



UNIVERSITY OF  
**GEORGIA**  
Carl Vinson  
Institute of Government

## **Georgia State Agencies**

Quick Reference Guide to State Government Agencies

[Go to Georgia.gov](https://georgia.gov)

for additional information and links

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# Georgia State Agency Reference Guide

## Introduction:

### Purpose

This reference guide is designed to serve as a practical resource for administrators working within or alongside state agencies. It provides summary information on agency roles, organization, functions, and services provided. This guide is intended to aid agencies with constituent services and provide Georgians with an overview of state government services.

### How To Use

Utilize the "Ctrl + F" function to quickly locate information on a specific topic. Additionally, refer to the guide to build a strong foundational understanding of the state agencies.

### Key Features

1. State agency title
2. Agency website and office phone number
3. State agency purpose
4. Roles and responsibilities
5. Attached agencies

Attached agencies are state entities that include certain authorities, commissions, councils, boards and smaller state agencies that are attached to a parent state agency for budgetary or other administrative purposes.

### Sources

The content in this document is a compilation of descriptions and summaries derived from publicly available state documents. It is not the original work of the Carl Vinson Institute of Government. The information has been edited for clarity and length.

Primary sources include:

- The FY 2026 Governor's Budget Report
- The official State of Georgia website ([georgia.gov](https://georgia.gov))
- Various Georgia state agency websites
- <https://team.georgia.gov/directory>

This compilation is intended to provide a concise and accessible overview of state government functions and its organization.

Refer to Appendix A for helpful links and resources.

## State Agencies:

### STATE ACCOUNTING OFFICE (SAO)

<https://sao.georgia.gov/>

**Office Number:** 404-656-2133

**Purpose:** The State Accounting Office prescribes statewide accounting policies, procedures, and practices; prepares the state's annual audited financial statements, Annual Comprehensive Financial Report (ACFR), Budgetary Compliance Report (BCR), and other statewide financial information; manages the state's accounting, payroll, and human capital systems; develops processes and systems to improve accountability and enhance efficiency for disbursement of funds and management of accounts payable including the manner in which disbursements shall be made; and develops systems to improve collection of accounts receivable.

### Roles and Responsibilities:

#### Financial Systems

The Financial Systems program provides customer service and operates, supports, monitors, and continually improves the state's enterprise financial accounting, payroll, and human capital management systems, which are available for use by all state organizations in Georgia.

#### Shared Services

The Shared Services program executes financial transactions for client agencies while balancing efficiency and customer service to add value through lower cost and improved effectiveness. The Shared Services activities include establishing and linking account structures to support financial information needs, processing payroll, and financial transactions for multiple client agencies, reporting of financial information to agency management, and meeting statewide financial reporting requirements. In addition, the division supports the implementation and deployment of the Statewide Travel Consolidation initiative, which serves to improve the efficiency and effectiveness of the state's travel services activities.

#### Statewide Accounting and Reporting

The Statewide Accounting and Reporting program provides statewide leadership with respect to financial reporting, accounting policy, and business process improvement. The division prepares and distributes the ACFR, BCR, and other statewide regulatory reports. Additionally, the program maintains a framework for agency internal control assessments to manage risk and maintain accountability more effectively.



## **ATTACHED AGENCIES:**

### **Georgia State Ethics Commission**

The Georgia State Ethics Commission protects the integrity of the democratic process and ensures fair elections with the public disclosure of campaign financing and significant private interests of public officers and candidates for public office.

### **Georgia State Board of Accountancy**

The Georgia State Board of Accountancy protects public financial, fiscal, and economic interests by licensing certified public accountants and public accountancy firms; regulating public accountancy practices; investigating complaints; and taking appropriate legal and disciplinary actions, when warranted.

## **DEPARTMENT OF ADMINISTRATIVE SERVICES (DOAS)**

<https://doas.ga.gov/>

**Office Number:** 404-656-5514

**Purpose:** The Department of Administrative Services (DOAS) is responsible for leading state government in five administrative program areas: human resources, fleet management, risk management, procurement, and surplus property. Our focus is on generating enterprise efficiencies and maximizing opportunities to improve enterprise administrative performance. The DOAS Fiscal Year 2024 - 2027 Strategic Plan highlights the agency's goals, objectives, and strategic priorities:

- Help Georgia be recognized as the best managed state
- Make Georgia the #1 State for Small Business
- Make the state of Georgia an employer of choice
- Improve customer satisfaction

## **Roles and Responsibilities:**

### **State Purchasing**

State Purchasing is committed to providing the best value in products and services for state entities, local governments, and other customers. We promote an open and transparent procurement process, with a commitment to equal and fair competition for suppliers and bidders. Our goal is to offer the highest quality of service, education, training, and tools to help connect suppliers and state purchasers across Georgia. We achieve this by doing the following:

- Oversee all policies and functions related to state procurement.
- Provide electronic sourcing tools that allow procurement professionals to post and award their own competitive bids.



- Negotiate contracts with companies that provide services to the state.
- Provide technical assistance and guidance to state entities.
- Manage and monitor the use of state purchasing cards, procurement tools that allow State employees to obtain goods and services quickly and efficiently.
- Offer training courses and Georgia purchasing certifications to provide procurement professionals with the knowledge and skills they need to perform their job duties.

## **Risk Management**

Risk Management is responsible for directing risk management and insurance services for all state agencies and employees.

We manage these services and programs:

- Workers' compensation
- Unemployment insurance
- Liability insurance
- Property insurance
- Claims administration
- Georgia State Indemnification Program
- Risk management consultation and training

Our mission is to help protect the state's employees and citizens, as well as to assure good stewardship of state funds and assets.

## **Human Resources Administration**

Human Resources Administration provides leadership and support of enterprise human resources functions to agencies of the executive branch that enable effective talent management. Our education, training, and oversight of employment policies, practices, and compliance empower HR and business leaders to efficiently manage their workforce and minimize risks. Our guidance in compensation and benefits administration provides a framework that improves recruitment and retention of talent within state government. Oversee the Team Georgia Careers portal, providing candidates with access to employment information and enabling them to explore career opportunities within the Georgia state government. Our human resources consulting services include:

- Working with the State Personnel Board to establish uniform rules, policies, and practices in compliance with employment laws and regulations.
- Creating and maintaining a job classification and pay structure.
- Administering the Flexible Benefits Plan for state employees.
- Providing talent management consulting, including policy interpretation and the provision of practical tools to help entities minimize HR compliance risks.



- Managing the State Charitable Contributions Program (GASCCP), Employee Discount and Purchasing Programs, Employee Assistance Program (EAP), and Faithful Service Awards Program.

## **Fleet Management**

The Fleet Management Division manages fleet operations throughout the State of Georgia. Our primary mission is ensuring the cost-effective management of the state's 20,000+ vehicle fleet, from initial acquisition through their disposal. We provide guidance and education, based on national industry best practices and adherence to state policies, procedures, executive orders, and other regulatory matters. We optimize these functions by centralizing responsibility for:

- Collecting data to monitor vehicle usage, fuel transactions, costs, individual assignment, total cost of ownership and repair.
- Auditing information such as overdue maintenance, vehicle inventory, missing data, and utilization per mile.
- Providing education regarding use of industry best management practices, driver policies, and use of state systems.
- Providing oversight to assure that taxpayer dollars dedicated to vehicles are managed and spent wisely.

## **Surplus Property**

Surplus Property manages the equitable redistribution and disposal of the State's personal property assets based on legislated guidelines. Personal property includes any tangible property that is not real estate. We also serve as the State Agency for Surplus Property (SASP) for federal property disposal programs and act as the federal government's agent for eligible recipients to acquire federal surplus property. The Surplus Property Division:

- Assists state and local governments, eligible nonprofits, and other qualified groups to acquire surplus property.
- Makes surplus property available for purchase to the public through online auction vendors via Georgia Auctions and Sales.
- Saves taxpayer dollars by reducing operational risks and maximizing the return on personal property assets for the State of Georgia and its communities.
- Provides cost savings, cost avoidance, and life extension of personal property through reusing, reducing, and recycling.

## **ATTACHED AGENCIES:**

### **Office of the State Treasurer**

The Office of the State Treasurer (OST) manages, invests, and disburses state revenues and local deposits; creates prudent and effective cash management strategies; and ensures efficient and effective

implementation of banking services for state entities, while preserving the state's capital and public trust.

OST oversees the receipt and distribution of state and lottery funds, invests these resources, and prepares monthly cash flow forecasts to support state budgeting and liquidity needs. Additionally, the office oversees banking practices for state agencies, manages the Secure Deposit Program for collateralizing public deposits, and administers various programs such as Georgia Fund 1 (a local government investment pool), the Path2College 529 Plan, Georgia STABLE, and other custodial investment initiatives. Established in 1993, OST's mission is to protect public funds and support effective financial operations across Georgia's government.

### **Office of State Administrative Hearings**

The Office of State Administrative Hearings is Georgia's Administrative Court. Its central panel of judges adjudicates disputes between individuals and state entities in accordance with the relevant laws and procedures.

### **Georgia Tax Tribunal**

The Georgia Tax Tribunal (GTT) is a specialized administrative court which was originally established as an autonomous division within the Office of State Administrative Hearings. The GTT hears contested cases involving the Georgia Department of Revenue, including decisions regarding Georgia income tax, Georgia sales and use tax, withholding taxes and other taxes. This Georgia Tax Tribunal will be replaced by the newly created Georgia Tax Court pursuant to the Georgia Tax Court Act of 2025.

### **Georgia Technology Authority**

The Georgia Technology Authority (GTA) is the state's central provider of government technology services, delivering secure, modern IT infrastructure, network services, and digital solutions that support 85 Executive Branch agencies and more than 1,300 local government entities. As a statewide technology leader, the authority advances a citizen-centered technology environment that helps agencies deliver reliable, efficient services to Georgia's citizens, and oversees statewide IT policies, standards, and governance to ensure technology investments align with agency needs.

Through the Georgia Enterprise Technology Services (GETS) program, GTA provides enterprise IT shared services, such as mainframe hosting, server management, 24/7 service desk support, and disaster recovery delivered through a Multi-Sourcing Service Integrator model that coordinates service delivery, upholds accountability, and maintains operational transparency across multiple providers. The authority also leads statewide cybersecurity oversight, incident response, and security training for government employees and manages the Georgia Cyber Center to support cybersecurity education, research, and collaboration. GTA operates the state's official online portal and innovation lab, provides constituent services through a statewide call center, advances digital service modernization, and leads the Georgia



Broadband Initiative, which is expanding high-speed internet access in underserved areas to enhance opportunity and community connectivity across the state.

### **Georgia Aviation Authority**

The Georgia Aviation Authority provides aviation services to state employees traveling on official business. The authority administers logistical support of aviation transport for state business functions and develops standards for state-agency air travel. It also oversees the acquisition, operation, maintenance, housing, and disposal of state aviation assets, providing oversight of aviation operations to achieve policy objectives through aviation missions and ensuring the efficient operation of state aviation services.

### **Certificate of Need (CON) Appeal Panel**

The Certificate of Need Appeal Panel consists of independent hearing officers appointed by the Governor to review the Department of Community Health's initial decisions to grant or deny a Certificate of Need.

## **DEPARTMENT OF AGRICULTURE (GDA)**

<https://www.agr.georgia.gov/>

**Office Number:** 404-656-3600

**Purpose:** The Georgia Department of Agriculture administers programs to maintain the state's viable farm industry and protect the consuming public. These programs affect all Georgians as well as countless others throughout the United States and the world where Georgia agribusiness products are consumed.

### **Roles and Responsibilities:**

#### **Plant Industry Division**

The Plant Industry division administers and enforces federal and state laws relating to fertilizers, feeds, grains, seeds, pesticides and pest control, industrial hemp, nursery and plant certification, honeybees, organic agriculture, and other environmental protection programs. The division inspects and tests enough of each agricultural commodity to guarantee that commodities reaching the consumer meet minimum standards and are correctly labeled.

#### **Animal Industry Division**

The Animal Industry division monitors, detects, and controls animal diseases that can have a significant impact on the agricultural economy and can be contagious to both animals and people. It works to ensure the continued protection of animal and public health, food safety, animal welfare, and successful livestock production. The division is organized into the sections of Animal Health, Companion Animal and Equine Health, Livestock and Poultry Health, Meat Inspection, and Poultry Market News.



## **Fuel And Measures Division**

The Fuel and Measures division primarily ensures equity in the marketplace by verifying the accuracy of weighing and measuring devices. It inspects measuring devices used for commerce by conducting on-site inspections and tests of commercial weighing devices. Its responsibilities also include operating the state fuel oil laboratory and the state weights laboratory, both of which ensure that Georgia's regulated consumer products meet required quality standards.

## **Food Safety Division**

The Food Safety division primarily prevents the sale and distribution of adulterated or misbranded foods to consumers. The division administers state laws, rules, and regulations for retail and wholesale grocery stores, retail seafood stores, places in the food processing business, and plants which are currently required to obtain a license from the Commissioner under any other provision of law.

## **Marketing Division**

The Marketing division promotes the state's agricultural commodities, ensures prompt and complete payment for products, and ensures safe storage of farmers' products. These efforts are supported by the Department's State Farmers Markets Network, Commodity Promotion Program Office, Business Development Office, Bonding and Warehouse Licensing, and the Farmers and Consumers Market Bulletin publication. The Marketing division also provides a number of specific marketing programs to benefit Georgia farmers, including: the Georgia Grown program, the Vidalia® onion certification mark, and agritourism signage.

## **Laboratories**

The Athens and Tifton Veterinary Diagnostic Labs ensure a safe food supply and the health of animals and people within Georgia by providing diagnostic support, investigative resources, and disease surveillance for naturally occurring and foreign animal diseases and bioterrorism. The labs address the concerns of veterinarians, regulatory agencies, animal owners, and wildlife groups. The Poultry Veterinary Diagnostic Labs conduct the USDA's National Poultry Improvement Plan and provide diagnostic and monitoring services for Georgia's poultry industry and private poultry owners in the state. The labs also certify that flocks are free from poultry diseases such as avian influenza. These activities ensure that Georgia has the healthiest flocks possible and can continue to produce and export more poultry products annually than any other state.

## **ATTACHED AGENCIES:**

### **Georgia Agricultural Exposition Authority**

The Georgia Agricultural Exposition Authority promotes, develops, and serves agriculture and agriculture business interests in the state, produces and operates the Georgia National Fair, and encourages the agricultural accomplishments of Georgia's youth.



## **Georgia Seed Development Commission**

The Georgia Seed Development Commission is the agency responsible for foundation plant material production in Georgia. It is designated as the recipient of breeder seed from University of Georgia Agricultural Experiment Stations.

## **Georgia Agricultural Development Authority**

The Georgia Agricultural Development Authority is an insured farm loan program created in 1953 to assist and provide low interest loans for Georgia's farmers.

## **Agricultural Commodity Commission**

The Agricultural Commodity Commissions are farmer-funded support programs for numerous commodities. Assessments collected by each Commission assist in areas of research, education, and promotion on behalf of the respective commodity. GDA administers fourteen state Agricultural Commodity Commissions. These are farmer funded, self-help programs. Membership supports programs in the areas of research, education and promotion on behalf of the respective commodities. A list of the commissions administered by GDA is provided on the GDA website at <https://www.agr.georgia.gov/commodity-commissions>. State law also created the Agricultural Commodity Commission for Peanuts (OCGA § 2-8-55).

## **State Soil and Water Conservation Commission**

The State Soil and Water Conservation Commission (SSWCC) was formed to protect, conserve, and improve the soil and water resources of the State of Georgia. The Commission's primary goal is to promote the wise use and protection of basic soil and water resources, and to achieve practical water quality goals through agricultural and urban best practices.

## **DEPARTMENT OF AUDITS AND ACCOUNTS (DOAA)**

<https://www.audits2.ga.gov/>

**Office Number:** 404-656-2180

**Purpose:** The Department of Audits and Accounts exists to provide independent, unbiased information and impactful recommendations to promote accountability and improve government.

### **Roles and Responsibilities:**

#### **Financial Reports**

Financial Reports conduct financial audits and other financial engagements for state and local governments and produce reports to assist the governments and other stakeholders in decision making.

#### **Performance Reports**



Performance Reports conduct performance audits and special examinations that evaluate the efficiency and efficacy of state programs, resulting in cost and management improvements, as well as the identification of fraud, waste, or abuse.

### **Fiscal Notes**

Fiscal Notes are completed and issued jointly by DOAA and the Office of Planning and Budget. Fiscal Notes analyze the legislation that impacts state and/or local expenditures, while contracted economists prepare the estimate of bills with tax implications.

### **Retirement**

Retirement issues retirement certifications for the purpose of determining whether bills are “fiscal” or “nonfiscal” as defined in statute. Additionally, Retirement works with actuaries to ensure they have the required information for investigating all fiscal retirement bills being considered by the Legislature.

### **Local Government**

Local Government perform desk reviews of audits and other financial reports of local governments within the state of Georgia. These are done in accordance with Official Code of Georgia §36-81-7 and §50-8-38.

### **Non-profit**

Non-profit perform desk reviews of audits and other financial reports of non-profit organizations doing business with the state of Georgia. These are done in accordance with Official Code of Georgia §50-20-3 &-4.

### **Sales Ratio**

Sales Ratio establish and prepare an equalized adjusted property tax digest for the State and its counties each calendar year. The studies are used in allocating state funds for public school systems.

## **DEPARTMENT OF BANKING AND FINANCE (DBF)**

<https://dbf.georgia.gov/>

**Office Number:** 770-986-1633

Purpose: The Department of Banking and Finance (DBF) enforces and administers all state laws, rules, and regulations governing the operation of state-chartered financial institutions in Georgia. The Department regulates and examines Georgia state-chartered banks, state-chartered credit unions, and state-chartered trust companies.

DBF also has responsibility for the supervision, regulation, and examination of merchant acquirer limited purpose banks (MALPB) chartered in Georgia, as well as international banking organizations, and bank

holding companies conducting business in Georgia. DBF has regulatory and licensing authority over mortgage lenders, mortgage brokers, mortgage loan originators, installment lenders (loan companies making small dollar loans of \$3,000 or less), and money service businesses, which consist of money transmitters and check cashers. In addition, litigation finance companies are required to register with DBF.

The Department is authorized to issue and enforce orders requiring financial institutions to correct unacceptable conditions discovered through examinations. The Department approves proposals to incorporate as a state-chartered financial institution, requests to change existing articles of incorporation, and mergers and consolidations of financial institutions. The Department investigates violations of state interest and usury laws.

### **Roles and Responsibilities:**

#### **Depository**

The Depository division regulates and examines Georgia state-chartered banks, credit unions, trust companies, bank holding companies, merchant acquirer limited purpose banks, and foreign banking organizations.

#### **Non-depository**

The non-depository division grants licenses and examines residential mortgage brokers and lenders, mortgage loan originators, consumer installment loan companies, money transmitters, and check cashers. In addition, the non-depository division is responsible for receiving and processing registrations from litigation finance companies.

## **DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL DISABILITIES (DBHDD)**

<https://dbhdd.georgia.gov/>

**Office Number:** 404-657-2252

Purpose: The Department of Behavioral Health and Developmental Disabilities (DBHDD) provides treatment and support services to people with mental illnesses and addictive diseases and support to people with developmental disabilities. DBHDD operates five state regional hospitals and provides community-based services through 22 Community Service Boards and various other private providers.

### **Roles and Responsibilities:**

#### **Behavioral Health**

The Division of Behavioral Health provides mental health services, including community and inpatient services, to children, adolescents, and adults at five state hospitals and through community providers, including Community Service Boards. The Division of Behavioral Health also provides services to



children, adolescents, and adults with substance abuse disorders and addictive disease issues, focusing on promoting and delivering effective, recovery-oriented services. Services are delivered through community-based programs in residential settings. The Division includes programs related to substance abuse treatment, prevention, and DUI intervention.

### **Developmental Disabilities**

The Developmental Disabilities Division provides services to consumers with developmental disabilities, who have chronic conditions that developed before age 22 and that limit an individual's ability to function mentally and/or physically. Georgia's state-supported services are aimed at helping families to continue to care for a relative in their homes when possible, serving people who do not live with their families in a home setting, and promoting independence and self-determination.

### **ATTACHED AGENCIES:**

#### **Georgia Council on Developmental Disabilities**

The Georgia Council on Developmental Disabilities is the state planning council created by a federal mandate through the Developmental Disabilities Act. GCDD's mission is to bring about social and policy changes that promote opportunities for the wide spectrum of Georgians with developmental disabilities and their families to live, learn, lead, work, play and worship in their communities.

#### **Sexual Offender Risk Review Board**

The Sexual Offender Risk Review Board is responsible for evaluating and identifying convicted sex offenders who pose the highest risk for sexual re-offense. The results of their work, called risk classification or leveling, safeguard Georgians and can be used to adjust community supervision levels, tailor treatment plans, and inform the public.

### **DEPARTMENT OF COMMUNITY AFFAIRS (DCA)**

<https://dca.georgia.gov/>

**Office Number:** 404-679-4840

Purpose: The Department of Community Affairs (DCA) serves as the state's leading agency in local government assistance, safe and affordable housing, and community and economic development.

### **Roles and Responsibilities:**

#### **Community and Economic Development**

DCA's community development initiatives aim to help the state's communities with job growth and creation. DCA offers economic development and redevelopment incentives and tools designed to help promote growth and job creation throughout the state. Historic preservation services are coordinated

by DCA and include proposing properties for nomination to both the National and the Georgia Register of Historic Places, providing grants to support state and local preservation projects, and offering technical assistance on tax incentives. The Department also partners with the Georgia Department of Economic Development to promote economic development through the Regional Economic Business Assistance (REBA) program and its OneGeorgia companion program, EDGE. Additionally, comprehensive planning assistance is aimed at helping communities address issues of growth, development, and quality of life through implementation of recognized best practices for planning and growth management.

### **Safe and Affordable Housing**

DCA supports Georgia communities in addressing their housing needs by offering funding and expertise to communities, organizations, and individuals. The agency provides financing for affordable housing development, mortgages, and down payment loans for moderate-income first-time homebuyers, rental housing assistance to low and moderate-income individuals, and financing for housing for people with special needs.

### **Local Government Assistance**

Local government assistance involves partnerships with local, regional, state, and federal organizations and agencies. Local government assistance also facilitates community issue identification, goal development, and implementation of best practices. Regional field teams assist customers with project development and technical assistance needs while also connecting them with housing and community and economic development programs. The Department administers local government surveys related to topics including finance, government management, and wages and salaries. It also publishes and maintains information and data about local governments and prepares local government fiscal notes for the General Assembly.

### **ATTACHED AGENCIES:**

#### **Georgia Housing and Finance Authority**

The Georgia Housing and Finance Authority (GHFA) was created to provide financing and financial assistance for affordable housing statewide. The Authority's programs are designed to provide low and moderate-income earners safe and affordable rental housing, to aid in maintaining housing for homeownership, and to help abate homelessness in the state.

#### **Georgia Environmental Finance Authority**

The Georgia Environmental Finance Authority (GEFA) provides loans for water, sewer, and solid waste infrastructure; manages energy efficiency and renewable energy programs; oversees land conservation projects; and manages and monitors state-owned fuel storage tanks.

#### **OneGeorgia Authority**



The OneGeorgia Authority offers flexible programs that offer grants and loans to promote rural economic development and job creation in Georgia. Eligible local governments and local development authorities are awarded financial assistance to help ensure that rural communities have the infrastructure required to attract growth and to respond to the needs of the private sector. Recent initiatives by the OneGeorgia Authority include the Rural Site Development Program and the Workforce Housing Initiative.

### **State Housing Trust Fund for the Homeless Commission**

The State Housing Trust Fund for the Homeless Commission provides funds to support homeless assistance programs operated by local governments and nonprofit organizations throughout the state.

## **DEPARTMENT OF COMMUNITY HEALTH (DCH)**

<https://dch.georgia.gov/>

**Office Number:** 404-656-4507

**Purpose:** The Department of Community Health (DCH) was created in 1999 to serve as the lead agency for health care planning and purchasing issues in Georgia. A nine-person board appointed by the Governor has policy-making authority for DCH. The Department has three major divisions: Medicaid, State Health Benefit Plan, and Healthcare Facility Regulation.

### **Roles and Responsibilities:**

#### **Medicaid**

DCH is designated as the single state agency for Medicaid. The largest division in the department, the Medicaid Division, purchases health care on behalf of over 2 million persons who are aged, blind, disabled, or low-income. Program participants utilize a broad array of health care services including hospitals, physicians, pharmacies, and nursing home services. Aged, blind, and disabled Medicaid members utilize a fee-for-service delivery system. Most low-income Medicaid members enroll in the Care Management Organizations (CMO) system for the management of their health care services.

State and federal dollars fund Medicaid with the federal government traditionally paying between 65% and 69% of health care costs each fiscal year.

The Division is also responsible for the PeachCare for Kids program, Georgia's version of the federal Children's Health Insurance Program. PeachCare provides medical and dental coverage for approximately 145,000 children whose parents' income is too high to qualify for Medicaid, but who cannot afford private health insurance. Participants pay a monthly premium based on income and family size. Current eligibility allows children in families with incomes between 138% and 247% of the federal poverty level to participate in the program. Most PeachCare members are enrolled in the CMO system.



The Division administers the state's Indigent Care Trust Fund (ICTF). Using intergovernmental transfers and federal matching funds, the ICTF reimburses hospitals serving a disproportionate share of medically indigent Georgians.



## **State Health Benefit Plan**

The State Health Benefit Plan (SHBP) Division manages the health insurance coverage for almost 665,000 state employees, school system employees, retirees, and their dependents. The SHBP offers several coverage options managed by two statewide vendors and one regional vendor, including Health Reimbursement Arrangements (HRA), Health Maintenance Organizations (HMO), High-Deductible Health Plans (HDHP), and standard and premium Medicare Advantage Plans.

## **Healthcare Facility Regulation**

The Division of Healthcare Facility Regulation inspects, monitors, licenses, registers, and certifies a variety of health and long-term care programs to ensure that facilities operate at acceptable levels, as mandated by state statutes and by rules and regulations adopted by the Board of Community Health.

## **Health Care Access and Improvement**

The Health Care Access and Improvement program provides grants and other support services for programs that improve health access and outcomes in rural and underserved areas through the State Office of Rural Health and Office of Health Improvement. The program also includes the Office of Health Information Technology, which leads the strategic initiatives for the state regarding health information technology adoption and health information exchange (HIE).

## **Administration**

The Division includes the Office of General Counsel, which provides legal assistance to the department and administers the Certificate of Need (CON) process, the Office of the Inspector General, Operations, Information Technology, Communications, and Financial Management.

## **Georgia Board of Dentistry**

The Georgia Board of Dentistry is responsible for the regulation of dentists and dental hygienists in Georgia. The Board reviews applications, administers examinations, licenses qualified applicants, and regulates the practice of licenses throughout the state.

## **Georgia State Board of Pharmacy**

The Georgia State Board of Pharmacy is responsible for the regulation of pharmacists and pharmacies in Georgia. The Board reviews applications, administer examinations, licenses qualified applicants, and regulates the practice of licenses statewide.

## **ATTACHED AGENCIES:**

### **Georgia Composite Medical Board**

The Georgia Composite Medical Board licenses physicians and other health care practitioners and enforces the Medical Practice Act.

## Georgia Board of Health Care Workforce

The Georgia Board of Health Care Workforce provides financial support to medical schools and residency training programs. The board offers a physician loan repayment program in exchange for practice in rural and underserved areas.

## Georgia Drugs and Narcotics Agency

The Georgia Drugs and Narcotics Agency was created to ensure and protect the health, safety, and welfare of Georgia citizens by enforcing laws pertaining to manufactured or compounded drugs, and to ensure only licensed facilities or persons dispense or distribute pharmaceuticals.

## DEPARTMENT OF COMMUNITY SUPERVISION (DCS)

<https://dcs.georgia.gov/>

**Office Number:** 678-783-4337

**Purpose:** The Georgia Department of Community Supervision (DCS) was established in 2015 through House Bill 310, signed into law by Governor Nathan Deal. This landmark legislation unified Georgia's community supervision system by consolidating oversight of felony probationers, parolees, and private and governmental misdemeanor probation entities under a single agency. DCS officially began operations on July 1, 2015, as part of Georgia's executive branch.

DCS is responsible for the effective and efficient supervision of adult felony supervisees across the state, promoting public safety through a balanced approach of accountability, rehabilitation, and support. The agency operates within 10 judicial districts and 51 judicial circuits, aligning field operations with Georgia's judicial structure to ensure consistent, community-based supervision.

## Roles and Responsibilities

### A Person-Centered Approach

DCS embraces a Person-Centered Supervision (PCS) model that recognizes the unique circumstances, strengths, needs, and goals of each individual. This approach prioritizes rehabilitation, accountability, and dignity—balancing structure with support to promote long-term success. Through Enhanced Supervision Practices (ESP) and risk-based case management, officers are trained to build rapport, motivate positive change, and connect supervisees with appropriate resources that foster stability and growth.

### Reentry and Rehabilitation

Beyond supervision, DCS helps supervisees successfully reintegrate into their communities through coordinated reentry services. The Reentry Services Division (RSD) connects individuals with housing, employment, and treatment resources through programs such as Transitional Housing for Offender



Reentry (THOR), Reentry Partnership Housing (RPH), and other local partnerships. The Recidivism Reduction Unit (RRU) oversees Day Reporting Centers (DRCs) structured, treatment-focused alternatives to incarceration designed to address substance use, behavioral health, and life skills development.

Through evidence-based supervision, data-informed decision-making, and strong community partnerships, DCS promotes accountability, strengthens public safety, and empowers supervisees to achieve lasting success beyond supervision.

## **ATTACHED AGENCIES:**

### **Georgia Commission on Family Violence**

The Georgia Commission on Family Violence (GCFV) was established to develop a comprehensive state plan to end family violence in Georgia. Guided by O.C.G.A. §19-13-34, the Commission serves as a statewide leader in strengthening Georgia's response to domestic violence through collaboration, education, and accountability.

GCFV provides research, training, and technical assistance to law enforcement, advocates, task forces, and Family Violence Intervention Programs (FVIPs) on best practices in preventing and responding to domestic violence. Through the Department of Community Supervision, the agency sets and enforces statewide FVIP standards to ensure consistent program delivery while maintaining a focus on victim safety and offender accountability. GCFV also leads key initiatives such as the Georgia Family Violence Fatality Review Project, which examines domestic violence-related deaths to improve prevention efforts, and the Support for Survivors of Murder-Suicide (SSMS) project, which offers outreach, referrals, and community education.

Across Georgia's 51 judicial circuits, GCFV supports and provides technical assistance to local family violence task forces, helping communities coordinate resources and strengthen multidisciplinary responses. The Commission also monitors and informs legislation and policy that impact victims of domestic violence and their families. Through these efforts, GCFV continues to promote safety, accountability, and systemic change in the fight to end family violence in Georgia.

## **DEPARTMENT OF CORRECTIONS (GDC)**

<https://gdc.georgia.gov/>

**Office Number:** 404-656-4661

**Purpose:** The Georgia Department of Corrections (GDC) administers the prison sentences of offenders decided by Georgia courts. Nearly 47,000 of these offenders are serving prison sentences. The Department serves the state in the following ways:

- Protecting citizens from incarcerated and supervised inmates; correctional environments will be safe, secure, and disciplined for all staff and offenders.



- Implementing sound correctional practices founded upon reliable and timely information; communications are enhanced through public awareness, collaborative partnerships, and effective departmental teamwork leading to a continuum of balanced sanctions available to the whole criminal justice system.
- Preparing inmates to accept responsibility for their offenses, to restore harm done to the community, and to lead productive, crime-free lives. This involves providing rehabilitative services in the areas of mental health, substance abuse, behavioral counseling, education, and job training.
- Developing a highly trained and professional workforce available to achieve the Department's mission, both today and in years to come.

Incarceration offers a highly structured and secure environment, which removes offenders who pose a high risk from the community. GDC provides legally mandated services in the areas of physical, dental, and mental health, counseling, education, vocational training, chaplain services, and recreation. GDC requires offenders in its facilities to work to support the prison system and the community. Inmates work in prison farm operations, food preparation, laundry, construction, facility, and landscape maintenance, and perform factory work in Georgia Correctional Industries' manufacturing plants.

## **Roles and Responsibilities:**

### **Administration and Finance**

The Office of Professional Standards, Legal Services, Communications, Office of Professional Development, and Data Management and Research report directly to the Commissioner of the Georgia Department of Corrections. In addition, the Legislative Liaison reports directly to the Commissioner. The Chief of Staff oversees the daily operations of Engineering and Construction Services, Georgia Correctional Industries, and the Office of Information Technology.

### **Facilities**

The types of GDC institutions include the following facilities:

- State Prisons: These institutions are typically reserved for felony inmates with more than one year of incarceration to serve.
- County Prisons: The state pays a subsidy to county institutions to house and supervise state inmates. Inmates assigned to the county prisons typically work on roadway or construction projects for the county in which they are housed.
- Probation Detention Centers: This program offers a short-term, intensive incarceration period that enforces strict discipline and para-military protocol.
- Transition Centers: These community-based centers are designed to allow inmates nearing the end of their prison term to prepare for life in the community. GDC requires residents to have jobs in the local community, pay room and board to the center, and support their families.



- **Private Prisons:** CoreCivic and GEO Group, Inc. owns and operates select facilities in the state. Like state prisons, these facilities are typically reserved for felony offenders with more than one year of incarceration to serve.
- **Residential Substance Abuse Treatment (RSAT) Centers:** RSAT is a nine-month, highly structured program that targets high risk, high needs inmates nearing release, probationers sentenced by the courts, parole violators and other GDC-referred inmates who have a need for intensive substance abuse programming.
- **Integrated Treatment Facilities:** ITF is a nine-month, highly structured program that actively combines interventions intended to address both mental health and substance abuse issues in persons with co-occurring disorders with the intention of treating both disorders, related problems, and the whole person more effectively.
- **Re-Entry Facility:** GDC has reopened a state prison facility that has been re-missioned to function as a re-entry facility for the Metro Atlanta area. The facility focuses on rehabilitating offenders to achieve recidivism reduction and accommodate re-entry needs. Offenders are connected, pre- and post-release, with local stakeholders in the areas of employment, housing, education, treatment, and other services needed to successfully transition back into society.
- **Food and Farm Operations:** Provides meals for offenders through raising crops and livestock, managing timber, and producing dairy items that will be used in the preparation of meals for offenders.
- **Offender Management:** Coordinates and operates the following agency wide support services to ensure public safety: canine units, the County Correctional Institutions program, the County Jail Subsidy program, Correctional Emergency Response Teams, inmate classification, inmate diagnostics, the jail coordination unit, the release and agreements unit, and tactical squads.

## Health Services

Provides the required constitutional level of health care in the most efficient, cost-effective, and humane manner possible, while protecting the public health interests of the citizens of Georgia through planning, implementing, and coordinating physical, dental, and mental health services as required, across GDC.

## Inmate Services

The Inmate Services Division is comprised of both Offender Education and the Office of Reentry Services.



## DEPARTMENT OF DEFENSE (DOD)

<https://ga.ng.mil/>

**Office Number:** 678-569-3911

**Purpose:** The Georgia Department of Defense is comprised of nearly 15,000 Soldiers, Airmen, state and federal employees. It is composed of the Georgia Army National Guard, Georgia Air National Guard, Georgia State Defense Force, and the Office of the Adjutant General.

The Georgia Army and Air National Guard support overseas and domestic missions from nearly 70 readiness centers based in nearly 60 Georgia counties. The President of the United States, as commander in chief of U.S. military forces, may activate units of the Georgia National Guard for overseas missions as well as domestic emergencies. The Governor of Georgia, as commander in chief of the state militia, may order the National Guard to active duty in support of Georgia's citizens during emergency operations.

### **Roles and Responsibilities:**

#### **Office of the Adjutant General**

The Office of the Adjutant General provides command and control for the Georgia Department of Defense, as well as centralized administrative support for the department.

#### **Georgia Army National Guard**

The Georgia Army National Guard provides the President and Governor with ready and lethal forces to support unified land operations at home and abroad. The Georgia Army National Guard is comprised of five brigades with units located across the state.

#### **Georgia Air National Guard**

The Georgia Air National Guard provides ready military forces to Combatant Commanders and the Governor. The Georgia Air National Guard is organized into two wings based in Savannah and Robins Air Force Base, in addition to geographically separated units across the state.

#### **State Defense Force**

The Georgia State Defense Force supports the Georgia National Guard with training and provides rapid assistance across the state for emergency response operations.



## State Operations

The Georgia Department of Defense operates two Youth Challenge Academies (YCA) in support of the academic and professional development of youths aged 16-18. The YCA program provides a 22-week regimented program for education and personal growth. Since its establishment in 1993, the Georgia YCA has graduated students from 158 Georgia counties and four neighboring states.

YCA Graduates may complete training at the Job Challenge Academy (JCA), which offers training in vocational fields. As of 2025, More than 20,000 students have completed YCA and JCA programs.

Peach State STARBASE, operated at the Clay National Guard Center in Marietta, offers a premier educational opportunity for fifth-grade students to learn about science, technology, engineering, and math. The program is now in its 24th year. In 2024, Peach State STARBASE was designated as a National Center of Excellence for its drone program. More than 17,000 students have participated in the STARBASE program since 2001.

## DEPARTMENT OF DRIVER SERVICES (DDS)

<https://dds.georgia.gov/>

**Office Number:** 678-413-8400

**Purpose:** The Department of Driver Services (DDS) provides license and identification card issuance, driver education and training, and records management. The agency also oversees motorcycle safety, commercial driver's licensing and compliance, and DUI course certification. DDS was established by Executive Order on July 1, 2005, in accordance with HB 501. The three primary programs include Departmental Administration, License Issuance, and the Regulatory Compliance Division.

### Roles and Responsibilities:

#### Departmental Administration

The Departmental Administration program is responsible for the assistance and policy direction of the Department of Driver Services. The function of the program is to provide administrative support for the License Issuance and Regulatory Compliance programs. The program includes administrative, financial, public information, legal, human resources, facilities, fleet, and information technology services.

#### License Issuance

The License Issuance program conducts the issuance of driver's licenses and permits, as well as public identification cards, the suspension and reinstatement of driver's licenses, and the administration of the



commercial driver's license program. The Department utilizes 60 full-time customer service centers, and seven part-time customer service centers which are situated strategically throughout the state.

### **Regulatory Compliance Division**

The Regulatory Compliance program is responsible for licensing driver training schools and instructors, licensing driver improvement clinics and instructors, certifying ignition interlock devices and provider centers, and providing online Alcohol and Drug Awareness Program (ADAP) classes, and monitoring the status of all commercial driver license convictions.

## **DEPARTMENT OF EARLY CARE AND LEARNING (DECAL)**

<https://www.dec.al.ga.gov/>

**Office Number:** 404-656-5957

**Quality Rates Family Support Call Center:** 877-ALL-GA-KIDS

**Purpose:** The Georgia Department of Early Care and Learning (DECAL) is primarily responsible for meeting the childcare and early education needs of Georgia's children ages birth through five. It administers the nationally recognized Pre-Kindergarten program, the federal Child Care and Development Fund, the federal childcare subsidy program, and federal nutrition programs. The agency also houses the Head Start Collaboration Office and licenses and monitors childcare providers.

DECAL also works to enhance the quality, availability, and affordability of early care and education in Georgia. Health and safety, quality and access, and organizational excellence are the agency's guiding principles.

Training and professional development are integral parts of all programs administered by DECAL. The agency coordinates annual professional learning opportunities for Georgia's early learning teachers, administrators, and program sponsors.

### **Roles and Responsibilities:**

#### **Pre-Kindergarten Program**

Georgia's lottery-funded, voluntary, universal Prekindergarten Program serves Pre-K students across the state. Georgia's Pre-K Program is one of the largest and most comprehensive Pre-K programs in the nation and continues to be a model for other states. Pre-K is offered in public school systems as well as through private childcare centers. Children four years of age on September 1st of the current school year whose parents are Georgia residents are eligible to attend Georgia's Pre-K Program.



## Child Care Services

Child Care Services is responsible for licensing and registering childcare learning centers and family day care homes. Child Care Services support childcare programs through monitoring, technical assistance, and training to assure safe and healthy environments and improve the quality of education services to children. The staff provides information to parents about Georgia childcare programs and trains childcare providers on the age-appropriate development and care of young children according to established standards. Federal and state funds also provide subsidized childcare for low-income working families that meet eligibility requirements for childcare assistance through the Childcare and Parent Services (CAPS) program.

## Nutrition Services

The Nutrition Services program is responsible for administering the United States Department of Agriculture's Child and Adult Care Food Program (CACFP) and the Summer Food Service Program (SFSP) for Georgia. The goal of these programs is to ensure that low-income children and adults throughout Georgia have access to nutritious meals while they are in a day care setting and during the summer when school is not in session. These programs serve a large number of meals annually to eligible children. Nutrition Services provides healthy eating and physical activity training and resources for parents and providers through the USDA programs and Caregivers Promoting Healthy Habits Program.

## Quality Initiatives

The Quality Initiatives program works to improve the quality, affordability, and accessibility of childcare for children and families. In partnership with internal and external resources, the Quality Initiatives program implements innovative strategies that focus on improving the quality of early education, childcare, and nutrition for young children. This includes funding for Georgia's three-star rating system, named Quality Rated, that provides families with helpful information in selecting quality childcare and that supports childcare providers in raising the quality of care they offer. Other services include the Child Care Resource and Referral System, the Parent Call Center, Inclusion Services, the Scholarships and Incentives programs, and the Georgia Program for Infant and Toddlers.

## DEPARTMENT OF ECONOMIC DEVELOPMENT (GDEcD)

<https://georgia.org/>

**Office Number:** 404-962-4000

The Georgia Department of Economic Development (GDEcD) is the state's sales and marketing arm. It is Georgia's lead agency for attracting new business investment, encouraging the expansion of existing industry and small businesses, and locating new markets for Georgia products. As the state's official destination marketing organization, it drives traveler visitation and promotes the state as a location for film and digital entertainment projects. GDEcD is responsible for planning and mobilizing state resources



for economic development, fostering innovation and the arts to drive opportunities from the mountains to the coast. Visit [Georgia.org](http://Georgia.org) for more information.

## **Roles and Responsibilities:**

### **Arts**

Georgia Council for the Arts (GCA) empowers the arts industry in Georgia and artists around the state to cultivate healthy, vibrant communities that are rich in civic participation, cultural experiences, and economic prosperity. GCA provides grant funding, programs, and services statewide that support this vital industry, preserve cultural heritage, and create increased access to arts experiences.

### **Center of Innovation**

The Center of Innovation helps small businesses of all types find inspired solutions to challenges and opportunities. The Center connects new and expanding businesses with a team of experts, external partners, and independent mentors to tap into the technical expertise and guidance they need. By encouraging collaboration across six key strategic industry ecosystems: Aerospace, AgTech, Energy Technology, Information Technology, Logistics, and Manufacturing, the Center helps Georgia prepare for growth.

### **Film**

The Film Office develops the state's film, television, and commercial production industries by marketing the state to production companies and providing location scouting in collaboration with other state agencies, local governments, and residents. The office actively works to develop the industry's infrastructure and workforce, certifies projects under the Georgia Entertainment Industry Investment Act, and oversees the Camera-Ready® Communities program to engage municipalities throughout Georgia.

### **Global Commerce**

The Global Commerce team seeks to increase jobs and investment through locating and expanding businesses, including small businesses. The team's statewide, existing industry, small business, and international investment specialists promote Georgia's business-friendly environment, and strengthen local economies through new and retained opportunities.

### **International Relations**

The International Relations team strategically cultivates and expands the State of Georgia's international relationships through responsibilities that include serving as the state's liaison to foreign governments and Georgia's Consular Corps, and welcoming visiting dignitaries and delegations. The team's work enhances the connectivity of the entire Department and serves as a link for bi-national chambers of commerce that are invested in Georgia's international business community.



## **Tourism**

The Tourism team, in partnership with the Marketing and Communications team, serves as the state's official destination marketing organization – known to travelers as Explore Georgia. Through its headquarters in Atlanta, nine Visitor Information Centers, state-based regional representatives, and partnerships with tourism and hospitality businesses across the state, Explore Georgia develops programs that inspire travel to and within the state. These efforts strengthen communities and support a thriving tourism industry statewide.

## **Trade**

Georgia's nationally recognized Trade team works to bolster Georgia exports and brand the state as a competitive source of quality products and services. The team includes International Representatives located in more than a dozen strategic global markets who assist Georgia companies with expanding their sales worldwide. These Trade professionals provide Georgia businesses with the global insight and connections they need to successfully diversify their international customer base.

## **ATTACHED AGENCIES:**

### **Georgia Ports Authority**

Georgia Ports Authority (GPA) operates the strategic gateway ports of Savannah and Brunswick, creating the most competitive supply chains in the nation with their level of operations, connectivity and supply chain ecosystem. These attributes combined with Georgia's ranking as the top state to do business for 12 consecutive years create a unique business model for growth. The Port of Savannah is one of the best-connected ports in the U.S. to world markets with 35 ship calls a week, 42 double stack trains per week, and 14,000 truck gate moves daily. The Port of Brunswick is the top U.S. RoRo port for automotive and machinery logistics with over \$262 million in recent upgrades and a new \$100 million fourth berth being built. GPA has a self-financed \$4.5 billion investment plan for the next ten years, which will see five new big ship berths added in Savannah and a fourth berth in Brunswick to meet future growth. In the past decade, GPA has invested \$3.2 billion in infrastructure improvements. As part of GPA's community engagement efforts, \$6 million is being donated to port communities to support a multi-year, local workforce housing initiative.

### **Georgia World Congress Center Authority**

Georgia World Congress Center Authority (GWCCA) is the steward of some of Georgia's most iconic event destinations, including Georgia World Congress Center, Centennial Olympic Park, Mercedes-Benz Stadium, and Signia by Hilton Atlanta. Since 2014, GWCCA has also operated the Savannah Convention Center, connecting the state's top two tourism markets. As the largest combined convention, sports, and entertainment campus in North America, GWCCA is committed to creating unforgettable guest experiences while driving economic growth and showcasing Georgia on the world stage.



## **Savannah-Georgia Convention Center Authority**

The Savannah-Georgia Convention Center Authority replaced the Georgia International Maritime Trade Center Authority. The Authority oversees the Savannah Convention Center which hosts major conferences, trade shows, meetings, social events, and athletic events. The Georgia World Congress Center Authority manages the day-to-day operations of the Savannah Convention Center on behalf of and via management agreement with the Savannah-Georgia Convention Center Authority.

## **DEPARTMENT OF EDUCATION (DOE)**

<https://gadoe.org/>

**Office Number:** 404-656-2800

**Purpose:** The State Board of Education establishes policies that the Georgia Department of Education administers under the direction of the State Superintendent of Schools and appoints and reviews the decisions of the State Charter Schools Commission of Georgia (SCSC).

The Department disburses state education funds, provides technical assistance and support services to local school systems, operates three state schools for hearing and visually impaired students, and provides intensive assistance to local schools identified with significant student achievement issues. The SCSC is an independent state level entity with the ability to authorize and monitor state charter schools providing more public educational opportunities throughout the state.

Local education agencies, including county and city school districts and charter schools, are primarily funded through the Quality Basic Education (QBE) formula – a partnership between the state and local school systems that provides billions in funding for education each year.

### **Roles and Responsibilities:**

#### **Assessment and Accountability**

The Georgia Department of Education provides a set of both formative and summative assessments that work together to provide insights to improve teaching and learning. Different stakeholders need different data – the right data – to meet their needs. For example, classroom teachers need detailed, real-time data to inform their work with students, while leaders and policymakers need aggregated, high-level data to inform decisions about policy and instructional programs. This balanced approach to assessment and accountability provides data for a variety of stakeholders to inform decisions, whether at a policy, district, school, or classroom level to support the improvement of Georgia's education system.



## **Career, Technical, and Agricultural Education**

Career, Technical, and Agricultural Education (CTAE) is preparing Georgia's students for their next step after high school -- college, beginning a career, registered apprenticeships, or the military. Georgia CTAE pathway course offerings, and the Educating Georgia's Future Workforce initiative, leverage partnerships with industry and higher education to ensure students have the skills they need to thrive in the future workforce. CTAE offers students more than 145 career pathways within the 17 Georgia Career Clusters.

## **Federal Programs**

The Georgia Department of Education's Office of Federal Programs partners with schools to ensure every child — including students with disabilities, English learners, students experiencing poverty and homelessness, migratory students, and students in foster care — receives the support they need to succeed. Through guidance, resources, and oversight of ESSA and IDEA grants, we work alongside districts to deliver services that make a difference for students.

## **Finance and Business Operations**

The Georgia Department of Education's Office of Finance and Business Operations is comprised of multiple divisions.

- The Accounting Services Division supports and maintains the activities of the Department of Education by processing financial information according to the guidelines of the state and federal government.
- The Budget Services Division develops the Department's annual budget requests and tracks the status of the budget requests through the legislative cycle. When funds are appropriated, the Budget Division prepares the subrecipients' allotments for the appropriate time period.
- The Facilities Services Division assists local school systems in developing long-range capital improvement plans, acquiring the funds needed to implement their plans, and reviewing their architect's plans to construct adequate and safe school facilities.
- The Grants Accounting Division manages the allocations and payments of all federal and state grants awarded to subrecipients, as well as the Grants Accounting Online Reimbursement (GAORS) System.
- The Pupil Transportation Division assists local school systems in the areas of driver training, funding, equipment specifications and purchases, interpretation of state and federal laws and regulations, and routing.
- The Financial Review Division was legislatively established for the purpose of collecting and reviewing financial records and accounting of local units of administration, as well as providing financial and budgetary accounting and federal financial compliance.



## Learning

The Georgia Department of Education is committed to expanding educational opportunities and preparing all students for life. Under the leadership of State School Superintendent, the Department has worked to set the expectation that every child in the state has access to a well-rounded education -- including Career, Technical, and Agricultural Education; computer science; fine arts; world language; physical education; gifted education; STEM/STEAM; and Georgia-grown school meals. In partnership with local school districts, GaDOE is working to ensure every student graduates with a jumpstart on postsecondary success.

## Policy

The Georgia Department of Education Policy Division is responsible for the following duties and functions:

- Coordinating the development of policy, research, and evaluation projects for the Department.
- Receiving and processing State Board of Education rule waiver requests from local school systems.
- Facilitating the district flexibility process for Charter Systems and Strategic Waiver School Systems.
- Providing assistance and support in the State Board of Education rule promulgation process.
- Providing timely and accurate policy-related information to the State Superintendent and State Board of Education.
- Providing support, information, and assistance related to Georgia's Residential Treatment Facilities (RTF), the Georgia Special Needs Scholarship Program (GSNSP), Military Students and Families, and the Early Intervention Program; and
- Collaborating with other agencies and organizations to identify and address educational policy issues and concerns.

## Rural Education and Innovation

The GaDOE Office of Rural Education and Innovation (REI) is dedicated to addressing the unique challenges faced by rural communities for all students, families, and educators. Significant issues persist such as high poverty rates, low literacy rates, and geographical barriers to necessary resources and infrastructures. Approximately 17% of Georgia's population is rural, with 16.5% of rural residents not completing high school, and 19.4% living in poverty (USDA Economic Research Service).

## School and District Improvement

Georgia's Office of School and District Improvement is structured to support school and district leadership teams in the enhancement of systems to increase effectiveness. Although the office collaborates with all schools and districts in Georgia, support primarily concentrates on those schools that are federally designated as comprehensive or targeted support and improvement.



## **School Nutrition**

School nutrition is a valuable partner in education, pledging to provide coordinated support for outstanding student achievement through our commitment to excellent service in each of these core areas: Quality Meals, Student and Community Engagement, and Professional Development.

## **Special Education**

The Georgia Department of Education Division for Exceptional Children provides necessary infrastructure and supports for leaders, teachers, and families to meet the whole child needs of each student, improving student outcomes and school climate, resulting in an increased quality of life and workforce-ready future.

## **State Schools**

Georgia is home to three exceptional state schools dedicated to providing high-quality education and support for students who are blind/visually impaired or deaf/hard of hearing. Each institution offers specialized programs tailored to meet the unique needs of its students, ensuring they receive the best possible education and opportunities for growth.

## **Technology**

The Office of Technology Services supports the integration of learning technologies and digital resources for Georgia's local educational agencies (LEAs) and the Georgia Department of Education.

## **Virtual Learning**

Georgia Virtual Learning empowers Georgia students and educators with flexible educational options, supporting learning anytime and anywhere. We function as the headquarters for Georgia Department of Education's online education. Georgia Virtual Learning started with the Georgia Virtual School program (GaVS) which has been providing schools and students with options and opportunities to supplement public, private, and home school course offerings since 2005. On May 4, 2005, Governor Sonny Perdue signed the Georgia Virtual School bill, O.C.G.A. 20-2-319.1, into law establishing the first official state virtual school.

## **Whole Child Supports, Health, and Safety**

The Office of Whole Child Supports (OWCS) assists districts/schools, communities, and families to create academically supportive, healthy, and safe learning communities. There are two units within OWCS: Georgia Multi-Tiered System of Supports (GaMTSS) and Safe and Healthy Schools. These units are interconnected with their focus on the whole child.



## **ATTACHED AGENCIES:**

### **State Charter Schools Commission of Georgia**

One agency is attached to the Georgia Department of Education for administrative purposes. The State Charter Schools Commission (SCSC) of Georgia annually reviews the academic and financial performance of commission charter schools. It also develops and promotes best practices to ensure the establishment of high-quality charter schools in Georgia. The State Board of Education reviews the decisions of the State Charter Schools Commission of Georgia. The SCSC operates autonomously but is funded by the Department.

## **EMPLOYEES' RETIREMENT SYSTEM OF GEORGIA (ERSGA)**

<https://www.ers.ga.gov/>

**Office Number:** 404-350-6300

Purpose: The Employees' Retirement System of Georgia (ERSGA) administers ten separate retirement systems and programs: the Employees' Retirement System (ERS), the Legislative Retirement System (LRS), the Georgia Defined Contribution Plan (GDCP), the Georgia Judicial Retirement System (GJRS), the Public School Employees Retirement System (PSERS), the State Employees' Assurance Department (SEAD), the Georgia Military Pension Fund (GMPF), Georgia's Social Security Program, and the state's 401(k) and 457 plans (known collectively as Peach State Reserves).

ERS is a vehicle for collecting employee and employer contributions, investing accumulated funds, and disbursing retirement benefits to members and beneficiaries. As required by Georgia law, the system is examined on an annual basis by an independent actuarial firm that specializes in pension and retirement plans. The firm prepares a yearly valuation on the contingent assets and liabilities of the system, thus revealing its ability to meet the future obligations of each retirement plan. An independent accounting firm also audits the system each year.

### **Roles and Responsibilities:**

#### **Legislative Retirement System and Georgia Defined Contribution Plan**

LRS is a retirement plan for members of the General Assembly, while GDCP is a plan for temporary, seasonal, and part-time employees of the state not covered by ERS or the Teachers Retirement System (TRS), and who do not participate in Social Security. Both plans are placed under the administration of the ERS Board of Trustees.



## **Georgia Judicial Retirement System**

This system is for members who serve in one of the following positions: state court judge, superior court judge, solicitor-general, juvenile court judge, or district attorney, as well as certain employees of the Attorney General and Legislative Counsel. It also covers former members and retirees of three legacy systems: the Superior Court Judges Retirement System, the District Attorneys' Retirement System, and the Trial Judges and Solicitors Retirement Fund. The GJRS Board of Trustees consists of the seven ERS trustees plus three additional members appointed by the Governor who serve as active members in the system. These appointments are for a four-year term.

## **Public School Employees' Retirement System**

PSERS offers a supplemental retirement plan to certain public school employees not covered by TRS. These employees include bus drivers, cafeteria workers, and custodians. The PSERS Board of Trustees consists of the seven ERS trustees plus two additional members appointed by the Governor for four-year terms.

## **Georgia Military Pension Fund**

GMPF provides retirement allowances and other benefits for the Georgia National Guard. A member becomes eligible for benefits upon attainment of age 60 with 20 or more years of creditable service (including at least 15 years of service as a member of the National Guard), having served at least 10 consecutive years as a member of the National Guard immediately prior to honorable discharge. This system is also governed by the ERS Board of Trustees.

## **PeachState Reserves**

Peach State Reserves is composed of two deferred compensation retirement plans for the State of Georgia. Through this program employee contributions and investments in 401(k) and 457 plans are administered. This system is also governed by the ERS Board of Trustees.

## **State Employees' Assurance Department**

SEAD is comprised of two Group Term Life Insurance (GTLI) plans, one for certain active and one for certain retired members of ERS, LRS, and GJRS. The plans were closed to new members in 2009. SEAD is governed by a Board of Directors comprised of certain members of the ERS Board of Trustees, plus the state's Commissioner of Labor.

## **State Social Security Administrator**

In this role, ERSGA maintains Section 218 Agreements for certain political subdivisions which have elected to have their employees covered by Social Security. For newly participating subdivisions, ERSGA

also advises them and coordinates the referendum process with the subdivisions and the Governor's Office.

## **GEORGIA FORESTRY COMMISSION (GFC)**

<https://gatrees.org/>

**Office Number:** 478-751-3500

**Purpose:** The Georgia Forestry Commission protects and manages Georgia's forestland, which comprises approximately 65 percent of all land in the state. The Commission has four programs: Administration, Forest Protection, Forest Management, and the Tree Seedling Nursery. Through these programs, the Commission provides a wide variety of services to rural forest landowners, offers technical assistance to municipalities and urban landowners, provides seedlings to the citizens of Georgia, and protects the forest resources of the State through fire prevention and suppression.

### **Roles and Responsibilities:**

#### **Tree Seedling Nursery**

Reforestation efforts are accomplished through the Commission's Tree Seedling Nursery activities with a goal of producing, selling, and distributing high quality forest tree seedlings to the residents of Georgia.

The Arrowhead Seed Orchard and the Flint River Nursery serve as the program's main seedling nursery locations. The Arrowhead Seed Orchard is the site for seed collection, as well as the location for the tree improvement program. At Arrowhead, program staff collect and process over seven tons of seeds per year. The seeds are sold to private nurseries or are shipped to the Flint River Nursery to be planted. The tree improvement program produces unique varieties of loblolly and slash pine trees, which are designated to thrive in Georgia's environment. At the Flint River Nursery, the program produces and sells forest tree seedlings. The nursery grows, lifts, and packs millions of seedlings each year.

#### **Forest Management**

In Forest Management, the Commission provides technical assistance and services to private and industrial landowners, provides leadership and technical assistance in establishing and maintaining sustainable urban and community forests, and provides professional expertise to resolve conflicts between development and forest resources.

Forest Management helps to conduct forest health monitoring (including periodic insect and disease evaluations, surveys, and eradication), promotion of forest water quality and monitoring of best management practices, and cost share technical assistance to forest landowners in establishing sound



forestry practices. Additionally, the department conducts the management of four State-owned and two non-State-owned forests through State Managed Forests.

The Commission also works to educate the public about forest resources and their contributions to the economy and the environment of Georgia both nationally and internationally. Forest Management also collects forestry data used to inform Georgia residents and policymakers through its Forestry Inventory and Analysis subprogram.

## **Forest Protection**

Forest Protection is conducted through its fire business activities. This includes a statewide network of county and district offices supplied with staff and equipment necessary for the prevention and suppression of forest fires. The basic fire suppression function includes the prompt detection and reporting of fires, followed by a prompt response from firefighters operating crawler tractor-plow units and water trucks. In addition, forest rangers conduct prescribed burns to mitigate forest fire risks.

Under Georgia Code, the Commission is responsible for all wildfires in unincorporated areas of the State through the Rural Fire Defense program. This program ensures coordination and cooperation with rural fire departments across the State, and is the most valuable forest protection community outreach program offered by the Commission. Rural Fire Defense provides low-cost fire equipment as well as assistance with training and operations for local, mostly rural, fire departments statewide.

Through the Fire Prevention and Education activities, the Commission provides information about the dangers of wildfires, and their prevention and has established prevention measures, such as burn permitting, to encourage responsible debris burning.

## **OFFICE OF THE GOVERNOR**

<https://gov.georgia.gov/>

**Office Number:** 404-656-1776

**Purpose:** The Governor is the Chief Executive Officer of the State Government. Constitutionally, he is charged with executing the laws of the state and conserving the peace as Commander-in Chief of the Georgia National Guard. The Governor is also charged statutorily with a number of responsibilities, including the economic and fiscal management of state government. To accomplish these duties, the Governor and collaborates with citizens of Georgia, officials of local governments, members of the General Assembly, state agency heads, and federal officials.

## **ATTACHED AGENCIES:**

### **Office of Planning and Budget**

The Office of Planning and Budget (OPB) assist the Governor in the development of a policy-driven state budget, and manages the fiscal affairs of the state through budget amendments and allotments. OPB assists state agencies in the development of their strategic plans, ensures compatibility with the State Strategic Plan, and performs financial and personnel functions for the Office of the Governor and attached agencies. OPB also operates the Georgia Data Analytic Center, which consolidates data from across state to provide transparency and accountability to lawmakers, agencies, researchers, and the public.

### **Office of Health Strategy and Coordination**

The Office of Health Strategy and Coordination (OHSC) is an office within the Office of the Governor and is administratively attached to the Office of Planning and Budget (OPB). The purpose of OHSC is to share healthcare information and coordinate strategic healthcare policy between state agencies, healthcare providers, and the public, and to develop innovative approaches for lowering health costs while improving access to quality healthcare.

### **Georgia Professional Standards Commission**

The Georgia Professional Standards Commission (GaPSC) is responsible for establishing and administering rules and standards for the preparation, certification, and conduct of Georgia educators.

### **Governor's Office of Education and Workforce Strategy**

The Governor's Office of Education and Workforce Strategy (GOEWS)-- previously known as the Governor's Office of Student Achievement (GOSA)-- carries forward all of GOSA's duties, programs, and responsibilities - education data accountability, school performance reporting, academic auditing, policy research and evaluation, and literacy initiative - while expanding its mission to address Georgia's workforce future.

### **Office of the Child Advocate**

The Office of the Child Advocate (OCA) provides for the protection of children, and assists the Office of the Governor with oversight of healthy and safe services for some of Georgia's most important resources – our children. The Child Advocate provides independent oversight of people, organizations, and agencies responsible for providing services to and/or caring for children who are victims of child abuse and neglect or whose domestic situation requires intervention by the state. OCA also provides education and training for Juvenile Court stakeholders, as well as policy and system-improvement advocacy.



## **Georgia Emergency Management and Homeland Security Agency**

The Georgia Emergency Management and Homeland Security Agency's (GEMA) mission is the protection of life and property against man-made and natural disasters by directing the state's efforts in the areas of prevention, preparedness, mitigation, response, and recovery. GEMA's vision is to create a safer Georgia by providing strong leadership and promoting coordination and communication with all our partners. Their core business is homeland security and emergency management planning, preparedness, prevention, response, recovery and mitigation.

## **Commission on Equal Opportunity**

The Commission on Equal Opportunity's mission is to protect any individual in public employment from discrimination in the workplace. In addition, the Commission ensures that the sale, purchase, or rental of housing within the state is free from any discrimination based on race, color, religion, sex, national origin, handicap, or age.

## **Office of the State Inspector General**

The Office of the State Inspector General was created by Executive Order in 2003 to prevent and investigate fraud, waste, and abuse in state government. Their goal is to produce a more efficient, cost-effective, and trustworthy government.

## **DEPARTMENT OF HUMAN SERVICES (DHS)**

<https://dhs.georgia.gov/>

**Office Number:** 877-423-4746

**Purpose:** The Georgia Department of Human Services (DHS) is responsible for the delivery of social services. DHS serves all Georgia citizens through regulatory inspection, direct service, and financial assistance programs.

### **Roles and Responsibilities:**

#### **Aging Services**

The Division of Aging Services administers programs for older Georgians and adults with disabilities. These programs provide in-home services to maintain independence, public education and outreach services, health promotion, senior employment, investigative and protective services for vulnerable adults, transition services from long-term care facilities to communities, and an ombudsman program for Georgians in long term care.



## **Family and Children Services**

The Division of Family and Children Services (DFCS) provide child welfare and economic assistance services. Services are provided through a network of community partners, contract agencies, and offices in all 159 counties. Part of this division too is Georgia Gateway. Georgia Gateway is the state's integrated system for determining eligibility across multiple benefits programs. These programs include Medical Assistance (Medicaid, PeachCare for Kids®, Planning for Healthy Babies, Aged, Blind and Disabled Medicaid, etc.), Supplemental Nutrition Assistance Program (SNAP/Food Stamps), Temporary Assistance for Needy Families (TANF), Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), and Childcare and Parent Services (CAPS) (<https://gateway.ga.gov/>).

## **Child Support Services**

The Division of Child Support Services (DCSS) helps children by enforcing parental obligation to pay financial support. Services include locating non-custodial parents, confirming paternity, establishing, and enforcing child support and medical support orders, and collecting and distributing payments.

## **Residential Child Care**

The Residential Child Care Unit inspects, monitors, licenses, registers, and certifies a variety of child caring programs to ensure that facilities operate according to State statutes, rules, and regulations adopted by the Board of Human Services.

## **Administration**

DHS has administrative offices that provide executive and policy direction to all divisions of DHS, as well as technical and administrative support to all of DHS.

## **ATTACHED AGENCIES:**

### **Council on Aging**

The Council on Aging provides leadership to the Coalition of Advocates for Georgia's Elderly, research aging issues, and publishes fact sheets and other educational materials to increase public awareness and understanding of issues of concern to Georgia's older adult population.

### **Family Connection Partnership**

The Family Connection Partnership is a public/private partnership that serves as a resource to state agencies across Georgia to help improve the conditions of children and their families.

## **Georgia Vocational Rehabilitation Agency**

Administratively attached, the Georgia Vocational Rehabilitation Agency (GVRA) provides opportunities for individuals with disabilities to gain independence through work. The agency administers several programs: the Business Enterprise Program, Departmental Administration, Georgia Industries for the Blind, Vocational Rehabilitation, and Disability Adjudication Services. As part of the Vocational Rehabilitation program, the agency operates two post-secondary institutions including the Roosevelt Warm Springs Institute and the Cave Spring Center.

## **Safe Harbor for Sexually Exploited Children Fund**

The Safe Harbor for Sexually Exploited Children Fund provides care, rehabilitative services, residential housing, health services, and social services to sexually exploited children as well as programs devoted to promoting awareness and the prevention of the sexual exploitation of children.

## **OFFICE OF THE COMMISSIONER OF INSURANCE (OCI)**

<https://oci.georgia.gov/>

**Office Number:** 404-656-2070

**Purpose:** The Mission of the Office of the Insurance and Safety Fire Commissioner (OCI) is to protect Georgia families by providing access to vital insurance products and safe buildings through fair regulation that creates economic opportunities for all Georgians.

### **Roles and Responsibilities:**

#### **Insurance Regulation**

Our Insurance Regulation division administers and enforces Georgia's insurance statutes and regulations. The division is responsible for the oversight of all insurance companies operating in the state, including the review and approval of health, property, and casualty policy forms, and the ongoing monitoring of insurer solvency. It also processes applications for insurance companies seeking authority to conduct business in Georgia, as well as applications for insurance agent licensure.

#### **Enforcement**

The Enforcement Division is responsible for advising the Department on legal issues related to Georgia's insurance, safety fire, and industrial loan laws and regulations. The legal section makes recommendations and drafts orders for proposed administrative actions against licensees and unauthorized entities that violate the Georgia Insurance Code, the Fire Safety Code, or the Industrial Loan Code.



## **Safety Fire Division**

The Safety Fire Division is responsible for the inspection, regulation, and enforcement of Georgia's fire safety and engineering standards. The division oversees inspections, safety engineering, hazardous materials, manufactured housing, and arson investigations. Its regulatory authority includes enforcing safety standards governing the operation, handling, and manufacturing of boilers, elevators, amusement rides, hazardous materials, and manufactured housing. The Division also conducts building plan reviews to ensure compliance with state fire codes. In addition, the Division investigates fires to assist prosecutors in potential criminal proceedings. Division personnel process licenses and permits for fire protection industries, the manufactured housing industry, and entities that use or store hazardous substances and materials.

## **Georgia Access**

Georgia Access is the State's marketplace for Georgians to shop for and enroll in health insurance. With Georgia Access, Georgians will find many options to enroll in high-quality, comprehensive, and affordable health insurance. The program is designed to make it easier for individuals and families to compare plans, understand their coverage, and choose the option that best fits their needs and budget. By providing clear information and access to trusted local resources, Georgia Access helps ensure that more residents can get the care they need.

## **Criminal Investigation Division**

The Criminal Investigation Division investigates suspected violations of Georgia's insurance laws, with a primary focus on identifying and preventing insurance fraud. The Division conducts investigations into fraudulent claims, false statements, staged accidents, premium fraud, and other misconduct that undermines the integrity of the insurance system. It was established to reduce the financial burden that insurance fraud places on businesses and consumers. Investigators work with prosecutors, law enforcement agencies, and industry partners to pursue criminal action and ensure compliance with state insurance statutes.

## **Premium Tax**

Premium Tax is a key source of revenue collected from insurance companies operating in Georgia. These funds support vital local services and public safety initiatives across the state. Each year, the Georgia Department of Insurance and Fire Safety distributes more than one billion dollars in premium tax revenue to cities and counties. This funding helps strengthen fire departments, improve emergency response, and enhance community safety programs. By ensuring these funds are allocated fairly and effectively, the Department plays a vital role in supporting Georgia's local governments and protecting its citizens.



## Legal Division

The Legal Division provides legal counsel and support to the Commissioner and all departmental divisions. It ensures that the Department's actions comply with state and federal laws while helping to interpret and enforce Georgia's insurance and fire safety statutes. The Division also represents the Department in administrative hearings and litigation; reviews proposed regulations and assists with consumer protection matters.

Through its work, the Legal Division upholds fairness, transparency, and accountability in Georgia's insurance and fire safety systems.

## Reinsurance

The Reinsurance Division administers the Reinsurance Program, established under the Patients First Act, which lowers individual health insurance premiums by reimbursing insurers for a portion of high-cost claims, making coverage more affordable for Georgia consumers.

## GEORGIA BUREAU OF INVESTIGATION (GBI)

<https://gbi.georgia.gov/>

**Office Number:** 404-244-2600

**Purpose:** The Georgia Bureau of Investigation (GBI) serves as the primary state-level investigative and enforcement agency in Georgia's fight against crime and corruption. Upon request, the GBI provides investigative and enforcement support services to local, state, and federal law enforcement agencies throughout Georgia. The GBI also provides forensic laboratory services, serves as Georgia's central repository for criminal history record information, and uses the latest technological advancements in crime fighting to combat drug trafficking and other crimes. Additionally, GBI provides legal consultation services to local prosecutors in cases involving criminal street gangs.

## Roles and Responsibilities:

### Investigative Division

The Investigative Division is the largest division of the GBI. Operations are based out of regional offices, regional drug enforcement offices, and other work units that provide specialized services in criminal investigations.

Special agents from the Investigative Division respond to requests from criminal justice officials to investigate major crimes. GBI agents are the primary investigators of officer-involved shootings and



other types of officer-involved use-of-force incidents around the state. Investigations of crimes occurring on state property, drug investigations, child sexual exploitation, antiterrorism investigations, and crimes against the elderly can be initiated without request.

The regional field offices conduct general investigations of all crimes, while regional drug enforcement offices investigate all levels of drug trafficking with an emphasis on major violators. Specialized areas of operations within the agency include:

- Child Exploitation and Computer Crimes Unit
- Commercial Gambling Unit
- Elder Abuse
- Elections and Public Corruption Unit
- Financial Investigations Unit
- Georgia Cyber Crime Center
- Human Trafficking and Criminal Gang Units
- Multi-Jurisdictional Drug Task Forces
- Polygraph Unit
- Georgia Information Sharing and Analysis Center
- Special Operations Unit/Bomb Disposal Unit
- Major Theft Unit

## **Forensic Services**

The Division of Forensic Sciences analyzes submitted evidence, interprets the results, reports scientific conclusions based on those results, and testifies the results and conclusions in court. The laboratory system provides analysis or scientific support in the following scientific disciplines:

- Chemistry (Drug Identification, Fire Debris)
- Firearms
- Forensic Biology (Serology and DNA, DNA Database)
- Implied Consent (Breath Alcohol Testing Certification)
- Impressions (Latent Prints, Documents, Shoe/Tire Prints)
- Medical Examiners
- Toxicology (Blood Alcohol, DUI & Postmortem Toxicology)
- Trace Evidence (Hair, Fiber, Gunshot Residue, Paint, Plastics)

## **Child Fatality Review Panel**

The Child Fatality Review Panel serves Georgia's children by promoting more accurate identification and reporting of child fatalities, evaluating the prevalence and circumstances of both child abuse cases and child fatality investigations, and monitoring the implementation and impact of the statewide child injury prevention plan in order to prevent and reduce incidents of child abuse and fatalities in the state.



## **Georgia Crime Information Center**

The Georgia Crime Information Center (GCIC) operates a statewide Criminal Justice Information System (CJIS) Network that links criminal justice agencies to automated state and national information databases. GCIC audits all Georgia criminal justice agencies that are part of the CJIS network. GCIC also operates and maintains the central repository of criminal records for the state of Georgia, utilizing an Automated Fingerprint Identification System and linking with local law enforcement agencies and courts for real-time updates. GCIC collects and maintains statistical data describing the extent and nature of reported crime and participates in the national uniform crime reporting system operated by the Federal Bureau of Investigation. GCIC's other services include the maintenance of the Georgia Sex Offender Registry established in 1997 and the criminal gang database established in 2020.

### **ATTACHED AGENCIES:**

#### **Criminal Justice Coordinating Council**

The Criminal Justice Coordinating Council (CJCC) serves as the state administrative agency for numerous federal grants programs and manages the state-funded Accountability Court and Juvenile Justice Incentive grants. It operates Georgia's Crime Victims Compensation Program, which provide financial assistance to victims of violent crime.

#### **Council of Accountability Court Judges**

CJCC also provides administrative support for the Council of Accountability Court Judges (CACJ), and oversees the fiscal administration of the grants awarded in accordance with CACJ's funding decisions. CACJ is responsible for determining funding priorities for accountability courts to reduce incarceration, lower recidivism, and support the recovery of individuals charged with eligible, non-violent offenses who have a diagnosed substance use disorder and/or mental illness. In addition, CACJ is responsible for enhancing the overall quality and effectiveness of accountability courts, guided by the leadership and expertise of Georgia's judges.

Accountability courts under CACJ's purview include:

- Adult Felony Drug Courts
- Adult Mental Health Courts
- Veterans Treatment Courts
- DUI Courts
- Family Treatment Courts
- Juvenile Treatment Courts

To fulfill its mission, CACJ:



- Establishes and monitors statewide standards and policies to ensure accountability courts operate with consistency and fidelity to best practices.
- Provides training for judges and court team members to support high-quality program implementation and effectiveness.
- Distributes state funding through competitive grants to local courts based on identified needs and data-informed priorities.
- Collects and analyzes participant and program data to track outcomes, measure success, and inform continuous improvement.
- Provides technical assistance and support to help courts implement and sustain evidence-based practices.

## DEPARTMENT OF JUVENILE JUSTICE (DJJ)

<https://djj.georgia.gov/>

**Office Number:** 404-508-6500

Purpose: The Department of Juvenile Justice (DJJ) was created as a standalone agency by the General Assembly in 1992. The Department's role is twofold:

- Provide for the supervision, detention, and rehabilitation of juvenile offenders committed to the state's custody or supervision, and
- Provide necessary public safety services by appropriately separating youth offenders from the community.

The Department accomplishes its mission through the operation of its four programs: Community Services, Secure Detention, Secure Commitment, and Departmental Administration. DJJ serves and maintains a daily population of about 9,500 youth. Youth who enter the Department's care include those sentenced to probation and short-term incarceration or committed to the State's custody as part of a long-term secure confinement plan.

Based on a needs assessment, youth placed in the Department's care receive a variety of rehabilitative services as well as required educational programming. The Department operates the 181st state school district and has received dual accreditation from both the Southern Association of Colleges and Schools (SACS) and Correctional Education Association (CEA) for both its regular and vocational education components. Juvenile offenders participate in many therapeutic and counseling programs that support their transition back into their communities and reduce the risk of future delinquent activity. One of the Department's foremost principles is that of Balanced and Restorative Justice, a set of values that asks that the primary stakeholders in a crime be involved in repairing the harm caused, and work to ensure that the community is a stronger place following the incident. DJJ operates under the guidance of a 15-member board appointed by the Governor.



## **Roles and Responsibilities:**

### **Community Services**

This program houses the services provided to youthful offenders placed in community settings as a result of directives issued by the Juvenile Court system. A broad continuum of specific programs delivering supervisory and rehabilitative services are provided to these youthful offenders, including specialized residential placements, multi-systemic therapy services, intensive supervision programs, and electronic monitoring. In addition, increased supervision strategies and evidenced based programming have been implemented to address Juvenile Justice Reform requirements. Over 9,000 youth reside in community-based settings on any given day while in the Department's care.

DJJ simultaneously oversees three education transition centers (ETC) which aim to keep children in classrooms. These ETCs offer high school diplomas, as well as GEDs, and provide local youth with opportunities to continue their education and earn course credits outside of public school classrooms.

### **Secure Detention**

All of the State's 19 Regional Youth Detention Centers (RYDCs) are included in the Secure Detention program. RYDC facilities are designed to provide a secure placement for youth awaiting formal adjudication for an offense and those youth sentenced to short-term incarceration of up to 30 days. Approximately 700 youth are housed in secure detention facilities daily.

### **Secure Commitment**

The State currently utilizes six Youth Development Campus (YDC) facilities, which house juvenile offenders committed to the State for a maximum of five years. Approximately 300 youth are housed in secure commitment facilities on a daily basis.

Both RYDC and YDC facilities provide the youth housed therein with a variety of services, including academic, recreational, vocational, medical, counseling, and other therapeutic programs.

## DEPARTMENT OF LABOR (GDOL)

<https://dol.georgia.gov/>

Office Email: [commissioner@gdol.ga.gov](mailto:commissioner@gdol.ga.gov)

Purpose: The mission of the Georgia Department of Labor (GDOL) is to provide customized workforce solutions through technology, dedicated staff, and collaboration. There are three broad federal program areas administered by the GDOL – Employment Services, Labor Market Information, and Unemployment Insurance.

### Roles and Responsibilities:

#### Unemployment Insurance

In administering the Unemployment Insurance program, GDOL staff assists employers with state unemployment tax rates and charges, processing tax payments and employment reports, and provides unemployment insurance benefits to qualified individuals who have lost their jobs through no fault of their own.

#### Employment Services

Employment services help businesses find qualified workers and individuals find jobs. The services also provide businesses, economic development organizations, job seekers, and workforce policymakers with up-to-date, customized workforce data. GDOL also provides workforce statistics and employment data by industry, occupation, worker availability, wages, and projected employment trends at the state, regional and local levels. GDOL is also responsible for the child labor laws, which assists working youth to obtain necessary work permits; informs businesses, schools, and parent groups of the relevant child labor laws; and inspects workplaces employing youth to ensure their safety on the job.

#### Service Delivery

Employment and unemployment insurance services are provided through the Department's statewide network of career centers and a comprehensive online presence. The career centers collaborate closely with partners to ensure businesses and individual customers receive services that fully address their workforce needs. Specific groups, including veterans and returning service members, agribusinesses and migrant workers, and others receive customized services.



## DEPARTMENT OF LAW

<https://law.georgia.gov/>

Purpose: The Department of Law, headed by the Attorney General (AG), provides legal representation and advice to the departments, officials, and employees of the Executive Branch of state government. The Attorney General is a constitutional officer elected to a four-year term in the same general election as the Governor.

The Department of Law represents the state in any civil and criminal case to which the State is a party, in all capital felony actions before the Georgia Supreme Court, and in all actions before the Supreme Court of the United States.

As the chief legal officer of the State and the legal advisor to the executive branch of state government, it is the duty of the Attorney General to provide opinions on any question of law involving the interests of the State or duties of any department. It is also the responsibility of the Attorney General to prepare and review contracts and other legal documents in which the State is interested and to draft proposed legislation or rules and regulations for state departments.

The Attorney General, as head of the Department of Law and Chief Legal Officer of the State, is authorized to institute and conduct investigations at any time into the affairs of the State and its departments and agencies or the official conduct of any state official or employee, as well as the affairs of any person, firm, or corporation for violations in their dealings with the State, and may criminally prosecute violations of any state laws arising in relation to dealing with the State. The Attorney General is also vested with complete and exclusive authority and jurisdiction in all matters of law relating to state authorities.

### **Roles and Responsibilities:**

#### **Regulated Industries and Professions**

The Regulated Industries and Professions Division plays a vital role in the regulation of businesses and professions by serving a diverse client base of state agencies. The Division also represents the State in areas where the Attorney General has the authority to act on its behalf, such as antitrust or False Claims Act cases. The Division is comprised of three sections: Environmental and Natural Resources, Regulated Public Interests, and State Licensing Boards.

#### **Commercial Transactions and Litigation**

The Commercial Transactions and Litigation Division handles transactions and litigation involving the business, financial, and property interests of state government. It provides general representation to state agencies and authorities, including the Georgia Department of Administrative Services, the Georgia Lottery Corporation, the Georgia Department of Banking and Finance, the Georgia Department of Audits and Accounts, the Georgia Department of Revenue, and the Georgia Department of Transportation. The



Division provides general representation to various state authorities, including the Georgia Ports Authority, the Georgia World Congress Center Authority, and the Jekyll Island Authority. This Division also supports other agencies and provides specific representation in contract drafting and disputes, procurement issues, insurance coverage matters, and privacy and data security concerns.

## **Criminal Justice**

The Criminal Justice Division represents the state of Georgia in the Georgia Supreme Court in all capital felony appeals, including those in which the death penalty has been imposed. The Division also manages civil habeas appeals throughout the state, in both state and federal court. Additionally, the Division provides general legal representation to Georgia's various public safety and law enforcement agencies, including the Georgia Department of Community Supervision, the Georgia Department of Corrections, the Georgia Department of Driver Services, the Georgia Department of Juvenile Justice, the Georgia Department of Public Safety, the Georgia Bureau of Investigation, the Sexual Offender Registration Review Board, and the State Board of Pardons and Paroles.

## **General Litigation**

Attorneys in the General Litigation Division maintain an active trial practice, handling cases from initial pleadings, through trial, and appeals. They provide legal representation for the State in civil rights cases, tort cases, and workers' compensation claims.

## **Government Services and Employment**

The Government Services and Employment Division provides legal advice on a broad range of government activities and services, including matters involving elections, ethics, open records and open meetings, social services, and employment. The Division represents the Georgia Department of Community Health, the Georgia Department of Human Services, the Georgia Department of Labor, and all of the State retirement systems. It also represents the Board of Regents, the Secretary of State's Elections Division, the Georgia Department of Education, and the State Ethics Commission. Each section also serves as defense counsel in litigation involving labor and employment, employee benefits, whistleblowers, elections, and health and social services, and it oversees these cases from initial pleadings through discovery and appeal.

## **Consumer Protection**

The Consumer Protection Division is the primary consumer protection organization for the state of Georgia. The division helps to protect consumers from unfair and deceptive acts and practices in consumer transactions. It also investigates consumer problems, monitors the marketplace to promote fair and honest competition, takes enforcement action against violators, and publishes consumer education materials and alert warnings. The Division maintains two consumer dedicated sites, [consumer.ga.gov](http://consumer.ga.gov) and [ConsumerEd.georgia.gov](http://ConsumerEd.georgia.gov). The Division also administers Georgia's new car Lemon Law program.



## **Medicaid Fraud Control**

The Medicaid Fraud Division has three principal responsibilities: to investigate criminal fraud committed upon Georgia's Medicaid program; to investigate the abuse and neglect of residents in healthcare facilities receiving funding from the Medicaid program, as well as disabled adults and the elderly residing in community-based board and care facilities; and to enforce Georgia's False Medicaid Claims Act in both state and federal court.

The Medicaid Fraud Division receives 75 percent of its funding from the U.S. Department of Health and Human Services under a grant award totaling \$5,180,400 for Federal FY 2025. The remaining 25 percent, totaling \$1,726,800, is funded by the state of Georgia.

## **Special Prosecutions**

The Prosecution Division investigates and prosecutes cases involving human trafficking, gang activity, organized retail crime, white collar crime, and cybercrime.

The Human Trafficking Prosecution Unit investigates and prosecutes human trafficking cases throughout the entire state of Georgia. Created in 2019, the Unit serves a dual role of rescuing and assisting trafficking victims while also indicting and prosecuting buyers and sellers. The Unit partners with law enforcement and victim advocacy organizations to achieve its goals statewide.

The Gang Prosecution Unit investigates and prosecutes gang cases on a statewide level. Created in 2022, the Unit acts as a force multiplier in the fight against gang activity. The Gang Prosecution Unit focuses on large, complex gang cases, and targets dangerous criminal street gangs that recruit children and use violence in Georgia's communities.

The White Collar and Cyber Crime Unit investigates and prosecutes fraud and corruption involving the state of Georgia's departments and agencies, cybercrime, political corruption, crimes against the State, and criminal violations of the Fair Business Practices Act. The Unit specializes in complex financial investigations and prosecutions with a heavy emphasis on criminal misuse of taxpayer dollars and cyber fraud.

## **Solicitor General's Office**

The Solicitor General's Unit oversees the Office of the Attorney General's appellate and multistate litigation, with a particular focus on high-profile and complex cases in the Supreme Court of Georgia, the United States Court of Appeals for the Eleventh Circuit, and the Supreme Court of the United States.



## DEPARTMENT OF NATURAL RESOURCES (DNR)

<https://gadnr.org/>

**Office Number:** 404-656-3500

**Purpose:** The Department of Natural Resources provides natural resource development, management, and protection services to Georgia's citizens and local governments. These services include the operation of state parks and historic sites; management and protection of wildlife and coastal resources; enforcement of wildlife, boating safety, and environmental laws; and protection and management of the state's water, air, and land resources in accordance with various state and federal laws.

### **Roles and Responsibilities:**

#### **Coastal Resources**

The primary objectives of this program are to ensure the commercial and recreational utilization of Georgia's marine fisheries and to protect coastal Georgia's tidal marshes and sand sharing systems. These objectives are accomplished through research, technical assistance, and habitat enhancement.

#### **Environmental Protection**

This program is a regulatory body whose main objective is to enforce state laws, federal laws, and rules and regulations regarding water quality, water supply, air quality, solid waste, and hazardous waste. These objectives are accomplished through a permitting process coupled with monitoring, inspection, and investigation and enforcement activities. The program also manages the Hazardous Waste Trust Fund and the Solid Waste Trust Fund, which provide remediation cleanups to potentially dangerous waste sites.

#### **Parks, Recreation and Historic Sites**

This program provides recreational opportunities to the citizens of Georgia through the development and operation of all state parks and historic sites, which attract over 10 million visitors per year. The program manages over 86,000 acres with such amenities as campgrounds, cottages, lodges, swimming pools, group camps, and golf courses, and provides technical assistance in archaeological matters.

#### **Wildlife Resources**

Lands and freshwater habitats are managed by Wildlife Resources for public hunting, fishing, other wildlife-based recreation, and educational purposes. This program also promotes the conservation and wise use of game and non-game wildlife resources. The program manages public fishing areas, wildlife management areas, and produces fish in state hatchery.



## **Law Enforcement**

The primary objectives of this program are to enforce all state and federal laws and departmental regulations relative to protecting Georgia's wildlife, natural, archaeological, and cultural resources, department properties, boating safety, and litter and waste laws. Law Enforcement also teaches hunter and boater education classes, and assists other law enforcement agencies upon request in providing public safety for the citizens and visitors of Georgia.

## **Georgia Outdoor Stewardship**

The primary objective of this program is to provide funding through grant and loan opportunities for state and local parks and trails, land acquisition, and stewardship of conservation lands in the State.

## **ATTACHED AGENCIES:**

### **Georgia Environmental Protection Division**

The Environmental Protection Division (EPD) of the Georgia Department of Natural Resources is a state agency charged with protecting Georgia's air, land, and water resources through the authority of state and federal environmental statutes. These laws regulate public and private facilities in the areas of air quality, water quality, hazardous waste, water supply, solid waste, surface mining, underground storage tanks, and others. EPD issues and enforces all state permits in these areas, and has full delegation for federal environmental permits except Section 404 (wetland) permits.

### **Jekyll Island State Park Authority**

The Jekyll Island State Park Authority is responsible for the development and operation of tourists, conventions, and recreational areas and facilities on the island.

### **Lake Lanier Islands Development Authority**

The Lake Lanier Islands Development Authority is responsible for managing through contract the development and operation of tourist, convention, and recreational areas and facilities on the Islands.

### **Southwest Georgia Railroad Excursion Authority**

The Southwest Georgia Railroad Excursion Authority is an initiative that seeks to bring tourists through historic middle Georgia via scenic rail.



## **Stone Mountain Memorial Association**

The Stone Mountain Memorial Association is responsible for managing through contract the operation of tourist engagement, as well as the management of convention and recreational areas, and various other facilities at the Mountain.

## **North Georgia Mountain Authority**

The North Georgia Mountain Authority provides oversight of various state park lodges and golf courses in the state of Georgia.

## **STATE BOARD OF PARDONS AND PAROLES (PAP)**

<https://pap.georgia.gov/>

**Office Number:** 404-657-9450

**Purpose:** The State Board of Pardons and Paroles consists of five members appointed by the Governor and confirmed by the State Senate. As a part of the Executive Branch of Georgia's government, the Board is constitutionally authorized to grant paroles, pardons, reprieves, remissions, commutations, and to restore civil and political rights. Parole is the discretionary decision of the board to release a certain offender from confinement after he or she has served an appropriate portion of a prison sentence. People on parole remain under state supervision and control according to conditions which, if violated, allow for re-imprisonment. The Board is the sole entity in Georgia with the authority to commute a death sentence.

### **Roles and Responsibilities:**

#### **Pre-Release Considerations Division**

The Pre-Release Considerations Division gathers information and prepares cases for the Board Members to make informed parole decisions on parole eligible inmates. Parole decisions include (but not limited to) a thorough review of individual criminal history, circumstances of the offense, recommendation of time to serve based on scientific, agency developed, Parole Guidelines, and validated risk assessments. The Division is responsible for making required notifications regarding Board decisions.

#### **Post-Release Considerations Division**

The Post-Release Considerations Division prepares cases for the Board members to make informed decisions regarding the issuance of Board warrants, revocations or continuances of parole, and considerations for commutation of parole. The Division manages the interstate compact process for all



Georgia parolees. The Pardons Unit compiles, reviews, processes, and presents for consideration all requests for restoration of civil, political, and firearms rights and pardons of all types.

### **Investigations Division**

The State Board of Pardons and Paroles' Investigations Division is a critical component of the Board's executive clemency process and decision-making. Investigators ensure offender case files include offender conviction information and social history for the Board members to make informed decisions.

### **Georgia Office of Victim Services**

The Georgia Office of Victim Services (GOVS) is the State's post-conviction provider of services for crime victims and survivors. As a division of the Parole Board, GOVS represents three state agencies: the Georgia Department of Corrections, the State Board of Pardons and Paroles, and the Georgia Department of Community Supervision. GOVS provides essential services to registered victims whose offenders are in prison or under community supervision to include parole and custody status notifications. Programs include in-person meetings between the victim and a Parole Board member.

### **STATE PROPERTIES COMMISSION (SPC)**

<https://gspc.georgia.gov/>

**Office Number:** 404-656-5602

**Purpose:** The State Properties Commission (SPC) is the real estate portfolio manager for the State and is responsible for the acquisition and disposition of all state-owned real property or real property interests, except for the University System of Georgia Board of Regents and Department of Transportation.

SPC assists state entities in the location of cost effective and operationally efficient workspace in state-owned facilities or commercially leased space in accordance with space standards adopted by the Commission.

SPC provides management and oversight for the State's leased property portfolio. Services offered range from locating and procuring new lease locations, to renewing to renegotiating existing agreements in both state and commercially owned facilities. The Building, Land, and Lease Inventory of Property (BLLIP) database currently reflects state-owned buildings, state leases, and state-owned and leased land.

## **ATTACHED AGENCIES:**

### **Georgia Building Authority**

The Georgia Building Authority (GBA) owns and operates buildings and various facilities located in the Capitol Hill complex, including the Georgia State Capitol and the Governor's Mansion.

GBA has a portfolio of numerous buildings, parking facilities, parks and plazas, and Confederate cemeteries. Services provided by GBA include maintenance, renovations, landscaping, housekeeping, event scheduling, food service, parking, and building access services.

## **GEORGIA PUBLIC DEFENDER COUNCIL (GPDC)**

<https://gapubdef.org/>

**Office Number:** 404-795-2440

**Purpose:** The Georgia Public Defender Council (GPDC) is responsible for assuring that adequate and effective legal representation is provided, independently of political consideration or private interests, to indigent persons who are entitled to representation. This legal representation is consistent with the guarantees of the Constitution of the State of Georgia, the Constitution of the United States, and the mandates of the Georgia Indigent Defense Act of 2003. GPDC provides such legal services in a cost-efficient manner, and conducts that representation in such a way that the criminal justice system operates effectively to achieve justice.

The GPDC serves as administrative support for the 43 circuit public defender offices throughout the State through two programs – Public Defender Council and Public Defenders. The Council program ensures that Georgia's indigent defense team has the guidance and support necessary to provide effective and comprehensive client representation. It does so by providing training and professional development for the attorneys and other staff involved in defending indigent clients, representing the interests of defense attorneys throughout the state, and providing administrative assistance to circuit public defenders as needed.

### **Roles and Responsibilities:**

#### **Office of the Georgia Capital Defender**

The Office of the Georgia Capital Defender provides direct and co-counsel representation, assistance, and resources to indigent persons in death penalty cases and appeals.

## Office of Mental Health Advocate

The Office of the Mental Health Advocate represents indigent persons found not guilty by reason of insanity or mentally incompetent to stand trial.

## DEPARTMENT OF PUBLIC HEALTH (DPH)

<https://dph.georgia.gov/>

**Office Number:** 404-657-2700

Purpose: DPH has three major functions; the first function of DPH is to diagnose, investigate, and monitor any diseases, injuries, and health conditions that may have an adverse effect upon Georgia's communities and people. The second major function of DPH is to ensure the health and safety of Georgia's citizens by providing health protective services, including emergency preparedness. The third and final function of DPH is to establish and implement sound public health policy.

### Roles and Responsibilities:

#### Health Protection

Health Protection includes Emergency Preparedness/Trauma System Improvement, Epidemiology, Inspections and Environmental Health, Infectious Disease, and Immunization programs. These programs are responsible for ensuring conditions that protect the health and well-being of Georgia's citizens by preparing for and responding to disasters, conducting surveillance and outbreak investigations, detecting, and preventing environmental hazards, and providing disease control and prevention services.

#### Health Promotion

Health Promotion includes Maternal and Child Health Promotion, Disease Prevention, the Georgia Volunteer Health Care Program, and the Office of Health Equity. These programs improve the health of Georgians by promoting healthy lifestyles, expanding access to low-cost healthcare for uninsured individuals, and working to reduce health inequities throughout the State.

### ATTACHED AGENCIES:

#### Brain and Spinal Injury Trust Fund Commission

The Brain and Spinal Injury Trust Fund Commission works to improve the quality of life of Georgians with traumatic brain and spinal cord injuries by distributing grant funds.



## Georgia Trauma Care Network Commission

The Georgia Trauma Care Network Commission, also known as the Georgia Trauma Commission (GTC), was established by the State Legislature to oversee and strengthen Georgia's trauma system. Its core purpose is to ensure that injured patients across the State have timely access to high-quality trauma care by coordinating trauma centers, EMS agencies, and other system partners. The GTC allocates state funding to trauma and burn centers for readiness and uncompensated care, supports quality improvement through data and performance benchmarking, and leads strategic planning to close system gaps, especially in rural areas. In short, it serves as Georgia's governing and accountability body for building, funding, and sustaining an integrated statewide trauma system.

## DEPARTMENT OF PUBLIC SAFETY (DPS)

<https://dps.georgia.gov/>

**Office Number:** 404-624-7700

**Purpose:** The Georgia Department of Public Safety (DPS) includes the Uniform Division of the Georgia State Patrol (GSP). Its responsibilities include patrolling public roads and highways and investigating traffic accidents within the state of Georgia, thereby safeguarding the lives and property of the public. The Department's troopers work to reduce accidents and injuries by enforcing traffic laws, encouraging seat belt use, and targeting drivers under the influence of drugs and alcohol. In addition, the Department provides law enforcement assistance to other local and state agencies of the criminal justice community in areas such as specialty units, fugitive apprehension, and Homeland Security.

The Department's other responsibilities include providing for the personal security of the Governor and First Lady, Lieutenant Governor, Speaker of the House, and the Chief Justice of the Georgia Supreme Court, as well as the overall safety of employees, visitors, and facilities present on the Capitol Hill Area. DPS also houses the Motor Carrier Compliance Division which is responsible for enforcing Georgia's commercial vehicle size, safety, and weight regulations, High Occupancy Vehicles (HOV) Lane restrictions, and conducting school bus safety inspections. The Office of Public Safety Officer Support provides peer counselors and critical incident support services for the benefit of public safety officers.

### Roles and Responsibilities:

#### Georgia State Patrol

"Wisdom, Justice and Moderation" has been the motto of the Georgia State Patrol since its inception in March 1937. It was the motoring public who first advocated the need for the Department of Public Safety. Traffic fatalities, increased crime, and a need for a larger law enforcement agency with statewide arrest powers, led Georgia lawmakers to create the State Patrol. In the summer of 1937, the first



Trooper School was held at Georgia Tech and graduated 80 Troopers. To date, the Georgia State Patrol has graduated 111 Trooper Schools.

Since its beginnings, the Georgia State Patrol has been one of the leading law enforcement agencies in the country with regards to new technology and innovations. Georgia State Patrol was the first agency to equip all of its patrol cars with dash-mounted cameras. Each trooper on patrol in Georgia has specialized training in the Pursuit Intervention Technique (PIT). This method allows troopers to end pursuits quickly by putting the fleeing vehicle in a controlled spin.

## **Capitol Police**

Officers with the Capitol Police Division investigate criminal incidents and traffic crashes; manage street closures for events; patrol the streets on Capitol Square and those adjacent to other state buildings; provide courtroom security for Georgia's Supreme Court and Court of Appeals; conduct security assessments and surveillance detection; and deliver personal safety training for state employees and others.

## **Commercial Vehicle Enforcement**

The Commercial Vehicle Enforcement (CVE) performs driver and vehicle inspections of commercial motor vehicles at roadsides, inspection stations, and at carriers' terminals. The inspections range from "full" vehicle and driver inspections, which include mechanical components, to "driver only" inspections. These may also include inspections of vehicles transporting hazardous materials.

This division consists of the following units and programs:

- HOV Unit - responsible for the enforcement of High Occupancy Lane restrictions and communications.
- School Bus Safety Unit - responsible for the annual safety inspection of the State's 17,000 public school buses.
- Compliance Review Program/Safety Audit - consists of 20 officers who conduct interstate and intrastate compliance reviews.
- Size and Weight Enforcement – operates 19 permanent weight/inspection stations and provides enforcement coverage on the interstates and related bypass routes.
- Commercial Motor Vehicle Safety Program - contains five federally funded and required program areas; Driver/Vehicle Inspections, Traffic Enforcement, Compliance Reviews, Public Information and Education, and Data Collection.

## **Office of Public Safety Officer Support**

The Office of Public Safety Officer Support provides peer counselors and critical incident support services for the benefit of public safety officers.



## **ATTACHED AGENCIES:**

### **Georgia Public Safety Training Center**

The Georgia Public Safety Training Center (GPSTC) provides administrative, support, technical, and instructional services, and the appropriate facilities for the following training programs: basic training for local and state law enforcement, jail officers, 911 communications officers, and firefighters. Training is conducted by the Law Enforcement Critical Skills Training Section, the Law Enforcement Operations and Investigations Training Section, the Fire and Emergency Services Training Section, and the Basic Law Enforcement Training Section. Training is conducted at the main campus in Forsyth, Georgia and at GPSTC's seven regional locations, and three satellite locations. The Training Center is responsible for the coordination and delivery of basic, advanced, and specialized training to all local and state public safety officers, job specific training programs for state public safety agencies, fire service and 911 executive level training, supervisory and management training. Most importantly, the Training Center is responsive to eligible governmental agencies for training, which is not only timely, but "state of the art," with a strong focus on intensely realistic scenario-based training.

The Center is also responsible for training the State's Coroner Training Council, and for housing and hosting two major annual events: the Georgia Public Safety Memorial for fallen officers, and the Governor's Public Safety Awards Ceremony.

### **Georgia Firefighter Standards and Training Council**

The Georgia Firefighter Standards and Training Council is responsible for establishing uniform standards for the employment and training of firefighters. Additionally, the Council establishes curriculum requirements, and approves schools and facilities for the purpose of fire training.

### **Georgia Peace Officer Standards and Training Council**

The Georgia Peace Officer Standards and Training Council (POST) is responsible for improving law enforcement in the State by enforcing legislatively established standards for the employment and training of peace officers.

### **Governor's Office of Highway Safety**

The Governor's Office of Highway Safety is responsible for the development and administration of statewide highway safety programs. The agency educates the public on traffic safety, and facilitates the implementation of programs that reduce crashes, injuries, and fatalities on Georgia's roadways.



## **PUBLIC SERVICE COMMISSION (PSC)**

<https://psc.ga.gov/>

**Office Number:** 404-656-4501

**Purpose:** The Public Service Commission (PSC) is responsible for regulating public utility companies under its jurisdiction. In fulfilling its responsibilities, the Commission promulgates and enforces rules governing regulated companies, assists consumers of regulated companies with questions and problems, and educates the public on consumer rights and responsibilities in the evolving regulatory environment. The Commission aims to ensure that the best value in electric, natural gas, and telecommunications service is delivered to Georgia consumers, and that the level of pipeline safety and utility facility protection practiced in the State remains high.

The PSC is an executive regulatory agency directed by a five-member Constitutional Board. Commissioners are elected through statewide general elections and serve six-year terms. The Agency's staff include accountants, analysts, attorneys, engineers, information systems specialists, inspectors, and various administrative personnel who assist the Commissioners in fulfilling their duties. The Commission has three programs: Administration, Facility Protection, and Utilities Regulation.

### **Roles and Responsibilities:**

#### **Facility Protection**

Through its Facility Protection program, the Public Service Commission protects people, property, and the environment from physical harm from the release of natural gas, and avoids interruptions of utility service resulting from damage to utility facilities caused by blasting or excavating. The Commission fulfills its responsibilities by enforcing industry compliance with safety rules and regulations and by educating system operators. By training operators, the Commission ensures that industry personnel understand proper procedures for locating and marking utility facilities before blasting or excavating.

#### **Utilities Regulation**

The Utilities Regulation program is responsible for the regulation of utility services throughout the State. The program is responsible for monitoring the rates and service standards of electric, telecommunications, and natural gas companies. Additionally, it is the role of the Commission to approve supply plans for electric and natural gas companies; monitor utility system, telecommunications network, and energy generation planning and construction activities; arbitrate complaints among competitors; provide consumer protection and education; and certify competitive natural gas and telecommunications providers.



## BOARD OF REGENTS AND THE UNIVERSITY SYSTEM OF GEORGIA (USG)

<https://www.usg.edu/news/usgfacts>

**Office Number:** 404-962-3049

**Purpose:** The Board of Regents of the University System of Georgia was created in 1931 as a part of a reorganization of Georgia's state government. With this act, public higher education in Georgia was unified for the first time under a single governing and management authority. The Governor appoints members of the Board to a seven-year term, and Regents may be reappointed to subsequent terms by a sitting Governor. Regents donate their time and expertise to serve the state through their governance of the University System of Georgia – the position is a voluntary one without financial remuneration. Today, the Board of Regents is composed of 19 members, five of whom are appointed from the state-at-large, and one from each of the State's 14 congressional districts. The Board elects a Chancellor who serves as its Chief Executive Officer and the Chief Administrative Officer of the University System. The Board oversees the public colleges and universities that comprise the University System of Georgia, and has oversight of the Georgia Archives and the Georgia Public Library Service.

The University System of Georgia (USG) is a part of the community in each of Georgia's 159 counties and provides services across the State. The USG is composed of 26 higher education institutions, including four research universities, four comprehensive universities, nine state universities and nine state colleges. It also includes the Georgia Public Library Service, which encompasses approximately 389 facilities within the 61 library systems throughout the state of Georgia. Additionally, the USG includes the Georgia Archives, which identifies, collects, manages, preserves, and provides access to records and information about Georgia.

### **Roles and Responsibilities:**

#### **Instruction**

USG's institutions are categorized into four sectors: research universities, comprehensive universities, state universities, and state colleges. Access to higher education is critical to the economic development of the State. Students enroll in the hundreds of thousands at USG institutions every semester. USG institutions offer doctorate, first professional, master's, baccalaureate, and associate degree programs. USG institutions also offer various one-year and advanced certificate programs.

#### **Research**

Most research is concentrated at four research universities: the University of Georgia, Georgia Institute of Technology, Georgia State University, and Augusta University. Funding for research is derived from the funding formula, federal and private sponsored research, and special state programs, such as the Georgia Tech Research Institute, Skidaway Institute of Oceanography, and UGA's Forestry Research and Experiment Stations.



## **Public Service**

The University System of Georgia offers direct service to farmers, businesses, industry, and communities through continuing education, public service institutes, and special services and organizations, such as the Enterprise Innovation Institute (Georgia Tech) and Cooperative Extension Service (UGA). The Enterprise Innovation Institute (EII) encourages industrial and economic development by providing an extension service that meets the technical and informational needs of industry and local development groups. EII also provides support for new technology companies. Cooperative Extension Service (CES) assists Georgia farmers through a network of county extension agents who share information and research developed through the Agricultural Experiment Stations. CES also offers useful and practical information to the people of Georgia on subjects related to natural resources, home economics, youth development, rural development, and family support.

### **Georgia Public Library Services (GPLS)**

The Board of Regents also oversees the Georgia Public Library Service (GPLS), which provides guidance, consulting services, training, technology services, information, and materials and manages the disbursement of state and federal funds to meet the needs of hundreds of public libraries serving local communities throughout the State. In addition, GPLS operates the State's library for the blind and physically disabled.

## **ATTACHED AGENCIES:**

### **Georgia Public Telecommunications Commission**

The Georgia Public Telecommunications Commission (GPTC) provides a nine-station television and 18-station radio network designed to meet the educational, cultural, and informational needs of Georgia residents. Additionally, GPTC provides electronically delivered classroom support for all Georgia learners. The Georgia Public Telecommunications Commission oversees Georgia Public Broadcasting (GPB).

### **Georgia Military College**

Georgia Military College is a comprehensive educational institution that includes a Junior College (with its main campus in Milledgeville), satellite locations throughout Georgia, an online college modality, and a K–12 Public-Independent Preparatory School—each committed to academic excellence and the development of servant leaders.



## Georgia Commission on the Holocaust

The Georgia Commission on the Holocaust was established to educate the citizens of Georgia on the consequences of hate and prejudice through lessons on the Holocaust. With a variety of programs, the Commission fosters tolerance, good citizenship, and character development among the young people of the State.

## DEPARTMENT OF REVENUE (DOR)

<https://dor.georgia.gov/>

**Office Number:** 404-417-2100

**Purpose:** The Department of Revenue was created in 1938 to serve as the leading agency for administering the State's tax laws and collecting and processing state revenue. The Department has seven major divisions: Alcohol and Tobacco, Tax Compliance, Legal Affairs and Tax Policy, Local Government Services, Motor Vehicle Division, Special Investigations, and Taxpayer Services.

### Roles and Responsibilities:

#### Alcohol And Tobacco

The Alcohol and Tobacco Division is composed of two sections; Law Enforcement and Licenses and Permits. Law Enforcement enforces all laws and regulations pertaining to the manufacture, possession, transportation, and sale of legal and illegal alcoholic beverages and tobacco products. Licenses and Permits is charged with receiving, processing, and collecting excise tax reports on alcohol and tobacco products. This Section is also responsible for alcohol and tobacco applications, registrations, and keg decals.

#### Tax Compliance

The Compliance Division is responsible for ensuring taxpayer compliance with Georgia's tax laws. The Division oversees the Department's regional offices within Georgia and is comprised of two units: Audits and Compliance. Audits use a staff of professional tax specialists to perform nationwide tax audits. Compliance ensures compliance with filing deadlines, registration, the collection of delinquent accounts, monitoring special event taxes, and the oversight of private collection agencies.



## **Legal Affairs and Tax Policy**

This Division provides in-house guidance for the Department, analyzes tax and regulatory legislation, and issues written guidance to assist taxpayers in complying with Georgia's tax laws. The Division also serves as liaison with the Office of the Attorney General and the Georgia Tax Tribunal.

## **Local Government Services**

The Local Government Services Division assists local tax officials with the administration of property tax laws, the distribution of sales tax to local authorities, the administration of the Unclaimed Property Act, the Fireworks Trust Fund, Forestland Protection and Homeowner Tax Relief Grants, and the valuation of public utility property for tax purposes.

## **Motor Vehicle Division**

The Motor Vehicle Division issues license plates, Georgia certificates of title and other official documents, and records liens and security interest information of registered vehicles. The Division also operates a call center to assist taxpayers.

## **Special Investigations**

The Special Investigations Division investigates potential criminal violations involving tax fraud, theft, and motor vehicle title and registration fraud. This Division also enforces motor fuel and motor carrier laws.

## **Taxpayer Services**

The Taxpayer Services Division performs frontline processing of all tax documents and paper check payments. Division staff review, correct, and adjust returns of all tax types. The Division manages the online taxpayer services and functions of the Georgia Tax Center system, and operates a call center to respond to taxpayer inquiries. The Division interacts with the tax preparation software industry to ensure system compatibility for taxpayer filing use, and provides outreach and training to tax professionals to promote compliance with the tax laws of Georgia.

## **ATTACHED AGENCIES:**

### **State Board of Equalization**

The State Board of Equalization is attached to the Department of Revenue for administrative purposes only. The Board appoints hearing officers that evaluate appeals by local governing authorities on issues relating to the Revenue Commissioner's disapproval of county tax digests.



## SECRETARY OF STATE (SOS)

<https://sos.ga.gov/>

**Office Number:** 404-656-2817

**Purpose:** The Secretary of State is the keeper of the Great Seal of Georgia and custodian of the State flag. The Office of the Secretary of State provides many services for the public, businesses, state agencies, and local governments by regulating and licensing corporations and individuals attaining professional business credentials; administering federal, state, and local elections; and monitoring the securities industry. As a regulatory agency, Secretary of State offers education and examinations, issues licenses, collects fees, investigates complaints or violations of the law, and orders reprimands.

### **Roles and Responsibilities:**

#### **Corporations**

Corporations help Georgians register corporations, LLCs, and limited partnerships. The Corporations Division meets all your registration needs.

#### **Elections**

The Elections Division of the Secretary of State's Office organizes and oversees all election activity, including voter registration, municipal, state, county, and federal elections.

#### **Professional Licensing Board**

Secretary Raffensperger focuses on getting Georgians to work. He makes licensing as easy as possible and always works to improve the process.

#### **Securities**

The Securities Division regulates securities activity statewide. The Division protects against investment fraud and promote financial literacy.

#### **Charities**

The Charities Division enforces the laws regulating charitable organizations, paid solicitors, and solicitor agents.

#### **Administration**

The Office Administration Division contains the general administrative support functions of accounting, purchasing, budgeting, human resources, and information technology. The Administrative Procedures



Division is responsible for administering the rules promulgation process pursuant to the Administrative Procedures Act for the State.

### **ATTACHED AGENCIES:**

#### **Georgia Real Estate Commission**

The Georgia Real Estate Commission ensures professional competency among real estate licensees and appraisers and promotes a fair and honest market environment for practitioners, customers, and clients in real estate transactions in Georgia.

#### **Georgia Access to Medical Cannabis Commission**

The Georgia Access to Medical Cannabis Commission ("GMCC" or "Cannabis Commission") licenses, regulates, and oversees the production, seed-to-sale tracking, transportation, and dispensing, of cannabis in Georgia to protect public health and safety, and to ensure the well-being of patients and the public. The Commission also provides oversight for product safety testing of cannabis products at independent registered testing laboratories. The Commission is responsible for developing procedures for requirements, procedures, and enforcement to ensure quality control and oversight of Tetrahydrocannabinol (THC) production in Georgia.

#### **Professional Engineers and Land Surveyors Board**

The Professional Engineers and Land Surveyors Board administers the license law for professional engineers and land surveyors to ensure professional competency, and safeguard life, health, and property in engineering and land surveying practice in Georgia.

#### **State Elections Board**

The State Elections Board is responsible for the promulgation and enforcement of rules and regulations related to Georgia elections and election law, and the investigation of any violations thereof to keep Georgia elections safe and secure.



## GEORGIA STUDENT FINANCE COMMISSION (GSFC)

<https://gsfc.georgia.gov/>

**Office Number:** 800-505-4732

**Purpose:** The Georgia Student Finance Commission is responsible for administering the State's student financial aid programs, including the Helping Outstanding Pupils Educationally (HOPE) Scholarship Program, the Dual Enrollment program, and other educational scholarships, grants, and loans that are supported by lottery and state general fund appropriations.

The Commission's companion entities include the Georgia Student Finance Authority and Georgia Education Savings Authority. Together, these entities provide administration, oversight, and funding for state and federal scholarship, grant, and loan programs and work to promote and increase Georgian's access to education.

### **Roles and Responsibilities:**

#### **Georgia Education Savings Authority**

The Georgia Education Savings Authority, a nonprofit public corporation of the State, is responsible for administering the Promise Scholarship program. The Promise Scholarship is an education scholarship program that provides eligible students with the opportunity to use public funds for qualified non-public education expenses in kindergarten through 12th grade.

#### **Georgia Student Finance Authority**

The Georgia Student Finance Authority, a nonprofit public corporation of the State, is responsible for providing student financial aid to eligible Georgians through loan, scholarship, and grant assistance programs as prescribed by the General Assembly. The Authority has the responsibility of performing all management, supervisory, clerical, and administrative functions required by the Corporation and the Commission. The Authority also provides administrative and operational support services at no cost to the state for the Georgia Nonpublic Postsecondary Education Commission (GNPEC), which is attached for administrative purposes.

### **ATTACHED AGENCIES:**

#### **Georgia Nonpublic Postsecondary Education Commission**

The Georgia Nonpublic Postsecondary Education Commission (GNPEC), a state regulatory agency, serves Georgia residents by authorizing and regulating the operation of nonpublic, proprietary postsecondary colleges and schools. GNPEC's primary mission is to ensure that each authorized nonpublic college or school doing business in Georgia is educationally sound and financially stable.

Additionally, GNPEC serves as Georgia's coordinating agency for the State Authorization Reciprocity Agreement (SARA), which is a voluntary agreement among U.S. States and territories that sets national standards for authorizing interstate distance education, allowing institutions to offer online programs in



multiple states without seeking separate approvals. Its primary role is to simplify compliance, reduce costs for institutions, and expand access for students while maintaining consumer protection. Currently, all University System of Georgia, Technical College System of Georgia, and Georgia Independent Colleges Association institutions, plus a handful of other nonpublic institutions, participate.

GNPEC also oversees the management of the Tuition Guaranty Trust Fund (TGTF), which is designed to provide reimbursement or teach-out arrangements for students who are attending institutions, that precipitously close, and fail to honor their commitments to complete the students' programs of study for which payments have been made.

## **TEACHERS RETIREMENT SYSTEM (TRS)**

<https://www.trsga.com/>

**Office Number:** 404-352-6500

**Purpose:** The Teachers Retirement System (TRS) collects employee and employer contributions, invests accumulated funds, and disburses retirement benefits to members and beneficiaries. As required by Georgia law, the system is examined on an annual basis by an independent actuarial firm that specializes in pension and retirement plans. The firm prepares a yearly valuation on the contingent assets and liabilities of the system, thus revealing its ability to meet future obligations. In addition, an independent accounting firm audits the system annually.

Administration of the System is the responsibility of the TRS Board of Trustees, while daily management of system operations is the responsibility of the Executive Director.

### **Roles and Responsibilities:**

#### **Membership**

All individuals employed half-time or more in covered positions in the State's public school systems, regional libraries, county libraries, and regional educational service agencies are required to be TRS members as a condition of employment. Similarly, employees in covered positions of the University System of Georgia are required to be TRS members unless eligible for participation in an optional retirement plan administered by the University System's Board of Regents. Covered positions include teachers, administrators, supervisors, clerks, teacher aides, secretaries, public school nurses, and paraprofessionals. Also eligible for TRS membership are certain employees of the State Department of Education, and the Technical College System of Georgia, along with public school lunchroom, maintenance, warehouse, and transportation managers and supervisors.

#### **Investments**

The Investment Services Division oversees day-to-day investment transactions. Securities lending and portfolio officers, securities and investment analysts, and investment assistants are all part of the TRS investment team. Six members of the TRS Board of Trustees, along with the Executive Director, comprise the Investment Committee. Committee members convene with the Chief Investment Officer of the



Investment Services Division and hear recommendations from outside investment advisors at monthly meetings. Investment recommendations made by the committee require approval by the entire board.

### **Cola Funds for Local System Retirees**

Teachers who retired prior to July 1, 1978, from a local retirement system (Atlanta City Schools, Chatham County Schools, Fulton County Schools, and Rome City Schools) receive a post-retirement cost of living adjustment (COLA) to their monthly benefit whenever such adjustment is granted to teachers who retire under TRS.

### **Floor Funds for Local System Retirees**

Any teacher who has retired from a local retirement system (Atlanta City Schools, Chatham County Schools, Fulton County Schools, and Rome City Schools) shall receive a minimum allowance upon retirement of not less than \$17.00 per month for each year of creditable service, not to exceed 40 years of service.

## **TECHNICAL COLLEGE SYSTEM OF GEORGIA (TCSG)**

<https://www.tcsg.edu/>

**Office Number:** 404-679-1600

**Purpose:** The Technical College System of Georgia (TCSG) oversees the State's technical colleges, adult literacy programs, and a host of economic and workforce development programs.

The Technical College System of Georgia provides a unified system of technical education, adult education, and customized business and industry training through programs that use the best available technology, and offer easy access to lifelong education and training for all adult Georgians and corporate citizens.

The Agency is divided into five pillars: Technical Education, Adult Education, Workforce Development, Economic Development and Customized Services, and Georgia Quick Start.

### **Roles and Responsibilities:**

#### **Technical Education**

TCSG oversees technical colleges offering more than 600 programs of technical and general instruction. These programs provide opportunities for students to learn new skills, or upgrade existing skills to keep pace with rapidly changing technology and competition in the world market. Students attending technical colleges have the option of short-term programs, as well as courses of study leading to certificates, diplomas, and associate degrees. These programs can range in duration from a few weeks to two years, and serve more than 150,000 students each year.

## **Adult Education**

The Adult Education Program, through its network of service delivery areas throughout the State, promotes and provides adult basic education and literacy programs, including high school equivalency programs. The Program is the primary fiscal agent for the U.S. Department of Education adult literacy funds. It is also the largest adult education provider for other state agencies and facilitates collaboration among state and local entities to improve literacy efforts for adults needing basic English literacy or specialized skills instruction.

## **Workforce Development**

The Technical College System of Georgia's Office Workforce Development is the administrator of WorkSource Georgia, the State's federally funded employment and training system, working to connect talent with opportunity. These federal funds are part of a grant program called the Workforce Innovation and Opportunity Act (WIOA).

At a local level, WorkSource Georgia provides WIOA services across the State through 17 local offices. WIOA funds are allotted to individuals or businesses, and are administered specifically through services geared toward helping disadvantaged citizens obtain meaningful employment.

## **Economic Development and Customized Services**

The Economic Development Program provides customized services for existing businesses in the State. The Program offers on-demand, customized training designed to meet the needs of local industries, including incumbent worker training, new employee training, and leadership development.

## **Georgia Quick Start**

The Quick Start Program provides employee training services to new and expanding industries in Georgia at no cost. Quick Start plays a key role in the State's business recruitment and retention efforts by serving as a state training incentive. Supported by TCSG's network of technical colleges, Quick Start has provided training for new jobs in every technology required by Georgia's manufacturing and service sectors.



## DEPARTMENT OF TRANSPORTATION (GDOT)

<https://www.dot.ga.gov/Pages/default.aspx>

**Office Number:** 404-631-1990

Purpose: The Department of Transportation plans, constructs, maintains, and improves Georgia's roads and bridges, and provides planning and financial support for other modes of transport. Proceeds from the State's motor fuel taxes are constitutionally designated solely for use on Georgia's roads and bridges.

The Department is governed by a Board comprised of members from each of the State's congressional districts elected by each district's State Representatives and State Senators. The Board in turn appoints a Commissioner. The Director of the Planning Division is appointed by the Governor and confirmed by the Transportation Committees in the State's House of Representatives and Senate.

### **Roles and Responsibilities:**

#### **Planning, Construction, Maintenance, and Improvements**

The Department plans, maintains, and improves the roads and bridges of the State's highway system. Through the Planning Division, the Department develops a state transportation improvement program and statewide strategic transportation plan. The Department performs location and environmental studies, conducts mapping and photogrammetric surveys, acquires rights-of-way necessary to construct and maintain highways, supervises all construction and maintenance activities let to contract, ensures the quality of materials used in construction, and conducts research to improve planning and engineering methods.

The Department is also responsible for maintenance and repairs to the roads and bridges of the State's highway system. The existing road network is preserved and safety is improved by supervising major reconstruction and resurfacing or rehabilitation projects; performing certain heavy and specialized maintenance, such as emergency repairs, spot improvements, and safety modifications; performing routine maintenance, such as patching pavement, repairing shoulders, maintaining drainage, mowing rights-of-way, erecting and maintaining warning and directional signs; maintaining state welcome centers and rest areas; and coordinating with Commercial Vehicle Enforcement for issuing permits for special vehicles such as overweight carriers.

#### **Information and Traveler Services**

The Department provides critical information and services concerning transportation to government agencies and the public. Data collected includes both traffic volume and speed. The Department also maintains an inventory of the public road system and produces the Official State Transportation Map, along with county maps.

The NaviGator system, Highway Emergency Response Operators (HERO), and Coordinated Highway Assistance & Maintenance Program (CHAMP) provide critical services and information to ensure the safe and efficient operation of the State's highways. The NaviGator system uses video cameras, road sensors, weather stations, and other technology to collect data and control traffic. HERO units respond to traffic



incidents on Metro Atlanta freeways to minimize any impact on traffic flow. CHAMP units operate outside of the metro Atlanta area, and provide incident response, roadway maintenance, motorist assistance, and support emergency response.

### **Multimodal Services**

Multimodal services are comprised of transit, airport aid, rail, and port and waterways services. Transit services preserve and enhance the State's urban and rural public transit program by providing technical assistance, and administering the State's allocation of Federal Transit Administration funds, including the State's match.

Airport Aid provides financial assistance to cities and counties for airport planning, construction, approach aids, maintenance, and other services as needed. It also maintains the State Airport System Plan, publishes a state aeronautical chart and airport director, and lends management and technical assistance to local governments to develop, maintain, and improve air service.

Rail services work to rehabilitate and maintain state-owned rail lines to ensure that freight rail service is a safe, efficient, and viable transportation option throughout the State. This effort provides cities, counties, and municipalities the opportunity to offer an efficient transportation alternative to promote economic development in their communities.

Ports and Waterways services are responsible for the provision and maintenance of land, dikes, and control works necessary for storage of dredge materials removed from the Savannah Harbor and River Navigation Channel. The U.S. Army Corps of Engineers performs navigation dredging, and the dredged materials are placed inside designated storage areas prepared by the Department.

### **ATTACHED AGENCIES:**

#### **State Road and Tollway Authority (SRTA)**

The State Road and Tollway Authority (SRTA) is a state-level authority created to operate tolled transportation facilities within Georgia, and act as the transportation financing arm for the State. SRTA manages the collection of tolls on Georgia's Express Lanes System through the use of Peach Pass. Since 2010, the Georgia Transportation Infrastructure Bank (GTIB) – a grant and low-interest loan program administered by SRTA – has provided funding for eligible transportation projects across the State.

#### **Georgia Transportation Efficiency Authority (GTEA)**

The Georgia Transportation Efficiency Authority (GTEA) is a state-level authority that addresses mobility and air quality in metro Atlanta. GTEA's jurisdiction encompasses 13 Georgia counties: Cherokee, Clayton, Coweta, Cobb, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Henry, Paulding, and Rockdale. Under state law and via executive order, GTEA approves the allocation of state and federal transportation resources in metro Atlanta via the Atlanta Transportation Improvement Program (TIP), the federally required planning process that allocates funds to the highest-priority, near-term



transportation projects. Additionally, GTEA is responsible for evaluating all Developments of Regional Impact (DRIs) within its jurisdiction for their impact on the surrounding transportation infrastructure.

### **Atlanta Region Transit Link Authority**

The Atlanta-region Transit Link Authority (ATL) provides coordinated transit planning and funding for the metro Atlanta region. This includes developing the ATL Regional Transit Plan, and identifying and prioritizing the projects and initiatives required to develop region-wide transit, and operate the Xpress commuter bus service.

## **DEPARTMENT OF VETERANS SERVICE (DVS)**

<https://veterans.georgia.gov/>

**Office Number:** 404-656-2300

Purpose: The Department of Veterans Service (DVS) serves more than 670,000 Georgia veterans, their dependents, and beneficiaries in all matters pertaining to veterans' affairs. Since all veterans' benefits must be applied for, the major activities of the department consist of informing veterans and their families about available state and federal benefits, and directly assisting and advising them in obtaining those benefits to which they are entitled.

### **Roles and Responsibilities:**

#### **Veterans' Assistance**

The Department provides veterans assistance through an appeals staff, field offices, information division, and central office. The appeals staff assists veterans who are appealing decisions on claims made by the United States Department of Veterans Affairs (VA). The 60 field offices, located throughout the State, are staffed by VA accredited veteran service field officers, and provide no-cost direct assistance to veterans at the local level. Department field officers provide counsel and assistance in gathering documentation and then, through a benefits system, submit all evidence for the VA's adjudication and rating. The Information Division keeps Georgia veterans informed about issues and their impacts. The Central Office manages and supports all administrative and training requirements, and provides outreach in areas such as mental/behavioral health and suicide prevention, transition and employment, housing assistance, and direct support to Georgia's over 100,000 female veterans.

#### **State Veterans Nursing Homes**

The Department operates two state veterans nursing homes. The Georgia War Veterans Home in Milledgeville is a 242-bed facility licensed to provide skilled nursing care to eligible Georgia war veterans. It consists of three skilled nursing care buildings and a transitional support facility. It is contracted to a for-profit nursing home provider. The Georgia War Veterans Home in Milledgeville is the first state veterans' home in the nation to combine skilled nursing and dedicated mental and behavioral health support.



The Georgia War Veterans Nursing Home in Augusta is a 192-bed skilled nursing care facility located adjacent to Augusta University and the VA Charlie Norwood Medical Center. In addition to providing care for eligible Georgia war veterans, the Georgia War Veterans Nursing Home serves as a teaching facility to acquaint medical and allied health students with medical conditions and diseases that confront the elderly.

### **Georgia Veterans Memorial Cemeteries**

The Department operates two state veterans' memorial cemeteries, which are part of the nation's National Cemetery System. The Georgia Veterans Memorial Cemetery in Milledgeville, which opened in 2001, will eventually be a final resting place for more than 100,000 Georgia veterans, their spouses, and their authorized dependents. The Georgia Veterans Memorial Cemetery in Glennville, which opened in March of 2008, will eventually be a final resting place for more than 36,000 Georgia veterans, their spouses, and their authorized dependents.

### **Veterans Education Assistance**

As the state-approving agency for the federally sponsored Veterans Education Assistance Program (GI Bill), the Department is responsible for approving and supervising all institutions (including public and private schools, and establishments offering on-the-job training and apprenticeship programs) in Georgia that participate in this Program. In addition to approving these institutions, DVS also inspects them regularly to ensure that all criteria for continued approval are met. This function is 100% federally funded and is staffed with eight employees.

### **Governing And Responsibilities**

The seven-member Veterans Service Board appointed by the Governor, and confirmed by the Senate, governs DVS. The day-to-day operation of the department is the responsibility of a Commissioner, who is appointed by the Board for a four-year term.

DVS also oversees the administration of the Georgia Veterans Service Foundation, a 501c(3) non-profit organization created to support department programs and initiatives that are not otherwise funded through state appropriations.



## STATE BOARD OF WORKER'S COMPENSATION (SBWC)

<https://sbwc.georgia.gov/>

**Office Number:** 404-656-3818

Purpose: To provide superior access to the Georgia Workers' Compensation system for injured workers and employers in a manner that is sensitive, responsive, and effective, to ensure efficient processing and timely, fair resolution of claims, while encouraging workplace safety and return to work.

Established in 1920 by the Georgia Legislature, the State Board of Workers' Compensation serves over a quarter of a million employers in Georgia and over 3.8 million workers. The State Board is funded by assessments from insurance companies and self-insured employers. An employee that is injured on the job and is covered by the law may be eligible for replacement of a portion of lost wages, medical payments, vocational rehabilitation services, and other benefits.

If facts concerning a claim are contested or liability is questioned, either the employee or the employer/insurer may request a hearing before an Administrative Law Judge in the Trial Division to resolve factual and legal issues. If either party is dissatisfied with the decision of the Trial Division, a party may request a review by the Appellate Division. Appeals of Appellate Division decisions may be taken to the Superior Court and the Georgia appellate courts; however, factual findings by the Appellate Division, if supported by any evidence in the record, will not be subject to change by the courts. The courts are limited to review of disputed legal issues.

### **Roles and Responsibilities:**

#### **Executive Director/Chief Operating Officer**

The Executive Director/Chief Operating Officer is responsible for the administration of policy and procedure and the overall efficiency of the State Board of Workers' Compensation. The Executive Director also makes presentations to various stakeholder groups, works on the Board's operating budget, updates and handles the Board's real estate leases, annually updates the Georgia Medical Fee Schedule, manages and supervises Board staff, including hiring, and is responsible for management of all technology projects. The Executive Director also oversees the planning and implementation of the Regional Seminars and Annual Conference each year. The Executive Director is also responsible for constituent issues and media requests, and the Board's customer service goals and initiatives.

#### **Legal/Trial Division**

The Trial Division is responsible for conducting hearings in contested cases and ruling on motions. The Division schedules and holds hearings for those claims in which an evidentiary hearing was requested by a party, or in cases where a mediation conference was either inappropriate or did not result in resolution of the pending issues. Hearings are held in the county where the injury occurs, a contiguous county, or a county within 50 miles of the injury.



## **Appellate Division**

Any party dissatisfied with the decision of an Administrative Law Judge (ALJ) may appeal that decision, within 20 days of the date on the ALJ's final award or order, to the Board's Appellate Division. The Appellate Division has original appellate jurisdiction in all workers' compensation cases. (All appeals from an ALJ decision must first be filed with the Appellate Division before an appeal can be filed with any other court.)

The Appellate Division consists of a Chairperson/Agency Head and two Directors, collectively referred to as 'The Board,' who serve as appellate administrative law judges. In addition to serving as appellate judges hearing appeals of the decisions of administrative law judges in the Legal/Trial Division, the Board is responsible for the overall administration of the workers' compensation system in this State in accordance with statutory requirements.

## **Alternative Dispute Resolution Division**

The Alternative Dispute Resolution (ADR) Division provides the workers' compensation system with an alternative to litigation for the resolution of disputes. By filing a Form WC-100 (for settlement) or Form WC-14 (for any issue other than settlement), any party to a claim may request a mediation. Also, when a hearing has not been requested, and when the claim is not assigned to an Administrative Law Judge in the Trial Division, the ADR Division handles motions and change of physician requests, attorney fee approvals pursuant to Form WC-108(a) filings, and other requests.

## **Settlements Division**

The mission of the Settlement Division is to fairly and expeditiously assist the Board in the review and approval of over 20,000 stipulated settlements filed with the Board annually, as well as handle lump sum advances.

## **Claims Processing Division**

The Claims and Documents Processing Division includes Documents Processing, Data Entry, Claims Examiners, Process Improvement & Oversight, the Board's Call Center/Claims Assistance Department and Superior Court Appeals Processing. The Division is responsible for the coding and quality input of claims data, processing correspondence, improving the day-to-day process for both internal and external users, and assisting external callers with general questions and/or concerns.

## **Enforcement Division**

The Enforcement Division consists of two units: Fraud and Compliance. Fraud consists of post-certified officers who investigate and prosecute incidents of alleged fraud within the workers' compensation system. Compliance maintains information on employers' insurance coverage to ensure employers with "three or more" employees regularly doing business in the state of Georgia have the required workers' compensation insurance, in case an employee is injured on the job. This Division also acts as security



during mediations and hearings in the Atlanta office and throughout the State, and makes presentations to various groups regarding fraud and compliance issues as needed.

### **Information Technology Services Division**

The Information Technology Division provides innovative, contemporary, and accessible technological support of the Board's core business functions. This Division is responsible for managing, implementing and supporting the Board's information and system infrastructure including the website, email servers, and electronic computer system used to process all workers' compensation claims entitled "Integrated Claims Management System" (ICMS).

### **Licensure and Self-Insurance Division**

The State Board of Workers' Compensation regulates and licenses approximately 300 companies and 100 governmental entities that self-insure their workers' compensation liabilities, and 400 insurance companies that write workers' compensation policies. Other division responsibilities include renewal licensing and updating insurance carrier data, examining and approving insurance company policy forms, and answering service calls regarding workers' compensation insurance and coverage issues.

### **Managed Care and Rehabilitation Division**

The Managed Care and Rehabilitation Division processes requests for rehabilitation services, performs quality assurance reviews of rehabilitation suppliers, holds conferences to resolve disputes, reviews and approves rehabilitation plans, reviews applications of managed care organizations, and registers rehabilitation suppliers.

### **Administrative Services Division**

The Administrative Services Division is responsible for all accounting, payroll, purchasing, human resources, and assessment functions. The Division is also responsible for the preparation of the Annual Operating Budget and all functions pertaining to the budget during the fiscal year.

### **Education**

The Board is charged by statutes to make educational opportunities available to keep stakeholders updated on the laws, rules, and regulations affecting the system. To comply with this training requirement, the Board provides an annual three-day Educational Conference, and four or five one-day regional seminars each year, in various locations throughout the State. Attendance at these educational events exceeds 1,500 participants.

## GEORGIA STATE FINANCING AND INVESTMENT COMMISSION (GSFIC)

<https://gsfic.georgia.gov/>

**Office Number:** 404-463-5600

**Purpose:** The Georgia State Financing and Investment Commission (GSFIC) is responsible for the issuance, payment, and management of public debt, and its proceeds incurred for capital outlay purposes. The Commission also prepares the State's debt management plan, which provides projections of the state of Georgia's general obligation and guaranteed revenue debt, and the annual debt service requirements. The members of the Georgia State Financing and Investment Commission are the Governor (Chairman and Chief Executive Officer), the Lieutenant Governor (Vice-Chairman), the State Auditor (Secretary and Treasurer), the Speaker of the House of Representatives, the Attorney General, the Commissioner of Agriculture, and the State Treasurer.

### **Roles and Responsibilities:**

#### **Construction Division**

The Construction Division oversees capital outlay projects and provides construction management services to state entities. Georgia's State Property Officer and the Deputy Executive Director of the Division lead the Division.

#### **Financing And Investment Division**

The Financing and Investment Division performs all services related to the planning, scheduling, advertising, selling, and delivery of general obligation bonds. The Division is also responsible for the following: investing and accounting of all proceeds derived from the issuance of general obligation bonds; developing the financial statements for the capital projects fund; assisting state authorities with the issuance of revenue bonds; serving as staff to the Georgia Higher Education Facilities Authority; and managing and reporting of proceeds received through the Transportation Investment Act.



## APPENDIX A: HELPFUL LINKS AND RESOURCES

<https://georgia.gov/>

This is Georgia State Government's official website for helpful guides to common processes in Georgia. This website includes links to state programs and services.

<https://team.georgia.gov/directory>

The Department of Administrative Services maintains an online state agency directory with agency phone numbers, addresses, and websites.

<https://gov.georgia.gov/>

The official website of the Georgia Governor.

<https://www.legis.ga.gov/>

The official website of the Georgia General Assembly.

<https://georgiacourts.gov/>

The Judicial Council of Georgia's website provides information on the courts and citizen services available through the courts.

