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DCSS LEADERSHIP:

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DIVISION OF CHILD SUPPORT SERVICES

The Georgia Department of Human Services, Division of Child Support Services (DCSS) serves Georgia parents who need child support services. Any parent may apply at the DCSS office that serves his/her county or online using Customer Online Services at www.ocse.dhr.georgia.gov. Call 1-877-423-4746 to find out the location of the office that serves your county. There is an application fee of \$25, but services are free for recipients of Temporary Assistance for Needy Families (TANF). Customers who provide all necessary documentation when they apply for child support may have their application for services processed the same day.

DCSS SERVICES INCLUDE:

- Locating non-custodial parents;
- Establishing paternity;
- Establishing and enforcing child support orders;
- Establishing and enforcing medical support orders; and
- Collecting and distributing support payments.

COLLECTION AND SERVICES TOOLS AVAILABLE TO DCSS

- Withholding child support from paychecks or unemployment benefits;
- Intercepting federal and/or state income tax refunds to pay child support arrears;
- Garnishing worker's compensation benefits;
- Reporting parents delinquent in child support payments to credit bureaus;
- Suspending or revoking driver's, professional, occupational, hunting or fishing licenses for failure to pay child support;
- Reviewing and modifying child support orders periodically;
- Intercepting lottery winnings of more than \$2,500;
- Filing contempt of court actions which may result in a jail sentence if the non-custodial parent is found in contempt;
- Filing liens and levy on tangible or intangible property;
- Denying passports if more than \$2,500 in child support is owed; and
- Seizing bank accounts after notice.

CHILD SUPPORT DISTRIBUTED TO FAMILIES

- Georgia distributed \$708.3 million to child support recipients in FFY 2011.
- Since 2007, Georgia has distributed over \$3.1 billion in child support payments.
- Georgia ranked 28th in the nation in FFY 2010 in the percentage of parents current on their child support payments. Georgia was ranked 47th in FFY 2006.
- All Georgia child support recipients receive payments through direct deposit or debit cards. This has eliminated the problems of checks lost, stolen, or returned because the recipient moved with no forwarding address, and it has shortened the time between collection and distribution.
- Non-custodial parents who cannot pay through paycheck deductions may request that payments be transferred automatically from their bank account.

ONLINE SERVICES:

- Custodial and non-custodial parents may check payment information, enter and receive information about their case, apply for services or make a payment online by

using the *Customer Online Services* at www.ocse.dhr.georgia.gov. Users receive a password to protect confidentiality.

CASELOAD:

- DCSS has 404,000 cases in Georgia.
- The cases represent 538,000 children.
- Georgia child support agents have an average caseload of 777 cases each.

PARENTS UNDER COURT ORDER TO PAY CHILD SUPPORT THROUGH DCSS:

- 337,000 in Georgia
- 60.7 percent of non-custodial parents are consistently current on their child support payments
- 91 percent of non-custodial parents owing child support in Georgia are fathers and 9 percent are mothers

FATHERHOOD PROGRAM:

The Fatherhood Program helps non-custodial parents paying child support through DCSS who lack the ability to adequately do so because they are unemployed or underemployed. The program offers job counseling and placement assistance. Gainful, stable employment enables these parents to provide regular financial support for their children. Inquiries regarding the Fatherhood Program can be sent to fatherhoodinquiry@dhr.state.ga.us.

CHILD ACCESS AND VISITATION PROGRAM:

The Child Access and Visitation Program helps non-custodial parents who want visitation with their children. Research has shown that payment of child support is related to parent-child contact and that the father's involvement improves children's development and self-esteem. The non-custodial parent must have an active case with DCSS to be eligible for the program.

DCSS DOES NOT:

- Help anyone get a divorce;
- Locate a custodian and child for the non-custodial parent;
- Take legal action about visitation rights or custody; or
- Enforce court-ordered payment of unpaid bills not related to child support payments.