



Georgia Department
of Human Services

Annual Report

STATE FISCAL YEAR
2023





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Letter from Commissioner Candice L. Broce

I am proud to present the State Fiscal Year (SFY) 2023 Annual Report for the Georgia Department of Human Services (DHS). In this report, you will find an overview of DHS' budget allocation and funding, performance highlights, and major events for the state fiscal year that ended on June 30, 2023.

Each and every day, employees across our agency support Governor Brian P. Kemp and First Lady Marty Kemp's priorities and initiatives for the state and our mission to strengthen Georgia families. This is done through the important work of thousands of employees in the Division of Aging Services (DAS), the Division of Child Support Services (DCSS), and the Division of Family & Children Services (DFCS).

Everything we do at DHS is guided by our core values: (1) to

provide access to resources that support and empower families; (2) to deliver these services professionally and treat each client with dignity and respect; (3) to effectively and efficiently manage business operations by aligning resources across the agency; (4) to promote accountability, transparency, and quality in all our services and programs; and (5) to develop employees at all levels of DHS.

This report shows the incredible achievements and progress that our teams made over SFY 2023, along with the opportunities we have to improve our programs and services in the future. This year, our teams went above and beyond to serve their fellow Georgians, overcoming and finding innovative solutions to challenges along the way. We

are proud of what we have achieved for Georgians along with DHS' stakeholders, agency partners, and our colleagues under the Gold Dome, and we will continue working together to build stronger families for a stronger Georgia.

Candice Broce

Candice L. Broce
Commissioner

SEPTEMBER 2022

DHS was provided more than \$1 billion to provide one-time cash assistance to qualifying Georgians. Since the program launched, more than 3 million Georgians have received this assistance.



DECEMBER 2022

The Clark's Christmas Kids program provided more than 22,000 gifts for over 7,000 Georgia children in foster care.



MAY 2023

DAS launched its Dementia Care Specialist (DCS) Program to increase dementia education and awareness, build stronger community partnerships, and support care partners to expand skills and resources to support those living with dementia.



JUNE 2023

DFCS partnered with the Atlanta Braves organization to promote foster parent recruitment and celebrate Georgia's foster families at a family day at the park.



AUGUST 2022

DHS, in partnership with the Governor's Office, launched a statewide foster parent recruitment campaign to promote the need for additional foster homes in Georgia.



OCTOBER 2022

DCSS was awarded SAVES demonstration grant to implement comprehensive domestic violence services to survivors who need assistance accessing child support.



MARCH 2023

DCSS was awarded supplemental funding for its SAVES grant.



MAY 2023

Georgia served as the host state for the Eastern Regional Interstate Child Support Association (ERICSA) Training Conference & Exposition in Savannah. DCSS provided a team of volunteers and conference speakers to welcome over 550 attendees!



JUNE 2023

DFCS honored 266 youth in Georgia's foster care system who recently graduated from high school, vocational school, or college at the 31st annual Celebration of Excellence.



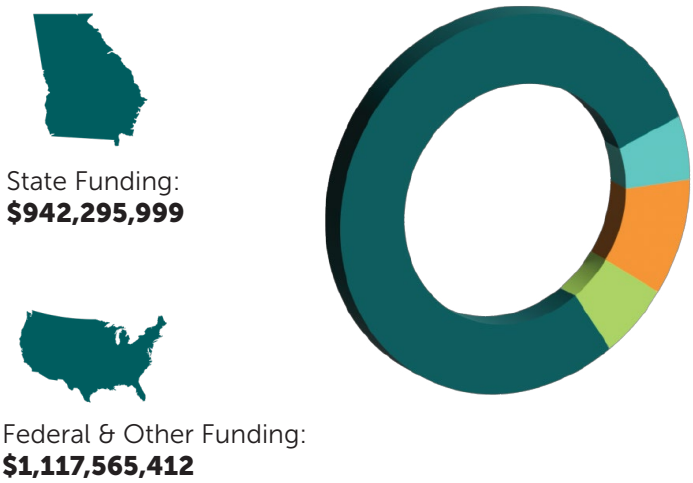
About DHS

Georgia Department of Human Services

The Georgia Department of Human Services (DHS) serves more than 2 million Georgians and employs approximately 8,506 people. With an annual budget of \$1.93 billion, DHS delivers a wide range of services that protect and enhance the lives of Georgia's most vulnerable residents.

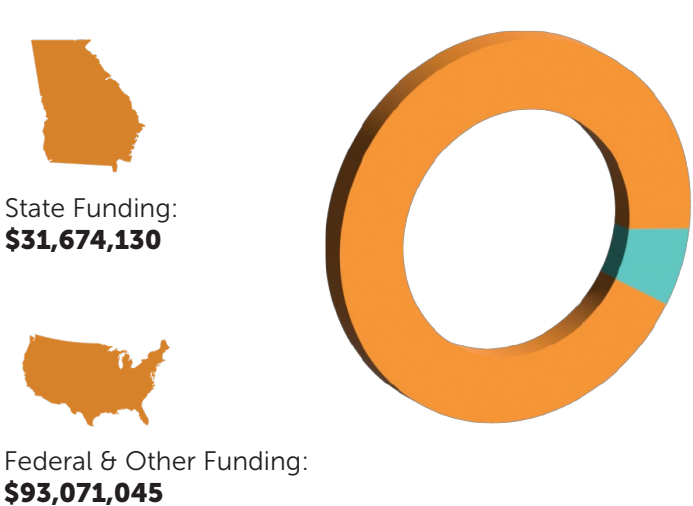
DHS comprises three divisions — the Division of Aging Services (DAS), the Division of Child Support Services (DCSS), and the Division of Family & Children Services (DFCS).

DHS
DEPARTMENT OF HUMAN SERVICES
Total Funding: \$2,059,861,411



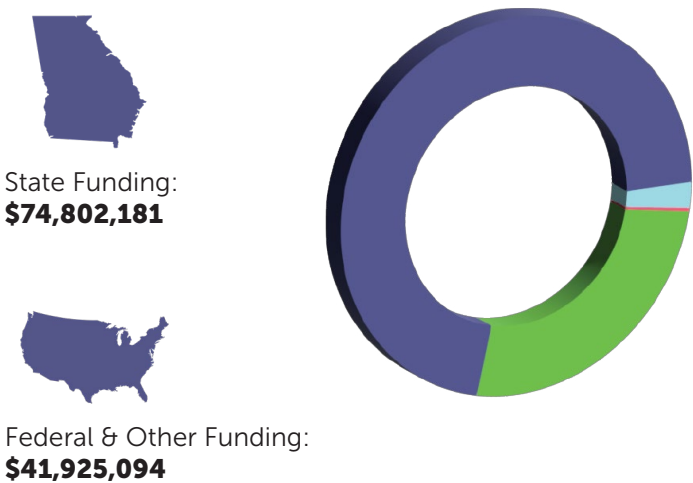
- \$1,614,467,683 | Safety & Accountability
 - \$124,745,175 | DCSS
 - \$1,486,896,996 | DFCS
 - \$2,825,512 | Residential Child Care Licensing
- \$113,724,810 | Vulnerable Adults (DAS)
- \$201,486,746 | Attached Entities
 - \$349,652 | Council on Aging
 - \$11,100,604 | Family Connection
 - \$189,925,904 | Georgia Vocational Rehabilitation Agency
 - \$110,586 | Safe Harbor for Sexually Exploited Children Fund Commission
- \$130,182,172 | Department Administration

DCSS
DIVISION OF CHILD SUPPORT SERVICES
Total Funding: \$124,745,175



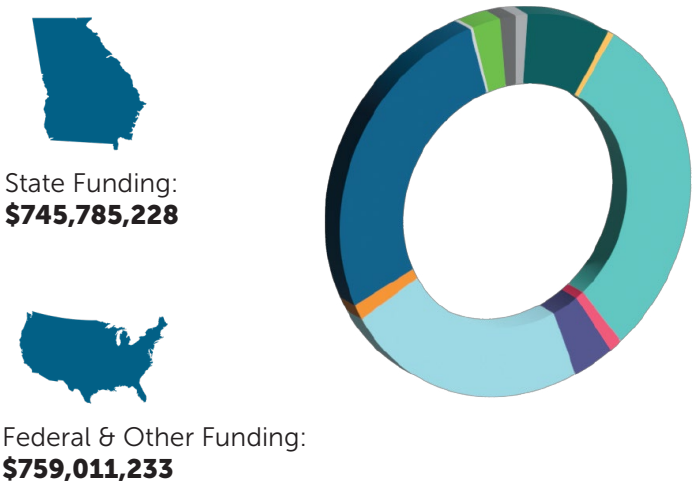
- \$116,919,090 | Child Support Services
- \$7,826,085 | Outreach Services

DAS
DIVISION OF AGING SERVICES
Total Funding: \$116,727,275



- \$83,022,668 | Elder Community Living Services
- \$2,652,813 | Administration
- \$349,652 | Council on Aging
- \$30,702,142 | Elder Abuse Investigation & Prevention

DFCS
DIVISION OF FAMILY & CHILDREN SERVICES
Total Funding: \$1,504,796,461



- \$118,259,246 | Adoptions
- \$9,740,648 | Child Abuse & Neglect
- \$452,621,258 | Child Welfare Services
- \$16,110,137 | Community Services
- \$55,320,027 | Energy
- \$340,372,794 | FEBS
- \$413,578,794 | Out-of-Home Care
- \$19,000,000 | Out-of-School Care
- \$5,035,754 | Refugee Assistance
- \$20,335,330 | SNF - Work Assistance
- \$36,523,008 | SNF - Basic Assistance
- \$17,899,465 | Administration



About DAS

Division of Aging Services

The Division of Aging Services (DAS) assists older individuals, at-risk adults, persons with disabilities, their families, and caregivers to achieve safe, healthy, independent, and self-reliant lives. The Division works with its partners around the state to keep people in their homes and communities for as long as they desire, enabling them to function independently and avoid or delay placement in a long-term care facility.

DAS is also responsible for safeguarding vulnerable adults from abuse, neglect, and exploitation. DAS investigates claims of abuse in the community setting (the Georgia Department of Community Health investigates claims of abuse in care facilities). DAS also provides services to advocate for adults for whom DHS has been appointed as guardian.



Need Assistance to Age in Place?

The ADRC can help Georgians age in place by connecting them with home and community-based services. Anyone seeking resources to age in place or to support an older adult or individual

living with a disability can call the ADRC's toll-free number at **866-552-4464** to speak with a counselor or visit **georgiaadrc.com**. Based on individual needs, counselors can provide free, unbiased information

and resources on services available to support the individual and allow him/her to live in the setting of their choosing.

Aging and Disability Resource Connection

The Aging and Disability Resource Connection (ADRC) is a one-stop shop or “no wrong door” entry point staffed with counselors who help older adults and adults with disabilities navigate life changes and find resources to assist them with living a more self-sufficient life. The majority of these services are provided through the statewide network of Area Agencies on Aging (AAAs).

Area Agencies on Aging

Through contracts with the 12 AAAs, DAS supports older adults, adults living with a disability, and their caregivers through a variety of home and community-based services, as well as other supportive services. AAAs are located across the state and support individuals and caregivers in every county. While specific services vary by region, the core programs in each AAA region are:

Personal Care Assistance

Hands-on assistance with bathing, dressing, and similar daily living activities.

Transportation Services

Provides rides to and from Senior Centers, medical appointments, and quality of life trips such as shopping and other activities to remain engaged in the community.

Assistive Technology Tools that can help individuals perform everyday tasks, allowing them to remain in their own home or the community setting of their choosing and/or avoid long-term residential care.

Home-Delivered Meals

Nutritious meals provided to qualified individuals in their homes.

Congregate Meals Nutritious weekday lunches provided to older adults in a group setting.

Chronic Disease Self-

Management Services that teach individuals with recurring conditions and illnesses how to monitor and care for themselves in a way that maximizes their quality of life.

Respite Care Services that offer a brief period of rest for family caregivers, either in the home or on a short-term basis in institutional settings.

Homemaker Services Services that assist with meal preparation, shopping for personal items, or performing light housework.

Elderly Legal Assistance

Program Legal representation, information, and assistance for all civil matters including elder law, housing, elder abuse and neglect, and Supplemental Security Income.

Money Follows the Person and Nursing Home Transitions Programs

Assist individuals who reside in long term in-patient facilities with relocating back into a community setting of their choosing, when desired. Money Follows the Person is a federally funded program and Nursing Home Transitions is funded by the state.

By the Numbers | DAS



81,414

customers and family members received free, unbiased counseling on resources and services specific to their needs



320

vulnerable adults transitioned from nursing homes and in-patient facilities back into their homes and communities through the Money Follows the Person and Nursing Home Transitions programs



\$538,592

in out-of-pocket expenses was saved by SHIP Medicare beneficiaries



4,494,356

meals were provided to older or disabled adults through home delivery and congregate settings



38,299

individuals received Home and Community-Based Services



\$1,516

is the average individual annual cost to provide Home and Community-Based Services



\$79,902

is the average annual cost to provide residential care in a nursing home



\$26,623,992

was the value of legal services provided to older Georgians through the Elderly Legal Assistance Program



1,498

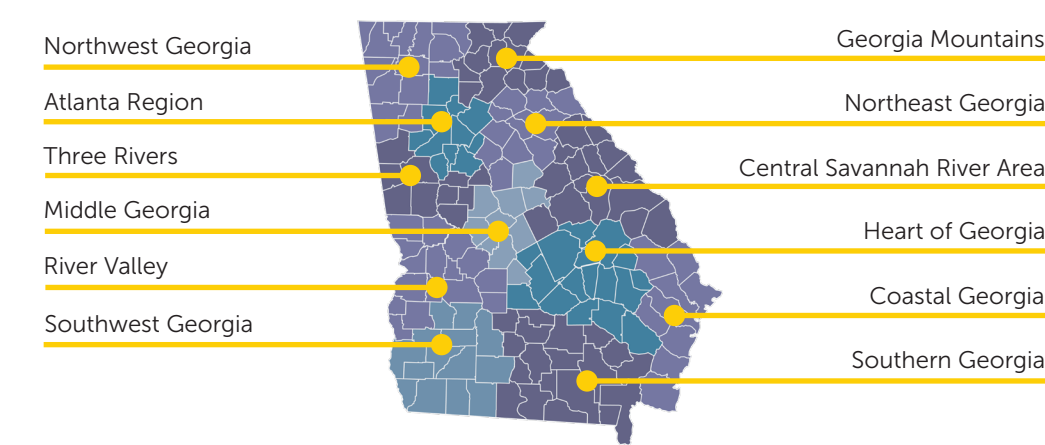
clients received assistive technology services



3,039

individuals contacted the ADRC to receive information on assistive technology

SFY 2023 Clients Served by Planning and Service Areas



Region	ADRC	Adult Protective Services*	Georgia SHIP	Home & Community Based Services	Money Follows the Person	Nursing Home Transitions
Atlanta	21,139	11,024	5,590	10,111	38	26
Central Savannah River Area	6,979	1,895	688	2,420	8	23
Coastal Georgia	3,948	2,122	739	2,420	9	9
Georgia Mountains	4,869	2,171	1,598	4,640	7	13
Heart of Georgia	3,359	836	428	1,571	9	14
Middle Georgia	5,127	1,589	629	1,381	5	7
Northeast Georgia	4,937	1,915	1,111	2,876	6	11
Northwest Georgia	13,236	3,024	1,412	3,783	12	11
River Valley	7,088	1,260	483	1,495	4	3
Southern Georgia	5,911	1,394	759	2,278	10	12
Southwest Georgia	187	1,268	412	2,121	9	6
Three Rivers	3,617	1,632	1,172	2,964	11	16
State DAS/CILs	17	–	–	–	19	22
Unavailable	–	5,303	–	–	–	–
Temporary Emergency Respite Funds (TERF)	–	121	–	–	–	–
Statewide Total	81,414	30,311	15,021	38,299	147	173

*Adult Protective Services clients served is defined as the number of intakes that met criteria during the fiscal year by Planning and Service Area region.



Dementia Care Specialist Program

Funded in FY 2023, the Dementia Care Specialist (DCS) Program provides funding for a DCS at each of our twelve Area Agencies on Aging across the state. The DCS program's mission is to increase dementia education and awareness, build stronger community partnerships, and support care partners to expand skills and resources to support those living with dementia.

To achieve this mission, the DCS Program has three pillars:

- 1. Creating a dementia-capable aging network through training, education, awareness, and collaboration
- 2. Creating dementia-capable communities with community outreach and partnerships

3. Supporting people living with dementia and their families

The DCS Program builds on Georgia's efforts to become dementia-capable, and improve access and resources to better support people living with dementia, their caregivers, and their families.

Georgia Memory Net

Georgia Memory Net (GMN) is a statewide program developed in partnership with Emory University to expand access to early and accurate diagnosis of Alzheimer's disease and other dementias and to support those living with dementias and their caregivers.

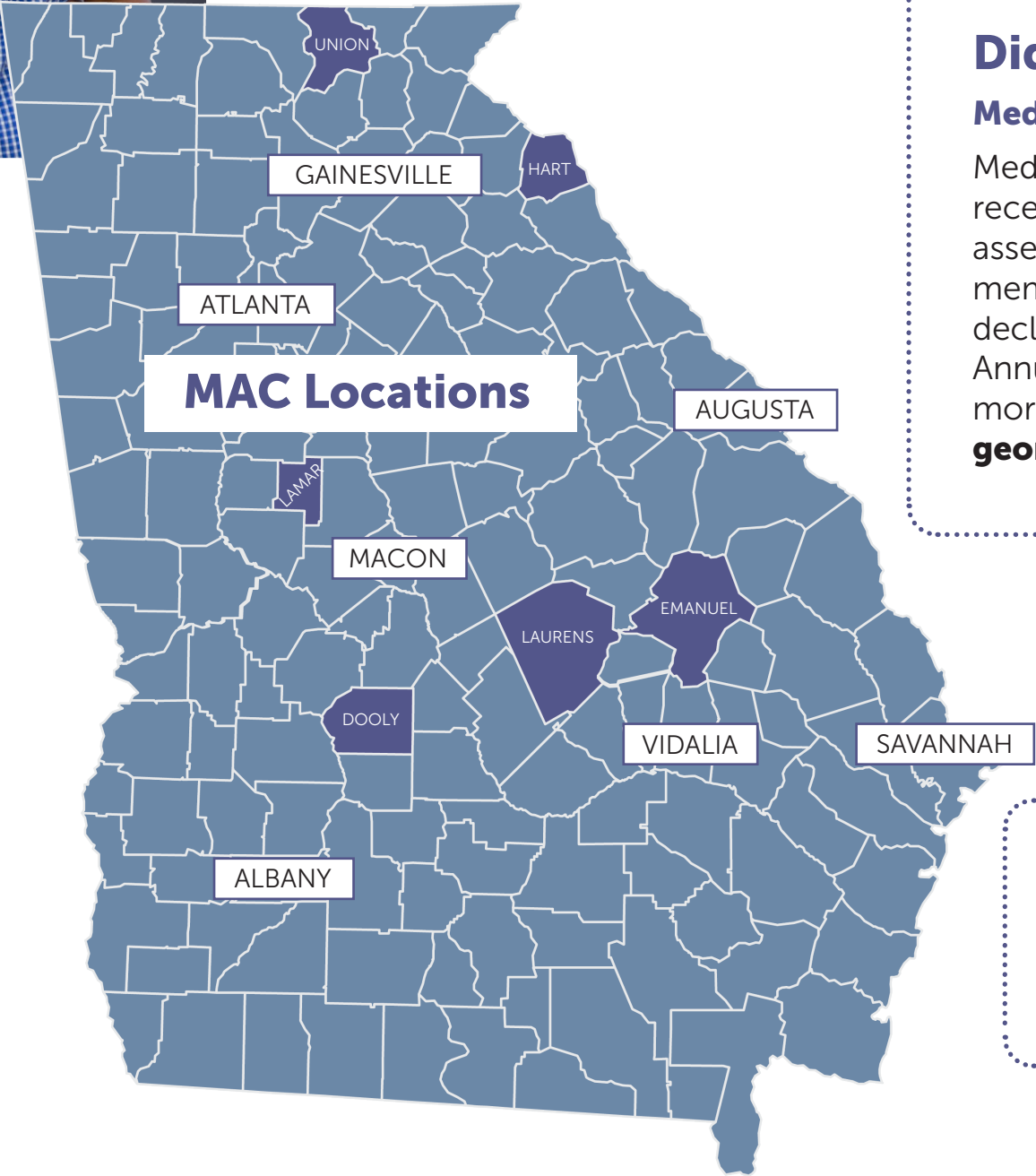
Additionally, GMN trains physicians to properly screen for dementia and collect data in a manner that will allow the state to better support those living with dementia. Cognitive neurology and neuropsychology leads based in Emory's Cognitive Neurology Program train and continuously work with Memory Assessment Clinics (MACs) to ensure the MAC providers have the tools and training they need to effectively

and accurately diagnose Alzheimer's disease and related dementias using evidence-based, clinically-proven tools.

GMN recently completed an expansion, adding three additional brick and mortar MAC locations to its footprint across the state. This brings the number of MAC locations delivering early and accurate diagnosis of Alzheimer's disease and related dementias to a total of seven, with existing locations in Atlanta, Albany, Augusta, and Macon, as well as new MAC locations in Gainesville, Savannah, and Vidalia.

Through a collaborative partnership with the Georgia Department of Public Health

(DPH), GMN has expanded to six telehealth locations at DPH clinic locations throughout the state, who provide resources for a virtual assisted diagnostic visit with a GMN provider. These sites overcome significant barriers for patients and families in rural Georgia, including significantly shortening travel distances and providing a strong, reliable broadband connection for patients and families who lack the technology or access to internet in their residence. These GMN-DPH telehealth sites include locations in Dooly, Emanuel, Hart, Lamar, Laurens, and Union counties.



Did you know?

Medicare

Medicare recipients can receive a free cognitive assessment that measures memory loss and cognitive decline as part of their Annual Wellness Visit. For more information, visit georgiamemorynet.org.



Senior Community Service Employment Program

Adults who are 55 or older, unemployed, and looking to re-enter the workforce may qualify for the Senior Community Service Employment Program (SCSEP). Services are available in the majority of Georgia’s 159 counties. SCSEP is a program administered by the U.S. Department of Labor (DOL) that serves low-income persons who have a family income of no more than 125 percent of the federal poverty level and have poor employment prospects. Eligible individuals are placed in part-time community service positions with a goal of transitioning to unsubsidized employment. The program serves people whose yearly income meets the DOL guidelines.

Participants’ training wages contribute to the local economy and reduce their dependence on public benefits programs. Participants provided a total of 41,112 hours of community service. Twenty-nine percent of participants were individuals with disabilities. Twenty-one percent were homeless or at risk of homelessness.

Athens Community Council on Aging

To streamline operations of this collaborative program, DAS now contracts with Athens Community Council on Aging as the single entity to administer the SCSEP program statewide.

By the Numbers | SCSEP



240
people participated in SCSEP in SFY 2023



41,112
hours of community service were provided by participants



21.07%
of SCSEP participants were homeless or at risk of homelessness



23
participants got a full-time job



29.34%
of participants were individuals with disabilities



209
participants provided community service

State Health Insurance Assistance Program

Georgia SHIP offers one-on-one assistance, counseling, and education to Medicare beneficiaries, their families, and caregivers to help them make informed decisions about their care and benefits. Georgia SHIP provides services to support people with limited incomes, Medicare beneficiaries under the age of 65 with disabilities, and individuals who are dually eligible for Medicare and Medicaid. Certified counselors are available to help answer Medicare questions at the Division of Aging Services **1-866-552-4464 (option 4)**.

In SFY 2023, Georgia SHIP provided Medicare counseling to 15,021 clients.

In SFY 2023, \$538,592 in out-of-pocket expenses was saved by SHIP Medicare beneficiaries.





Kinship Care

Through kinship support groups, DAS provides education and peer support for grandparents and relative caregivers raising children by focusing on positive parenting, effective discipline, and healthy relationships. Other kinship care services include provision of material aid such as school supplies, respite through summer camps, and case management for grandfamilies of children with disabilities.

By the Numbers | Kinship Care



\$430,418

was provided to AAAs for kinship care services using federal and state funds



4,026

people attended over 400 AAA-sponsored kinship support groups



28

ongoing kinship care support groups were held in six public service areas

Georgia Fund for Children & Elderly

DAS co-administers the Georgia Fund for Children & Elderly with the Georgia Department of Public Health's (DPH) Maternal and Child Health Program Division. DAS receives 50 percent of the fund's donations each year, and those donations are distributed to Area Agencies on Aging for home-delivered meals and senior transportation. The remaining 50 percent is allotted to the DPH to provide grants for programs that serve children and youth with special needs. **In SFY 2023, the Georgia Fund for Children & Elderly funded \$106,491.12 for programs for the elderly.**






Adult Protective Services

Adult Protective Services (APS) investigates reports of abuse, neglect, and exploitation of older persons or adults with disabilities who do not reside in long-term care facilities. Abuse involves physically harming or distressing an at-risk adult or depriving an individual of his/her basic needs, such as not providing necessary medications or withholding food.

APS case managers work with victims of abuse, neglect, or exploitation to employ the least restrictive intervention for adults who are in need of support and have the capacity to engage in decisions about their well-being.

By the Numbers | APS

-  **13,368**
cases were substantiated, meaning alleged abuse, neglect, or exploitation was confirmed
-  **39,700**
number of reports of abuse, neglect, or exploitation
-  **184**
budgeted APS case manager positions

SFY 2023 Top 5 Reasons for APS Reports

- 1 FINANCIAL ABUSE OR EXPLOITATION**
Improperly or illegally using a person’s resources for the benefit of another person. **12,780 reports**
- 2 SELF-NEGLECT**
Depriving oneself of necessities such as food, water, or medication. Consciously putting oneself in harm’s way or being unable to handle the needs of day-to-day living, because of medical problems, mental health, or other disabilities. **9,425 reports**
- 3 NEGLECT**
Refusing or failing to provide essential services (food, water, shelter, medical care, etc.) to a person to the degree that it harms or threatens to harm them. **7,046 reports**
- 4 EMOTIONAL ABUSE**
Using tactics, such as harassment, insults, intimidation, isolation or threats that cause mental or emotional anguish. Emotional abuse diminishes the person’s sense of identity, dignity, and self-worth. **4,112 reports**
- 5 PHYSICAL ABUSE**
Using physical force to coerce or to inflict bodily harm. It often, but not always, causes physical discomfort, pain, or injury. It may include the willful deprivation of essential services, such as medical care, food, or water. **2,826 reports**



To report abuse of an older adult or a person with a disability in the community:
Call **1-866-552-4464 (option 3)** or visit **aging.ga.gov**.



To report abuse of an older adult or a person with a disability in long-term care facilities:
Call the Georgia Department of Community Health at **404-657-5700**. In case of emergency, call **911**.



Public Guardianship

On behalf of DHS, the Public Guardianship Office (PGO) serves Georgians who have been deemed by a probate court to be incapable of making or communicating decisions about their health or safety.

After being appointed, PGO case managers advocate for persons under guardianship, act as surrogate decision-makers, and coordinate and monitor all services needed for the support, care, education, health, and welfare of those clients.

By the Numbers | PGO



1,312

number of vulnerable adults DHS has been appointed legal guardian for



42

budgeted PGO case managers

Forensic Special Initiatives Unit

The Forensic Special Initiatives Unit (FSIU), part of the Georgia Bureau of Investigation Crimes Against Disabled and Elderly (CADE) Task Force, aids the Division and other local, state, and federal partners in their efforts to protect Georgia's at-risk adults from abuse, neglect, and exploitation.

The unit provides technical assistance and case consultations and offers a two-day Certified Adult Crime Tactics Specialist (CACTS) certification course. The course trains professionals to identify and investigate cases of abuse, neglect, and exploitation. The CACTS training is open

to primary and secondary responders including:

- Law enforcement
- Judges and prosecutors
- Health care providers and medical services personnel
- Employees of financial institutions
- Regulatory/social/victim service workers
- Other professionals who respond to the abuse, neglect, and exploitation of at-risk adults

The unit also provides training for health care workers known as Facility At-Risk

Crimes Training (FACT). This class is reserved for hospital social workers, case managers, discharge planners, care coordinators, home health, and hospice providers that respond to the abuse, neglect, and exploitation of at-risk adults. The mission of FACT is to help primary and secondary medical and home health providers understand Adult Protective Services and Public Guardianship's role in responding to at-risk adult crime victims in Georgia. **Since FACT training began in October 2021, 20 classes have been hosted and 277 people have attended.**

By the Numbers | FSIU



336

law enforcement officers, medical staff, prosecutors, and other mandated reporters were trained by FSIU on issues pertaining to the abuse, neglect, and exploitation of vulnerable adults in SFY 2023



4,172

people have become CACTS specialists since training began in SFY 2011





About DCSS

Division of Child Support Services

The Division of Child Support Services (DCSS) works to increase the consistency of financial support children receive from parents who do not have primary custody.

DCSS' services include locating parents; establishing paternity; establishing, monitoring, and enforcing fair support orders; increasing health care coverage for children; and removing barriers to payment. In efforts to build stronger families, DCSS helps noncustodial parents find jobs that pay above minimum wage by connecting them with resources that help them meet their court-ordered obligation and be positively involved in their children's lives.



By the Numbers | Child Support Services



\$670,330,718
was distributed to Georgia’s children and families by DCSS



256,358
parents were under a court order for child support in Georgia, compared to 267,991 in FFY 2022



428,631
children were supported by DCSS services in FY 2023

Fatherhood Program

Noncustodial parents who are having difficulty paying child support may receive services that can help them achieve self-sufficiency and provide for their children to avoid contempt action on their support order.

The Fatherhood program offers assistance in accessing training and employment opportunities. The Fatherhood program also encourages parents to increase emotional, parental, and financial involvement in the lives of their children. Services include:

- Driver’s license reinstatement
- General Education Development (GED) enrollment
- Job training
- Job search/placement
- Volunteer work opportunities
- Review and modification of support order



By the Numbers | Fatherhood Program



4,414
parents enrolled in the Fatherhood program in SFY 2023



927
noncustodial parents were referred to GED and short-term job training programs



9,026
children received increased support from parents who enrolled in the Fatherhood program



\$5,536,704
was collected from Fatherhood participants in SFY 2023

DCSS Awarded SAVES Grant Funding

During SFY 2023, DCSS received a five-year Safe Access for Victims’ Economic Security (SAVES) grant from the U.S. Department of Health and Human Services’ Office of Child Support Services (OCSS). In addition to the original annual award of \$313,873, DCSS received two supplemental funding awards. The first award provided the DCSS with \$385,500 to further extend the reach of the project’s goals. Shortly thereafter, OCSS granted DCSS

another award of \$210,000. The original award combined with the supplemental funding grants provided a total of \$909,373 to Georgia for year one.

SAVES is a new national demonstration model designed to develop, evaluate, and implement best practices to provide safe access to child support and parenting time services. As a SAVES grantee, Georgia DCSS becomes one of 13 state child

support programs to execute comprehensive domestic violence services to survivors who need assistance accessing child support.

For more information about the SAVES grant and its impact on the safety of domestic violence victims in the child support program, visit the OCSS website at acf.hhs.gov/css.

Parental Accountability Court

Incarceration for nonpayment of support can be counterproductive, as it prevents parents from accessing employment. Ultimately, this results in parents falling further behind on court-ordered child support. In 2009, DCSS and the superior court judges established Georgia’s first Parental Accountability Court (PAC). At the end of SFY 2023, 44 judicial circuits were offering the program as an alternative to incarceration.

The program assists chronic nonpayers of child support with

meeting their financial obligations through judicial oversight, parent accountability, employment, and education. During SFY 2023, the PAC program held 88 graduations for participants who successfully completed the program.

On June 7, 2023, the Macon Judicial Circuit PAC program held a graduation ceremony to honor nine graduates. During the ceremony, an award was presented to the judges for the success of their program reaching over \$1 million in collections.

Services offered through the PAC program include:

- Substance abuse treatment
- Job assistance and placement
- Short-term training
- Coaching and mentoring
- Educational services
- Employment training



PAC Coordinator Miranda Fordyce and Judge Mark B. Beberman present a certificate of completion to a graduate of the PAC program.



From left to right: Former PAC Program Manager Wende Parker, Former PAC Coordinator Steve Giglio, PAC Supervisor Latoria Williams, Judge Mark B. Beberman, Judge Philip T. Raymond III, Region 4 Manager Jamie Sorrow, Deputy Director of Operations Kristi Stone



By the Numbers | PAC



1,826
children received increased support from parents who participated in the PAC program, compared to 1,804 in SFY 2022



\$1,251,598
in financial support was collected from parents who participated in the PAC program



7,055
participants received services through PACs across the state since the beginning of the program in 2009, avoiding incarceration and saving taxpayers the cost of incarceration



821
noncustodial parents received help on their journey to lead more self-sufficient lives as part of their enrollment in the PAC program in SFY 2023



244
parents graduated from the PAC program, providing support to children who previously received partial or no support



\$28,799.789
was collected in child support payments because of the success of noncustodial parents in the PAC program, an increase of \$4,931,184 from the previous year



About DFCS

Division of Family & Children Services

The Division of Family & Children Services (DFCS) investigates reports of child abuse and neglect; finds foster and adoptive homes for abused and neglected children; determines eligibility for and administers the Supplemental Nutrition Assistance Program (SNAP), Medicaid, and Temporary Assistance for Needy Families (TANF) programs; helps out-of-work parents get back on their feet; and provides numerous support services and innovative programs to help families in need.

During the summer and through the fall of 2022, DFCS resumed front desk operations at local county offices. Staffing county offices and expanding hours has been a key agency priority ahead of the Medicaid redetermination. As of publication, all lobbies are open three, four, or five days a week.

DFCS | Family Independence



Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program (SNAP) is a federally funded program that helps low-income families pay for the cost of food. SNAP also provides recipients the opportunity to improve their economic standing with job skills training and other support.

SNAP Works

The SNAP Employment and Training Program, also known as SNAP Works, is a voluntary

workforce development program designed to help SNAP recipients who are unemployed or underemployed with job placement assistance, thereby reducing and/or eliminating their dependency on SNAP. SNAP Works provides SNAP recipients with opportunities to gain skills, training, and experience that will improve their ability to attain employment. The program offers supervised job search, job skills training, GED, and vocational training for

specific jobs and work experience through partnerships with community-based organizations and educational institutions. SNAP Works participants include able-bodied adults without dependents (ABAWDs), single parents, families, refugees, senior citizens, and some individuals with disabilities.

By the Numbers | SNAP



1,530,412
is the average number of individuals who received SNAP benefits each month



\$622
is the average amount of Senior SNAP benefits issued per month in SFY 2023



448,440
seniors and disabled adults received SNAP benefits



277,195
SNAP recipients participated in SNAP Works to improve their economic well-being and were not subject to ABAWD work requirements



210,644
is the number of able-bodied adults without dependents (ABAWD) who could volunteer to participate in the program to meet federal work requirements



212,816
individuals received Senior SNAP* benefits in SFY 2023



171,433
is the monthly average number of individuals who received Senior SNAP benefits



\$361
is the average monthly SNAP benefit (including P-SNAP) per household in FFY 2023



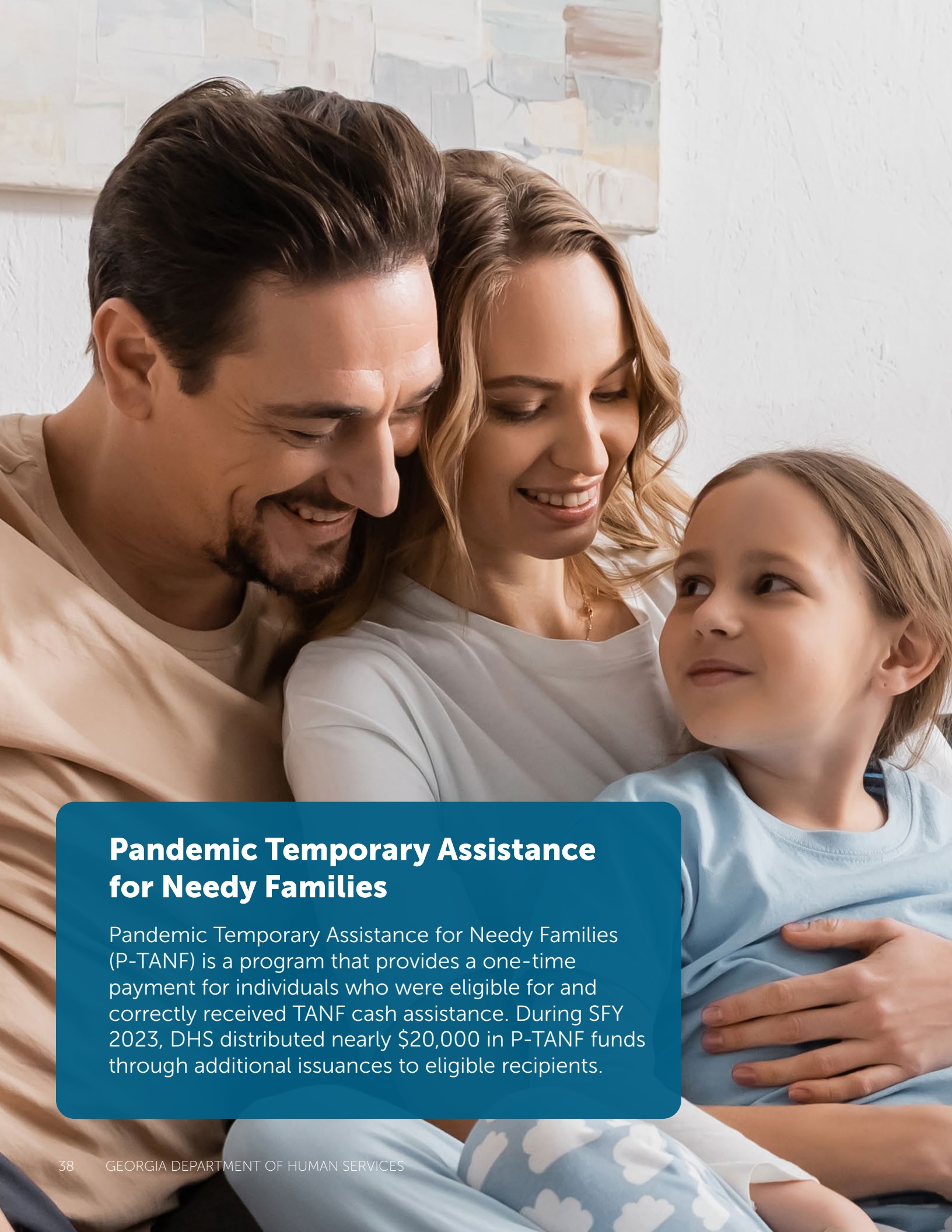
871,271
children benefited from the SNAP program in SFY 2023



487,839
SNAP recipients were served by the SNAP Works Program in FFY 2023

**The Georgia Senior SNAP program is an elderly simplified application project designed to make it easier for seniors to receive SNAP benefits.*





Pandemic Temporary Assistance for Needy Families

Pandemic Temporary Assistance for Needy Families (P-TANF) is a program that provides a one-time payment for individuals who were eligible for and correctly received TANF cash assistance. During SFY 2023, DHS distributed nearly \$20,000 in P-TANF funds through additional issuances to eligible recipients.

Temporary Assistance for Needy Families

Adults who receive Temporary Assistance for Needy Families (TANF) are required to participate in approved work activities a minimum of 30 hours each week. If the household has a child under age six, the weekly minimum requirement is 20 hours. Children and families exhibiting the greatest need can benefit from the TANF cash assistance program if their parents participate in qualified work activities.

This program is also available to children in the care of relatives. Adults who receive benefits on behalf of a relative child (called

a “child-only case”) are not subject to work requirements. Activities that meet TANF work requirements include:

Unsubsidized Employment Full or part-time employment.

Work Experience Work activity performed in return for public assistance that provides an individual with the opportunity to acquire the general skills, knowledge, and work habits necessary to obtain and retain employment.

On-the-Job Training Training given to a paid employee that

provides knowledge and skills essential to the performance of the job.

Community Service Structured programs and activities for the direct benefit of the community. These programs are limited to projects that serve a useful community purpose in fields such as health, social services, environmental protection, education, urban and rural redevelopment, recreation, public facilities, public safety, and/or child care.

Job Search and Job Preparedness Assistance

Act of seeking or obtaining employment, or preparation to seek employment, by undergoing life skills training, substance abuse treatment, mental health treatment, or other rehabilitation activities. Treatment or therapy must be deemed necessary by a qualified medical, substance abuse, or mental health professional.

Vocational Training Organized educational programs that are directly related to the preparation of individuals for employment in current or emerging occupations. This activity is countable for up to 12 months.

Job Skills Training Directly Related to Employment Training or education required for employment to advance or adapt to the changing demands of the workplace.

By the Numbers | TANF



10,170

is the total number of TANF cases in SFY 2023



487

caregivers, on average, receive TANF support each month and are subject to a work requirement



\$260

is the average benefit amount per month



12,404

children, on average, were supported by TANF each month



4,827

is the average number of child-only cases receiving TANF support each month, meaning the caregivers receive assistance on behalf of a child and are not required to participate in work activities



Medical Assistance

The Medicaid and PeachCare for Kids® programs provide a safety net for people who may not otherwise have access to health care.

Family Medicaid Low-income families with children under age 19 may qualify for Family Medicaid. These families may qualify at various income levels depending on family size and income. Families who qualify are entitled to the full range of Medicaid covered services including doctors' visits, health checkups, immunizations, dental and vision care.

Aged, Blind, and Disabled Medicaid Program

The Aged, Blind, and Disabled (ABD) Medicaid Program in Georgia serves individuals who are age 65 and older, individuals who are legally blind, and individuals who are disabled, as defined by the Social Security Act. There are 19 different coverage categories known as Classes of Assistance (COA) for the ABD population. An individual's living arrangement, income, marital status, and prior Medicaid eligibility, among other factors, determine the most appropriate COA.

By the Numbers | Medical Assistance



1,371,040

is the average number of children who received Medicaid (excluding PeachCare for Kids®) each month



929,622

is the average number of adults who received medical coverage through Medicaid each month



1,141,313

is the average number of families that received medical coverage through Medicaid each month



208,066

children, on average, received medical coverage through PeachCare for Kids® each month



1,565,359

Medical Assistance applications were processed in SFY 2023

Medicaid Redetermination is Here

During the pandemic, the federal government declared a public health emergency, allowing Georgia Medicaid and PeachCare for Kids® members to remain enrolled without redetermining their eligibility for benefits.

But now, based on changes at the federal level, Georgia is required to redetermine

eligibility for approximately 2.7 million Medicaid and PeachCare for Kids® members over the course of a 14-month window, from April 2023 through May 2024.

Since September 2022, DHS, the Georgia Department of Community Health, and our partners have been working to notify, educate, and mobilize Georgia's Medicaid and PeachCare for Kids® members through "Stay Informed. Stay Covered." – a statewide public information campaign.

The campaign includes TV and radio ads in English and Spanish, social media outreach, digital advertising, bus shelter signage, billboards, media outreach, regular community briefings and engagement, informational videos, a website with critical information, and resources in seven languages. Providers and care management organizations play a critical role in helping Medicaid and PeachCare for Kids® members navigate the redetermination process, so the state is also working with them to get the word out directly to members.

Visit staycovered.ga.gov to learn more.



**Stay Informed.
Stay Covered.**

Low-Income Home Energy Assistance Program

The Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded program that helps low-income Georgians with home energy bills to reduce the risk of health and safety issues that occur as a result of disconnection.

Qualified individuals may be able to receive energy bill payment assistance, energy crisis assistance, weatherization, and energy-related minor home repairs. Applications are offered first to homebound individuals, individuals aged 65 and over, and those with life-threatening circumstances.

For more information, call **877-423-4746** or visit **dfcs.ga.gov/services/low-income-home-energy-assistance-program-liheap**.



By the Numbers | LIHEAP



256,764

households received assistance from LIHEAP in SFY 2023

Low-Income Household Water Assistance Program

The Low-Income Household Water Assistance Program (LIHWAP) is a federally funded program that was created in response to the COVID-19 pandemic and helps eligible Georgians experiencing a water burden pay their home water bill.

By the Numbers | LIHWAP



46,359

households received assistance from LIHWAP in SFY 2023



Did you know?

Waste, Fraud, or Abuse

You can report waste, fraud, or abuse at **1-844-694-2347** or **dhs.georgia.gov/dhs-oig-fraud-and-abuse-reporting-form**.



The Emergency Food Assistance Program

The Emergency Food Assistance Program (TEFAP) is a federal program that helps supplement the diets of low income people in Georgia, including the elderly, by providing them with emergency food and nutrition assistance at no cost.

Under TEFAP, commodity foods are made available to the states by the U.S. Department of Agriculture. The states provide the food to local agencies they have selected for distribution to the needy. These agencies are food banks, soup kitchens, and food pantries. TEFAP supports food assistance programs with food banks in all 159 counties.

The Commodity Supplemental Food Program

The Commodity Supplemental Food Program (CSFP) is a federal program that targets low-income seniors in Georgia, sixty years of age or older, to help supplement their diets by providing them with nutritious commodities and nutrition education information at no cost. CSFP operates in 28 counties through two food banks.

Did you know?

Community Services Block Grant

The Community Services Block Grant (CSBG) program is a federally-funded program that is administered through a contractual agreement with a statewide network of 20 non-profit Community Action Agencies and four county governments designated as eligible entities. Services and programs are provided to all 159 counties. CSBG funding supports projects that lessen poverty in communities and addresses the needs of low-income individuals including the homeless and elderly. It also provides services and activities focused on employment, education, housing, nutrition, emergency services, and health.



DFCS | Child Welfare



Child Protective Services

Child Protective Services (CPS) staff investigate reports of child abuse and neglect and work with caregivers, law enforcement, and judicial partners to ensure the safety of Georgia’s most vulnerable children. When an allegation of child abuse or neglect is confirmed, caseworkers partner with families and community organizations to address issues that affect child safety in the home. In most cases, DFCS can work with families to address the safety concern and stabilize the home environment.

By the Numbers | Child Protective Services



30,918

reports of abuse or neglect of children were investigated by CPS staff in SFY 2023



10

is the median* number of cases a CPS worker manages at a time



12,667

children received services without entry into foster care

**Previously, this was reported as an average. Currently, the median figure is used, as it is less likely to be affected by extreme outlying values.*



Report child abuse or neglect

Call **1-855-422-4453** 24 hours a day, seven days a week, to report child abuse or neglect. In emergencies, or when a child is in imminent danger, you should always call **911**.

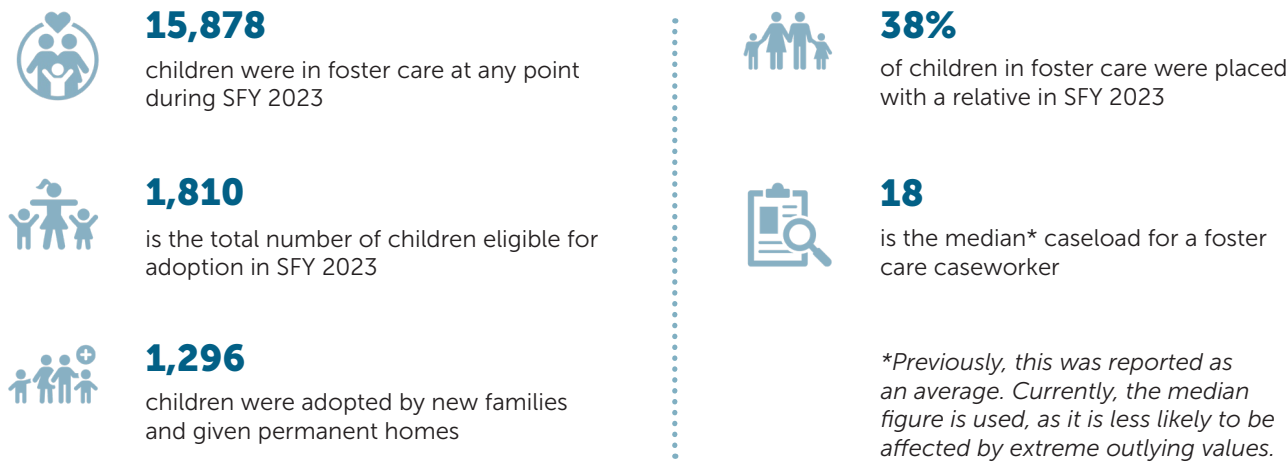
Did you know? Child Welfare Data

You can find more child welfare data and sort by county at dhs.georgia.gov/division-family-children-services-child-welfare.

Foster Care and Adoption Services

When children are victims of abuse or neglect, and DFCS caseworkers determine they cannot remain safely in their homes, DFCS petitions the juvenile court to bring children into foster care to ensure their safety. Foster care is intended to be a temporary solution for children as the agency works with their families to eliminate the safety issues that required DFCS intervention. The Division’s goal is to return children safely to their families as soon as possible, but only after the safety issues have been resolved. When parents consistently demonstrate that they are unable or unwilling to care for their children, DFCS works with the courts to find loving adoptive homes for them.

By the Numbers | Foster Care and Adoption Services



By the Numbers | Adoption Data

In the past five years, the number of children adopted by loving families and given permanent homes has continued to be successful. Despite the challenges faced during the pandemic, the number of adoptions have remained high.

SFY 2018: 1,212	SFY 2021: 1,291
SFY 2019: 1,429	SFY 2022: 1,230
SFY 2020: 1,421	SFY 2023: 1,296



Change their lives.
Change yours.

Visit
FosterGeorgia.com

**Georgia Department of Human Services**
Division of Family & Children Services

Statewide Foster Parent Recruitment Campaign

In August 2022, DHS announced a statewide foster parent recruitment campaign in partnership with Governor Brian P. Kemp and First Lady Marty Kemp. The campaign launched shortly after and ran for several months. Campaign materials included television, radio, and social media advertisements. “Change their lives. Change yours.” was the tagline of the campaign, which produced videos of foster parents and youth formerly in foster care across the state. The campaign generated a lot of traffic and interest on **fostergeorgia.com**, and the materials produced during the campaign continue to be used for foster parent recruitment efforts.

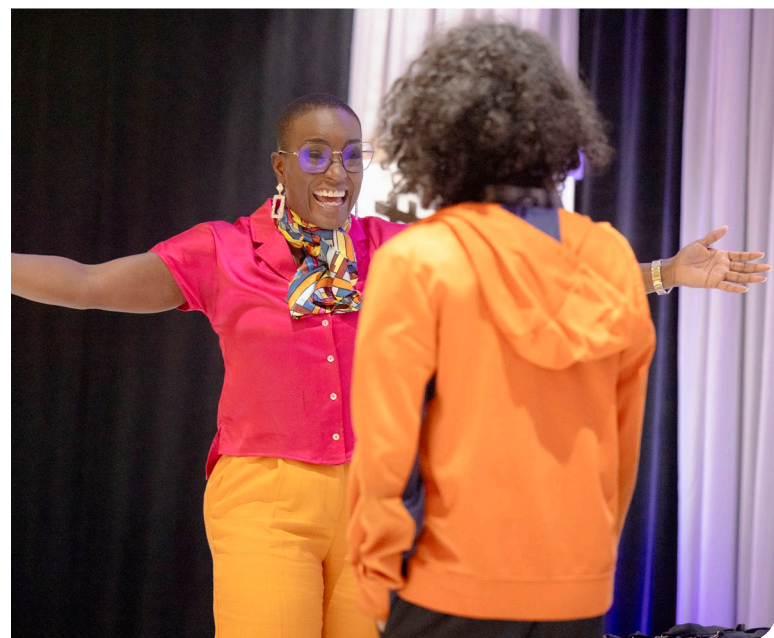
Foster Parent Celebration and Recruitment with the Atlanta Braves

This past June, DFCS partnered with the Atlanta Braves organization to host a family day at the park to increase foster parent recruitment and celebrate current foster caregivers. DFCS was able to provide 20 foster caregivers, who were selected as “Foster Caregivers of the Year” for 2023, and their families, with free tickets to the game. Many other foster families, agency staff, and providers attended as well to support and celebrate these caregivers. Foster and adoptive youth also had the opportunity to participate in pre-game activities, which included standing with players during the national anthem and announcing the start of the game. During the game, the agency was able to promote foster parent recruitment throughout the park through a number of photo and video advertisements.



Celebration of Excellence honors 266 graduates

The Celebration of Excellence is an annual event that highlights and celebrates the academic success of youth in care. This year, DFCS celebrated the 31st annual Celebration of Excellence and honored 266 youth who graduated from high school, vocational school, and college.



Out of School Services Program

The Out of School Services program provides federal funding to non-profit organizations and public agencies who serve youth and families before school, after school, and during school breaks, including summer. It is designed to support DFCS' goal of providing resources and services that promote self-sufficiency

among children and families. During SFY 2023, agencies funded through the Out of School Services program provided Science, Technology, Engineering, Arts, and Math-based (STEAM) opportunities which allowed children to learn about 21st century career and educational pathways.

By the Numbers | Out of School Services Program



32,115

youth were served through the Out of School Services program

The Family First Prevention Services Act

DFCS submitted its Title IV-E Prevention Plan and began a phased implementation of services in early 2023. During phase one of implementation, DFCS will offer Multi Systemic Therapy (MST) and Functional Family Therapy (FFT) in Chatham, Cherokee, Dekalb, and Richmond counties. An implementation team was assembled consisting of subject matter experts in the areas of child welfare practice, child welfare policy, workforce development and

training, SHINES, CQI, and fiscal management. The team has been working to support the phase one counties and operationalize Family First requirements to implement the evidenced-based programs. The Division will use data and staff feedback from phase one to inform planning for subsequent implementation phases, expanding services statewide over time.

Kinship Care

When a child is not able to safely remain in the care of their biological parents, relatives can step in to provide the stability they need during a difficult time. These arrangements are often called kinship care. Children who remain connected to their family, friends, school, extracurricular activities, and community through these kinship care arrangements fare much better and experience less trauma than children placed in traditional foster care arrangements.



Georgia Resilient, Youth-Centered, Stable, and Empowered John H. Chafee Independent Living Program

DFCS bolsters children on their path to adulthood through a variety of programs that support their education, their readiness for the job market, and their social well-being. The Georgia Resilient, Youth-Centered, Stable and Empowered (GA RYSE) John H. Chafee Independent Living

Program seeks to bridge the gap between adolescence and adulthood and provide youth who are aging out of foster care with the social, educational, medical, and financial foundation they need to live independently as adults.

Clark’s Christmas Kids

For 33 years in a row, DHS has partnered with Clark Howard, WSB Radio, and St. Vincent de Paul for Clark’s Christmas Kids. This program provides children in foster care with gifts they want on Christmas morning. This is made possible by generous support of the Governor and First Lady, employees from all Georgia state agencies, and with the help of Georgians shopping for gifts, volunteering their time, and donating funds.

In-person shopping events returned in 2022, giving customers the opportunity to pick a child’s wish list and donate their gifts directly at several metro Atlanta Walmart stores. Many of “Santa’s helpers” – from the Braves Foundation, Clark Howard’s team, DHS, St. Vincent de Paul, Walmart, WSB, and more – helped organize and pack the presents before sending them to the warehouse.



At the warehouse, volunteers checked each wish list twice to make sure that every child had gifts they asked for – from bicycles, games, art supplies, and essentials to tablets, TVs, and video games. When a child’s wish list was fulfilled, their gifts were packed up and prepared for distribution to their county DFCS office.

In 2022, Clark’s Christmas Kids provided more than 22,000 gifts, making Christmas morning brighter for more than 7,000 children in foster care.



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Brian P. Kemp

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- Kylie Winton**, Director, Communications



Contacts

CUSTOMER CONTACT CENTER

1-877-423-4746

Statewide toll-free number for customers with questions or concerns regarding the Division of Aging Services, Division of Child Support Services, Division of Family & Children Services, or DHS enterprise functions.

Email: **customerservicedhs@dhs.ga.gov**

Self service available 24 hours per day. Agents are available 7:30 a.m.-2 p.m.

Reasonable modification: **dfcs.georgia.gov/adasection-504-and-civil-rights**.

Online form submission: **dhs.georgia.gov/dfcs-reasonable-modifications-and-communication-assistance-request-form-persons-disabilities**.

AGING SERVICES

1-866-552-4464

Statewide toll-free number serving older adults and individuals of all ages with disabilities for information and to make reports of abuse, neglect, and exploitation of adults. Callers may leave messages 24 hours per day.

CHILD PROTECTIVE SERVICES

1-855-GACHILD (422-4453)

Statewide toll-free number for all reports of child abuse and neglect, 24 hours per day, seven days a week
Email: **cpsintake@dhs.ga.gov**.
(NOTE: This email is only for mandated reporters.)

OFFICE OF FAMILY INDEPENDENCE

1-877-423-4746

Statewide toll-free number for Supplemental Nutrition Assistance Program (SNAP), Medicaid, Temporary Assistance for Needy Families, and general inquiries.

ADOPTIONS & FOSTER CARE

1-877-210-KIDS (5437)

For information, visit **itsmyturnnow.dhs.ga.gov** or **fostergeorgia.com**.
Call center hours are Monday-Thursday: 8 a.m.-6 p.m., Friday: 8 a.m.-5 p.m.
Saturday & Sunday: closed

Family Independence only:

DFCS COUNTY OFFICES

To find a DFCS office location and hours of operation, visit **dfcs.ga.gov/locations**.

ON THE WEB

Department of Human Services: **dhs.ga.gov**

Division of Aging Services: **aging.ga.gov**

Division of Child Support Services: **childsupport.ga.gov**

Division of Family & Children Services: **dfcs.ga.gov**



**Georgia Department
of Human Services**