

The Office of Residential Child Care (ORCC) and Office of Provider Management (OPM) Standardization Project

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Georgia Department of Human Services

Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

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.**

Office of Residential Child Care - Overview

- **The Office of Residential Child Care (ORCC) is authorized by O.C.G.A. § 49-5-12 and inspects, monitors, and licenses Child Caring Institutions, Child Placing Agencies, Outdoor Child Caring Programs, Children's Transitional Care Centers and Maternity Homes.**
- **Authority not limited to only agencies contracting with the Division of Family and Children Services (DFCS).**
- **ORCC works to ensure that all facilities and programs operate at acceptable levels, as mandated by State statutes and by rules and regulations adopted by DHS' Board of Human Services. ORCC establishes and enforces the minimum standards. DFCS, or any other purchaser of services, may have additional requirements based on their needs.**
- **Primary focuses are administrative management of operations and physical plant safety. Purpose is to identify and document facility compliance in an effort to educate consumers and assist them with making informed decisions.**
- **ORCC currently licenses over 300 child welfare agencies statewide.**

Office of Provider Management - Overview

The Office of Provider Management is responsible for the oversight of contracted Child Placing Agencies (CPA) and Child Caring Institutions (CCI) to ensure a high standard of care and adherence to contractual obligations which support safety, permanency and well being of children. DFCS uses CPAs and CCIs for Room, Board and Watchful Oversight (RBWO) services while maintaining case management responsibility.

OPM assists counties in achieving DFCS goals through the use of RBWO providers.

ORCC/OPM Standardization Project

Collaborative effort of ORCC and DFCS-OPM aimed at streamlining processes and addressing provider concerns of duplicative and sometimes conflicting requirements between ORCC and DFCS-OPM.

- Required educating providers on roles, responsibilities and key distinctions of each Office.
- Consisted of an in-depth review of the ORCC rules and regulations and OPM contract standards to determine areas of conflict.
- Primary areas of conflict identified: Service Plans, Training Requirements and Criminal Records Checks.
- Developed plans of action to more closely align requirements and eliminate or reduce barriers to compliance where possible.

ORCC/OPM Standardization Project

The anticipated outcomes for the project are as follows:

- A reduction of rules/standards conflicts between ORCC and OPM.
- An increase in provider compliance with both ORCC and OPM requirements.
- A greater understanding by providers of the various role within DHS.
- Enhanced relationship between providers and DHS.