



Georgia Department of Human Services
Division of Child Support Services

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COVID-19 Pandemic Impact

Tanguler Gray

Director



stronger families

FOR A STRONGER GEORGIA



Program Data

DCSS is responsible for the statewide administration of the child support enforcement program under the provisions of Title IV-D of the Social Security Act (42 U.S.C. 651 - 669).

Program Legislative Authority

State Authority / Reference	Official Code of Georgia, Annotated, Titles 9 and 19 and Departmental Rules, DHS Rules at 290-7-1
Federal Authority / Reference	Code of Federal Regulations, Title 45, Parts 300-399

Budget

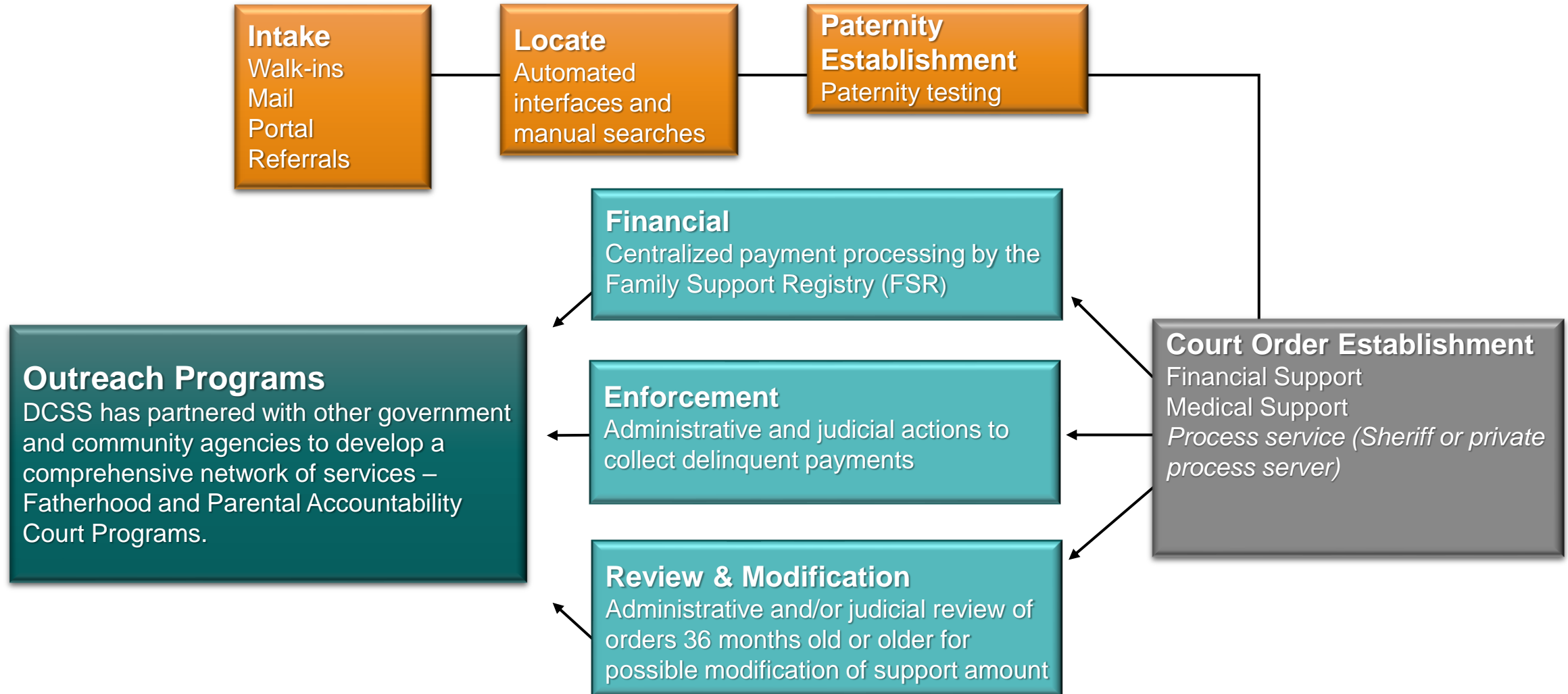
Total budget SFY2021	\$100,847,418
% State funds	26% = \$26,258,473
% Federal funds	71% = \$71,351,685
% Other Funds	3% = \$3,237,260

Program Information

Performance indicators	<p>Performance Measures:</p> <ul style="list-style-type: none"> • Paternity establishment • Order establishment • Current support paid • Arrears support paid • Undistributed collections • Locate • Collections • Cost Effectiveness
Total offices	58 local offices excluding state, region and specialty/hub offices
Total number of positions	1,160
Total caseload as of 09/30/2019	376,729



Child Support Services



Establishment of Support Obligations

45 CFR § 303.4(d)



Within 90 days:

- locate the noncustodial parent
- establish an order for support / complete service of process



Support (Civil and Administrative) / Consent Orders

- Office closures
- Statewide Judicial Emergency
- Administrative hearing cancellations
- Electronic signature and notarization options not available

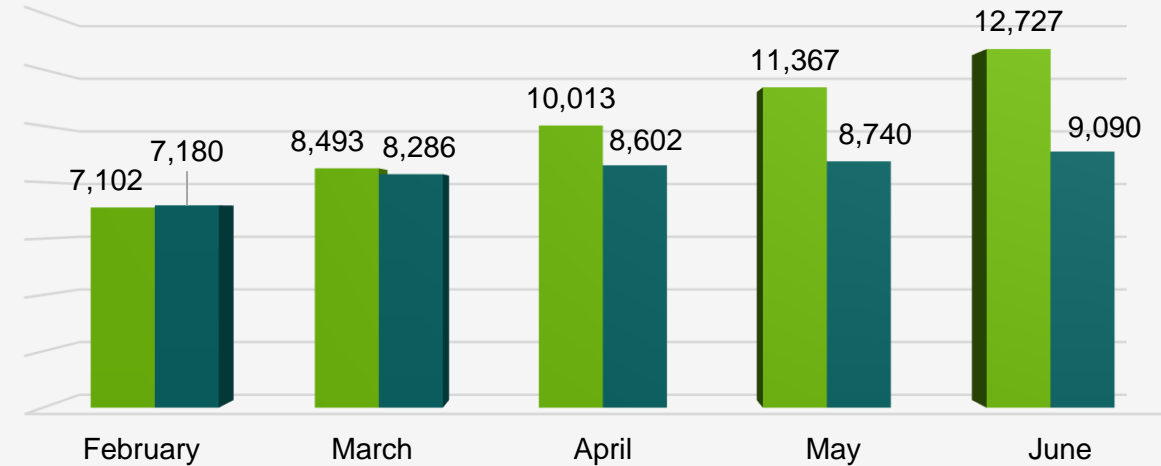


Performance Impact

- Support orders established - 52.63%
- Service of process perfected - 53.98%

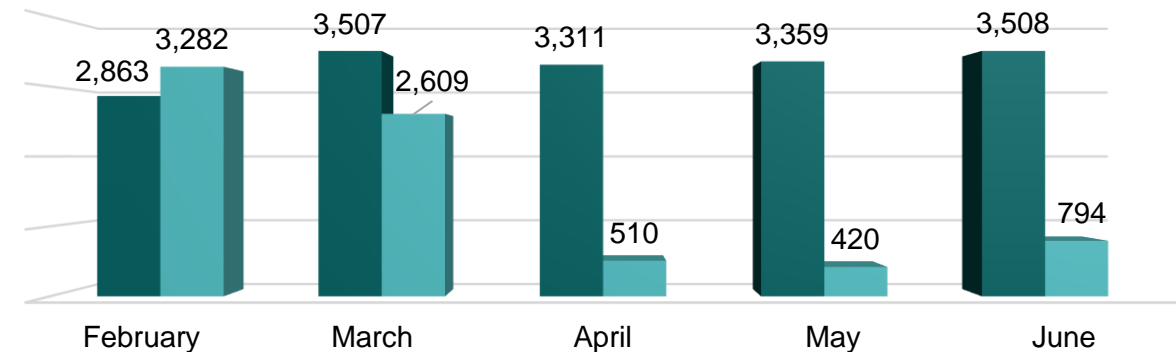
Support Order Establishment
2019 - 2020 Monthly Comparison

■ FFY 2019 ■ FFY 2020



Service of Process
2019 - 2020 Monthly Comparison

■ FFY 2019 ■ FFY 2020



Enforcement of Support Obligations

45 CFR § 303.6(c)(2)

30

- Within 30 days (of non-compliance):
- Take appropriate enforcement action
 - Complete service (60 days)



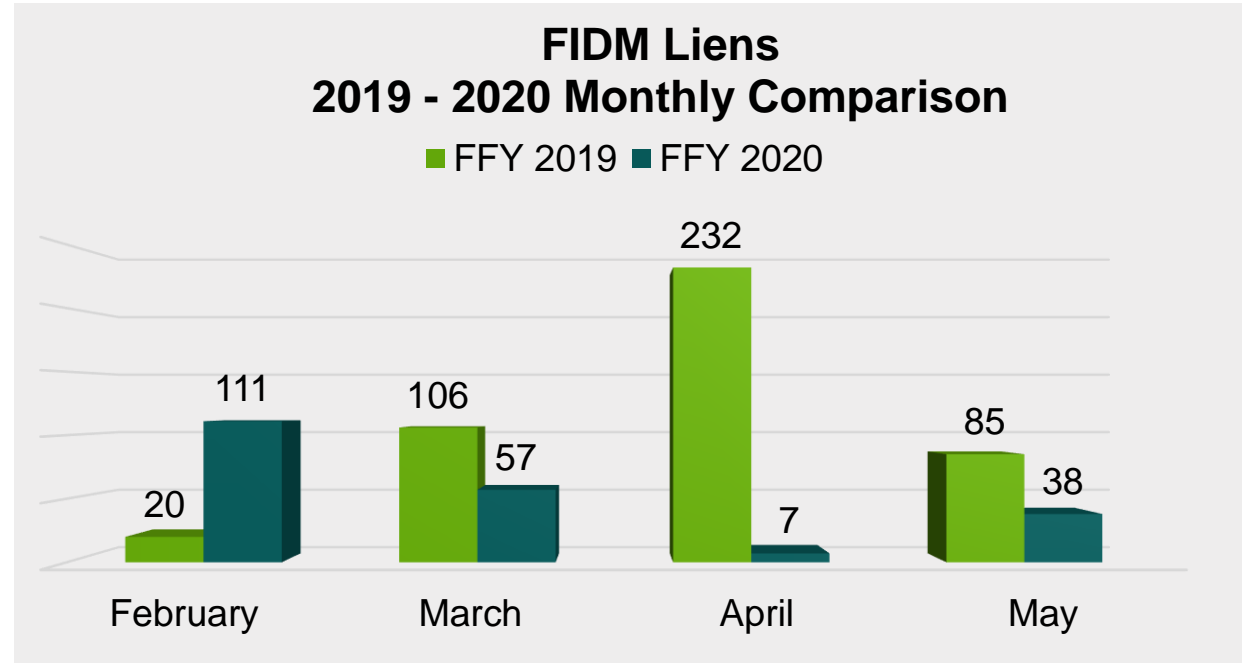
Civil Contempt Filing

- Statewide Judicial Emergency
- Office closures



Performance Impact

- Wage withholding: (\$8,200,024.43)
- Driver's license: (\$2,161,065.56)
- Purge payments: (\$2,467,793.27)



Financial Institution Data Match (FIDM)



Lien processing suspended April and May

- Statewide Judicial Emergency limited access to courts



Modification of Support Obligations

45 CFR § 303.8(e)



Within 180 days of received request:

- Conduct a review of the order
- Determine if order should be adjusted (increased, decreased or no change)



Review and Adjustment

- Statewide Judicial Emergency
- Administrative hearing cancellations
- Electronic signature / notarization not available



Performance Impact

- Service of process perfected reduced by 53.98%

Child Support



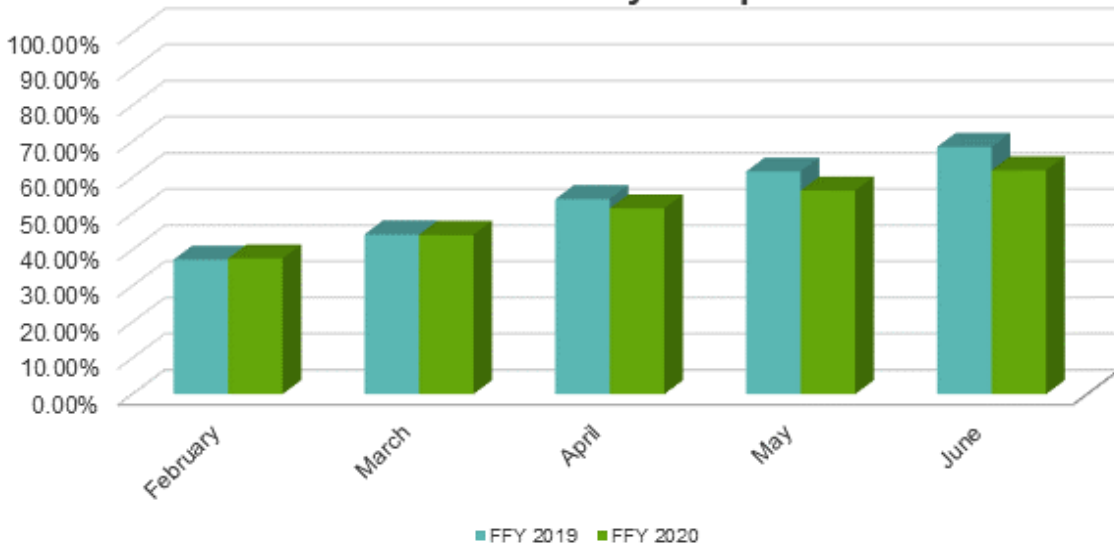
Paternality Establishment Percentage (PEP)

45 CFR § 302.31

Paternality Requirement – 90%

- Office paternity testing suspended
- Court dates limited in certain areas
- Genetic testing orders require signatures
- Prison Paternity Program suspended

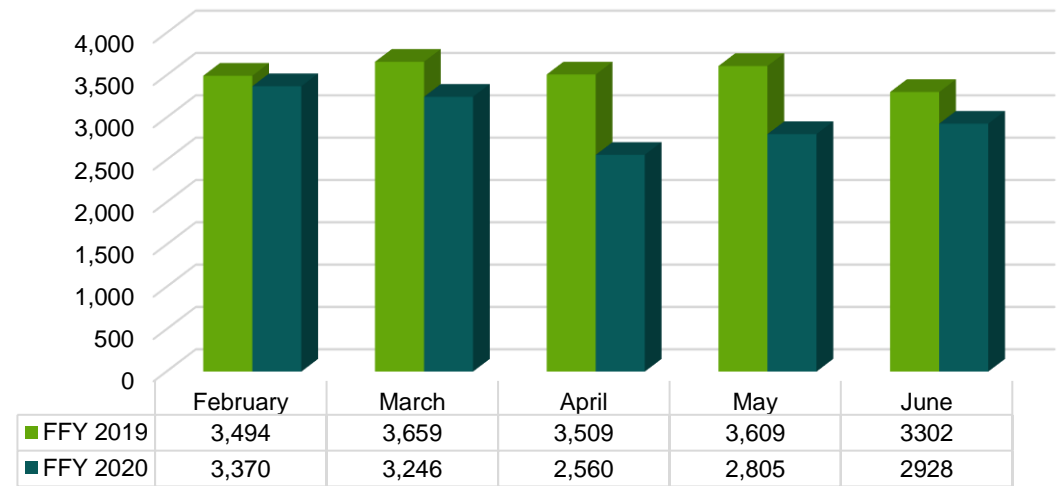
Statewide PEP
2019 - 2020 Monthly Comparison



Performance Impact

- Projected to end FFY between 76% - 85%
- Paternity Acknowledgment (PA) Forms
 - Limitations on the number visitors
 - Northside Hospital stopped completing PA Forms
 - Four locations process 15% - 17% of PAs statewide

Voluntary Paternity Acknowledgment Forms
2019 - 2020 Monthly Comparison



Fiscal Impact



Performance and Audit Penalties

- Paternity projected to fall below 90% requirement
 - 2% paternity increase required in FFY 2021
 - Agency may be financially penalized
- Case processing limitations may continue into FFY 2021



Collections

- Decrease in wage withholding payments
- Increase in unemployment payments
- Offset of stimulus payments



FMAP Increase

- Used to determine the federal matching for the federal share for public assistance programs
- 6.2% increase



Next Steps



Transition back to the office

- Majority of employees continuing to telework
- 95%+ requests for appointments handled by virtual communication options



Self-Service Options

- New Mobile App Features
 - New appointment request option
 - Customer Online Services
 - Mobile friendly- Enhanced functions
- Enhanced authentication
- Application



Operations

- DHS Paternity Testing Notices
- Paternity Acknowledgement
 - Outreach to unwed mothers
 - Radio public service announcements
- Local office appointment only paternity testing



Presidential Priorities

- Increase performance
- Improve data reliability
- Provide employees with additional support



*Thank
You*

Questions



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