



**STATE OF GEORGIA**  
**Division of Family and Children Services**

**Nathan Deal**  
Governor

**Bobby D. Cagle**  
Interim Director

August 1, 2014

Educators,

As the 2015 school year begins, Interim State Director of DFCS, Bobby Cagle, wanted to make you aware of some changes we've made for our mandated reporters intended to greatly improve access to making a CPS referral. Over the past several weeks, DFCS has been working with the Governor's office to address many significant issues related to our 24/7 CPS central number. Specifically we have worked to reduce hold times and develop an online form that can be used to make reports. I am happy to report the vast majority of our calls no longer experience a hold time at all with all other calls holding for a minimal time. We will not be satisfied until we are sure every report of abuse or neglect is answered and responded to quickly.

We are also ready to launch our online CPS referral on August 4 intended to give mandated reporters another option for making a referral. We believe this option will be especially useful for our educators. The form can be found at <https://techapps01.dhr.state.ga.us/CPS/> and requires an access code so that we are assured only professionals who have participated in the mandated reporter training are using the form. We will continue to offer the option of e-mailing the CPS Intake form to [cpsintake@dhr.state.ga.us](mailto:cpsintake@dhr.state.ga.us) or faxing the form to **229-317-9663**. Educators who complete the online mandated reporter training after August 4 may request an access code by clicking a link at the end of the training. ProSolutions has advised the training developed specifically for school employees will be released the second week of August. Educators who have completed the training prior to August 4 will be receiving an email from ProSolutions Training with the access codes, but can also call 1-800-939-9694 or email [support@prosolutionstraining.com](mailto:support@prosolutionstraining.com) to request a code. The link to the landing page for Mandated Reporters Georgia is: [www.prosolutionstraining.com/mandatedreporters](http://www.prosolutionstraining.com/mandatedreporters). Also attached is a presentation overview of the information requested and why it is requested by CPS Intake Case Managers during the call.

Please share this information with your faculty and staff members. If you have questions, concerns or would like for someone to attend one of your training sessions, please do not hesitate to contact me at [kballard@dhr.state.ga.us](mailto:kballard@dhr.state.ga.us) or Jeffery Brown, Director of the Central CPS Intake Section, at [jfbrown@dhr.state.ga.us](mailto:jfbrown@dhr.state.ga.us).

We greatly value our partnership with you and will continue to work to enhance our reporting system to ease the process for our educators.

Thank you for your commitment to our children.

Sincerely,

Katie Jo Ballard, Interim DFCS Deputy Director

cc: Bobby Cagle, Interim DFCS Director

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