



Georgia Department of Human Services
Office of Strategic Planning and Initiatives

Strategic Plan Overview

Fiscal Year 2020 – 2024

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stronger families

FOR A STRONGER GEORGIA



Strategic Plan Guidelines



Governor's Strategic Goals



Make Georgia #1 for small business.



Reform state government.



Strengthen rural Georgia.



Put Georgians first.



DHS Strategic Goals

Make Georgia #1 for small business.

1. Build a workforce that supports a strong business environment and supports small business by removing bureaucratic barriers to public-private partnerships.

Reform state government.

2. Strengthen strategic partnerships and utilize technology to improve service delivery.

Strengthen rural Georgia.

3. Increase access to programs and services that meet the cognitive and educational needs of Georgia's most vulnerable residents.

Put Georgians first.

4. Promote programs that empower Georgians to improve their economic, medical and mental well-being.



Make Georgia #1 for Small Business

1

Build a workforce that supports a strong business environment and supports small business by removing bureaucratic barriers to public-private partnerships.

Measurable Objective 1.1

Increase the number of noncustodial parents referred to the General Educational Development (GED) program from 1,766 to 1,943 and increase the number of referrals for short-term training from 175 to 193 by September 30, 2024.

- **Strategy:** Leverage programs and services to move the disengaged to work.

Measurable Objective 1.2

Increase the number of employers participating in the electronic Income Withholding Order (e-IWO) process from 4,066 to 4,473 by September 30, 2024.

- **Strategy:** Target small businesses and create awareness of the benefits of the Georgia Employer Hub and employer participation in the electronic Income Withholding Order (e-IWO) process.



2

Strengthen strategic partnerships and utilize technology to improve service delivery.

Reform State Government

Measurable Objective 2.1

Increase the number of stakeholder and community groups engaged in the State of Hope initiative from 5 to 25 by June 30, 2024.

- **Strategy:** Implement the State of Hope initiative to prevent conditions that contribute to disparities in education, threaten a family's self-sufficiency and lead to child abuse and neglect.

Measurable Objective 2.2

Increase the number of active Division of Child Support Services (DCSS) mobile application users from 45,834 to 58,667 by June 30, 2024.

- **Strategy:** Increase marketing efforts to educate constituents on self-service capabilities in the DCSS mobile application.



2

Strengthen strategic partnerships and utilize technology to improve service delivery.

Reform State Government

Measurable Objective: 2.3

Increase the number of constituents using self-service options from 378,195 to 484,090 by June 30, 2024.

- **Strategy:** Ensure timely, courteous, and efficient service delivery for constituents through use of Interactive Voice Response (IVR) options.

Measurable Objective 2.4

Reduce the need for customer office visits at Child Support Services local offices from 268,449 to 241,604 by June 30, 2024.

- **Strategy:** Leverage technology to increase the use of self-service options.



3

Increase access to programs and services that meet the cognitive and educational needs of Georgia's most vulnerable residents.

Strengthen Rural Georgia

Measurable Objective 3.1

Increase the number of foster care children (ages 0-5) who are enrolled in Early Head Start/Head Start, Pre-K, or any other Quality Rated Childcare Program, from 73% to 90% by June 30, 2024.

- **Strategy:** Support the development of children in foster care by providing continuous Educational Academies to train Division of Family and Children Services (DFCS) staff, caregivers and partners on the Division's educational policies, procedures and entitlements to promote successful educational outcomes for youth in foster care.

Measurable Objective 3.2

Decrease the number of Division of Aging Services (DAS) clients who are at risk of hunger from 20% to 10% by June 30, 2024.

- **Strategy:** Develop and expand targeted efforts to increase access to food and financial resources for vulnerable seniors to reduce hunger in rural Georgia.



4

Promote programs that empower Georgians to improve their economic, medical and mental well-being.

Put Georgians First

Measurable Objective 4.1

Increase the percentage of physical and mental health services provided for youth in foster care from 16% to 40% by June 30, 2024.

- **Strategy:** Provide education and support to caregivers regarding the importance of health and wellness screenings for children in foster care to promote access to medical, physical and behavioral health services.

Measurable Objective 4.2

Increase the number of Adult Protective Services (APS) cases completed within 45 days from 76% to 91% by June 30, 2024.

- **Strategy:** Utilize the Division of Aging Services (DAS) Data System, Case Review Assessment and related reports to assist staff in using data to manage their caseloads.



4

Promote programs that empower Georgians to improve their economic, medical and mental well-being.

Put Georgians First

Measurable Objective 4.3

Increase the number of callers to the Aging and Disability Resource Connection (ADRC) that discuss assistive technology from 1,589 to 1,754 by June 30, 2024.

- **Strategy:** Strengthen training of Aging and Disability Resource Connection (ADRC) and case management staff and educate consumers on appropriate assistive technology to meet their needs.



Questions



Contact Information

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