



DHR

Maria Greene, Acting Commissioner

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M E M O R A N D U M

TO: Employees of the Division of Family and Children Services and
County Departments of Family and Children Services
Employees of the Division of Aging Services

FROM: Maria Greene, Acting Commissioner

RE: Transfer of APS to the Division of Aging Services

DATE: April 7, 2004

As you may already know, the recently announced reorganization of the Division of Family and Children Services (DFCS) includes transferring Adult Protective Services to the Division of Aging Services (DAS) effective July 1, 2004. The Division of Aging Services will add an Adult Protective Services Section to its organization, with a Program Administrator as Section Manager who will report directly to the Division Director.

A program transfer of this size is an enormous task, and will take some time to accomplish. I can understand the anxiety that APS staff statewide must be feeling, with the uncertainty over what the reorganization may mean for them. As we move forward I want to do what I can to keep the anxiety level down for everyone involved, by giving everyone at DHR periodic updates on our progress.

As Dr. Oliva stated in her March 1 memo to DFCS County Directors and DFCS Social Services Staff, "current APS staff will continue to deliver/provide APS service as state employees within the Division of Aging (Services)." Although APS staff will continue to be housed in local DFCS offices for the time being, they will be administratively responsible to the Adult Protective Services Section of the Division of Aging Services. They will perform adult protective services exclusively and will no longer be involved in Office of Child Protection cases. Transferring APS staff will not lose their state employment status or benefits as a result of this transfer.

We hope to have an APS Central Intake (1-800) telephone line based at 2 Peachtree in Atlanta, staffed by a small number of experienced APS case managers and one supervisor. Central Intake will take incoming calls, accept referrals for APS Investigation and Intervention, and then send the case information to the appropriate supervisor for further assignment to the case manager covering the area where the client lives.

DFCS and DAS will execute a Memorandum of Understanding regarding representative payee and guardianship activities, space arrangements and various other administrative support and equipment arrangements to enable DHR to continue serving APS clients until the transfer is complete.

A work team of representatives of both DFCS and DAS is hard at work to bring about as smooth a transition as possible. Barbara McBrayer-Brice of the Division of Aging Services is leading this team, which also includes representatives from DHR's Office of Planning and Budget Services and DHR's Office of Human Resource Management and Development. They have begun identifying clients, caseloads and APS staff by location to determine an organizational structure that will best serve APS clients statewide in conjunction with the existing statewide aging services network already familiar to APS staff. By the end of May we hope to complete the process of determining which APS staff will transfer to the Division of Aging Services. Once the transferring staff are identified we will begin working on plans for staffing coverage and backup, transferring and assigning caseloads, and other organizational processes in preparation for the formal transfer.

The work team has also begun identifying the many other legal and operational issues that will be addressed as the transition develops. New questions arise every day, and answers will be worked out over time. I think everyone will agree that the most important thing to remember during this transition time is that services to clients should continue with little to no disruption. The transfer of APS to Aging Services is a real challenge, but also a real opportunity to build new public awareness about the need to protect those most vulnerable all over Georgia.

We hope to post regular updates on the DHR website, to keep all informed. Along with the work team members, I invite you to share your experience, concerns, insights and ideas as we move forward by using the new "APS

Transition Feedback” feature now available on the DHR Website. To send an email directly to the Work Team, go to the DHR website at www2.state.ga.us/Departments/DHR/ and click on “Employee Intranet”, then on “APS Transition Feedback Form.”

Or you may use the following link:

<http://services.georgia.gov/esp/survey.do?surveyId=2038> and follow the instructions on the next screen.

(If you wish to remain anonymous, simply leave out your name and email address at the top of the feedback form.)

Or you may send your questions or concerns to:

Ga. Department of Human Resources
APS Transition Work Team
Ga. Division of Aging Services
2 Peachtree St NW – Suite 9-398
Atlanta, GA 30303-3142

Or FAX comments or questions to the attention of the APS Transition Work Team at (404) 657-5285. We will compile all questions and publish answers as they are known.

Please share this memo with anyone in DHR who does not have computer access.

cc: Area Agency on Aging Directors