

**Georgia Department of Human Services**  
Division of Child Support Services

**Program Performance**

Federal Fiscal Year (FFY) 2020 through Pandemic

**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

#### Performance Measures:

- 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

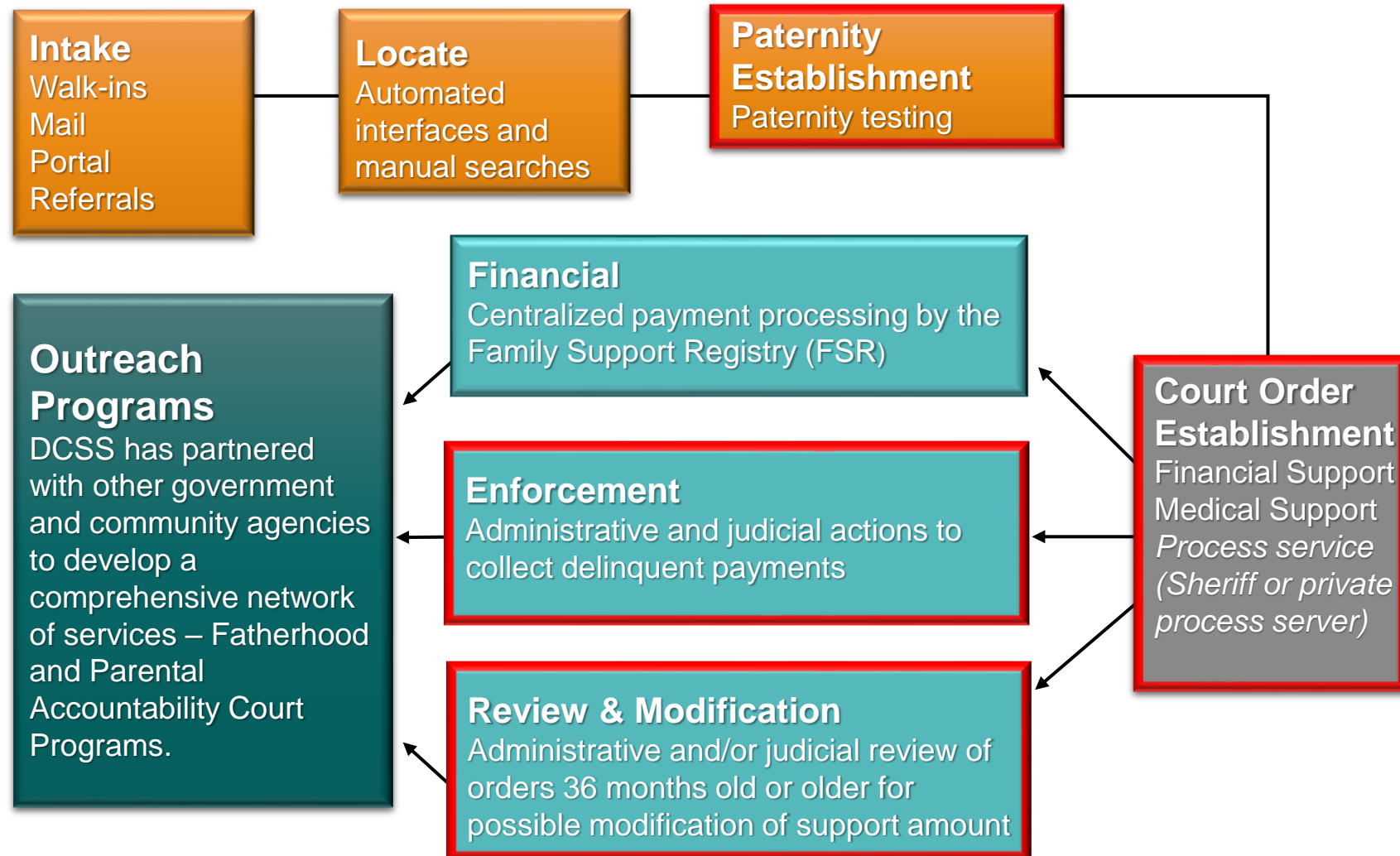
1,160

### Total caseload as of 09/30/2020

356,887



# Child Support Services



# Payment by Source Data for FFY2020

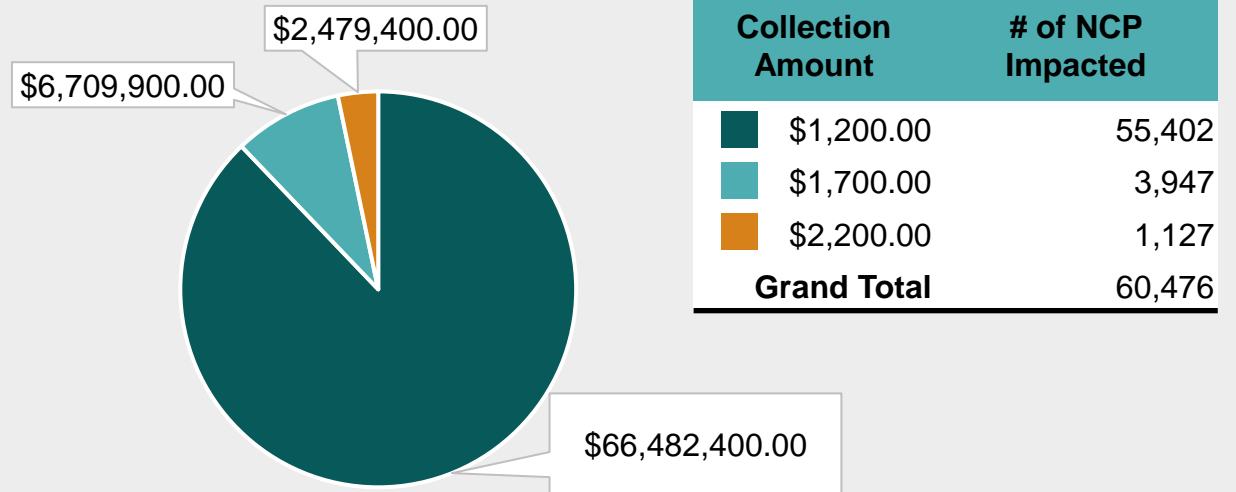
## Decreases:

- Wage Withholding (Job loss)
  - \$22,741,245 (-4.5%)
- Court Purge (Court shutdowns)
  - \$3,839,379 (-37.5%)
- Drivers License Suspension Collections (Delayed)
  - \$4,095,514 (-45.1%)

## Increases:

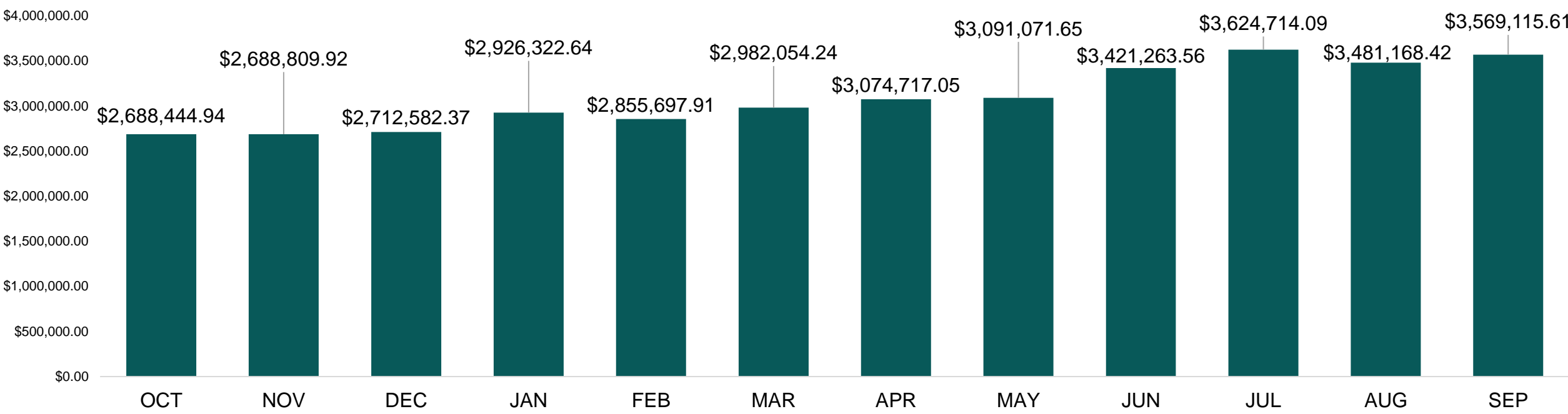
- Unemployment Offset (CARES Act)
  - \$51,730,519 (1,294.3%)
  - Unemployment benefit
- Federal Tax Offset (CARES Act)
  - \$90,290,803 (207.8%)
  - Stimulus payment benefit
- Regular
  - \$1,748,891 (1.4%)
  - Increased use of mobile app and self-service options

## Stimulus Payments by Amount



# Mobile App

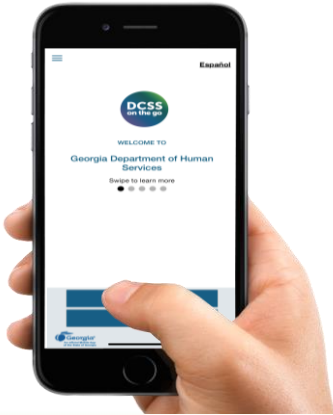
Mobile App Collections FFY2020



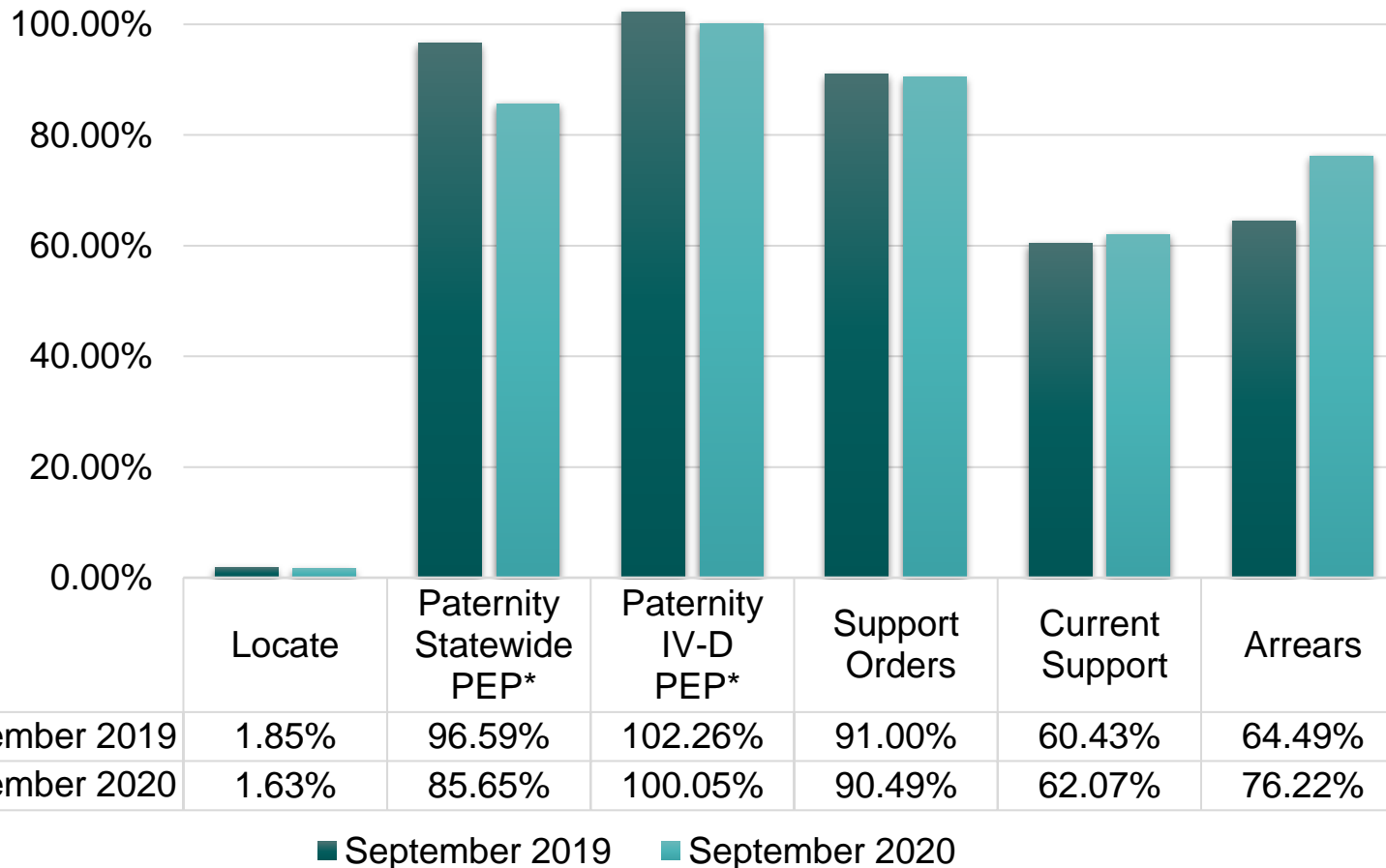
Federal Fiscal Year (FFY) Total	\$37,115,962.40
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## Other Self-Service Options

- Customer Online Portal
- Communication Center



# Key Performance Indicators



- **Current Support**

- FFY2019: \$558,106,042
- FFY2020: \$563,957,522
  - Increase of \$5,581,480 (1.05%)

- **Arrears**

- FFY2019: \$168,656,943
- FFY2020: \$271,731,829
  - Increase of \$103,074,886 (61.1%)

- **Total Collections**

- FFY2019: \$726,762,985
- FFY2020: \$835,689,351
  - Increase of \$108,926,366 (15%)

\*PEP-Paternity Establishment Percentage



# Data Reliability Review FFY2019

## Federal Data Reliability Review (DRR)



### Review of the audit trails

- Office of Child Support Enforcement Office of Audit
- Accuracy of State data reported
- Audit reviews limited in scope
  - Financial and expenditure reports
  - Case reviews excluded



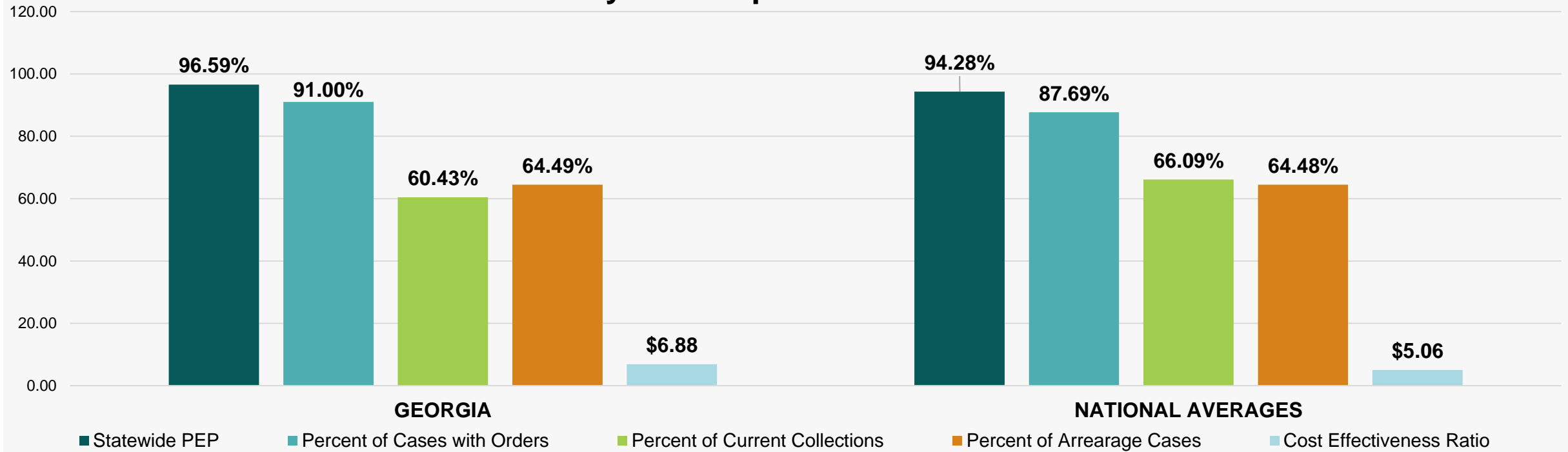
No material deficiencies were identified for the 2<sup>nd</sup> year in a row





# National Rankings FFY2019

## Preliminary Data Report \*FFY2019 Performance



\*FFY-Federal Fiscal Year

## Georgia's National Rankings

8- Cost Effectiveness Ratio

9- Statewide PEP

12 Percent of Cases with Orders

26- Percent of Arrearages Cases

40-Percent of Current Collections





## Transition to the new normal

- Increased use of self-service options
- Continued safe and healthy work environments
- Enhanced remote work options



## Operations

- Paternity testing focus
- Statewide imaging project
- Potential statewide mail vendor
- Virtual learning platform
- Increased automation



## Presidential Priorities

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



*Thank  
You*

# Questions



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