



## MEMORANDUM

TO: Resource Development Team Leads  
DFCS Regional/County Directors  
DFCS District Directors  
Room Board and Watchful Oversight Providers

FROM: Candis L. Jones, LAPC – CRRU Director

DATE: September 8, 2018

RE: Caregiver Notification and Response System

### **PURPOSE**

The purpose of the memorandum is to:

1. Announce the launch of the Division's New Caregiver Notification and Response System effective September 1, 2018
2. Describe the System's purpose and use.
3. Define the messaging option types and information caregivers will be able to receive through this new method.
4. Provide form letter template to be sent to caregivers

### **DISCUSSION**

#### **Caregiver Notification and Response System Purpose and Use**

The Caregiver Recruitment and Retention Unit (CRRU) is committed to improving communication with caregiver constituents – foster families, adoptive families and relatives using mass media technologies. Intentional engagement is expected to improve response rates, alleviate communication delays and increase caregiver participation in required training and other events. Therefore, a mass level communication tool was developed that will inform caregivers real-time when there are emergencies, training opportunities, notable events, other pertinent information etc., via phone and SMS text messaging. These messaging options are available for all caregivers from both public and private agencies.

## Messaging Types and Information

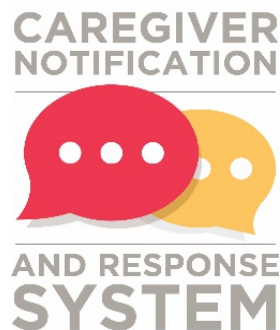
The Caregiver Notification and Response System is comprised of two messaging types that caregivers will be able to receive. These messages will be sent to the caregivers from (877) 210-5347. Several of the messages will prompt the caregivers to visit our websites [www.dfcs.ga.gov](http://www.dfcs.ga.gov) or [www.fostergeorgia.com](http://www.fostergeorgia.com) for additional information. The messaging types are as follows:

1. **Robocalling** –caregivers who are in active fully-approved (AFA) status in Georgia SHINES will automatically receive pre-recorded scripted voice messages to the primary phone number listed for the caregivers in the Georgia SHINES SACWIS system. These voice messages will provide information regarding training opportunities, training cancellations and rescheduling, weather emergency evacuation instructions, DFCS office closures, and policy updates relative to their role as caregivers.
  - a. **Added Robocall Feature:** on a limited basis, messages regarding mass training opportunities may be sent to all caregivers in a specific DFCS Region. To be eligible for this feature, the training opportunity must be available for all caregivers within the DFCS Region. Regional specific training messages requests must be sent to Chelsey Williams at [Chelsey.williams@dhs.ga.gov](mailto:Chelsey.williams@dhs.ga.gov).
2. **SMS Text Messaging** – caregivers must opt-in to receive SMS text-messages through the Caregiver Notification and Response System. They may opt-in to this service by texting the word “HOPE” to (877) 210-5437. These messages are also pre-scripted and will provide brief reminders regarding trainings, events, weather emergencies, office closures, policy updates, and more.

## Form Letter to Caregivers

Enclosed is a template form letter each agency is asked to send caregivers to notify them of these new communication features. It is important to note that caregivers will automatically receive one of these messaging types (robocalls), but must opt-in to receive the SMS texts.

Caregivers will be instructed to look for the Caregiver Notification and Response System logo to the right when visiting [www.fostergeorgia.com](http://www.fostergeorgia.com).



Enclosures

cc

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