



# **Georgia Department of Human Services**

Fiscal Year 2017 Fact Book

Robyn A. Crittenden, Commissioner



In 2017, the Georgia Department of Human Services continued its work to protect and enhance the well-being of more than 2 million people across the state. Thanks largely to our dedicated staff and the continued support of elected officials, these efforts will continue this year.

Under Gov. Nathan Deal's leadership, the state remains steadfast in addressing the current needs of Georgia's most vulnerable residents and preparing for challenges that lie ahead. Georgia's population is growing larger and older. It is our responsibility to anticipate and meet the needs of the people we serve: children, families, seniors, adults with disabilities and their caregivers.

Only through efficient and effective delivery of services can the Department continue to promote safety and self-sufficiency and to empower individuals and families to live their best lives.

By embracing innovative technologies, the Department has streamlined interactions with our customers to reduce wait times and increase efficiency and accountability. Georgia Gateway, our new integrated eligibility system, provides customers with a single point of entry to apply for benefits across multiple state agencies. Our child support mobile phone app allows parents to manage their child support accounts with ease.

By focusing on training and retention of qualified staff, we have improved our service to customers.

We have become more responsive to reports of abuse, neglect and exploitation through increased staffing and training in Adult Protective Services. Efforts to arrest case manager turnover in child welfare are resulting in the development of a more experienced child welfare workforce and promise to bring more consistency to casework, allowing staff to build trust and partner with families in ways that make children safer and families stronger.

By expanding partnerships with community partners, higher education, health care providers and other nonprofit and corporate entities, we are laying the groundwork to ensure that our most vulnerable residents' lives are safer, more independent and more fulfilling.

Looking ahead to the new year, the Department will continue to be proactive in helping Georgians reach their full potential. With the continued support of Gov. Deal, members of the General Assembly, community partners and our staff, we are **building stronger families for a stronger Georgia.**

Sincerely,

**Robyn A. Crittenden**

Commissioner, Georgia Department of Human Services

**Virginia Pryor**

Interim Director, Division of Family & Children Services





# TABLE OF CONTENTS

<b>About the Department of Human Services</b>	<b>4</b>
DHS: By the Numbers	5
DHS Contacts: Quick Reference	6
<b>About Georgia Gateway</b>	<b>7</b>
<b>About the Division of Family &amp; Children Services</b>	<b>8</b>
Child Welfare Services	9
Foster Care and Adoptions	10
Family Independence	11
<b>About the Division of Child Support Services</b>	<b>12</b>
Child Support Administration	13
Community Outreach: Parental Accountability Court Program	14
Community Outreach: Fatherhood Program	15
<b>About the Division of Aging Services</b>	<b>16</b>
The Aging Network	17
Adult Protective Services	18
Special Initiatives	19
<b>About the Office of Inspector General</b>	<b>20</b>
Benefit Integrity and Recovery Unit	21
Residential Child Care Licensing	22





# About the 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 approximately 2 million Georgians with more than 9,000 employees and an annual budget of approximately \$1.9 billion in state fiscal year 2017 (SFY17). DHS comprises three divisions — the Division of Family and Children Services, the Division of Child Support Services and the Division of Aging Services.

## **VISION**

Stronger families for a stronger Georgia

## **BLUEPRINT FOR CHANGE**

The Blueprint for Change is a three-pronged reform effort pioneered by the Division of Family & Children Services and later adopted by the entire Department of Human Services. The initiative creates a framework for how the Department meets its goals, carries out its mission and follows its core values. It serves as the internal road map to improving the lives of vulnerable children and adults. The Blueprint for Change supports a strong practice model, developing a robust workforce and continuous engagement with both internal and external constituents.

### **Practice Model**

Our practice model ties into the Department's vision: to build stronger families for a stronger Georgia.

### **Robust Workforce Development**

Recruiting, retaining and recognizing our staff while offering continuing development and training provides DHS with a robust workforce.

### **Constituent Engagement**

In the area of constituent engagement, the Department engages with constituents at the state and local levels through a series of Listen and Learn Tours. This collaboration with stakeholders further enhances the Department's accessibility, transparency and accountability.



# DHS: By the Numbers

## Georgia Department of Human Services

Division of Family & Children Services

Division of Child Support Services

Division of Aging Services

Child Welfare

**13,516**

Number of children in foster care in Georgia as of December 2017

**122,344**

Number of reports of abuse and neglect DFCS investigated in State Fiscal Year 2017 (SFY17)

**19**

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

Economic Assistance

**762,301**

Average number of families that received food stamps each month in SFY17

**857,410**

Average number of families that received medical coverage through Medicaid each month in SFY17

**9,884**

Average number of caregivers receiving Temporary Assistance for Needy Families each month to support a child-relative in their home in SFY17

Child Support

**554,882**

Children served through Child Support Services in Federal Fiscal Year 2017 (FFY17)

**\$745 million**

Amount distributed through Child Support Services in FFY17

**370,037**

Parents under court order to make child support payments in FFY17

Aging

**3.9 million**

Meals served to Georgians through congregate or home delivery services in SFY17

**19,306**

Number of new Adult Protective Services investigations

**95,610**

People served through the Aging and Disability Resource Connection in SFY17



# DHS Contacts: Quick Reference

## **DEPARTMENT OF HUMAN SERVICES**

**GENERAL INFORMATION** ..... **1-844-694-2347 (1-844-MYGADHS)**

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

**AGING SERVICES** ..... **1-866-552-4464**

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.

**DHS CONSTITUENT SERVICES** ..... **404-651-6316**

For information, questions and complaints regarding Aging Services, Child Support Services and DHS enterprise functions  
Email: [CustomerServiceDHS@dhs.ga.gov](mailto:CustomerServiceDHS@dhs.ga.gov)

## **DIVISION OF FAMILY & CHILDREN SERVICES**

**OFFICE OF FAMILY INDEPENDENCE (OFI)** ..... **1-877-423-4746**

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

### **CHILD WELFARE**

Child Protective Services (CPS) ..... **1-855-422-4453**

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](mailto:CPSIntake@dhs.ga.gov)

Adoptions & Foster Care ..... **1-877-210-KIDS (5437)**

For information, call or visit [fostergeorgia.com](http://fostergeorgia.com) or <http://itsmyturnnow.dhs.ga.gov>.  
Call center hours are Monday - Thursday: 8 a.m. - 6 p.m., Friday 8 a.m. - 5 p.m.  
Saturday & Sunday: closed

**DFCS CONSTITUENT SERVICES** ..... **404-657-3433**

For information, questions and complaints regarding OFI Programs & Child Welfare.  
Email: [Customer\\_services\\_dfcs@dhs.ga.gov](mailto:Customer_services_dfcs@dhs.ga.gov)

*All hours of operation are Monday - Friday, 8 a.m. - 5 p.m., unless otherwise noted.*

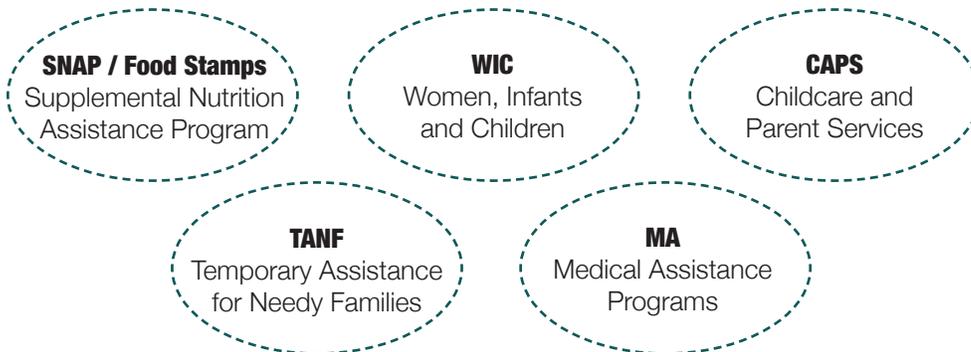
# Georgia Gateway

The state's integrated eligibility system for social benefit programs



## About Georgia Gateway

Georgia Gateway integrates benefits eligibility for five social benefit programs:



### At a glance

Georgia Gateway is an integrated eligibility determination system collaboratively developed and used by the:

- Department of Community Health
- Department of Early Care and Learning
- Department of Human Services
- Department of Public Health
- Division of Family & Children Services

### Award-winning Enterprise Master Person Index

In October 2017, the American Public Health Services Association (APHA) gave DHS its top award for Effective Use of Technology to Improve Operational Services. The Enterprise Master Person Index (EMPI) replaced the Client Registration System.

### The next phase: Maintenance & Operations

Georgia Gateway is currently transitioning from design, development, and implementation (DDI) to its maintenance and operations (M&O) phase. This phase entails:

- Operating as currently designed
- Maintaining for use by caseworkers and constituents
- Responding to any interruptions or other issues which may occur

### Features

- Systemwide scanning prior to case processing enhances anti-fraud capabilities by flagging suspicious duplicate information across multiple cases for more in-depth review
- Eligibility verification data—such as pay stubs—are now shared across program agencies, cutting down on duplicative filings and reducing the chances of fraud or error
- Allows caseworkers to see constituents' active or pending cases with other agencies, strengthening their ability to better refer families for other services
- Expands the ease with which customers manage their benefits—online uploading and office kiosks give constituents the ability to manage their own cases, freeing caseworkers to provide better customer service and to process cases
- Gives constituents a "one-stop-shop" system across all Georgia Gateway programs, saving them time and effort in managing their benefits

## Timeline

**2016** [March]

EMPI rolls out

**2017** [February]

Pilot phase begins

**2017** [May]

Wave 1 rolls out

**2017** [July]

Wave 2A rolls out

**2017** [September]

Wave 2B rolls out

**2017** [October]

Georgia Gateway replaces SUCCESS and other older eligibility systems

**2017** [December]

Georgia Gateway reaches 7 million log-ins



# About the 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 and Temporary Assistance for Needy Families (TANF).

## OVERALL

### **ACCOMPLISHMENTS**

In State / Federal Fiscal Year 2017:

- Increased employee satisfaction from 66 percent in 2015 to 71 percent in 2017
- Implemented market-based salary increases for frontline workers

## CHILD WELFARE SERVICES

### **ACCOMPLISHMENTS**

In State / Federal Fiscal Year 2017:

- Reduced case manager turnover from 32 percent to 29 percent
- Trained all staff on Solution-based Casework (SBC), which is the first step to becoming certified in Georgia's new practice model for child welfare
- Expanded support to relative caregivers of youth in foster care by hiring additional staff, called Kinship Navigators
- Increased the percentage of children in foster care placed with relatives from 19 percent to 29 percent

### **GOALS FOR SFY18**

- Further reduce employee turnover to 18 percent
- Increase the percentage of children placed with relatives by 10 percent
- Implement an electronic reimbursement option for foster parents

## OFFICE OF FAMILY INDEPENDENCE

### **ACCOMPLISHMENTS**

In State / Federal Fiscal Year 2017:

- Successfully launched, piloted and implemented a new integrated eligibility system – Georgia Gateway – that streamlines access for all statewide eligibility programs
- Expanded the SNAP work requirements to a total of 24 counties, which limits SNAP eligibility to three months of a 36-month period for recipients categorized as “Able-Bodied Adult Without Dependents” (ABAWD) unless the recipient is working or engaged in a work-related activity
- Implemented a ‘go-green’ paperless option for SNAP, Medicaid and TANF notifications, improving speed and accuracy of notice delivery and providing new opportunities for cost savings

### **GOALS FOR SFY18**

- Increase productivity and user efficiency of the new Georgia Gateway system
- Expand the SNAP work requirements to an additional 69 counties
- Pilot expansion of education and training program for SNAP recipients who are not categorized as ABAWD to help increase self-sufficiency of recipients

**GEORGIA DEPARTMENT OF HUMAN SERVICES**

Division of Family & Children Services

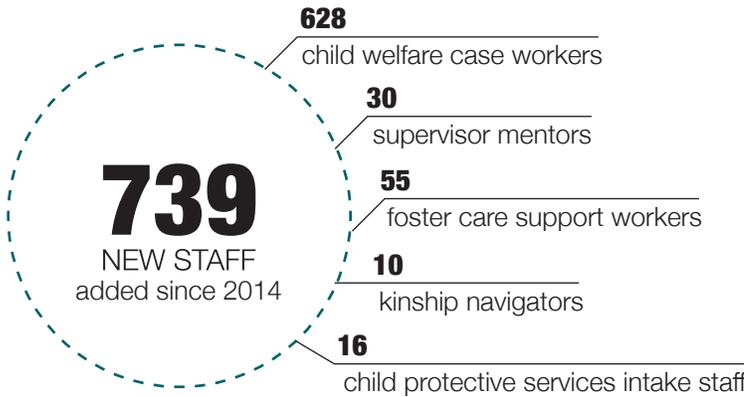
# Child Welfare Services

Strengthening Georgia by protecting its children from abuse and neglect.

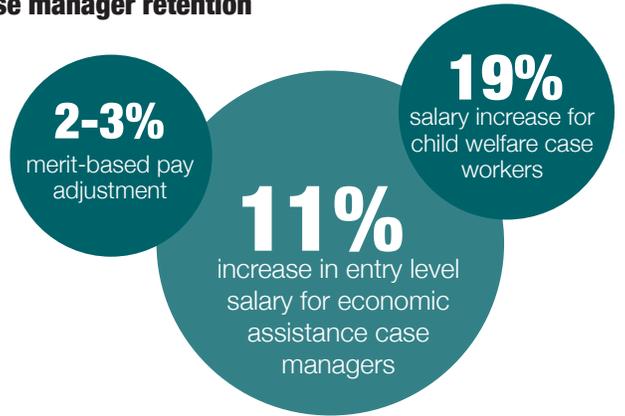
## Investment in our Workforce



### Robust workforce development



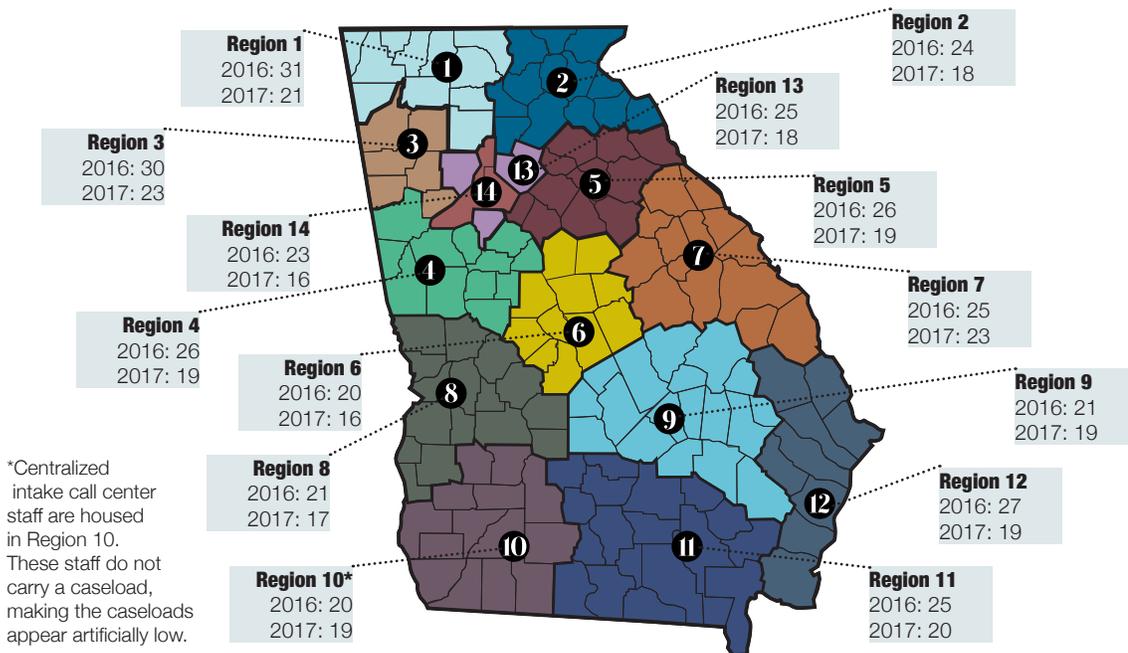
### Case manager retention



## Building a Robust Workforce Bolsters Support for Families

Increased staffing and efforts to arrest case manager turnover are allowing the Division to cultivate a more experienced workforce and improve agency decision-making in critical situations regarding child safety. With an improvement in caseloads, the Division has greater capacity to monitor children in vulnerable situations. Additionally, efforts to retain caseworkers brings consistency to casework, allowing staff to build trust and partner with families in ways that make children safer and families stronger.

### AVERAGE CASELOAD FOR CASE MANAGERS BY REGION



**122,344**

Number of reports of abuse and neglect investigated in SFY17

**\$33,326**

Starting salary for a child protective services caseworker

**19**

Average caseload for a child protective services worker statewide

**29%**

Turnover rate for child welfare employees

»» To report abuse or neglect call **1-855-GACHILD** (1-855-422-4453). ««

Virginia Pryor, Interim Director

Jeff Lukich, Chief of Staff | Jon Anderson, Chief Deputy Director | Carol Christopher, Deputy Director | Keith Bostick, Deputy Director

**GEORGIA DEPARTMENT OF HUMAN SERVICES**

Division of Family & Children Services

# Foster Care and Adoptions



# 13,516

Approximate number of children in DFCS custody as of December 2017

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

**1,184** children transitioned from state custody into adoptive families in SFY17.

## Reasons for Entry

Top 5 reasons children entered DFCS custody (SFY17):

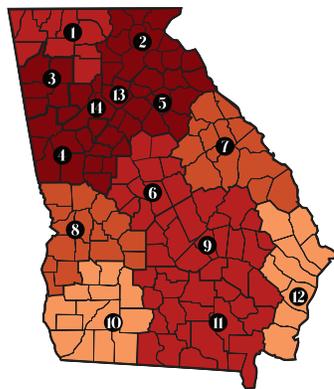
<b>NEGLECT</b>	3,629
<b>SUBSTANCE ABUSE</b>	2,951
<b>INADEQUATE HOUSING</b>	1,638
<b>INCARCERATION</b>	885
<b>ABANDONMENT</b>	670

## 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.



0-10% placed outside region
11-20% placed outside region
21-30% placed outside region
31-40% placed outside region
41-50% placed outside region

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

## SFY17 Adoptions by County

Appling	3	Emanuel	1	Monroe	4
Bacon	4	Evans	4	Montgomery	5
Baldwin	9	Fannin	9	Murray	11
Banks	9	Fayette	3	Muscogee	38
Barrow	12	Floyd	57	Newton	24
Bartow	50	Forsyth	10	Oglethorpe	4
Berrien	2	Franklin	7	Paulding	17
Bibb	22	Fulton	36	Peach	7
Brantley	8	Gilmer	4	Pickens	14
Brooks	6	Glynn	36	Pierce	4
Burke	2	Gordon	8	Polk	4
Butts	3	Grady	1	Putnam	1
Camden	16	Greene	1	Rabun	2
Candler	1	Gwinnett	44	Richmond	12
Carroll	6	Habersham	3	Rockdale	5
Catoosa	7	Hall	42	Schley	1
Chatham	15	Haralson	23	Spalding	18
Chattahoochee	1	Hart	1	Stephens	6
Chattooga	4	Henry	5	Sumter	6
Cherokee	33	Houston	9	Telfair	3
Clarke	27	Jackson	8	Terrell	3
Clayton	29	Jasper	1	Thomas	7
Clinch	6	Jeff Davis	2	Tift	12
Cobb	31	Johnson	1	Towns	4
Coffee	12	Jones	4	Troup	4
Colquitt	24	Lamar	4	Twiggs	3
Columbia	4	Lanier	6	Union	5
Cook	2	Laurens	9	Upson	12
Coweta	10	Liberty	6	Walker	31
Crawford	5	Long	1	Walton	8
Dade	2	Lowndes	12	Ware	12
Dawson	4	Lumpkin	8	Warren	2
Dekalb	42	Macon	1	Washington	3
Dodge	2	Madison	9	Wayne	2
Dooly	2	Marion	1	Webster	1
Douglas	16	McDuffie	5	White	8
Effingham	6	McIntosh	5	Whitfield	41
Elbert	3	Mitchell	8	Wilkinson	5

Virginia Pryor, Interim Director

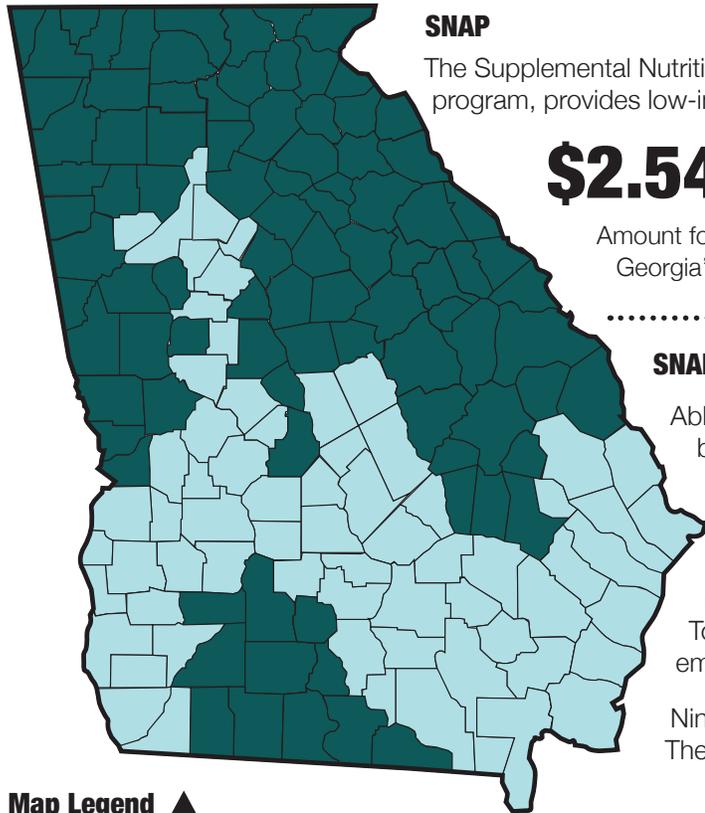
Jeff Lukich, Chief of Staff | Jon Anderson, Chief Deputy Director | Carol Christopher, Deputy Director | Keith Bostick, Deputy Director



# 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.

**\$2.54 billion**

Amount food stamps added to Georgia's economy in SFY17

**762,301**

households received food stamps each month



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

Able-Bodied Adults Without Dependents (ABAWDs) are defined as between age 18-49, not pregnant, not residing in a household with a child under age 18, and mentally and physically fit for employment.

In time-limited counties, adults who are able to work can only receive SNAP benefits for three months in a 36-month period. To continue to receive benefits, the able-bodied adults must be employed or in a work-related activity for at least 20 hours/week.

Ninety-three counties will have SNAP ABAWD time limits in 2018. The Division plans to take the program statewide in 2019.

### Map Legend ▲

SNAP Works FFY2018 Service area effective Jan. 1, 2018

- 2018 Time-Limited 3/36 Counties
- ABAWD Waiver Counties

### Economic Impact of SNAP in Georgia

Every \$1 issued in SNAP benefits generates \$1.70 in economic activity.

## Temporary Assistance for Needy Families

The Temporary Assistance for Needy Families (TANF) provides time-limited cash assistance to Georgia's neediest families.

**\$207.85**

Average monthly benefit amount

**2,403**

were adult TANF recipients

**9,884**

TANF cases were child-only cases

## Medicaid

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.

**857,410**

◀ Average number of Georgia families receiving Medicaid services each month in SFY17.

In September 2017, Georgia implemented a statewide eligibility system, **Georgia Gateway**. The system is a collaborative system between multiple state agencies that determines constituents' eligibility for social benefits.

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

Virginia Pryor, Interim Director

Jeff Lukich, Chief of Staff | Jon Anderson, Chief Deputy Director | Carol Christopher, Deputy Director | Keith Bostick, Deputy Director



# About the Division of Child Support Services

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

- Established 10 new Parental Accountability Courts (PACs) to aid noncustodial parents (NCPs) who are facing incarceration due to nonpayment of child support (currently 31 PACs statewide)
- Implemented Fatherhood Conversation LiveStream events to allow customers to interact with a panel of child support experts to obtain information and have their questions about child support answered in real time
- Hosted three Fatherhood: A Celebration events to celebrate the roles fathers play in the lives of their children and to connect them to resources to help them provide increased emotional, parental and financial support to their children
- DCSS Mobile App awards
  - Georgia was named the recipient of the National Association of State CIOs (NASCIO) IT Recognition Award in the "Digital Government: Government to Citizen" category. The award honors outstanding information technology advancements in state government
  - Received the Georgia Technology Innovation Showcase Award from the Georgia Technical Authority Center for Digital Government
  - Received the Innovation in Service Delivery That Improved Outcomes Award from IT Solutions Management (ISM) for Human Services, American Public Human Services
- Federal performance indicators
  - Paternity: 97.18 percent (statewide PEP), the highest level achieved in the past five years
  - Support orders: 89.93 percent, the highest level achieved in the past five years
  - Locate: 2.22 percent, which is the lowest (best) benchmark in the past five years
  - Collections: Increased to \$771 million for FY17

## GOALS FOR SFY18

- Increase the percentage of consistent child support payments (currently 60.29 percent)
- Increase the percentage of past-due child support payments (currently 64.85 percent)
- Increase total child support collections (currently \$743 million)
- Establish 11 new Parental Accountability Courts
- Host outreach events across the state to educate parents on programs that assist with gaining employment and meeting child support obligations

## GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Child Support Services Administration

# DCSS Overview

Strengthening Georgia by ensuring children receive support from both parents.



## 554,822

Georgia children served financially through child support orders in FFY17

## \$745 million

distributed to Georgia children through Child Support Services.

In 2017, the Division managed **411,491** cases involving **370,037** parents under court orders; **60.32%** of parents make consistent payments.



### ADMINISTRATIVE COLLECTION & SERVICE TOOLS

- Withholding child support from paychecks or unemployment benefits
- Intercepting federal and/or state income tax refunds to pay child support arrears
- Reporting parents delinquent in child support payments to credit bureaus
- Suspending or revoking driver's, professional, occupational, hunting and/or fishing licenses for failure to pay child support
- Filing liens and levies on tangible or intangible property
- Denying passports if more than \$2,500 in child support is owed
- Seizing bank accounts after notice

## Helping Parents Support their Children

### 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



### Award-winning Georgia DCSS Mobile App

Georgia is the first state to make a full-service child support mobile app available to its customers. The app allows customers to make child support payments, review their payment history, view scheduled appointments and receive notifications and alerts on important information regarding their cases.

### 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](http://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 | John Hurst, Division Deputy Director



## GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Child Support Services

# Community Outreach

Helping parents support their children.



## 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 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 hosts outreach events around the state. These events celebrate the roles fathers play in the lives of their children. It is a fun atmosphere for parents to spend time with their children and to learn about the resources available to parents struggling to pay their child support. The Division hosted events in DeKalb, Augusta and Macon in SFY17 and has additional celebrations planned for SFY18.



### FATHERHOOD CONVERSATIONS

In an effort to provide child support information to parents who feel uncomfortable attending in-person events in fear of arrest, DCSS began hosting Fatherhood Conversations.

Fatherhood Conversations provide child support information to the general public in a nonthreatening environment. Fatherhood Conversations are interactive and are made available for participation via LiveStream. Some forums allow the public to attend for live engagement. Additional conversations are planned for SFY18.

# 91%

of noncustodial parents owing child support in Georgia are fathers.

# 83,040

cases are considered to be hard-to-serve and potentially eligible for an outreach program.

During FFY17,

# 5,263

parents were enrolled in the Fatherhood program, supporting **10,842** children.

# 24

Fatherhood agents across Georgia

# 1,385

noncustodial parents enrolled in General Education Development (GED) classes through the Fatherhood program.

# 378

participants enrolled in short-term training programs



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.

Robyn A. Crittenden, DHS Commissioner | Tanguer Gray, Division Director | Reed Kimbrough, Division Deputy Director | John Hurst, Division Deputy Director



# About the 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 2017 (SFY17):

- Awarded AARP Bank Safe grant to fight financial exploitation of vulnerable adults
- Investigated 19,306 new Adult Protective Services reports
- Held the second annual Senior Hunger Summit
- Served 15,026 more meals than in SFY 2016 through congregate and home-delivered meals
- Money Follows the Person (MFP) transitioned 218 individuals from nursing homes into community settings, saving the state approximately \$7 million by avoiding more costly facility care
- GeorgiaCares volunteers saved Medicare consumers more than \$32 million in out-of-pocket expenses
- Added two new assistive technology labs in the Southwest Georgia (SOWEGA) and River Valley Area Agency on Aging (AAA) regions and funded expansion projects to increase geographical coverage of assistive technology in the Three Rivers and Southern AAA regions
- Through the Aging & Disability Resource Connection (ADRC), 72,617 older individuals were counseled on home and community based services (HCBS) options
- HCBS served 30,832 clients, 16,559 of which received more than one service, allowing them to remain in the setting of their choice

## GOALS FOR SFY18

- Convene stakeholders in policy, health care, government and nonprofit sectors for the first ever Georgia Dementia Summit on Nov. 28, 2017, in Macon
- Develop and implement the purchase and use of assistive technology as a service delivery option to increase independence among consumers and their care partners
- Award up to 50 grants for statewide senior center innovations. These grants are awarded to every Area Agency on Aging and include ideas like: classes, outdoor dining, assistive technology and website creation
- Increase the number of Adult Protective Services clients who are referred to community based services
- Implement the State Plan to address senior hunger
- Implement training for using standard medical expense deduction on senior SNAP applications
- Implement person-centered focus training across all DAS sections
- Develop Decision Tree Tool for assistive technology in partnership with Georgia Institute of Technology's Tools For Life program to assess the effectiveness of reducing care needs for consumers and their care partners
- Partner with Georgia Veterans Affairs Medical Centers to improve outreach to veterans
- Expand employee training to include National Adult Protective Services Association (NAPSA) certification for all Adult Protective Services case managers and National Guardianship Association certification for all Public Guardianship Office case managers within two years

# GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Aging Services

## DAS

Strengthening Georgia through services that give older Georgians and adults with disabilities independence and dignity.



## The Aging Network

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 **95,610** Georgians in SFY17. 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

**2,434,726** meals were served to Georgians through the Division's home-delivered meal program in SFY17.

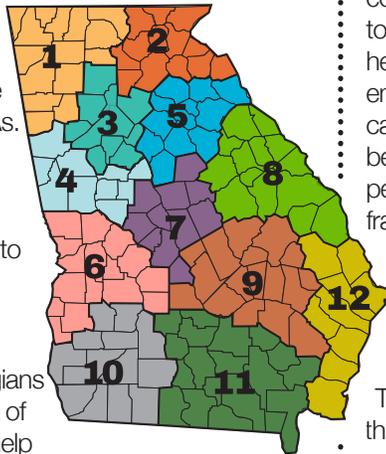
An additional **1,478,072** meals were provided to Georgians through a community-based congregate meal program supported by the Division.

#### 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 SFY17, DAS continued its implementation of the Alzheimer's Disease Support Services Program grant. In coordination with the AAAs and the Rosalynn Carter Institute for Caregiving, this project includes expansion of Care Consultation; expansion of Powerful Tools for Caregivers, an evidence-based support and education program; development of 18 webinars for professionals and caregivers; providing Dealing with Dementia, a caregiver program, to Spanish-speaking caregivers; and enhancing long-term sustainability efforts of caregiver programs.

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](http://www.mygeorgiacares.org).

### ASSISTIVE TECHNOLOGY

The Division continues to support the use of assistive technology (AT) and contracts with AAAs across the state to establish AT labs. 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. Currently, AT labs are located in the Northwest Georgia, Southern Georgia (2 locations), Three Rivers, River Valley and Southwest Georgia Council on Aging, Legacy Link, Inc. and Heart of GA AAAs and at Cobb County Senior Services. The development and expansion of additional labs are planned for SFY18.

### MONEY FOLLOWS THE PERSON

The primary goal of the Money Follows the Person (MFP) program is to transition eligible individuals from long-term care facilities into community settings. In SFY17, MFP helped **218** Georgians transition back into their communities from long-term acute care facilities. A total of **1,524** have returned to the community since July 2011.

# GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Aging Services

## DAS

Strengthening Georgia through services that give older Georgians and adults with disabilities independence and dignity.

### Adult Protective Services



#### 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.

New APS investigations in State Fiscal Year 2017 (SFY 17):

# 19,306

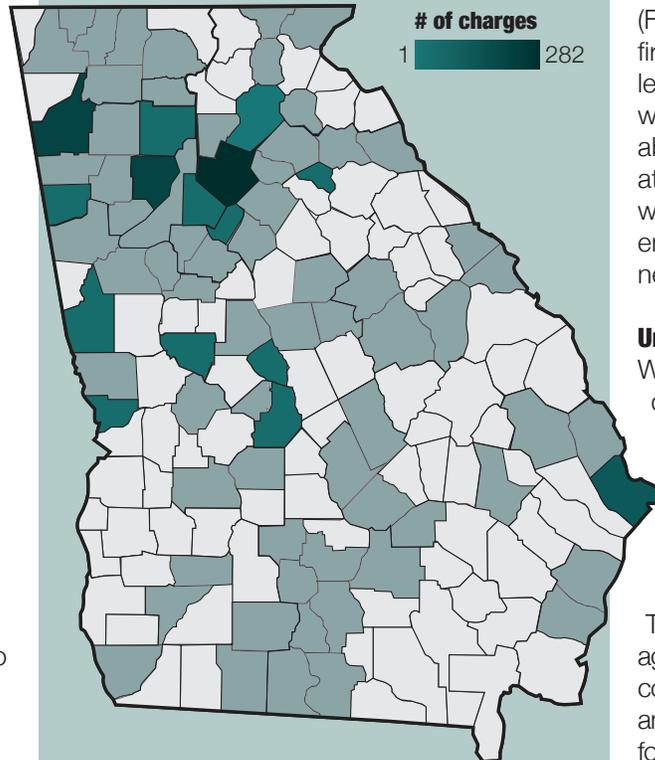
APS and guardianship positions funded in SFY 17:

# 201

#### CONTACT

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.

#### Prosecutions of abuse, neglect and exploitation in SFY16



More than **777** charges were filed against nearly **560** 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)**

#### 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 SFY17, APS relocated **95** individuals from unlicensed personal care homes.

#### Financial Exploitation Training

As of June 30, 2017, the Division and its partners trained **721** bank personnel and law enforcement officials on how to recognize, prevent and prosecute financial exploitation of vulnerable adults.

# 2,317

 [as of SFY17]

Law enforcement and other professionals who have received training from the FSIU to serve as At-Risk Adult Crime Tactics (ACT) Specialists



Strengthening Georgia through services that give older Georgians and adults with disabilities independence and dignity.

## Special Initiatives

### SENIOR HUNGER

#### Senior Hunger Summit

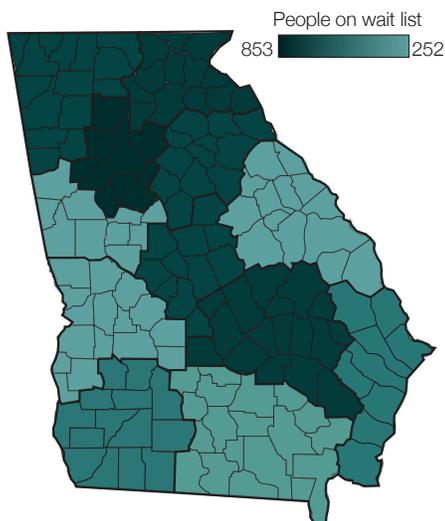
The 2017 Georgia Senior Hunger Summit was developed with the vision of stamping out senior hunger in Georgia. Sponsored by the Georgia Department of Human Services Division of Aging Services, this year, the Senior Hunger Summit was held on Sept. 28-29, and brought together a diverse group of experts and policymakers to heighten awareness of senior hunger in Georgia, unearth issues accompanying the problem and to continue work on the first-ever state plan to fight senior hunger.

#### What a Waste

Like senior hunger and malnutrition, food waste in America is also a serious and growing problem. An estimated 40 percent of food produced in this country — more than 20 pounds of food per person per month — is never consumed by people. Put another way, Americans are throwing out the equivalent of **\$165 billion** each year. Some of this waste is generated by senior nutrition programs. Data gathered by National Foundation to End Senior Hunger from individual senior nutrition programs in eight states, including Georgia, indicate that, on average, 15 percent of the meals prepared are regularly wasted by these nonprofit senior meal programs.

What A Waste assists senior nutrition programs in reducing food waste and improving nutrition services to the communities' vulnerable older citizens. What A Waste can save resources, so senior nutrition programs can expand, ensure proper nutrition and create a sustainable new food source.

#### Heat map of seniors on waiting list for meal delivery



Approximately **5,790** people remain on the waiting list for home-delivered meals as of June 30, 2017.

Area Agency on Aging	People waiting
Atlanta Regional Commission	853
Central Savannah River Area	252
Coastal Georgia	382
Georgia Mountains	707
Heart of Georgia / Altamaha	623
Middle Georgia	603
Northeast Georgia	531
Northwest Georgia	526
River Valley	260
Southern Georgia	302
Southwest Georgia	427
Three Rivers	324

### ALZHEIMER'S & DEMENTIA SUPPORT SERVICES PROGRAM

The Alzheimer's Disease Supportive Services Program (ADSSP) ensures seamless, customer-focused and dementia-capable statewide access to a comprehensive array of home and community-based services and support to help persons with dementia and their caregivers. This program supports the goals of the Georgia Alzheimer's and Related Dementias State Plan.

#### Objectives include:

- Expand dementia-related training for community partners across the state
- Expand access to Powerful Tools for Caregivers and Care Consultation evidence-based programs
- Provide appropriate assistive technology and training support to persons with dementia and their caregivers
- Redesign the state's caregiver services policy to improve dementia-capability, including improved screening and assessment methods to identify unmet needs
- Expand service delivery to underserved populations

#### Outcomes include:

- Access to services staff, direct workforce staff, and community partner competency in serving persons with dementia and their caregivers
- Caregiver needs are evaluated accurately and they receive appropriate services to reduce burden and improve self-efficacy
- Consumers receive greater access to dementia-related assistive technology and evidence-based programs
- State policy is revised regarding dementia-capable services for persons with dementia and their caregivers



# 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 17 (SFY17):

- Deployed fraud detection features in the new integrated eligibility system designed to combat waste, fraud and abuse in the SNAP and TANF programs
- Established 1,763 EBT trafficking claims valued at \$3.7 million
- Collaborated in an investigation with federal and state law enforcement agencies that resulted in the successful federal prosecution of two individuals for identity theft and welfare fraud

## GOALS FOR SFY18

- Increase the number of EBT trafficking investigation pursued
- Develop a new investigation case management system

## 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 SFY17:

- Fully implemented the coordinated annual inspection process in accordance with House Bill 905, which passed during the 2015 legislative session
- Created a link for public access to the RCCL scorecard for providers

## GOALS FOR SFY18

- Launch the online application module to help streamline the provider application process
- Launch an ad campaign to raise awareness of out-of-state agencies illegally advertising adoption services in Georgia
- Reinstate live provider trainings and provide technical assistance to aid providers with the application process



## 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

Established

**3,340**

claims for Intentional Program Violations — of which 1,763 were EBT trafficking in Georgia in SFY17.

Those claims were valued at

**\$11.2 million**

making up **0.4%** of the total

**\$2.5 billion**

disbursed in SNAP benefits in SFY17.

### TANF

There were

**21**

IPV claims established in Georgia in SFY17.

Those claims were valued at

**\$53,239**

comprising **.001%** of the

**\$39,577,408**

in TANF benefits that were disbursed in SFY17.

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



## 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

**[114 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)

**[187 statewide]**

### Outdoor Child Caring Programs (OCCP)

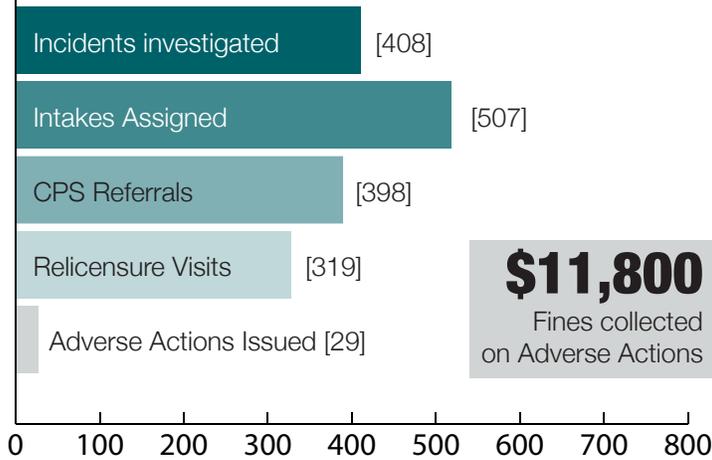
— a CCI that provides outdoor activities designed to improve the emotional and behavioral well-being of the children in a wilderness or camp environment

**[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.

### RCCL ACCOMPLISHMENTS [State Fiscal Year 2017]



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

**[12 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.

**[6 statewide]**

### RCCL DATABASE

The RCCL database was enhanced to provide the public with the ability to view the past 24 months of survey reports on licensed facilities and view surveys under appeal. Also, a website was developed to provide a full understanding of the performance of each facility.

### APPLICATIONS

RCCL processed **69** applications in SFY 2017, which was a **32%** increase over SFY 2016.

### RELICENSURE VISITS

To foster better relations with providers, RCCL began coordinating site inspections with other state agencies that must also inspect facilities to ensure the safety of children.

Since January 2017, RCCL has coordinated the following number of visits with the Department of Juvenile Justice and the Division of Family & Children Services:

Month	# Visits
January 2017	15
February 2017	14
March 2017	15
April 2017	12
May 2017	12
June 2017	9

For questions about licensing a residential childcare facility, call **(404) 657-9651**. To file a complaint about a facility, notify the Department by email at [RCCReports@dhs.ga.gov](mailto:RCCReports@dhs.ga.gov).