



**Georgia Department of Human Services**

# **Revisiting the Blueprint**

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Deputy Commissioner





STRONGER FAMILIES FOR A STRONGER GEORGIA



# The Blueprint for Change

- Three pillars
  - Constituent Engagement
    - Transparency
    - Staff and Stakeholder Engagement
  - Robust Workforce Development
    - Staff Recognition
    - Well-Being
  - Practice Model
    - Transparency
    - Core Values



# Workforce Development: Recognition Programs

- Staff Excellence Awards
- Rookie of the Year Awards
- Proposed Changes:
  - Create Commissioner's Spotlight Awards
  - Present awards at quarterly leadership meeting
  - Include Rookie of the Year as a category for the Staff Excellence Awards, instead of stand-alone ceremony
  - Main plaque board on display in DHS Boardroom
  - Signature Element
- Star Performers Program (OCS)





# Workforce Development: Well-being

- SHBP Share Care and access to communication
- Employee Assistance Program
- Walk & Meet (OIT)
- DPH gym membership with special pricing
- Bulletin boards
- Quarterly newsletters
- Monthly e-mail reminders featuring tidbits about well-being
- Staff meetings



# **Constituent Engagement: Staff and Stakeholders**

- **Listen and Learn Tour**
- **Leadership engagement**
  - **Surveying staff to determine next steps**
  - **Increased communication and development of agency identity**
    - **DHS Talks**
    - **Commissioner Communication Plan**



# Constituent Engagement: Transparency

- Annual Report
- Dashboard
  - Key Performance Indicators (KPI) for online presence
  - Collaboration with divisions and some administrative offices

## Two-phase project:

1. Static data (pdfs)
2. Interactive data



# DHS Transparency Initiative Overview

- Provides comprehensive informative dashboards
- Provides quarterly / yearly view of Key Performance Indicators
- Provides avenue for constituents, researchers to learn about DHS programs
- Rolling out Transparency Initiative in two phases
  - Phase I - Static Dashboard went live on Sep 25, 2018 (Shown below)
    - Link: <https://dhs.georgia.gov/dhs-data>
  - Phase II - Dynamic interactive dashboard planned for Dec 23, 2018 Go Live

## Division of Aging Services

The Division of Aging Services (DAS) supports the larger goals of DHS by assisting older individuals, at-risk adults, persons with disabilities, their families and caregivers to achieve safe, healthy, independent and self-reliant lives.

For the State Fiscal Year (SFY18) that ended June 30, 2018



**50,159**  
DHS Adult Protective Services (APS) contacts received



**21,222**  
Active APS cases throughout the SFY 2018



**952**  
Adults under DHS Guardianship



**1,491,942**  
Meals served in senior centers

**15,311**  
Seniors served



**2,497,845**  
Home-delivered meals

**13,645**  
Seniors served

## Office of Inspector General

The DHS Office of Inspector General has the responsibility of ensuring that all programs and operational practices adhere to state and federal mandates for integrity, efficiency and accountability.

For the State Fiscal Year (SFY18) that ended June 30, 2018



**7,923**  
Investigations completed by DHS OIG Benefits Integrity and Recovery Unit (BIRU)\*

\* The Benefits Integrity and Recovery Unit (BIRU) is responsible for investigating SNAP (food stamps) overpayment claims.



**2,978**  
DHS OIG BIRU Intentional Program Violations (IPV) established \*

**\$7,332,531**  
DHS BIRU IPV established claims value

**\$2,424,212,053.66**  
Total disbursed in SNAP benefits in SFY2018

\* Intentional Program Violations (IPV) are fraudulent claims in which food stamp recipients willfully omit or give erroneous eligibility information so they can obtain benefits they are not eligible to receive.

## Division of Child Support Services

The mission of the Division of Child Support Services (DCSS) is to increase the reliability of child support paid by parents when they live apart from their children. DCSS locates parents, establishes paternity, establishes and enforces fair support orders, and helps children receive more health care coverage. DCSS also works to remove barriers to payment by referring parents to employment services, supporting healthy co-parenting relationships, supporting responsible fatherhood, and helping prevent and reduce family violence.

As of June 30 of the Federal Fiscal Year (FFY18) that ends September 30, 2018



**398,388**  
Cases open as of June 30, 2018



**\$563,156,448**  
Distributed to custodial parents from Oct. 1, 2017 to June 30, 2018



**3,664**  
Participants successfully completed the Fatherhood program, increasing support to

**15,966**  
children who were not receiving regular support from a noncustodial parent



**9,461**  
Children received support from noncustodial parents in the Parental Accountability Court (PAC) program since its inception in 2012

## Division of Family and Children Services

### Office of Family Independence

The Office of Family Independence (OFI) refers to all eligibility programs including Supplemental Nutritional Assistance Program (SNAP, formerly referred to as Food Stamps), Temporary Assistance to Needy Families (TANF), Family Medicaid, Aged Blind and Disabled Medicaid (ABD). All OFI programs have an income-eligible component as well as other eligibility criteria such as an age requirement.

For the State Fiscal Year (SFY18) that ended June 30, 2018



**714,772**  
Monthly average households receiving SNAP

**\$268**  
Average monthly SNAP benefit per household



**2,021**  
Monthly average number of caregivers receiving Temporary Assistance for Needy Families (TANF) to support a child relative in their home

**9,235**  
Monthly average of TANF cases where only the children receive TANF



**828,779**  
Families receiving medical coverage through Medicaid, for which DFCS handles eligibility

## Division of Family and Children Services

### Child Welfare

Case managers in the Division's 159 county offices provide a variety of social services to families, including: child protective services, which includes the investigation of abuse and neglect reports; treatment and support services to families involved with the agency; recruitment of foster parents; placement and treatment services for children in foster care; and support and services to adoptive families who step up for children whose parents have terminated their rights.

For the State Fiscal Year (SFY18) that ended June 30, 2018



**1,209**  
Children adopted

**1,590**  
Children available for adoption



**13,975**  
Children in Foster Care as of June 30, 2018



**248,249**  
Children who received services through the division



**157,153**  
Calls to child abuse hotline. Out of the total intake calls, were tracked to support services or investigations in SFY2018

**90,819**  
Investigations Completed

**40,281**  
Investigations Completed



**10,712**  
Cases where the Division provided services and resources to families who may be involved in a child protective services case

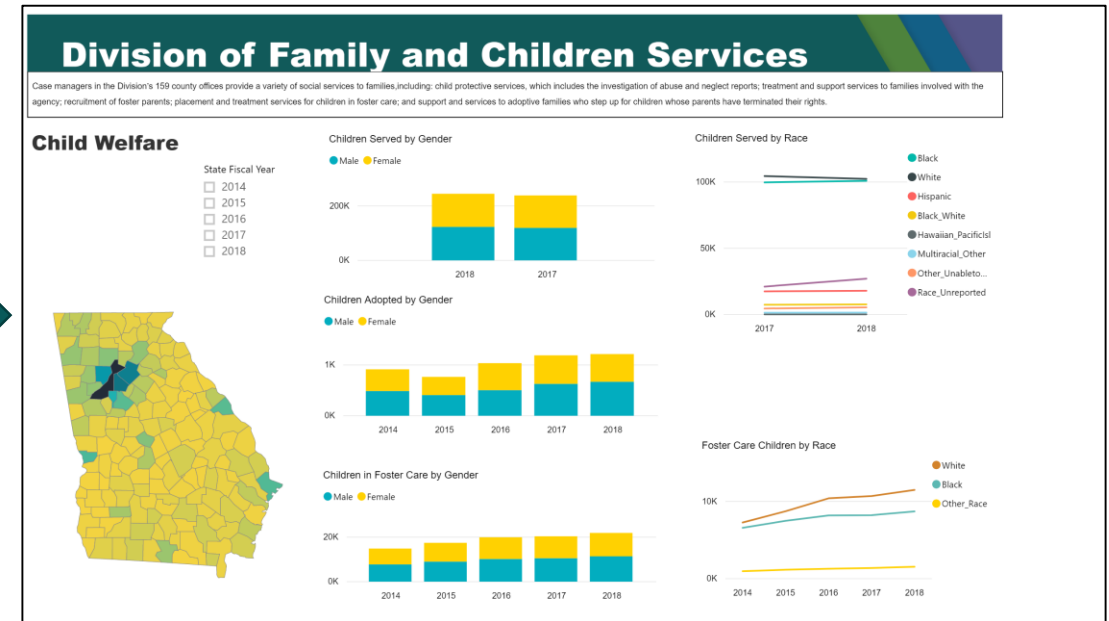
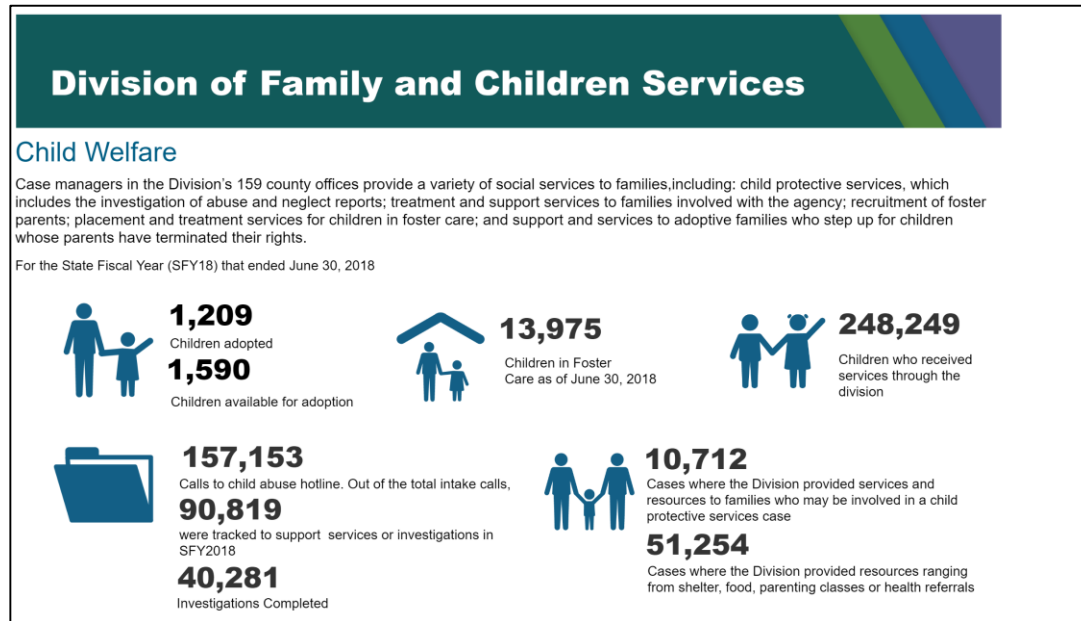
**51,254**  
Cases where the Division provided resources ranging from shelter, food, parenting classes or health referrals





# Phase II – Interactive Dashboards

- Introduces Interactive capabilities to allow users to generate specific data views using search criteria



**Note:** Information presented above is derived from sample data and for demo purpose only

# Phase II continued...

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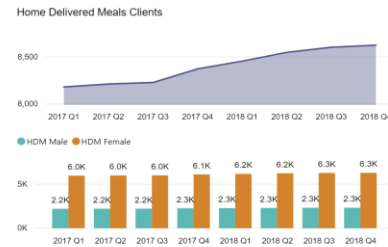
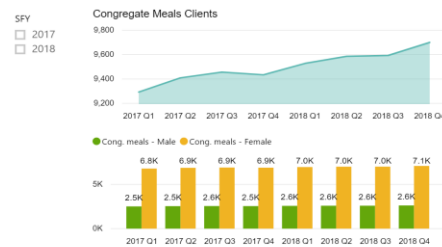
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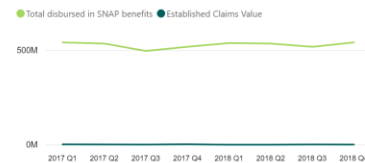


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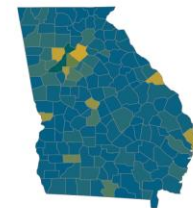
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\*\* Intentional Program Violations (IPV) are fraudulent claims in which food stamp recipients willfully omit or give erroneous eligibility information so they can obtain benefits they are not eligible to receive.

| SFY          | Sum of Investigations | Established Claims | Established Claims Value |
|--------------|-----------------------|--------------------|--------------------------|
| 2017         | 9,649                 | 3,407              | \$11,667,096             |
| 2018         | 7,923                 | 2,978              | \$7,332,531              |
| <b>Total</b> | <b>17,572</b>         | <b>6,385</b>       | <b>\$18,999,627</b>      |

## Division of Child Support Services

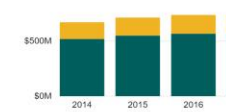
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Child Support Data by County

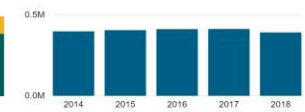


FFY  
2014  
2015  
2016  
2017  
2018

● Current Support Collections ● Arrears collections



Open Cases



Number of Participants in PAC



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