

# Volunteer Service

O P P O R T U N I T I E S   G U I D E

**Georgia Department of Human Services**

STRONGER FAMILIES FOR A STRONGER GEORGIA



# How can you make a *difference?*



## **Dear Partner,**

The Department of Human Services (DHS) seeks to build Stronger Families for a Stronger Georgia through a variety of services and programs that assist Georgians with building safe and stable futures for their families. With a presence in all 159 counties, the Department touches the lives of more than 2 million Georgians each year.

DHS recognizes its vision of Stronger Families for a Stronger Georgia can only be achieved through partnerships with the communities it serves, and that it must help build communities that empower their most vulnerable residents.

Connecting with community partners and those seeking to serve their fellow Georgians is critical to the realization of our vision.

The document that follows serves as an entry point for organizations and individuals seeking to support their communities through volunteer service. It includes information about the Department's services and opportunities to engage communities through volunteering and in-kind donations.

This guide seeks to answer the question most often asked by those who want to serve the most vulnerable members of their communities—"how can we help?"—by offering options for building Stronger Families and a Stronger Georgia.

Sincerely,

## **Robyn A. Crittenden**

Commissioner,  
Georgia Department of Human Services







**deliver a meal**  
[details on page 10]

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# 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 for more than 35 years. 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 State 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.

# Our Vision

The Department believes Georgians who are able should have an opportunity to be engaged in the success of their communities and in the realization of our vision of Stronger Families for a Stronger Georgia.

The guide that follows seeks to answer the question most often asked by those who want to serve the most vulnerable members of their communities: How can I help?

Service opportunities in this guide vary from a one-time donation to a Georgian in crisis or ongoing support of community endeavors. All opportunities are categorized based on the Department’s three service areas including Aging Services, Child Support Services or Family and Children Services.

To protect the safety of the individuals and families served by the Department, opportunities requiring direct contact with individuals or access to confidential information may require an application process and a background screening.

If an interest area is not listed, please reach out to the Department for more information or to discuss additional partnership opportunities. Contacts are listed for each service area.



**adopt a waiting room**  
[details on page 24]





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## 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.

[aging.ga.gov](http://aging.ga.gov)

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**Abby Cox**  
Director,  
Division of Aging  
Services

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# Aging Services

## Volunteering with Aging Services

Through the Division of Aging Services and Georgia’s Aging Network, there are a variety of opportunities to work directly with older Georgians or persons with disabilities. If your passion, desire or interest lies in working with this population, please see the following pages for a listing of opportunities including:

- **Volunteer/Donation Opportunity** – List of items or services needed
- **Description** – Information describes the items or services needed
- **Duration** – Ranges from a one-time project, short-term (less than six months) or long-term (six months or longer)
- **Time Commitment** – Describes amount of time needed each week or month
- **Regional Availability** – Provides the geographic locations where the service or skills may be needed

A map and listing of geographical locations is included to assist in identifying opportunities in your area. To volunteer services or skills, please contact the appropriate individual named on the Aging Services & Georgia’s Aging Network contacts list.

To protect the safety of the individuals and families served by the Department, opportunities requiring direct contact with individuals or access to confidential information may require an application process and a background screening.

If an interest area is not listed, please reach out to the Department for more information or to discuss additional partnership opportunities. Contacts are listed for each service area.

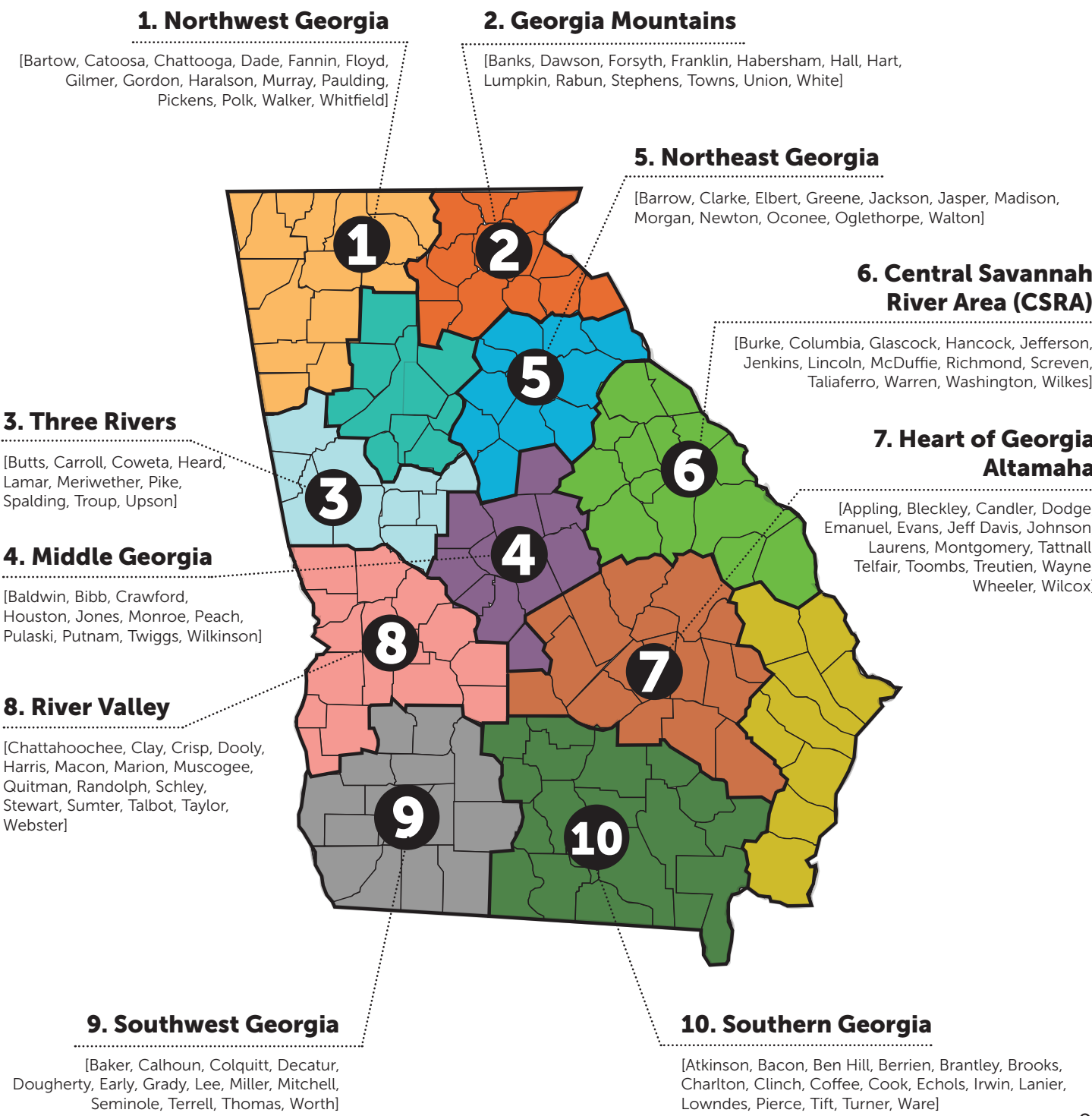


# Aging Services Contacts

Counties Served	Service Area	Contact	Phone	Email
Statewide	Aging Services includes Public Guardianship holiday drive	Cynthia Haley Dunn	404-657-1515	dhs.outreach@dhs.ga.gov
Statewide	Long-Term Care Ombudsman Advocacy	Lin Chao	404-657-5595	dhs.outreach@dhs.ga.gov
Statewide	GeorgiaCares Outreach Assistants (Medicare Education)	Christine Williams	404-657-5347	dhs.outreach@dhs.ga.gov
Counties Served	AAA Region	Contact	Phone	Email
Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale	Atlanta Regional Commission	DHS Outreach Staff	404-651-6318	dhs.outreach@dhs.ga.gov
Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long McIntosh	Coastal Georgia Area Agency on Aging	DHS Outreach Staff	404-651-6318	dhs.outreach@dhs.ga.gov
Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington, Wilkes	Central Savannah River Area Agency on Aging / CSRA	DHS Outreach Staff	404-651-6318	dhs.outreach@dhs.ga.gov
Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, White	Legacy Link / Georgia Mountains Area Agency on Aging	DHS Outreach Staff	404-651-6318	dhs.outreach@dhs.ga.gov
Appling, Bleckley, Candler, Dodge, Emanuel, Evans, Jeff Davis, Johnson, Laurens, Montgomery, Tattnall, Telfair, Toombs, Treutien, Wayne, Wheeler, Wilcox	Heart of Georgia Altamaha Area Agency on Aging	DHS Outreach Staff	404-651-6318	dhs.outreach@dhs.ga.gov
Baldwin, Bibb, Crawford, Houston, Jones, Monroe, Peach, Pulaski, Putnam, Twiggs, Wilkinson	Middle Georgia Area Agency on Aging	DHS Outreach Staff	404-651-6318	dhs.outreach@dhs.ga.gov
Barrow, Clarke, Elbert, Greene, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Oglethorpe, Walton	Northeast Georgia Area Agency on Aging	DHS Outreach Staff	404-651-6318	dhs.outreach@dhs.ga.gov
Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker, Whitfield	Northwest Georgia Area Agency on Aging	DHS Outreach Staff	404-651-6318	dhs.outreach@dhs.ga.gov
Chattahoochee, Clay, Crisp, Dooly, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor, Webster	River Valley Area Agency on Aging	DHS Outreach Staff	404-651-6318	dhs.outreach@dhs.ga.gov
Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, Ware	Southern Georgia Area Agency on Aging	DHS Outreach Staff	404-651-6318	dhs.outreach@dhs.ga.gov
Baker, Calhoun, Colquitt, Decatur, Dougherty, Early, Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas, Worth	SOWEGA Council on Aging / Southwest Georgia Area Agency on Aging	DHS Outreach Staff	404-651-6318	dhs.outreach@dhs.ga.gov
Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike, Spalding, Troup, Upson	Three Rivers Area Agency on Aging	DHS Outreach Staff	404-651-6318	dhs.outreach@dhs.ga.gov




# Area Agencies on Aging Regions

The Division of Aging Services is headquartered in Atlanta, but local help is available statewide through Georgia’s Aging Network. Visit us online at **aging.ga.gov** or call our toll-free number at **1-866-552-4453** to reach your local Area Agency on Aging (AAA).





# Aging Services Opportunities

Volunteer / Donation Opportunity	Description	Duration One-Time Project Short-Term (<6 mo.) Long-Term (6 mo. minimum)	Time Commitment	Regional Availability
Office Assistance	<p><b>Assist with writing, research, special events, clerical tasks, or other office-based projects.</b></p> <p>We love writers, researchers, organizers, and others with strong skills and a can-do spirit. Help an Area Agency on Aging or assist the Division of Aging Services with projects such as consumer guides, public awareness materials, project research, special events, or office tasks</p>	Flexible	Flexible	<ul style="list-style-type: none"><li>Atlanta Region</li><li>CSRA</li><li>Georgia Mountains</li><li>Middle Georgia</li><li>Northwest Georgia</li><li>Georgia Mountains</li><li>River Valley</li><li>Southern Georgia</li><li>Southwest Georgia</li><li>Three Rivers</li></ul>
Meal Delivery	<p><b>Deliver lunches to homebound adults on weekdays.</b></p> <p>Nourish an older adult and feed your spirit, too. Help your community deliver a lunchtime meal and a friendly “hello” to a homebound older adult. Better yet, get your group to adopt a route!</p>	Long-Term	2-3 hours per route. Opportunities for daily, weekly or monthly participation.	<ul style="list-style-type: none"><li>Atlanta Region</li><li>Heart of Georgia</li><li>Georgia Mountains</li><li>Middle Georgia</li><li>Northeast Georgia</li><li>Northwest Georgia</li><li>River Valley</li><li>Southern Georgia</li><li>Southwest Georgia</li><li>Three Rivers</li></ul>
Aging and Disability Service Awareness (ADRC)	<p><b>Host a presentation about services and information available to older Georgians and adults with disabilities. Topics include: Wellness Activities, Meal Delivery, Homemaker Services and more.</b></p> <p> <b>We’ll provide the experts!</b></p> <p>Do the people in your community know where to get aging services for themselves or loved ones? Contact your Area Agency on Aging and ask for a presentation on information and services that can help people live safely and conveniently in their homes, even as bodies and physical abilities change.</p>	One-time	Flexible	<ul style="list-style-type: none"><li>Atlanta Region</li><li>CSRA</li><li>Northeast Georgia</li><li>Northwest Georgia</li><li>River Valley</li><li>Southwest Georgia</li><li>Three Rivers</li></ul>
Medicare Education (GeorgiaCares Program)	<p><b>Distribute literature, host presentations or staff health fairs to educate others about Medicare.</b></p> <p> <b>We’ll provide the experts!</b></p> <p>Help older adults get unbiased information about Medicare options.</p>	Long-Term	Flexible	<ul style="list-style-type: none"><li>Coastal Georgia</li><li>Heart of Georgia</li><li>Georgia Mountains</li><li>Middle Georgia</li><li>Northeast Georgia</li><li>Northwest Georgia</li><li>River Valley</li><li>Southern Georgia</li><li>Southwest Georgia</li><li>Three Rivers</li></ul>
Abuse, Neglect and Exploitation Awareness	<p><b>Host a presentation about preventing the abuse, neglect and exploitation of vulnerable adults.</b></p> <p> <b>We’ll provide the experts!</b></p> <p>Help vulnerable adults avoid and escape abuse. Contact us to request a speaker and information materials for your faith community, civic group or workplace.</p>	One-Time	Flexible	<ul style="list-style-type: none"><li>CSRA</li><li>Georgia Mountains</li><li>Northeast Georgia</li><li>River Valley</li><li>Southwest Georgia</li><li>Three Rivers</li></ul>

Volunteer / Donation Opportunity	Description	Duration One-Time Project Short-Term (<6 mo.) Long-Term (6 mo. minimum)	Time Commitment	Regional Availability
Wellness Workshop Facilitation (Living Well)	<p><b>Use a script to lead a six-week workshop that helps people cope with chronic conditions.</b></p> <p>Become a Lay Leader for Living Well: the Stanford University Chronic Disease Self-Management Program. Help empower people with chronic conditions to cope with common symptoms such as pain, fatigue, difficult emotions and stress. Training and full coordination are provided.</p>	Short-Term (Training + six-week workshop commitment)	2-3 hours per week	<ul style="list-style-type: none"><li>Atlanta Region</li><li>Heart of Georgia</li><li>Georgia Mountains</li><li>Middle Georgia</li><li>Northeast Georgia</li><li>Northwest Georgia</li><li>River Valley</li><li>Southern Georgia</li><li>Southwest Georgia</li><li>Three Rivers</li><li>CSRA</li><li>Coastal Georgia</li></ul>
Volunteer Transportation	<p><b>Organize a program to match volunteer drivers with seniors who need transportation.</b></p> <p>Volunteer driver programs can operate one to seven days per week using an organization’s vehicle(s) or volunteers’ personal automobiles. A group may choose to transport riders to doctors’ offices, grocery stores and pharmacies, worship services, or more. You choose the scope that’s right for your mix of resources. Contact us for tools and ideas.</p>	Long-Term	Flexible	<ul style="list-style-type: none"><li>Northeast Georgia</li><li>River Valley</li><li>Southwest Georgia</li><li>Three Rivers</li></ul>
Telephone Reassurance and Friendly Visits	<p><b>Call and/or visit isolated older adults to check on their well-being and provide socialization.</b></p> <p>If you have the gift of gab, here’s a perfect opportunity for you. Find out how you can be matched with an isolated older Georgian who would like periodic visits or regular check-in phone calls.</p>	Long-Term	Flexible	<ul style="list-style-type: none"><li>Georgia Mountains</li><li>Northeast Georgia</li><li>Southwest Georgia</li><li>Three Rivers</li></ul>
Home Repairs & Modifications	<p><b>Organize volunteers to help make repairs, build ramps, or perform other home modifications.</b></p> <p>Looking for an easy-to-organize, high-impact project that may require just a few hours of your time? Recruit a team to volunteer with an established nonprofit that provides home repairs and/or home modifications. The nonprofit will provide training, materials, and supervision at the project site.</p>	Varies	Flexible	<ul style="list-style-type: none"><li>Northeast Georgia</li><li>Northwest Georgia</li><li>River Valley</li><li>Southwest Georgia</li><li>Three Rivers</li></ul>
Chores & Yard Work	<p><b>Organize volunteers to perform chores and yard work for older Georgians in need.</b></p> <p>You don’t need a green thumb to beautify an older Georgian’s yard. Just roll up your sleeves and bring supplies. Chores and yard work are perfect for groups of adults or teens. Rake leaves, empty trash, scrub tubs and feel great doing it.</p>	Varies	Flexible	<ul style="list-style-type: none"><li>Northeast Georgia</li><li>Southwest Georgia</li><li>Three Rivers</li></ul>



# Aging Services Opportunities

Volunteer / Donation Opportunity	Description	Duration One-Time Project Short-Term (<6 mo.) Long-Term (6 mo. minimum)	Time Commitment	Regional Availability
Home Safety Checks	<b>Host a presentation and partner with experts to check older Georgian’s homes for safety hazards.</b>  🚫 <b>We’ll provide the experts!</b>  A broken hip or ankle can change an older adult’s life permanently. Distribute a safety checklist or, better yet, host a presentation on fall prevention. (Occupational therapists in universities and hospitals can provide needed expertise.) Contact your Area Agency on Aging to get materials and find community partners.	Varies  Community groups are invited to organize independent safety-check projects. Your AAA can provide ideas.	Flexible	<ul style="list-style-type: none"><li>• CSRA</li><li>• Northeast Georgia</li><li>• Southwest Georgia</li><li>• Three Rivers</li></ul>
Battery & Bulb Replacement	<b>Improve home safety by changing older Georgians’ smoke detector batteries and replacing dim light bulbs.</b>  Shine the light in your neighborhood by organizing a battery and bulb replacement team. Many older adults can no longer safely reach smoke detectors or ceiling lights, leading to dangerous home hazards. Work with the fire department and community leaders to offer free smoke detector batteries, light bulbs and installation.	Varies  Community groups are invited to organize independent battery and bulb replacement projects. Your AAA can provide ideas.	Flexible	<ul style="list-style-type: none"><li>• Northeast Georgia</li><li>• Southwest Georgia</li><li>• Three Rivers</li></ul>
Fan Collection & Distribution	<b>Conduct check-in calls and collect fans for seniors who lack adequate air conditioning.</b>  Georgia’s summer heat can be deadly. Organize a fan collection drive to help seniors stay cool. Your team can also educate group members about heat dangers, and you can regularly check on neighbors who are at risk of heat-related illness. We’re happy to provide educational materials.	Varies  Community groups are invited to organize independent heat-relief projects. Your AAA can provide ideas.	Flexible	<ul style="list-style-type: none"><li>• Georgia Mountains</li><li>• Northeast Georgia</li><li>• Southwest Georgia</li><li>• Three Rivers</li></ul>
Disaster Preparation Education for Older Adults	<b>Host a presentation about disaster preparedness for older adults and assist with outreach.</b>  🚫 <b>We’ll provide the experts!</b>	Varies  Community groups are invited to organize independent disaster preparedness projects. Your AAA can provide ideas.	Flexible	<ul style="list-style-type: none"><li>• Atlanta Region</li><li>• Georgia Mountains</li></ul>
Area Agency on Aging Holiday Gift Drives	<b>Collect holiday gifts for older adults who receive services in the region.</b>	Seasonal	Flexible	<ul style="list-style-type: none"><li>• Georgia Mountains</li><li>• Southwest Georgia</li></ul>

Volunteer / Donation Opportunity	Description	Duration One-Time Project Short-Term (<6 mo.) Long-Term (6 mo. minimum)	Time Commitment	Regional Availability
Public Guardianship Holiday Gift Drive	<b>Collect holiday gifts for older adults and people with disabilities who are under state guardianship.</b>  No one should feel forgotten during the holidays. Help make the season warmer and brighter for older adults and people with disabilities who may not be able to provide for themselves. Participants in the Division of Aging Services’ holiday gift drive are adult persons under guardianship who are residents of long-term care facilities. For more information contact the Division of Aging Services.	Seasonal	Flexible	Statewide
Long-Term Care Resident Advocacy	<b>Visit long-term care residents to inquire about their quality-of-life needs and concerns.</b>  You can be a lifeline for older Georgians living in nursing homes, personal care homes, and assisted living facilities. As a volunteer, you will visit residents, listen to their concerns, and refer identified problems to your local Long-Term Care Ombudsman office for resolution. Required training is provided.	Long-Term	Flexible	Statewide







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## Child Support Services

The Division of Child Support Services (DCSS) enhances child well-being through the administration of financial and medical child support. Services include locating parents, establishing paternity and establishing, enforcing and reviewing support obligations.

Our Fatherhood and Parental Accountability Court (PAC) programs help parents eliminate barriers to meeting their child support obligations and reduce enforcement actions.

**[childsupport.ga.gov](http://childsupport.ga.gov)**

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### Tangler Gray

Director,  
Division of Child  
Support Services

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## Child Support Services

### Volunteering with Child Support Services

Child Support focuses on bettering the lives of Georgia's children. For those with a passion for supporting single parents as they work to support their children, Child Support offers excellent opportunities to help build families who are self-sufficient and children who feel supported by both parents. Please see the following pages for a detailed listing of opportunities including:

- **Volunteer/Donation Opportunity** – List of items or services needed
- **Description** – Information describes the items or services needed
- **Duration** – Ranges from a one-time project, short-term (less than six months) or long-term (six months or longer)
- **Time Commitment** – Describes amount of time needed each week or month
- **Regional Availability** – Provides the geographical locations where the service or skills may be needed

A map and listing of geographical locations is included to assist in identifying opportunities in your area. To volunteer services or skills, please contact the appropriate individual named on the Child Support Services contact list.

To protect the safety of the individuals and families served by the Department, opportunities requiring direct contact with individuals or access to confidential information may require an application process and a background screening.

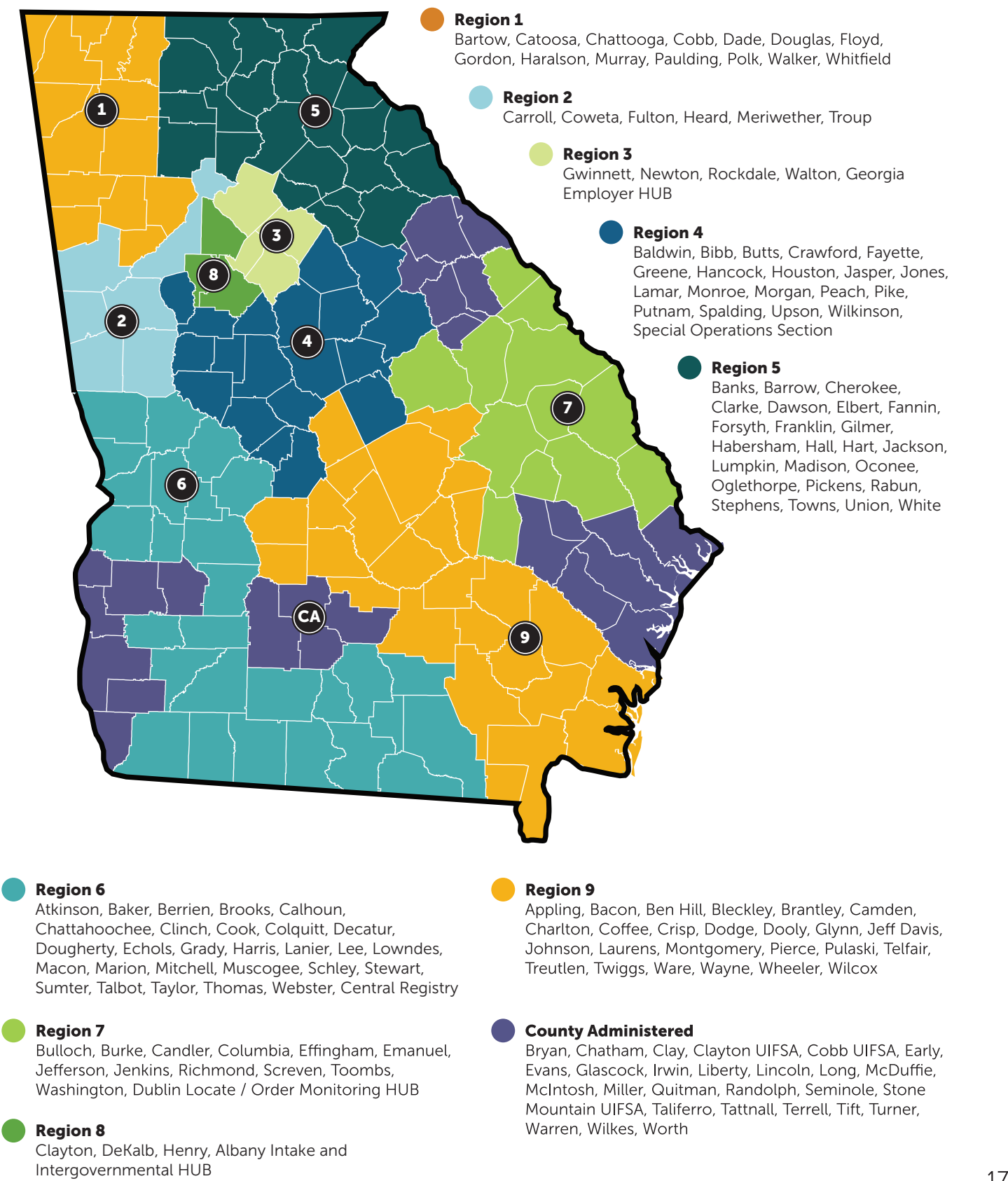
If an interest area is not listed, please reach out to the Department for more information or to discuss additional partnership opportunities. Contacts are listed for each service area.



# Child Support Services Contacts

Counties Served	Region / Area	Contact	Phone	Email
Statewide	Fatherhood Program		1-844-694-2347 Select options 1, 2 and 3	dhs.outreach@dhs.ga.gov
Statewide	Parental Accountability Court Program		1-844-694-2347 Select options 1, 2 and 3	dhs.outreach@dhs.ga.gov
Bartow, Catoosa, Chattooga, Cobb, Dade, Douglas, Floyd, Gordon, Haralson, Murray, Paulding, Polk, Walker, Whitfield	<b>Region 1</b> 450 Riverside Pkwy. NE Suite 100 Rome, GA 30161 Office locations: Cartersville, Dallas, Rome, Rock Spring, Cobb, Douglasville, Dalton	Lindsay Peace-Mickley	706-368-7784	dhs.outreach@dhs.ga.gov
Carroll, Coweta, Fulton, Heard, Meriwether, Troup	<b>Region 2</b> 1526 E Forrest Ave. Suite 300 East Point, GA 30344 Office locations: Fulton, Carrollton, Newnan	Demetra Bragg Courtney Goolsby	Demetra 404-559-4195 Courtney 404-559-4073	dhs.outreach@dhs.ga.gov
Gwinnett, Newton, Rockdale, Walton, Georgia Employer HUB	<b>Region 3</b> 95 Constitution Blvd. 2nd Floor Suite 200 Lawrenceville, GA 30046 Office locations: Gwinnett, GA Employer Hub, Conyers, Monroe, Covington	John Fayne	770-390-4465	dhs.outreach@dhs.ga.gov
Baldwin, Bibb, Butts, Crawford, Fayette, Greene, Hancock, Houston, Jasper, Jones, Lamar, Monroe, Morgan, Peach, Pike, Putnam, Spalding, Upson, Wilkinson	<b>Region 4</b> 4619 Sheraton Dr. Suite 100 Macon, GA 31210 Office locations: Jackson, Griffin, Milledgeville, Macon, Warner Robins, Special Operations Section	Shawn May	478-476-5064	dhs.outreach@dhs.ga.gov
Banks, Barrow, Cherokee, Clarke, Dawson, Elbert, Fannin, Forsyth, Franklin, Gilmer, Habersham, Hall, Hart, Jackson, Lumpkin, Madison, Oconee, Oglethorpe, Pickens, Rabun, Stephens, Towns, Union, White	<b>Region 5</b> 955 Interstate Ridge Dr. Suite F Gainesville, GA 30501 Office locations: Dahlonega, Clarkesville, Gainesville, Elberton, Winder, Athens, Ellijay, Canton	Jennifer Head	770-531-4056	dhs.outreach@dhs.ga.gov
Atkinson, Baker, Berrien, Brooks, Calhoun, Chattahoochee, Clinch, Cook, Colquitt, Decatur, Dougherty, Echols, Grady, Harris, Lanier, Lee, Lowndes, Macon, Marion, Mitchell, Muscogee, Schley, Stewart, Sumter, Talbot, Taylor, Thomas, Webster, Central Registry	<b>Region 6</b> 200 W Oglethorpe Blvd. Suite 201 Albany, GA 31701 Office locations: Valdosta, Nashville, Albany, Camilla, Americus, Columbus, Central Registry	Denise Passinault	229-430-4363	dhs.outreach@dhs.ga.gov
Bulloch, Burke, Candler, Columbia, Effingham, Emanuel, Jefferson, Jenkins, Richmond, Screven, Toombs, Washington, Dublin	<b>Region 7</b> 107 S Main St. Swainsboro, GA 30401 Office locations: Augusta, Dublin Locate/Order Monitoring Hub, Sandersville, Swainsboro, Statesboro	Teresa Knight	478-289-2483	dhs.outreach@dhs.ga.gov
Clayton, DeKalb, Henry	<b>Region 8</b> 1327 Third Ave. Columbus, GA 31902 Office locations: DeKalb, Albany Intake/ Intergovernmental Hub, McDonough, Clayton	Jennifer Quaglietta	229-430-3763	dhs.outreach@dhs.ga.gov
Appling, Bacon, Bleckley, Brantley, Bryan, Appling, Bacon, Ben Hill, Bleckley, Brantley, Camden, Charlton, Coffee, Crisp, Dodge, Dooly, Glynn, Jeff Davis, Johnson, Laurens, Montgomery, Pierce, Pulaski, Telfair, Treutlen, Twiggs, Ware, Wayne, Wheeler, Wilcox	<b>Region 9</b> 904 Claxton Dairy Rd. Suite 2B Dublin, GA 31021 Office locations: Dublin, Eastman, Waycross, Jesup, Brunswick, Cordele	Kay Braddy	478-274-7926	dhs.outreach@dhs.ga.gov
Bryan, Chatham, Clay, Clayton UIFSA, Cobb UIFSA, Early, Evans, Glascock, Irwin, Liberty, Lincoln, Long, McDuffie, McIntosh, Miller, Quitman, Randolph, Seminole, Stone Mountain UIFSA, Taliferro, Tattnall, Terrell, Tift, Turner, Warren, Wilkes, Worth	<b>County Administered Regions</b> 502 Lawson Dr. Americus, GA 31719 Office locations: Clayton UIFSA, Cobb UIFSA, DeKalb UIFSA, Thomson, Hinesville, Savannah, Tifton, Sylvester, Cuthbert	Delores Durham	229-931-6963	dhs.outreach@dhs.ga.gov

# Child Support Services Map





# Child Support Services Opportunities

Volunteer / Donation Opportunity	Description	Duration One-Time Project Short-Term (<6 mo.) Long-Term (6 mo. minimum)	Time Commitment	Regional Availability
Adopt a Waiting Room	<b>Help us make our waiting rooms a child friendly environment!</b>  Donate games, toys, activity tables, books, coloring books and crayons to help a child pass the time while their parents speak with a DHS representative.	One-Time	Flexible	Statewide
Parental Accountability Court (PAC)	<b>Teach parenting classes.</b>  Help educate parents on how to communicate with their children, how to teach discipline and responsibility, how to promote independence and encourage success in school. Volunteers must possess the skills necessary to teach parenting classes. Certification may be required.	Short-Term (4-6 weeks)	3-5 hours per week	Statewide with operating PAC programs
Parental Accountability Court (PAC)	<b>Teach adult literacy classes.</b>  Help adults whose reading skills are below eighth grade level to become better readers and writers and improve their chances at success. Retired teachers or Language Arts teachers are preferred.	Long-Term	3-5 hours per week	Statewide with operating PAC programs
Parental Accountability Court (PAC)	<b>Teach money management classes.</b>  Educate parents on financial literacy. The money management class curriculum includes budgeting, investing, banking basics and building credit. Teaching parents how to manage their money can help them meet their child support obligations and support their families more effectively.	Long-Term	3-5 hours per week	Statewide with operating PAC programs
Parental Accountability Court (PAC)	<b>Assist parents with legal issues related to their child support.</b>  Provide pro bono service for child support modification or legitimation actions. For attorneys interested in volunteer service, opportunities are available to provide legal guidance to noncustodial parents before graduating from PAC.	Long-Term	Case-specific	Statewide with operating PAC programs
Parental Accountability Court (PAC)	<b>Donate tickets to Georgia attractions and events.</b>  Create opportunities for parents to bond with their children! Donate tickets to local parks, zoos, aquariums, sporting events and more!	One-Time	Flexible	Statewide with operating PAC programs
Fatherhood Program	<b>Host an information session about the Fatherhood Program.</b>  Help us spread the word about a program that can help parents avoid suspension of their driver's license and get back on track with their employment and payment of child support!   <b>We'll provide the experts!</b>	Short-term	Flexible	Statewide



**teach a parenting class**  
[details on page 18]

DHS

Parental

ACCOUNTABILITY COURT

Division of Child Support Services

Parental Accountability Court (PAC) is a joint effort of the Department and Superior Court Judges to offer an alternative to incarceration and to help chronic non-payers 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 the services provided to participants, is tailored to the needs of the local community.

Services offered include:

- Mental health
  - Clinical assessments
  - Substance abuse and drug treatment
  - Job assistance / placement
- Coaching
  - Mentoring
  - Volunteer work opportunities
  - Literacy training



Fatherhood

PROGRAM

DHS | Division of Child Support Services

Georgia recognizes that many noncustodial parents want to pay their court-ordered child support but lack the economic capacity to do so.

Through the Fatherhood Program, DCSS works with parents who are unemployed or underemployed and are consequently unable to pay their full child support obligations. The program connects parents with resources leading to jobs that pay above minimum wage, leading to greater self sufficiency and more emotional, parental and financial involvement in the lives of their children. Georgia has the only statewide Fatherhood program in the U.S.

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.

Services offered include:

- Job placement
  - Short-term training
  - Federal bonding through TOPPSTEP
  - Volunteer services
- Resume writing
  - GED classes
  - Referrals for access & visitation
  - Referrals for legitimation





### Family & Children Services

The 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 and Temporary Assistance for Needy Families (TANF).

[dfcs.ga.gov](https://dfcs.ga.gov)

**Tom C. Rawlings**  
Director,  
Division of Family  
& Children Services

## Family & Children Services

### Volunteering with Family & Children Services

The primary goal of Family and Children Services is to help families become more self-sufficient and ensure children are safe from abuse and neglect. Family and Children Services offices are located in all of Georgia’s 159 counties. Please see the following pages for a detailed listing of opportunities including:

- **Volunteer/Donation Opportunity** – List of items or services needed
- **Description** – Information describes the items or services needed
- **Duration** – Ranges from a one-time project, short-term (less than six months) or long-term (six months or longer)
- **Time Commitment** – Describes amount of time needed each week or month
- **Regional Availability** – Provides the geographical locations where the service or skills may be needed

To volunteer services or skills, please refer to the contacts list for the regional director or staff designated. A map and listing of region offices is included to assist in identifying opportunities in your area.

To protect the safety of the individuals and families served by the Department, opportunities requiring direct contact with individuals or access to confidential information may require an application process and a background screening. If an interest area is not listed, please reach out to the Department for more information or to discuss additional partnership opportunities.



# Family & Children Services Contacts

Area Served	Program	Contact	Phone	Email
Statewide	Secret Santa	Donna Pettigrew-Jackson	404-558-0690	dhs.outreach@dhs.ga.gov
Statewide	Totes to Tots	Donna Pettigrew-Jackson	404-558-0690	dhs.outreach@dhs.ga.gov
Counties Served	Region	Contact	Phone	Email
Catoosa, Chattooga, Cherokee, Dade, Fannin, Gilmer, Gordon, Murray, Pickens, Walker, Whitfield	Region 1	Danny Nuckolls	706-517-0129	dhs.outreach@dhs.ga.gov
Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, White	Region 2	Holly Campalong	770-531-6006	dhs.outreach@dhs.ga.gov
Bartow, Douglas, Floyd, Haralson, Paulding, Polk	Region 3	Jennifer Brogdon	706-295-6192	dhs.outreach@dhs.ga.gov
Butts, Carroll, Coweta, Fayette, Heard, Henry, Lamar, Meriwether, Pike, Spalding, Troup, Upson	Region 4	Jeffery Brown	770-954-2326	dhs.outreach@dhs.ga.gov
Barrow, Clarke, Elbert, Greene, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, Rockdale, Walton	Region 5	Dawn Criss	706-227-7005	dhs.outreach@dhs.ga.gov
Baldwin, Bibb, Crawford, Houston, Jasper, Jones, Monroe, Peach, Putnam, Twiggs, Wilkinson	Region 6	Shay Thornton	478-751-3039	dhs.outreach@dhs.ga.gov
Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington, Wilkes	Region 7	Kelly Beasley	706-678-4591	dhs.outreach@dhs.ga.gov
Chattahoochee, Clay, Crisp, Dooly, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor, Webster	Region 8	Shannon Fields	229-931-2512	dhs.outreach@dhs.ga.gov
Appling, Bleckley, Candler, Dodge, Emanuel, Evans, Jeff Davis, Johnson, Laurens, Montgomery, Pulaski, Tattnall, Telfair, Toombs, Treutlen, Wayne, Wheeler, Wilcox	Region 9	Stacey Barfield	229-271-4977	dhs.outreach@dhs.ga.gov
Baker, Calhoun, Colquitt, Decatur, Dougherty, Early, Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas, Worth	Region 10	Kimberly Smith	229-227-2530	dhs.outreach@dhs.ga.gov
Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, Ware	Region 11	Rhonda Wheeler	229-386-3089	dhs.outreach@dhs.ga.gov
Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh	Region 12	Shelia Dease-Dinkins	912-280-6856	dhs.outreach@dhs.ga.gov
Clayton, Cobb, Gwinnett	Region 13	Sabrina Watson	770-528-3404	dhs.outreach@dhs.ga.gov
DeKalb, Fulton	Region 14	Kristen Toliver	404-206-5670	dhs.outreach@dhs.ga.gov

# Family & Children Services Region Map

**REGION 1**  
Catoosa, Chattooga, Cherokee, Dade, Fannin, Gilmer, Gordon, Murray, Pickens, Walker, Whitfield

**REGION 2**  
Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, White

**REGION 3**  
Bartow, Douglas, Floyd, Haralson, Paulding, Polk

**REGION 4**  
Butts, Carroll, Coweta, Fayette, Heard, Henry, Lamar, Meriwether, Pike, Spalding, Troup, Upson

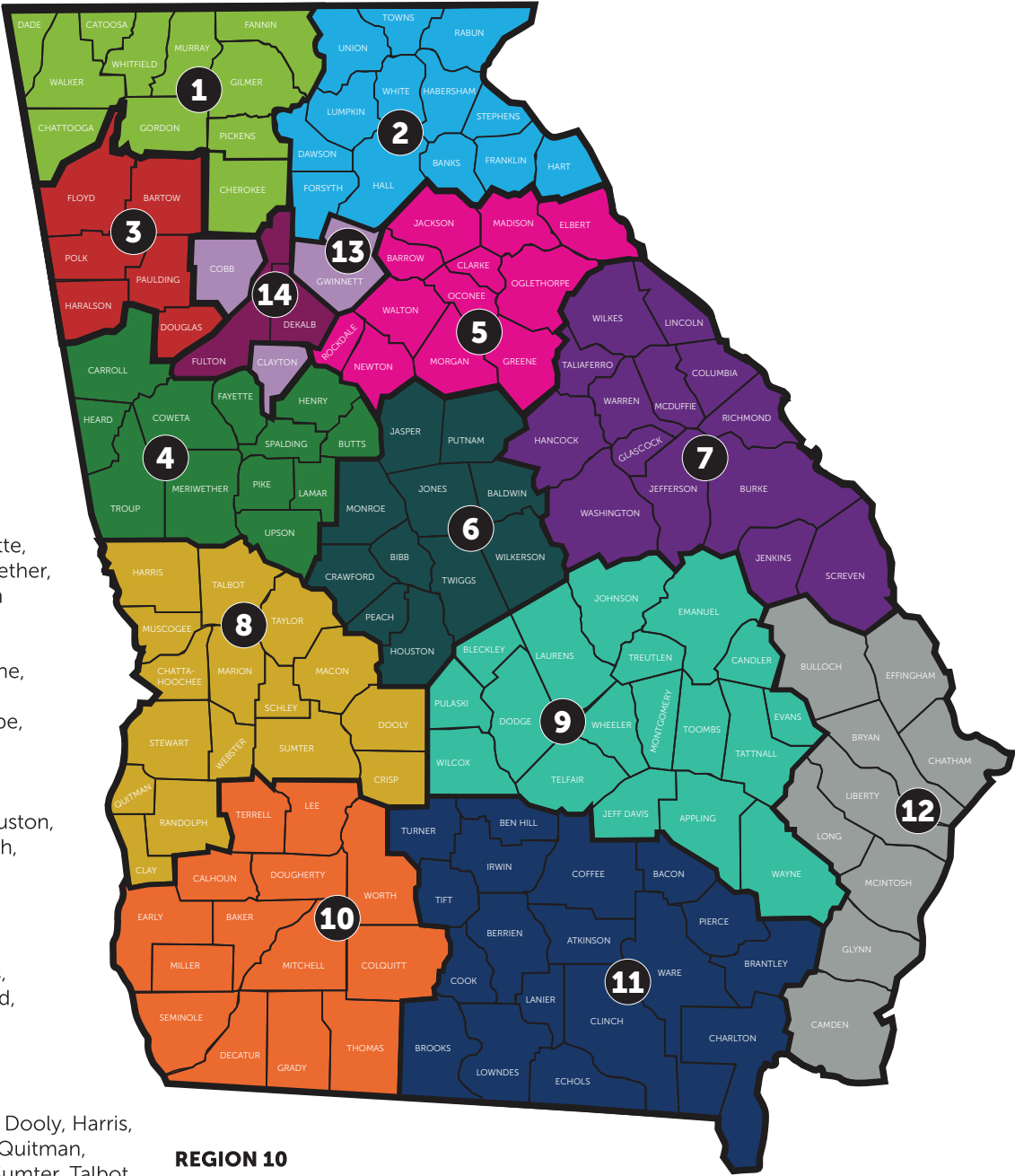
**REGION 5**  
Barrow, Clarke, Elbert, Greene, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, Rockdale, Walton

**REGION 6**  
Baldwin, Bibb, Crawford, Houston, Jasper, Jones, Monroe, Peach, Putnam, Twiggs, Wilkinson

**REGION 7**  
Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington, Wilkes

**REGION 8**  
Chattahoochee, Clay, Crisp, Dooly, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor, Webster

**REGION 9**  
Appling, Bleckley, Candler, Dodge, Emanuel, Evans, Jeff Davis, Johnson, Laurens, Montgomery, Pulaski, Tattnall, Telfair, Toombs, Treutlen, Wayne, Wheeler, Wilcox



**REGION 10**  
Baker, Calhoun, Colquitt, Decatur, Dougherty, Early, Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas, Worth

**REGION 11**  
Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, Ware

**REGION 12**  
Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh

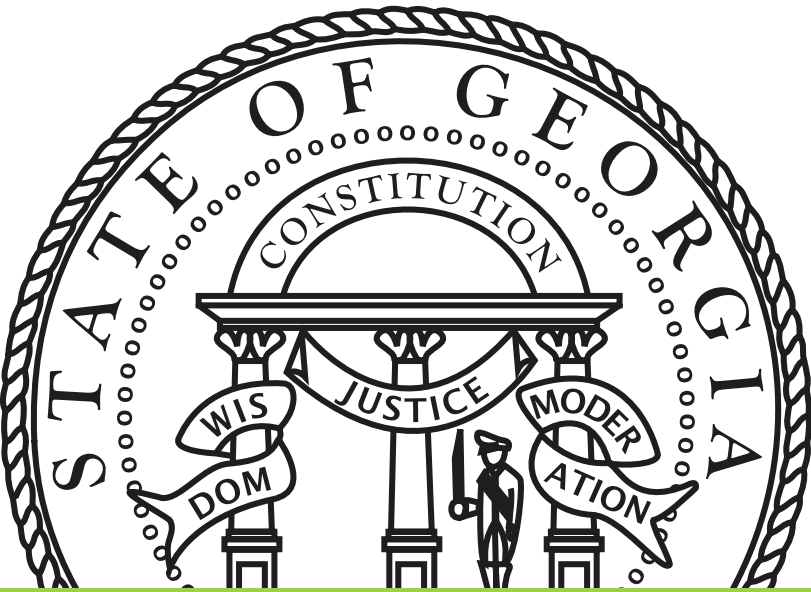
**REGION 13**  
Clayton, Cobb, Gwinnett

**REGION 14**  
DeKalb, Fulton



# Family & Children Services Opportunities

Volunteer / Donation Opportunity	Description	Duration One-Time Project Short-Term (<6 mo.) Long-Term (6 mo. minimum)	Time Commitment	Regional Availability
Secret Santa Program	Purchase Christmas gifts or make donations to purchase gifts for children in foster care to ensure that all children in foster care have gifts to open on Christmas morning.	Short-Term	Donations can be made year-round at: <a href="https://dfcs.georgia.gov/secret-santa-program">dfcs.georgia.gov/secret-santa-program</a>	Statewide
Secret Santa Program	Volunteers are needed to work at the warehouse (Santa's Workshop) where gifts are bagged and distributed. For more information, visit <a href="https://dfcs.georgia.gov/secret-santa-program">dfcs.georgia.gov/secret-santa-program</a>	Short-Term (Dec. 1-15)	Flexible	Statewide
Totes to Tots	Children often are removed from their home carrying all of their belongings in a trash bag. Totes to Tots provides a new or gently used piece of luggage to each child. Through the generosity of donors, children can relocate with their belongings intact and a sense of dignity.	Short-Term (Jan. 10-15)	Donation	Cherokee Clayton Cobb Coweta DeKalb Fulton Gwinnett Henry Muscogee
Electronics	Donate electronics (computers, phones, tablets, etc.) that would be useful for youth in care and those who are preparing for adulthood.	One-Time	Donation	Statewide
Adopt a Waiting Room	Help us make our waiting rooms a child friendly environment! Donate games, toys, activity tables, books for reading, coloring, and crayons, and help a child pass the time while their parents speak with a DHS representative.	One-Time	Flexible	Statewide
Care Portal	<p>Enroll your church in a program that helps meet the needs of foster families in your community!</p> <p>CarePortal is a tool designed for the faith community to meet the needs of local children and families in crisis. DFCS staff share needs through the portal and CarePortal makes local churches aware of the need, giving them a real-time opportunity to respond.</p> <p>Visit <a href="https://careportal.org">careportal.org</a> to learn more!</p>	Varies	Flexible	Interested churches can enroll online at <a href="https://careportal.org/churches/enroll">careportal.org/churches/enroll</a> . Promise686, Georgia's implementing partner, will contact enrolled churches to complete the process.
Gift Cards	Support our foster families by purchasing gift cards for necessities such as new clothes, diapers, shoes, personal hygiene products and haircuts. Also help foster parents provide entertainment for kids in care by donating gift cards for movies, board games, books, video games, gaming systems, bowling and other recreational activities.	One-time	Donation	Statewide



For additional information or questions, please contact:

**Georgia Department of Human Services**  
Office of Legislative Affairs and Outreach  
2 Peachtree Street, NW  
29th Floor  
Atlanta, GA 30303  
[dhs.outreach@dhs.ga.gov](mailto:dhs.outreach@dhs.ga.gov)



**Georgia Department of Human Services**

STRONGER FAMILIES FOR A STRONGER GEORGIA