

**Georgia Department of Human Services**

# **OIT Projects Update**

Office of Information Technology

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# Vision, Mission and Core Values

## Vision

**Stronger Families for a Stronger Georgia.**

## Mission

**Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.**

## Core Values

- **Provide access to resources that offer support and empower Georgians and their families.**
- **Deliver services professionally and treat all clients with dignity and respect.**
- **Manage business operations effectively and efficiently by aligning resources across the agency.**
- **Promote accountability, transparency and quality in all services we deliver and programs we administer.**
- **Develop our employees at all levels of the agency.**



# DCSS Mobile App

- Implemented successfully on 9/15/2016
- Downloads to Date – 21,537
- Now Available in both Apple Store and Android Stores



**it's here!**

Make child support payments, check case status and view scheduled appointments from your mobile device!

**download the GA DCSS app now!**

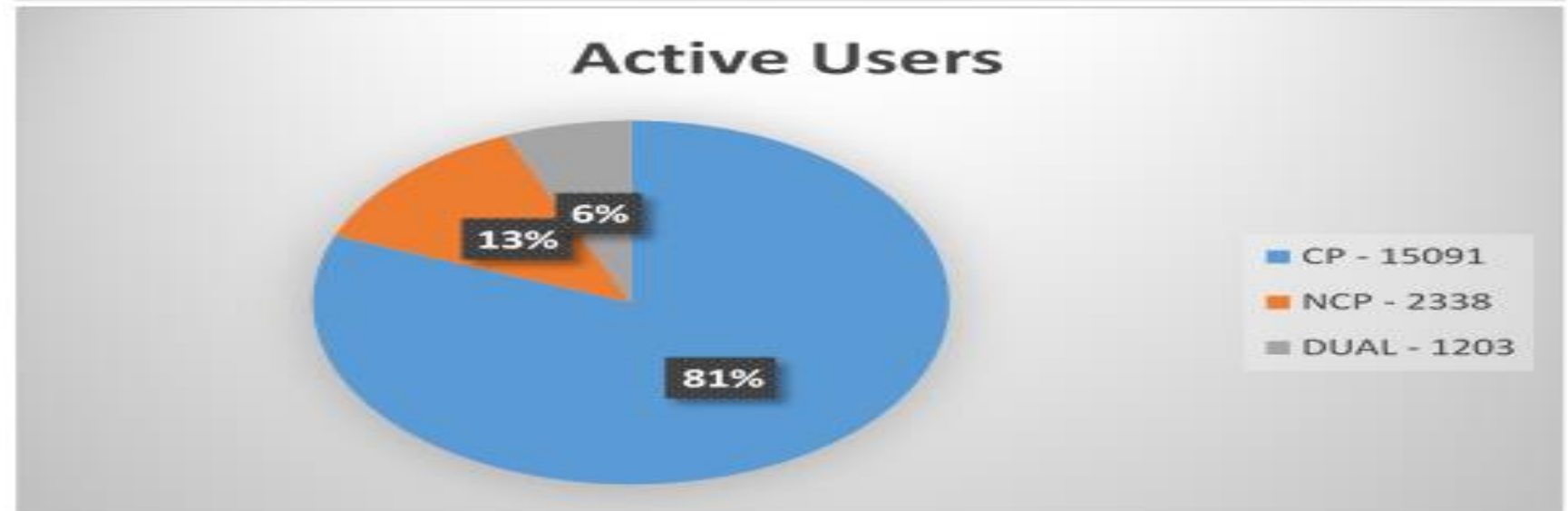
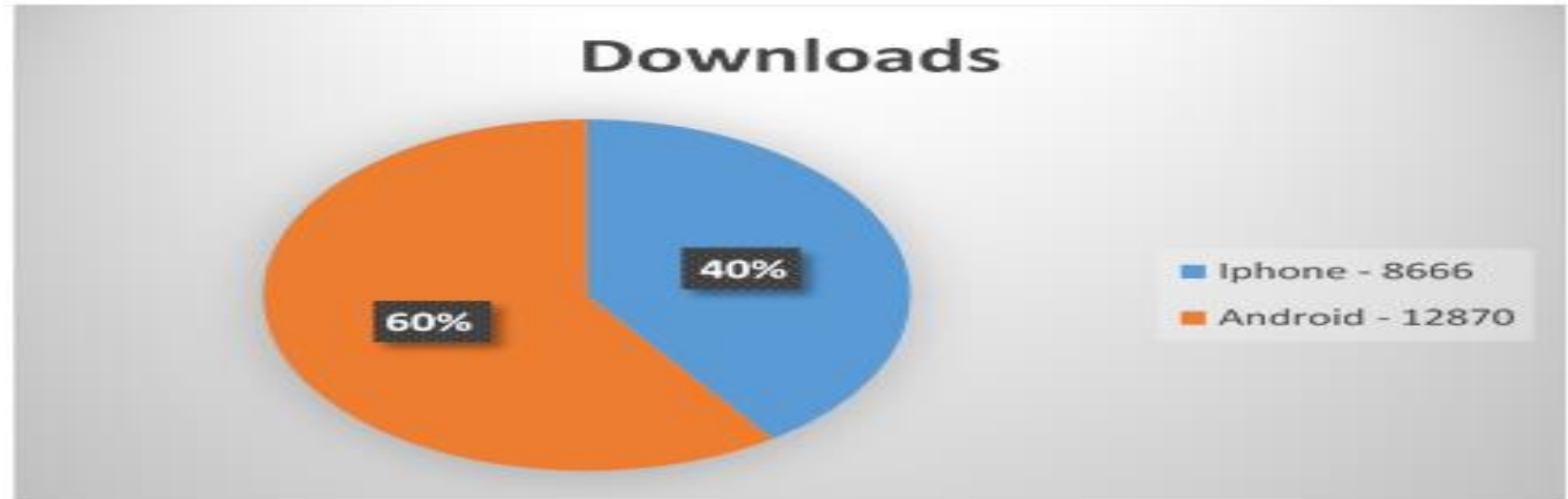
Download on the App Store | GET IT ON Google Play

 **DHS** | Division of Child Support Services



# Mobility Analytics

- Active Devices Downloads – 21,537
- Active Users – 18,632
  - Custodial Parents: 15091
  - Non Custodial Parents: 2338
  - Dual: 1203



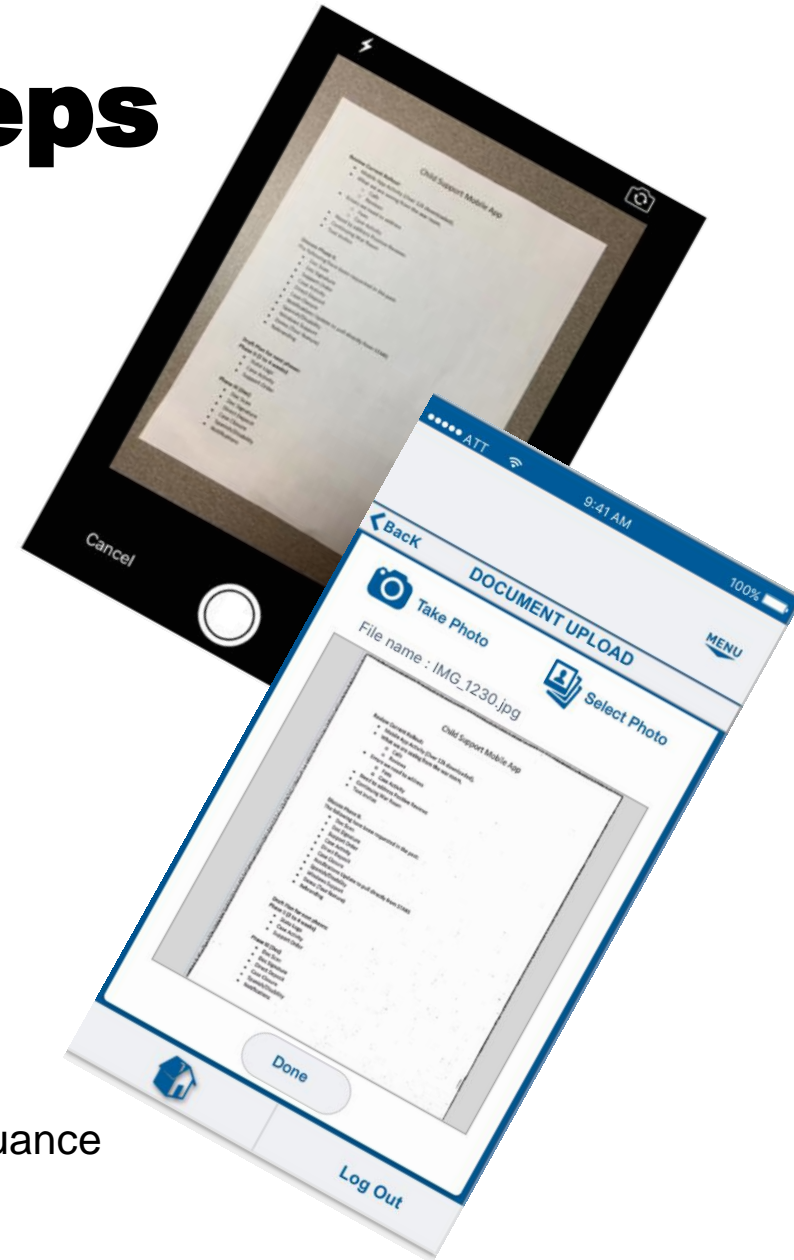
# Mobility – Next Steps

## Child Support Mobile App – Subsequent Phases

- Case Activity Screen
- Support Order Screen
- Email DCSS App Support
- Chat Feature
- Document Upload and Signature Capture
- Application Status

## OFI Proposed Mobile Application

- Document upload and Signature Capture
- View uploaded documents and history of documents uploaded
- Status check by program
- Check balances by program (as applicable)
- View Renewal Dates by program
- View Notices
- Receive Push Notifications for notices, appointment reminders, benefits issuance
- Change demographic information



# Data Warehouse Initiatives

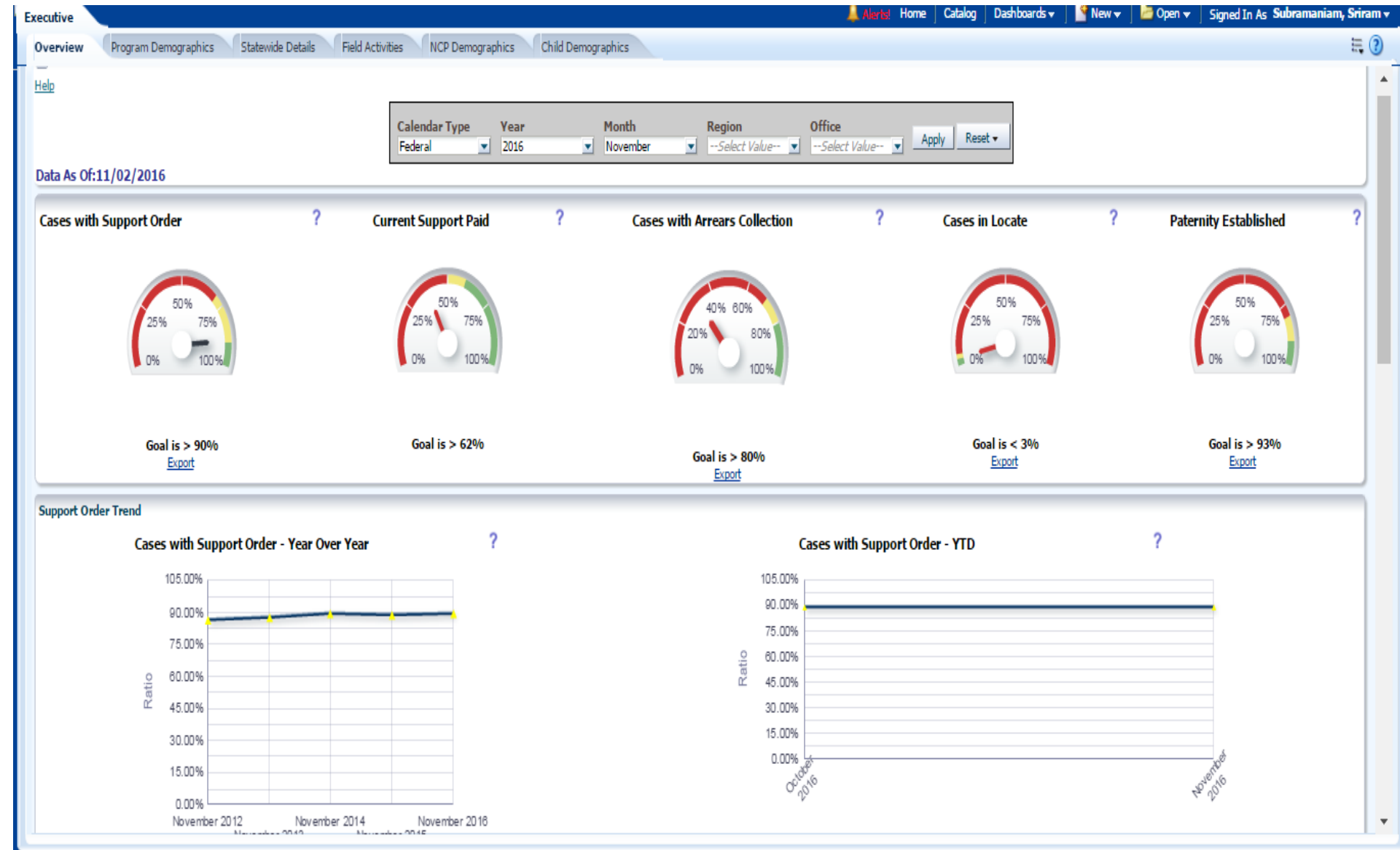
- **DCSS**
  - DCSS Executive Dashboard
- **DFCS**
  - DFCS Executive Leadership Analytical Dashboard
- **OHR**
  - OHR Analytical Dashboard (In Development)



# Executive DCSS Dashboard

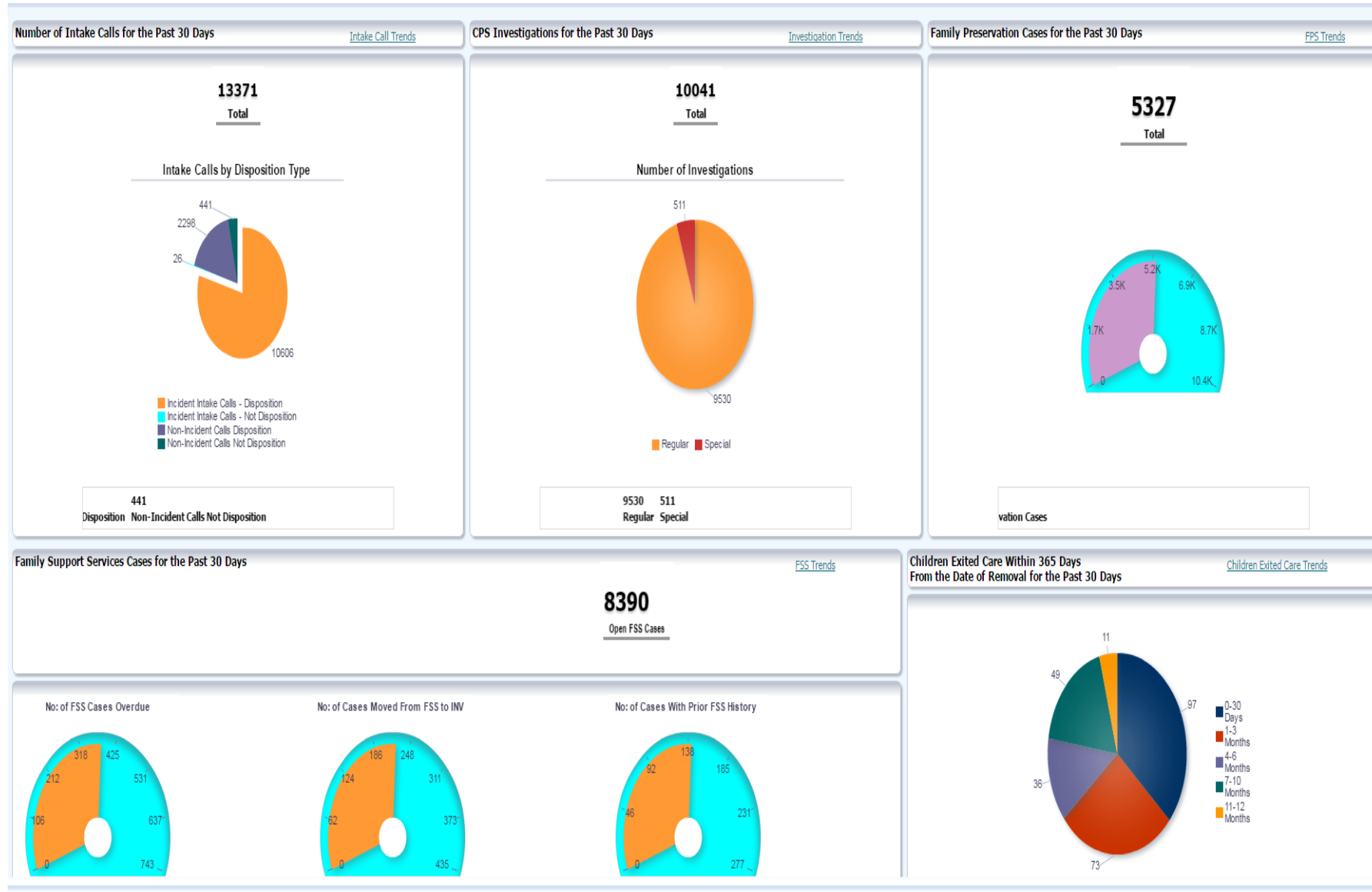
## DCSS Dashboard Functionality

- Keeps track of five major Key Performance Indicators
  - Percentage of cases with established support orders
  - Current support paid percentage
  - Cases with arrears collection percentage
  - Cases in locate and
  - Paternity established percentage
- Keeps track of KPIs in year to date and year over year performance trends
- Executive leadership has the ability to view the data sliced by regions and offices



# DFCS Executive Leadership Analytics

- The Dashboard focuses on:
  - The performances of Intake calls
  - Investigations Analytics
  - Family Preservation cases
  - Family Support Services and
  - Children who exited foster care within 365 days of removal

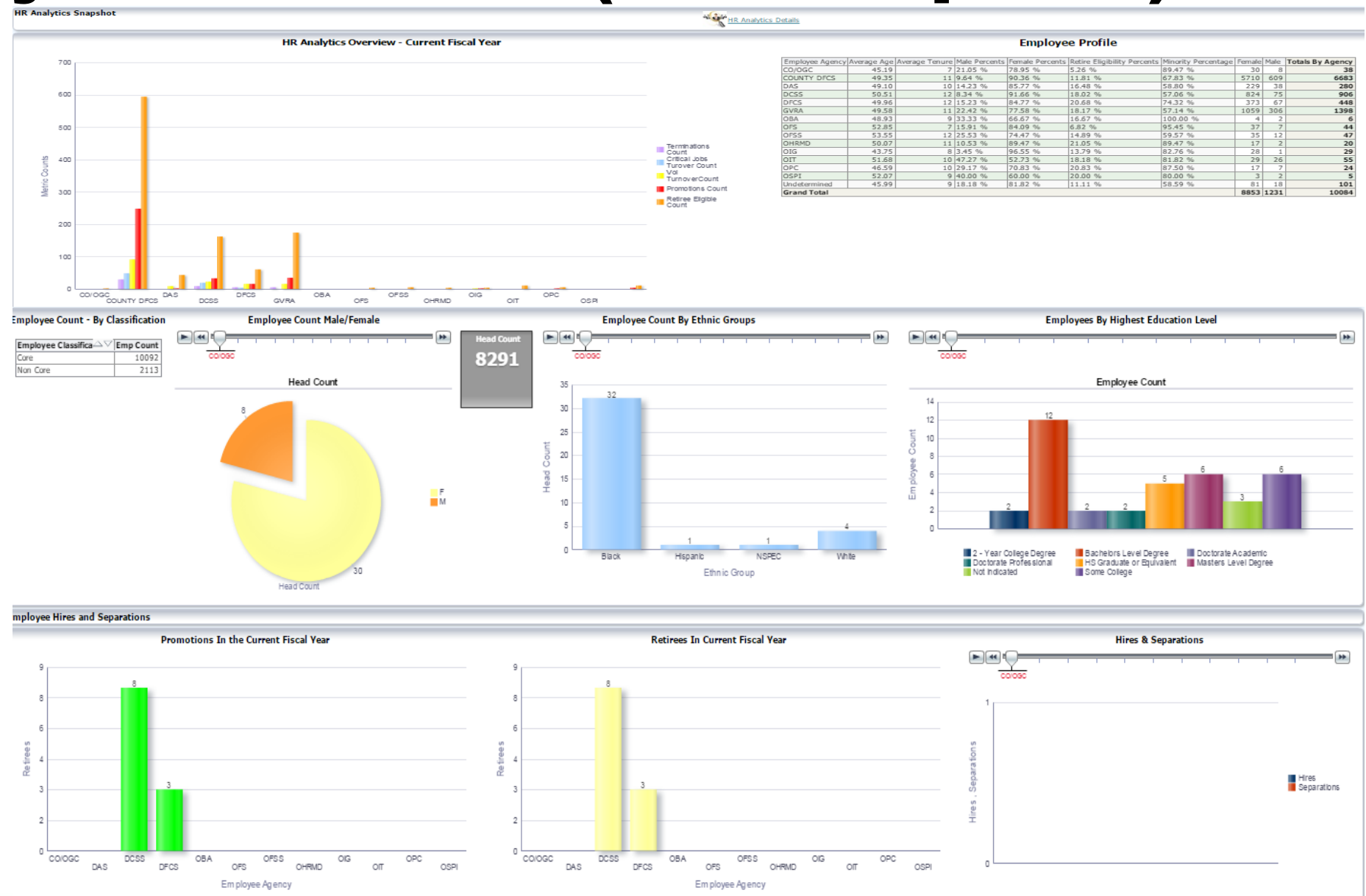




# OHR Analytics Dashboard (In Development)

## HR Analytics Dashboard Functionality

- It is built based on PeopleSoft DHS-HR data
- It captures 360° of the DHS employees information including:
  - DHS employee overview
  - Employee profile
  - Employee classifications
  - Employee demographics
  - Employee hires and separations and turnover trends
- HR analytical dashboard shall be sliced specifically by DHS divisions and offices
- HR analytical dashboard are customized for each division and office and users are granted access to their specific data



# New Applications Overview

- OHR
  - Compensation Tracking System
  - Recruitment Tracking System
  - Time Keeping System
  - DHS Jobs Enhancements
- OPC
  - Contract Management System
    - Planned Implementation: 6/26/2017
- Child Welfare
  - CPSIS
    - Implemented: 7/1/16
  - CPSIS II
    - Planned Implementation: 2/25/2017

The screenshot shows the homepage of the Georgia Department of Human Services (DHS) Jobs portal. At the top, there is a navigation bar with the DHS logo, the text "DHS Jobs", and links for "HOME" and "ADMIN". Below this is a large banner image of four professionals in an office setting. The banner text reads "FIND A CAREER AT DHS" and includes a sub-headline: "The Georgia Department of Human Services works to build Stronger Families for a Stronger Georgia through the Division of Aging Services, Division of Child Support Services and Division of Family and Children Services." A "View all jobs" button is located at the bottom of the banner.

Below the banner is a section titled "OUR DIVISIONS AND OFFICES" with four columns of images and links:

- DIVISION OF AGING SERVICES**: Image of a group of people walking outdoors. Link: "Find a position with DAS >>"
- DIVISION OF CHILD SUPPORT SERVICES**: Image of a group of children smiling. Link: "Find a position with DCSS >>"
- DIVISION OF FAMILY & CHILDREN SERVICES**: Image of a family sitting together. Link: "Find a position with DFCS >>"
- ADMINISTRATIVE OFFICES**: Image of two people working at a computer. Link: "Find a position in DHS administration >>"

Below this is a section titled "DHS IS A GREAT PLACE TO WORK" with a paragraph of text: "DHS has offices in every county across the State of Georgia. In addition to a competitive salary, DHS offers a generous benefits package, including an employee retirement plan; paid holidays; vacation and sick leave; health, dental, vision, legal, disability, accidental death and dismemberment insurance, as well as health/child care spending accounts. Read more about the total compensation package [online](#)."

Next is a section titled "TESTIMONIALS FROM OUR TEAM MEMBERS" featuring a quote from Victoria Helmly, the Alzheimer's Disease and Related Dementias State Plan Coordinator, who states: "I am the Alzheimer's Disease and Related Dementias State Plan Coordinator working in the Division of Aging Services. The reason I love my job is that I get to be a part of a collaborative effort to positively impact the lives of Georgians living with dementia as well as their caregivers and service providers."

At the bottom of the page is a dark teal footer with the text "STRONGER FAMILIES FOR A STRONGER GEORGIA" and a "Privacy/Security" link.



# CPSIS(Child Abuse Registry)

## Child Abuse Registry (CAR)

- Senate Bill 138
- Requires the Division to maintain a Registry of all maltreators with a substantiated case of child abuse and/or neglect on or after July 1, 2016.

**CHILD PROTECTIVE SERVICES INFORMATION SYSTEM (CHILD ABUSE REGISTRY)**

Email  \*

Password  \*

Login

Welcome to Child Protective Services Information System(Child Abuse Registry)

Georgia’s Division of Family and Children Services works to ensure the safety and protection of all Georgia’s children. Senate Bill 138 section 11 was codified into Georgia code 49-5-182 which requires the Division of Family and Children Services to establish and maintain a registry of all substantiated cases of abuse and neglect into a centralized Child Protective Services Information System(Child Abuse Registry). The Division of Family and Children Services will enter the names of all maltreators with a substantiated case of child abuse and/or neglect on or after July 1, 2016 into the **Child Protective Services Information System(Child Abuse Registry)**.

**Benefits:**

- Promote a more efficient method of sharing child abuse information with other states as required by law.
- Central repository where substantiated investigated child abuse and neglected reports are stored and maintained.
- Comply with State of Georgia laws and regulations.
- Comply with the Division of Family and Children Services (DFCS) child welfare policy and practices.



# Questions

