



Volunteer Service

OPPORTUNITIES GUIDE

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]





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



I really
appreciate
the lady that
brings my meals
and the meals.
[It] is the only
hot meal I get.
The person
that brings it is
sometimes the
only person I see
for days.”

Charlton County Resident,
Home-Delivered Meals Client

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.

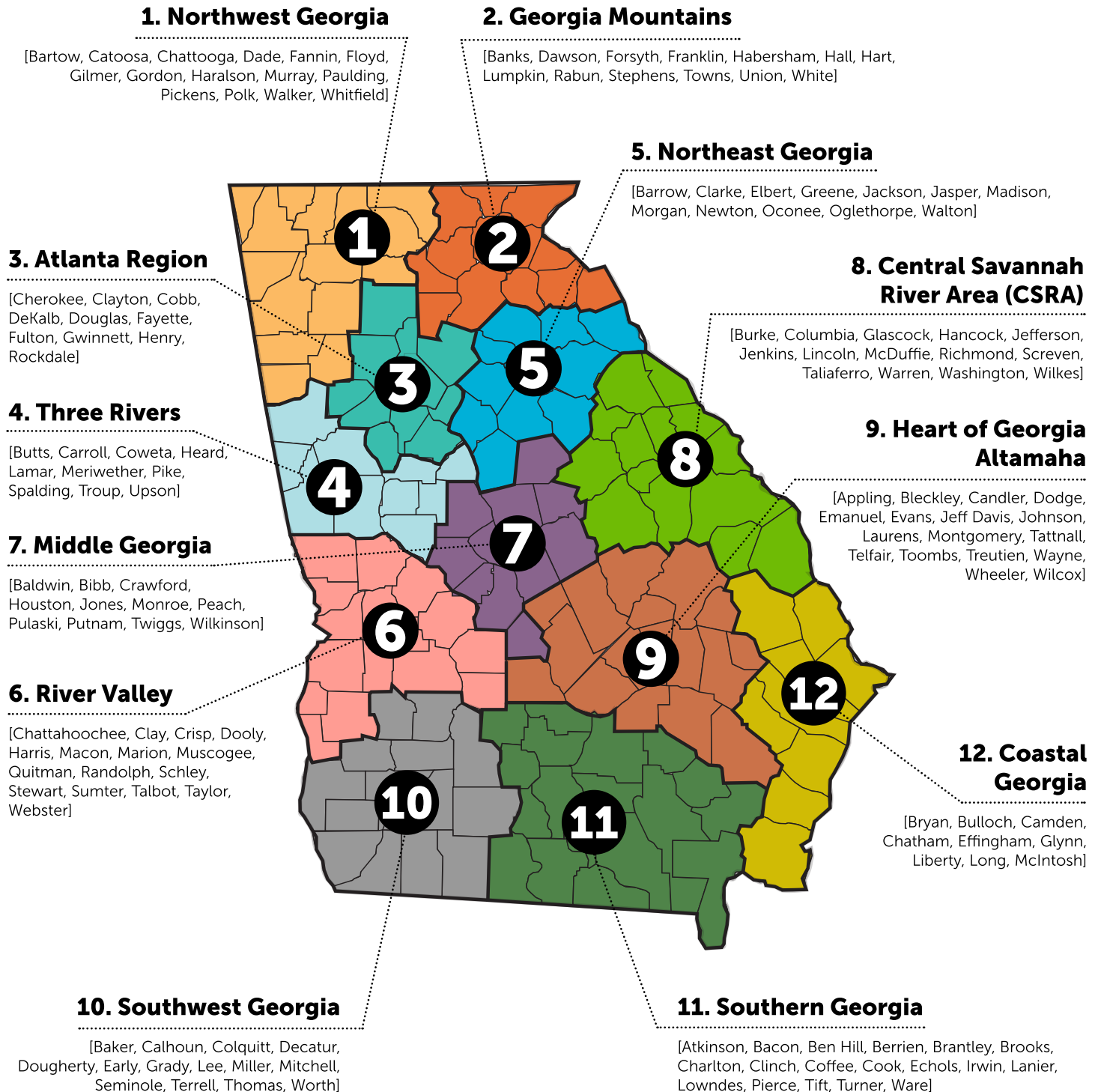
If an interest area is not listed, please reach out to the Department for more information or to discuss additional partnership opportunities. Contacts are listed for each service area.

Aging Services Contacts

| Counties Served | Service Area | Contact | Phone | Email |
|--|--|--------------------|------------------------|---|
| Statewide | Aging Services includes Public Guardianship holiday drive | Cynthia Haley Dunn | 404-657-1515 | cynthiahaley.dunn@dhs.ga.gov |
| Statewide | Long-Term Care Ombudsman | Lin Chao | 404-657-5595 | Liang-Lin.Chao@osltdco.ga.gov |
| Counties Served | AAA Region | Contact | Phone | Email |
| Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale | Atlanta Regional Commission | Mary S. Newton | 470-378-1466 | mnewton@atlantaregional.org |
| Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale | GeorgiaCares: Atlanta Region | Shirley Anderson | 404-563-7715 ext. 1575 | sanderson@glsp.org |
| Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long McIntosh | Coastal Georgia Area Agency on Aging | Loreatha Jenkins | 912-437-0843 | ljenkins@crc.ga.gov |
| Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh | GeorgiaCares: Coastal Georgia | Vacant | 912-437-0840 | |
| Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington, Wilkes | Central Savannah River Area Agency on Aging / CSRA | Betsy Teasley | 706-650-5637 | bteasley@csrarc.ga.gov |
| Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, White | Legacy Link / Georgia Mountains Area Agency on Aging | Dorothy Suchke | 770-538-2650 | djsuchke@legacylink.org |
| 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 | Lisa Livingston | 912-367-3648 | livingston@hogarc.org |
| Baldwin, Bibb, Crawford, Houston, Jones, Monroe, Peach, Pulaski, Putnam, Twiggs, Wilkinson | Middle Georgia Area Agency on Aging | Carol Cannon | 478-751-6160 | ccannon@mg-rc.org |
| Barrow, Clarke, Elbert, Greene, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Oglethorpe, Walton | Northeast Georgia Area Agency on Aging | Toshia Lewis | 706-583-2546 ext. 103 | tlewis@negrc.org |
| Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker, Whitfield | Northwest Georgia Area Agency on Aging | Lindsay Wilson | 706-295-6485 | lwilson@nwgrc.org |
| Chattahoochee, Clay, Crisp, Dooly, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor, Webster | River Valley Area Agency on Aging | Eboni Morris | 706-256-2910 | emorris@rivervalleyrcaaa.org |
| 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 | Bridget Delaney | 912-285-6097 | jbdelaney@sgrc.us |
| Baker, Calhoun, Colquitt, Decatur, Dougherty, Early, Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas, Worth | SOWEGA Council on Aging / Southwest Georgia Area Agency on Aging | Marilyn Westbrook | 229-432-1124 | marilyn.westbrook@SouthwestGeorgiacoa.org |
| Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike, Spalding, Troup, Upson | Three Rivers Area Agency on Aging | Belinda Jones | 678-552-2839 | bjjones@threeriversrc.com |

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>Assist with writing, research, special events, clerical tasks, or other office-based projects.</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"> • Atlanta Region • CSRA • Georgia Mountains • Middle Georgia • Georgia Mountains • River Valley • Southern Georgia • Southwest Georgia • Three Rivers |
| Meal Delivery | <p>Deliver lunches to homebound adults on weekdays.</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"> • Atlanta Region • Heart of Georgia • Georgia Mountains • Middle Georgia • Northeast Georgia • Northwest Georgia • River Valley • Southern Georgia • Southwest Georgia • Three Rivers |
| Aging and Disability Service Awareness (ADRC) | <p>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.</p> <p> We'll provide the experts!</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"> • Atlanta Region • CSRA • Northeast Georgia • Northwest Georgia • River Valley • Southwest Georgia • Three Rivers |
| Medicare Education (GeorgiaCares Program) | <p>Distribute literature, host presentations or staff health fairs to educate others about Medicare.</p> <p> We'll provide the experts!</p> <p>Help older adults get unbiased information about Medicare options.</p> | Long-Term | Flexible | <ul style="list-style-type: none"> • Coastal Georgia • Heart of Georgia • Georgia Mountains • Middle Georgia • Northeast Georgia • Northwest Georgia • River Valley • Southern Georgia • Southwest Georgia • Three Rivers |
| Abuse, Neglect and Exploitation Awareness | <p>Host a presentation about preventing the abuse, neglect and exploitation of vulnerable adults.</p> <p> We'll provide the experts!</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"> • CSRA • Georgia Mountains • Northeast Georgia • River Valley • Southwest Georgia • Three Rivers |

| 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>Use a script to lead a six-week workshop that helps people cope with chronic conditions.</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"> • Atlanta Region • Heart of Georgia • Georgia Mountains • Middle Georgia • Northeast Georgia • Northwest Georgia • River Valley • Southern Georgia • Southwest Georgia • Three Rivers • CSRA • Coastal Georgia |
| Volunteer Transportation | <p>Organize a program to match volunteer drivers with seniors who need transportation.</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 Community groups are invited to launch independent volunteer driver programs. Your AAA can provide tools and ideas. | Flexible | <ul style="list-style-type: none"> • Northeast Georgia • River Valley • Southwest Georgia • Three Rivers |
| Telephone Reassurance and Friendly Visits | <p>Call and/or visit isolated older adults to check on their well-being and provide socialization.</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"> • Georgia Mountains • Northeast Georgia • Southwest Georgia • Three Rivers |
| Home Repairs & Modifications | <p>Organize volunteers to help make repairs, build ramps, or perform other home modifications.</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 Community groups are invited to organize independent repair and modification projects. Your AAA can provide ideas. | Flexible | <ul style="list-style-type: none"> • Northeast Georgia • Northwest Georgia • River Valley • Southwest Georgia • Three Rivers |
| Chores & Yard Work | <p>Organize volunteers to perform chores and yard work for older Georgians in need.</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 Community groups are invited to organize independent chore and yard work projects. Your AAA can provide ideas. | Flexible | <ul style="list-style-type: none"> • Northeast Georgia • Southwest Georgia • Three Rivers |

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 | <p>Host a presentation and partner with experts to check older Georgian's homes for safety hazards.</p> <p> We'll provide the experts!</p> <p>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.</p> | <p>Varies</p> <p>Community groups are invited to organize independent safety-check projects. Your AAA can provide ideas.</p> | Flexible | <ul style="list-style-type: none"> • CSRA • Northeast Georgia • Southwest Georgia • Three Rivers |
| Battery & Bulb Replacement | <p>Improve home safety by changing older Georgians' smoke detector batteries and replacing dim light bulbs.</p> <p>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.</p> | <p>Varies</p> <p>Community groups are invited to organize independent battery and bulb replacement projects. Your AAA can provide ideas.</p> | Flexible | <ul style="list-style-type: none"> • Northeast Georgia • Southwest Georgia • Three Rivers |
| Fan Collection & Distribution | <p>Conduct check-in calls and collect fans for seniors who lack adequate air conditioning.</p> <p>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.</p> | <p>Varies</p> <p>Community groups are invited to organize independent heat-relief projects. Your AAA can provide ideas.</p> | Flexible | <ul style="list-style-type: none"> • Georgia Mountains • Northeast Georgia • Southwest Georgia • Three Rivers |
| Disaster Preparation Education for Older Adults | <p>Host a presentation about disaster preparedness for older adults and assist with outreach.</p> <p> We'll provide the experts!</p> | <p>Varies</p> <p>Community groups are invited to organize independent disaster preparedness projects. Your AAA can provide ideas.</p> | Flexible | <ul style="list-style-type: none"> • Atlanta Region • Georgia Mountains |
| Area Agency on Aging Holiday Gift Drives | <p>Collect holiday gifts for older adults who receive services in the region.</p> | Seasonal | Flexible | <ul style="list-style-type: none"> • Georgia Mountains • Southwest Georgia |

| 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 | <p>Collect holiday gifts for older adults and people with disabilities who are under state guardianship.</p> <p>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.</p> | Seasonal | Flexible | Statewide |
| Long-Term Care Resident Advocacy | <p>Visit long-term care residents to inquire about their quality-of-life needs and concerns.</p> <p>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.</p> | Long-Term | Flexible | Statewide |



home repairs & modifications
[details on page 11]



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



The [PAC coordinators'] support and help, these guys were behind me 100 percent. And my kids are better for it. My oldest one is getting ready to graduate. There was one thing I told myself, she's going to have a prom this year, and I want to be able to buy that dress. Guess who bought that dress? Everything has changed in my life."

John C.,
Participant, Parental Accountability
Court, Appalachian Judicial Circuit

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.

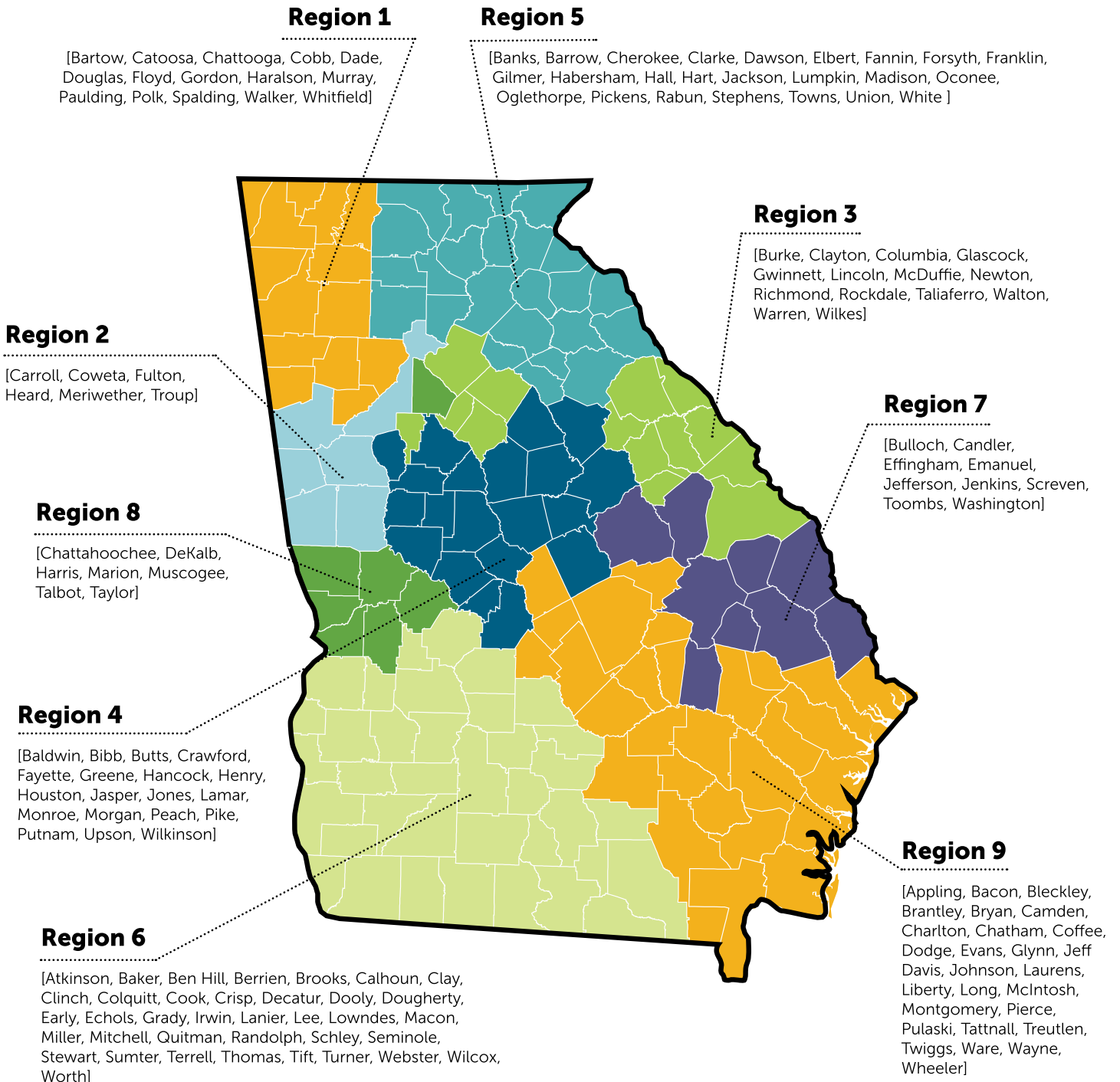
To protect the safety of the individuals and families served by the Department, opportunities requiring direct contact with individuals or access to confidential information may require an application process and a background screening.

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 | fatherhoodinquiry@dhs.ga.gov |
| Statewide | Parental Accountability Court Program | | 1-844-694-2347 Select options 1, 2 and 3 | fatherhoodinquiry@dhs.ga.gov |
| Bartow, Catoosa, Chattooga, Cobb, Dade, Douglas, Floyd, Gordon, Haralson, Murray, Paulding, Polk, Spalding, Walker, Whitfield | Region 1 450 Riverside Dr. NE, Suite 11, Rome, GA 30161 706-368-7790 | Tiffany Buckley | 770-535-5938 | tiffany.buckley@dhs.ga.gov |
| Carroll, Coweta, Fulton, Heard, Meriwether, Troup | Region 2 1526 East Forrest Ave., Suite 225 East Point, GA 30344 404-559-4196 | La Kia Hardy | 404-559-4194 | lakia.hardy@dhs.ga.gov |
| Burke, Clayton, Columbia, Glascock, Gwinnett, Lincoln, McDuffie, Newton, Richmond, Rockdale, Taliaferro, Walton, Warren, Wilkes | Region 3 1000 Hurricane Shoals Rd. NE, Suite A-150, Lawrenceville, GA 30043 678-226-6997 | Sarah Sparks | 678-226-6999 | sarah.sparks@dhs.ga.gov |
| Baldwin, Bibb, Butts, Crawford, Fayette, Greene, Hancock, Henry, Houston, Jasper, Jones, Lamar, Monroe, Morgan, Peach, Pike, Putnam, Upson, Wilkinson | Region 4 4619 Sheraton Dr., Suite 200 Macon GA 31210 478-476-5066 | Vicky Whipple | 478-476-5066 | vicky.whipple@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 | Region 5 955 Interstate Ridge Drive Suite H, Gainesville, GA 30501 770-535-5838 | Tiffany Buckley | 770-535-5938 | tiffany.buckley@dhs.ga.gov |
| Atkinson, Baker, Ben Hill, Berrien, Brooks, Calhoun, Clay, Clinch, Colquitt, Cook, Crisp, Decatur, Dooly, Dougherty, Early, Echols, Grady, Irwin, Lanier, Lee, Lowndes, Macon, Miller, Mitchell, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Terrell, Thomas, Tift, Turner, Webster, Wilcox, Worth | Region 6 200 W. Oglethorpe Blvd., Suite 401 Albany, GA 31701 229-430-4364 | Kay Fletcher | 229-430-4364 | kay.fletcher@dhs.ga.gov |
| Bulloch, Candler, Effingham, Emanuel, Jefferson, Jenkins, Screven, Toombs, Washington | Region 7 106 South Green Street Swainsboro GA 30401 478-289-2724 | Leslie Ely | 478-289-2724 | leslie.ely@dhs.ga.gov |
| Chattahoochee, DeKalb, Harris, Marion, Muscogee, Talbot, Taylor | Region 8 1327 3rd Ave. Columbus, GA 31902 706-649-0744 | Tracy Tharp | 706-649-7583 | tracy.tharp@dhs.ga.gov |
| Appling, Bacon, Bleckley, Brantley, Bryan, Camden, Charlton, Chatham, Coffee, Dodge, Evans, Glynn, Jeff Davis, Johnson, Laurens, Liberty, Long, McIntosh, Montgomery, Pierce, Pulaski, Tattnall, Treutlen, Twiggs, Ware, Wayne, Wheeler | Region 9 904 Claxton Dairy Rd., Suite 5B Dublin GA 31021 478-274-7744 | Tonya Powell | 478-274-7744 | tonya.powell@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 | <p>Help us make our waiting rooms a child friendly environment!</p> <p>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.</p> | One-Time | Flexible | Statewide |
| Parental Accountability Court (PAC) | <p>Teach parenting classes.</p> <p>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.</p> | Short-Term (4-6 weeks) | 3-5 hours per week | Statewide with operating PAC programs |
| Parental Accountability Court (PAC) | <p>Teach adult literacy classes.</p> <p>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.</p> | Long-Term | 3-5 hours per week | Statewide with operating PAC programs |
| Parental Accountability Court (PAC) | <p>Teach money management classes.</p> <p>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.</p> | Long-Term | 3-5 hours per week | Statewide with operating PAC programs |
| Parental Accountability Court (PAC) | <p>Assist parents with legal issues related to their child support.</p> <p>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.</p> | Long-Term | Case-specific | Statewide with operating PAC programs |
| Parental Accountability Court (PAC) | <p>Donate tickets to Georgia attractions and events.</p> <p>Create opportunities for parents to bond with their children! Donate tickets to local parks, zoos, aquariums, sporting events and more!</p> | One-Time | Flexible | Statewide with operating PAC programs |
| Fatherhood Program | <p>Host an information session about the Fatherhood Program.</p> <p>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!</p> <p> We'll provide the experts!</p> | Short-term | Flexible | Statewide |



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



Your support and donations are the small seeds of change that can make all the *difference* in the life of a child. We are so grateful for your kindness. You give but a little when you give of your possessions. It is when you give of yourself that you truly give. Thank you.”

Virginia Pryor
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 | 404-657-5957 | donna.pettigrew-jackson@dhs.ga.gov |
| Statewide | Totes 2 Tots (T2T) | Donna Pettigrew-Jackson | 404-657-5957 | donna.pettigrew-jackson@dhs.ga.gov |
| Counties Served | Region | Contact | Phone | Email |
| Catoosa, Chattooga, Cherokee, Dade, Fannin, Gilmer, Gordon, Murray, Pickens, Walker, Whitfield | Region 1 | Ashley Parham | 706-272-2709 | ashley.parham@dhs.ga.gov |
| Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, White | Region 2 | Holly Campalong | 770-531-6006 | holly.campalong@dhs.ga.gov |
| Bartow, Douglas, Floyd, Haralson, Paulding, Polk | Region 3 | Lynn Green | 706-295-6193 | lynn.green@dhs.ga.gov |
| Butts, Carroll, Coweta, Fayette, Heard, Henry, Lamar, Meriwether, Pike, Spalding, Troup, Upson | Region 4 | Jeffery Brown | 770-954-2326 | jeffery.brown@dhs.ga.gov |
| Barrow, Clarke, Elbert, Greene, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, Rockdale, Walton | Region 5 | Mary Havick | 706-310-2275 | mary.havick@dhs.ga.gov |
| Baldwin, Bibb, Crawford, Houston, Jasper, Jones, Monroe, Peach, Putnam, Twiggs, Wilkinson | Region 6 | LaCharn Dennard | 478-751-3011 | lacharn.dennard@dhs.ga.gov |
| Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington, Wilkes | Region 7 | Kelly Beasley | 478-982-2430 | kelly.beasley@dhs.ga.gov |
| Chattahoochee, Clay, Crisp, Dooly, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor, Webster | Region 8 | Stacey Barfield | 229-931-2512 | stacey.barfield@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 | stacey.barfield@dhs.ga.gov |
| Baker, Calhoun, Colquitt, Decatur, Dougherty, Early, Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas, Worth | Region 10 | Kimberly Smith | 229-227-2530 | kimberly.smith@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 | rhonda.wheeler@dhs.ga.gov |
| Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh | Region 12 | Shelia Dease-Dinkins | 912-280-6856 | shelia.dease-dinkins@dhs.ga.gov |
| Clayton, Cobb, Gwinnett | Region 13 | Sabrina Watson | 770-528-3404 | sabrina.watson@dhs.ga.gov |
| DeKalb, Fulton | Region 14 | Andrea Tulloch | 404-206-5670 | andrea.tulloch@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

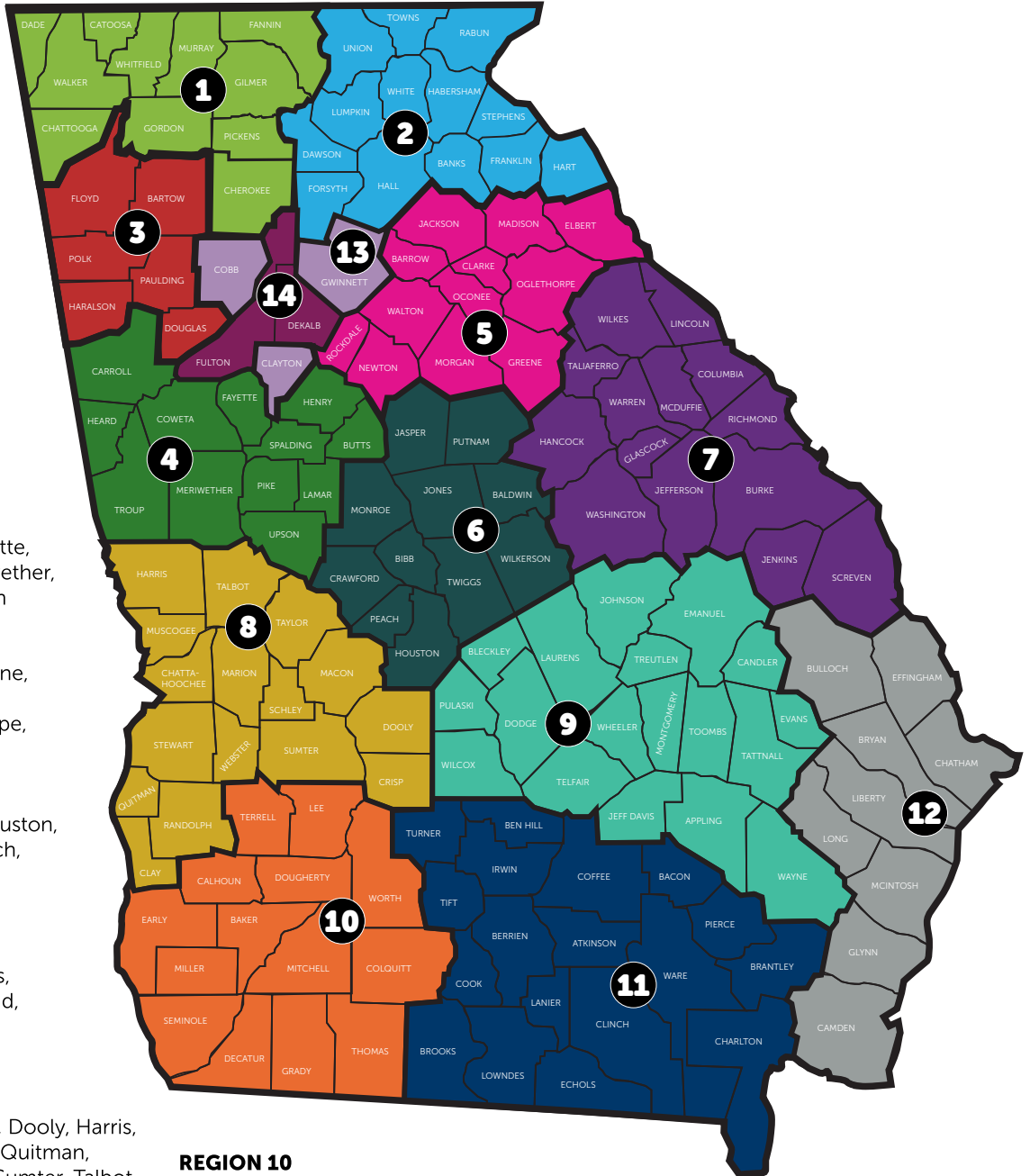
Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh

REGION 13

Clayton, Cobb, Gwinnett

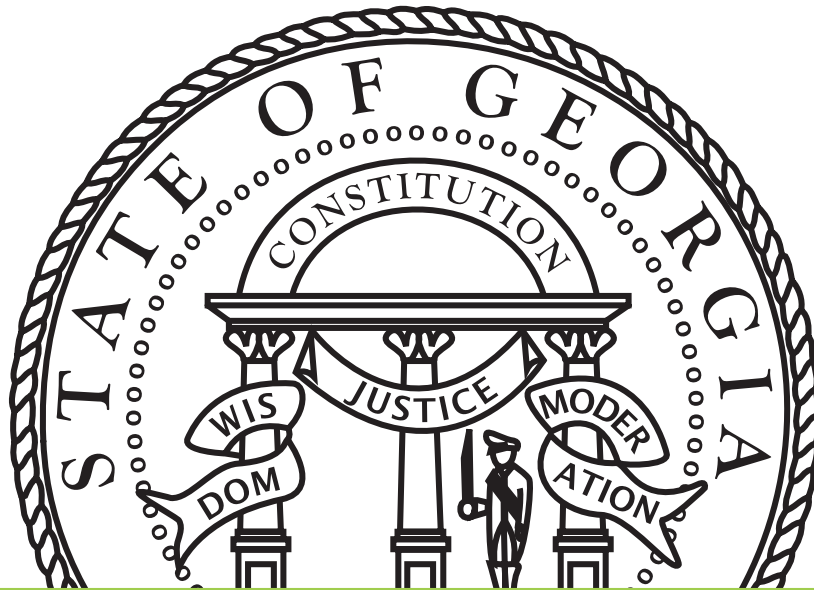
REGION 14

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: dfcs.georgia.gov/secret-santa-program | 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 dfcs.georgia.gov/secret-santa-program | Short-Term (Dec. 1-15) | Flexible | Statewide |
| Totes 2 Tots (T2T) | Children often are removed from their home carrying all of their belongings in a trash bag. T2T 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 | Enroll your church in a program that helps meet the needs of foster families in your community! 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. Visit careportal.org to learn more! | Varies | Flexible | Interested churches can enroll online at careportal.org/churches/enroll . 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

Georgia Department of Human Services

STRONGER FAMILIES FOR A STRONGER GEORGIA