

Georgia Department of Human Services
Division of Child Support Services

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February Board Meeting

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

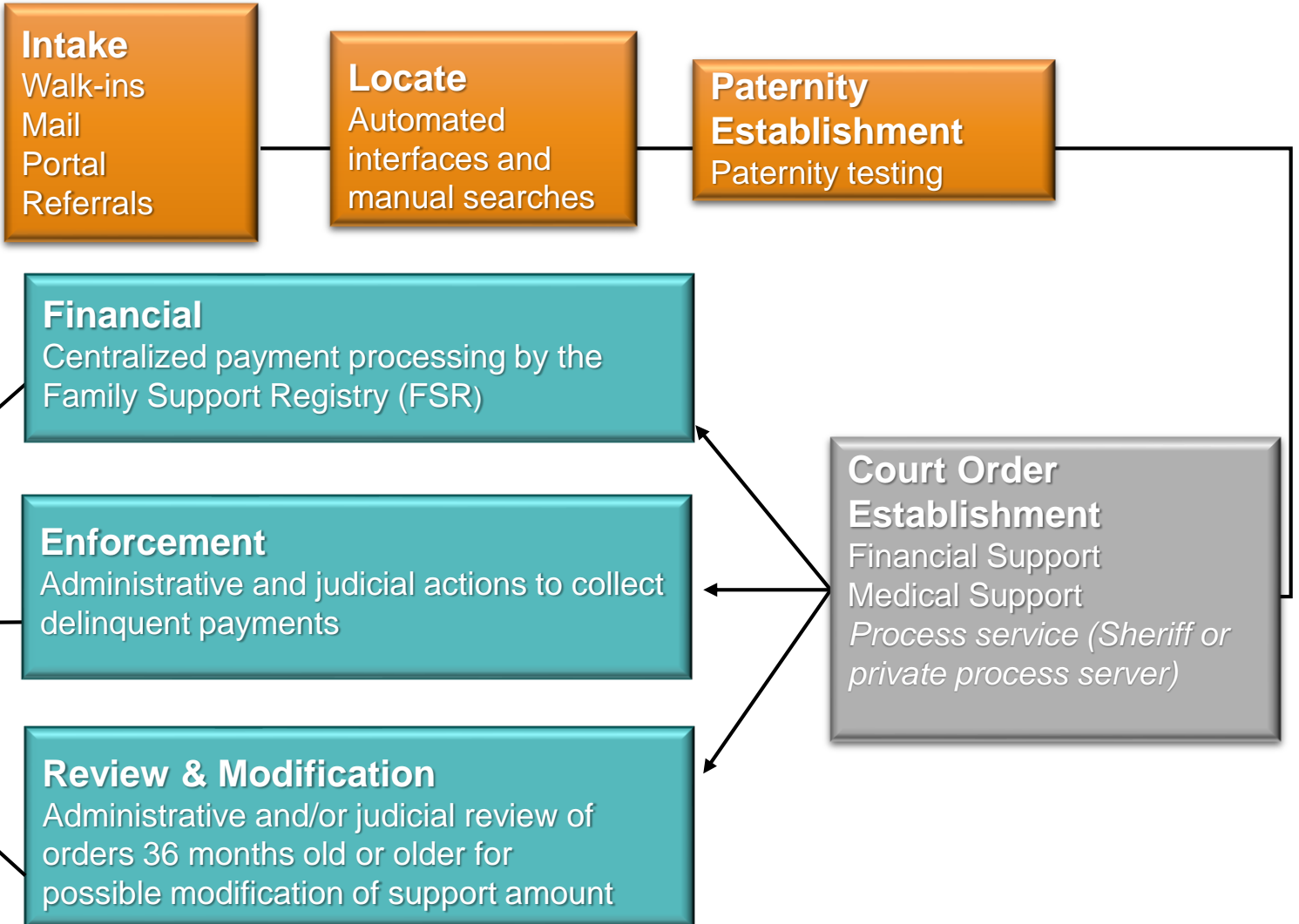
Total budget SFY2020	\$111,182,364
% State funds	27% = \$29,839,350
% Federal funds	70% = \$78,105,754
% Other Funds	3% = \$3,237,260

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



Outreach Programs

DCSS has partnered with other government and community agencies to develop a comprehensive network of services – Fatherhood and Parental Accountability Court Programs.



Locate Hub

Statewide locate of noncustodial parents

Centralizes the locate cases statewide allowing more focused locate case management.

Specialization supports Federal/State audit requirements

Federal Fiscal Year (FFY) 2019 Locate percent was 1.85% = best overall FFY performance from 2012 – 2019

6,870

total cases at the end of FFY19

14,494

total of 14,494 noncustodial parents located in FFY19

43,439

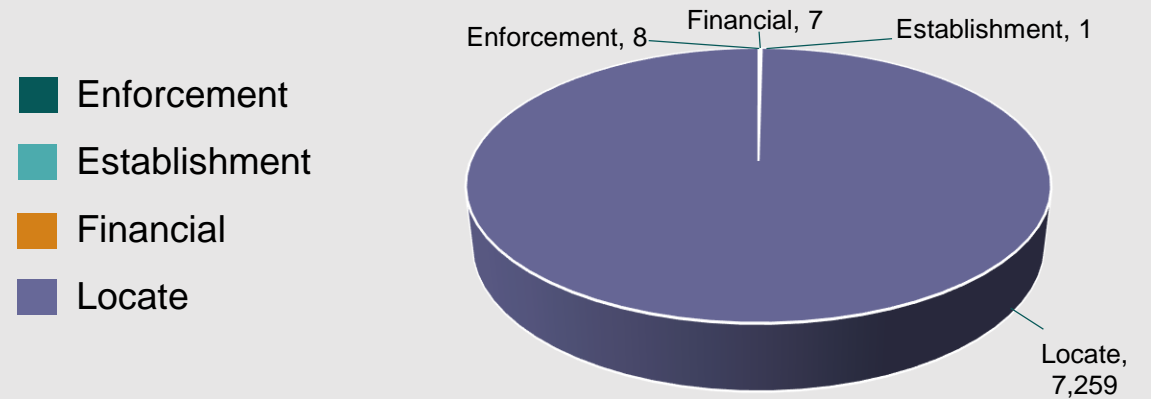
total case actions reviewed, **848** escalations worked, and **1,647** emails/mail reviewed in FFY19



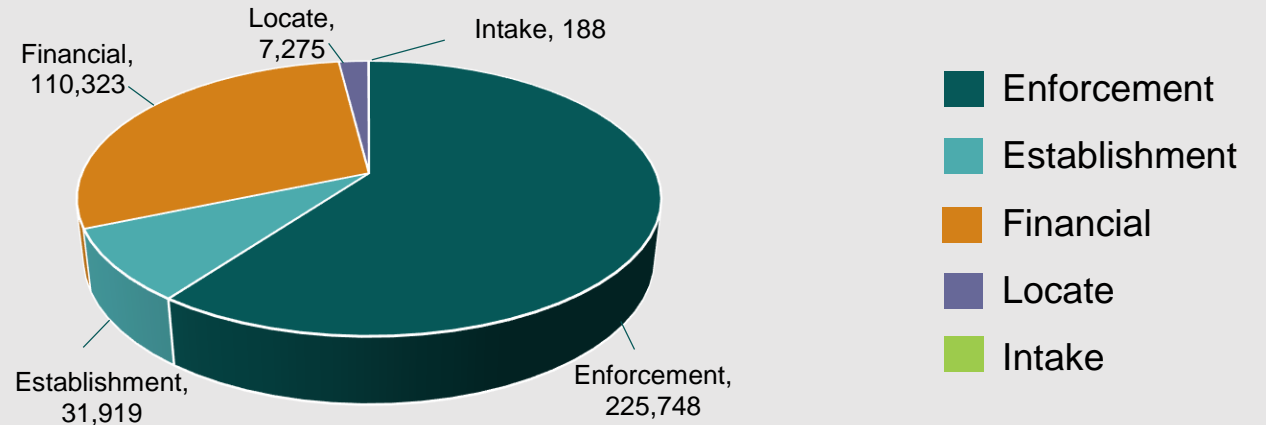
Consist of 8 employees:

- 1-Manager *shared with Order Monitoring Hub*
- 1-Supervisor
- 6-Agents

Locate Hub Case Functions



All cases Statewide by Functions



Albany Hub

*Georgia has the 6th highest number of Intergovernmental Cases sent to other states. Based on the FY18 Preliminary Data Report-38,272 cases were sent to another State.

Intergovernmental

Intake

Centralized location for Initiating Intergovernmental cases

Intake and registration of TANF (IV-A) referrals, Foster Care referrals and portal applications

Establishes and enforces court orders for custodial parents when the noncustodial parent lives out of the State of Georgia

Allows DFCS to send all IV-A referrals to one central location

Specialization supports audit requirements

	Albany Hub	Paternity Statewide PEP	Support Orders	Current Support	Arrears
FFY20 Goal		91.20%	90.60%	62.30%	66.70%
FFY19		62.8%	88.48%	55.29%	63.70%

18,728

total registered IV-A, Foster Care, and portal referrals for FFY19

11,331

established paternities during the registration process by Albany Hub intake agents, during FFY19

Consist of 19 employees:

- 1-Manager *shared with Intake Hub*
- 2-Supervisor
- 16-Agents

Established **663** support orders

Established **462** paternities

68,398

processed correspondence from other states during FFY19, including status updates on cases and requests for information

Consist of 16 employees:

- 1-Manager *shared with Intergovernmental Hub*
- 2-Supervisor
- 13-Agents



Special Operations Section

Monitors and enforces all TANF, Prison and State Arrears only cases

Responsible for matches received from Child Support Lien Network (CSLN) which can result in payment on cases assigned to any local office.



Performs administrative actions on all TANF, Prison and State Arrears only cases

SOS Hub	Paternity Statewide PEP	Support Orders	Current Support	Arrears
FFY20 Goal	91.20%	90.60%	62.30%	66.70%
FFY19	10.8%	87.52%	9.37%	28.86%

~

Collections as of
09/30/2019

Current Support
\$2,146,120

Arrears
\$3,499,227

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*FFY- Federal Fiscal Year

**PEP- Paternity Establishment Percentage

19,243

total caseload as of end of FFY19

76,745

total initiated administrative actions in FFY19, including drivers license suspension and release, income withholding orders and outreach referrals

\$6,024,219.66

netted Child Support Lien Network (CSLN) liens in child support during FFY19



Consist of 18 employees:

- 1 Manager
- 1 Supervisor
- 16 Agents



Central Registry

Receives, disseminates and oversees incoming intergovernmental IV-D cases, including Uniform Interstate Family Support Act (UIFSA) petitions and requests for wage withholding assignments, and responds to all incoming intergovernmental IV-D case inquiries (Code of Federal Regulations, Title 45, Part 301.1)

Serves as an ambassador, liaison and mediator between Georgia's local Child Support offices, States, Tribes and Countries

Updates and certifies contact information for Georgia on the Federal Portal Intergovernmental Reference Guide (IRG)



16,800

processed incoming intergovernmental transmittals during FFY19

36,357

processed incoming electronic transmissions from other states during FFY19



Consist of 9 employees:

- 1-Manager
- 1-Administrative Assistant
- 7-Agents



Employer Hub

Resource to employers processing child support wage withholding orders

Aids in strengthening the relationship with the employer community, increasing collections for Georgia's children

Established January 1, 2018

Processes and mails all Income Withholding Orders that are generated by local Child Support offices.

278,054

mailed Income Withholding Orders to employers during FFY19

119,831

processed incoming mail during FFY19



Consist of 37 employees:

- 1 Manager
- 4 Supervisors
- 2 Program Assistants
- 30 Agents

Increase the number of employers participating in the electronic Income Withholding Order (e-IWO) process from 4,066 to 4,473 (10%) by September 30, 2024.

Year	Target
Baseline: 4,066	
FFY 2020	4,147
FFY 2021	4,228
FFY 2022	4,309
FFY 2023	4,390
FFY 2024	4,473

As of 12/31/19

4,203

Data reported on FFY cycle



Dublin Order Monitoring Hub

Assists metro offices with increasing performance and reducing audit findings on paying cases

Improved data reliability and overall performance benefits Georgia's families

Centralization of the Fulton and DeKalb paying/non-paying cases allows the local offices to focus on court legal actions

- Manages cases paying 50% or greater for DeKalb County
- Manages cases paying and non-paying for Fulton County

28,333

total cases as of 12/31/19

146,747

total enforcement actions taken in FFY19; including **661** contempt's filed

\$67,828,520

FFY19 Hub collections totaled



Consist of 21 employees:

- 1-Manager *shared with Locate Hub*
- 3-Supervisors
- 17-Agents

DeKalb Hub	Paternity Statewide PEP	Support Orders	Current Support	Arrears
FFY20 Goal	91.20%	90.60%	62.30%	66.70%
FFY19	349.10%	99.99%	81.69%	51.13%

Fulton Hub	Paternity Statewide PEP	Support Orders	Current Support	Arrears
FFY20 Goal	91.20%	90.60%	62.30%	66.70%
FFY19	241.5%	99.99%	66.95%	42.50%

Paying cases -cases paying 50% or greater of the support ordered obligation
 Non-paying cases- cases paying less than 50% of the support ordered obligation
 *FFY- Federal Fiscal Year
 *PEP- Paternity Establishment Percentage





Ashleigh Pollock
Albany Hub

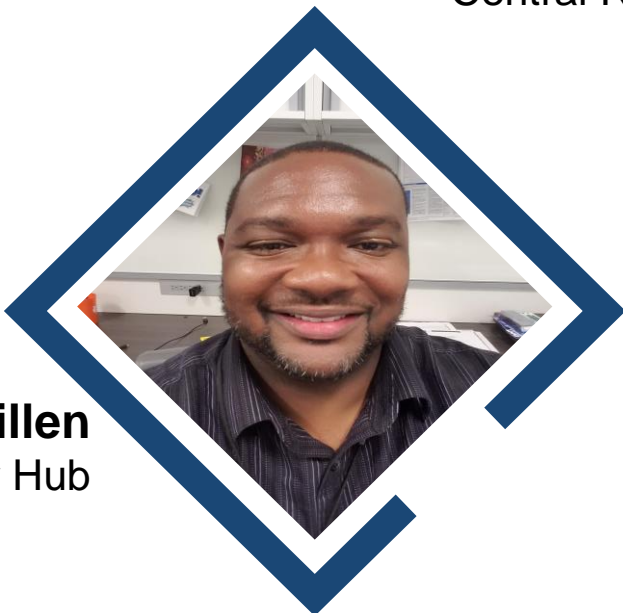
Misty H. Webb
Locate & Dublin Order
Monitoring Hub



Terri Jones
Central Registry



Meet Our Managers



Ronnie Millen
Employer Hub

Kimberly Booker
Special Operations



Questions

Tangler Gray

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