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

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<tr>
<th>Presenter:</th>
<th>Katherine Herren</th>
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<td>DFCS Deputy Division Director</td>
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**Presentation to:**  DHS Board

**Date:**  March 20, 2013
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.
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.
Develop and implement our child welfare practice and to facilitate organizational change

Build Georgia’s capacity to implement and engage resources to support a significant child welfare practice change to ensure fidelity and sustainability to that practice change - Atlantic Coast Child Welfare Implementation Center (ACCWIC)

Provide child welfare subject matter expertise to support Georgia in utilizing the latest state of the art child welfare practice framework focused on safety of children – National Resource Center for Child Protective Services (NRCCPS)
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.
Pilot Work

- 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.

- Older Technology
- Increased Cases
- Decreased Staff
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)*

- **Customer Support**
  - Only public facing staff
  - Supports walk-in work
  - **New tech supports:**
    - DIS
    - Compass and Telephone Self Service Areas
    - Data Tool

- **Business Support**
  - Converts mail to DIS
  - Answers general phone inquiries
  - Registers and Initiates cases in SUCCESS
  - **New tech supports:**
    - DIS
    - Call Center Seats
    - Data Tool

- **Eligibility Specialist**
  - Eligibility
  - Keyers-process cases not required for interview
  - Interviewers
  - Processors
  - Case Maintenance
  - **New tech supports:**
    - DIS
    - Call Center Seats
    - Data Tool

Accountability
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**Legend:**
- Seeders
- Planning
- Training and Set Up
- Implementation