



**Georgia Department
of Human Services**

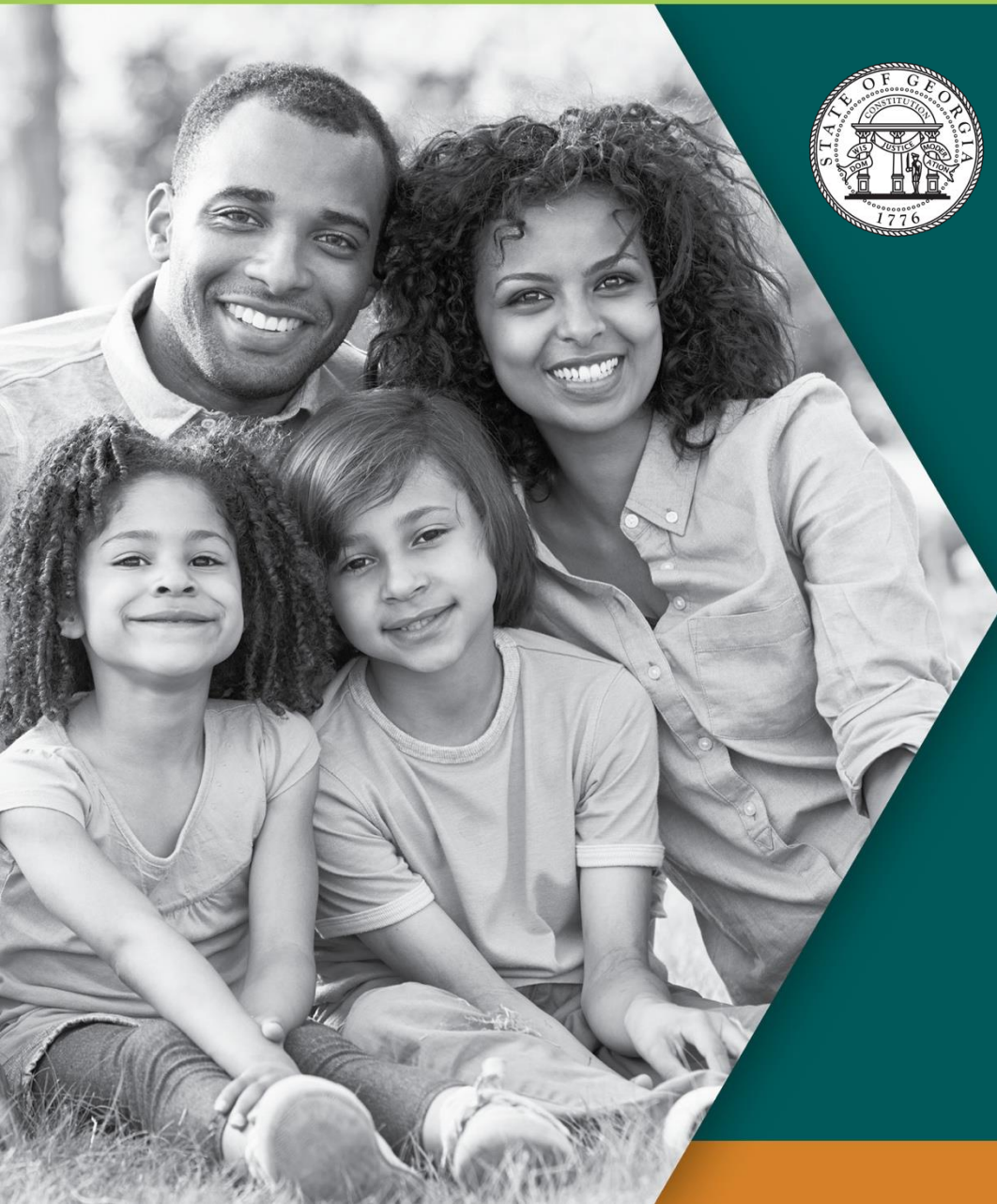
DHS Board Meeting Q1

January 8, 2025



**Georgia Department
of Human Services**

Welcome & Attendance



Georgia Department of Human Services

Child Welfare Updates and Initiatives

Lon Roberts

Deputy Commissioner for the Office of Child Welfare

D-SNAP Efforts

- We had 471 child welfare employees volunteer during the D-SNAP operation.



National Adoption Month



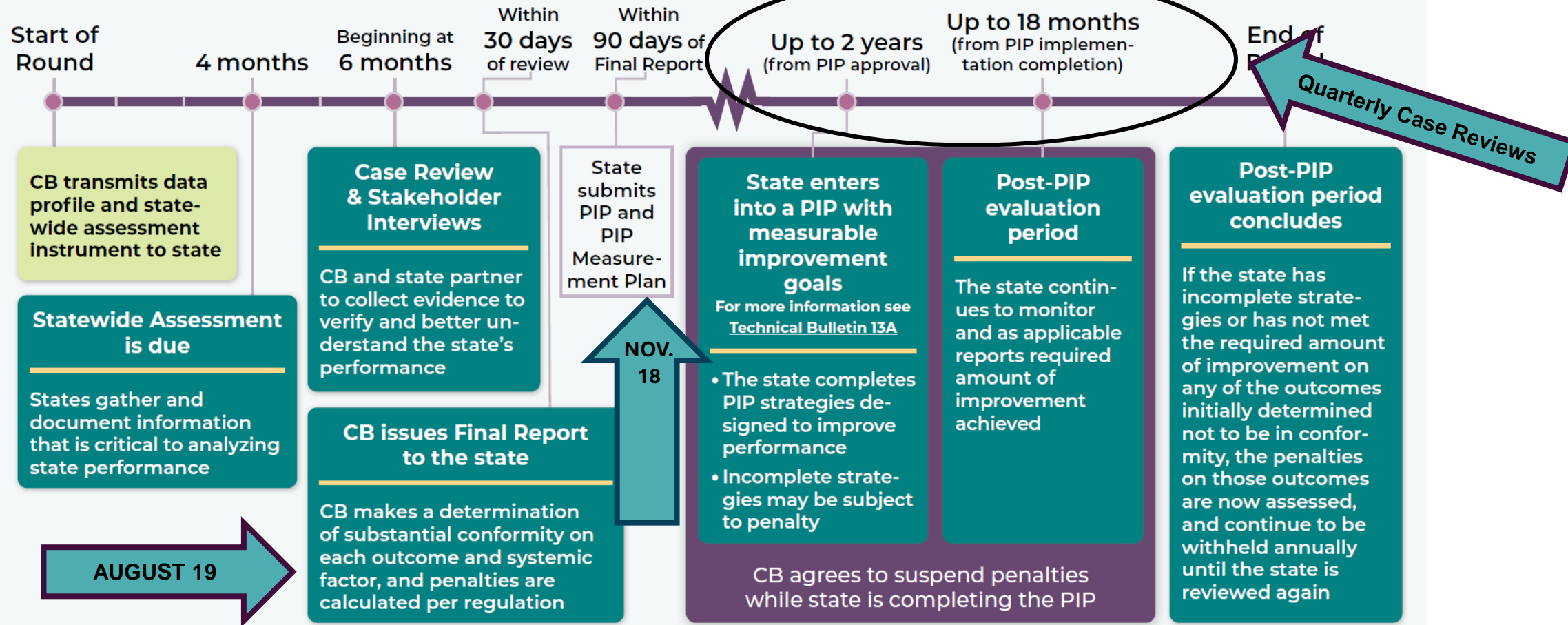
Clark's Christmas Kids

- An annual partnership with Clark Howard, WSB Radio, Walmart, and St. Vincent de Paul, to provide gifts for children and youth in foster care.
- During Clark's Christmas Kids 2024, we collected over 21,000 gifts, meaning every child in foster care had gifts to open on Christmas morning.



CFSR Updates

CFSR Process As Defined By Regulation (45 CFR 1355.31-37)



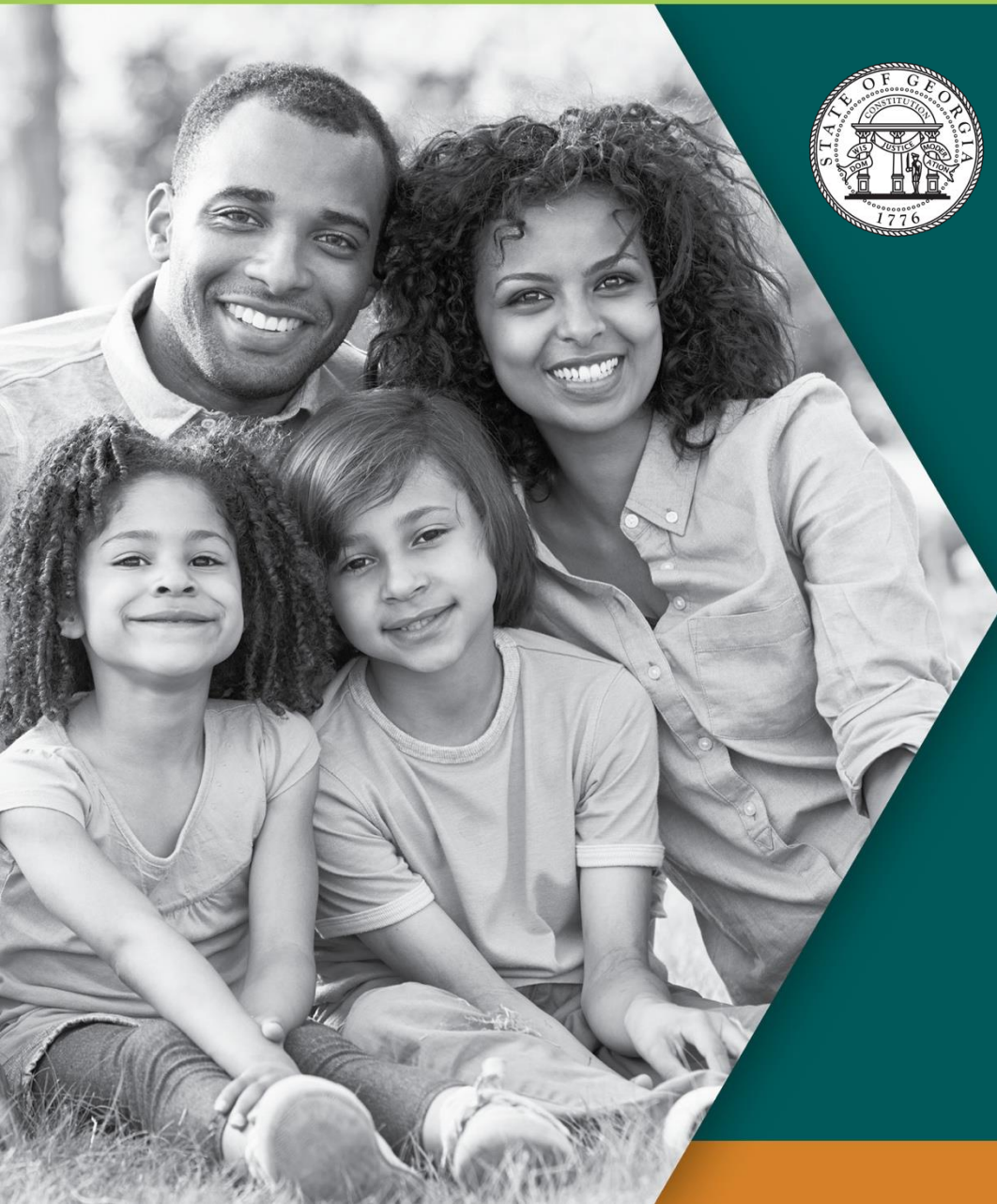
Questions?

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

D-SNAP

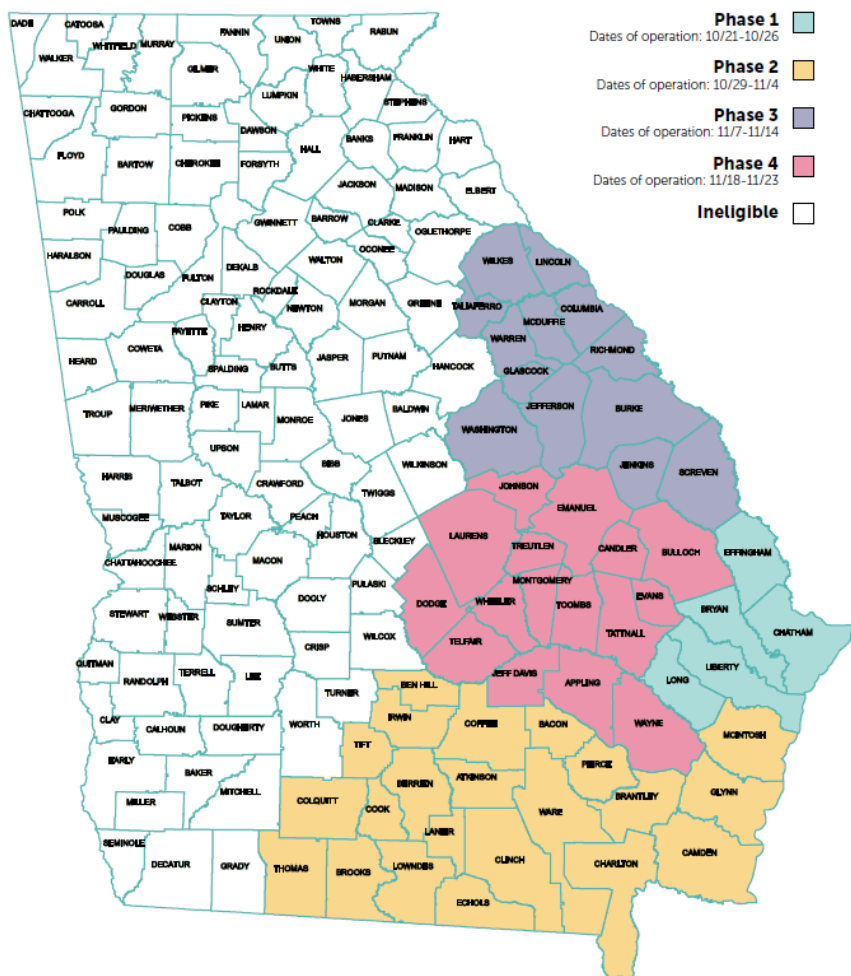
The Disaster Supplemental Nutrition Assistance Program (D-SNAP) provides eligible low- to moderate-income households with help buying groceries due to lost income or damages following a disaster.

- **Counties Eligible**
 - Counties must be included in the Presidential Declaration of Individual and Public Assistance to be eligible for D-SNAP.
- **Individual Benefits and Eligibility**
 - D-SNAP is a one-time payment for the purchase of food to eligible households that are not current SNAP recipients.
 - A household must live or work in the identified disaster area, have been affected by the disaster, and meet certain D-SNAP eligibility requirements to receive D-SNAP benefits.
- **Supplements for Existing Customers**



Hurricane Helene D-SNAP

Counties Eligible for Disaster SNAP (D-SNAP)



- D-SNAP operated in a phased approach for 50+ counties
 - **Phase 1:** Bryan, Chatham, Effingham, Liberty, and Long counties
 - **Phase 2:** Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Camden, Charlton, Clinch, Coffee, Colquitt, Cook, Echols, Glynn, Irwin, Lanier, Lowndes, McIntosh, Pierce, Thomas, Tift, and Ware counties
 - **Phase 3:** Burke, Columbia, Glascock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, and Washington counties
 - **Phase 4:** Appling, Bulloch, Candler, Dodge, Emanuel, Evans, Jeff Davis, Johnson, Laurens, Montgomery, Tattnall, Telfair, Toombs, Treutlen, Wayne, and Wheeler counties
- Estimated to serve 500,000+ households
- Estimated need of 1,200+ volunteers for each phase



Hurricane Helene D-SNAP

Largest D-SNAP operation run in Georgia to date

- New applications processed: **190,969**
 - On-site: **84,702**
 - Telephonic: **106,252**
- Households served: **177,049**
- Individuals served: **398,152**
- Benefits disbursed: **105,185,108**
- Average benefit per household: **\$594**
- Households approved for Supplements: **89,409**
- Individuals approved for Supplements: **180,018**
- Supplemental benefits disbursed: **\$20,582,651**
- Average supplement for SNAP household: **\$230**



D-SNAP Phase 1

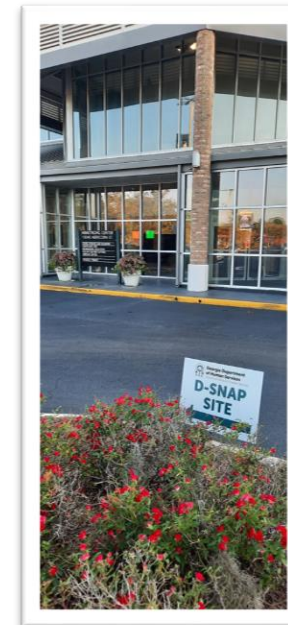
- Phase 1 served Bryan, Chatham, Effingham, Liberty, and Long counties from Oct. 21-26.
- Three physical D-SNAP locations plus virtual service.



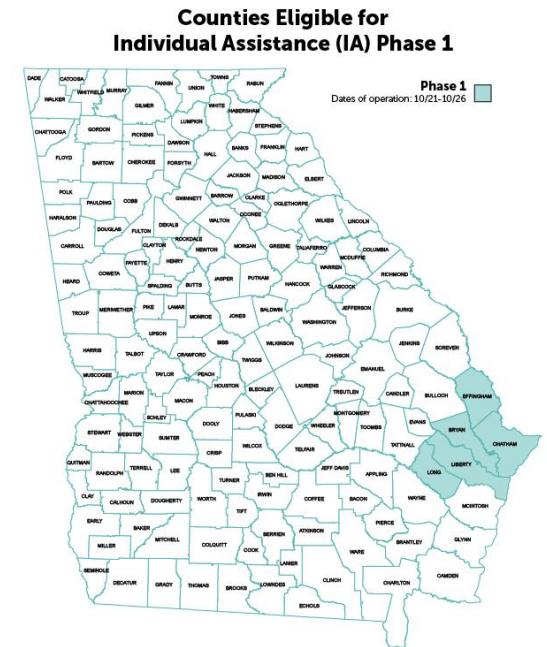
Chatham Co.



Liberty Co.

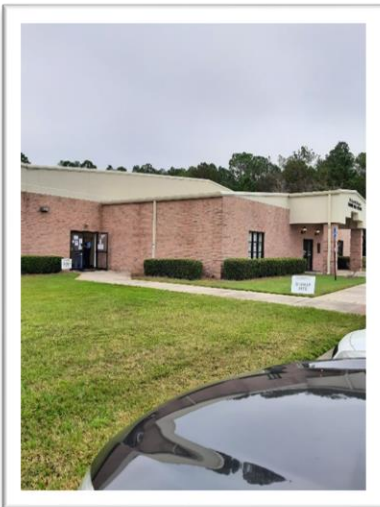


Chatham Co.

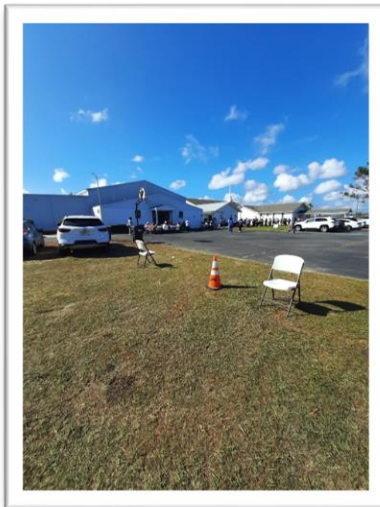


D-SNAP Phase 2

- Phase 2 served Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Camden, Charlton, Clinch, Coffee, Colquitt, Cook, Echols, Glynn, Irwin, Lanier, Lowndes, McIntosh, Pierce, Thomas, Tift, and Ware counties from Oct. 29 – Nov. 4, excluding Nov. 3.
- Four physical D-SNAP locations plus virtual service.



Camden Co.



Lowndes Co.



Colquitt Co.



Coffee Co.



D-SNAP Phase 3

- Phase 3 served Burke, Columbia, Glascock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, and Washington counties from Nov. 7-14, excluding Nov. 10-11.
- Three physical D-SNAP locations plus virtual service.



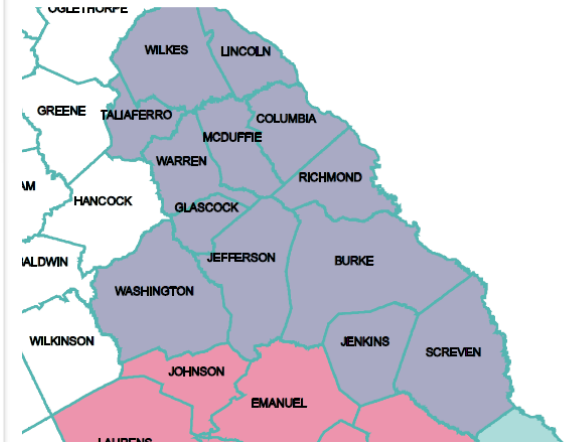
Richmond Co.



Richmond Co.



Washington Co.

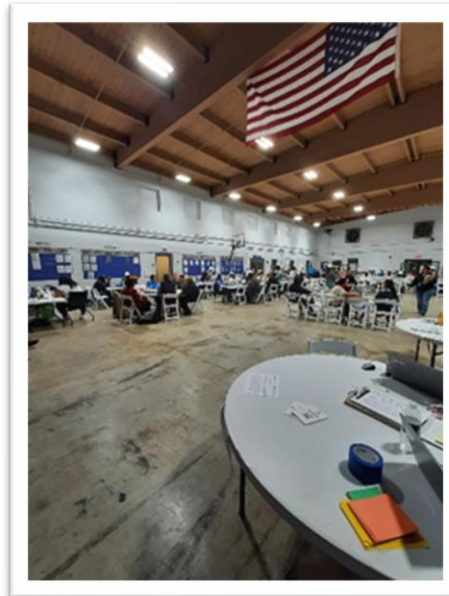


D-SNAP Phase 4

- Phase 4 served Appling, Bulloch, Candler, Dodge, Emanuel, Evans, Jeff Davis, Johnson, Laurens, Montgomery, Tattnall, Telfair, Toombs, Treutlen, Wayne, and Wheeler counties from Nov. 18-23.
- Three physical D-SNAP locations plus virtual service.



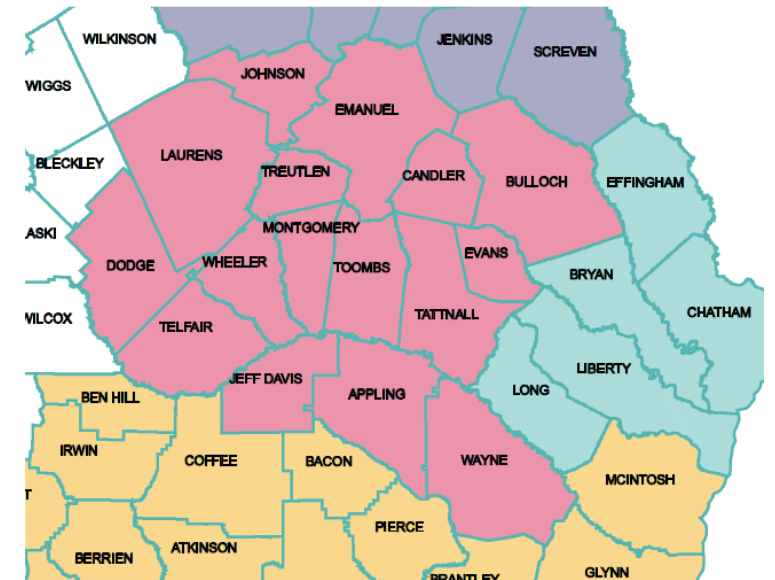
Toombs Co.



Candler Co.



Laurens Co.



D-SNAP Scenes and Experiences

“This was one experience I will never forget. I felt that I was helping people one-on-one again and connected with people in very meaningful ways. The customers were so grateful to receive the help, especially the elderly. I have never heard so many thank yous and received so many hugs and appreciative smiles. If you need a reminder of your ‘why’, this is a good way to get it. I'm SO proud of our Region 1 volunteers. We showed up with great attitudes every day and went above and beyond to help each other and the staff from all over the state who were also helping. Shout out to OFI and child welfare for coming together as one team!”

Jennifer Holden, Walker County Director

“It was the most rewarding opportunity I've taken with DFCS and heard that from many others. There are a lot of positives to share! I received so much sincere gratitude and hugs and smiles from hundreds of people. I created a lot of bonds with new staff as well. I don't know of one person that regretted going.”

Samantha Garrison, SSA R1 Permanency Unit



D-SNAP Scenes and Experiences



“This was one of the most humbling experiences I have had while working for DFCS. The comradery between DFCS staff was amazing with everyone looking out for others. Some of the stories, encounters, and general discussions will be told many times in the years to come.”

Mark Knowles, Fannin County Director

“It was really amazing to see the relief and happiness people had as they were leaving the site after waiting for hours and showing us photos of the damage they had to their homes.”

Garrett Pierce, SSA R1 CRRU



D-SNAP Scenes and Experiences

“My Phase 2 experience at the Victory Baptist Church in Lowndes County was very interesting. I interviewed clients who were affected by Hurricane Helene, and I enjoyed the process because this was new to me and helping those in need is my calling. The clients were polite and thankful for the organization coming to assist them in their time of need. All staff and faculty were friendly to me, and it felt like home. Although we had some issues with technology, we pulled through. I am truly appreciative of this opportunity to serve; it makes me love even more what I do here with DFCS. Thanks for this wonderful experience.”

***Stacy Asamaigor, Economic Support Specialist 3,
Cobb County DFCS***



D-SNAP Scenes and Experiences



“I worked at the D-SNAP Phase 4 site in Laurens County. I just want to give kudos to all the Navigators. They are truly the ones that kept everything flowing. They were on their feet and directing clients with kindness and patience. Also, there is a new worker, Ebony from Johnson County, and she was absolutely the best. She worked so hard at more than just what was assigned to her. She is really an asset to the agency.”

Lisa Padgett, Paulding County DFCS ESS 2



D-SNAP Scenes and Experiences

“In D-SNAP, many of these citizens have never applied for assistance and a good many really did not want to apply for this, even those who had lost so much. But they were told how other people had been to the site, received assistance, and how well they were treated which encouraged them to come and apply. I know staff and leadership are going to be exhausted when it’s over; but I hope that you can share what a difference they made in people’s lives this week.”

Rose Morris, C3 Coordinator DFCS

“We had numerous compliments from clients on the smooth process at the Toombs site. I want to give a shout-out to those who organized this site including the super-duper navigator, Shameka Fitzgerald. D-SNAP is tiring work, but it was rewarding to hear clients say the process was easy and they were so very thankful for the service provided. After the Hurricane Michael D-SNAP, I said I would retire before I worked a D-SNAP again, but I worked two phases this time. I would do it again with these ladies!”

Roxanne Cooper West, Administrative Assistant 3, R10 Emergency Management Coordinator, Thomas County DFCS



D-SNAP Scenes and Experiences

“I would like to recognize Darbi Hixson, Regional Accounting for Region 1, and Angela Cochran, Regional Accounting for Regions 1 and 3, for working long hours and getting advances and hotel checks ready with little notice for D-SNAP volunteers. They are two amazing ladies, and our D-SNAP volunteers could not have done what we did without out them.

Also, I’d like to give a shout out to the IT staff at the D-SNAP sites. They were ready to help with our iPads when we had problems and probably did a lot more I didn’t know about. I was at Phase 1 Civic Center in Savannah and an IT guy stood outside with us in the sun and on the concrete, ready to help us do our job. We could not have done it without them. And they always did it with a smile.”

Susan Cooper, CRRU Tech, Caregiver Recruitment & Retention Unit



D-SNAP Scenes and Experiences



“Big shout out to Catina Alford from RSM. She made signs for staff to hold up when they are ready for the next customer at our D-SNAP locations! Catina’s signs made their way from Phase 1 to Phase 2 and cheered up spaces in Phase 3. Thank you to Catina for sharing your creativity!”

April Williams, D3 District Manager

“I just wanted to let you know how wonderful my experience was working D-SNAP in Colquitt County. I don’t get the chance to interact with OFI staff much anymore but the staff working in Colquitt were a joy to be around. I know a lot of them had just worked Phase 1 as well, but they had the best attitudes every day I was there. They smiled and provided amazing service despite the long hours and rapid pace. I tried to take a second to say hello to as many as I could, but I know I missed quite a few.

In our hectic workdays it’s easy to forget to give kudos where they are deserved, and I didn’t want to miss this chance.”

Chad Walden, Unit Manager



D-SNAP Scenes and Experiences



D-SNAP Scenes and Experiences



D-SNAP Scenes and Experiences



Questions?

John Hallman

Deputy Commissioner | Office of Family Independence

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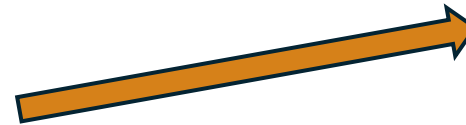
**Georgia Department
of Human Services**
Division of Aging Services

Division Updates

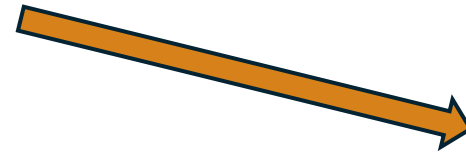
Breanna Sims

Deputy Commissioner

Regulation Compliance Dates



Older Americans Act
Final Rule
Oct. 1, 2025



Adult Protective Services
New Federal Regulations
May 8, 2028



Adult Protective Services (APS)

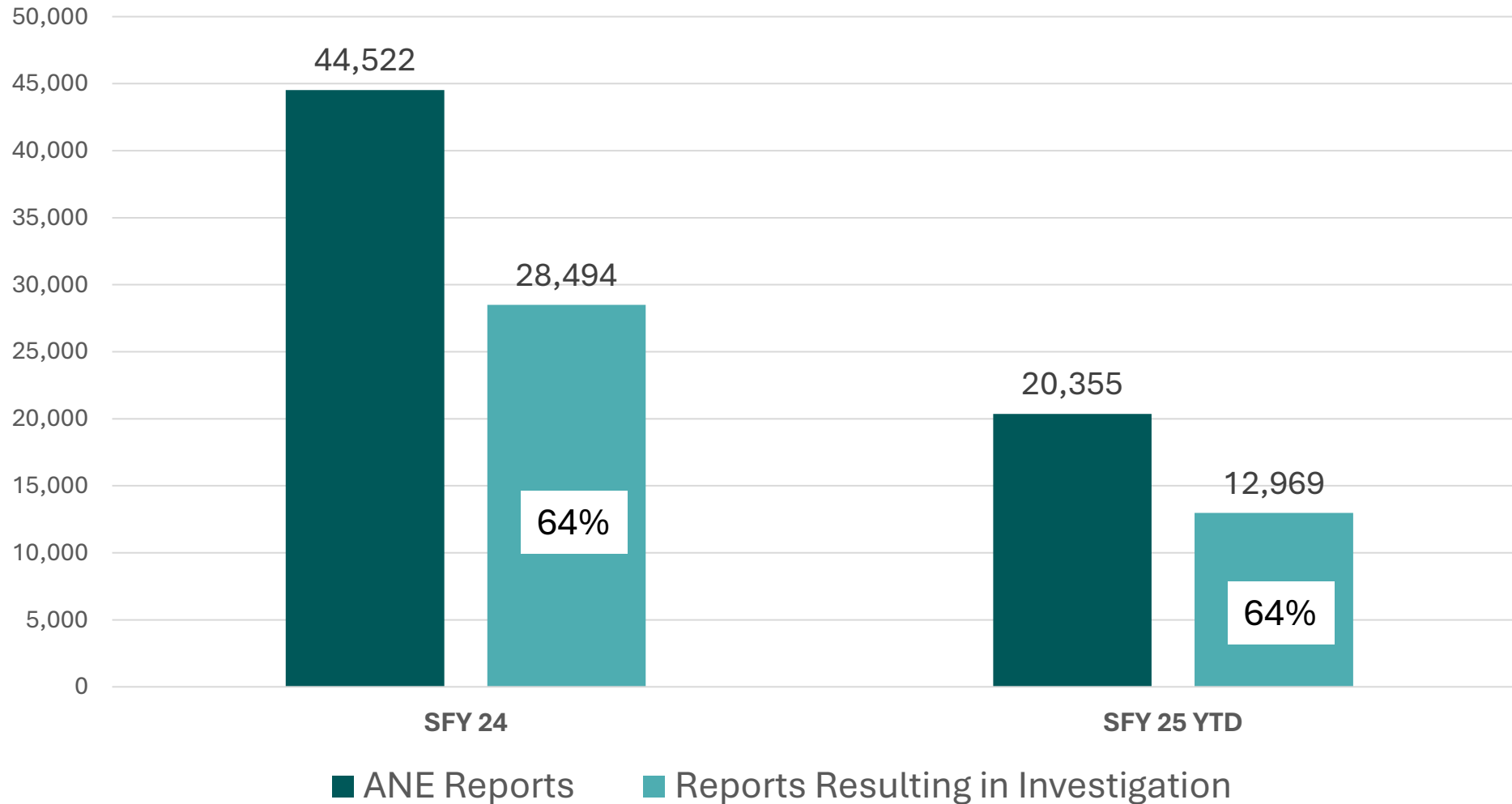
Biggest impacts to Georgia APS:

APS will have its own “stand alone” state plan that must be updated every five years.

*For non-immediate risk, response should occur in no more than 7 calendar days; our current policy is no more than 10 calendar days.



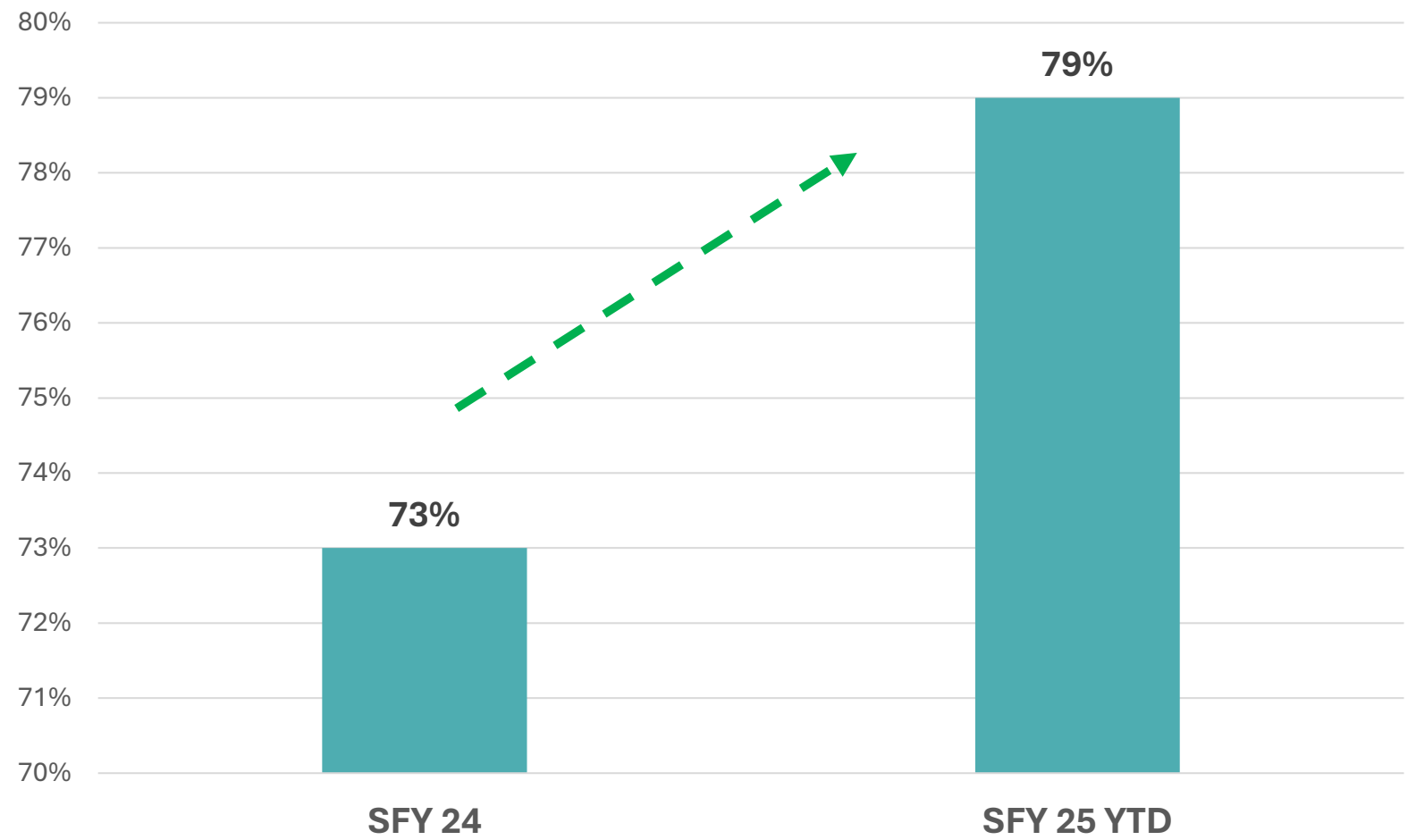
APS Total Reports and Reports Investigated



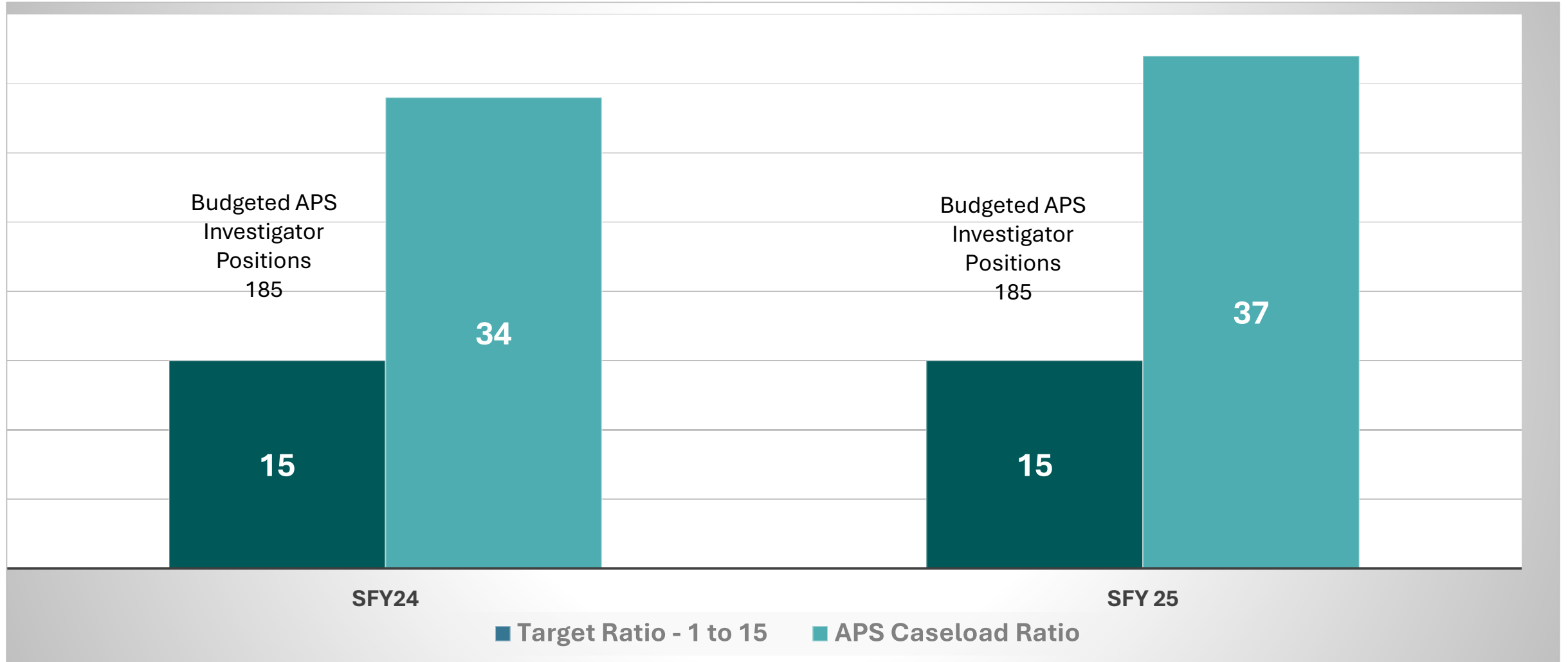
- SFY 25 data current as of November 2024
- SFY 25 reports have already reached **46%** of SFY 24 reports



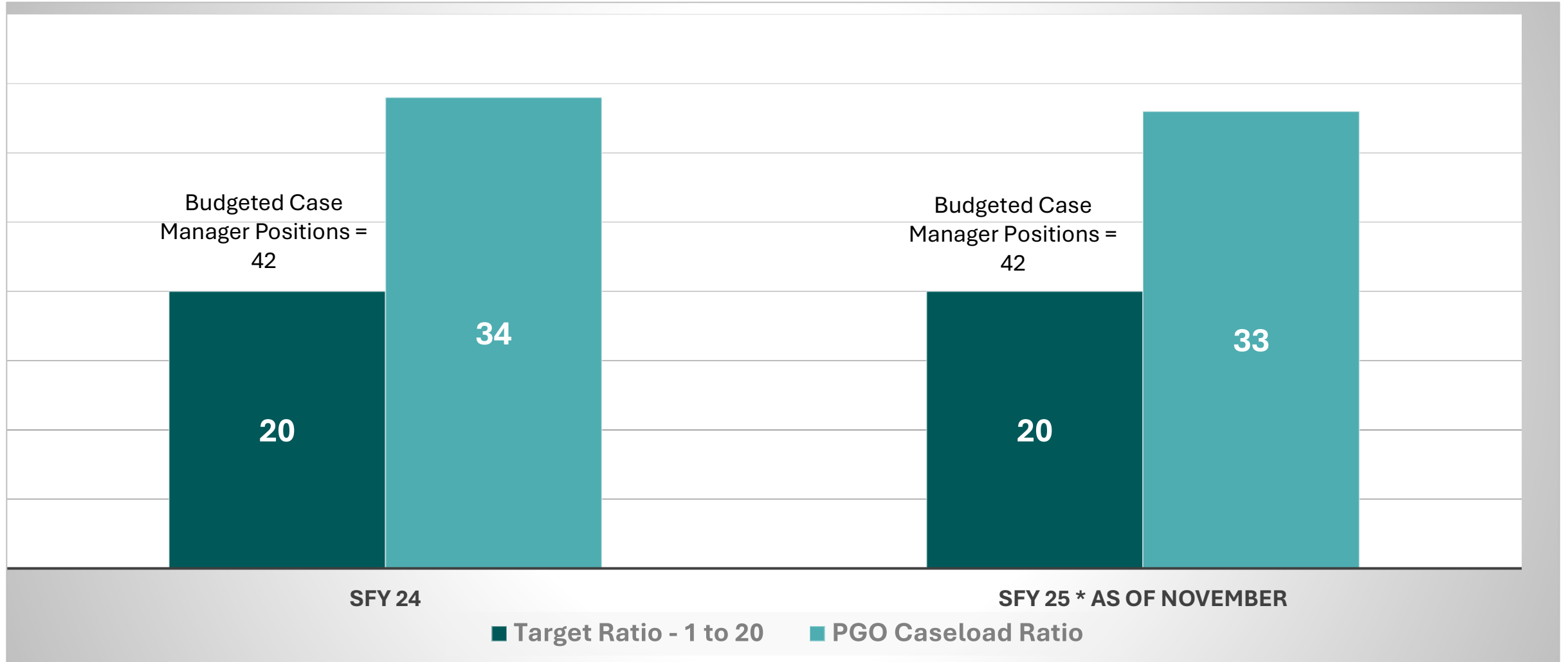
Percentage of APS investigations initiated within 10 days



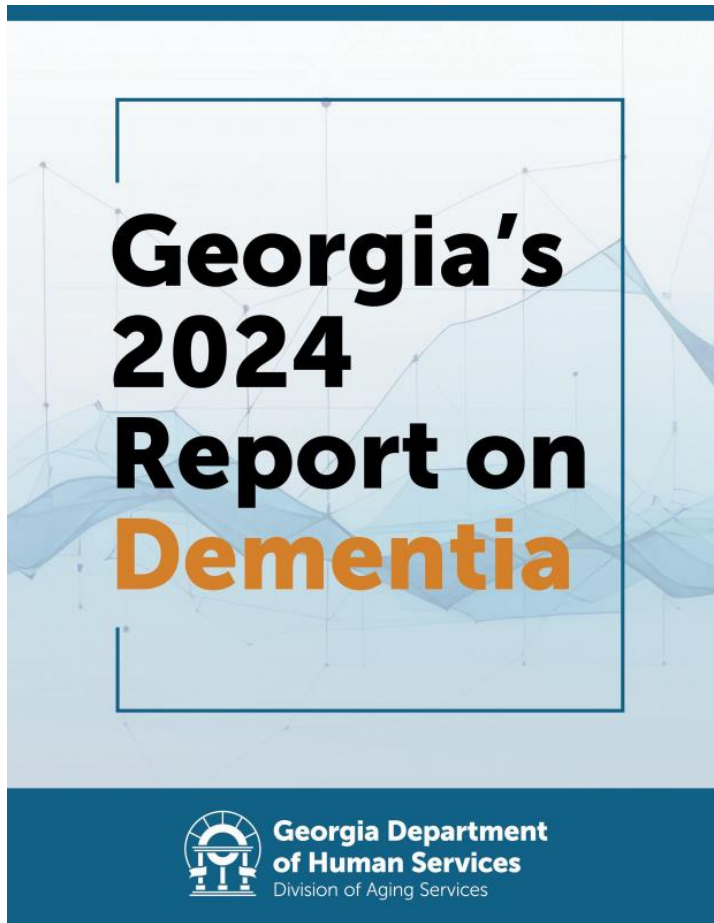
APS Caseload Ratio



PGO Caseload Ratio



Dementia Reports



Georgia's population is **aging**, and cases of Alzheimer's disease and related dementias (ADRD) are **increasing**.



ADRD significantly impacts **families and communities**, including caregivers' health. Estimates show that unpaid caregiver hours cost the state more than **\$11 billion** in potential annual wages.



Georgians need more **specialized physicians** and long-term care facilities, especially in rural communities, to ensure its ability to keep up with increasing ADRD needs.



There are **several programs and initiatives** that are addressing the issues surrounding ADRD for individuals, their families, and communities around the state of Georgia.



aging.georgia.gov/get-involved/georgia-alzheimers-related-dementias-state-plan



Questions?



MaryLea Boatwright Quinn

Assistant Deputy Commissioner

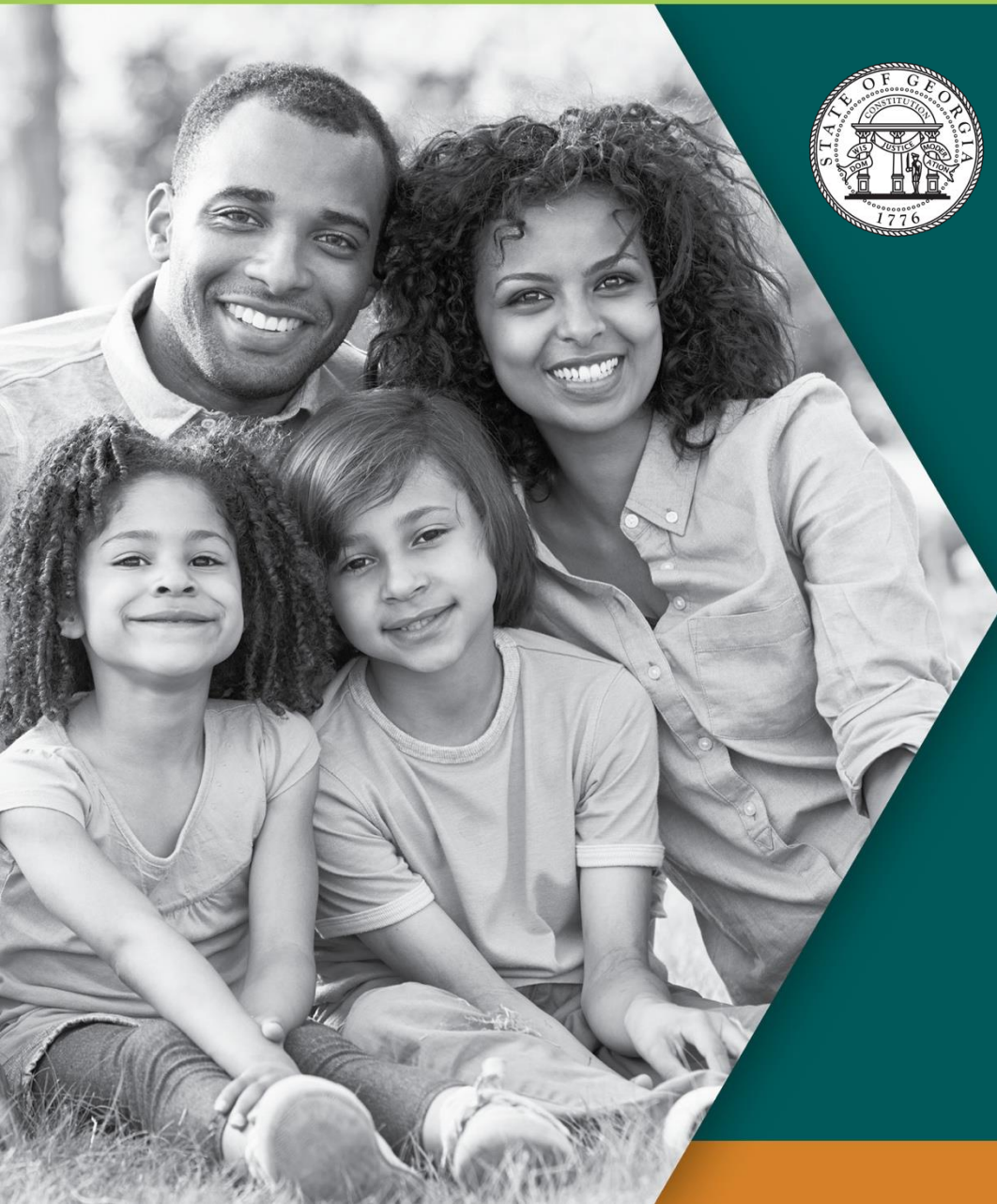
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Deputy Commissioner

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Georgia Department of Human Services
Division of Child Support Services

Federal Fiscal Year 2024 Performance Outcomes

Sarah Hurst

Assistant Deputy Commissioner, Child Support Services

FFY 2024 Year-end Performance Outcomes

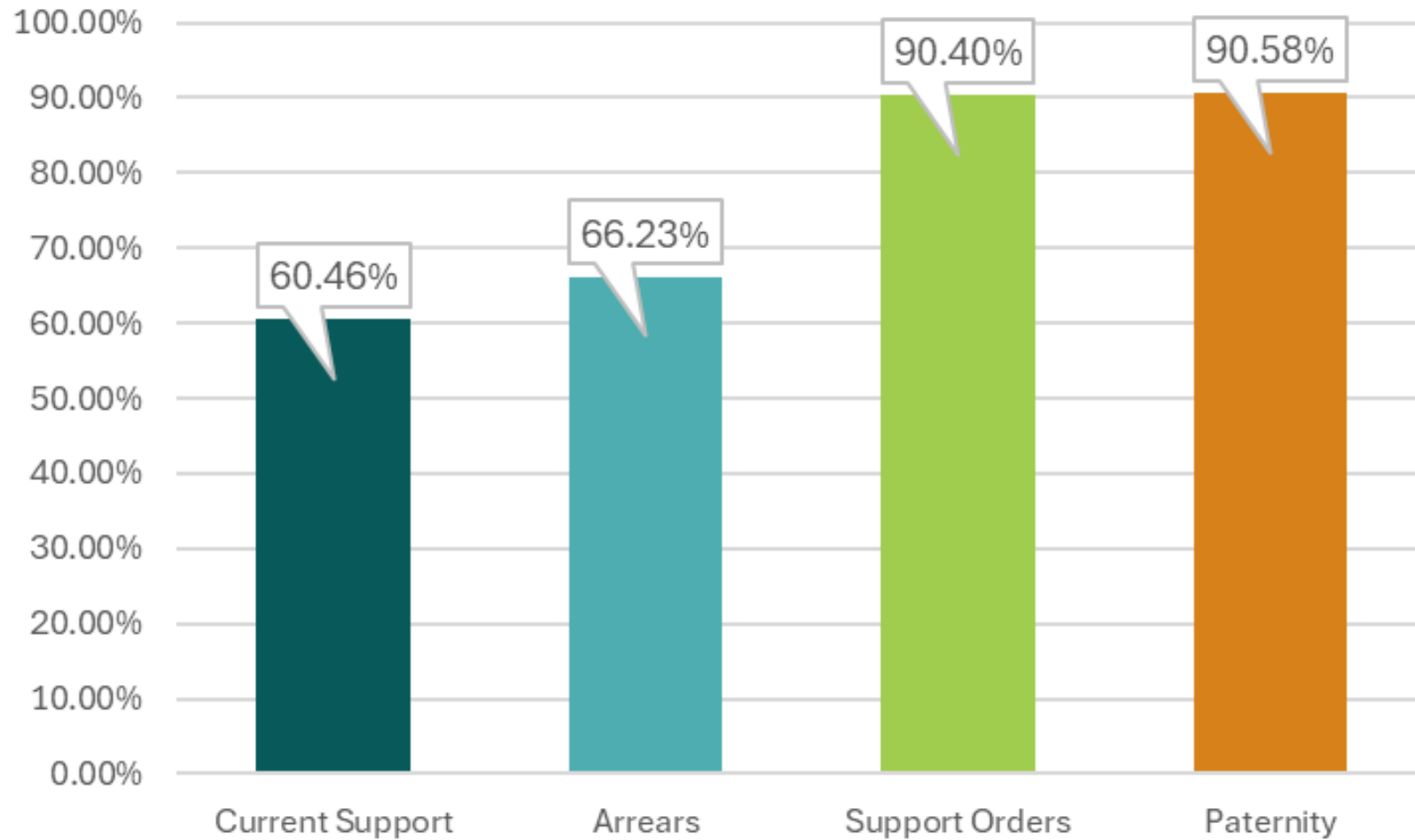
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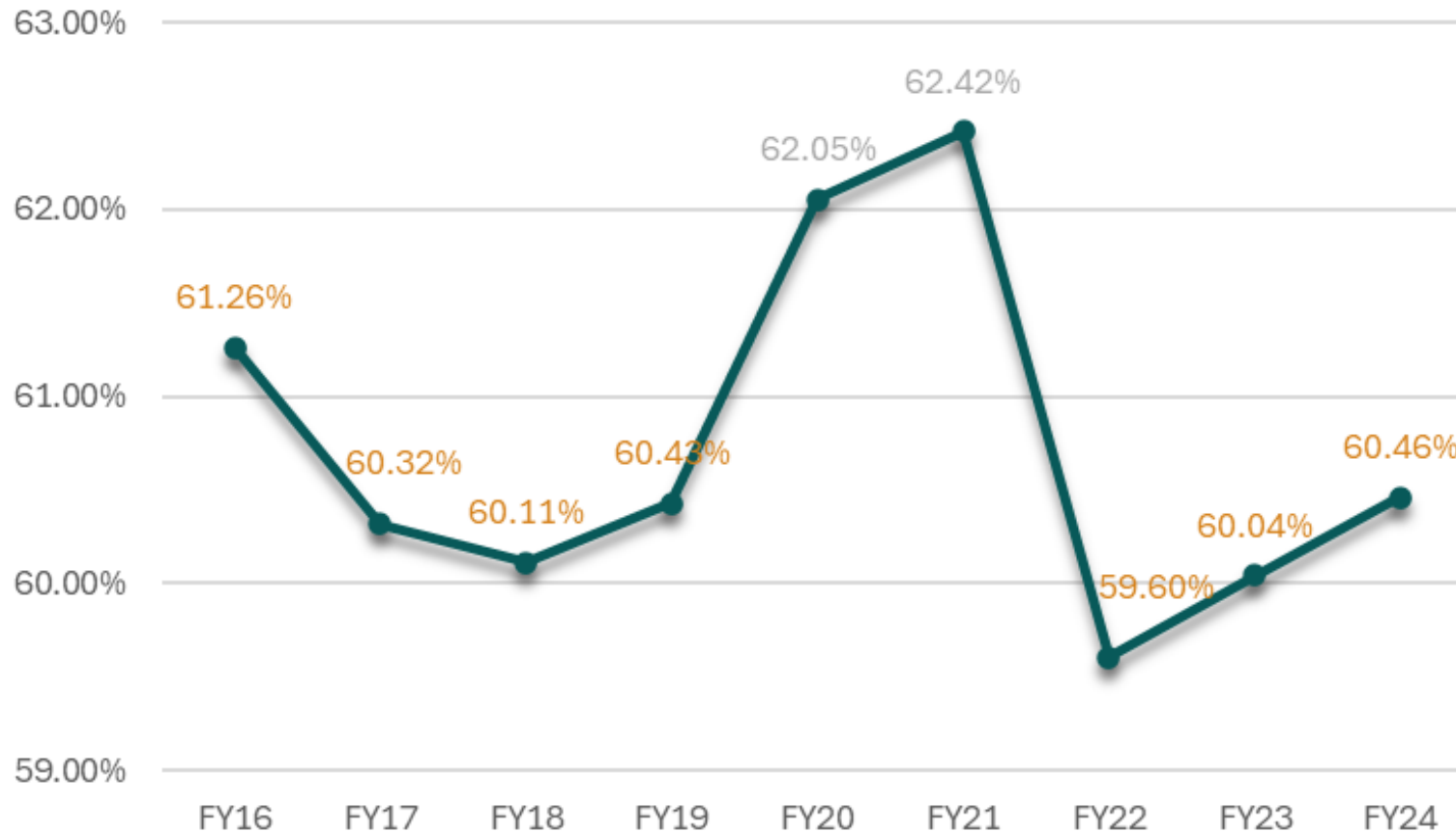
**Georgia Department
of Human Services**



FFY 2024 Performance Measures



Current Support



\$491 Million

distributed as
current support
in FY24

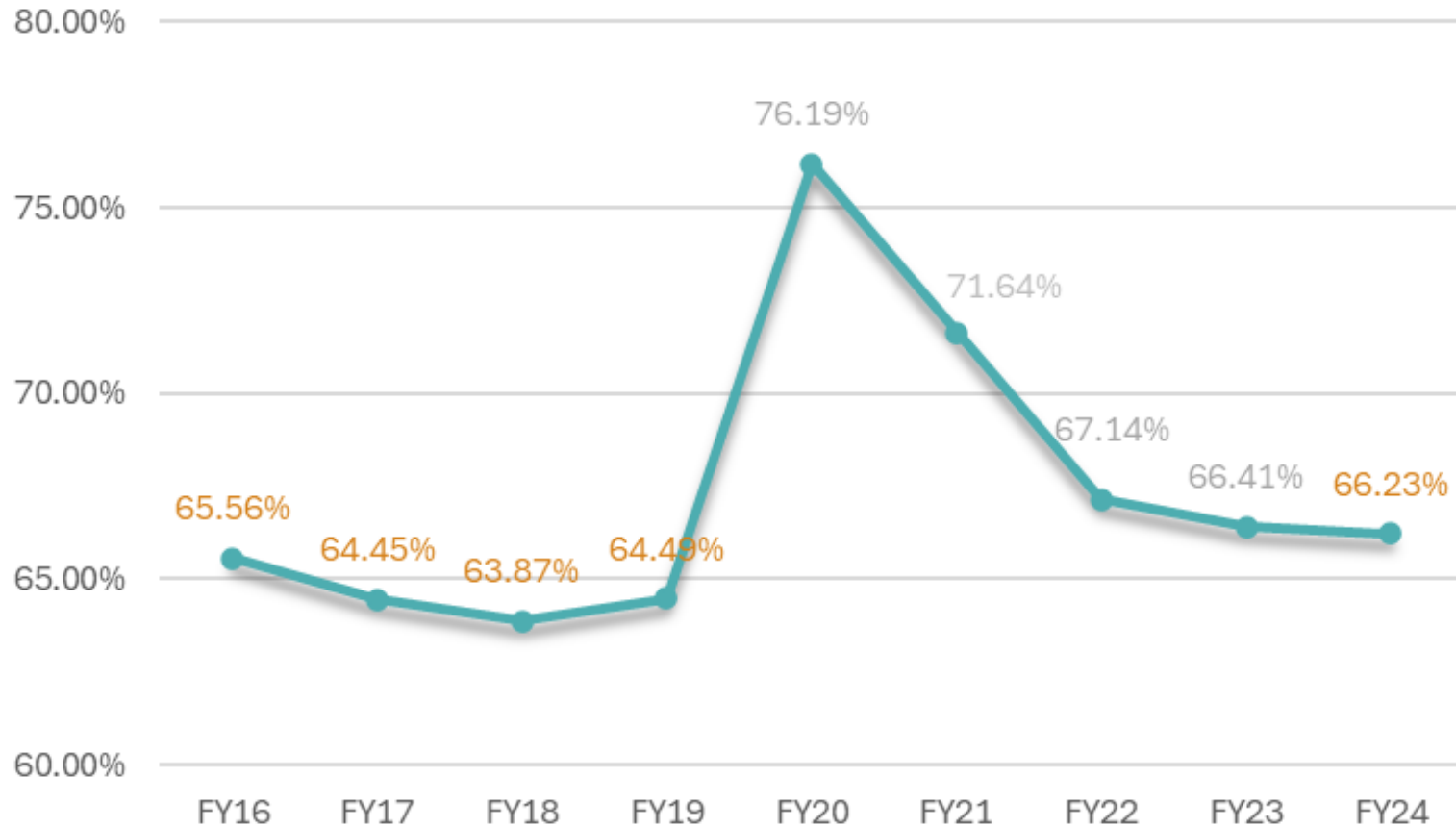


406,590

children
received
services in FY24



Arrears



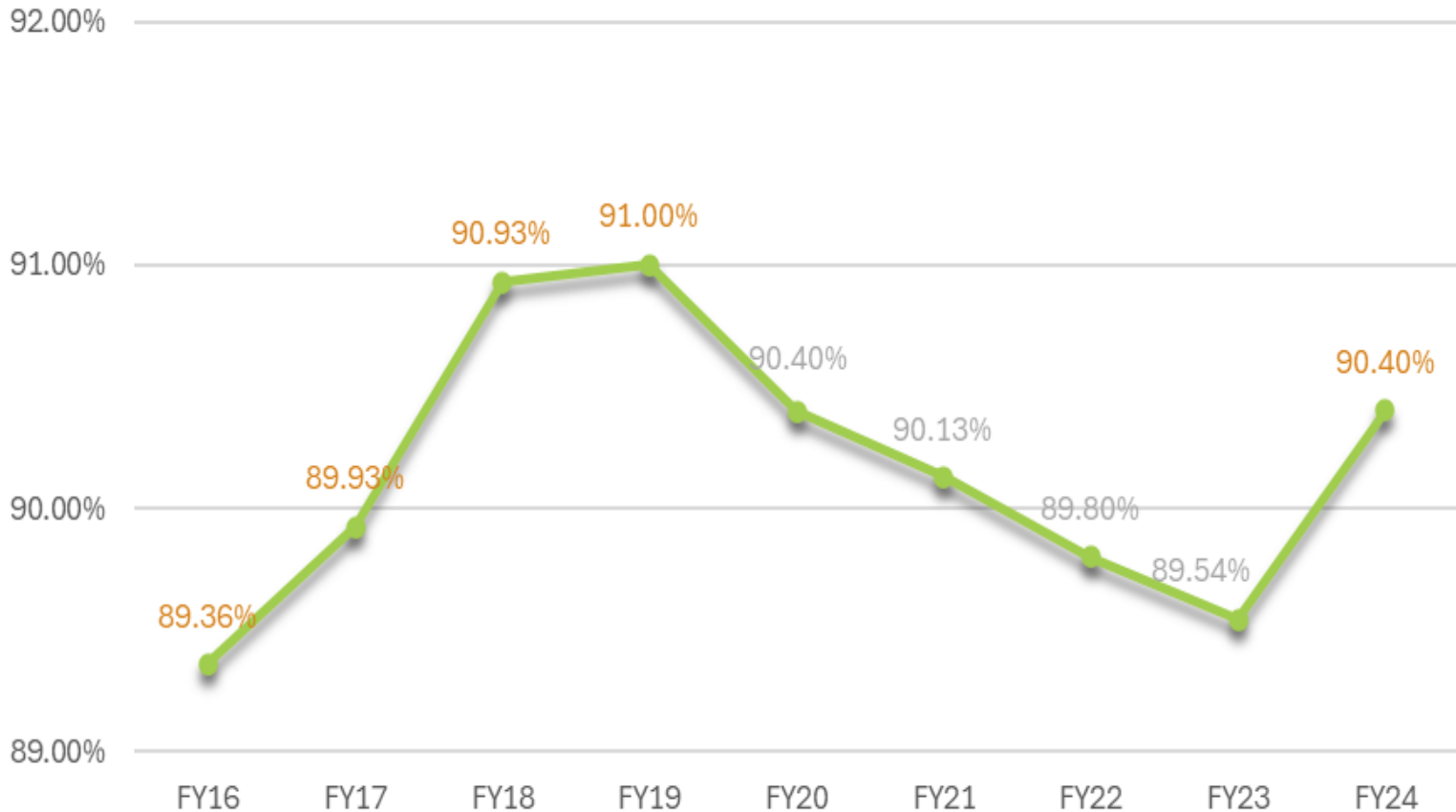
\$169 million
distributed as
arrears in FY24



168,021
cases paying
towards arrears



Support Orders



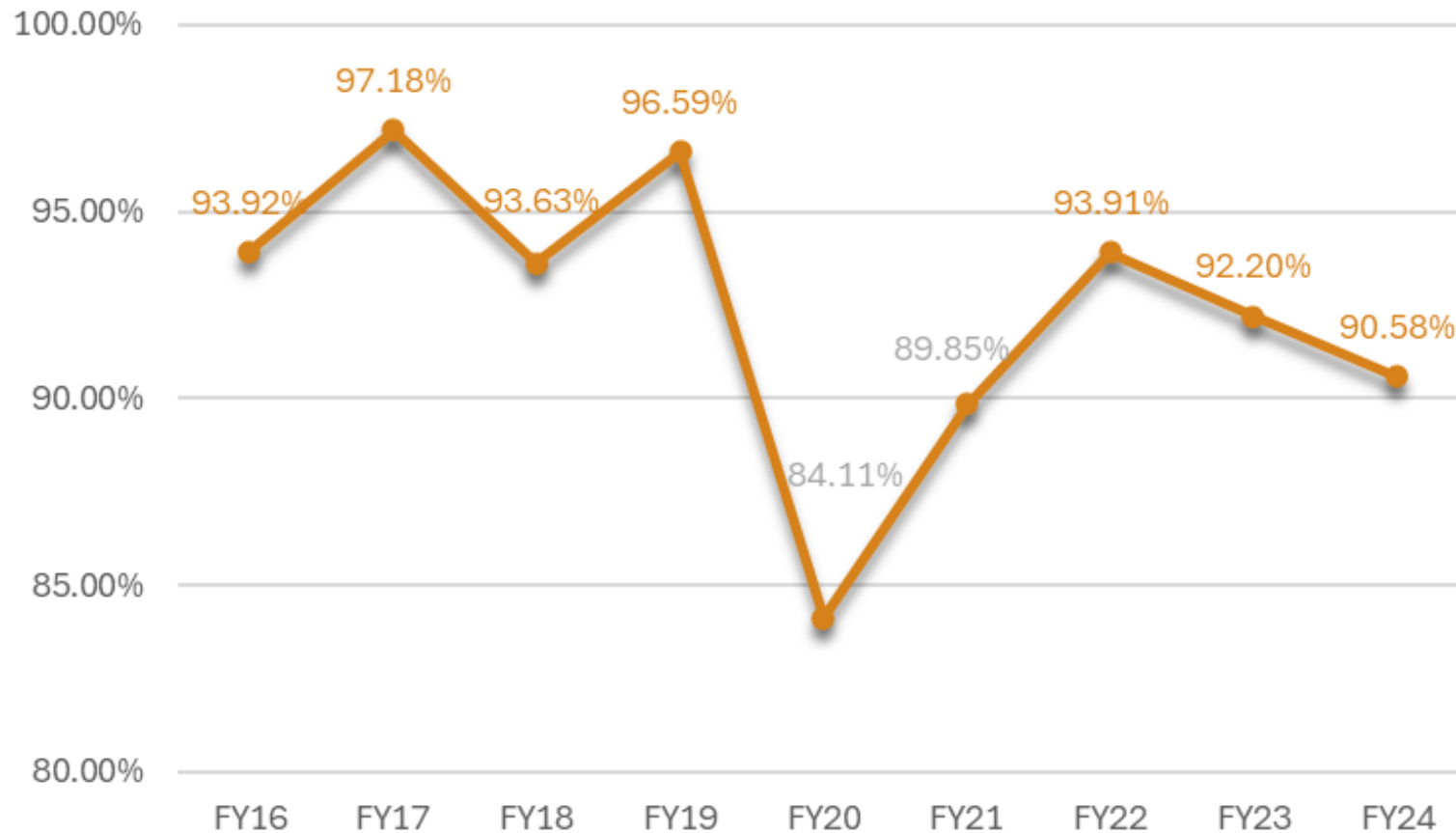
267,145
cases with
support orders
established



11,089
orders
established in
FY24



Paternity



4,510

paternities
established by
DCSS in FY24

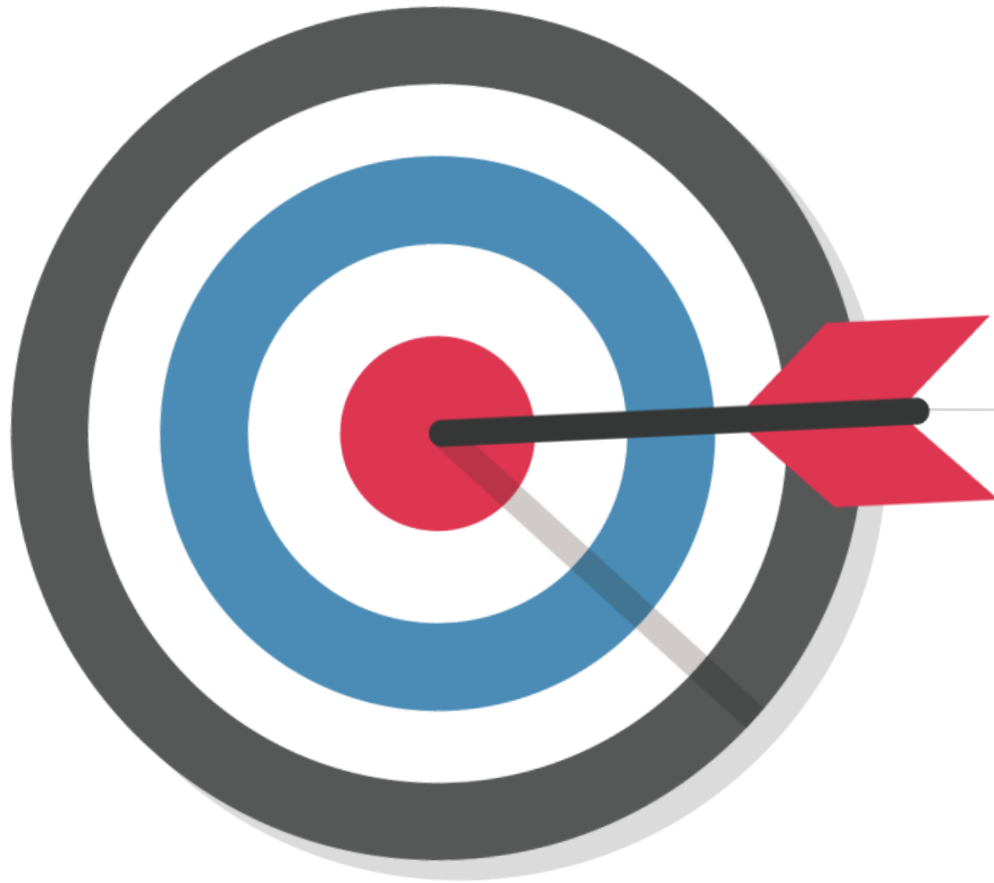


9,111

DCSS genetic
test referrals
initiated



FFY 2025 Performance Goals



Current Support

Increase current support paid to 61% or higher



Arrears

Increase arrears paid to 66.7% or higher



Support Orders

Increase support orders to 90.5% or higher



Paternity

Achieve paternities established of 90% or higher



Total Collections

Increase total collections by 1% or higher



System Modernization



WHAT

DCSS will replace the current \$TARS system with a modern, platform-based solution.



WHO

The project will benefit DCSS employees, stakeholders, and Georgia families.



WHEN

Design and development activities targeted for SFY 2026.



WHY

The current \$TARS system is 30+ years old. Such a dated system is becoming more difficult and costly to support.



HOW

Collaborative effort with DOAS to procure suppliers, with oversight provided by GTA and the General Assembly.





Navigating Change **Together**

DCSS TRAINING SUMMIT | OCTOBER 8-11, 2024



PAC Celebrates 15 Years



Questions

Sarah Hurst

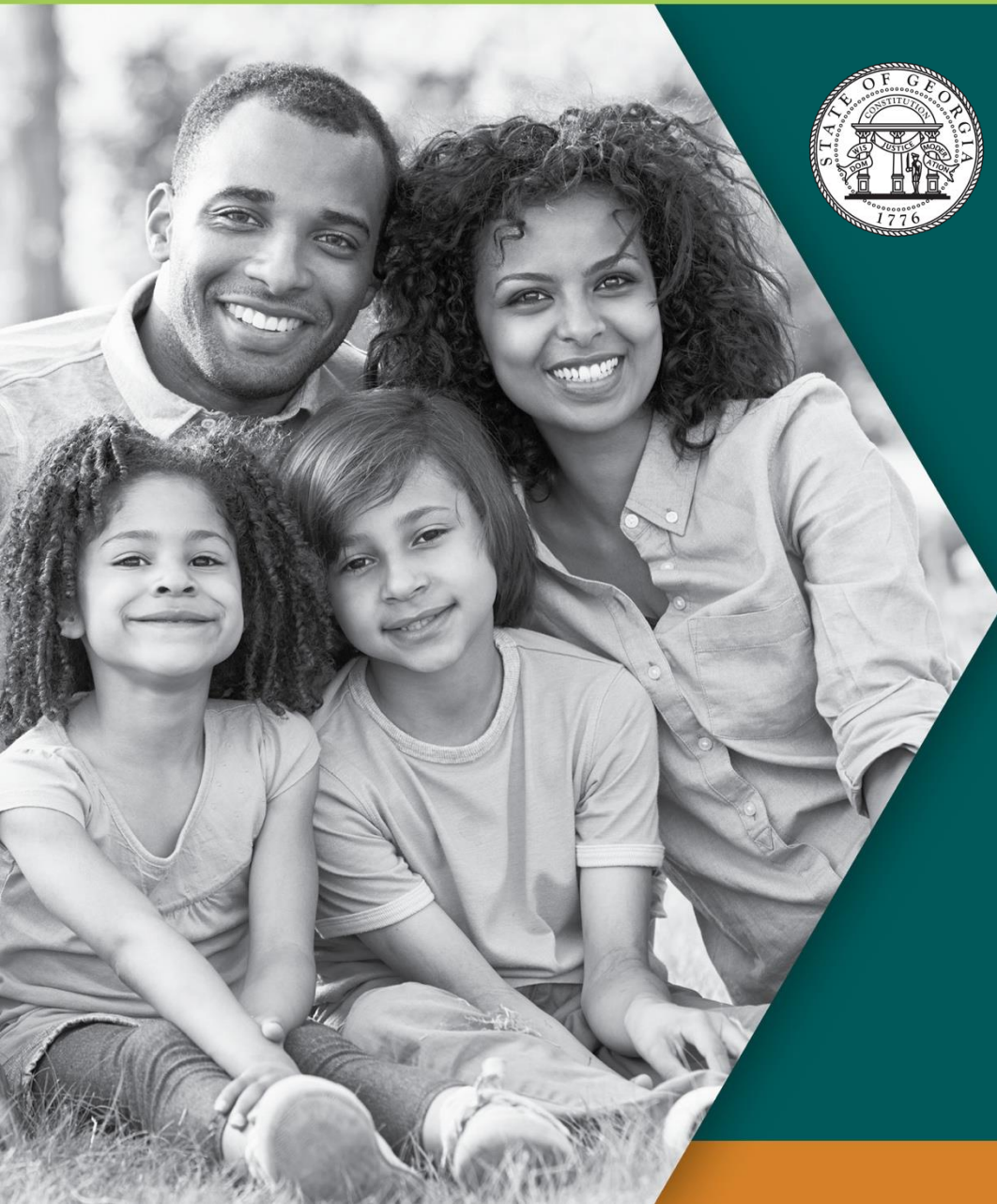
Assistant Deputy Commissioner

Georgia Department of Human Services

Division of Child Support Services

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Georgia Department of Human Services
Office of General Counsel

DHS Rule Changes

Christopher Henry
Associate General Counsel

Road Map

- Review of Rule Change Procedures
- Review of Proposed Rule Changes
- Public Comment Period
- Final Approval of Rule Amendments – Child Caring Institutions and Maternity Homes
- Request to Board



Rule Change Procedure

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



Child Caring Institutions (CCI) and Maternity Homes (MH) Rules

Current Rules:

- 290-2-5-.01 - .23
- 290-2-29-.02, .04, .21

Proposed Changes:

The rule changes are necessary to:

- Ensure that CCI and MH rules are consistent with new statutory provisions related to commercial sexual exploitation recovery centers (CSERC) and qualified residential treatment programs (QRTP).
- Streamline regulations, update terms and provisions, and make certain regulatory requirements less burdensome for providers where safe to do so.



Child Caring Institutions (CCI) Rules

Current Rules:

- 290-2-5-.01-.23

Proposed Changes:

- Adds all new provisions related to **qualified residential treatment program**, including new requirements that a QRTP be licensed as a CCI; accredited; have a trauma-informed treatment model; equipped to meet the clinical needs of children with serious emotional or behavioral disorders or disturbances; equipped to implement necessary treatment for a child as determined by an assessment to determine appropriateness of placement; and have registered or licensed nursing staff and other licensed clinical staff.
- Adds new provisions related to **commercial sexual exploitation recovery center**, including a new requirement that a CSERC obtain and maintain certification as a victim's assistance program.



Maternity Homes (MH) Rules

Current Rules:

- 290-2-29-.02, .04, .21

Proposed Changes:

- Adds provisions to reflect that a commercial sexual exploitation recovery center and a maternity supportive housing residence are not subject to licensure as maternity homes.
- Defines **commercial sexual exploitation recovery center**.
- Defines **maternity supportive housing residence**.
- Adds provision that prohibits children from co-sleeping or bedsharing.



Child Caring Institutions and Maternity Homes Rules

Public Comment Period

- Rules Published for Public Comment
October 10 – November 10, 2024
- Public Hearing Held
October 29, 2024

Thirteen comments received, including one comment addressing a firearm safety provision.



Request to Board

Motion for Final Adoption

Rules and Regulations for Child Caring Institutions

Rules 290-2-5-.01 - .23

Rules and Regulations for Maternity Homes

Rules 290-2-29-.02, .04, .21



Questions?

Christopher Henry

Associate General Counsel

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**Georgia Department
of Human Services**

Meeting Break



**Georgia Department
of Human Services**

Minutes Approval for October 9, 2024



**Georgia Department
of Human Services**

Rule Changes:

Final Adoption - Child-Caring Institutions (CCI)

Final Adoption – Maternity Homes (MH)



**Georgia Department
of Human Services**

New Business & Closing Comments