full  
Publication by  
October 1, 2025



# Questions?



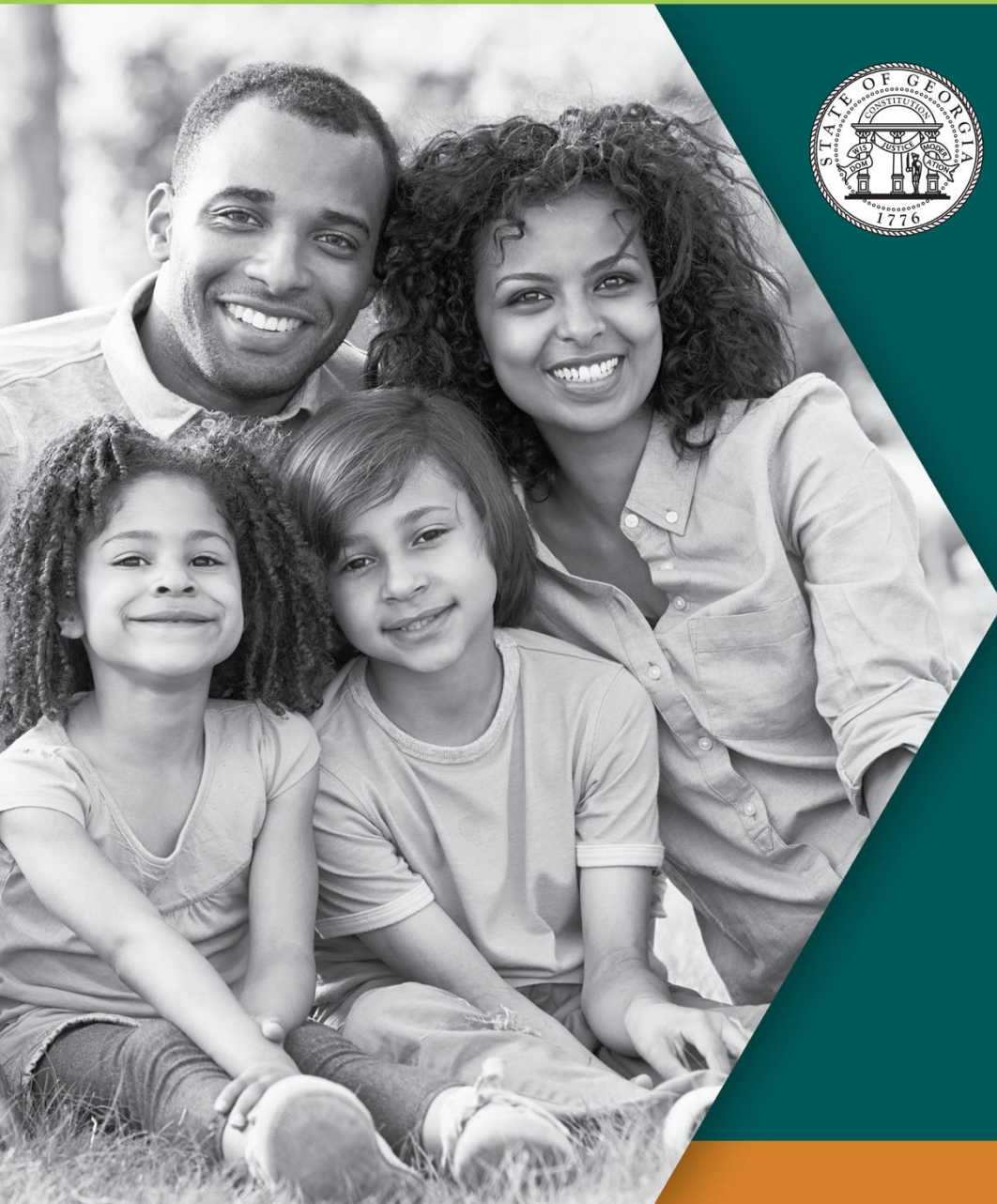
**MaryLea Boatwright Quinn**

*Assistant Deputy Commissioner*

*Division of Aging Services*

[marylea.boatwrightquinn@dhs.ga.gov](mailto:marylea.boatwrightquinn@dhs.ga.gov)





**Georgia Department of Human Services**  
Division of Child Support Services

# **Systems Overview**

DCSS On the Go Mobile App

**Dana Jones**

Deputy Director of Systems, Division of Child Support Services

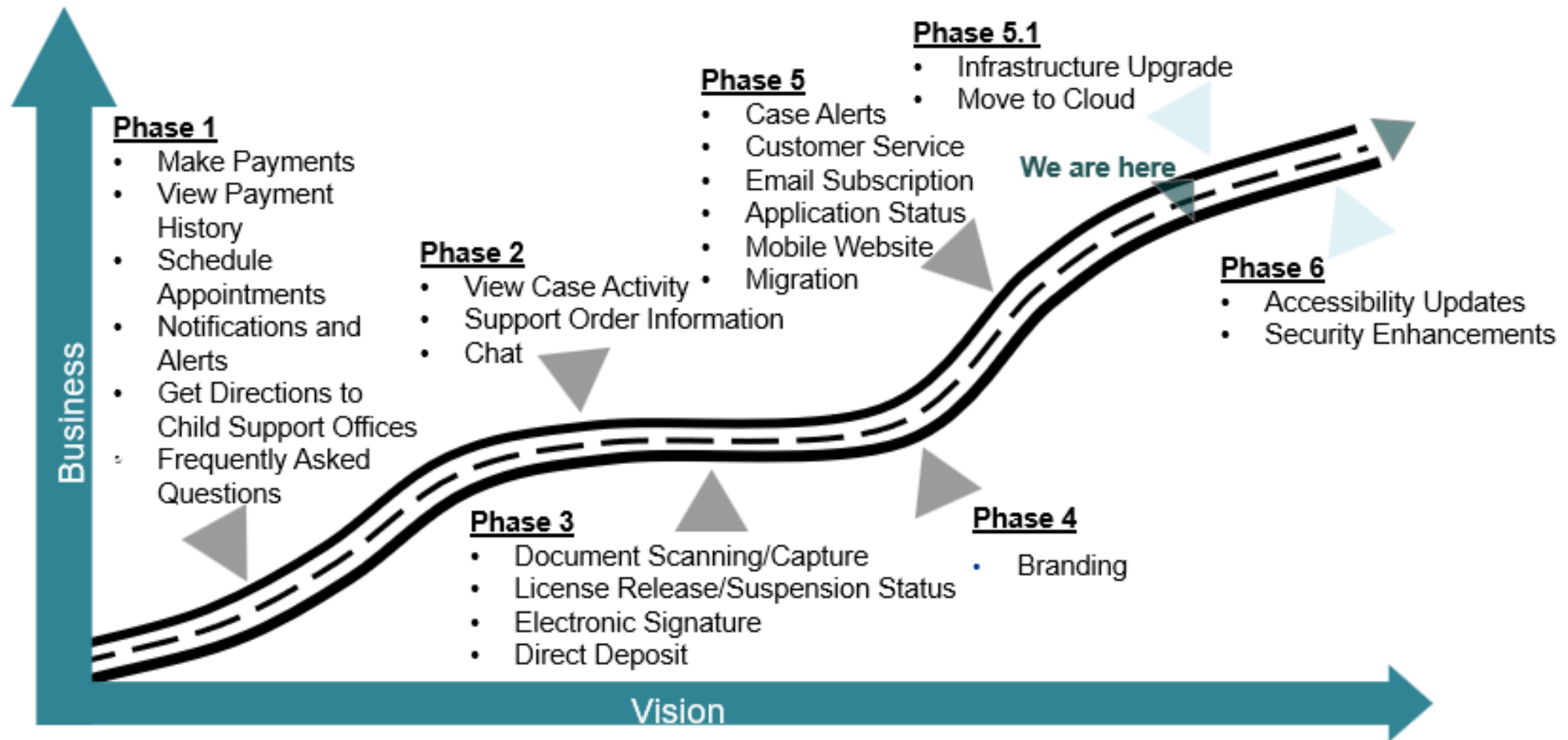


*stronger families*

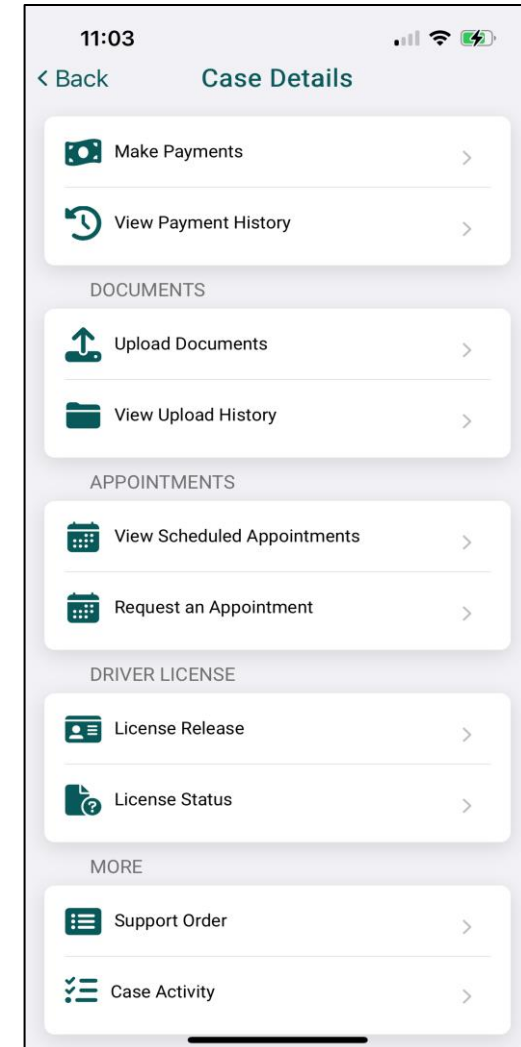
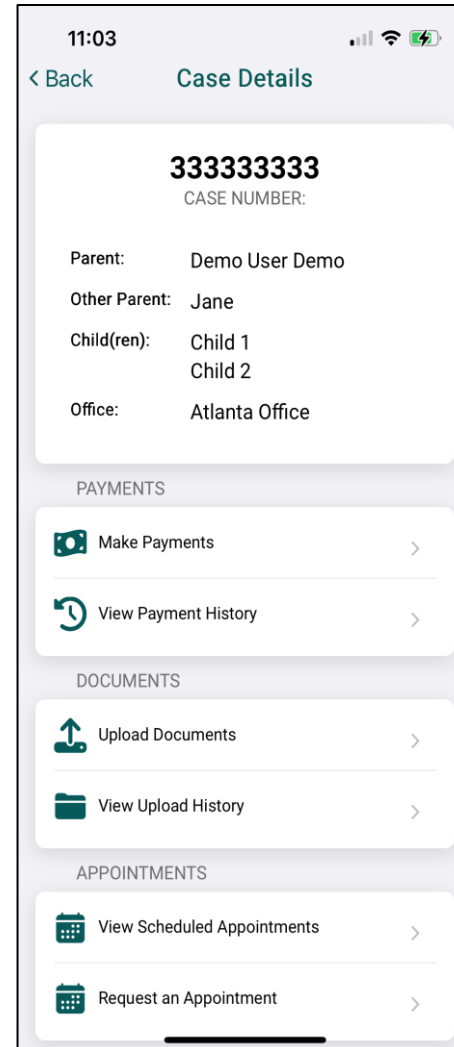
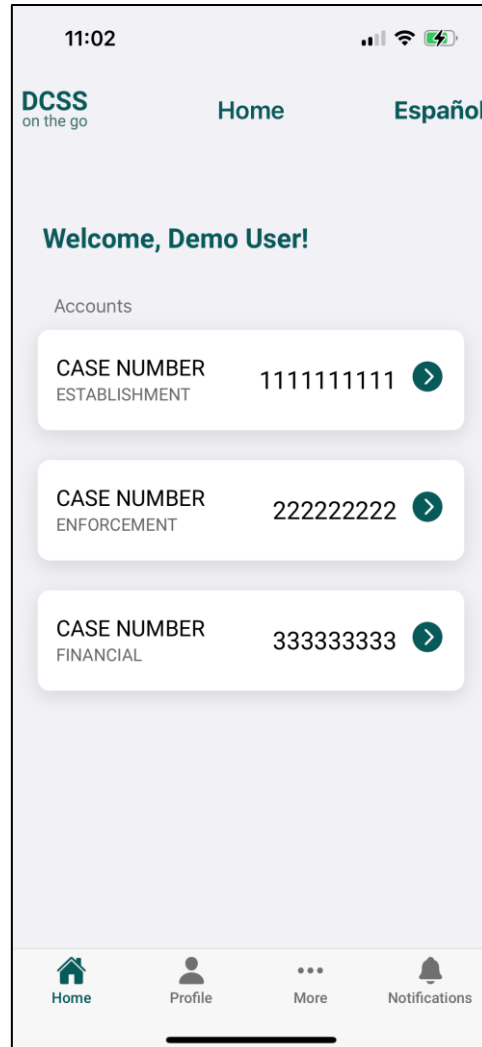
FOR A STRONGER GEORGIA



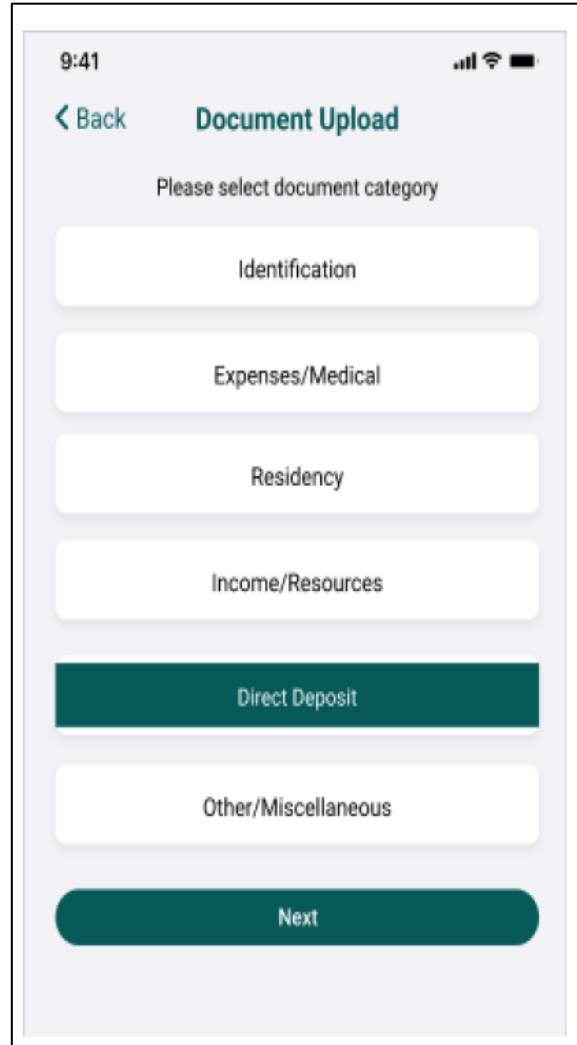
# Mobile App Roadmap



# Mobile App Features



# Enhanced Direct Deposit



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Identification

Expenses/Medical

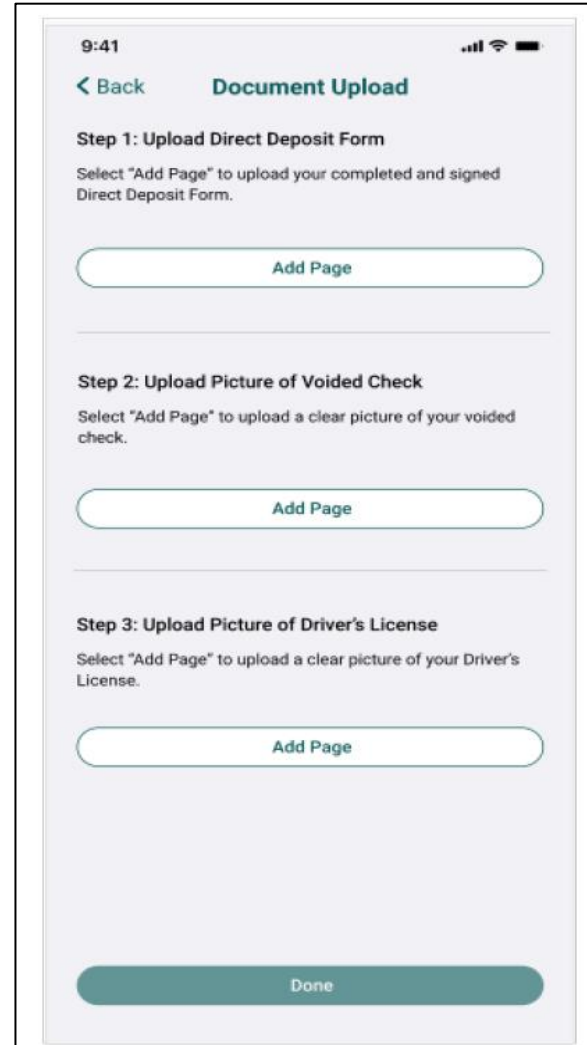
Residency

Income/Resources

Direct Deposit

Other/Miscellaneous

Next



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**Step 1: Upload Direct Deposit Form**

Select "Add Page" to upload your completed and signed Direct Deposit Form.

Add Page

**Step 2: Upload Picture of Voided Check**

Select "Add Page" to upload a clear picture of your voided check.

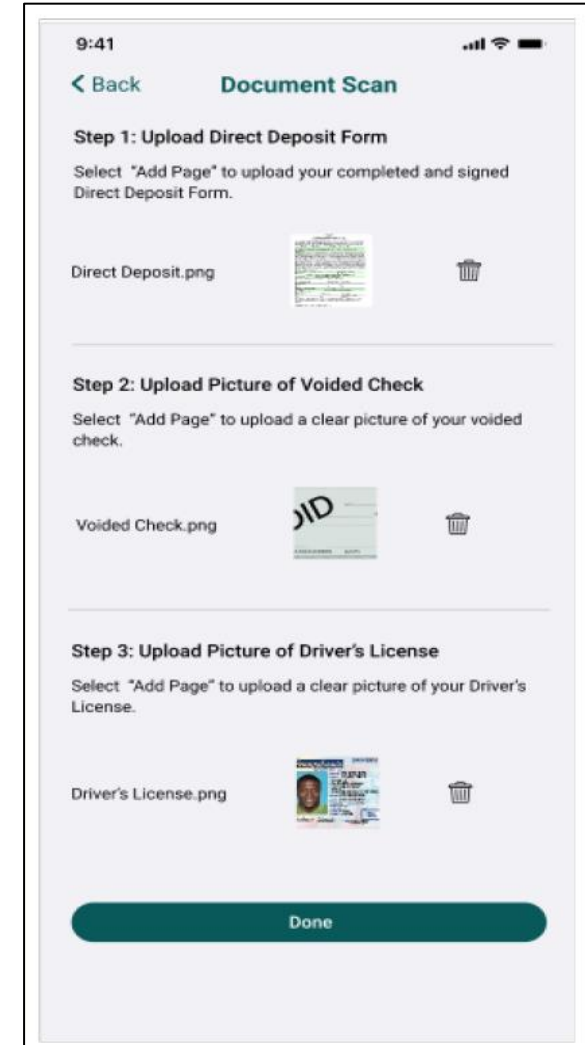
Add Page

**Step 3: Upload Picture of Driver's License**

Select "Add Page" to upload a clear picture of your Driver's License.

Add Page

Done



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**Step 1: Upload Direct Deposit Form**

Select "Add Page" to upload your completed and signed Direct Deposit Form.

Direct Deposit.png

**Step 2: Upload Picture of Voided Check**

Select "Add Page" to upload a clear picture of your voided check.

Voided Check.png

**Step 3: Upload Picture of Driver's License**

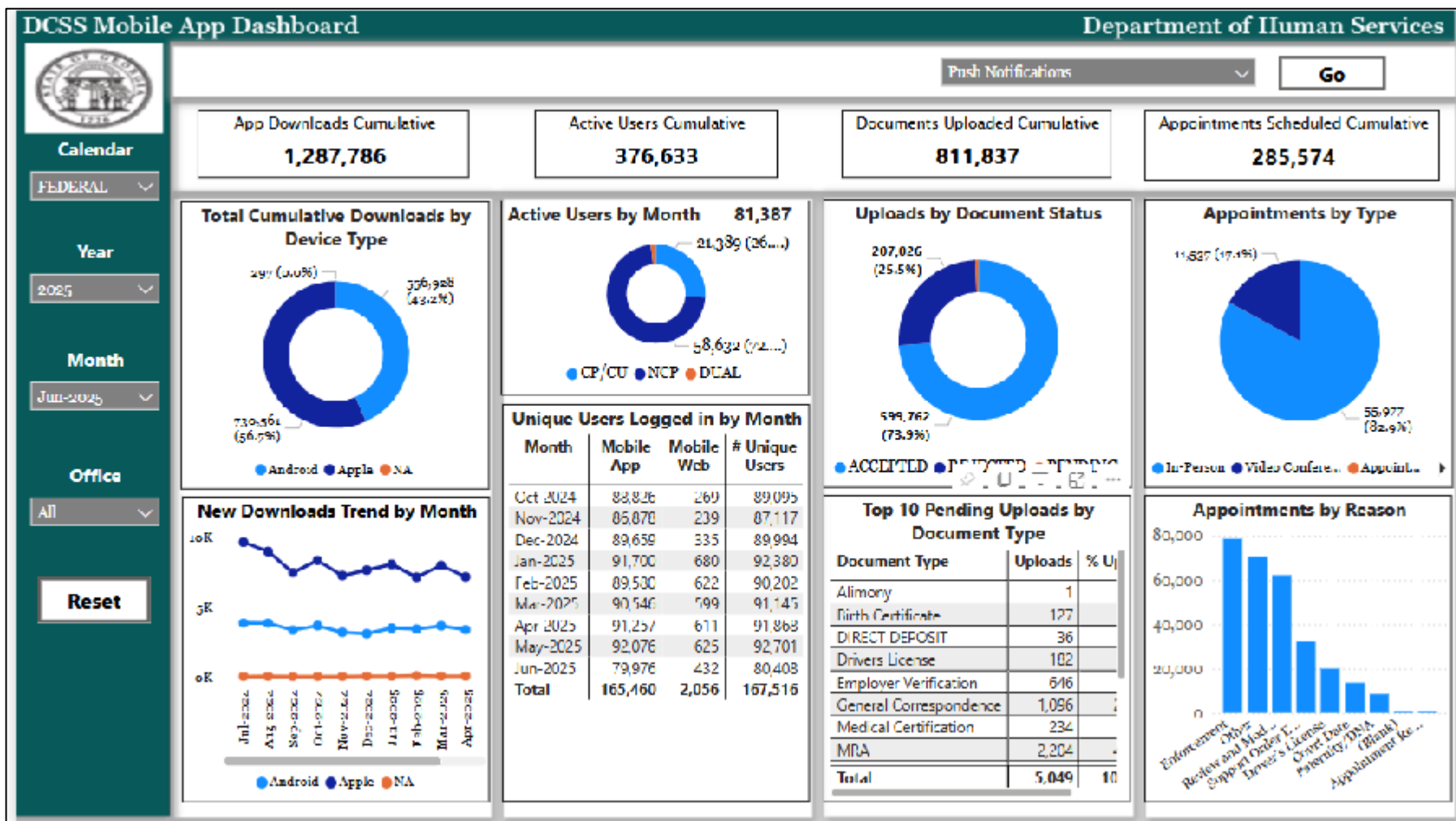
Select "Add Page" to upload a clear picture of your Driver's License.

Driver's License.png

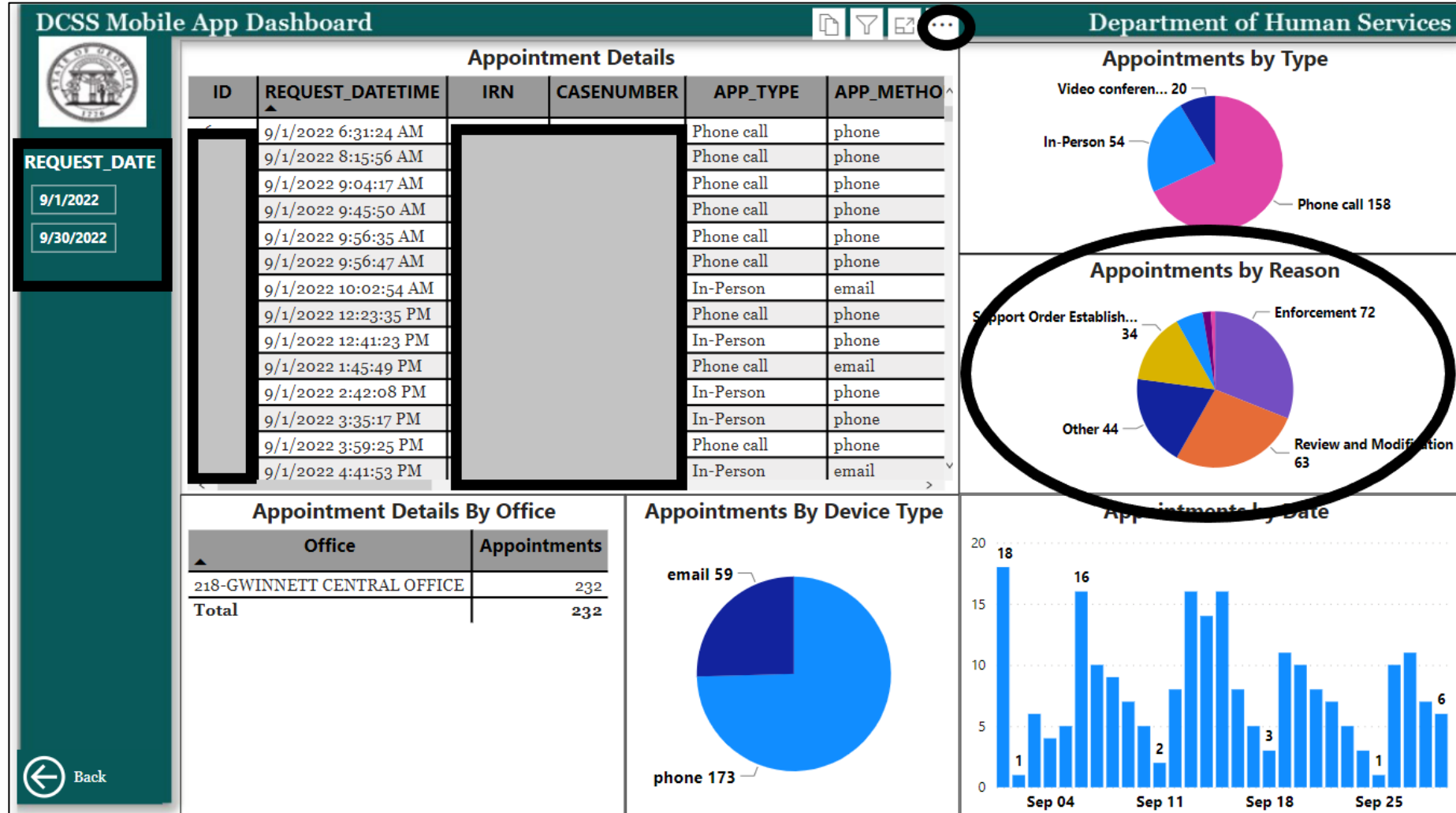
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# Data Warehouse



# Local Office Information



# DCSS Program Updates



**Georgia Department  
of Human Services**



# Executive Leadership Team Office Visits

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East Point Office

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DeKalb Office

---

Cobb Office

---

Gwinnett Office & Georgia Employer Hub

---

Brunswick Office

---

Jesup Office

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Waycross Office



# Executive Leadership Team Office Visits



DCSS office  
visits conducted  
February 2025  
– June 2025

13% of our  
offices visited

23% of  
employees  
visited



# DCSS Peach State Dispatch



Georgia Department of Human Services  
Division of Child Support Services

## Peach State Dispatch

April 2020  
Volume 19 | Issue 1

### 9 graduate DCSS Internship Program

Nine college students graduated from the Georgia Department of Human Services (DHS) Division of Child Support Services (DCSS) Internship Program on Dec. 3, 2019. The event was held at the State Office in Atlanta.

Through the internship program, students receive temporary work experience that provides them with the knowledge and skills necessary to gain employment. A total of 109 students have graduated over 11 semesters.

"It allows the student to gain valuable exposure to the workplace, provides the opportunity for skill development and gives students a competitive edge in their job search," said Internship Coordinator Mae Holt, who presided over the event.

DHS Chief Financial Officer R. Demetrius Taylor served as the keynote speaker and spoke to the graduates about succession planning and employment readiness.

He encouraged them to complete their educational opportunities and consider employment with DHS.



Back Row L-R: Mae Holt, Monica Hall, Tanguler Gray, Sarah Hurst, Tammy Stewart, R. Demetrius Taylor and John Hurst. Front Row L-R: Interns: Tomeisha Cross, Unique Lewis, Seaira Hinton-Umogbal and Trang Tran.

where human services workers commit themselves to strengthening their communities and improving the quality of life for the most vulnerable in our society. DCSS Deputy Director of Operations John Hurst and Deputy Director of Administration Sarah Hurst were also in attendance to help distribute diplomas to the graduates.

DCSS Director Tanguler Gray also gave encouraging words to the graduates. She shared her work history with the Division, starting as an accounting clerk and now working as the director, and persuaded them to begin their professional trajectory with a career at DHS.

As they received their awards, the students reminisced about all they learned during their experience with the agency.

Tomeisha Cross, a graduating intern from Gordon College, earned an award for completing 353 volunteer

hours, the most out of all the interns. "Things were great during the internship. There was something to learn with every task I was given, whether it is big or small. Volunteering connected with my plans to go to law school because it showed me the amount of paperwork that I will be dealing with as well as the importance of being organized," Clayton State University student Trang Tran said.

Unique Lewis of Valdosta State University appreciated working in an administrative role to make sure things ran smoothly in the local office.

"This internship served as a chance for me to earn college credit while gaining valuable, hands-on work experience," Lewis said.

Students can apply for placement in the internship program by submitting a resume and letter of interest to [DCSSInternship@dhs.ga.gov](mailto:DCSSInternship@dhs.ga.gov).

### In this issue

DHS hosts Fatherhood Conversations in Cordele and Athens 2

DHS celebrates National Social Work Month 3

Gwinnett sees success with appointment magnets 3

Performance statistics 4

### Communication Statistics

**FIRST QUARTER 2020**

**PHONE**

**January**

66,100 calls offered  
58,589 calls answered

**February**

58,001 calls offered  
53,721 calls answered

**March**

62,001 calls offered  
57,219 calls answered

**LIVE CHAT**

**January**

4,391 chats offered  
4,391 chats answered

**February**

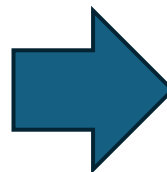
3,660 chats offered  
3,655 chats answered

**March**

4,467 chats offered  
4,466 chats answered

Robyn A. Crittenden, Commissioner | Tanguler Gray, DCSS Director | Sarah Hurst and John Hurst DCSS Deputy Directors

[childsupport.ga.gov](http://childsupport.ga.gov)





Georgia Department of Human Services  
Division of Child Support Services

## Peach State Dispatch

Issue Date: May 2025  
(Featuring events and highlights from Fall 2024 - Winter 2025)



### In this issue

Main Spotlight	1
Employee Spotlights	2
From Contempt to Calling	2
Training & Professional Development	4
Modernization Minute	5

### State Unit Spotlight: Performance Management Unit

The DCSS Performance Management Unit (PMU) is proud to shine a light on the incredible work happening across the state following the completion of our Fall/Winter Compliance Reviews. These reviews focused on three vital program areas: self-assessment, financial, and paternity.

At the beginning of the year, **60 offices** were reviewed, and we are excited to share that the Division not only rose to the challenge but truly excelled in every area.

**Cuthbert Office Shines Bright**

At the top of the list, we're thrilled to recognize the **Pataula-Cuthbert Office (650)** for earning a perfect 100% score in all areas of review! This outstanding achievement is a reflection of the team's dedication, accuracy, and commitment to excellence. Congratulations, Cuthbert—you set the gold standard!

**Offices that Made the Mark**

We'd also like to celebrate the **19 offices** that successfully passed all three compliance categories. Their consistent performance shows what's possible when teams stay focused, organized, and mission-driven.

Each of these teams deserves a round of applause for their hard work and dedication to delivering strong, consistent service.

Here are the standout offices:

- Alapaha – Nashville Office (510)
- Appalachian – Elijay Office (310)
- Atlantic – Hinesville Office (550)
- Augusta Office (410)
- Blue Ridge – Canton Office (312)
- Brunswick – Brunswick Office (512)
- Cobb/UIFSA – Marietta Office (350)
- Dougherty – Albany Office (618)
- Dublin Office (416)
- Dublin Hub – DeKalb Office (424)
- Locate Hub Office (404)
- Lookout Mountain – Rock Spring Office (324)
- Middle – Sandersville Office (418)
- Mountain – Clarksville Office (220)
- Oconee – Eastman Office (426)
- Pataula – Cuthbert Office (650)
- Southwestern – Americus Office (624)
- Stone Mountain/UIFSA – Decatur Office (236)
- Tifton – Sylvester Office (654)

**Want to Know More?**

To learn more about the PMU or explore tools and resources to support your office's success, visit the **PMU Table of Contents** on the [DCSS Employee Intranet webpage](#).

Candice L. Broce, DHS Commissioner | Breanna Sims, Deputy Commissioner of State Programs | Sarah Hurst, Assistant Deputy Commissioner of Child Support Services | Ashley Forbes, Deputy Director of Administration | Kristi Stone, Deputy Director of Operations | Dana Jones, Deputy Director of Systems

[childsupport.georgia.gov](http://childsupport.georgia.gov)



# DCSS Peach State Dispatch

The official relaunch of the DCSS internal newsletter marks the first issue since April 2020.

## Highlights from the Reboot Issue:

- **System Modernization Project** – Latest progress on this major transformation effort.
- **Performance Management Unit Spotlight** – Recognition of the exceptional work following completion of the Fall/Winter Compliance Reviews.
- **Essential Updates** – Timely information on strategic priorities and initiatives.
- **Key Data & Analytics** – Insightful metrics on statewide performance and mobile app usage.
- **Statewide News** – Curated stories from teams and regional offices across the division.

## Why It Matters:

- Re-establishes a consistent communication channel.
- Strengthens organizational awareness and community engagement.
- Recognizes and celebrates contributions and achievements from teams statewide.



# Questions

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



# **DHS Board Resolution on Assignment of Title III Older Americans Act Administration**

Julia Fisher Strauss, Associate General Counsel

# stronger families

FOR A STRONGER GEORGIA



# Proposed Board Resolution

DHS proposes a board resolution to formally assign the administration of Title III of the Older Americans Act (OAA) to the Division of Aging Services (DAS) to:

- Comply with new OAA conflicts of interest provisions relating to administration of Title III programs. 45 C.F.R. § 1321.47.
- Comply with Georgia law which authorizes “functions, powers, duties, and responsibilities” of DAS to be assigned by the board and the commissioner of DHS. O.C.G.A. § 49-6-5.



# OAA Requirement: Duty Delegation

- In 2024, the U.S. Department of Health and Human Services (HHS) adopted new regulations for federal OAA programs.
- New OAA regulations require the **designated State Agency** to:
  - Address conflicts of interest involving staff, officials, and volunteers who perform administrative duties for OAA Title III programs.
  - Conduct conflicts of interest assessments at least annually.
  - Comply with new OAA regulations by October 1, 2025.



# State Agency Designation and Georgia Law

- The **Department of Human Services (DHS)** is expressly identified as the **State Agency** designated to administer federal programs for the aging in the state of Georgia. O.C.G.A. § 49-6-2(a)
- The **Division of Aging Services (DAS)** is a statutorily established division of DHS authorized to perform the “functions, duties, powers, and responsibilities assigned by the [DHS] board and commissioner.” O.C.G.A. § 49-6-5

DAS staff performs all duties and responsibilities of administering federal programs for the aging, however, a board resolution that assigns such duties to DAS is necessary to provide clarity.



# New OAA Requirement: Conflicts of Interest

A **designated state agency (DHS)** must establish policies and procedures that address conflicts of interest involving **all** staff with administrative duties for Title III programs. These programs:

- Provide direct assistance to seniors through 12 Area Agencies on Aging (AAA).
- Include senior centers, home-delivered meals, telephone reassurance program, health & wellness, respite, and in-home aids.

Board Resolution	No Board Resolution
DAS develops and utilizes a process within DAS policies for annual training and conflicts of interest assessments for all DAS staff.	DHS develops and implements DHS-wide policies and processes for Title III annual training and conflicts of interest assessments applicable to all DHS staff.
DHS easily provides written documentation of delegation of Title III program administration which simplifies compliance review processes.	DHS will have more difficulty with subsequent Title III program compliance review processes without written documentation of program administration delegation.



# Request to the Board

To approve and adopt a board resolution to assign the administration of Title III program and services under the Older Americans Act to the Department of Human Services' Division of Aging Services, in accordance with authority under the provisions of O.C.G.A. §§ 49-6-5 and 49-6-2(a).



# Questions

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**Georgia Department  
of Human Services**

# Meeting Break



**Georgia Department  
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# **Proposed Board Resolution**



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# **Minutes Approval for April 9, 2025**



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# **New Business & Closing Comments**