

Division of Family & Children Services: Georgia's Safety Response System and One Georgia

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Georgia Department of Human Services

Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

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

Core Values

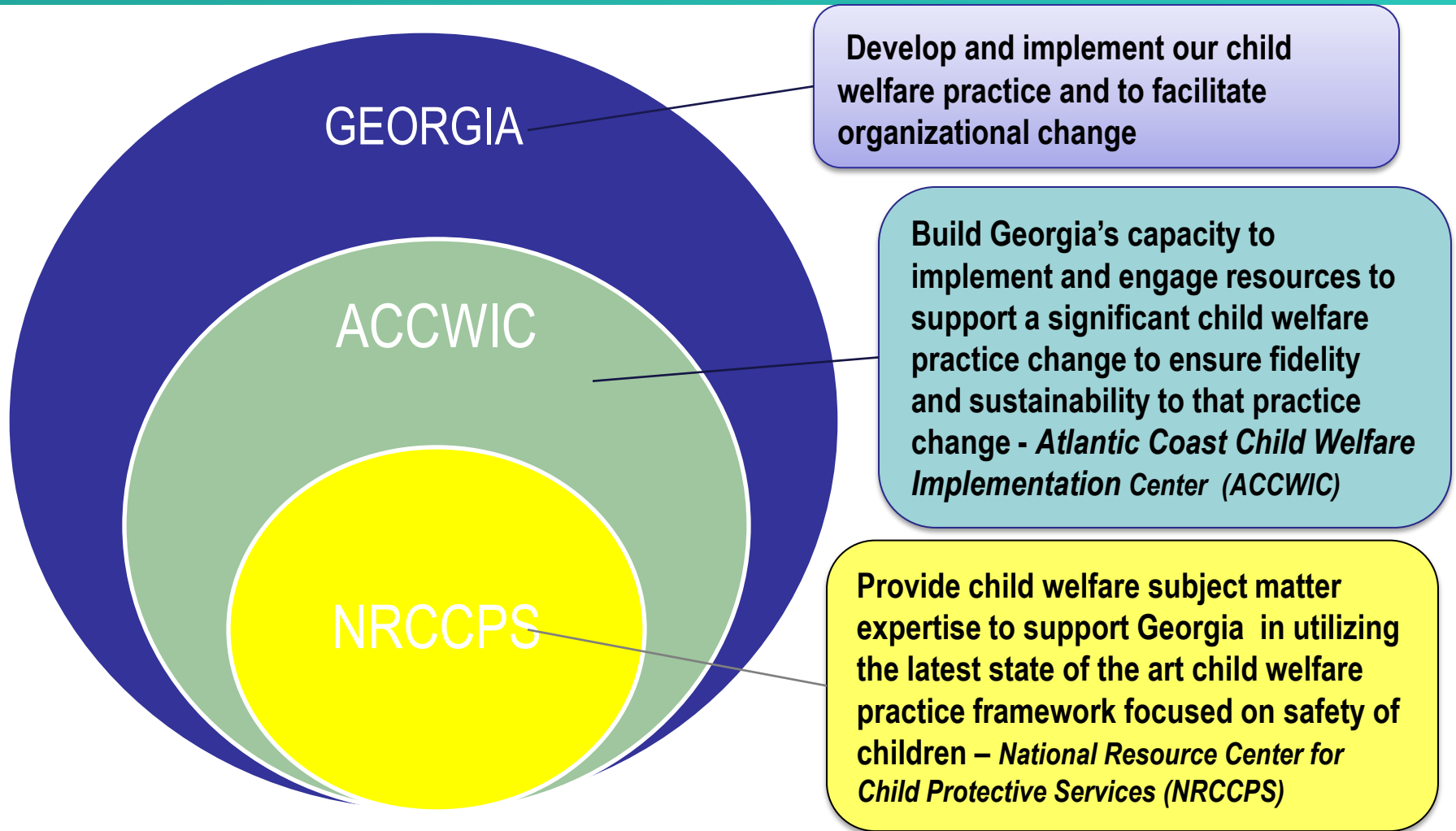
- ***Provide access to resources*** that offer support and empower Georgians and their families.
- ***Deliver services professionally and treat all clients with dignity and respect.*** Manage business operations effectively and efficiently by aligning resources across the agency.
- ***Promote accountability,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

Safety Response System (SRS)

Georgia's current practice is to triage all Child Protective services referrals into one of three categories:

- 1) Screen-Out an absence of maltreatment/risk that suggests that families are in need of protection/intervention.
- 2) Family Support – an absence of maltreatment but risk factors are present that suggest assistance may be required.
- 3) Child Protective Services – an allegation of maltreatment is present and a full scale investigation is required to address safety issues.

SRS Technical Assistance



SRS – Statewide Accomplishments To Date

- ✓ Intake involves a comprehensive CPS report process with safety of the alleged victim child the primary factor in determining track assignment (Unsafe = Investigation; Safe – Family Support).
- ✓ Initial assessment of Safety occurs on first contact with alleged victim child and family in both: investigation and family support
- ✓ Follow-up assessment occurs before case closure in both: family support cases and investigation cases

SRS –Next Steps

Pilot Work

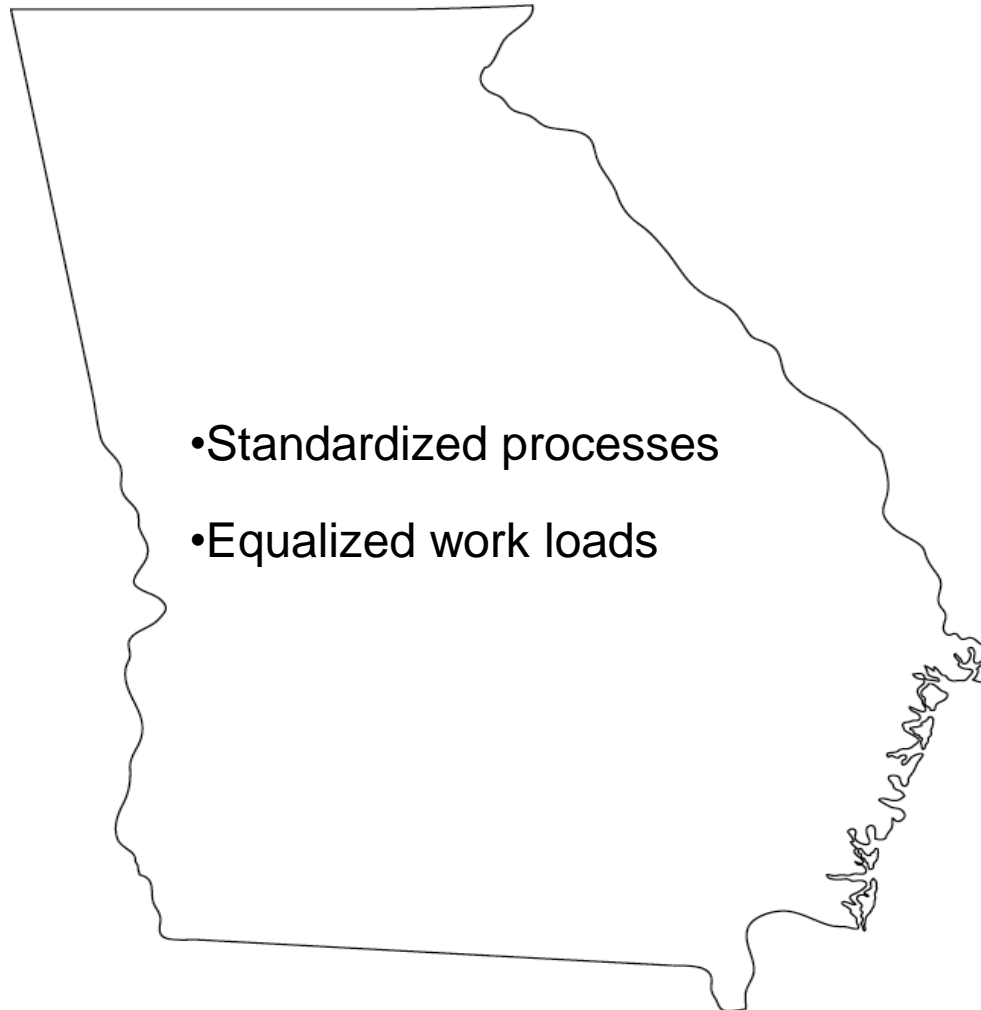
- ✓ **September 2012 Pilot Work Began in Sumter and Richmond Counties of the Safety Response System in three programs-- Intake, Investigation and Family Support (Phase One).**
- ✓ **Evaluate Pilot Findings in Intake (March through May)**
- ✓ **Establish baseline of fidelity to SRS Practice in Intake (March)**
- ✓ **Evaluate Pilot Findings in Investigations and Family Support Programs**
- ✓ **Determine level of fidelity to SRS Practice in Intake (June)**
- ✓ **Initiate (July 2013) Phase Two, Family Preservation Program**
- ✓ **Initiate (Early Fall 2013) Final Phase, Foster Care**
- ✓ **Evaluate Pilot Findings in Family Preservation and Foster Care Programs**
- ✓ **Establish baseline of fidelity to SRS Practice in remaining programs with continued fidelity reviews**

SRS – Next Steps

Statewide Roll Out

- ✓ Sustainability Institute with ACCWIC, NRCCPS and TN March 20-22
- ✓ Develop Statewide Implementation Plan with tasks, roles, responsibilities, timelines...clearly defined (by end of May 2013)
- ✓ Develop Sustainability Plan with explicit strategies that will anticipate changes in changing workforce, federal and state legislative changes, funding streams and ongoing feedback.
- ✓ Implementation of SRS—(Fall 2013 through December of 2014)

Business Operations Planning (BOP) is leading to One Georgia



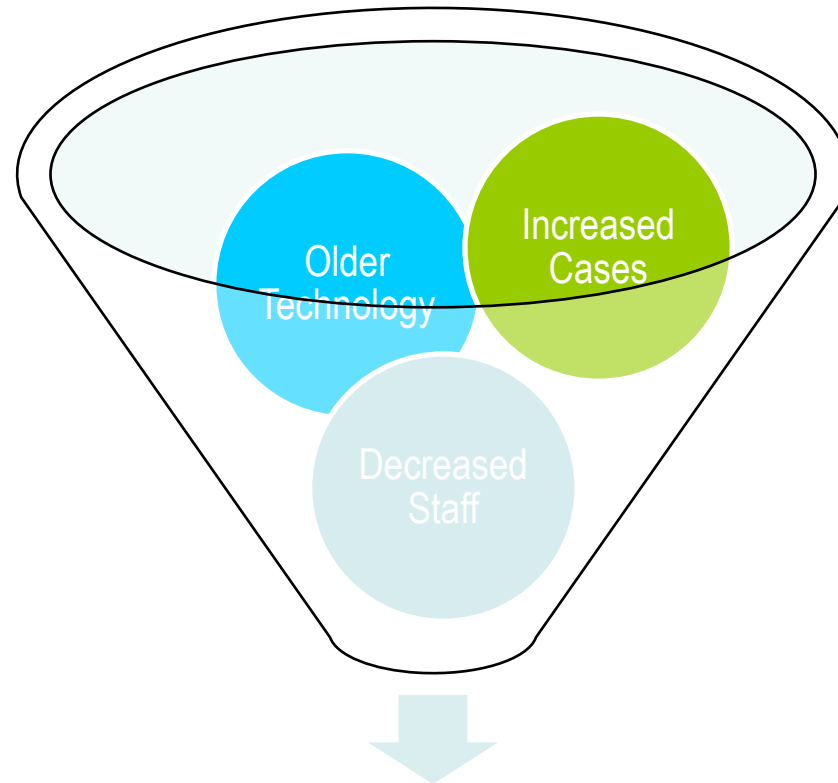
- Standardized processes
- Equalized work loads

What is BOP?

BOP coordinates a continuation of OFI Solutions

- Standardization of GROW (Georgia Reengineering Our Work)
- Document Imaging System (DIS)
- Telecommunications – Local Office/Regional call center model
- Self Service – Standardize lobby resources
- OFI Data Tool – Standardized data management from SUCCESS

Why BOP?

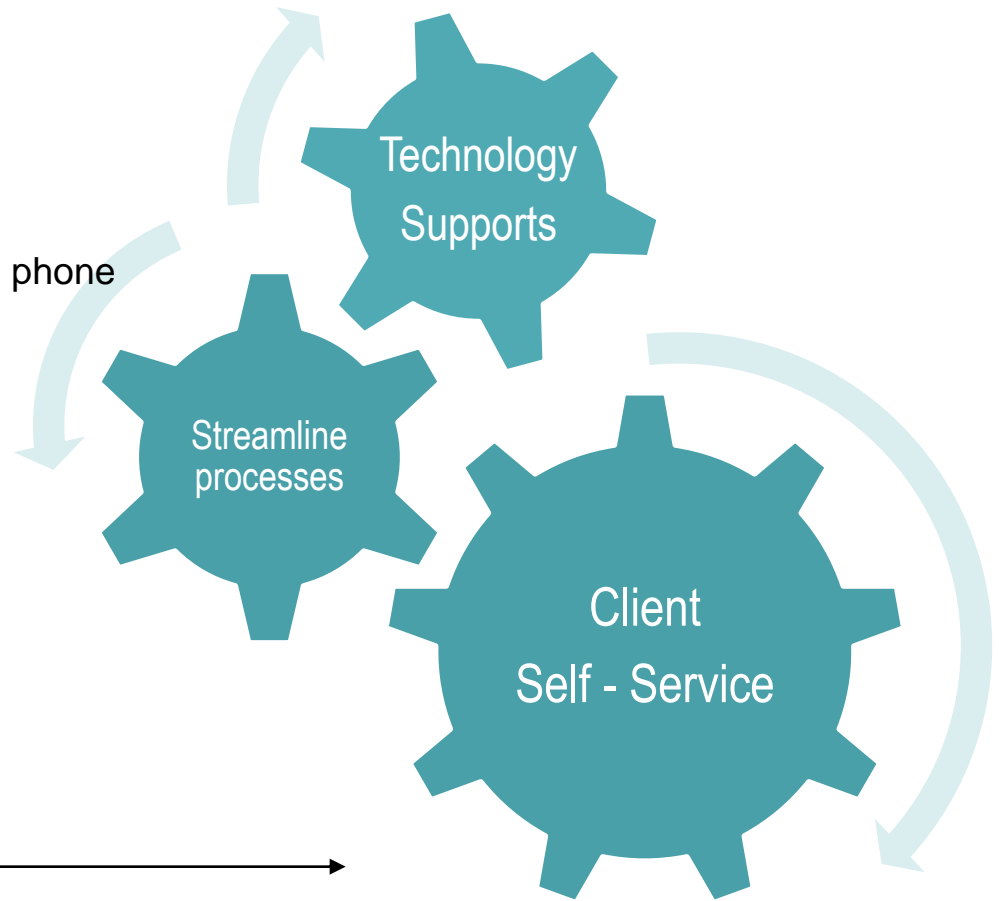


The work can't change, but we can change the way we do the work.

Vision for OFI

What if:

- We could increase client self service
- We could share work across the state
- We could conduct all interviews over the phone



BOP Rollout Phases

1

Seeding-Individuals from a non-BOP converted region shadow at an earlier region BOP implementation.

2

Pre-Implementation engagement and staff assignment
Note: Some planning items will be required prior to the designated planning period.

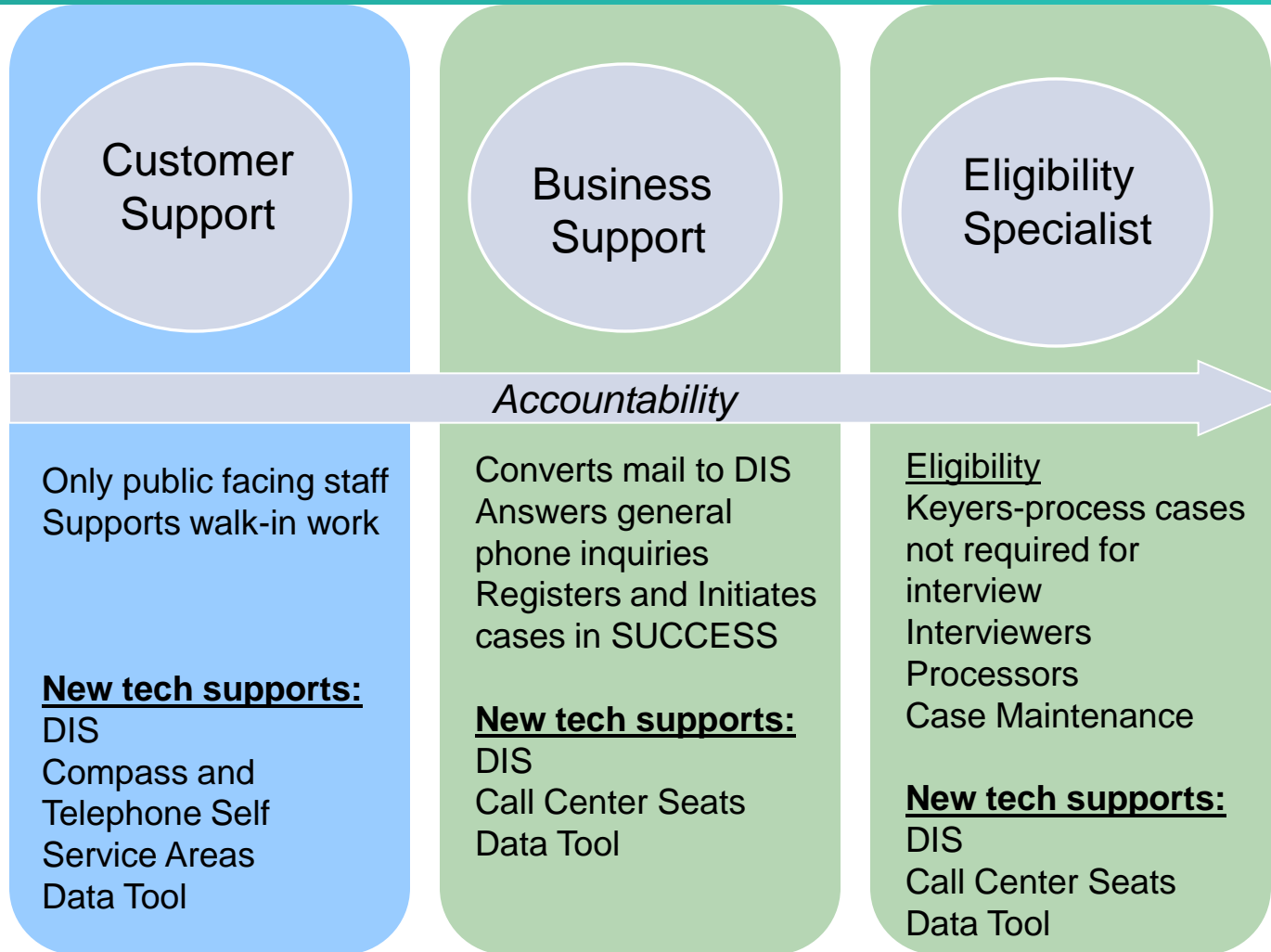
3

Training, technology set-up and lobby modifications completed

4

Implementation

OFI Teams *(post-roll out)*



BOP Rollout Schedule (Revised) 3/2013

Region (s)	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan
5 and 14	Complete										
2 and 10											
1 and 3											
9 and 11											
6 and 7											
4 and 8											
12											
13											
15											

