Every day, the staff of the Department of Human Services works toward the goal of stronger families for a stronger Georgia. With a presence in all 159 counties, the Department touches the lives of more than 2 million Georgians each year.

Each Division plays a vital role in the realization of this goal, providing services that protect vulnerable populations, promote self-sufficiency and empower individuals to become the masters of their own destinies and build better futures for their families.

Under Gov. Nathan Deal’s leadership, Georgia is becoming more proactive in its protection of vulnerable children and adults and more effective in its efforts to help struggling families get on their feet.

With support from the governor and the General Assembly, efforts to reduce caseloads in Child Protective Services and Adult Protective Services have proven beneficial to the safety of vulnerable populations, and the Department continues to work on strategies that will ensure families in this state receive their best shot at a good life.

Efforts to improve efficiency in Department processes have ensured the Department provides benefits accurately and on time to those most in need.

Adopting the accountability court model for child support services has allowed the Department to work with parents on solutions that increase their involvement in the lives of their children and reduce the need for parental incarceration.

A sharper focus on Georgia’s growing aging population has unearthed needs for a plan to address senior hunger and improved coordination for services to Georgia’s older and disabled adults.

Our awareness and our ability to address each of the issues that affect Georgia’s most vulnerable families improves every day, thanks to the tireless work of our staff and the support of Gov. Deal, the members of the General Assembly and our many community partners across the state.

Thanks to you, Georgia’s families grow stronger every day.

Sincerely,

Robyn A. Crittenden
Commissioner, Department of Human Services

Bobby Cagle
Director, Division of Family & Children Services
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About Department of Human Services</td>
<td>4</td>
</tr>
<tr>
<td>DHS: By the Numbers</td>
<td>5</td>
</tr>
<tr>
<td>DHS Contacts: Quick Reference</td>
<td>6</td>
</tr>
<tr>
<td>About Division of Family &amp; Children Services</td>
<td>7</td>
</tr>
<tr>
<td>Child Protective Services</td>
<td>8</td>
</tr>
<tr>
<td>Foster Care and Adoptions</td>
<td>9</td>
</tr>
<tr>
<td>Family Independence</td>
<td>10</td>
</tr>
<tr>
<td>About Division of Child Support Services</td>
<td>11</td>
</tr>
<tr>
<td>Child Support Administration</td>
<td>12</td>
</tr>
<tr>
<td>Community Outreach: Parental Accountability Court Program</td>
<td>13</td>
</tr>
<tr>
<td>Community Outreach: Fatherhood Program</td>
<td>14</td>
</tr>
<tr>
<td>About Division of Aging Services</td>
<td>15</td>
</tr>
<tr>
<td>The Aging Network</td>
<td>16</td>
</tr>
<tr>
<td>Adult Protective Services</td>
<td>17</td>
</tr>
<tr>
<td>Special Initiatives</td>
<td>18</td>
</tr>
<tr>
<td>About Office of Inspector General</td>
<td>19</td>
</tr>
<tr>
<td>Benefits Integrity and Recovery Unit</td>
<td>20</td>
</tr>
<tr>
<td>Residential Child Care Licensing</td>
<td>21</td>
</tr>
</tbody>
</table>
About Department of Human Services

The Georgia Department of Human Services (DHS) was formed in July 2009 as part of the reorganization of the former Georgia Department of Human Resources, which served Georgia since 1972. DHS delivers a wide range of services designed to promote self-sufficiency, safety and well-being for all Georgians.

The Department serves almost 2 million Georgians with nearly 9,000 employees and an annual budget of approximately $1.8 billion in fiscal year 2017 (SFY17). DHS comprises three divisions — the Division of Aging Services, the Division of Child Support Services and the Division of Family and Children Services — and several administrative offices, including the Office of Inspector General.

MISSION

Strengthen Georgia by providing individuals and families access to services that promote self-sufficiency, independence and protect Georgia’s vulnerable children and adults.

VISION

Stronger families for a stronger Georgia

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.
DHS: By the Numbers

Georgia Department of Human Services
Division of Family & Children Services
Division of Child Support Services
Division of Aging Services

13,070
Number of children in foster care in Georgia as of November 2016

148,127
Number of reports of abuse and neglect DFCS investigated in State Fiscal Year 2016 (SFY16)

19
Average number of cases a DFCS worker manages at one time. The goal is 15 per worker.

810,670
Families that received food stamps in Georgia in SFY16

868,788
Families that received medical coverage through the Medicaid program in SFY16

9,732
Number of caregivers receiving Temporary Assistance for Needy Families to support a child-relative in their home in SFY16

553,455
Children served through Child Support Services in Federal Fiscal Year 2016 (FFY16)

$740 million
Amount distributed through Child Support Services in FFY16

367,392
Parents under court order to make child support payments in FFY16

3.9 million
meals were served to Georgians through congregate or home delivery services in SFY16

1,329
people transitioned to their communities through the Money Follows the Person program since July 2011

91,000
people were served through the Aging and Disability Resource Connection in SFY16
DHS Contacts: Quick Reference

DEPARTMENT OF HUMAN SERVICES

GENERAL INFORMATION
Statewide toll-free number for customers who need assistance from the Division of Child Support Services, Division of Aging Services or the Office of Inspector General

1-844-694-2347 (1-844-MYGADHS)

AGING SERVICES
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.

1-866-552-4464

DHS CONSTITUENT SERVICES
For information, questions and complaints regarding Aging Services, Child Support Services and DHS enterprise functions

404-651-6316

Email: CustomerServiceDHS@dhs.ga.gov

DIVISION OF FAMILY & CHILDREN SERVICES

OFFICE OF FAMILY INDEPENDENCE (OFI)
Statewide toll-free number for Supplemental Nutrition Assistance Program (SNAP/food stamps), Medicaid, Temporary Assistance for Needy Families, or Child Care and general inquiries. OFI only: Self service available 24 hours per day. Agents are available 7:30 a.m. - 2 p.m.

1-877-423-4746

CHILD WELFARE
Child Protective Services (CPS)
Statewide toll-free number for all reports of child abuse and neglect, 24 hours per day, 7 days a week

Email: CPSIntake@dhs.ga.gov

Adoptions & Foster Care
For information, call or visit fostergeorgia.com or http://itsmyturnnow.dhs.ga.gov.

1-877-210-KIDS (5437)

Agents are available 7:30 a.m. - 2 p.m.

Call center hours are Monday - Friday: 8 a.m. - 10 p.m., Sat.: 10 a.m. - 11 p.m.

DFCS COMMUNICATIONS GROUP
For information, questions and complaints regarding OFI Programs & Child Welfare.

404-657-3433

Email: Customer_services_dfcs@dhs.ga.gov

All hours of operation are Monday - Friday, 8 a.m. - 5 p.m., unless otherwise noted.
About Division of Family & Children Services

The Georgia Division of Family & Children Services (DFCS) investigates reports of child abuse; finds foster and adoptive homes for abused and neglected children and provides several support services to help families in need, including the Supplemental Nutrition Assistance Program (SNAP), Medicaid, Temporary Assistance for Needy Families (TANF) and Childcare and Parent Services (CAPS).

**CHILD WELFARE ACCOMPLISHMENTS**

In State / Federal Fiscal Year 2016:

- Hired 175 additional field staff, reducing the statewide caseload average to 19 per worker
- Developed and launched Georgia’s Child Abuse Registry
- Increased the number of finalized adoptions of children in foster care by 25 percent to more than 1,000
- Traveled the state seeking feedback from stakeholders, staff and policymakers on reform plans for child welfare
- Re-established the Kinship Navigator program, establishing regional liaisons to help caregivers access resources to support them as they care for a relative child
- Successfully developed a new practice model based on Solution-Based Casework (SBC) called Georgia’s Practice Model and began implementation in metro Atlanta
- Began implementation of exit strategy for the Kenny A. Consent Decree (December 2016)

**GOALS FOR SFY17**

- Continue working toward a statewide caseload average of 15 per worker
- Place 50 percent of children who come into foster care with a relative caregiver
- Continue implementation of Georgia’s Practice Model statewide

**OFFICE OF FAMILY INDEPENDENCE ACCOMPLISHMENTS**

In State / Federal Fiscal Year 2016:

- Improved the timeliness of SNAP application processing so that applications are consistently processed within federal timeliness standards
- Closed 19 previous findings from a U.S. Department of Agriculture Food and Nutrition Service (FNS) Management Evaluation of the SNAP program
- Released from 2014 FNS Advance Warning Penalty and the potential loss of $70 million in federal support
- Began implementation of work activity requirements for adult SNAP recipients who are able to work and who do not have dependent children living in their homes in 12 counties

**GOALS FOR SFY17**

- Launch, pilot and implement new eligibility software that integrates all economic assistance programs across the state, called Georgia Gateway
- Continue expansion of the Able-Bodied Adults Without Dependents program, reaching an additional 21 counties by year end
- Maintain progress in process improvements for administration of SNAP, TANF, Medicaid and CAPS
Child Protective Services
Strengthening Georgia by protecting its children from abuse and neglect.

Reporting

DFCS receives reports of abuse and neglect through a centralized line (1-855-GACHILD) that operates 24 hours per day, seven days per week.

Increased Community Awareness & Impact on DFCS Caseloads

Since the implementation of a centralized reporting system for child welfare concerns in April 2014, reports of abuse and neglect have risen tremendously, causing caseloads to rise. Gov. Nathan Deal and the General Assembly have committed resources allowing the Division to hire additional staff and reduce average caseloads statewide. The Division continues to work toward a caseload of 15 per worker—a nationwide best practice—by hiring additional staff and implementing strategies to address high caseworker turnover.

AVERAGE CASELOAD FOR CASE MANAGERS IN 2016 BY REGION

To report abuse or neglect call 1-855-GACHILD (1-855-422-4453).
Foster Care & Adoptions

13,070

Approximate number of children in DFCS custody as of November 2016

Approximately 400 foster youth in Georgia are available for adoption and waiting on a family to call their own.

1,033 children transitioned from state custody into adoptive families in SFY16.

Reasons for Entry

Top 5 reasons children entered DFCS custody (SFY16):

- NEGLECT: 4,440
- SUBSTANCE ABUSE: 3,397
- INADEQUATE HOUSING: 1,928
- INCARCERATION: 994
- ABANDONMENT: 992

Children placed outside region

Steady growth in Georgia’s foster care population has increased the need for foster homes statewide. As a result, a growing number of children who have had to come into foster care have been displaced from their communities.

Keeping children connected to their communities limits the trauma of foster care and supports successful outcomes for families.

The map to the right shows where the most children are placed outside their region and where the need for foster homes is greatest.

Those interested in foster parenting can call 1-877-210-KIDS or visit fostergeorgia.com

SFY16 Adoptions

In 2016, DFCS launched an initiative called There's No Place Like Home to direct resources toward eliminating administrative barriers to the finalization of pending adoptions. The initiative resulted in an increase of approximately 200 finalized adoptions from the previous year.

FINALIZED ADOPTIONS BY COUNTY

<table>
<thead>
<tr>
<th>County</th>
<th>Finalized Adoptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atkinson</td>
<td>3</td>
</tr>
<tr>
<td>Baldwin</td>
<td>10</td>
</tr>
<tr>
<td>Banks</td>
<td>7</td>
</tr>
<tr>
<td>Barrow</td>
<td>9</td>
</tr>
<tr>
<td>Bartow</td>
<td>48</td>
</tr>
<tr>
<td>Berrien</td>
<td>5</td>
</tr>
<tr>
<td>Bibb</td>
<td>41</td>
</tr>
<tr>
<td>Bleckley</td>
<td>1</td>
</tr>
<tr>
<td>Brantley</td>
<td>4</td>
</tr>
<tr>
<td>Brooks</td>
<td>5</td>
</tr>
<tr>
<td>Bulloch</td>
<td>4</td>
</tr>
<tr>
<td>Butts</td>
<td>1</td>
</tr>
<tr>
<td>Camden</td>
<td>6</td>
</tr>
<tr>
<td>Candler</td>
<td>1</td>
</tr>
<tr>
<td>Carroll</td>
<td>12</td>
</tr>
<tr>
<td>Catossa</td>
<td>16</td>
</tr>
<tr>
<td>Chatham</td>
<td>15</td>
</tr>
<tr>
<td>Chattooga</td>
<td>2</td>
</tr>
<tr>
<td>Cherokee</td>
<td>26</td>
</tr>
<tr>
<td>Clarke</td>
<td>25</td>
</tr>
<tr>
<td>Clayton</td>
<td>11</td>
</tr>
<tr>
<td>Cobb</td>
<td>47</td>
</tr>
<tr>
<td>Coffee</td>
<td>4</td>
</tr>
<tr>
<td>Colquitt</td>
<td>13</td>
</tr>
<tr>
<td>Cook</td>
<td>2</td>
</tr>
<tr>
<td>Coweta</td>
<td>6</td>
</tr>
<tr>
<td>Crawford</td>
<td>9</td>
</tr>
<tr>
<td>Crisp</td>
<td>1</td>
</tr>
<tr>
<td>Dade</td>
<td>3</td>
</tr>
<tr>
<td>DeKalb</td>
<td>53</td>
</tr>
<tr>
<td>Dodge</td>
<td>2</td>
</tr>
<tr>
<td>Douglas</td>
<td>9</td>
</tr>
<tr>
<td>Effingham</td>
<td>10</td>
</tr>
<tr>
<td>Fannin</td>
<td>7</td>
</tr>
<tr>
<td>Floyd</td>
<td>55</td>
</tr>
<tr>
<td>Forsyth</td>
<td>10</td>
</tr>
<tr>
<td>Franklin</td>
<td>2</td>
</tr>
<tr>
<td>Fulton</td>
<td>47</td>
</tr>
<tr>
<td>Gilmer</td>
<td>2</td>
</tr>
<tr>
<td>Glynn</td>
<td>26</td>
</tr>
<tr>
<td>Gordon</td>
<td>29</td>
</tr>
<tr>
<td>Grady</td>
<td>3</td>
</tr>
<tr>
<td>Gwinnett</td>
<td>15</td>
</tr>
<tr>
<td>Habersham</td>
<td>3</td>
</tr>
<tr>
<td>Hall</td>
<td>48</td>
</tr>
<tr>
<td>Haralson</td>
<td>16</td>
</tr>
<tr>
<td>Heard</td>
<td>1</td>
</tr>
<tr>
<td>Henry</td>
<td>5</td>
</tr>
<tr>
<td>Houston</td>
<td>13</td>
</tr>
<tr>
<td>Jackson</td>
<td>10</td>
</tr>
<tr>
<td>Johnson</td>
<td>3</td>
</tr>
<tr>
<td>Jones</td>
<td>6</td>
</tr>
<tr>
<td>Lamar</td>
<td>2</td>
</tr>
<tr>
<td>Lanier</td>
<td>6</td>
</tr>
<tr>
<td>Lee</td>
<td>3</td>
</tr>
<tr>
<td>Liberty</td>
<td>1</td>
</tr>
<tr>
<td>Lowndes</td>
<td>22</td>
</tr>
<tr>
<td>Lumpkin</td>
<td>1</td>
</tr>
<tr>
<td>Macon</td>
<td>1</td>
</tr>
<tr>
<td>Madison</td>
<td>10</td>
</tr>
<tr>
<td>McDuffie</td>
<td>1</td>
</tr>
<tr>
<td>Meriwether</td>
<td>3</td>
</tr>
<tr>
<td>Mitchell</td>
<td>1</td>
</tr>
<tr>
<td>Monroe</td>
<td>4</td>
</tr>
<tr>
<td>Morgan</td>
<td>8</td>
</tr>
<tr>
<td>Murray</td>
<td>3</td>
</tr>
<tr>
<td>Muscogee</td>
<td>8</td>
</tr>
<tr>
<td>Newton</td>
<td>11</td>
</tr>
<tr>
<td>Oconee</td>
<td>1</td>
</tr>
<tr>
<td>Paulding</td>
<td>14</td>
</tr>
<tr>
<td>Peach</td>
<td>3</td>
</tr>
<tr>
<td>Pickens</td>
<td>9</td>
</tr>
<tr>
<td>Pike</td>
<td>5</td>
</tr>
<tr>
<td>Polk</td>
<td>15</td>
</tr>
<tr>
<td>Putnam</td>
<td>14</td>
</tr>
<tr>
<td>Rabun</td>
<td>2</td>
</tr>
<tr>
<td>Richmond</td>
<td>16</td>
</tr>
<tr>
<td>Rockdale</td>
<td>10</td>
</tr>
<tr>
<td>Spalding</td>
<td>11</td>
</tr>
<tr>
<td>Stephens</td>
<td>5</td>
</tr>
<tr>
<td>Sumter</td>
<td>3</td>
</tr>
<tr>
<td>Thomas</td>
<td>7</td>
</tr>
<tr>
<td>Tift</td>
<td>14</td>
</tr>
<tr>
<td>Toombs</td>
<td>3</td>
</tr>
<tr>
<td>Towns</td>
<td>5</td>
</tr>
<tr>
<td>Treutlen</td>
<td>1</td>
</tr>
<tr>
<td>Troup</td>
<td>6</td>
</tr>
<tr>
<td>Turner</td>
<td>1</td>
</tr>
<tr>
<td>Union</td>
<td>3</td>
</tr>
<tr>
<td>Upson</td>
<td>20</td>
</tr>
<tr>
<td>Walker</td>
<td>9</td>
</tr>
<tr>
<td>Walton</td>
<td>4</td>
</tr>
<tr>
<td>Ware</td>
<td>2</td>
</tr>
<tr>
<td>White</td>
<td>8</td>
</tr>
<tr>
<td>Whittleston</td>
<td>41</td>
</tr>
</tbody>
</table>
Family Independence

Strengthening Georgia by providing individuals and families access to services that promote self-sufficiency and independence.

Nutritional Assistance

**SNAP**

The Supplemental Nutrition Assistance Program (SNAP), also known as the food stamp program, provides low-income Georgians help with their monthly food costs.

**$2.64 billion**

Amount food stamps added to Georgia’s economy in SFY16

**2.15**

Gross income must be 130% of the federal poverty level to qualify for benefits.

**810,670**

households receive food stamps in Georgia.

**SNAP Works | Able-Bodied Adults Without Dependents**

Since January 2016, DFCS has been providing employment and training services to SNAP recipients in 12 counties, using funds from a federal demonstration grant and a federally required program aimed at helping able-bodied adults find employment. The program targets adult recipients of food stamps between the ages of 18 and 49 who are able to work and do not have a dependent child in their home. Recipients who meet this criteria are eligible to receive assistance for only three months unless they demonstrate active employment or efforts to obtain employment. The Division is working to implement the SNAPWorks program statewide as resources become available. The program will grow to cover an additional 21 counties beginning Jan. 1, 2017. The map to the left depicts areas subject to the program requirements as of Jan. 1, 2017.

**Medicaid**

**868,788**

families received Medicaid services in SFY16.

Medicaid provides health coverage to low-income families, pregnant women and adults who are determined to be aged, blind or disabled. DFCS is a contractor of the Department of Community Health, providing eligibility determinations to applicants of the program.

Apply for or renew benefits online at [www.compass.ga.gov](http://www.compass.ga.gov).

**Childcare and Parent Services**

DFCS continues to provide eligibility determinations for applicants of the Childcare and Parent Services (CAPS) program operated by the Department of Early Care and Learning. Georgia residents can apply for CAPS at [www.compass.ga.gov](http://www.compass.ga.gov).

**CONTACT**

For information on economic assistance or to report fraud, call **1-877-423-4746**.

**Temporary Assistance for Needy Families**

The Temporary Assistance for Needy Families (TANF) program was created in 1996 as part of welfare reform legislation. The program provides time-limited cash assistance to Georgia’s neediest families. During SFY16, Georgia had a total of **20,119** families who received TANF; **9,732** were child-only cases, including foster children in the care of relatives and **2,918** were adult recipients. Adults must participate in a work program, unless there are special circumstances. The average benefit amount is **$208.94** per month.
The Division of Child Support Services (DCSS) enhances child well-being through the administration of financial and medical child support and the provision of the following services: location of parents; establishment of paternity; establishing, monitoring, enforcing and reviewing support obligations.

The state's child support services program is established in the federal Social Security Act and follows federal performance guidelines.

**ACCOMPLISHMENTS**

- In Federal Fiscal Year 2016 (FFY16), DCSS exceeded three federal goals for performance, data reliability and employee support, including:
  - Exceeding the goal to establish paternity on 90 percent of cases by nearly 4 percentage points
  - Exceeding the goal to collect 65 percent of child support arrears by half a percentage point
  - Reducing the amount of undistributed collections
  - Exceeding standards for data efficiency and reliability in an audit of 2015 data
- Established four new Parental Accountability Courts (PACs) to aid noncustodial parents (NCPs) who are facing incarceration due to nonpayment of child support
- Enrolled 1,620 noncustodial parents into General Education Development (GED) programs and another 206 parents into short-term job training programs through the Division’s Fatherhood program, which is designed to help parents find jobs paying above minimum wage so they can meet their child support obligations
- Launched a mobile application that allows customers to make payments, retrieve information for their cases and view scheduled appointments
- Deployed an online chat feature, providing an additional access point to the Division for customers
- Piloted QMATIC, a lobby and customer management system designed to enhance the customer experience from first to last customer touch points

**GOALS FOR SFY17**

- Increase the percentage of consistent child support payments (currently 61 percent)
- Increase the percentage of past-due child support payments (currently 65 percent)
- Increase total child support collections (currently $740 million)
- Establish 11 new Parental Accountability Courts (PACs)
- Host outreach events across the state to educate parents on programs that assist with gaining employment and meeting child support obligations.
DCSS Overview
Strengthening Georgia by ensuring children receive support from both parents.

553,455
Georgia children served financially through child support orders in FFY16

$740 million
distributed to Georgia children through Child Support Services.

In 2016, the Division managed 411,151 cases involving 367,392 parents under court orders; 61.25% of parents make consistent payments.

FATHERHOOD PROGRAM
Through the Fatherhood program, the Division works with parents who are unemployed or underemployed and are, as a result, unable to pay their full child support obligations. The program connects parents with resources that lead to jobs paying above minimum wage, greater self-sufficiency and more emotional, parental and financial involvement in the lives of their children. Georgia has the only statewide program in the country.

PARENTAL ACCOUNTABILITY COURT PROGRAM
The Parental Accountability Court (PAC) program is a joint effort of the Division and Superior Court Judges to offer an alternative to incarceration and to help chronic nonpayers of child support make regular payments. The program uses community resources to address barriers that keep parents from meeting their support obligations. Each program, including the services provided to participants, is tailored to the needs of the local community. Superior Court Judges provide judicial oversight and collaborate with PAC coordinators to implement the program. To graduate, participants must meet their child support obligations for a minimum of six consecutive months.

Review & Modification of Child Support Orders
Individuals with child support cases may request a review and modification of their child support order every three years. However, a review may be granted sooner if the requesting party has a substantial change in circumstances. Situations that may qualify for a more frequent review include but are not limited to:

- Diagnosis of a serious illness or an accident that affects either party’s ability to work and the resulting condition is expected to last for more than a year
- Either party begins receiving Temporary Assistance for Needy Families benefits following the establishment of the last order
- Parent suffers a 25 percent or greater involuntary loss of income
- Parent receives an unanticipated windfall of money (i.e. lottery, inheritance, etc.)
- Documented proof that custody of a child has changed from the custodian

CONTACT INFORMATION
Custodial and noncustodial parents may apply for services, enter and receive information about their cases, make a payment online or check payment information by using the Customer Online Services portal at www.dcss.dhs.georgia.gov.

Users receive a password to protect confidentiality. For information about the Fatherhood program and other community outreach services, call 1-844-MYGADHS (1-844-694-2347).

Robyn A. Crittenden, DHS Commissioner | Tanguler Gray, Division Director | Reed Kimbrough, Division Deputy Director
Community Outreach

Helping parents support their children.

Parental Accountability Court Program

The Parental Accountability Court (PAC) program is a joint effort of the Division and Superior Court Judges to offer an alternative to incarceration and to help chronic nonpayers of child support make regular payments. The program uses community resources and judicial oversight to address barriers that keep parents from meeting their support obligations. Each program, including services provided to participants, is tailored to the needs of the local community. Superior Court Judges provide judicial oversight and collaborate with PAC coordinators to implement the program. PAC coordinators connect participants to existing community resources.

Judicial Circuits Served by Parental Accountability Courts

PACs are in operation in 23 judicial circuits across the state. The Division will establish 11 new PACs across the state in SFY17.

BY THE NUMBERS

Since SFY 2012, the Parental Accountability Court program has helped

3,609 noncustodial parents who were at risk of incarceration avoid jail time and provide much needed support to

6,005 of Georgia’s children. Program participants paid an estimated

$8.7M in support, which, in return, has saved the state millions in incarceration costs.

SERVICES OFFERED TO PARTICIPANTS

- Volunteer work opportunities
- Literacy training
- Job assistance/placement
- Mental health services
- Clinical assessments
- Substance abuse treatment
- Coaching/mentoring
- Additional services specific to each local community

CONTACT INFORMATION

For information about the Parental Accountability Court Program and other outreach services, call **1-844-MYGADHS (1-844-694-2347)**.

Robyn A. Crittenden, DHS Commissioner | Tanguler Gray, Division Director | Reed Kimbrough, Division Deputy Director
Through the Fatherhood program, the Division works with parents who are unemployed or underemployed and are, as a result, unable to pay their full child support obligations. The program connects parents with resources that lead to jobs paying above minimum wage, greater self sufficiency and more emotional, parental and financial involvement in the lives of their children. Georgia has the only statewide program in the U.S. Services include:

- GED classes
- Short-term training
- Volunteer opportunities
- Resume writing
- Federal bonding
- Referrals for access and visitation
- Referrals for legitimization
- Job placement, coaching and mentoring

“FATHERHOOD: A CELEBRATION” EVENTS

In an effort to raise awareness for the Fatherhood program’s ability to help parents meet their child support obligations, the Division has begun hosting outreach events around the state. These events, called “Fatherhood: A Celebration” celebrate the roles fathers play in the lives of their children. The events provide a fun atmosphere for parents to spend time with their children and to learn about the unique resources available to parents struggling to pay their child support.

The Division prioritized locations for the event by identifying areas of the state with both the greatest number of nonpaying parents and the least number of participants in the program. The map to the right shows locations for 2017.

Fatherhood participants who have had their driver’s licenses suspended or who are subject to license suspension for nonpayment of child support have the opportunity to regain driving privileges.

CONTACT INFORMATION
For information about the Georgia Fatherhood program and other community outreach services, call 1-844-MYGADHS (1-844-694-2347). Custodial and noncustodial parents may apply for services, enter and receive information about their cases, make a payment online or check payment information by using the Customer Online Services portal at www.dcss.dhs.georgia.gov. Users receive a password to protect confidentiality.
About Division of Aging Services

The Division of Aging Services (DAS) supports older adults, people with disabilities and caregivers through a variety of services such as home-delivered meals, legal assistance and Medicare counseling. The Division also investigates cases of abuse, neglect and exploitation of elder persons and adults with disabilities.

ACCOMPLISHMENTS

In State Fiscal Year 2016 (SFY16):

- Served 95,682 more meals to clients than in SFY 2015
- Assisted with the transition of 204 individuals from nursing homes into community settings
- Investigated abuse, neglect and exploitation of vulnerable adults, resulting in criminal charges against 490 people
- Hired an Alzheimer’s and Related Dementias State Plan Coordinator to manage Georgia’s Alzheimer’s and Related Dementias (GARD) Advisory Council activity
- Expanded and improved quality of care for older adults and persons living with disabilities through the Healthy Communities Summit
- Heightened awareness of senior hunger in Georgia by hosting the state’s first-ever Senior Hunger Summit
- Provided At-Risk Adult Crime Tactics (ACT) training to nearly 450 law enforcement officers, prosecutors, first responders and other mandated reporters of abuse, neglect and exploitation of vulnerable adults
- Received international attention from United Kingdom Law Enforcement regarding Georgia’s ACT training and the Georgia Abuse, Neglect and Exploitation (GANE) mobile application, which provides first responders quick access to information and resources related to abuse, neglect and exploitation
- Established four assistive technology labs in Georgia to help older adults lead more independent lives through the use of technology

GOALS FOR SFY17

- Increase the number of individuals served through home-delivered meal and congregate meal sites by 9 percent
- Increase the number of ACT Certified Specialists
- Delay nursing facility placement by an additional five months for non-Medicaid Home and Community-Based Services participants. The program currently delays nursing facility placement for 51 months.
- Increase the number of individuals who transition from nursing facilities back into the community from 125 to 138
- Enroll 240 clients in Community Living Programs by the end of SFY2019 to include a community living program in all 12 Area Agencies on Aging
- Establish at least two more assistive technology labs
- Develop a state plan to address senior hunger
Georgia’s Aging Network provides an array of services to help older adults maintain independence and remain safely in their homes and communities. Through the 12 Area Agencies on Aging (AAAs), as shown in the map below, the Division provides the following services:

**AGING & DISABILITY RESOURCE CONNECTION**

The Aging and Disability Resource Connection serves as the main referral source to all services provided through the AAAs. The ADRC database houses more than 26,000 resources that help individuals maintain independence and stay in their homes and communities for as long as possible. Trained counselors provided information, referrals and assessments to 91,004 Georgians in SFY16. Those services include:

**Home and Community-Based Services**

Home and Community-Based Services (HCBS) allow Georgians aged 60 or older to receive services while living in the setting of their choosing. These services include nutrition assistance, help with routine household tasks, home modification and installation of emergency response systems. The program also supports caregivers and provides wellness programs that increase the ability of older adults to perform everyday activities and remain in their homes.

**Nutrition Assistance**

2,423,108 meals were served to Georgians through the Division’s home-delivered meal program in SFY16.

An additional 1,474,664 meals were provided to Georgians through a community-based congregate meal program supported by the Division.

**Caregiver Support**

Services to caregivers include adult day care, respite care, case management and counseling, support groups, material aid, homemaker and personal care, and education and training. The Division uses Care Consultation, an evidence-based information and coaching service, to empower caregivers to understand care options and manage care more effectively.

In SFY16:

- 284 caregivers were provided case management and counseling
- 1,824 caregivers were provided respite care services
- 507 caregivers were provided with homemaker services

To find out about aging services in your area, call 1-866-552-4464.

**Independence**

**GeorgiaCares**

GeorgiaCares is a federally funded program providing personalized counseling, education and outreach to assist Medicare beneficiaries with health care questions. GeorgiaCares empowers seniors to prevent health care fraud and teaches Medicare beneficiaries how to protect their personal identity and guard against fraud and abuse.

To learn more, visit www.mygeorgiacares.org.

**ASSISTIVE TECHNOLOGY**

Through four $10,000 grants, the Division has established four assistive technology labs in AAAs across the state to demonstrate how technology can help older and disabled Georgians maintain their independence. Assistive technology is any item or piece of equipment that increases, maintains or improves the functional capabilities of an individual, allowing him/her to continue performing daily tasks and maintain independence. The labs are located in the Atlanta Regional Commission, Northwest Georgia Area Agency on Aging, Three Rivers Area Agency on Aging and Southern Georgia Area Agency on Aging.

**MONEY FOLLOWS THE PERSON**

The primary goal of the Money Follows the Person program is to transition eligible individuals from long-term care facilities into community settings. In SFY16, the program helped 204 Georgians transition from long-term acute care facilities. A total of 1,329 have returned to the community since July 2011.
GEORGIA DEPARTMENT OF HUMAN SERVICES
Division of Aging Services

DAS

Guarding against abuse, neglect and exploitation

ADULT PROTECTIVE SERVICES

Adult Protective Services (APS) investigates allegations of abuse, neglect, or exploitation of adults, and seeks to prevent the recurrence of abuse, neglect or exploitation through the provision of protective service interventions.

When assessing the need for interventions, investigators consider an adult's right to personal autonomy and self-determination while using the least restrictive method of providing safety.

The APS program receives $400,000 in Emergency Relocation Funds to provide emergency relocation services to individuals who need relocation from an abusive situation or for other emergency situations.

Contact Adult Protective Services to report the abuse of older individuals (65+) and adults with disabilities (18+). Call 866-552-4464, and press Option 3.

FORENSIC SPECIAL INITIATIVES UNIT

The Forensic Special Initiatives Unit (FSIU) educates law enforcement, first responders, members of the legal community and others about ways to identify and respond to abuse, neglect and exploitation of at-risk adults. The FSIU also works with state agencies to coordinate the emergency relocation of abused and neglected adults.

Unlicensed Personal Care Homes

When older adults and adults with disabilities face abuse, neglect, or exploitation — particularly in unlicensed personal care homes — responders may need to move them quickly to a safe, accessible location.

The Division works with state agencies and other experts to develop coordinated response procedures and to identify emergency resources for vulnerable adults. In SFY16, APS relocated 45 individuals from unlicensed personal care homes.

Financial Exploitation Training

The Division and its partners trained 151 bank personnel and law enforcement officials on how to recognize, prevent and prosecute financial exploitation of vulnerable adults.

More than 1,000 charges were filed against nearly 500 individuals for abuse, neglect or exploitation of a vulnerable adult in SFY16, according to the Georgia Crime Information Center.

1 in 24

For every one case of elder abuse that comes to the attention of a responsible entity, another 23 cases never come to light.

Source: NYS Elder Abuse Prevalence Study; Weill Cornell Medical College, NYC Department for the Aging; Lifespan; (2011)

CONTACT

Robyn A. Crittenden, DHS Commissioner | Abby Cox, Division Director | Jean O’Callaghan, Division Deputy Director

# of charges

1

282

16,687

Active APS investigations in State Fiscal Year 2016 (SFY 16):

135

APS workers in SFY 16:

2,102

Law enforcement and other professionals who have received training from the FSIU to serve as At-Risk Adult Crime Tactics (ACT) Specialists
Georgia is one of the Top 10 states where seniors are at greatest risk for food insecurity.

Source: State of Senior Hunger in America 2014, National Foundation to End Senior Hunger

Solutions

In September 2016, the Division hosted Georgia’s first-ever Senior Hunger Summit, bringing together a diverse group of experts and policymakers to heighten awareness of senior hunger in Georgia and to unearth issues accompanying the problem. As a result of the Summit, the Division has assembled work groups to develop Georgia’s first state plan to address senior hunger.

Work groups will address the following topics:

Food waste and recovery

Today’s seniors: What they want and what they need

Health impact of senior hunger

Options to meet communities’ needs

Food access

Heat map of seniors on waiting list for meal delivery

Approximately 3,675 people remain on the waiting list for home-delivered meals, with an average wait time of 366 days.

Area Agency on Aging  People waiting
Atlanta Regional Commission  229
Central Savannah River Area  423
Coastal Georgia  315
Georgia Mountains  141
Heart of Georgia / Altamaha  388
Middle Georgia  482
Northeast Georgia  343
Northwest Georgia  277
River Valley  323
Southern Georgia  228
Southwest Georgia  187
Three Rivers  339

DEMENTIA

More than 130,000 Georgians are living with Alzheimer’s or other forms of dementia.

Georgia continues to implement the State Plan on Alzheimer’s and Related Dementias to promote the early diagnosis of dementia, develop the state’s dementia-capable workforce, provide quality medical care for people with dementia and prepare law enforcement and other public safety officials for issues that surround dementia.

In State Fiscal Year 2016

• The Department of Public Health produced a report, “Alzheimer’s Disease & Related Dementias among Medicare Beneficiaries,” using data from the Georgia Alzheimer’s and Related Dementias State Registry, which went live in 2015.
• The Division hired a coordinator to implement the state plan.
• The Department held an all-staff training on the “Basics of Dementia” to help case managers across all Divisions recognize the signs of dementia and to promote early diagnosis of the disease.

Approximately 1 in 3 Medicare beneficiaries aged 85 years or older have a diagnosis of Alzheimer’s or a related dementia

(Data collected from DPH Alzheimer’s Disease and Related Dementias Among Medicare Beneficiaries, Georgia, 2015 report)
About the Office of Inspector General

The Office of Inspector General has the responsibility of ensuring that all DHS programs and operational practices adhere to state and federal mandates for integrity, efficiency and accountability. The office comprises five program units; the two that interface with the public are the Benefit Integrity and Recovery Unit and Residential Child Care Licensing.

**BENEFIT INTEGRITY & RECOVERY UNIT**

The Benefit Integrity and Recovery Unit (BIRU) is charged with investigating recipient fraud in the Agency's public assistance programs such as Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF). Reports of suspected fraud or the illegal use of benefits (trafficking) are received from both internal and external sources.

**ACCOMPLISHMENTS**

In State Fiscal Year 16 (SFY16):

- Increased recipient fraud claims by 12 percent over SFY15 for the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families program (TANF), and the Childcare and Parent Services (CAPS) program, establishing 3,994 claims worth more than $13 million. Funds will be recovered by the Department and reinvested in the respective programs.
- Disqualified 1,723 recipients from participating in SNAP or TANF due to trafficking

**GOALS FOR SFY17**

- Conduct a fraud awareness campaign to engage local and state law enforcement, and the public concerning issues of fraud, waste, and abuse in the SNAP and TANF programs

**RESIDENTIAL CHILD CARE LICENSING**

The Residential Child Care Licensing (RCCL) unit inspects, monitors, licenses and registers a variety of child care facilities to ensure that facilities and programs operate at acceptable levels and to keep the public and referral sources informed on the performance of those facilities and programs.

**ACCOMPLISHMENTS**

In SFY16:

- Created and implemented a coordinated site-visit process with the Department of Juvenile Justice and the Division of Family and Children Services for the annual relicensure of providers who serve multiple state agencies, reducing the disruption of providers’ operations

**GOALS FOR SFY17**

- Create a public scorecard for providers to provide transparency to customers who utilize the resources licensed by RCCL or contracted by other state agencies
- Expand provider training and technical assistance to increase the quality of care offered by providers to include:
  - A training and technical assistance program that covers the top 10 citations for providers and addresses specific needs of providers who are experiencing difficulty with achieving or maintaining license compliance
  - Improve the license application process to shorten turnaround time between application and decision
Benefit Integrity and Recovery Unit

The Benefit Integrity and Recovery Unit (BIRU) of the Office of Inspector General investigates suspected intentional program violations in the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) programs. The unit also investigates retailer trafficking of SNAP Electronic Benefits Transfer (EBT) cards.

Penalties for Program Violations

Benefit recipients who are found guilty of an Intentional Program Violation (IPV) are suspended then permanently disqualified from the program on a three-strikes-you’re-out policy.

**SNAP / FOOD STAMPS**

- **First-time offenders:** 12-month disqualification
- **Second-time offenders:** 24-month disqualification
- **Third-time offenders:** Permanent disqualification

**TEMPORARY ASSISTANCE FOR NEEDY FAMILIES**

- **First-time offenders:** 6-month disqualification
- **Second-time offenders:** 12-month disqualification
- **Third-time offenders:** Permanent disqualification

**EBT TRAFFICKING**

The BIRU works with the United States Department of Agriculture (USDA) Food and Nutrition Service to investigate EBT trafficking at retail locations. The USDA retains exclusive authority for investigating retailer fraud, while the State is responsible for investigating recipient fraud.

Once an authorized SNAP retailer has been identified for engaging in EBT trafficking, the State reviews all transactions to identify specific benefit recipients who engaged in EBT trafficking with the retailer. Once those recipients are identified, the State initiates an adjudication process to hold recipients accountable for violating the rules of the program.

Georgia is recognized nationally for its aggressiveness in seeking out and establishing fraud claims in the SNAP program.

**SNAP**

There were 3,829 established claims for Intentional Program Violations — both non EBT trafficking and EBT trafficking — in Georgia in SFY16.

Those claims were valued at $12.5 million making up 0.5% of the total $2.7 billion disbursed in SNAP benefits in SFY16.

**TANF**

There were 121 IPV claims established in Georgia in SFY16.

Those claims were valued at $664,461 comprising 1.8% of the $37,466,709 in TANF benefits that were disbursed in SFY16.

To report fraud, waste or abuse in Georgia benefit programs, call 1-844-MYGADHS (1-844-694-2347) or email inspectorgeneralhotline@dhs.ga.gov.

Robyn A. Crittenden, DHS Commissioner | Charles Hicks, Inspector General | David LeNoire, Deputy Inspector General
Residential Child Care Licensing

Residential Child Care Licensing (RCCL) investigates complaints and inspects, monitors, licenses, registers and certifies all residential child care facilities in Georgia that meet the definition of:

**Child Placing Agencies (CPA)** — an agency that places children in foster homes for temporary care or in prospective homes for adoption

[110 statewide]

**Child Caring Institutions (CCI)** — a facility that provides full-time room, board and watchful oversight to six or more children through 18 years of age (also known as a group home)

[177 statewide]

**Outdoor Child Caring Programs (OCCP)** — a CCI that provides outdoor activities designed to improve the emotional and behavioral well-being of the children in a wilderness or camp environment

[2 statewide]

**Children’s Transitional Care Centers (CTCC)** — a temporary, home-like environment meant to help medically fragile children, technology-dependent children and children with special healthcare needs to transition from a hospital or other facility to a home or other appropriate setting.

Facilities serve children up to 21 years of age.

[0 statewide]

**Maternity and Second Chance Homes (MH)** — a maternity home is any place that receives, treats or cares for, within any six-month period, more than one pregnant woman, whose child is to be born out of wedlock. Service can be provided before, during or within two (2) weeks after childbirth. A Second Chance Home provides care for pregnant and parenting youth for more than an eight-week period following delivery. Serves youth through the age of 21

[14 statewide]

In addition to these facilities, RCCL registers:

**Runaway and Homeless Youth Programs (RHYP)** — facilities that serve children under the age of 18 who have run away and/or are homeless. Providers must notify a parent, guardian or legal custodian of the child’s location and general state of well-being as soon as possible, but no later than 72 hours after the child’s acceptance of services.

[7 statewide]