


Georgia Department of Human Services

Fiscal Year 2016 Fact Book

Robyn A. Crittenden, Commissioner



Every day, the staff of the Department of Human Services works toward the goal of stronger families for a stronger Georgia. With a presence in all 159 counties, the Department touches the lives of more than 2 million Georgians each year.

Each Division plays a vital role in the realization of this goal, providing services that protect vulnerable populations, promote self-sufficiency and empower individuals to become the masters of their own destinies and build better futures for their families.

Under Gov. Nathan Deal's leadership, Georgia is becoming more proactive in its protection of vulnerable children and adults and more effective in its efforts to help struggling families get on their feet.

With support from the governor and the General Assembly, efforts to reduce caseloads in Child Protective Services and Adult Protective Services have proven beneficial to the safety of vulnerable populations, and the Department continues to work on strategies that will ensure families in this state receive their best shot at a good life.

Efforts to improve efficiency in Department processes have ensured the Department provides benefits accurately and on time to those most in need.

Adopting the accountability court model for child support services has allowed the Department to work with parents on solutions that increase their involvement in the lives of their children and reduce the need for parental incarceration.

A sharper focus on Georgia's growing aging population has unearthed needs for a plan to address senior hunger and improved coordination for services to Georgia's older and disabled adults.

Our awareness and our ability to address each of the issues that affect Georgia's most vulnerable families improves every day, thanks to the tireless work of our staff and the support of Gov. Deal, the members of the General Assembly and our many community partners across the state.

Thanks to you, Georgia's families grow stronger every day.

Sincerely,

Robyn A. Crittenden

Commissioner, Department of Human Services

Bobby Cagle

Director, Division of Family & Children Services





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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 since 1972. 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 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.



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

13,070

Number of children in foster care in Georgia as of November 2016

148,127

Number of reports of abuse and neglect DFCS investigated in State Fiscal Year 2016 (SFY16)

19

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

Economic Assistance

810,670

Families that received food stamps in Georgia in SFY16

868,788

Families that received medical coverage through the Medicaid program in SFY16

9,732

Number of caregivers receiving Temporary Assistance for Needy Families to support a child-relative in their home in SFY16

Child Support

553,455

Children served through Child Support Services in Federal Fiscal Year 2016 (FFY16)

\$740 million

Amount distributed through Child Support Services in FFY16

367,392

Parents under court order to make child support payments in FFY16

Aging

3.9 million

meals were served to Georgians through congregate or home delivery services in SFY16

1,329

people transitioned to their communities through the Money Follows the Person program since July 2011

91,000

people were served through the Aging and Disability Resource Connection in SFY16



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

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, or Child Care 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

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

For information, call or visit fostergeorgia.com or <http://itsmyturnnow.dhs.ga.gov>.
Call center hours are Monday - Friday: 8 a.m. - 10 p.m.,
Sat.: 10 a.m. - 11 p.m.

DFCS COMMUNICATIONS GROUP 404-657-3433

For information, questions and complaints regarding OFI Programs & Child Welfare.
Email: Customer_services_dfcs@dhs.ga.gov

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



About 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, Temporary Assistance for Needy Families (TANF) and Childcare and Parent Services (CAPS).

CHILD WELFARE

ACCOMPLISHMENTS

In State / Federal Fiscal Year 2016:

- Hired 175 additional field staff, reducing the statewide caseload average to 19 per worker
- Developed and launched Georgia's Child Abuse Registry
- Increased the number of finalized adoptions of children in foster care by 25 percent to more than 1,000
- Traveled the state seeking feedback from stakeholders, staff and policymakers on reform plans for child welfare
- Re-established the Kinship Navigator program, establishing regional liaisons to help caregivers access resources to support them as they care for a relative child
- Successfully developed a new practice model based on Solution-Based Casework (SBC) called Georgia's Practice Model and began implementation in metro Atlanta
- Began implementation of exit strategy for the Kenny A. Consent Decree (December 2016)

GOALS FOR SFY17

- Continue working toward a statewide caseload average of 15 per worker
- Place 50 percent of children who come into foster care with a relative caregiver
- Continue implementation of Georgia's Practice Model statewide

OFFICE OF FAMILY INDEPENDENCE

ACCOMPLISHMENTS

In State / Federal Fiscal Year 2016:

- Improved the timeliness of SNAP application processing so that applications are consistently processed within federal timeliness standards
- Closed 19 previous findings from a U.S. Department of Agriculture Food and Nutrition Service (FNS) Management Evaluation of the SNAP program
- Released from 2014 FNS Advance Warning Penalty and the potential loss of \$70 million in federal support
- Began implementation of work activity requirements for adult SNAP recipients who are able to work and who do not have dependent children living in their homes in 12 counties

GOALS FOR SFY17

- Launch, pilot and implement new eligibility software that integrates all economic assistance programs across the state, called Georgia Gateway
- Continue expansion of the Able-Bodied Adults Without Dependents program, reaching an additional 21 counties by year end
- Maintain progress in process improvements for administration of SNAP, TANF, Medicaid and CAPS

GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Family & Children Services

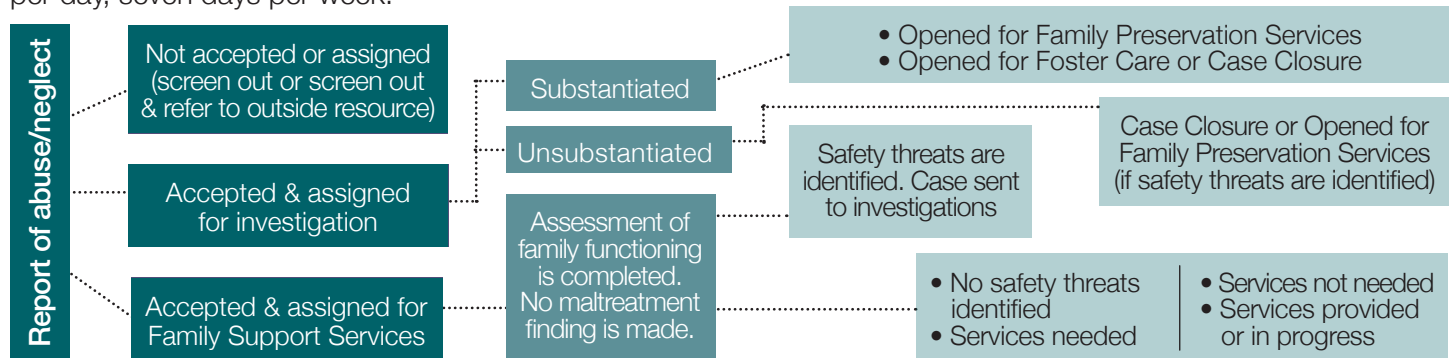
Child Protective Services

Strengthening Georgia by protecting its children from abuse and neglect.



Reporting

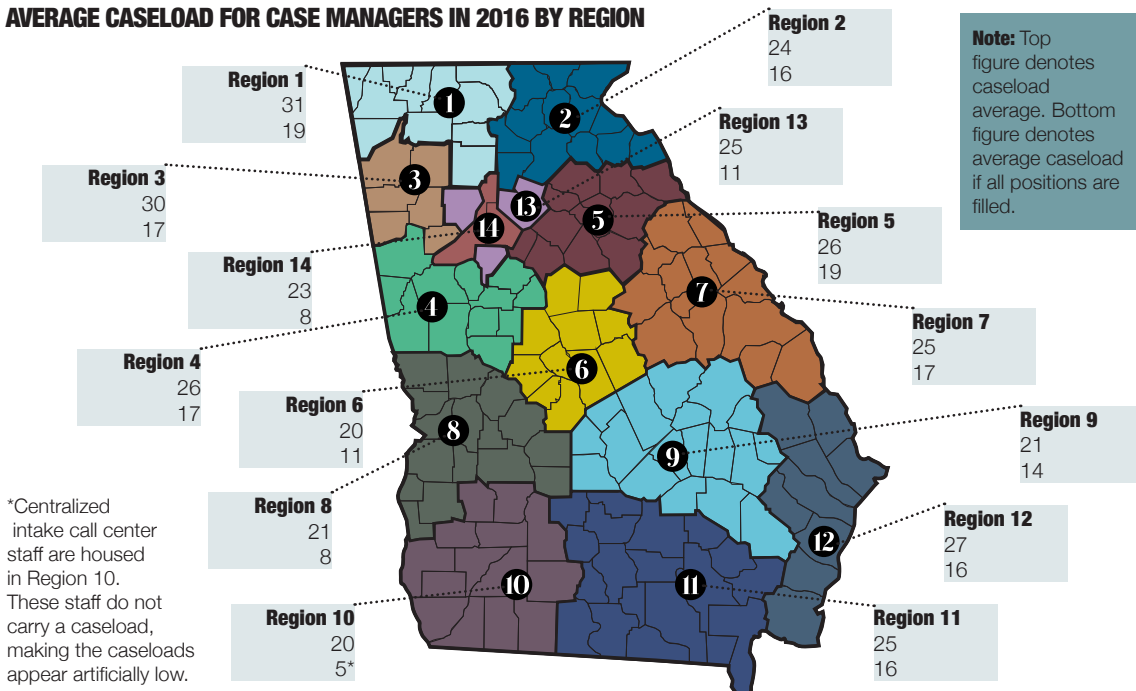
DFCS receives reports of abuse and neglect through a centralized line (1-855-GACHILD) that operates 24 hours per day, seven days per week.



Increased Community Awareness & Impact on DFCS Caseloads

Since the implementation of a centralized reporting system for child welfare concerns in April 2014, reports of abuse and neglect have risen tremendously, causing caseloads to rise. Gov. Nathan Deal and the General Assembly have committed resources allowing the Division to hire additional staff and reduce average caseloads statewide. The Division continues to work toward a caseload of 15 per worker—a nationwide best practice—by hiring additional staff and implementing strategies to address high caseworker turnover.

AVERAGE CASELOAD FOR CASE MANAGERS IN 2016 BY REGION



148,127

Number of reports of abuse and neglect received in SFY16

\$28,005

Starting salary for a child protective services caseworker

19

Average caseload for a child protective services worker statewide

32%

Turnover rate for child welfare employees

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

Bobby Cagle, Director

Virginia Pryor, Deputy Director, Child Welfare | **Jon Anderson**, Deputy Director, Family Independence | **Carol Christopher**, Deputy Director, System Reform

GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Family & Children Services

Foster Care & Adoptions

13,070

Approximate number of children in DFCS custody as of November 2016

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

1,033 children transitioned from state custody into adoptive families in SFY16.

Reasons for Entry

Top 5 reasons children entered DFCS custody (SFY16):

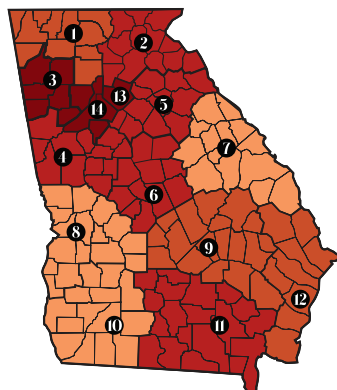
NEGLECT	4,440
SUBSTANCE ABUSE	3,397
INADEQUATE HOUSING	1,928
INCARCERATION	994
ABANDONMENT	992

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**



SFY16 Adoptions

In 2016, DFCS launched an initiative called **There's No Place Like Home** to direct resources toward eliminating administrative barriers to the finalization of pending adoptions. The initiative resulted in an increase of approximately **200** finalized adoptions from the previous year.

FINALIZED ADOPTIONS BY COUNTY

Atkinson	3	Effingham	10	Morgan	8
Baldwin	10	Fannin	7	Murray	3
Banks	7	Floyd	55	Muscogee	8
Barrow	9	Forsyth	10	Newton	11
Bartow	48	Franklin	2	Oconee	1
Berrien	5	Fulton	47	Paulding	14
Bibb	41	Gilmer	2	Peach	3
Bleckley	1	Glynn	26	Pickens	9
Brantley	4	Gordon	29	Pierce	4
Brooks	5	Grady	3	Pike	5
Bulloch	4	Gwinnett	15	Polk	15
Butts	1	Habersham	3	Putnam	14
Camden	6	Hall	48	Rabun	2
Candler	1	Haralson	16	Richmond	16
Carroll	12	Heard	1	Rockdale	10
Catoosa	16	Henry	5	Spalding	11
Chatham	15	Houston	13	Stephens	5
Chattooga	2	Jackson	10	Sumter	3
Cherokee	26	Johnson	3	Thomas	7
Clarke	25	Jones	6	Tift	14
Clayton	11	Lamar	2	Toombs	3
Cobb	47	Lanier	6	Towns	5
Coffee	4	Lee	3	Treutlen	1
Colquitt	13	Liberty	1	Troup	6
Cook	2	Lowndes	22	Turner	1
Coweta	6	Lumpkin	1	Union	3
Crawford	9	Macon	1	Upson	20
Crisp	1	Madison	10	Walker	9
Dade	3	McDuffie	1	Walton	4
DeKalb	53	Meriwether	3	Ware	2
Dodge	2	Mitchell	1	White	8
Douglas	9	Monroe	4	Whitfield	41

Bobby Cagle, Director

Virginia Pryor, Deputy Director, Child Welfare | **Jon Anderson**, Deputy Director, Family Independence | **Carol Christopher**, Deputy Director, System Reform

GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Family & Children Services

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.

\$2.64 billion

Amount food stamps added to Georgia's economy in SFY16

2.15 130%

Average size of household receiving food stamps

Gross income must be of the federal poverty level to qualify for benefits.

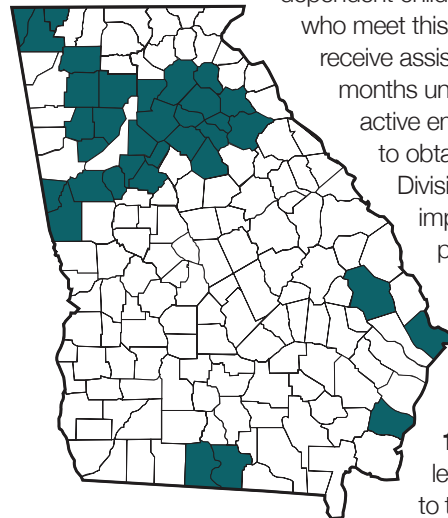


810,670

households receive food stamps in Georgia.

SNAP Works | Able-Bodied Adults Without Dependents

Since January 2016, DFCS has been providing employment and training services to SNAP recipients in 12 counties, using funds from a federal demonstration grant and a federally required program aimed at helping able-bodied adults find employment. The program targets adult recipients of food stamps between the ages of 18 and 49 who are able to work and do not have a dependent child in their home. Recipients who meet this criteria are eligible to receive assistance for only three months unless they demonstrate active employment or efforts to obtain employment. The Division is working to implement the SNAPWorks program statewide as resources become available. The program will grow to cover an additional **21** counties beginning **Jan. 1, 2017**. The map to the left depicts areas subject to the program requirements as of Jan. 1, 2017.



Medicaid

868,788

families received Medicaid services in SFY16.

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. Apply for or renew benefits online at www.compass.ga.gov.

Childcare and Parent Services

DFCS continues to provide eligibility determinations for applicants of the Childcare and Parent Services (CAPS) program operated by the Department of Early Care and Learning. Georgia residents can apply for CAPS at www.compass.ga.gov.

CONTACT

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

Temporary Assistance for Needy Families

The Temporary Assistance for Needy Families (TANF) program was created in 1996 as part of welfare reform legislation. The program provides time-limited cash assistance to Georgia's neediest families. During SFY16, Georgia had a total of **20,119** families who received TANF; **9,732** were child-only cases, including foster children in the care of relatives and **2,918** were adult recipients. Adults must participate in a work program, unless there are special circumstances. The average benefit amount is **\$208.94** per month.

Bobby Cagle, Director

Virginia Pryor, Deputy Director, Child Welfare | **Jon Anderson**, Deputy Director, Family Independence | **Carol Christopher**, Deputy Director, System Reform



About 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

- In Federal Fiscal Year 2016 (FFY16), DCSS exceeded three federal goals for performance, data reliability and employee support, including:
 - Exceeding the goal to establish paternity on 90 percent of cases by nearly 4 percentage points
 - Exceeding the goal to collect 65 percent of child support arrears by half a percentage point
 - Reducing the amount of undistributed collections
 - Exceeding standards for data efficiency and reliability in an audit of 2015 data
- Established four new Parental Accountability Courts (PACs) to aid noncustodial parents (NCPs) who are facing incarceration due to nonpayment of child support
- Enrolled 1,620 noncustodial parents into General Education Development (GED) programs and another 206 parents into short-term job training programs through the Division's Fatherhood program, which is designed to help parents find jobs paying above minimum wage so they can meet their child support obligations
- Launched a mobile application that allows customers to make payments, retrieve information for their cases and view scheduled appointments
- Deployed an online chat feature, providing an additional access point to the Division for customers
- Piloted QMATIC, a lobby and customer management system designed to enhance the customer experience from first to last customer touch points

GOALS FOR SFY17

- Increase the percentage of consistent child support payments (currently 61 percent)
- Increase the percentage of past-due child support payments (currently 65 percent)
- Increase total child support collections (currently \$740 million)
- Establish 11 new Parental Accountability Courts (PACs)
- 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

DCSS Overview

Strengthening Georgia by ensuring children receive support from both parents.



553,455

Georgia children served financially through child support orders in FFY16

\$740 million

distributed to Georgia children through Child Support Services.

In 2016, the Division managed **411,151** cases involving **367,392** parents under court orders; **61.25%** 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



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.

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



Community Outreach

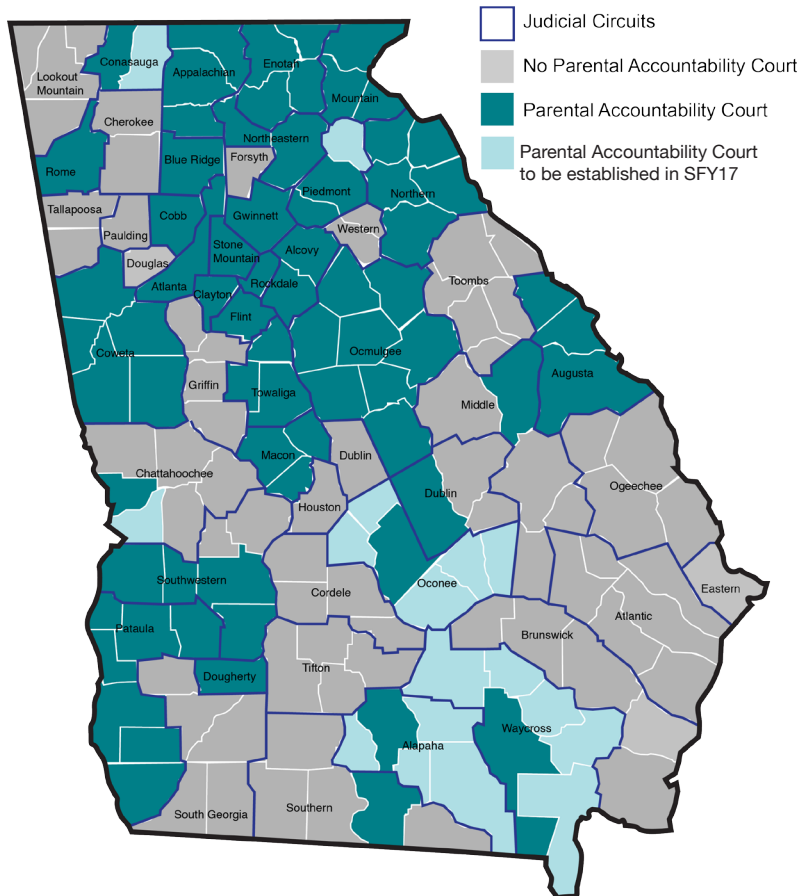
Helping parents support their children.

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 and judicial oversight to address barriers that keep parents from meeting their support obligations. Each program, including 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. PAC coordinators connect participants to existing community resources.

Judicial Circuits Served by Parental Accountability Courts

PACs are in operation in 23 judicial circuits across the state. The Division will establish 11 new PACs across the state in SFY17.



SERVICES OFFERED TO PARTICIPANTS

- Volunteer work opportunities
- Literacy training
- Job assistance/placement
- Mental health services
- Clinical assessments
- Substance abuse treatment
- Coaching/mentoring
- Additional services specific to each local community

BY THE NUMBERS

Since SFY 2012, the Parental Accountability Court program has helped

3,609

noncustodial parents who were at risk of incarceration avoid jail time and provide much needed support to

6,005

of Georgia's children. Program participants paid an estimated

\$8.7M

in support, which, in return, has saved the state millions in incarceration costs.

CONTACT INFORMATION

For information about the Parental Accountability Court Program and other outreach services, call **1-844-MYGADHS (1-844-694-2347)**.

Robyn A. Crittenden, DHS Commissioner | **Tanguler Gray**, Division Director | **Reed Kimbrough**, Division Deputy Director

GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Child Support Services

Community Outreach

Helping parents support their children.



Fatherhood Program

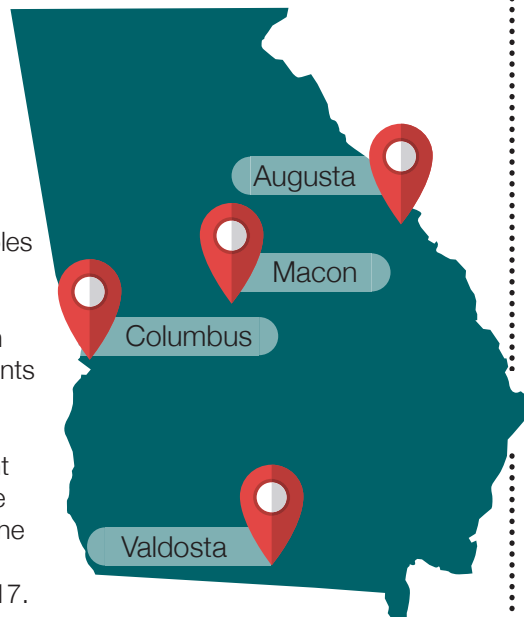
Through the Fatherhood program, the Division works with parents who are unemployed or underemployed and are, as a result, unable to pay their full child support obligations. The program connects parents with resources that lead to jobs paying above minimum wage, greater self sufficiency and more emotional, 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 has begun hosting outreach events around the state. These events, called “Fatherhood: A Celebration” celebrate the roles fathers play in the lives of their children. The events provide a fun atmosphere for parents to spend time with their children and to learn about the unique resources available to parents struggling to pay their child support.

The Division prioritized locations for the event by identifying areas of the state with both the greatest number of nonpaying parents and the least number of participants in the program. The map to the right shows locations for 2017.



89%

of noncustodial parents owing child support in Georgia are fathers.

83,000

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

During FFY16,

6,122

parents were enrolled in the Fatherhood program, supporting **18,173** children.

21

Fatherhood agents across Georgia

1,620

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

206

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



About 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 2016 (SFY16):

- Served 95,682 more meals to clients than in SFY 2015
- Assisted with the transition of 204 individuals from nursing homes into community settings
- Investigated abuse, neglect and exploitation of vulnerable adults, resulting in criminal charges against 490 people
- Hired an Alzheimer's and Related Dementias State Plan Coordinator to manage Georgia's Alzheimer's and Related Dementias (GARD) Advisory Council activity
- Expanded and improved quality of care for older adults and persons living with disabilities through the Healthy Communities Summit
- Heightened awareness of senior hunger in Georgia by hosting the state's first-ever Senior Hunger Summit
- Provided At-Risk Adult Crime Tactics (ACT) training to nearly 450 law enforcement officers, prosecutors, first responders and other mandated reporters of abuse, neglect and exploitation of vulnerable adults
- Received international attention from United Kingdom Law Enforcement regarding Georgia's ACT training and the Georgia Abuse, Neglect and Exploitation (GANE) mobile application, which provides first responders quick access to information and resources related to abuse, neglect and exploitation
- Established four assistive technology labs in Georgia to help older adults lead more independent lives through the use of technology

GOALS FOR SFY17

- Increase the number of individuals served through home-delivered meal and congregate meal sites by 9 percent
- Increase the number of ACT Certified Specialists
- Delay nursing facility placement by an additional five months for non-Medicaid Home and Community-Based Services participants. The program currently delays nursing facility placement for 51 months.
- Increase the number of individuals who transition from nursing facilities back into the community from 125 to 138
- Enroll 240 clients in Community Living Programs by the end of SFY2019 to include a community living program in all 12 Area Agencies on Aging
- Establish at least two more assistive technology labs
- Develop a state plan to address senior hunger

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 **91,004** Georgians in SFY16. 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

2,423,108 meals were served to Georgians through the Division's home-delivered meal program in SFY16.

An additional **1,474,664** 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 SFY16:

284

caregivers were provided case management and counseling

1,824

caregivers were provided respite care services

507

caregivers were provided with homemaker services

To find out about aging services in your area, call **1-866-552-4464**.

Independence

GEORGIA CARES

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.

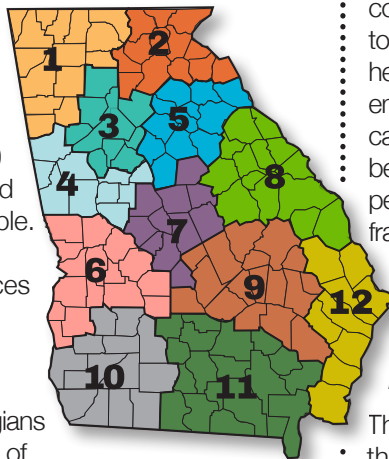
To learn more, visit www.mygeorgiacares.org.

ASSISTIVE TECHNOLOGY

Through four **\$10,000** grants, the Division has established four assistive technology labs in AAAs across the state to demonstrate how technology can help older and disabled Georgians maintain their independence. 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. The labs are located in the Atlanta Regional Commission, Northwest Georgia Area Agency on Aging, Three Rivers Area Agency on Aging and Southern Georgia Area Agency on Aging.

MONEY FOLLOWS THE PERSON

The primary goal of the Money Follows the Person program is to transition eligible individuals from long-term care facilities into community settings. In SFY16, the program helped **204** Georgians transition back into their communities from long-term acute care facilities. A total of **1,329** have returned to the community since July 2011.





Guarding against abuse, neglect and exploitation

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.

Active APS investigations in State Fiscal Year 2016 (SFY 16):

16,687

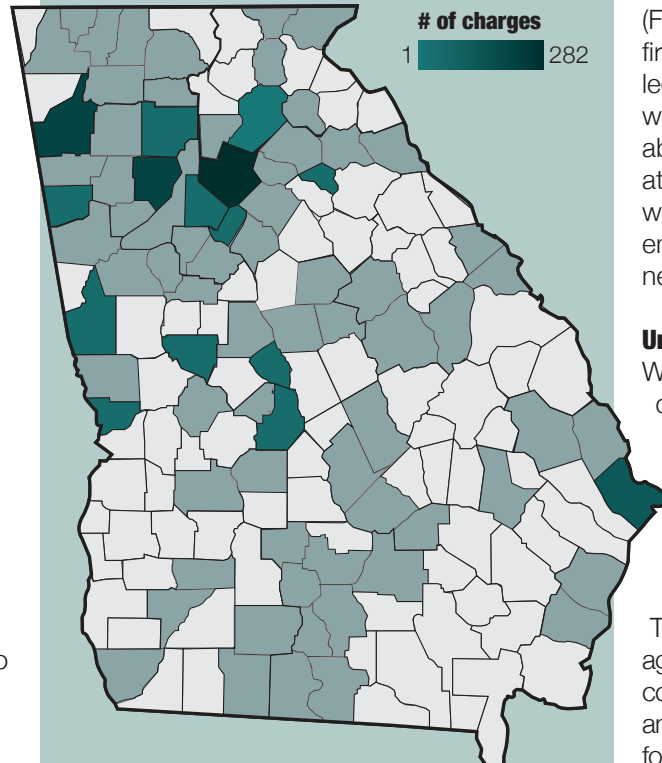
APS workers in SFY 16:

135

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 **1,000** charges were filed against nearly **500** 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 SFY16, APS relocated 45 individuals from unlicensed personal care homes.

Financial Exploitation Training

The Division and its partners trained **151** bank personnel and law enforcement officials on how to recognize, prevent and prosecute financial exploitation of vulnerable adults.

2,102

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

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.

Special Initiatives



SENIOR HUNGER

Top 10 47%

Georgia is one of the Top 10 states where seniors are at greatest risk for food insecurity.

Increase in the number of seniors experiencing the threat of hunger nationwide from 2001 to 2014

Source: *State of Senior Hunger in America 2014*, National Foundation to End Senior Hunger

Solutions

In September 2016, the Division hosted Georgia's first-ever Senior Hunger Summit, bringing together a diverse group of experts and policymakers to heighten awareness of senior hunger in Georgia and to unearth issues accompanying the problem. As a result of the Summit, the Division has assembled work groups to develop Georgia's first state plan to address senior hunger.

Work groups will address the following topics:

Food waste and recovery

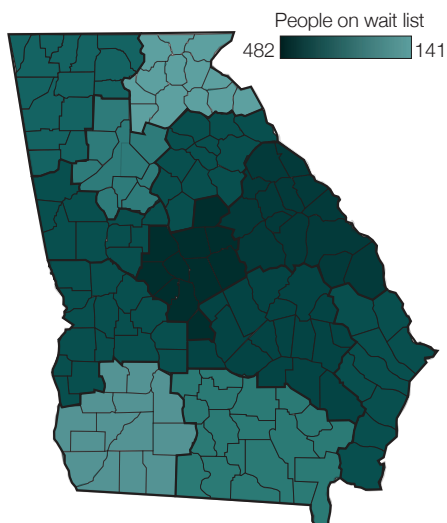
Today's seniors: What they want and what they need

Health impact of senior hunger

Options to meet communities' needs

Food access

Heat map of seniors on waiting list for meal delivery



Approximately **3,675** people remain on the waiting list for home-delivered meals, with an average wait time of **366** days.

Area Agency on Aging

Atlanta Regional Commission
Central Savannah River Area
Coastal Georgia
Georgia Mountains
Heart of Georgia / Altamaha
Middle Georgia
Northeast Georgia
Northwest Georgia
River Valley
Southern Georgia
Southwest Georgia
Three Rivers

People waiting

229
423
315
141
388
482
343
277
323
228
187
339

DEMENTIA

More than

130,000

Georgians are living with Alzheimer's or other forms of dementia.

Georgia continues to implement the State Plan on Alzheimer's and Related Dementias to promote the early diagnosis of dementia, develop the state's dementia-capable workforce, provide quality medical care for people with dementia and prepare law enforcement and other public safety officials for issues that surround dementia.

In State Fiscal Year 2016

- The Department of Public Health produced a report, "Alzheimer's Disease & Related Dementias among Medicare Beneficiaries," using data from the Georgia Alzheimer's and Related Dementias State Registry, which went live in 2015.
- The Division hired a coordinator to implement the state plan.
- The Department held an all-staff training on the "Basics of Dementia" to help case managers across all Divisions recognize the signs of dementia and to promote early diagnosis of the disease.

Approximately **1 in 3** Medicare beneficiaries aged 85 years or older have a diagnosis of Alzheimer's or a related dementia

(Data collected from *DPH Alzheimer's Disease and Related Dementias Among Medicare Beneficiaries, Georgia, 2015 report*)



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 16 (SFY16):

- Increased recipient fraud claims by 12 percent over SFY15 for the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families program (TANF), and the Childcare and Parent Services (CAPS) program, establishing 3,994 claims worth more than \$13 million. Funds will be recovered by the Department and reinvested in the respective programs.
- Disqualified 1,723 recipients from participating in SNAP or TANF due to trafficking

GOALS FOR SFY17

- Conduct a fraud awareness campaign to engage local and state law enforcement, and the public concerning issues of fraud, waste, and abuse in the SNAP and TANF programs

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 SFY16:

- Created and implemented a coordinated site-visit process with the Department of Juvenile Justice and the Division of Family and Children Services for the annual relicensure of providers who serve multiple state agencies, reducing the disruption of providers' operations

GOALS FOR SFY17

- Create a public scorecard for providers to provide transparency to customers who utilize the resources licensed by RCCL or contracted by other state agencies
- Expand provider training and technical assistance to increase the quality of care offered by providers to include:
 - A training and technical assistance program that covers the top 10 citations for providers and addresses specific needs of providers who are experiencing difficulty with achieving or maintaining license compliance
 - Improve the license application process to shorten turnaround time between application and decision



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

There were

3,829

established claims for Intentional Program Violations — both non EBT trafficking and EBT trafficking — in Georgia in SFY16.

Those claims were valued at

\$12.5 million

making up **0.5%** of the total

\$2.7 billion

disbursed in SNAP benefits in SFY16.

TANF

There were

121

IPV claims established in Georgia in SFY16.

Those claims were valued at

\$664,461

comprising **1.8%** of the

\$37,466,709

in TANF benefits that were disbursed in SFY16.

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

GEORGIA DEPARTMENT OF HUMAN SERVICES

Office of Inspector General

OIG



Setting standards for safety in facilities that house Georgia's most vulnerable children.

RCCL DATABASE

On **March 1, 2017**, RCCL will launch a new database, called TRAILS, allowing the public to view survey reports on licensed facilities for the past 24 months. The site will provide the public with a full understanding of the performance of each facility, according to standards for licensing and requirements for contracts for the placement of children by the Department of Juvenile Justice and the Division of Family & Children Services.

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 July 2016, RCCL has coordinated the following number of visits with the Department of Juvenile Justice and the Division of Family & Children Services:

Month	# Visits
July 2016	16
August 2016	23
September 2016	10
October 2016	20
November 2016	10
December 2016	10

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

[110 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)

[177 statewide]

Outdoor Child Caring Programs (OCCP)

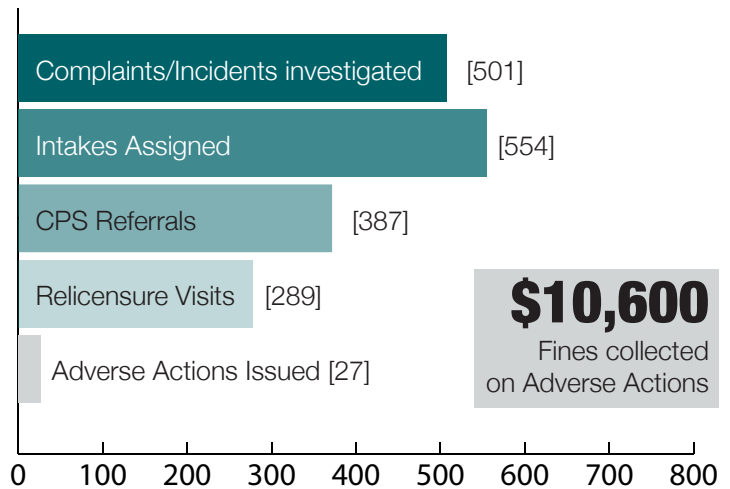
— a CCI that provides outdoor activities designed to improve the emotional and behavioral well-being of the children in a wilderness or camp environment

[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 2016]



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 **[14 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.

[7 statewide]

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.

Robyn A. Crittenden, DHS Commissioner | Charles Hicks, Inspector General | David LeNoire, Deputy Inspector General