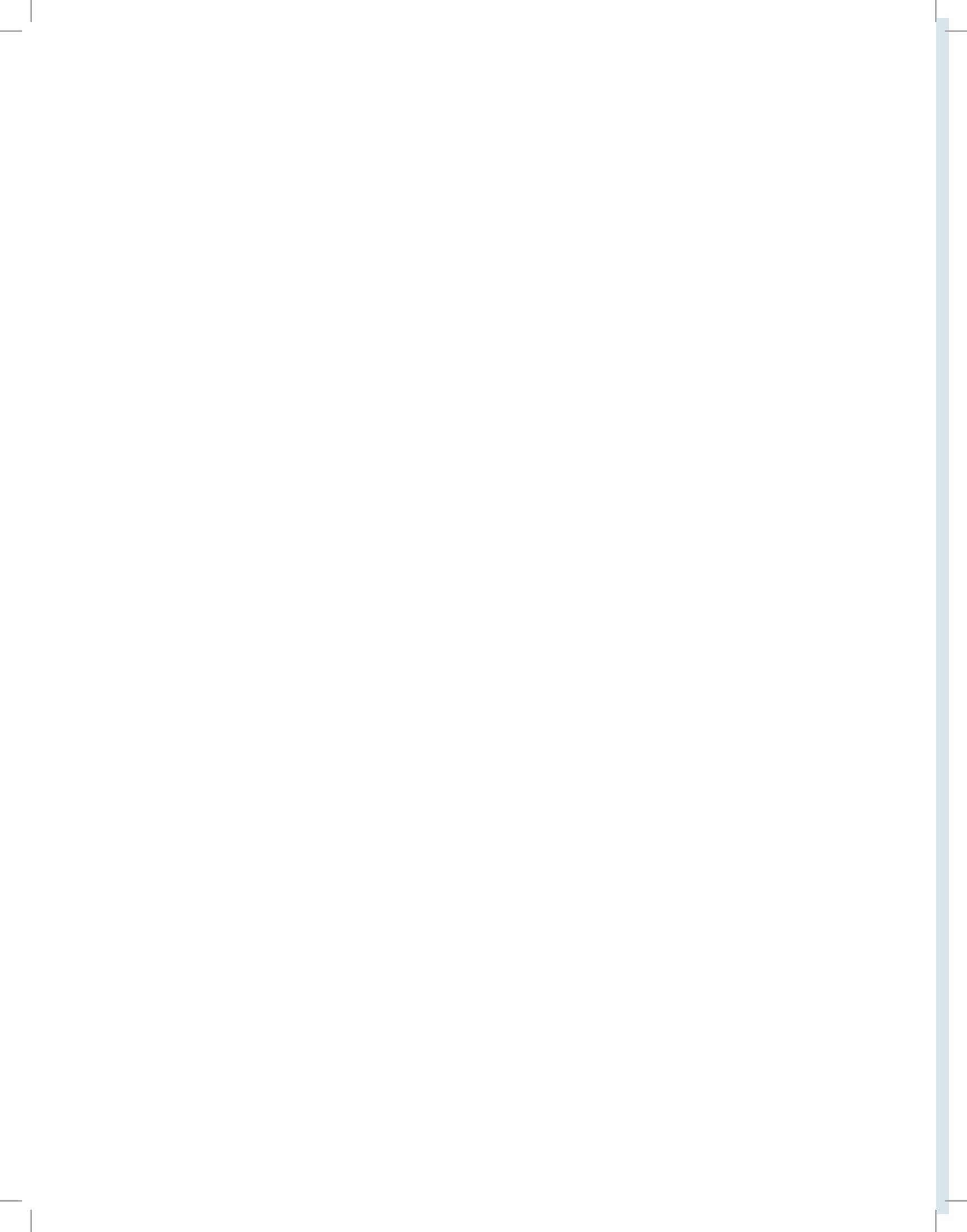


VOICES
for
Georgia's Children

GEORGIA'S CHILD-SERVING AGENCIES

2016 GUIDE





PREFACE

While children do not vote, they are, nevertheless, the irreplaceable key to the health and success of Georgia's future. Subsequently, State policy and services which help and affect children, and the accompanying dollars, are scattered throughout state agencies. With that in mind, we have developed this guide to child-serving agencies. We hope that this will be a useful quick reference tool for policymakers, advocates and practitioners alike.

We intend to update the guide regularly, so we ask your help in making corrections, improving the format, and asking for critical information. Please email us at info@georgiavoices.org with your ideas.

We also want to thank the agency staffs who helped us by reviewing content, Joseph Leonard for his energy, persistence and patience while doing the yeoman's work on the initial publication and Bethany Sherrer for her exceptional and unfaltering dedication to its revision.

Emily Pelton

Executive Director

Voices for Georgia's Children

INTRODUCTION

Most state agencies support children as part of their fundamental charter; some provide supplementary services, recognizing youth as an important constituency when it comes to meeting an agency's short- and long-term objectives. The following list provides a ready reference to the most familiar services of each of the agencies covered in this handbook. The subsequent pages go into a deeper examination of the structure, governance, and services of each organization. Where possible, we have attempted to indicate the number of children served by key programs within the agencies.

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15 The Department of Education (DOE)
DOE is the agency oversees fiscal and administrative management of K-12 public education, including the implementation of federal and state mandates.

17 The Department of Human Services (DHS)
DHS administers a wide range of social services, including child support, child welfare (through the Division of Family and Children's Services), child abuse and neglect prevention, adoption and programs assisting low-income families such as food stamps (SNAP) and welfare (TANF).

18 Division of Family and Children Services (DFCS)
DFCS investigates child abuse, finds foster homes for abused and neglected children, and helps low-income, out-of-work parents get back on their feet with numerous support services and programs geared to help troubled families.

20 The Department of Juvenile Justice (DJJ)
DJJ handles the supervision, detention, and rehabilitation of juvenile delinquents awaiting trial or committed to state custody by the Juvenile Courts.

22 The Division of Community Supervision (DCS)
DCS supervises all defendants placed on probation or parole or other conditional release from imprisonment by the State Board of Pardons and Paroles. This includes individuals under the age of 21 who committed an act of delinquency before reaching the age of 17.

23 The Department of Public Health (DPH)

DPH provides services for the detection, prevention, and control of disease, disorders, and disabilities. Programs for children include vaccines, newborn screening, dental health, Children 1st, and food supplement programs like WIC.

25 The Governor's Office of Student Achievement (GOSA)

GOSA analyzes and communicates statewide data regarding student achievement and school completion from Pre-K through college.

27 The Office of the Child Advocate (OCA)

OCA offers advice and assistance to Georgia's child-serving agencies, child policy, at-risk families, and foster children of the state. OCA has the ability to inspect all facilities and residences, public and private, where a child has been placed by a court or by the Division of Family and Children Services (Department of Human Services).

28 The Office of Insurance and Safety Fire Commissioner (OCI)

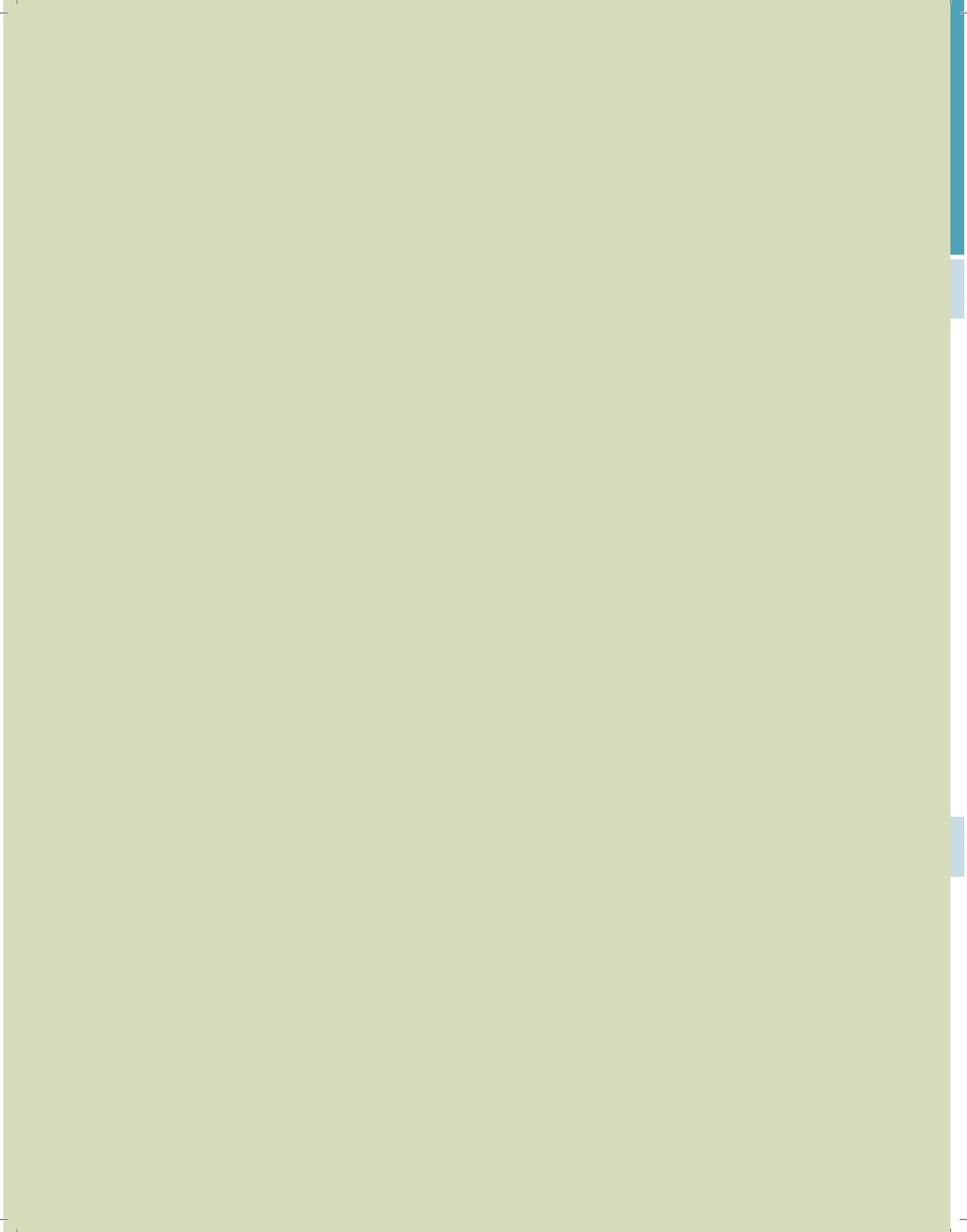
OCI regulates the private insurance industry and houses the Georgia State Fire Marshall's Office, which administers programs on fire safety and prevention to children in schools and throughout the community.

29 The Georgia Bureau of Investigation (GBI)

GBI assists in investigations when requested by certain agencies and individuals in the state, maintains the state's sex offender registry, and collects, stores, and disseminates law enforcement and criminal justice related information. The GBI also oversees the development of the statewide child fatality report.

30 The Technical College System of Georgia (TCSG)

TCSG provides dual enrollment opportunities to Georgia's high school students and provides childcare for the children of adult learners. TCSG also provides training for young child care and learning professionals.



Department of Behavioral Health and Developmental Disabilities (DBHDD)

<http://dbhdd.georgia.gov>
2 Peachtree Street, NW, 24th Floor
Atlanta, GA 30303

404-657-2252
Commissioner Frank W. Berry III
O.C.G.A. § 37-1-1, et seq.

What does the Department of Behavioral Health and Developmental Disabilities (DBHDD) do?

- Provides support services to people with mental illnesses, addictive diseases, and developmental disabilities based on single or co-occurring diagnoses provided by the institutions, contractors, and programs under its control, management, or supervision, as well as Medicaid services and related waivers.
- Establishes, operates, and supervises state facilities for treatment of mental illness, addictive diseases, and individuals with developmental disabilities.
- Provides community services through contracts with private, for-profit, non-profit, and quasi-public agencies, under contract with DBHDD through regional offices.
- Conducts research into the causes and treatment of disability and the means of promoting mental health and addictive disease recovery.
- Provides guidelines for and oversight of host homes.
- Convenes the Interagency Directors Team (IDT) in order to design, manage, facilitate, and implement an integrated approach to child and adolescent system of care that informs policy and practice, and shares resources and funding. IDT is made up of more than 20 representatives from state agencies and non-governmental organizations that serve children with behavioral health needs, Georgia State University as a university partner, and the Centers for Disease Control and Prevention as a federal consultant to the collaborative. The group transitioned from the Children and Adolescent State Infrastructure Grant (CASIG) Interagency Workgroup to the IDT in 2011.
- Administers services through six regional offices which administer the hospital and community resources assigned to the region. To access mental health, substance abuse and crisis and emergency services 24 hours a day, seven days a week, call 1-800-715-4225. To locate treatment or support services for individuals with mental illness, substance abuse disorders or developmental disabilities, visit www.mygcal.com.

What is the governance structure of DBHDD?

- There are two boards that serve DBHDD: the Board of Behavioral Health and Developmental Disabilities and the Georgia Behavior Health Coordinating Council.
- The Board of Behavioral Health and Developmental Disabilities establishes the general policy followed by the Department. The Board consists of nine members appointed by the Governor and confirmed by the Senate.
- The Georgia Behavior Health Coordinating Council identifies overlapping services regarding funding and policy issues in the behavioral health system. The Council is made up of the Commissioners from DBHDD, Department of Community Health, Department of Human Services, Department of Juvenile Justice, Department of Corrections, Department of Community Affairs, the Commissioner of Labor, the State School Superintendent, the chairperson of the State Board of Pardons and Paroles, two members appointed by the Governor, the ombudsman under O.C.G.A. § 37-2-32, a State Senator, a State Representative, a parent representative, an adult consumer, and the family member of a consumer.

- The Commissioner is both appointed and removed by the Board, subject to the approval of the Governor. Subject to law and the policy established by the Board, the Commissioner

supervises, plans, and executes the functions vested in the Department.

What divisions and services are under DBHDD?

- **Addiction Services** vary by region, but include outpatient services (evaluation, diagnosis, and counseling), crisis services, detoxification, residential programs, DUI Schools, and group homes for youth 13-17 year olds dealing with substance abuse-related disorders. In fiscal year 2015, there were 499 children and adolescents who received substance abuse services from the department. DBHDD contracts with providers in all six regions to provide outpatient and residential substance abuse treatment.
- Services for individuals with **severe and persistent mental illness** are aimed at those with a diagnosed mental illness, whose level of functioning is significantly affected by the mental illness, who are financially unable to pay for all or part of the services. Services are delivered through community services (counseling, supported employment, residential supports, etc.) and inpatient services (hospitalization). Services for children and families vary by region and may additionally include intensive family intervention and respite for the family. In fiscal year 2015, 20,567 children and adolescents received mental health services from the department, including 209 in psychiatric residential treatment facilities.
- Services received by individuals with **developmental and intellectual disabilities** depend on a professional determination of medical necessity, level of care requirements, and available resources. Services may include physical therapy, speech and language therapy, occupational therapy, community living support and residential alternatives, respite, vehicle adaptation, supported employment, and more. Under the state's Olmstead Plan and in conjunction with a Department of Justice settlement, Georgia seeks to eliminate the involuntary institutionalization of individuals with developmental disabilities through services providing

community-based care (see inset). As of August 2015, there are 2,890 children and adolescents (age 21 or younger) on the planning list and 849 receiving community-based waiver services for developmental disabilities.

- DBHDD also administers programs in **suicide prevention, substance abuse prevention, and victim notification** (allowing the victim of a crime allegedly committed by an individual committed to DBHDD to request notification if that patient is released, escapes, or is readmitted to a DBHDD facility).
- **Georgia Regional Hospital at Atlanta (GRHA)** is a publicly-owned facility of the State of Georgia operated by DBHDD. GRHA is located in DeKalb County and operates inpatient beds that are fully licensed and accredited.
 - ◇ **The Developmental Disabilities Program** includes one unit, the Skilled Nursing Unit (SNF). SNF Unit is a 53-bed unit with a current census of 25. The program is no longer admitting new patients. Patients on this unit are profound to severely developmentally disabled and have medical needs that require a skilled nursing level of care. The unit serves both male and female patients of any age. DBHDD closed the child and adolescent division of its developmental disability services in 2009.
 - ◇ In addition, GRHA operates two **Adolescent Residential Group Homes** for boys aged 16-18 who are receiving substance abuse counseling from local community service boards contracted with DBHDD. GRHA also operates three community integration homes that offer services to individuals who were once admitted to a state psychiatric facility but are on conditional release as deemed by the courts. Each home has no more than six beds.

- **Georgia Regional Hospital at Savannah** is a state-funded multi-service facility operated by the Department of Behavioral Health and Developmental Disabilities. Located in Savannah, it provides care to emotionally disturbed children and adolescents and those living with developmental disabilities

- ◊ **Child and Adolescent Crisis Stabilization Program:** Located in Bloomingdale, this CSP for Children and Adolescents is a medically monitored short-term residential service that provides psychiatric and behavioral stabilization and detoxification.
- ◊ **Secure Care:** a medium security unit serving clients involved with the criminal justice system. This unit has

34 beds.

- ◊ **Recovery Care:** 34 beds with rehabilitation as its chief focus. The unit serves clients who need to acquire or improve both coping and living skills in order to function outside the hospital.
- **East Central Regional Hospital** is a DBHDD owned and governed hospital with one location in Gracewood and one in Augusta. It provides a variety of services to mentally ill patients.
- **West Central Georgia Regional Hospital** is a state owned hospital that provides care to mentally ill adults in two inpatient units: a forensic unit and a civil unit.

Department of Justice Settlement

Following a series of newspaper articles about mistreatment of residents of Georgia mental health institutions, the United States filed an action against the State alleging violations of the rights of institutionalized individuals. In October 2010, the Department of Justice and the State reached a final settlement and a centerpiece of the agreement was a promise to provide housing for 2,000 individuals with severe and persistent mental illness who would otherwise be in institutions, at risk of institutionalization, or homeless, along the lines of the plan. The settlement does not mandate community services for children. Full compliance with the settlement was required by 2015; however, an independent reviewer stated in March 2015 that Georgia has failed to comply with certain critical provisions related to the development of a community-based system for individuals with a developmental disability.

3/15 Review: https://dbhdd.georgia.gov/sites/dbhdd.georgia.gov/files/related_files/site_page/YEAR_5_MARCH_2015_Supplemental_Report.pdf

Department of Community Health (DCH)

<http://dch.georgia.gov>
2 Peachtree Street, NW
Atlanta, GA 30303

404-656-4507
Commissioner Clyde L. Reese III, Esq.
O.C.G.A. § 31-2-1, et seq.

What does the Department of Community Health (DCH) do?

- The Department of Community Health (DCH) is responsible for four major health policy areas: Health Information Technology, Healthcare Facility Regulation, State Health Benefits Plan (SHBP), and Medicaid (including PeachCare for Kids).
- DCH is the lead agency for health care purchasing, planning and regulation in Georgia.
- The Department is designated as the single state agency for Medicaid, although the Department of Behavioral Health and Developmental Disabilities and the Department of Human Services also qualify individuals for Medicaid services and waivers to select populations.
- As of May 2015, there were 1,146,426 children enrolled in Medicaid and 136,668 children enrolled in PeachCare for Kids. There were 112,517 child dependents covered under the State Health Benefits Plan.
- Part of the Affordable Care Act reversed federal law prohibiting state employees with low and moderate income from enrolling their children in SCHIP programs like PeachCare for Kids. In January 2012, Georgia began allowing state employees to enroll eligible children in PeachCare, providing savings to families and the state and resulting in increased provider reimbursement rates. As of May 2015, there were 10,503 state employee dependents enrolled in PeachCare for Kids.
- DCH's Office of General Counsel is responsible for reviewing applications for and issuing certificates of need for the construction of new medical provider facilities.

What is the governance structure of DCH?

- The Board of Community Health consists of nine members appointed by the Governor and confirmed by the Senate.
- The Commissioner is subject to appointment and removal by the Governor.
- Subject to law and the general policy established by the Board, the Commissioner supervises, organizes, and executes the functions vested in the Department.

What divisions and services are under DCH?

- **Healthcare Facility Regulation** is responsible for professional standards regulation in health care facilities.
- **Health Information Technology (HIT)** heads the strategic efforts of the State of Georgia for health information technology adoption and health information exchange. Information Technology is also responsible for promoting project management standards throughout DCH.
- **State Health Benefit Plan (SHBP)** provides health insurance coverage to state employees, school system employees, retirees and their dependents. The DCH Public Employee Health Benefits

Division is responsible for day-to-day operations.

- **Medicaid** is a health insurance program jointly administered and funded by the federal and state government. It provides health care services for eligible, low-income children, pregnant women, or individuals who are elderly or who have disabilities.
 - ◇ **Medicaid Management Information System (MMIS)** unit supports the various systems used for the processing, collection, analysis and reporting of information needed to support Medicaid and PeachCare for Kids claim payment functions.
 - ◇ **Non-Emergency Transportation Broker Services** provides transportation for eligible Medicaid members who need access to medical care or services.
 - ◇ **Medicaid Electronic Health Record Incentives Program** is for eligible Medicaid providers who adopt, implement, upgrade, and demonstrate meaningful use of certified Electronic Health Record (EHR) technology.
 - ◇ **Georgia Families (Managed Care)** is a program that provides health care services to enrolled members of Medicaid and PeachCare for Kids. It is a partnership between the Department of Community Health and three health care plans, also known as private care management organizations (CMOs).
 - ◇ **Medicaid Estate Recovery** is a federally required program whereby Medicaid members with qualified assets reimburse the taxpayers for long-term care and home and community-based services provided through Medicaid. Funds are recovered from the member's estate after death for the cost of these services. Individuals who apply for Medicaid and who may be subject to estate recovery will be advised of this program prior to determination as Medicaid eligible.
 - ◇ **Georgia Long Term Care Partnership** is a joint program with the Office of the Commissioner of Insurance and the Department of Human Services. This program forms partnerships between Medicaid and private insurers to offer partnership policies for long term care that provide an alternative to transferring assets or "spending down" (using up your own money)

to reach eligibility levels.

- ◇ **Waiver Programs** enable qualified individuals to receive home and community-based long term care services through Medicaid as an alternative to placement in nursing care facilities. This is in compliance with the Americans with Disabilities Act and the Supreme Court's 1999 Olmstead ruling, which held that it is unlawful discrimination to force people with disabilities into institutions in order to receive services. Medicaid waiver programs under DCH include Service Options Using Resources in Community Environments (SOURCE), Independent Care Waiver Program (ICWP), and the Georgia Pediatric Program (GAPP). Of these three, only GAPP is open to children, with its focus on providing services to medically fragile children with multiple system diagnoses. The Katie Beckett Deeming Waiver allows disabled children to enroll in Medicaid regardless of parental income in order to receive services at home. Other waiver programs, such as New Options Waiver Program (NOW) and Comprehensive Supports Waiver Program (COMP), are available for people who meet the level of care requirements for Intermediate Care Facilities for Mental Retardation (ICF-MR) and are regulated by DCH and administered by DBHDD. In addition, the Community Care Services Program (CCSP) is a waiver program administered by DHS.
- ◇ **PeachCare for Kids** is Georgia's State Children's Health Insurance Program (SCHIP). The Social Security Act of 1997 authorized the development of a joint program between the federal government and the states named the Children's Health Insurance Program (CHIP). Under CHIP, federal funds are allocated to states provided the state matches the funds; these funds are then used to insure children who meet state requirements promulgated within federal limits. The program attempts to expand coverage to children who fall outside the income requirements for Medicaid. Each state sets its own eligibility guidelines for inclusion in the CHIP program beyond a federally mandated minimum. Any changes that a state wishes to make to its CHIP program must first be approved by the

Secretary of the Department of Health & Human Services as a condition for the receipt of federal funds. States have broad flexibility in establishing income eligibility and payment requirements for their program. Georgia's CHIP program, PeachCare for Kids, sets the upper limit at 235% above the federal poverty level (FPL) and covers children

from birth through age 18. Georgia families also must contribute premiums up to \$70/month based on income and number of children except for children under 6 years old who are enrolled at no cost. Co-payments also are required and set by Georgia law.

Department of Early Care and Learning (DECAL)

<http://decals.ga.gov>
2 Martin Luther King Jr. Drive SE,
754 East Tower, Atlanta, Georgia 30334

404-656-5957; Toll Free: 1-888-442-7735
Commissioner Amy M. Jacobs:
404-651-7432
O.C.G.A. § 20-1A-1, et seq.

What does the Department of Early Care and Learning (DECAL) do?

- Administers programs and services for the operation of voluntary pre-kindergarten, also known as “Georgia’s Pre-K Program.”
- Administers programs and services for the operation, management, and regulation of preschool and child development programs.
- Establishes and collects annual fees for licensure, registration, or commission of early care and education programs.
- The Nutrition Services Division of Bright from the Start administers the Child and Adult Care Food Program (CACFP) and the Summer Food Service Program (SFSP) in Georgia. These federal nutrition programs funded by the United States Department of Agriculture (USDA) ensure that children and adults have access to nutritious meals while they are in a day care setting and during the summer when school is not in session.
- Provides technical assistance, training, and support to families and childcare providers who care for children with special needs.

What is the governance structure of DECAL?

- The Board of Early Care and Learning consists of one member from each congressional district appointed by the Governor for five-year terms. The Board oversees the budget, determines policies and promulgates rules for the operation of the Department.
- The DECAL Commissioner is appointed by and serves at the pleasure of the Governor. The Commissioner employs all personnel of the Department, subject to the law and the provisions of the policies, procedures, rules, and regulations of the Board.

What programs are under DECAL?

- **Georgia’s Pre-K Program** is an educational program funded by the Georgia Lottery for Education that prepares Georgia’s four-year-old children for Kindergarten. For the 2013-2014 school year the total funded cost was \$305,084,448, the funded cost per child was \$3,746, and total actual enrollment was 81,453. Georgia’s Pre-K Program is voluntary for families and for providers.
- DECAL houses the **Head Start** state collaboration office, which strives to align Georgia’s Head Start programs with the state’s K-12 education standards and the federal Head Start program performance standards. Head Start is a federal program overseen by the U.S. Department of Health and Human Services. In FY 2015, operating funds for Georgia Head Start programs serving ages three and four, including expansion, were \$167,900,571. The average cost per child for 21,355 children was about \$7,200. Operating funds for Early Head Start, which serves children under three years, were \$37,245,382 for 3,108 children, again including expansion. The average cost per child was approximately \$12,700.

- **Child Care Services** – DECAL is responsible for the licensing and monitoring of approximately 10,000 center-based and home-based child care facilities. There are three types of child care programs licensed by DECAL:

1. **Family Day Care Home** – A program that operates in a private residential home less than 24 hours per day. It may provide care for three children, but no more than six, under the age of 18 for pay.
2. **Group Day Care Home** – A program operated by a person, society, agency, corporation, institution, or group that receives pay for group care. The group day care home may provide care for seven to 18 children under the age of 18 for less than 24 hours per day.
3. **Child Care Learning Centers** – A program operated by a person, society, agency, corporation, institution, or group that receives pay for group care. The child

care learning center may provide care for 19 or more children under the age of 18 for less than 24 hours per day.

- **Inclusion Specialists** - Bright from the Start: Georgia Department of Early Care and Learning offers supports for inclusion through a team of regionally based Inclusion Specialists.
- **Subsidized Child Care Assistance** – Subsidized child care in Georgia is provided through the **Childcare and Parent Services (CAPS)** program to help low-income families afford quality child care. The CAPS program can subsidize the cost of child care for children under age 13 and can be extended to 18 if the child has special needs. DECAL oversees the CAPS program providers and services, but the Division of Family and Children Services determines family qualifications for the program.

Department of Education (DOE)

<http://doe.k12.ga.us>
205 Jesse Hill Jr. Drive SE
Atlanta, GA 30334

404-656-2800; Toll Free: 1-800-311-3627
State School Superintendent Richard Woods

What does the Department of Education (DOE) do?

- The Georgia Department of Education (DOE) is the state agency charged with the fiscal and administrative management of certain aspects of K-12 public education, including the implementation of federal and state mandates, subject to supervision and oversight by the State Board of Education.
- There are 181 school districts in Georgia, employing 1,114,800 teachers. Locally elected boards of education or the Department of Juvenile Justice govern these systems.
- For the 2015-2016 school year, there were a total of 1,756,553 public school students in Georgia attending a total of 2,264 schools. Of those students, 62% were eligible for free or reduced-price lunch, 10.8% received Special Education, and 7% had limited English proficiency.

What is the governance structure of the DOE?

- The **State Board of Education** consists of one member from each congressional district appointed by the Governor and confirmed by the Senate for a term of seven years. The Chairperson of the Board is elected by the State Board members.
- The Board establishes and enforces standards for operation of all public elementary and secondary schools and local units of administration in Georgia.
- The State Board of Education is authorized, after a reasonable attempt at consultation with the State School Superintendent, to organize and reorganize the Department of Education and to prescribe its duties, functions, and operations as the State Board may deem necessary.
- The **State School Superintendent** is a constitutionally elected executive officer and is the executive officer of the State Board of Education.

What offices under the State Superintendent comprise the DOE?

- **Office of School Improvement:** provides a statewide system of support and process for school improvement. Programs include the Governor's Honors Program, School Improvement Division, Teacher and Leader Effectiveness Division, and Title I and Outreach Programs.
- **Office of Federal Programs:** provides technical assistance, resources, and program monitoring of local education agencies related to various federal programs such as grants and 21st Century Community Learning Centers.
- **Division of Standards Based Learning:** provides rigorous standards, quality instructional resources and online professional learning materials that will help teachers prepare students for graduation and post-secondary college and career opportunities
- **Division of Special Education Services and Supports:** provides challenging educational programs designed to meet the unique needs of students in a wide variety of settings that result in increased student achievement

- **Division of Assessment and Accountability:** measures student achievement of the state mandated curriculum, identifies students failing to achieve mastery of content, provides teachers with diagnostic information, and assists school systems in identifying strengths and weaknesses in order to establish priorities in planning educational programs. The Accountability team serves to improve communication between all Georgia public schools and other stakeholders regarding the federal and state education accountability

initiatives. They also publish the Adequate Yearly Progress (AYP) reports for all public school districts and schools as required by the No Child Left Behind Act of 2001.

- **College and Career Ready Performance Index (CCRPI):** is a platform for all educational stakeholders that includes comprehensive school improvement, communication, and accountability. The goal of the program is to promote college and career readiness for public school students in Georgia

Education Reform Commission

- Created by an executive order issued by Governor Deal.
- Studied the state's education system including the funding formula.
- November of 2015 the commission released its final recommendations to the Governor.
- Education Reform Commission Report: https://gov.georgia.gov/sites/gov.georgia.gov/files/related_files/document/FinalGovERCReport_121415.pdf

Department of Human Services (DHS)

<http://dhs.georgia.gov>
2 Peachtree Street, NW # 29-202
Atlanta, GA 30303-3142

404-651-6316
Commissioner Robyn A. Crittenden
O.C.G.A. § 49-2-1, et seq.

What does the Department of Human Services (DHS) do?

- DHS delivers a wide range of human services designed to promote self-sufficiency, safety and well being.
- The Department is one of the largest agencies in state government with an annual budget of \$1.8 billion and 10,000 employees. DHS provides services to county governments, including the supervision of county departments that administer social services.
- The Department also administers or supervises all county Departments of Family and Children Services, each of which is run by a county board and a county director.

What is the governance structure of DHS?

- The Board has nine members appointed by the Governor and confirmed by the Senate.
- The DHS Commissioner is both appointed and removed by the Board, subject to the approval of the Governor.
- Subject to law and the policy established by the Board, the Commissioner supervises, directs, and executes the functions vested in the Department.

What divisions and services are under DHS?

- **Division of Aging Services** – Administers a statewide system of services for senior citizens, their families and caregivers.
- **Division of Child Support Services** – Helps children by enforcing parental responsibility to pay financial support. DCSS services include assistance with locating non-custodial parents, confirming paternity, establishing and enforcing child support and medical support orders, and collecting and distributing payments. DCSS also provides the Georgia Fatherhood Services Network and the Access and Visitation Program, both devoted to increasing non-custodial parent involvement in a child's life. As of November 2014, DCSS has 396,640 cases in Georgia, representing 533,252 children.
- **Office of Residential Child Care (under the Office of Inspector General)** – Monitors, inspects and licenses Child Caring Institutions that provide 24-hour residential therapeutic treatment (group homes), Child Placing Agencies (Foster Care, Adoption), Outdoor Child Caring Programs (Child Caring Institutions that provide therapeutic outdoor activities in a wilderness environment), Children's Transitional Care Centers and Maternity Homes.
- **Division of Family and Children Services** – See next page.

Division of Family and Children Services (DFCS)

<http://dfcs.dhs.georgia.gov>
2 Peachtree Street, NW, Suite 18-486
Atlanta, GA 30303

404-651-9361
Division Director Bobby Cagle

What does the Division of Family and Children Services (DFCS) do?

- The primary goal of the Division of Family and Children Services (DFCS) is to assist and support families to ensure children are safe from abuse and to help families become more self-sufficient.
- DFCS investigates child abuse; finds foster homes for abused and neglected children; helps low-income, out-of-work parents get back on their feet; assists with child care costs for grandparents raising grandchildren, or low-income parents or guardians who are working or in job training, and provides support services and programs to help troubled families.
- The Division has nearly 7,000 staff members.

DFCS is made up of two units: Child Welfare and the Office of Family Independence (OFI).

A. SOCIAL SERVICES / CHILD WELFARE

- Encompasses Child Protective Services (CPS), Adoptions and Foster Care.
- Case managers, located in 159 county DFCS offices, provide a variety of social services including:
 - ◇ Family assessment services,
 - ◇ Child protective services (CPS) to abused and neglected children,
 - ◇ Treatment services to families involved with CPS,
 - ◇ Recruitment, placement and treatment services for children in foster care including location of adoptive homes when parental rights have been terminated.
- CPS staff complete an assessment of a family based on reports of child abuse or neglect and provide services to protect the child and strengthen the family. In 2014, CPS workers investigated 33,221 reports of child maltreatment. At the end of 2014 there were 8,620 children in foster care and 906 adoptions were finalized in 2014.
- The Adoption Unit is committed to educating the public, private partners and DFCS field staff in regards to best practices in adoption and to facilitate and support the adoption of children in the permanent custody of DFCS.
- As of 2015 the child abuse and neglect prevention, and home visiting activities formerly associated with the Governors Office of Children and Families (GOCF) were transferred to DFCS.

B. OFFICE OF FAMILY INDEPENDENCE (OFI)

- The Office of Family Independence refers to all eligibility programs including Supplemental Nutritional Assistance Program (SNAP), Temporary Assistance to Needy Families (TANF), Family Medicaid, and Aged, Blind and Disabled Medicaid (ABD), and Child and Parent Services (CAPS).
- DECAL oversees the CAPS program providers and services, but the Division of Family and Children Services determines family qualifications for the program.

B. OFFICE OF FAMILY INDEPENDENCE (OFI)

- All OFI programs have an income-eligible component as well as other eligibility criteria such as an age requirement.
 1. **Supplemental Nutrition Assistance Program (SNAP)** – Formerly known as food stamps, SNAP provides monthly benefits to low-income households to help pay the cost of food. In FY 2014, 865,306 children in Georgia received SNAP (accounting for 45.7% of total recipients) Children who receive SNAP are also eligible for free or reduced-price school lunches.
 2. **Temporary Assistance for Needy Families (TANF)** – A monthly cash assistance program for low-income families with children under age 18. To be eligible for TANF benefits, a child under 18 must reside in the home and be deprived of the care of at least one parent due to a variety of reasons. To be eligible for TANF, applicants must participate in work or work-related activities (such as classes designed to teach the applicant how to look for a job, how to write a resume, or how to handle an interview).
 3. **Family Medicaid, Aged, Blind and Disabled Medicaid (ABD), and Right from the Start Medicaid** – Individuals may apply for Medicaid at any local DFCS office, by mail, telephone, fax, e-mail, or at designated agencies.
 4. **After School Services** – DHS funds provide grants to after school and summer programs for youth ages 6-19.
 5. **Emergency Food Assistance Program** – A federal program that helps supplement the diets of low-income persons in Georgia by providing them with emergency food and nutrition assistance at no cost.
 6. **Low Income Home Energy Assistance Program** Th
 7. **Right from the Start Medicaid (RSM) Outreach Project** – Assists children, pregnant women, and women with breast or cervical cancer to receive comprehensive health services through RSM and related programs. RSM Medicaid Eligibility Specialists work to help families obtain access to free and low-cost health care coverage. There are twenty RSM teams stationed across the state. RSM also works closely with PeachCare for Kids and Georgia Partnership for Caring for those who are not eligible for Medicaid.
 8. **Educational Programming, Assessment and Consultation (EPAC)** – Provides comprehensive academic support services focusing on improving the educational outcomes and academic achievement of children and youth who are currently in the custody of DFCS.

Child Welfare Reform Council (CWRC)

- Created by executive order in 2014 by Governor Deal.
- 21 members with expertise in child welfare issues were appointed by the Governor to the council.
- Tasked with performing a comprehensive review of the Division of Family and Children Services and advising the governor on possible executive agency reforms and legislative fixes where necessary.
- Issued a report recommending changes to the child welfare system that resulted in several legislative changes during the 2015 session.
- The Council has met throughout 2015 and will continue to meet in 2016.

Department of Juvenile Justice (DJJ)

<http://www.djj.state.ga.us/>
3408 Covington Highway
Decatur, GA 30032

404-508-6500, Fax: 404-508-7289
Office of the Commissioner: 404-508-7200
Commissioner Avery D. Niles
O.C.G.A. § 49-4A-1, et seq.

What does the Department of Juvenile Justice (DJJ) do?

- The Department coordinates supervision, detention, and rehabilitation of juvenile delinquents awaiting trial or committed to the state's custody by the Juvenile Courts.
 - DJJ has 26 facilities and 92 court services offices throughout the state.
 - DJJ does not provide services to children under the jurisdiction of the Superior Courts. The Superior Courts have exclusive jurisdiction over the trial of any child 13 to 17 years of age who is alleged to have committed any of the following offenses: murder, voluntary manslaughter, rape, aggravated sodomy, aggravated child molestation, aggravated sexual battery, or armed robbery (if committed with a firearm).
- ◇ Before indictment, the district attorney may, after investigation and for extraordinary cause, decline to prosecute in Superior Court and transfer jurisdiction to the Juvenile Court.
 - ◇ After indictment, the Superior Court may, after investigation and for extraordinary cause, transfer jurisdiction to the Juvenile Court for any case involving a child 13 to 17 years of age alleged to have committed any offense listed above which is not punishable by loss of life, imprisonment for life without possibility of parole, or confinement for life in a penal institution.

What is the governance structure of DJJ?

- The Board of Juvenile Justice establishes the general policy followed by the Department, including development of rehabilitation programs and adopting regulations for youth development centers and juvenile detention facilities. The Board consists of fifteen members, with at least one but not more than two from each congressional district, appointed by the Governor and confirmed by the Senate for five-year terms.
- The Commissioner is both appointed and removed by the Board, subject to the approval of the Governor.
- Subject to law and the policies of the Board, the Commissioner supervises, directs, organizes, and executes the functions of the Department.

What divisions and services are under DJJ?

- **Division of Youth Services (DYS)** – DYS administers the Department's Facilities and Programs, including:
 - ◇ Regional Youth Detention Centers (RYDC) provide temporary, secure care and supervision to youth who have been charged with offenses or who have been adjudicated delinquent and are awaiting placement. In addition, youth who have been committed to the custody of DJJ are sometimes placed in an RYDC while awaiting treatment in a community program or a long term facility. There are 20 RYDCs.
 - ◇ Youth Development Campuses (YDC) provide secure care, supervision and treatment services to youth who have been committed to the custody of DJJ for long term programs. There are seven YDCs.
 - ◇ In FY 2014, DJJ served 9,786 children in RYDCs and YDCs (8,665 in RYDC only, 1,121 in YDC only, and 582 in both). Additionally, 11,100 children were served by DJJ in community settings.
- **Division of Administrative Services (DAS)** – DAS handles contracts and grants, technology and information services, engineering, audits, federal programs, and financial services.
- **Division of Support Services (DSS)** – DSS oversees the Office of Transportation, Office of Training and Office of Victims Services.
- **Office of Behavioral Health Services (OBHS)** – OBHS provides screening, assessment, and treatment for youth in DJJ facilities with behavioral health issues.
- **Division of Programs & Education Services** – Youth in DJJ custody can earn a high school diploma from a school system accredited by both the Southern Association of Colleges and Schools (SACS) and the Correctional Education Association (CEA). The Commissioner serves as the school superintendent, and the DJJ board functions as the board of education for the department's 28 schools, which are located at the Regional Youth Detention Centers (RYDC) and the Youth Development Campuses (YDC). The curriculum taught at the DJJ schools meets the standards of the Georgia Department of Education and is available to youth committed to the department's care, both during institutional stays. Students receive 330 minutes of regular or special education instruction daily.

Criminal Justice Coordinating Council

- Created in 1981 as an Executive Branch Agency by the General Assembly.
- Prepares, publishes, and disseminates criminal justice information and research
- Maintains a research program for identifying significant criminal justice issues and effective solutions to those issues
- Advises the governor on criminal justice system issues
- Brings together all components of the criminal justice system in Georgia to improve the state's response to crime
- Supervises the preparation, administration, and implementation of a three-year juvenile justice plan by the Juvenile Justice Advisory Board.
- Oversees the award of Juvenile Justice Incentive Grants to juvenile court jurisdiction for implementation of evidence-based programs for children at medium to high risk to reoffend.

Department of Community Supervision (DCS)

<http://dcs.georgia.gov/>
2 Martin Luther King Jr. Drive, SE,
Suite 458, East Tower
Atlanta, GA 30334-4909

404-656-4661
Department of Community Supervision
Commissioner Michael W. Nail
O.C.G.A. § 42-3-3

What does the Department of Community Supervision (DCS) do?

- Supervises all defendants placed on probation or parole or other conditional release from imprisonment by the State Board of Pardons and Paroles.
- Administers and enforces laws, rules, and regulations relating to probation and parole supervision.
- Administers the Governor's Office of Transition, Support, and Reentry.
- DCS employs evidence-based practices to hold offenders accountable and reduce the state's recidivism rate. The DCS approaches offender supervision by attempting to involve multiple facets of the community including the victims and their families, programs for offenders and their families, involvement in community activities and partnerships with other criminal justice agencies.

How does DCS serve children?

- The Department of Community Supervision will not assume supervision responsibilities for Class A and Class B designated juvenile offenders until July 1, 2016. In the interim, the Georgia Department of Juvenile Justice will continue to monitor and supervise this population of offender.

What is the governance structure of DCS?

- The Board of Community Supervision consists of 11 people appointed by the Governor, two of which are judges. One judge must be a superior court judge and one must be a juvenile court judge.
- The Board will adopt rules and regulations governing the management and treatment of probationers and paroles.

What divisions and services are under DCS?

- The Department of Community Supervision will not assume supervision responsibilities for Class A and Class B designated juvenile offenders until July 1, 2016. In the interim, the Georgia Department of Juvenile Justice will continue to monitor and supervise this population of offenders.

Department of Public Health (DPH)

<http://www.health.state.ga.us>
2 Peachtree Street, NW, Atlanta
GA 30303-3186

404-657-2700
Commissioner Brenda Fitzgerald, M.D.
O.C.G.A. § 31-2A-1, et seq.

What does the Department of Public Health (DPH) do?

- Provides investigation and laboratory facilities and services for the detection and control of disease, disorders, and disabilities, as well as research and investigation concerning reduction in incidence of such.
- Establishes quarantine, surveillance, or isolation of persons and animals exposed to a disease communicable to humans.
- Cooperates with agencies and departments of the state and federal government in the health aspects of civil defense and emergency preparedness and response.
- Inspects public and private property to determine the presence of conditions harmful to health or to determine compliance with health regulations
- Houses the State Office of Vital Records, which provides records and data concerning vital events to Georgians (defined as birth, death, fetal death (stillbirth), induced termination of pregnancy, marriage and divorce). Birth and death records are maintained from 1919 to the present. Original records are filed, except marriage and divorce reports.

What is the governance structure of DPH?

- The Board of Public Health consists of nine members appointed by the Governor and confirmed by the Senate.
- The Commissioner of Public Health is both appointed and removed by the Governor.
- Subject to law and the general policy established by the Board, the Commissioner supervises, organizes, and executes the functions vested in the Department.

What maternal and child health programs are under DPH?

- **The Office of Women's Health** – Serves in an advisory capacity to the Executive and Legislative branches in matters relating to women's health.
- **Vaccines for Children (VFC)** – Supplies free vaccines to participating providers for children up to age 19 who are Medicaid-enrolled, uninsured, underinsured, American Indian or Alaska Native. In FY 2015, DPH provided a total of 2,977,942 doses for VFC eligible children. For FY 2016, 3,079,870 doses have been shipped. DPH also ships doses for the PeachCare for Kids population, but those doses are funded through SCHIP funding via the Department of Community Health.
- **Children 1st** – Promotes early identification of all children with conditions (medical or socio-environmental) that place them at risk for poor health and/or developmental outcomes so that interventions can be made to ensure the optimal health and development of the child. Participation is voluntary and there are no financial requirements. During fiscal year 2014, 35,877 infants/children were identified as at risk for needing medical and/or developmental services. Of that

number, 6,539 children were linked to a primary health care provider (private and public).

- **Children and Youth with Special Needs** – Provides program development, leadership, guidance, and resources to Georgia’s 18 health districts in the development and provision of a comprehensive, integrated, and coordinated system of services for children and youth with developmental and chronic health conditions. Such programs include Babies Can’t Wait (BCW) (serving infants and toddlers through age three with developmental delays or disabilities with early intervention services and education) and Children’s Medical Services (CMS) (serving children through age 21 with chronic medical conditions by providing or paying for medical services). 14,716 children were served by BCW in FY 2014; 10,849 children were served by CMS during FY 2014.
- **Adolescent Health and Youth Development (AHYD)** – Funds programs addressing factors affecting teen behavior, including drug use, violence, and teen pregnancy. During the 2014 fiscal year, 22,665 adolescents ages 10-19 received teen center services. Additionally, 2,740 adolescents completed evidence based programs focused on adolescent health and youth development.
- **Oral Health Unit** – Works to prevent oral disease among Georgia’s children through education, prevention, and early treatment. Programs include community water fluoridation, school-linked fluoride supplement programs for high risk children, dental health education, screenings, referrals, and treatment.
- **WIC Program** – Georgia’s WIC is the nation’s fifth largest Special Supplemental Nutrition Program for Women, Infants

and Children. The Food and Nutrition Service administers the program at the federal level and provides funds to state agencies for implementation. At the state level, WIC is administered by the Georgia Department of Public Health, Maternal and Child Health Program, Office of Nutrition and WIC. WIC provides nutrition education and supplemental foods to women, infants, and children in families with income at or below 185 percent of the federal poverty level or enrolled in Medicaid, who are at risk for nutritional deficiencies. Participant categories consist of pregnant, postpartum and breast-feeding women, infants and children up to their fifth birthday.

- **Newborn Screening Programs** – The Georgia Newborn Screening Program ensures all newborns receive appropriate screening, follow-up, and medical services. The Newborn Screening Program uses tests applied to blood samples drawn at birth to screen for 29 conditions including some genetic disorders, endocrine conditions, and hearing loss. These screenings are covered by private insurance, Medicaid or private fees.
- **Office of Telehealth and Telemedicine** – DPH has begun distributing telemedicine carts to health districts around the state, each equipped with a stethoscope, otoscope and a general exam camera.
- As of 2015 the management of the Children’s Trust Fund activities, formerly managed by the Governors Office of Children and Families (GOCF), have now been moved to the Department of Public Health as part of the Safe Sleep Campaign.

Georgia SHAPE

- Network of partners, agencies, and athletic teams including the Atlanta Falcons and the Atlanta Braves, the Georgia Department of Public Health, and the Georgia Department of Education
- The goal of the initiative is to improve the health of Georgia’s youth.
- The initiative includes annual fitness assessments that are then used to generate reports for the individual child, the school, and the state.

Governor's Office of Student Achievement (GOSA)

<http://www.gaosa.org>
205 Jesse Hill, Jr. Drive SE
952 Twin Towers East, Atlanta, GA 30334

404-463-1150; Fax: 404-463-1163
Executive Director Martha Ann Todd
O.C.G.A. §20-14-25

What does the Governor's Office of Student Achievement (GOSA) do?

- The Governor's Office of Student Achievement (GOSA) is charged by law with inspecting academic records of P-16 schools to ensure that education institutions are faithful to performance accountability requirements.
- GOSA was created as a single statewide accountability system to establish indicators of performance, rate schools and school systems, develop annual report cards for elementary, middle, and secondary schools, and formulate a system of school awards and interventions.
- GOSA strives to increase student achievement and school completion across Georgia.
- GOSA analyzes and communicates statewide data regarding student achievement and school completion, and provides policy support to the Governor.
- GOSA's direct affiliation is with the Governor's office, but it also works closely with education agencies, including the Georgia Department of Education (GaDOE), the University System of Georgia (USG), the Department of Early Care and Learning (DECAL), the Technical College System of Georgia (TCSG), the Georgia Student Finance Commission (GSFC), and the Georgia Professional Standards Commission (GaPSC).

What is the governance structure of GOSA?

- The Education Coordinating Council sets the general policy for GOSA. The Council consists of the Governor, the State School Superintendent, the Chairperson of the State Board of Education, the Chancellor of the University System of Georgia, the Chairperson of the Board of Regents of the University System of Georgia, the Commissioner of the Technical College System of Georgia, the Chairperson of the State Board of the Technical College System of Georgia, the Executive Secretary of the Professional Standards Commission, the Chairperson of the Professional Standards Commission, and the Director of the Department of Early Care and Learning. The Governor is the Chairperson of the Council.
- The chief administrative and executive officer of the Office is the Executive Director, who is appointed by the Governor with the advice and consent of the Senate. Subject to the general policy established by the Education Coordinating Council, the Director is responsible for the performance and exercise of the duties, responsibilities, functions, powers, and authority of the Director and the Office.

What activities are performed by GOSA?

- **Single Statewide Accountability System (SSAS)** – Under the Federal Elementary and Secondary Education Act (ESEA), and as mandated by state law, Georgia is required to develop a Single Statewide Accountability System (SSAS) which includes awards and consequences
- Awards are presented to schools that show excellence in student achievement and/or progress in student achievement. In the past, award winning schools qualified according to their Annual Yearly Progress (AYP) status and their performance on state standardized assessments. However, Georgia received a waiver from No Child Left Behind requirements (of which

AYP was a part) in 2012. As a result, GOSA is currently revising award criteria.

- The **CRCT program** was retired after the 2013-2014 Summer Retest administration. The Georgia Milestones Assessment System(Georgia Milestones) has replaced the CRCT beginning with the 2014-2015 school year. Georgia Milestones is a comprehensive summative assessment program spanning grades 3 through high school. Georgia Milestones measures how well students have learned the knowledge and skills outlined in the state-adopted content standards in language arts, mathematics, science, and social studies
- **Academic Audit Program** – An academic audit is an evaluation of a school or Local Education Agency (LEA) to accomplish two primary objectives: 1) Ascertain the validity or reliability of reported data; and 2) Assess a school's or LEA's internal controls process related to data collection and

test administration. GOSA may audit a school or LEA at any time, but the impetus for an audit often falls into one of three categories: 1) One or more student performance levels are significantly above or below expectations; 2) Standardized assessment data indicates irregularity; or 3) A random selection for a general compliance audit. A **validation review** is the first response to the detection of irregularities in data or a pattern of data reported by a public school or LEA in Georgia. The appropriate school official is contacted and asked to provide a written explanation of the causes of the irregularities. If GOSA concludes that the written explanation is not substantial enough to explain the data irregularities, an **on-site audit** is performed. If financial irregularities are found, the auditor refers the matter to the Georgia Department of Audits or other agencies for further review. In the case of a **general compliance audit** in which schools are chosen at random, the GOSA auditor often proceeds directly to an on-site audit.

GEORGIA CHILDREN'S CABINET

- Georgia Children's Cabinet coordinates policies and resources to improve outcomes for children and families by identifying state strategic priorities, then developing initiatives in response.
- Goals of the Cabinet include the elimination of gaps and duplications in services, and increased efficiency and effectiveness of child welfare and juvenile justice resources
- The Cabinet is chaired by the First Lady of Georgia.
- Members of the Cabinet include:
 - **Commissioner**, Bright from the Start, Department of Early Care and Learning
 - **Commissioner**, Department of Behavioral Health and Developmental Disabilities
 - **Commissioner**, Department of Community Health
 - **Commissioner**, Department of Human Services
 - **Commissioner**, Department of Juvenile Justice
 - **Commissioner**, Department of Public Health
 - **Deputy Chief of Staff for Governor Deal**
 - **Director**, Office of the Child Advocate
 - **Executive Director**, State Charter School Commission
 - **State Superintendent of Schools**

Office of the Child Advocate (OCA)

<http://oca.georgia.gov>
270 Washington Street SW, 8th Floor
Suite 8101, Atlanta, GA 30334

404-656-4200; Fax: 404-656-5200
Director of the Office of the Child Advocate
Ashley Willcott, J.D., C.W.L.S.
O.C.G.A. § 15-11-172

What does the Office of the Child Advocate (OCA) do?

- Offers advice, assistance, and aid regarding Georgia's child-serving agencies, child policy, at-risk families, and foster children of the state.
- Contracts with experts in fields including medicine, psychology, education, juvenile justice, and child welfare to support the work of the Advocate.
- Investigates complaints concerning any act of an agency or contractor that adversely affects the health, safety, or welfare of children.
- Of the 567 referrals received in 2014 by OCA, 317 were assigned to investigation.
- Has the ability to inspect all institutions, facilities, and residences, public and private, where a child has been placed by a court or by the Division of Family and Children Services, Department of Human Services and is currently residing.
- Applies to the Governor to bring legal action to require an agency to take or refrain from taking any action required or prohibited by law involving the protection of children.
- Engages in programs of public education, including trainings for a variety of child welfare professionals and volunteers.

What is the governance structure of OCA?

- The Advocate is appointed by the Governor for a term of three years and must have knowledge of the child welfare system, the juvenile justice system, and the legal system.
- The Office of the Child Advocate's Advisory Board consists of seven members selected by the Governor, Lt. Governor, Speaker of the House, and Chief Justice of the Supreme Court.

What divisions and services are under OCA?

- **Child Abuse Protocol Committee (CAPC)** – Establishes a written protocol to address procedures used in counties when investigating and prosecuting cases arising from alleged child abuse. CAPC also addresses methods used in coordinating treatment programs for the perpetrator, the family and the child. CAPC has an emphasis on child maltreatment cases of children who are still alive.
- **Cold Case Project** – through funding from DFCS, OCA helps children who have been in foster care for two or more years find permanent homes
- **Peer Review Project** – through funding from DFCS, OCA will lead a team of Child Welfare Law Specialists in conducting peer reviews in juvenile courts in order to help children's attorney's and GAL's comply with the new Juvenile Code as well as CAPTA guidelines.

Office of Insurance and Safety Fire Commissioner (OCI)

<http://www.gainsurance.org>
Two Martin Luther King, Jr. Drive
West Tower, Suite 704, Atlanta, GA 30334

404-656-2070; Toll Free: 800-656-2298
Insurance Commissioner Ralph Hudgens
O.C.G.A. § 33-2-1, et seq.

What does the Office of Insurance and Safety Fire Commissioner (OCI) do?

- Ensure that the public's interests are served through professional oversight of the insurance and industrial loan industries, consumer protection, and educational activities.
- Facilitates professional regulation, coordination and uniformity among state regulators and public access to services and information in the insurance product marketplace.

How does OCI serve children?

- Regulates private insurance policies for children.
- Administers programs on fire safety and prevention to children in schools and throughout the community.
- The Commissioner's office has over 420 certified child day care instructors who can teach child care professionals the fire safety training needed as required by the State Fire Marshal's Office.

What is the governance structure of OCI?

- The Commissioner of Insurance is a constitutionally elected executive officer and chief officer of the Office of Insurance.
- The Office does not have a Board of Directors. The Commissioner has full power and authority to make rules and regulations to organize the Office, assign duties to staff, and other rules and regulations to carry out the functions of the Office.

What divisions and services are under OCI?

- **Insurance Division** – consists of seven sections for the regulation of insurance, including: Regulatory Services Section, Examination Section, Property and Casualty Section, Life and Accident and Sickness Section, Agents Licensing Section, Enforcement Section, and the Fraud Investigation Unit.
- **Safety Fire Division** (Georgia State Fire Marshall's Office) – investigates and examines construction and engineering techniques, construction materials and fire prevention and protection techniques. The Commissioner adopts rules, regulations, codes and standards that have statewide application as minimum fire safety standards.
- **Consumer Services Division** – Investigates policyholder complaints and responds to public inquiries. The Division contains a Managed Care Unit, which works to resolve complex claims problems between health care providers and managed care insurers.
- **Public Education Division** – Works with different organizations throughout Georgia to provide fire safety training and education, including mandatory training of child day care workers and online reporting of fire and severe weather drills for all public and private K-12 schools.

Georgia Bureau of Investigation (GBI)

<http://gbi.georgia.gov>
3121 Panthersville Road
Decatur GA, 30034
404-244-2600

Director of the Georgia Bureau of Investigation
Vernon M. Keenan
O.C.G.A. § 35-3-2

What does the Georgia Bureau of Investigation (GBI) do?

- Assists in investigations when requested by certain agencies and individuals in the state.
- Maintains the state's sex offender registry.
- Collects, stores, and disseminates law enforcement and criminal justice related information.
- Conducts Child Fatality Reviews with the assistance of other agencies.

How does GBI serve children?

- Collect, classify, and preserve any information that would assist in the location of any missing person including children.
- Investigates issues such as child exploitation and cyber crimes.

What is the governance structure of GBI?

- The Governor appoints the Director of the Georgia Bureau of Investigation.
- The Director reports monthly to the 15-member board of the Department of Public Safety, chaired by the Governor.
- The members of the DPS Board are appointed by the Governor to three-year terms and represent law enforcement, legislators, and various public safety officials. O.C.G.A. § 35-2-1.
- GBI is comprised of three divisions: the Investigative Division, the Division of Forensic Sciences (DOFS), and the Child Abusive Investigative Support Center (CAISC).

What divisions and services are under GBI?

- **Child Fatality Review Program** – This program has mandated state and local review teams. The state team meets quarterly to oversee the county child fatality review process, report to the governor annually on the incidence of child deaths, and recommend prevention measures based on the data. Each county has its own child fatality review team with seven members who meet within 30 days of a child's death and must submit their findings within 67 days of the death.
- **Child Exploitation and Computer Crimes Unit** – This unit includes the Georgia Internet Crimes Against Children (ICAC) Task Force. The Task Force assists state and local law enforcement agencies in developing an effective response to cyber enticement, child pornography cases and child sex trafficking.

Technical College System of Georgia (TCSG)

<http://tcsge.edu>
1800 Century Place, Suite 400
Atlanta, GA 30345
404-679-1600

Commissioner of the Technical College
System of Georgia: Gretchen Corbin
O.C.G.A. § 20-4-14

What does the Technical College System of Georgia (TCSG) do?

- TCSG oversees the state's technical colleges, adult literacy programs, and a host of economic and workforce development programs.
- TCSG has 22 technical colleges, one university system, and 31 satellite campuses.
- Programs include associate degrees, certificates, continuing education, and economic development.

How does TCSG serve children?

- Provides dual enrollment opportunities to high school students.
- Trains much of the child serving workforce, including early education professionals.
- Administers childcare services for adult learners at certain locations.

What is the governance structure of TCSG?

- The State board of the Technical College System of Georgia acts as the governing body of TCSG.
- The board consists of one member from each congressional district and nine at-large members appointed by the governor and confirmed by the Senate for five-year terms.

What divisions and services are under TCSG?

- **Childcare Centers** – TCSG operates a childcare center for adult learners with children.
- **Dual Enrollment** – High School students can earn credit towards their high school diploma and a college degree in one of the 22 TCSG colleges under the Move on When Ready Dual Enrollment Program. Any high school student who has completed certain courses may apply. If accepted into the program, there is no cost for tuition to the student.
- **TCSG** is a primary educational resource for young child professionals.

STATE SERVICES HOTLINE

If you need a state service but don't know which state agency or person to call for help, dial 1.800.georgia (1-800-436-7442) for immediate assistance. In the Atlanta area, the number is 678.georgia (678-436-7442). Agents are on duty Monday-Friday, 8am-6pm (closed on state holidays).

In addition, here are some other helpful phone numbers:

The Georgia Maternal and Child Health Line:

1-855-707-8277

Prevent Child Abuse Georgia's Helpline:

1-800-Children (244-5373)

Healthcare Referrals and Information PowerLine:

1-800-300-9003

DFCS Child Abuse & Neglect Reports:

1-855-422-4453

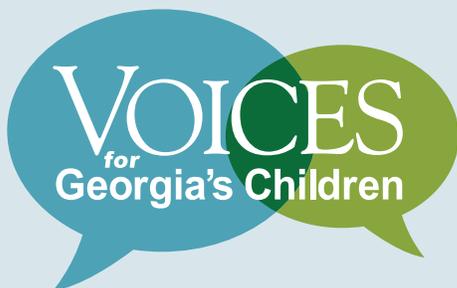
DFCS Office Of Constituent Services

1-404-657-3433

ABOUT VOICES

Established in 2003, Voices for Georgia's Children is a nonpartisan, nonprofit child policy and advocacy organization that envisions a Georgia where children are safe, healthy, educated, employable, and connected to their family and community. It is our mission to be a powerful, unifying voice for a public agenda that ensures the well being of all of Georgia's children.

To fulfill our mission and, ultimately, make life better for Georgia's children, we provide the necessary research-based information, collective voice and proposed legislation to help guide decision makers in the right direction – that is, supporting policies that ensure Georgia's children grow up to be healthy, educated and productive citizens. Learn more at www.georgiavoices.org, and find us on Facebook, Instagram and Twitter.



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