



STATE OF GEORGIA
Division of Family and Children Services

Nathan Deal
Governor

Bobby D. Cagle
Director

To: DFCS Stakeholders and Service Providers
From: Jeff Lukich, DFCS Deputy Division Director of Child Welfare
Date: July 20, 2017
RE: DFCS Contact Information

The Division of Family and Children Services recognizes and values the importance of healthy partnerships with our community stakeholders. A key to this partnership is a clear channel of communication. The Division continues to believe that most concerns are best handled and resolved at the local level.

The attached directories are being shared to facilitate a clear channel of communication between private agencies and Division leadership should local efforts prove unsuccessful. Please ensure that the mobile phone numbers are not shared with anyone outside of your agencies.

In summary, the following escalation flow is recommended, particularly for situations involving obtaining medication consents, obtaining placement agreements, contacting the case manager, etc.

1. Case Manager
2. Supervisor
3. County Director
4. Regional Director
5. Field Operations Director
6. State Office Leadership

Lon Roberts (lon.roberts@dhs.ga.gov) can continue to serve as the State level liaison with provider leadership when there are problems reaching DFCS leadership at the regional levels, or if there are general questions about the escalation process.

Attachments (3)