

**Department of Human Resources  
Division of Family and Children Services (DFCS)  
Northwest Georgia Fact Sheet**

**Where are county DFCS Offices located?**

**Bartow County**, Cartersville - 770.387.3710

**Chattooga County**, Summerville - 706.857.0817

**Fannin County**, Blue Ridge - 706.632.2296

**Gilmer County**, Ellijay - 706.635.2361

**Haralson County**, Buchanan - 770.646.3885

**Paulding County**, Dallas - 770.443.7810

**Polk County**, Cedartown - 770.749.2232

**Whitfield County**, Dalton - 706.272.2823

**Catoosa County**, Ringgold - 706.935-2368

**Dade County**, Trenton - 706.657.7511

**Floyd County**, Rome - 706.295.6510

**Gordon County**, Calhoun - 706.624.1200

**Murray County**, Chatsworth - 706.695.7315

**Pickens County**, Jasper - 706.692.4701

**Walker County**, Rock Spring - 706.375.0763

**OFI Region Manager** - 706-781-2351

**What services are offered by the DFCS Economic Support Services Section?**

**Temporary Assistance for Needy Families (TANF)** provides cash assistance on a temporary basis for eligible families. Applicants and recipients are provided with job preparation, work opportunities, enforcement of child support, and support services needed to become self-sufficient. In Georgia there is a 48-month lifetime limit on TANF cash assistance. Adult recipients with a child over age one are required to participate in a work activity. The activities include employment, vocational training, on-the-job training, work experience, and school attendance. The lifetime limit and work requirement have limited exceptions.

The **Food Stamps** program provides households who meet the income and asset eligibility requirement benefits to improve their nutritional level. Benefits are issued through an electronic benefit transfer (EBT) card that functions like a debit card. The cards can be used in authorized stores or facilities to purchase food and plants or seeds which grow food. The cards cannot be used to buy hot foods prepared for immediate consumption or any non-food item. Households may consist of one person, a family, or unrelated individuals living together.

Medicaid has four programs. **Low Income Medicaid (LIM)** is for income eligible families with children age 18 and under and covers both children & parents. There is not a work requirement. **Right From the Start (RSM)** covers income eligible pregnant women and children 19 and under. **Aged, Blind or Disabled (ABD)** covers income and asset eligible individuals aged 65 or older or those totally disabled or blind. Individuals must be a U.S. citizen or lawfully admitted alien, a resident of Georgia, and must apply for and accept any other benefits which may pay for medical expenses. **Adult Medically Needy (AMN)** has no income limit. Individuals qualify if medical bills exceed a certain \$ amount which is based on monthly income.

The **Childcare and Parent Services** program helps families pay for early childhood and school age care and education programs. Parents or guardians who have a limited income and are working, attending school, or in training may qualify to receive subsidized child care which is available for children from birth to age 13, or up to age 18 if the child has special needs.

**PeachCare for Uninsured Kids** (Children's Health Insurance) is a comprehensive health care program for uninsured children living in Georgia. The health benefits include primary, preventive, specialist, dental care and vision care.

## What services are offered by the DFCS Social Services Section?

Services provided for children include **Adoption** for children in state custody, and **Foster Care** for children whose families cannot care for them. **Child Protective Services (CPS)** staff investigate reports of child abuse or neglect and provide services to protect the child. **Adult Protective Services (APS)** provides services for adults who have been abused, neglected, or exploited by other individuals as well as adults suffering from "self-neglect." DFCS-APS staff investigate and may provide medical care, better housing, adult daycare, counseling to a caregiver, or ask a Court to assign guardianship.

## What services are offered by the Community Services Section of the Georgia Department of Human Resources?

The Community Services Section of DHR is responsible for several programs designed to assist eligible families to become self-sufficient. The programs include The Emergency Food Assistance Program (TEFAP); The Community Services Block Grant (CSBG); The Low Income Home Energy Assistance Block Grant Program (LIHEAP); the Home Energy Assistance Team (HEAT) Emergency Energy Assistance Program (EEAP); the Community Food and Nutrition Program (CFN); the Homeless Assistance Prevention initiative; the Refugee Resettlement Program; and the Teen-Parent Improvement Program (TIP).

The **Community Services Block Grant (CSBG)** program assists eligible low-income families by supplying a wide range of anti-poverty services and activities. Services are offered in such areas as employability preparation, transportation, issues affecting children and the elderly, housing, alcohol and drug abuse, emergency assistance, homelessness and homeless prevention. Funds are contracted primarily to **Community Action Agencies (CAAs)**.

**Emergency Assistance Program (EAP)** assists eligible households with residential energy. The **regular EAP** helps eligible households defray the cost of home heating fuels. The **emergency EAP** provides immediate financial assistance to households in a residential energy emergency and/or to prevent out-of-home placement of a child or an adult due to a home energy crisis. The **Weatherization Program** provides low-cost home energy conservation improvements to eligible households. Improvements may include: installing ceiling insulation, caulking, weather-stripping, etc. The **Community Food and Nutrition (CF&N)** Program provides funds to CAAs to help address food and nutrition needs of low-income households. The CAA's coordinate with other private and public food assistance resources.

The **Homeless Assistance / Prevention / Technical Assistance** and training initiative is contracted to homeless providers / coalitions for the provision of services. The **Refugee Resettlement Program** provides cash assistance, medical assistance, health screening, and social services to refugees. Refugee cash and medical assistance is administered through county DFCS offices, the health screening through county health departments, and social services through a variety of contract agencies. The **Teen-Parent Improvement Program (TIP)** provides participants with family planning, health education services and school-based child-care services to enable these parents to complete their high school education and become self-sufficient adults.

## Where are CAAs located?

**North Georgia Community Action, Inc.;** Jasper - 706.692.5623 or 692.5644  
**Tallatoona EOA, Inc.;** Cartersville - 770.382.5388

## **What services are offered by the Georgia Office of Child Support Enforcement?**

Georgia's **Child Support Enforcement Program** helps children by enforcing parental obligation to pay financial support. Child Support services include: locating non-custodial parents, establishing paternity, establishing and enforcing child support orders, establishing and enforcing medical support orders, and collecting and distributing support payments.

## **Where are Child Support Enforcement offices located?**

**Appalachian Office** serving Fannin, Gilmer & Pickens Counties; Ellijay - 706.276.2364

**Cherokee Office** serving Bartow & Gordon Counties; Cartersville - 770.387.3724

**Conasauga Office** serving Murray & Whitfield Counties; Dalton - 706.272.2326

**Lookout Mountain Office** serving Catoosa, Chattooga, Dade & Walker Counties;  
Rock Spring - 706.375.0701

**Rome Office** serving Floyd County; Rome - 706.295.6494

**Tallapoosa Office** serving Haralson, Paulding & Polk Counties; Dallas - 770.443.7841

Web Site: <http://ocse.dhr.georgia.gov/portal/site>

## **Where can I find more information about DFCS services?**

Please visit <http://dfcs.dhr.georgia.gov/portal/site> for more information