



INNOVATIVE

Customer Service & Outreach Programs

Georgia Department of Human Services



CORPORATE &
Community
Partnerships



About the Georgia Department of Human Services

The Georgia Department of Human Services delivers a wide range of services designed to promote self-sufficiency, safety and well-being for all Georgians. The Department serves approximately 2 million Georgians with more than 9,000 employees and an annual budget of approximately \$1.9 billion in state fiscal year 2018. The Department serves Georgians through its three divisions — Aging Services, Child Support Services and Family and Children Services.



Introduction

The Department of Human Services is Georgia’s largest state agency, touching the lives of 1 in 5 Georgians each year. Through our divisions of Aging Services, Child Support Services and Family and Children Services, we offer support that empowers individuals and families to be independent and live their best lives.

To realize the Department’s vision of strengthening Georgia by strengthening its families, we must engage with the private sector to make Georgians more employable and to increase their access to employment. The Department also understands that the state must plan for growth and use technology to modernize its services so that Georgia can remain the No. 1 state to do business.

Highlighted in this document are initiatives and programs that make Georgia more attractive to employers and opportunities for partnerships that help our most vulnerable residents become employable, empowered members of our communities.

Together, we will make Georgia stronger.

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Georgia Memory Net

Georgia Memory Net—a partnership between the state of Georgia and Emory University—seeks to build a statewide network of care for those dealing with Alzheimer’s disease or a related dementia, and supports working Georgians who are trying to get their loved ones the care they deserve. The initiative increases access to care, and improves the quality of care for a disease that affects 1 in 10 Americans over the age of 65.

Services:

- Diagnostic expertise and care planning
- Patient and caregiver support and education
- Linkage to community-based support
- Coordination with primary care providers

Locations:

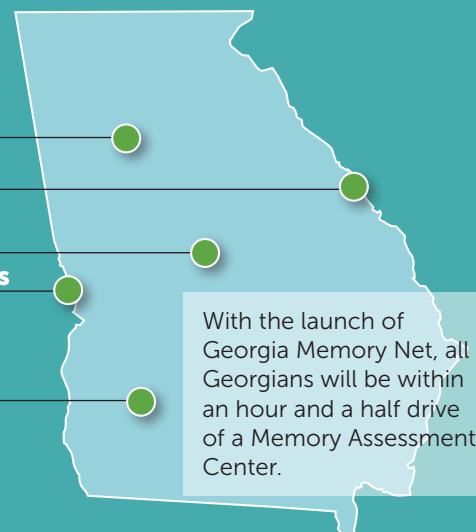
Atlanta

Augusta

Macon

Columbus

Albany



With the launch of Georgia Memory Net, all Georgians will be within an hour and a half drive of a Memory Assessment Center.

Goals

- Improve assessments at Annual Wellness Visits
- Diagnose accurately at Memory Assessment Clinics
- Coordinate care with primary care physicians and community services
- Provide oversight and evaluation of performance and data collection

60%

Percentage of caregivers who are also employed

61%

Percentage of caregivers who report having experienced at least one impact or change to their employment situation as a result of their caregiving responsibilities, including cutting back on working hours and taking a leave of absence

190,000

Projected number of Georgians living with Alzheimer’s by 2025

Georgia Gateway

Georgia Gateway is a state-of-the-art system designed with working Georgians in mind. The system streamlines the application process for those seeking assistance with child care, medical care and those who need help feeding their families. The system supports benefit programs managed by multiple state agencies—reducing paperwork, time spent in local offices and on the phone with case managers—and makes it so Georgians can get back to work.

Georgia Gateway integrates benefits eligibility for five social benefit programs:

1	2	3	4	5
SNAP / Food Stamps Supplemental Nutrition Assistance Program	WIC Women, Infants and Children	CAPS Childcare and Parent Services	TANF Temporary Assistance for Needy Families	MA Medical Assistance Programs

Features:

- Systemwide scanning prior to case processing enhances anti-fraud capabilities by flagging duplicate information across multiple cases for review
- Eligibility verification data—such as pay stubs—are now shared across program agencies, cutting down on duplicative filings and reducing the chances of fraud or error
- Allows caseworkers to see customers' active or pending cases with other agencies, strengthening their ability to better refer families for other services
- Expands the ease with which customers manage their benefits—online uploading and office kiosks give customers the ability to manage their own cases, freeing caseworkers to provide better customer service and to process cases
- Gives customers a one-stop-shop system across all Georgia Gateway programs, saving them time and effort in managing their benefits

\$1.70

Every \$1 issued in SNAP benefits generates \$1.70 in economic activity

714,772

Average number of households that received SNAP / food stamps each month in 2018

828,779

Average number of Georgia families receiving Medicaid services each month in 2018



Division of Child Support Services

On the Go

DCSS On the Go puts everything Georgians need to manage their child support cases in the palm of their hands. The full-service mobile application allows around-the-clock access to case information, makes it easy for customers to submit payments and receive case updates. This reduces the need for Georgians to take leave from their jobs to address child support issues. Georgia is the first state to deploy a full-service mobile application to serve individuals with state-administered child support cases.

Services:

- Make a child support payment
- Review payment history
- View scheduled appointments
- Upload documents
- Receive notifications and alerts

Employer Benefits:

- Around-the-clock access to case information reduces lost productivity hours, as employees are less likely to need to take leave to address child support issues
- Options to request driver's license release get Georgians back in compliance and on the road

DCSS On the Go
is available for
download on
Apple and
Android
devices.



219,900⁺

Number of downloads*

104,400⁺

Number of active users*

31,100⁺

Number of documents uploaded through the app*

*Numbers as
of 1/2019

Division of Child Support Services Employer Hub

A positive partnership between the state child support division and Georgia's employers is an important step in building stronger families, especially as 53 percent of child support cases are paid through Federal Income Withholding Orders. In an effort to support employers involved in the process, Georgia has opened an Employer Hub. The Employer Hub serves as a single point of contact for employers, giving them access to customer service agents who can help them comply with income withholding orders.

Employer Benefits:

- Employer-focused customer service center
- Streamlined paperwork for federal income withholding and income deduction
- Support for employers seeking to automate electronic income wage withholding
- Improved communication about services available for employees struggling to meet their obligations
- Educational opportunities to increase employers' understanding of child support processes, including lump sum garnishments and requirements for medical support
- Convenient access through email, fax, chat, phone and scheduled callbacks



\$737M

Amount distributed to Georgia's children through Division of Child Support Services in Federal Fiscal Year 2018

527,927

Children served through Child Support Services in Federal Fiscal Year 2018

Building a Stronger Georgia means making sure even the most vulnerable residents are able to provide for their families. Partnerships between the state and the corporate community increase job opportunities and job readiness for Georgians seeking a better life. The Department is specifically seeking partnerships with employers to support the following initiatives:

Supporting low-income adults

The **SNAP Works** program is designed to provide able-bodied adults without dependent children with opportunities to gain skills, training or experience that will improve employment prospects and reduce reliance on the Supplemental Nutrition Assistance Program.

Participants are:

- Between 18 to 49 years of age
- Mentally and physically able to work
- Not pregnant
- Not receiving the Supplemental Nutrition Assistance Program as the result of caring for a minor child

Contact: Tatrina Young | 404-463-0877 | tatrina.young@dhs.ga.gov



Supporting youth in foster care

The **TeenWork** program is a subsidized eight-week hands-on summer work experience for youth between the ages of 16-17 and who are in Georgia's foster care system. The program seeks to:

- Support youth as they prepare to transition to adulthood and independence
- Equip youth with the skills and opportunities necessary to become well-balanced and self-sufficient members of society

Contact: Tony Turner | 404-657-4719 | tony.turner@dhs.ga.gov



Employer Benefits

Job-ready applicants who are bonded for hire

Employees whose training costs and salaries are federally subsidized

Supporting parents paying child support

The **Fatherhood** program works with parents who are unemployed or underemployed and are not able to pay their full child support obligations as a result. The program connects parents with resources that lead to jobs paying above minimum wage, greater self-sufficiency and more emotional and financial involvement in the lives of their children. Georgia has the only statewide program in the United States. The program provides:

- Referrals for GED program, short-term training, resume writing
- Referrals to programs that support access and visitation
- Job training and coaching

Contact: Kiska Dennis-Gear | 404-657-1128 | kiska.dennis-gear@dhs.ga.gov

The **Parental Accountability Court** program is an alternative to incarceration for chronic non-payers of child support. Under judicial oversight, participants may receive assistance with substance abuse treatment; job assistance and placement; short-term training, coaching and mentoring; education services and enrollment into the Georgia Work Ready program.

Parents court ordered to pay child support with pending arrest orders or identified as being in contempt (scheduled for court) of an established order are ideal candidates for the Parental Accountability Court program. The program seeks to address barriers that keep these parents from meeting their court ordered support obligations as an alternative to incarceration.

Contact: Wende Parker | 404-656-1733 | wende.parker@dhs.ga.gov

Supporting seniors

The **Senior Community Service Employment Program** provides temporary subsidized on-the-job training for older adults looking to re-enter the job market. The program also assists older workers in their search for employment in their communities.

- Provides paid training opportunities for participants
- Provides on-the-job experience

Contact: Almaz Akalewold | 404-657-5332 | almaz.akalewold@dhs.ga.gov



Highly motivated
applicants

Improved workforce
capacity



Contact Information

Employer Hub

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SNAP Works Program

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TeenWork Program

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Fatherhood Program

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Parental Accountability Court Program

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Senior Employment

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