Strategic Outreach

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Strategic Planning & Execution

Presentation to: National Conference of State Legislatures
“Fatherhood and Family Engagement: Supporting Dads and Helping Kids”

Date: August 13, 2013
Vision, Mission and Core Values

**Vision**

Stronger Families for a Stronger Georgia.

**Mission**

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

**Core Values**

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

- **Fatherhood Program**
  - Serves over 4,000 NCPs per year
  - Serves Non-Custodial Parents who are Fathers and Mothers

- **Community Outreach Council**
  - Focus group to find ways to help NCPs and CPs become self-sufficient
  - Enhanced Transitions Job Grant Partnership with Goodwill that will ensure 500 non-custodial parents in Atlanta area receive transition jobs

- **Re-entry Services**
  - Partnership with DOC to assist NCPs with re-entry into society

- **Problem Solving Court**
  - Child support alternative to incarceration
  - Utilize free community resources
  - Referrals for initial assessment through local CSBs

- **Prison Paternity Testing**
  - Voluntary DNA testing done at all Georgia Prisons; 17 - 20% exclusion rate

- **Homeless Veterans Initiative**
  - Metro Atlanta Pilot Partnership with Veterans Affairs and Legal Aid; GA one of 10 sites selected by the Feds
  - Columbus Veterans Initiative

- **Substance abuse**
- **Mental health**
Creative Approaches to Supporting Our Strategic Operations Plan …

- Increase Current Support Paid to 62% or higher … focus on jobs
- Increase Arrears Paid to 80% or higher … jobs, jobs and more jobs
- Increase Support Orders to 87% or higher … statewide Re-entry Program promoting “Putting Children First” and “Children Need Both Parents” (PAVE and Grade Level Reading)

- Increase Paternities Established to 93% or higher … the Re-entry Program educates and encourages; roughly 20% are excluded as the parent

- Decrease Locate to 3% or lower … communicating, educating and supporting NCP to encourage “parental involvement” in children lives; \textit{going underground becomes unacceptable}
Strategic Community Outreach

CHALLENGES

• Address Needs of The Hard To Serve … 52% GED, 82% criminal record
• Fatherhood Program … building awareness of our nationally recognized success
• Promoting Child Support and Productive Citizenship … reducing tax rolls
• Providing Second Chances … “proactive approach”
• Maintaining Statewide Focus … committed to jobs and employment
• Building Relationships … corporate, legislative, judicial, etc.

Creating Partnerships That Impact Bottom Line Success!
Our Relationships Continue to Grow

Urban League
NAACP

GA Workforce Commission
Ministerial Alliance

GA Dept of Corrections
Center for Working Families

“Teamwork Wins Championships”
• Relationships, Relationships, Relationships … “We can not do it alone”
• Promoting and Enforcing … “Able Body Will Work”
• Identifying Those Truly wanting …
  – 2\textsuperscript{nd} chance
  – willing to be an “Ambassador”
• Make Sure Candidates are “Ready”
  – Pre-interview Session
  – “Dress for Success”
  – Focus … “get your feet in the door”
Nibbs’ Perspective... Keys to Sustainable Employment

• Providing Training and Exposure ... Required
  – work discipline
  – conflict resolution
  – time management
  – communications
  – certifications
  – attitude adjustment
  – etc.
# Department of Human Services Strategy

- **Self Sufficient**
  - (Able to provide for one’s self/family)

- **Independence**
  - (Career Skills)

- **Safety**
  - (Children & Elderly)

- **Work/Jobs**
  - (Able Body “Will Work”)

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<th>Child Support</th>
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<th>Aging</th>
<th>Refugee Services</th>
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<td>DHS Neighborhood Sharing “Best of Class” and Promoting Efficiency</td>
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- **Data Driven**
- **Collaborative Partners**
- **Strategic Opportunities**
- **Work/Employment**
- **Training/Skills Development**
- **Veterans**
- **GRG**
- **Re-Entry**
- **Motherhood**
- **Fatherhood**
- **Teens**
- **Foster Care**
- **Problem Solving Courts**
- **Transition to Permanent Jobs Georgia Probation Agency**
- **Youth Focus (Avery Niles)**
- **Wal-Mart Scholarship**
- **Food Stamps**
- **State Workforce**
- **Next Big Grant**
- **Process Development/Process Improvement**

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**My new Assignment….More Of The Same, But Across DHS Enterprise**