

# Department of Human Services

## Division of Family and Children Services (DFCS)

### Northwest Georgia Fact Sheet

#### Where are county DFCS offices located?

##### Region 1

**Catoosa County**, Ringgold – (706) 935-2368  
**Dade County**, Trenton – (706) 657-7511  
**Gilmer County**, Ellijay – (706) 635-2361  
**Pickens County**, Jasper – (706) 692-4701  
**Whitfield County**, Dalton – (706) 272-2823

**Chattooga County**, Summerville – (706) 857-0817  
**Fannin County**, Blue Ridge – (706) 632-2296  
**Murray County**, Chatsworth – (706) 695-7315  
**Walker County**, Rock Spring – (706) 375-0763  
**OFI Region Manager** – (770) 749-4402

##### Region 3

**Bartow County**, Cartersville – (770) 387-3710  
**Gordon County**, Calhoun – (706) 624-1200  
**Paulding County**, Dallas – (770) 443-7810  
**OFI Region Manager** – (706) 295-6194

**Floyd County**, Rome – (706) 295-6500  
**Haralson County**, Buchanan (770) 646-3885  
**Polk County**, Cedartown – (770) 749-2232

#### What services are offered by the DFCS Office of Family Independence (OFI) (Economic Support Services) Section?

**Temporary Assistance for Needy Families (TANF)** is the monthly cash assistance program for poor families with children under age 18. A family of three (mother and two children) may qualify for TANF if their gross income is below \$784 a month and assets are worth less than \$1,000. There is a four-year lifetime limit on cash assistance. Work is a major component of TANF; adult recipients with a child over age 1 are required to participate in a work activity. The activities include employment, vocational training, on-the-job training, work experience, and school attendance. These activities help recipients gain the experience needed to find a job and become self-sufficient.

The Georgia **Food Stamp** program provides monthly benefits to low-income households who meet financial and non-financial eligibility requirements to help pay for the cost of food. A household may be one person living alone, a family, or several, unrelated individuals living together who routinely purchase and prepare meals together. Anyone may apply for food stamp benefits. The program helps households that have limited income and resources. 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 any non-food items.

Georgians now are able to apply for food stamps online with Georgia COMPASS at [www.compass.ga.gov](http://www.compass.ga.gov)! Georgia COMPASS allows customers to apply for Food Stamps online and check their potential eligibility for other DHS social services programs through the Pre-screening tool. Customers, who create an account in Georgia COMPASS, can check the status of their application online. Also, any Food Stamp recipient will be able to make changes to their household circumstances through Georgia COMPASS.

**Medicaid** is a program that provides health care services to individuals that meet certain financial and non-financial eligibility requirements, such as income limits, asset limits, citizenship, identity, application for other benefits which may pay for medical expenses, etc. Medicaid has several classes of assistance. **Low-Income Medicaid (LIM)** is for low-income families with children under age 18; it covers both children and parents. **Right From the Start Medicaid (RSM)** covers eligible pregnant women and children ages 18 and under. **Newborn Medicaid** is for babies born to Medicaid-eligible mothers. **Aged, Blind, or Disabled Medicaid (ABD)** covers eligible individuals aged 65 or older, or those totally blind or disabled. **Adult Medically Needy Medicaid (AMN)** has no income limit; individuals qualify if medical bills exceed a certain dollar amount which is based on monthly income.

The **Childcare and Parent Services (CAPS)** program helps very low income families afford quality child care. The program is available in all 159 counties statewide, and is based on the availability of funding. Subsidized care is available for children with ages ranging from birth to 13. This can be extended to age 18 if the child has special needs.

**PeachCare for Kids (PCK-Children's Health Insurance)** is a comprehensive health care program for uninsured children through the age of 18 living in Georgia who are ineligible for Medicaid and meet certain income and citizenship requirements. The health benefits include primary, preventive, specialist, dental care, and vision care. Although the local DFCS office does not process applications or cases for PCK, staff at the local DFCS office can provide information and applications for PCK.

#### 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,

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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 Services?

The Community Services Section of DHS is responsible for several programs designed to assist eligible families to become self-sufficient. The programs include The Emergency Food Assistance Program (TEFAP); Community Services Block Grant (CSBG); The Low Income Home Energy Assistance Block Grant Program; 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 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 I 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 Services?

The **Georgia Department of Human Services, Office of Child Support Services (OCSS)** helps children by enforcing parental responsibility to pay financial support. All Georgia families have access to OCSS services, which include assistance with locating non-custodial parents, confirming paternity, establishing and enforcing child support and medical support orders, and collecting and distributing payments. OCSS 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.

#### Where are Child Support Services 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 Springs** - (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