

DHS Board Meeting

Presenter: Tanguler Gray-Johnson, DCSS Director

Presentation to: DHS Board Members

Date: Wednesday, May 21, 2014



Georgia Department of Human Services

Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

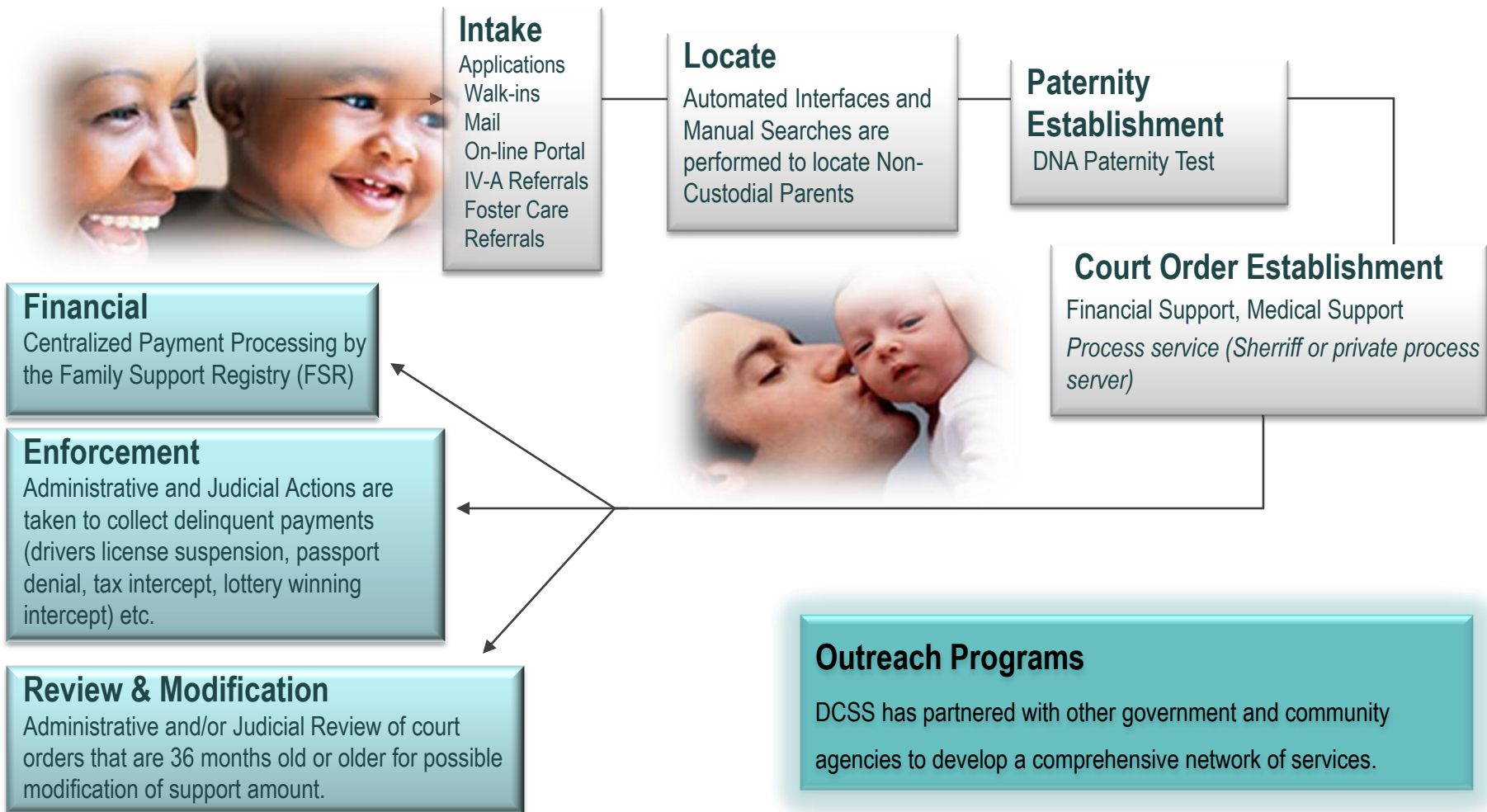
Mission

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

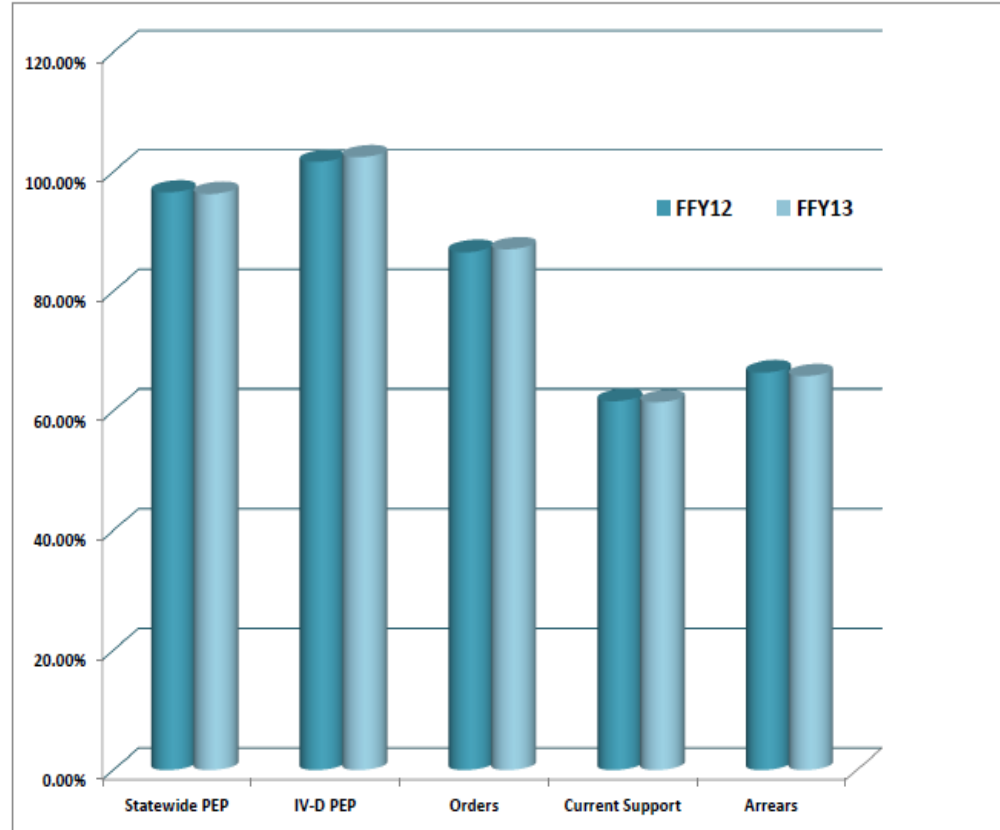
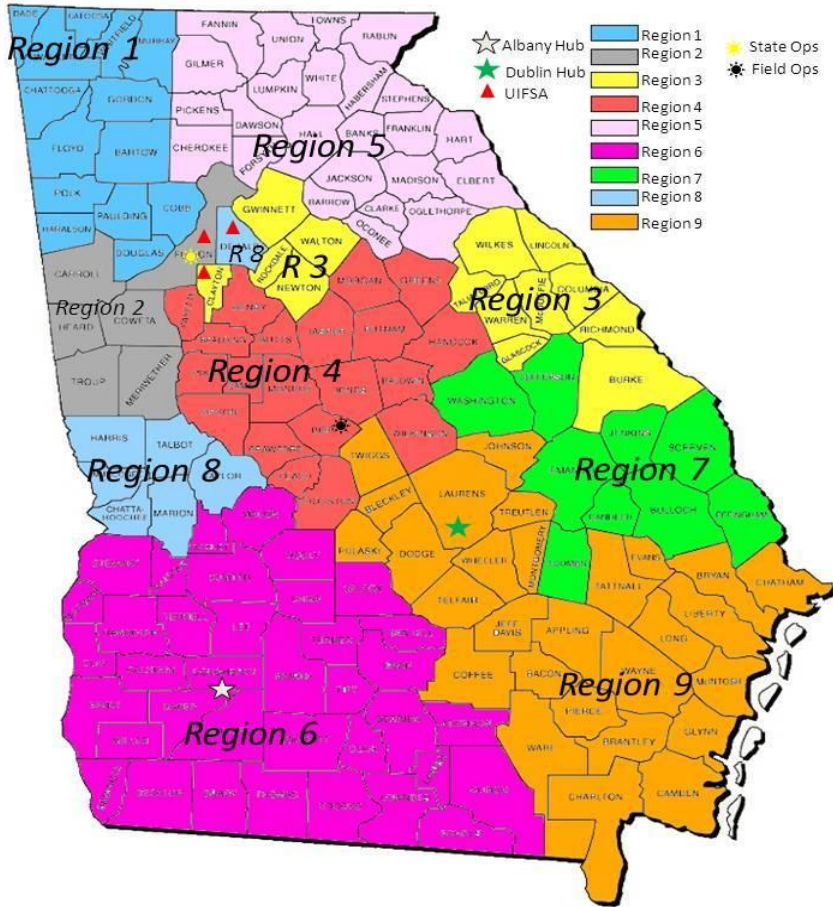
- **Provide access to resources that offer support and empower Georgians and their families.**
- **Deliver services professionally and treat all clients with dignity and respect. Manage business operations effectively and efficiently by aligning resources across the agency.**
- **Promote accountability, transparency and quality in all services we deliver and programs we administer.**
- **Develop our employees at all levels of the agency.**

DCSS Workflow



DCSS Offices and Performance

DCSS Region Realignments
Effective 07/01/2014



DCSS Settlement Week



- **Historical background**
 - Nov 1, 2010 (automated process)
 - FFY 2010 – 392,525 cases
 - Manual intervention (follow up required)
- **Statewide Settlement Week Objective**
 - Medical, financial and emotional support
 - May 19th –May 23rd
 - Outreach Programs
 - Fatherhood (underemployed/unemployed)
 - Problem Solving Court (chronic barriers)
- **Required Case Conditions**
 - 9,000 Non Custodial Parents
 - No payments > 6 months (agreements)
- **Moving forward**
 - Driver's license suspension (no response)
 - Business Process Management #71
 - increased automation (remove coding requirement)
 - Increased collections (support to Georgia's children)