

Georgia Department of Human Services
Division of Child Support Services

Training & Staff Development

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Division of Child Support Services (DCSS)



stronger families

FOR A STRONGER GEORGIA



Objectives

- Explore the DCSS Training & Staff Development Unit
- Provide a breakdown of the DCSS statewide training programs
- Review of the DCSS professional development opportunities
- Discuss statewide and national exposure through conferences



DCSS Training and Staff Development Team

Mission

Provide training and developmental opportunities for employees, and ensure that training and staff development is appropriate and standardized to meet the goals and values of DCSS.



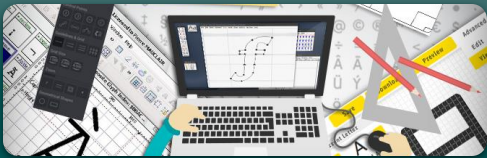
Training and Staff Development Overview



Training delivery and professional development



Curriculum development and content update collaboration



Learning Management System and training website maintenance



Meeting and conference planning



DCSS Internship Program management



Statewide Training Locations

- Macon Training Center
- Gwinnett Training Center
- Atlanta, 2 Peachtree Training Center
- Brunswick Training Center
- Albany Training Center



Employee Development Growth and Education

EDGE 100 :
DCSS
Introduction

EDGE 101 :
Overview

EDGE 111:
Intake/
Locate/
Case
Registration

EDGE 121:
Establishment

EDGE 131:
Financial

EDGE141:
Enforcement /
Intergovernmental



Results Driven Training

Training modules are based on the **six** basic services provided to families:



Outreach Training

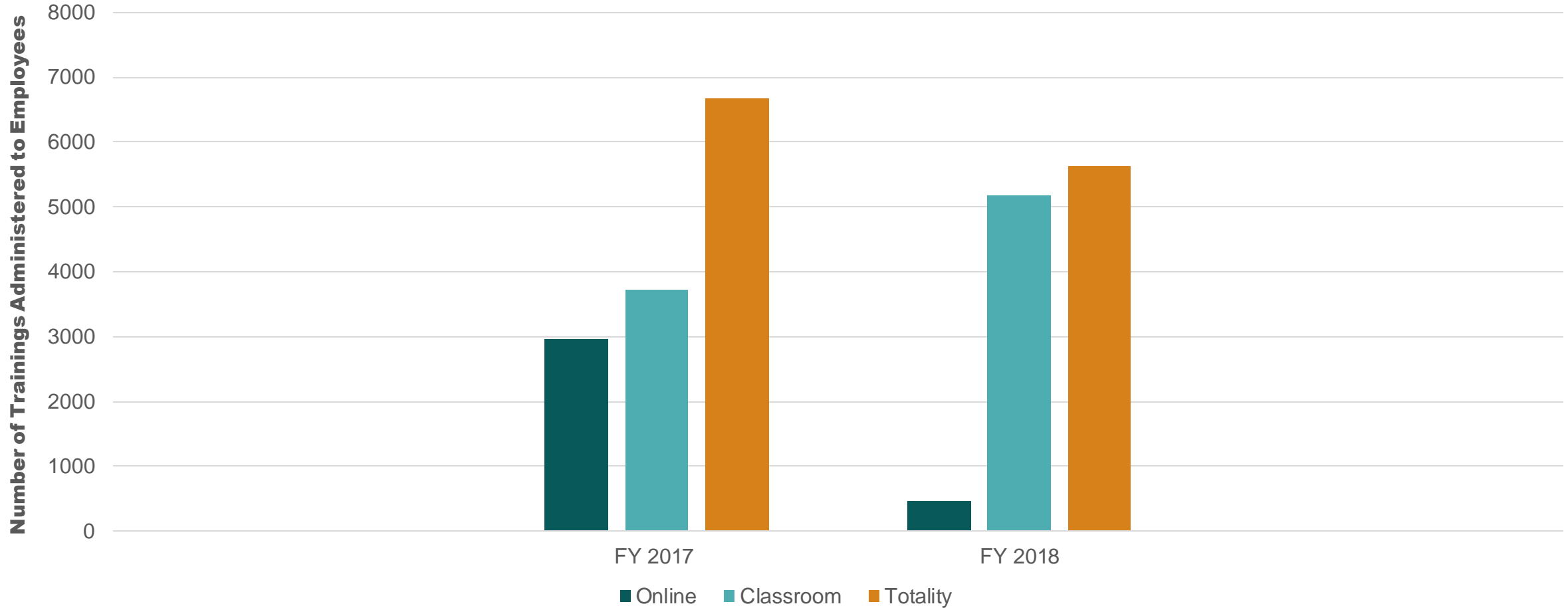


Communications Center Training

- Overview of DCSS services
- Educate on policies and procedures
- Identify agent role and responsibilities



Training Statistics



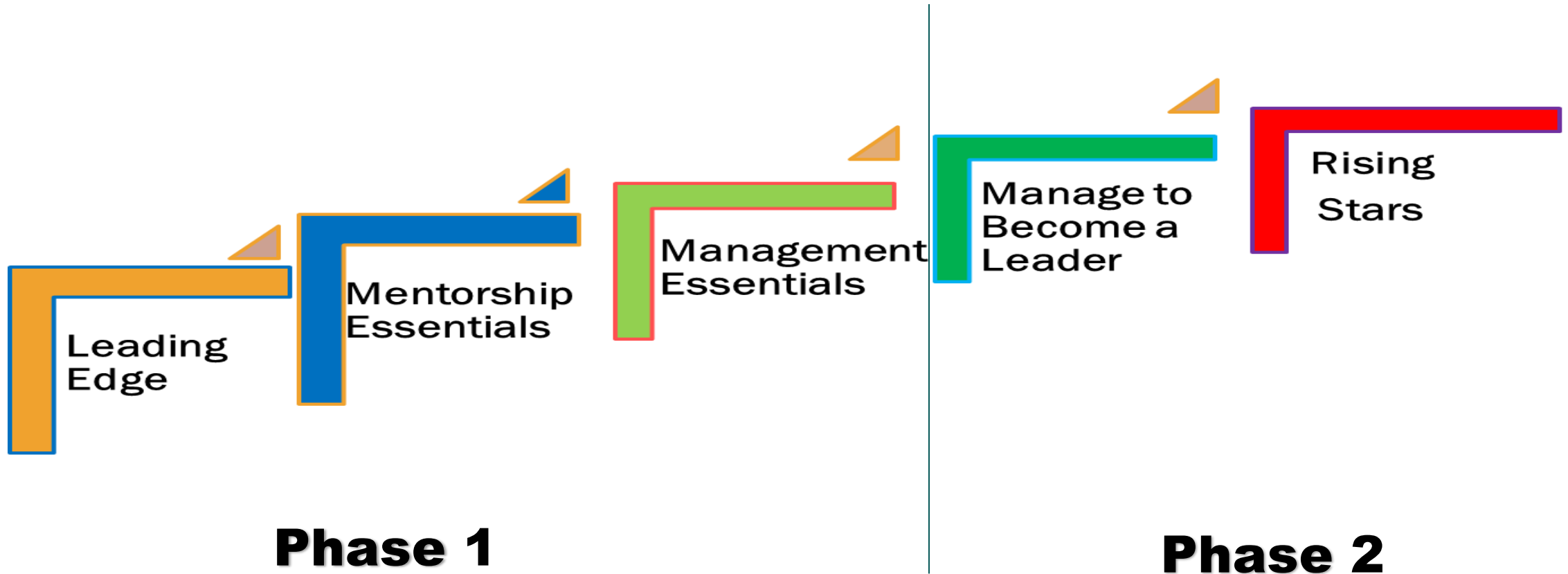
Professional Development Programs

DCSS Leadership Institute

Internship Program

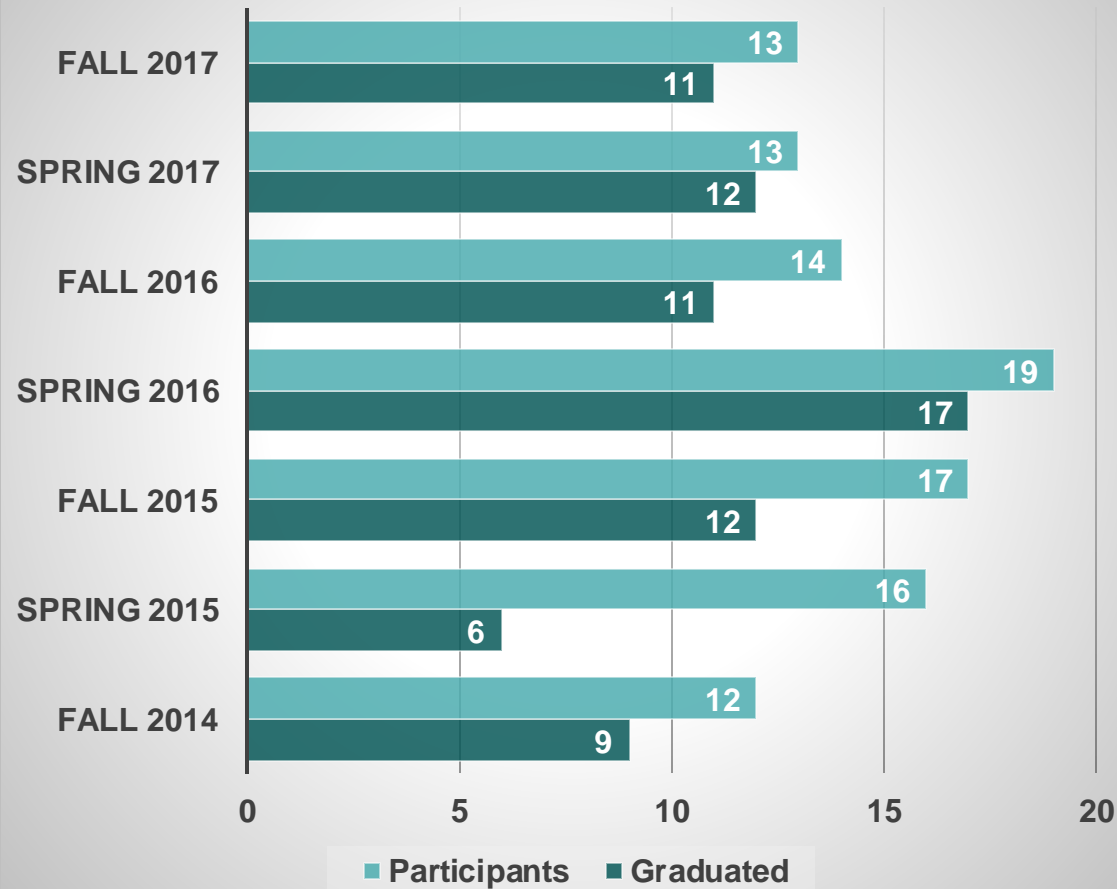


DCSS Leadership Institute

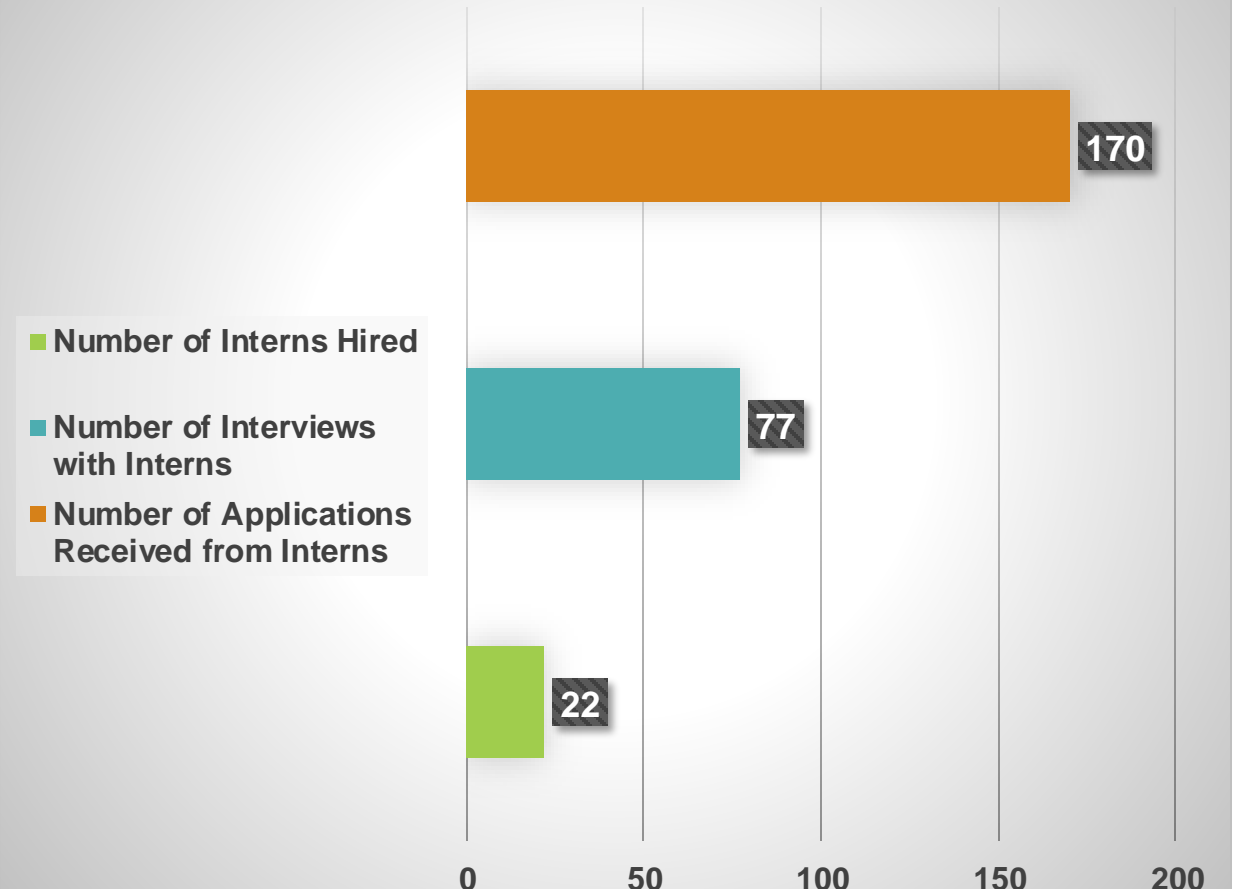


Internship Program

Program Participation



From Intern to Employee



Annual DCSS Conferences

Name of Training	When	Number of Attendees	Audience
Attorney's Training	Winter	100	Special Assistant Attorney Generals, Assistant District Attorneys and Agency Attorneys
Support Staff Conference	Spring	275	Support Staff Employees
Training Academy	Summer	500	Agents
Managers Training	Fall	250	Leadership, managers and supervisors



National Conferences

Eastern Regional Interstate Child Support Association (ERICSA)

- Serves child support professionals from thirty-five states and territories bordering on and east of the Mississippi River
- Organizes annual training conferences
- Improves communication and cooperation between states to enhance interstate case processing

National Child Support Enforcement Association (NCSEA)

- Serves child support professionals, agencies, and strategic partners worldwide
- Provides professional development, communications and public awareness
- Advocates to enhance the financial, medical and emotional support that parents provide for their children



Questions

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