

Georgia Department of Human Services

OFI Monthly Data Report

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Deputy Commissioner for the Office of Family
Independence

2023 Focus: Hire, Hire, Hire!

- 2023 hiring push resulted in 1,223 new employees
- Fall 2023 “Listening Tour” of select offices/call centers
- Top 2 concerns expressed:
 - Pay
 - Supervision
- Retention efforts focus on those two concerns



2024 Focus: Retention

- OFI Career Path (case workers with 0-5 years experience)
- Nesting Program (new hires)
- Supervisor Summits (veteran workers)
- Retention Survey for Staff



OFI Career Path

- Addresses pay concerns
- Creates achievable milestones and pay increases over 5-year period
- Trains caseworkers in multiple programs



Nesting Program

- Addresses support concerns
- Organized, welcoming, efficient start for new OFI employees
- Expanded mentoring process
- Firm foundation that encourages staff retention



Supervisor Summits

- Help OFI frontline leaders grow skills needed to lead and support their staff
- The combination of hard and soft skills directly affects retention in OFI
 - Providing well-trained, equipped supervisors and administrators to support and encourage well-trained staff
- Specific training topics include: OHR Policy Overview, Gateway Dashboard Management, Customer Service for Leaders, and How to Have Difficult Conversations

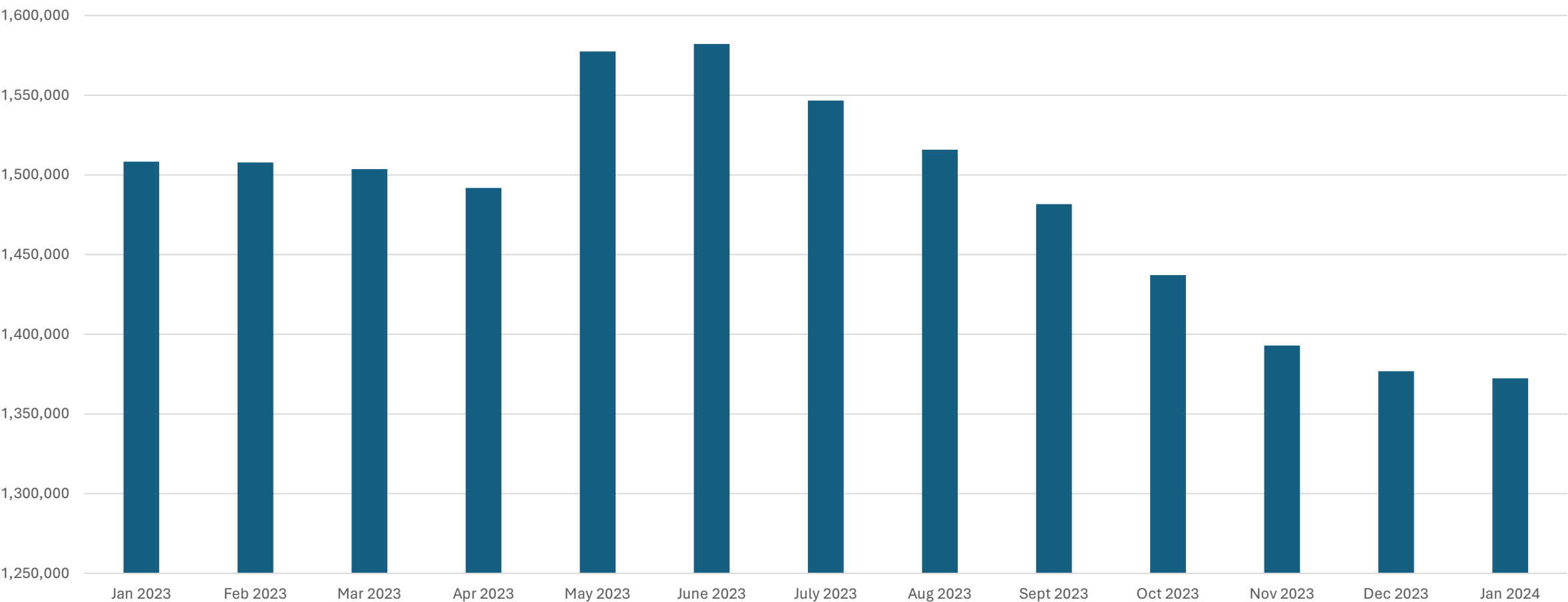


Retention Survey for Staff

- Piloting a seven-question survey of staff a.k.a. “Stay Survey”
- Customer Service Task Force will review initial survey results and feedback from participants
- Additional field staff will receive survey in March/April
- Data will be compiled to reflect identified trends and task force will provide recommendations from the field to leadership
- Task force plans to issue follow up survey to staff within six to eight months of initial survey
- Ongoing surveys will provide OFI leadership with feedback directly from frontline workers



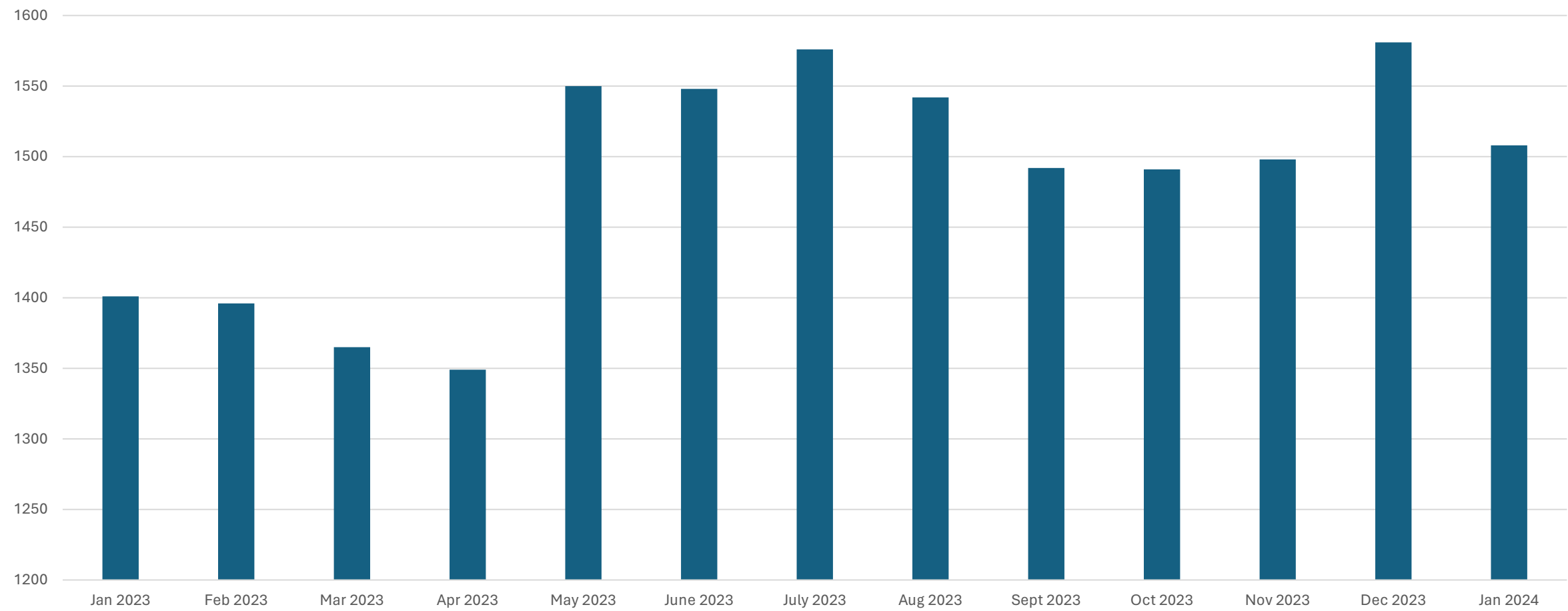
Unduplicated Families Served Across All Programs



There were 1,372,315 active unduplicated families in January 2024. (Source: DFCS Transparency Data)



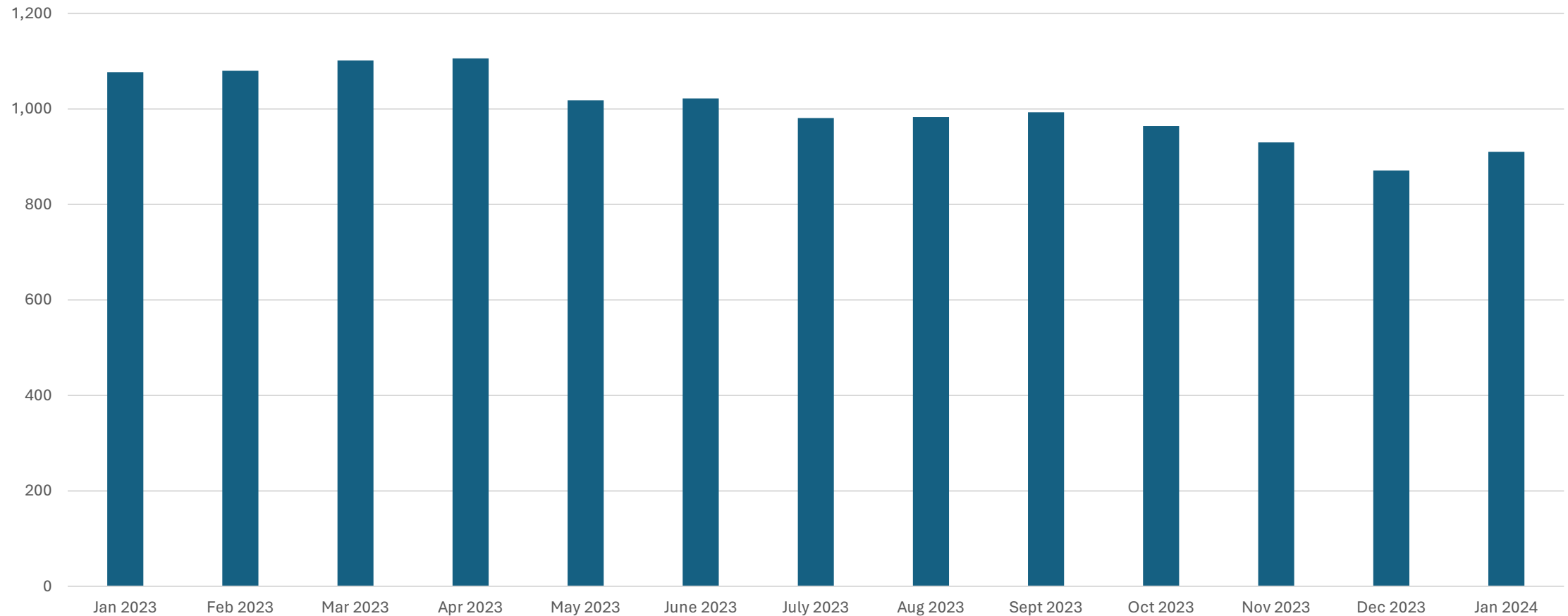
Frontline Staffing Levels



1,508 frontline staff were processing cases in January 2024.
(Source: DFCS Transparency Data)



Caseload Size

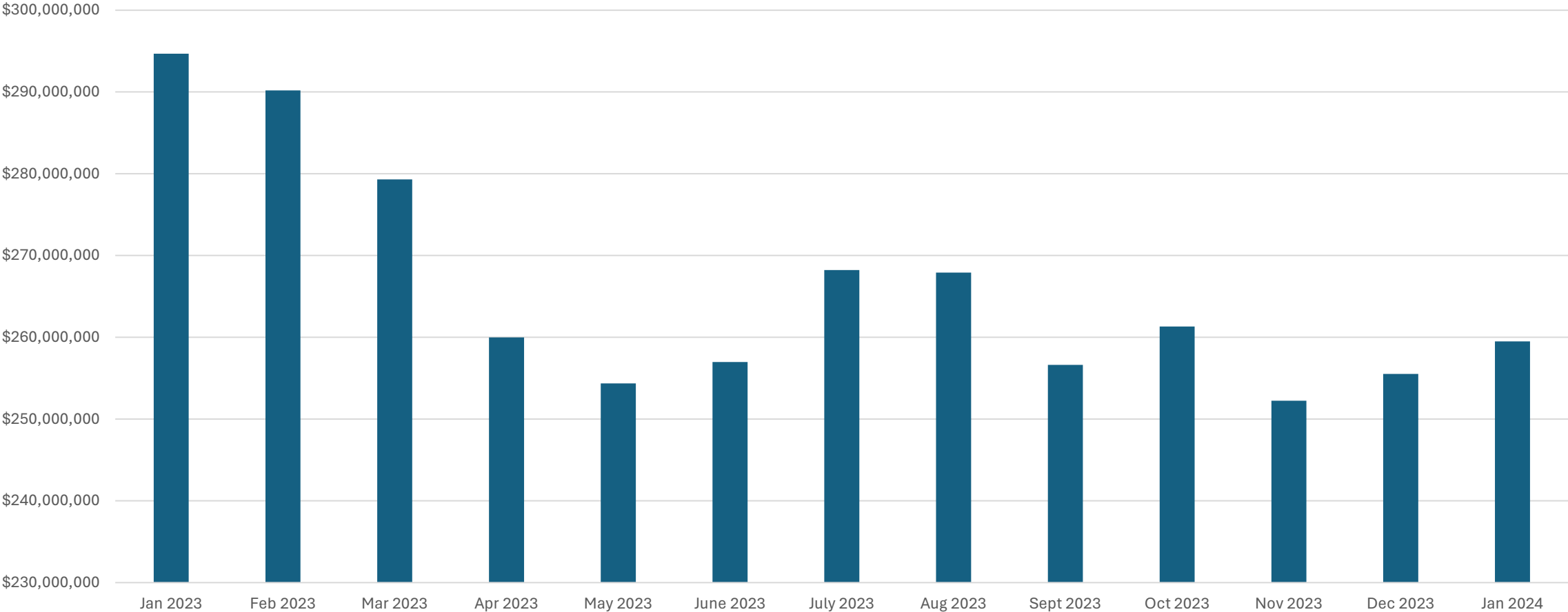


910 was the average caseload size in January 2024.

(Source: DFCS Transparency Data)



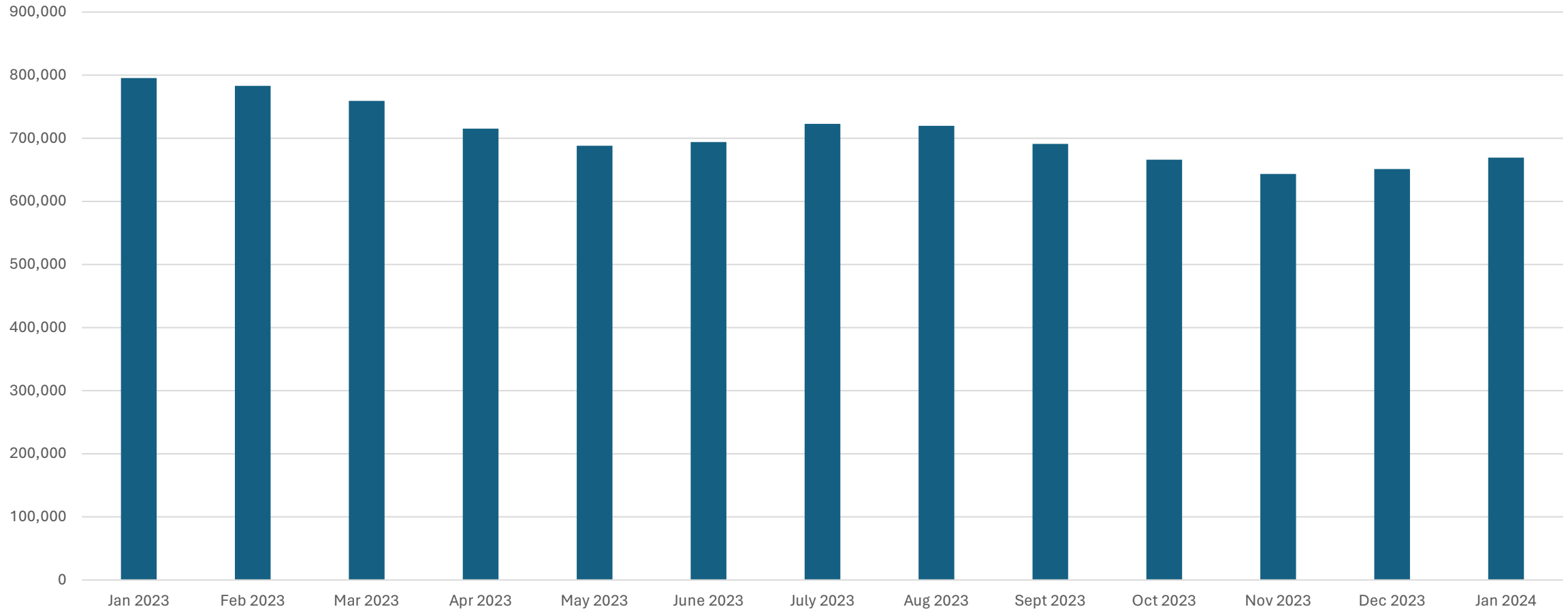
SNAP Issuance



SNAP issuance in January 2024 totaled \$259,492,630.
The average issuance per family was \$388.
(Source: DFCS Transparency Data)



SNAP Families

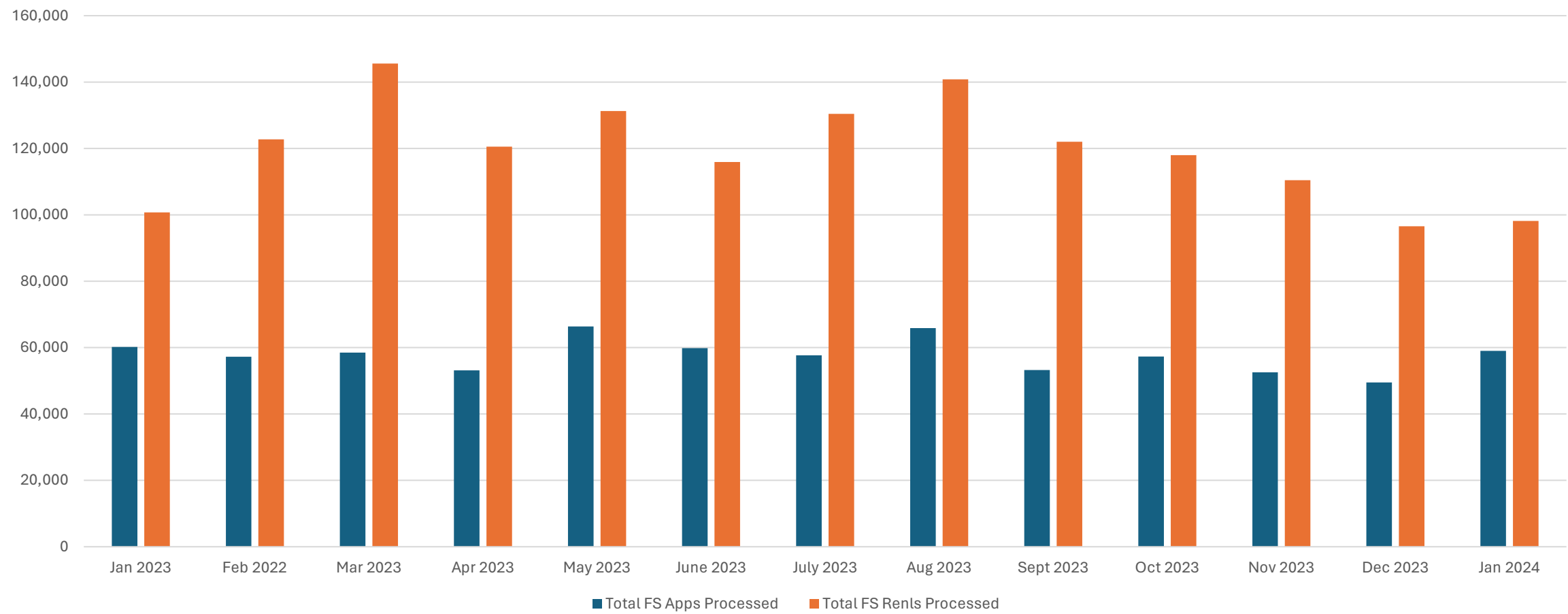


There were 669,370 total SNAP families in January 2024.

(Source: DFCS Transparency Data)



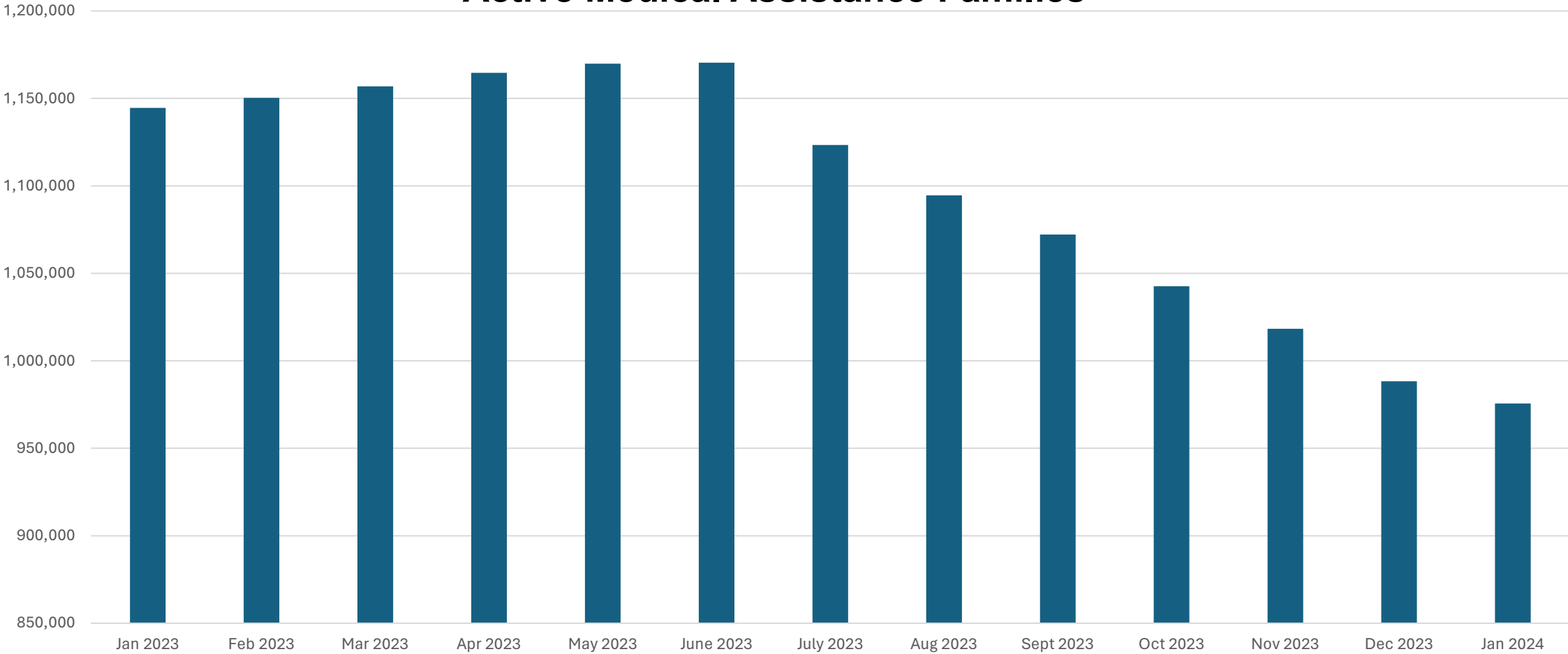
SNAP Applications and Renewals Processed



We processed 59,000 SNAP applications and 98,159 renewals in January 2024.
(Data Source: DFCS Transparency Data)



Active Medical Assistance Families

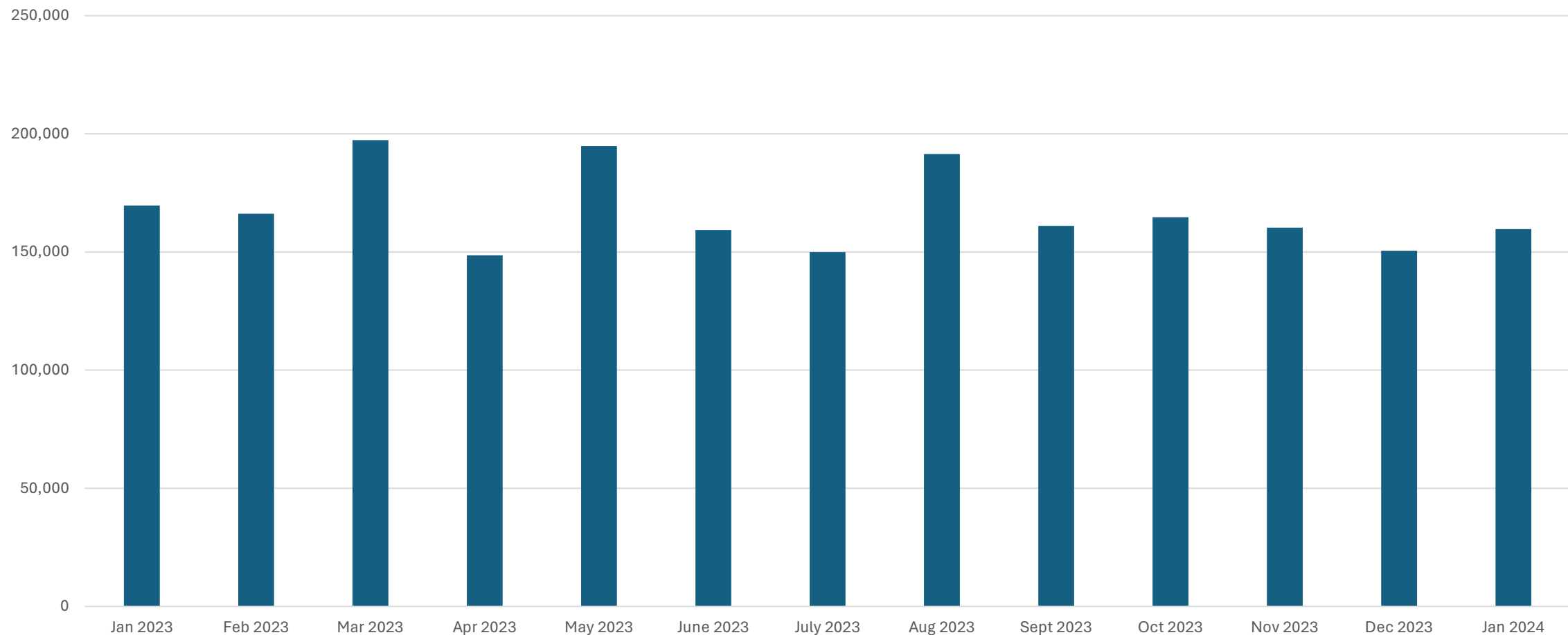


There were 975,603 active Medical Assistance families in January 2024.

(Data Source: DFCS Transparency Data)



Total Medical Assistance Applications Processed

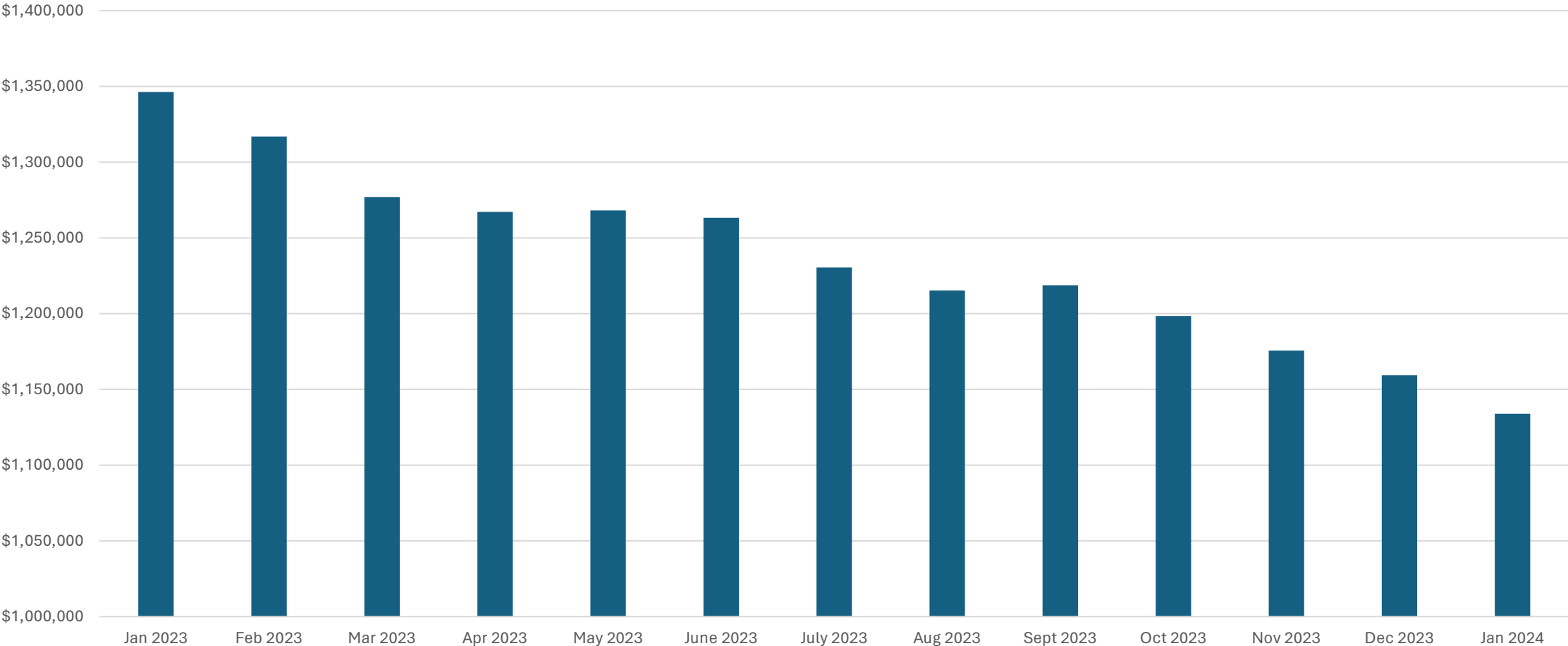


159,667 total Medical Assistance applications were processed in January 2024.

(Data Source: DFCS Transparency Data)



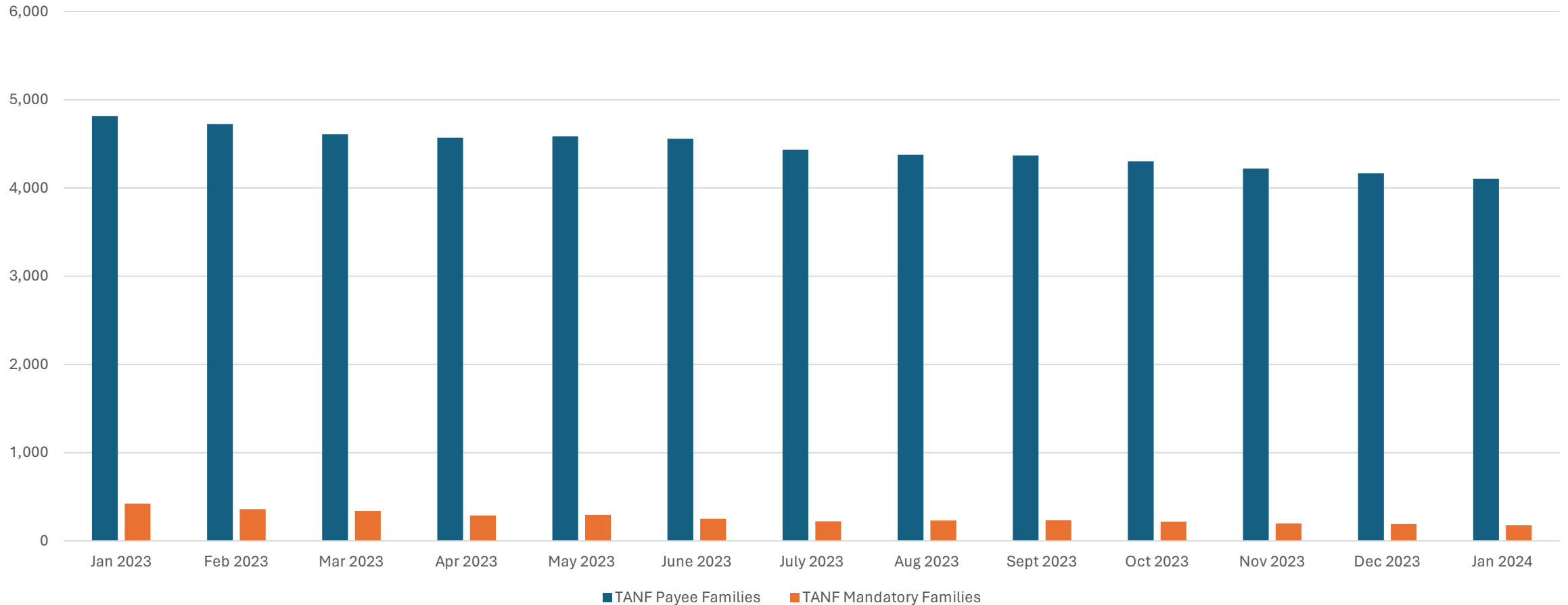
TANF Issuance



TANF issuance in January 2024 totaled \$1,133,902.
The average issuance per family was \$265.
(Source: DFCS Transparency Data)



TANF Work Mandatory vs Payee Only Cases

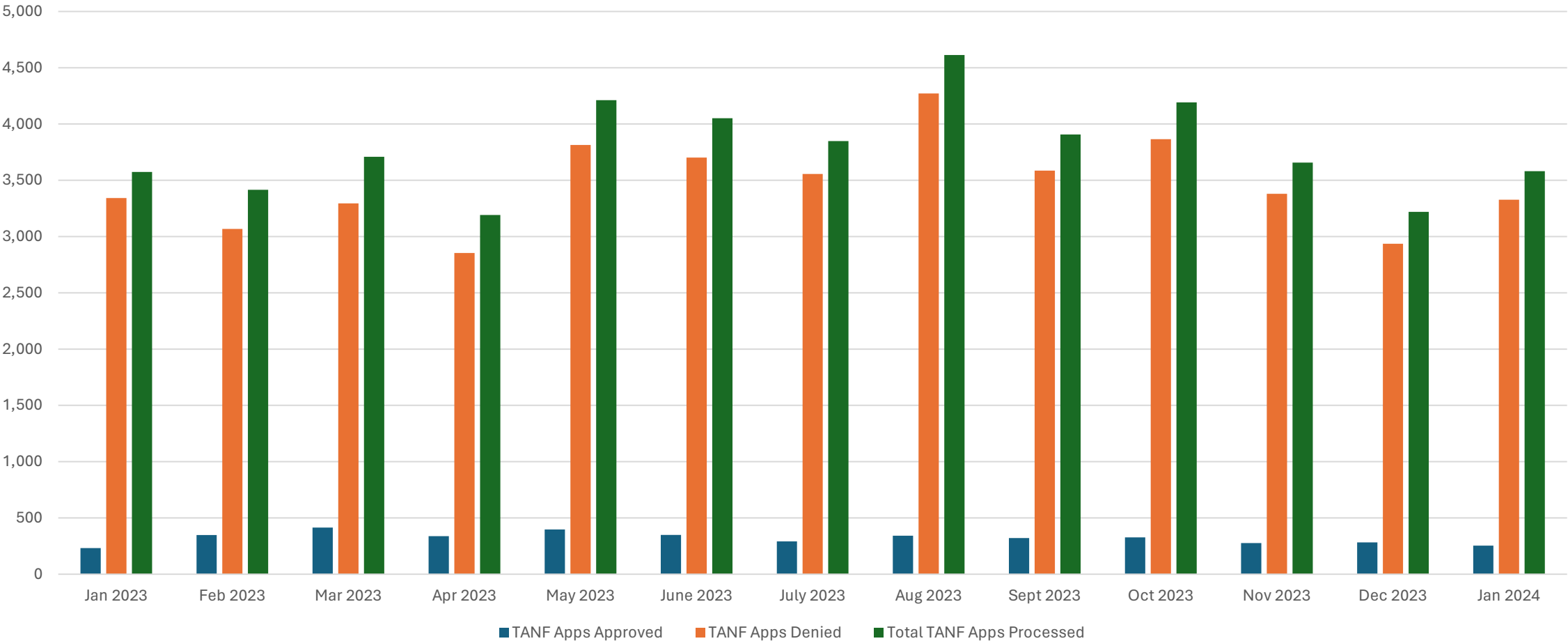


4,280 families received TANF in January 2024.

(Data Source: DFCS Transparency Data)



TANF Applications Approved and Denied



3,581 TANF applications processed in January 2024.
(Data Source: DFCS Transparency Data)



Questions?

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