

Georgia Department of Human Services
Division of Child Support Services

Customer Service in a Virtual World **DHS Board Meeting – August 2021**

John Hurst

Assistant Deputy Commissioner, Child Support Services



stronger families

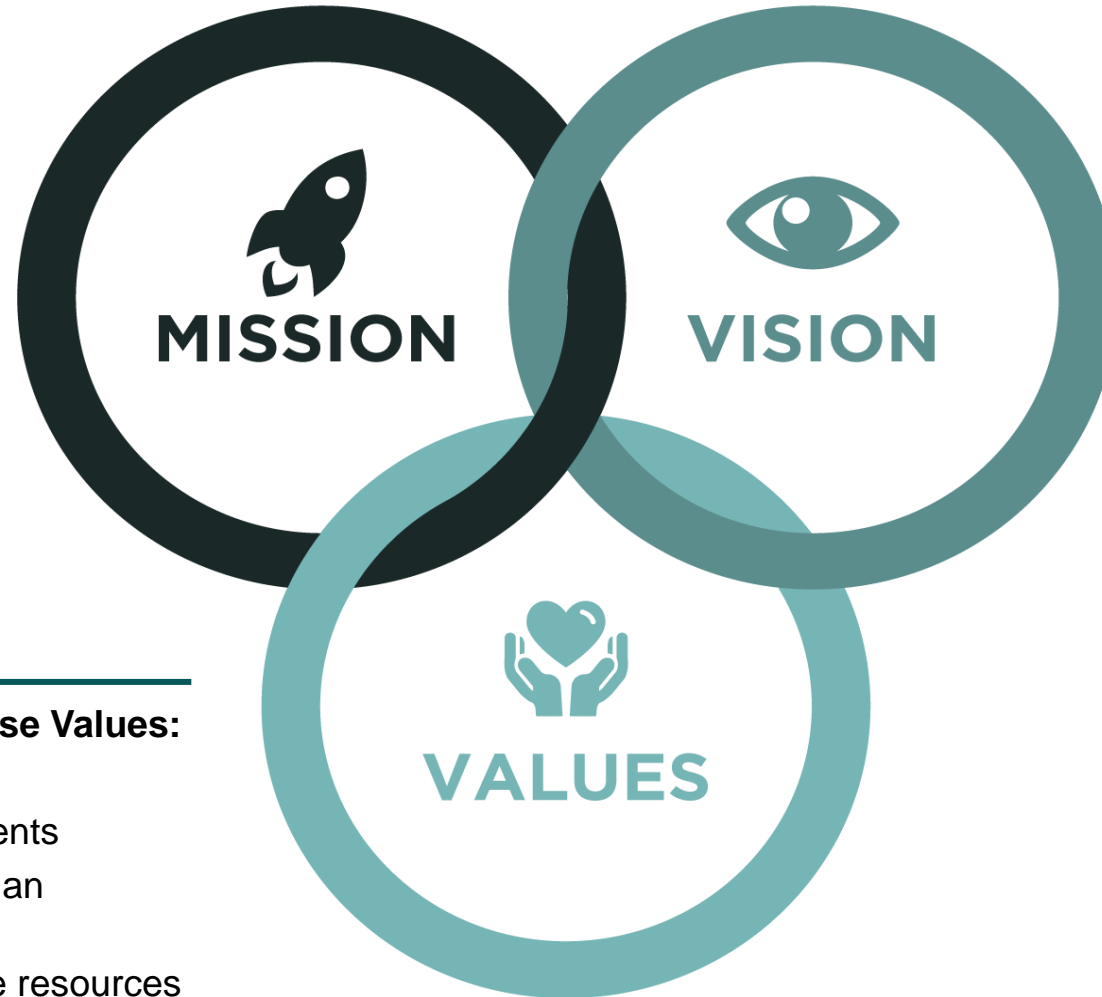
FOR A STRONGER GEORGIA



Division of Child Support Services

Our Mission is to Enhance the Well-Being of Children by:

- Locating Non-Custodial Parents
- Establishing paternity
- Establishing, enforcing and modifying support obligations (financial and medical)
- Collecting and distributing support payments



Georgia's Vision is to be:

- Ranked in the top 10 states nationally
- Recognized nationally as a trendsetter for best practices
- Program of choice for employment and outreach partnerships

DCSS is Governed by these Values:

- Put Children First
- Children need both parents
- Customer Interaction is an opportunity
- Employees are valuable resources



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 SFY 2022

\$109,700,100

% State funds

24% = \$26,258,573

% Federal funds

73% = \$79,645,803

% Other Funds

3% = \$3,795,760

Program Information

Performance indicators

Performance Measures (based on federal fiscal year):

- Paternity establishment
- Order establishment
- Current support paid
- Arrears paid
- Undistributed collections
- Locate
- Collections
- Cost Effectiveness

Total offices

55 local offices excluding state, region and specialty/hub offices

Total number of positions

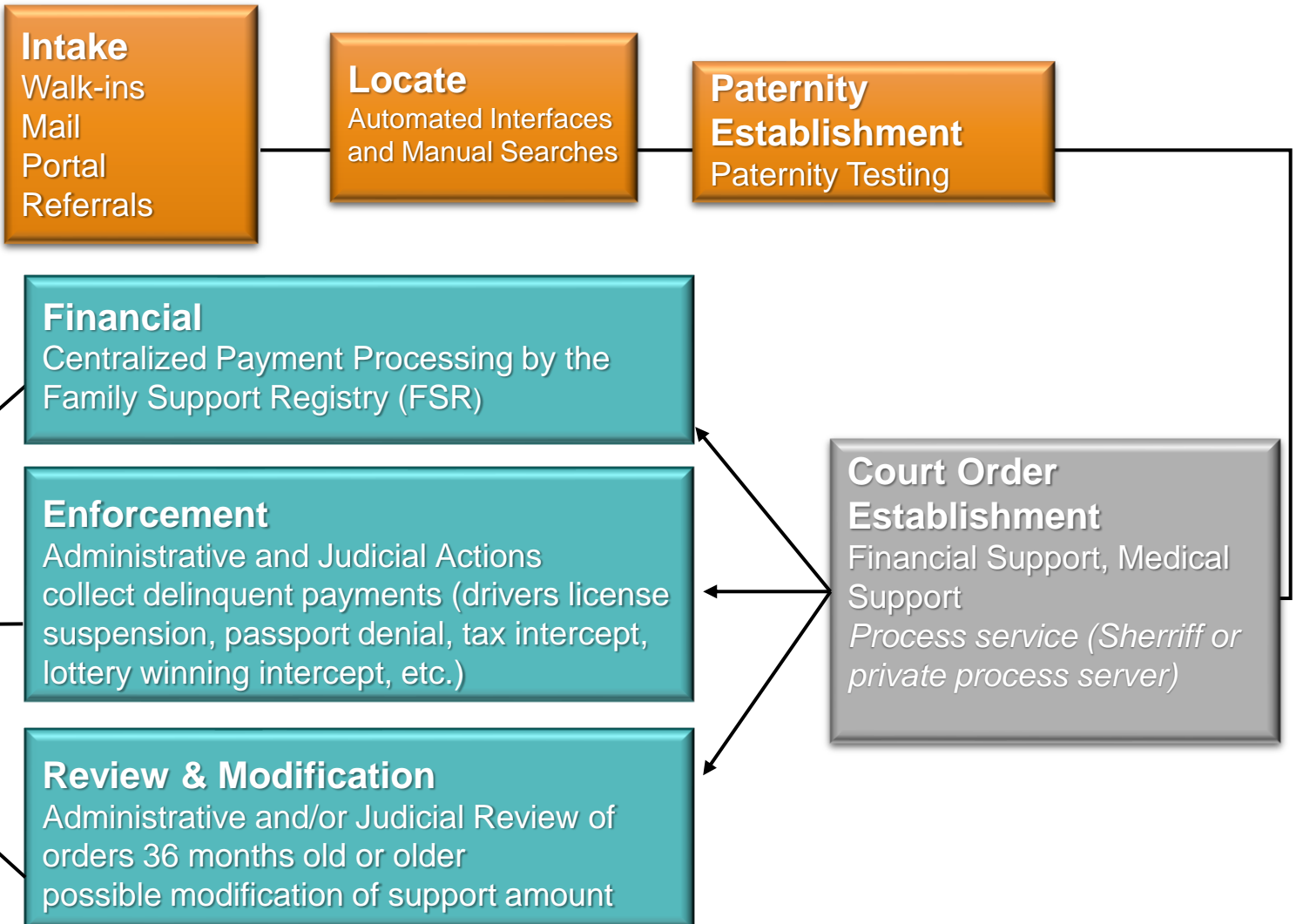
1,160

Total caseload for FFY 2020

356,887



Child Support Services



Customer Service Options



Self-Service Options

The Division of Child Support Services has several self-service options available that allows you to access case information easily and quickly. Use any one of the options below to make managing your case a breeze.

Mobile App

The DCSS mobile app is a great way to get information on your case or make child support payments with your credit card or bank account.



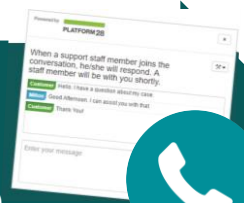
Customer Online Portal

The Customer Portal is an interactive website that empowers you to get information about your case. The Portal gives you convenient access to your case 24 hours a day.



Communications Center

Call us on our automated phone system or chat with someone live to get access to your case. You can get information about your payments, balances, court information, license suspensions and more.



MoneyGram

Don't have a bank account? No problem! Pay by cash at any MoneyGram location. All you need is your case number, the cash and the receive code (14655).

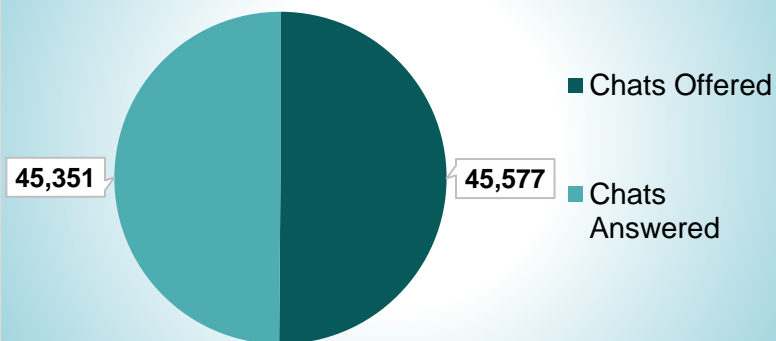


Customer Service Options

Communication Center

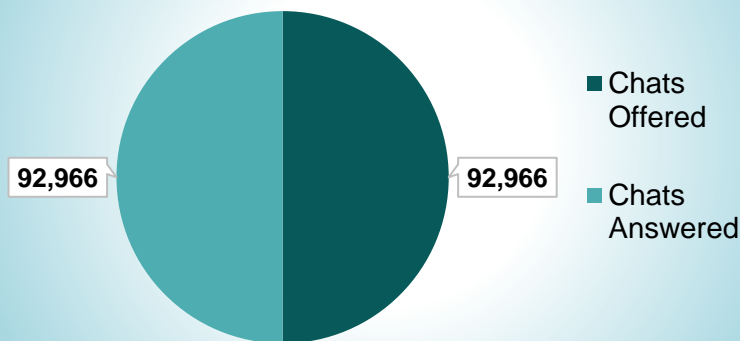
Chats Logged

October 1, 2018 to September 30, 2019



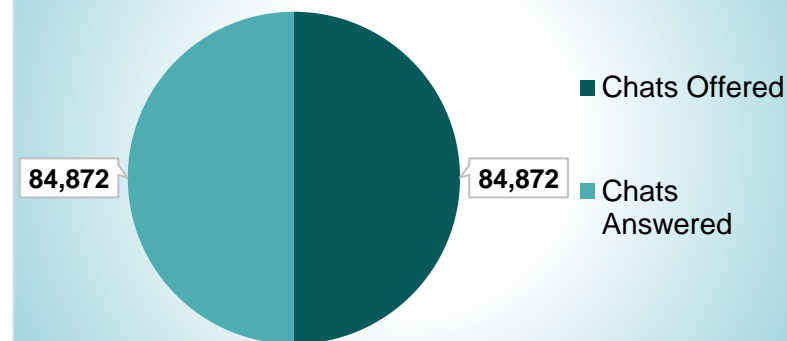
Chats Logged

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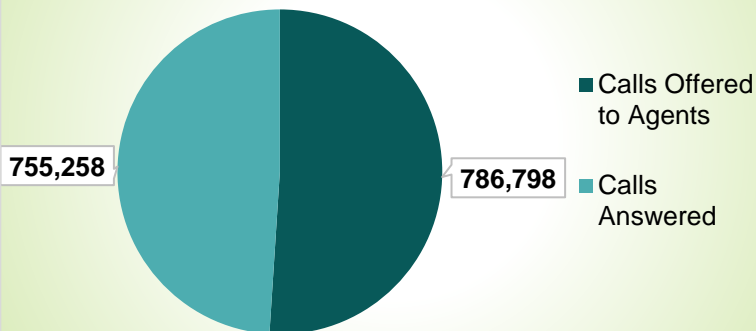
Chats Logged

October 1, 2020 to June 30, 2021



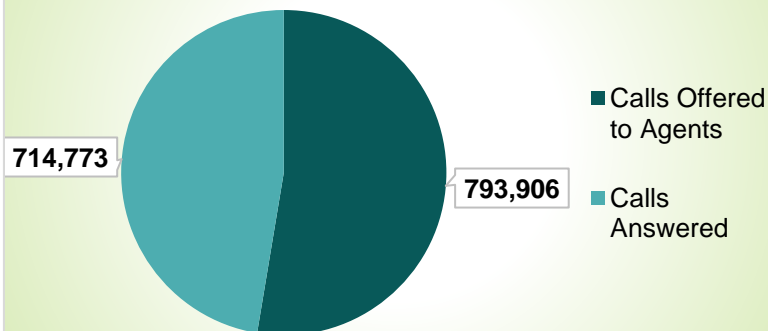
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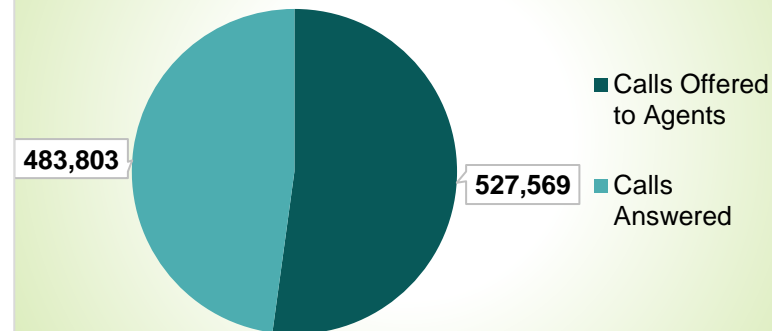
Calls Logged

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Calls Logged

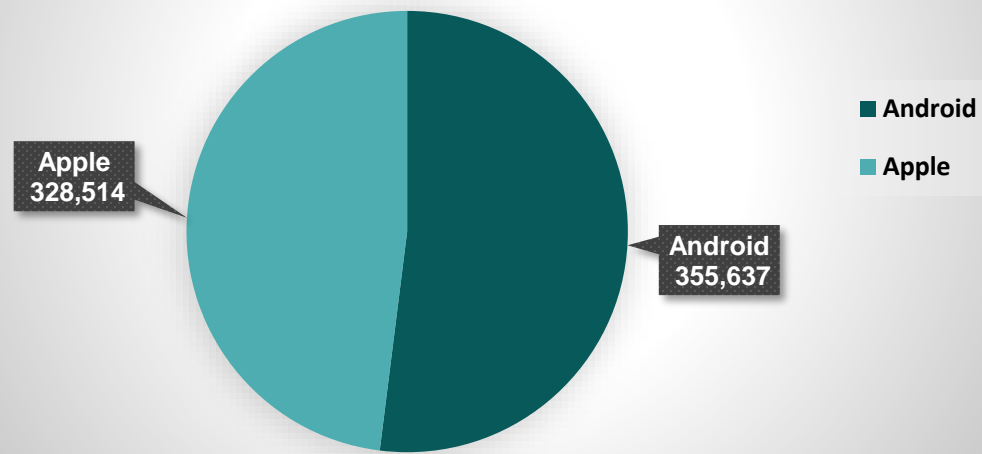
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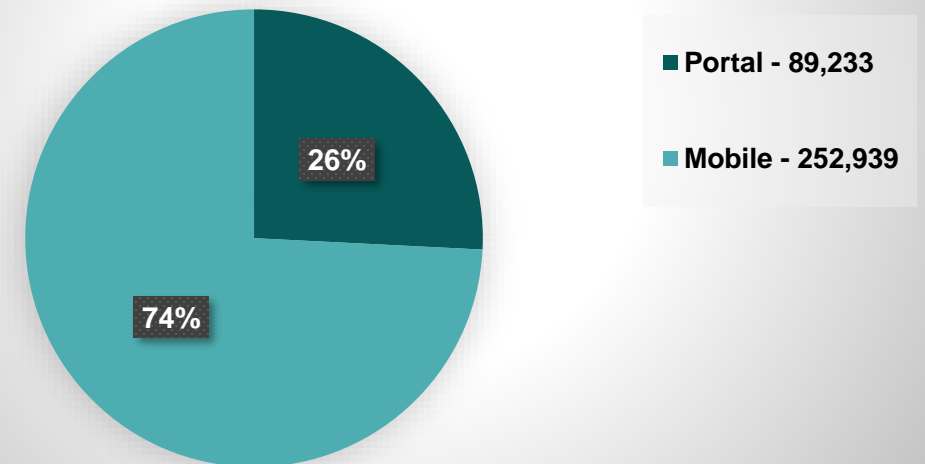
Self-Service Options

Mobile App

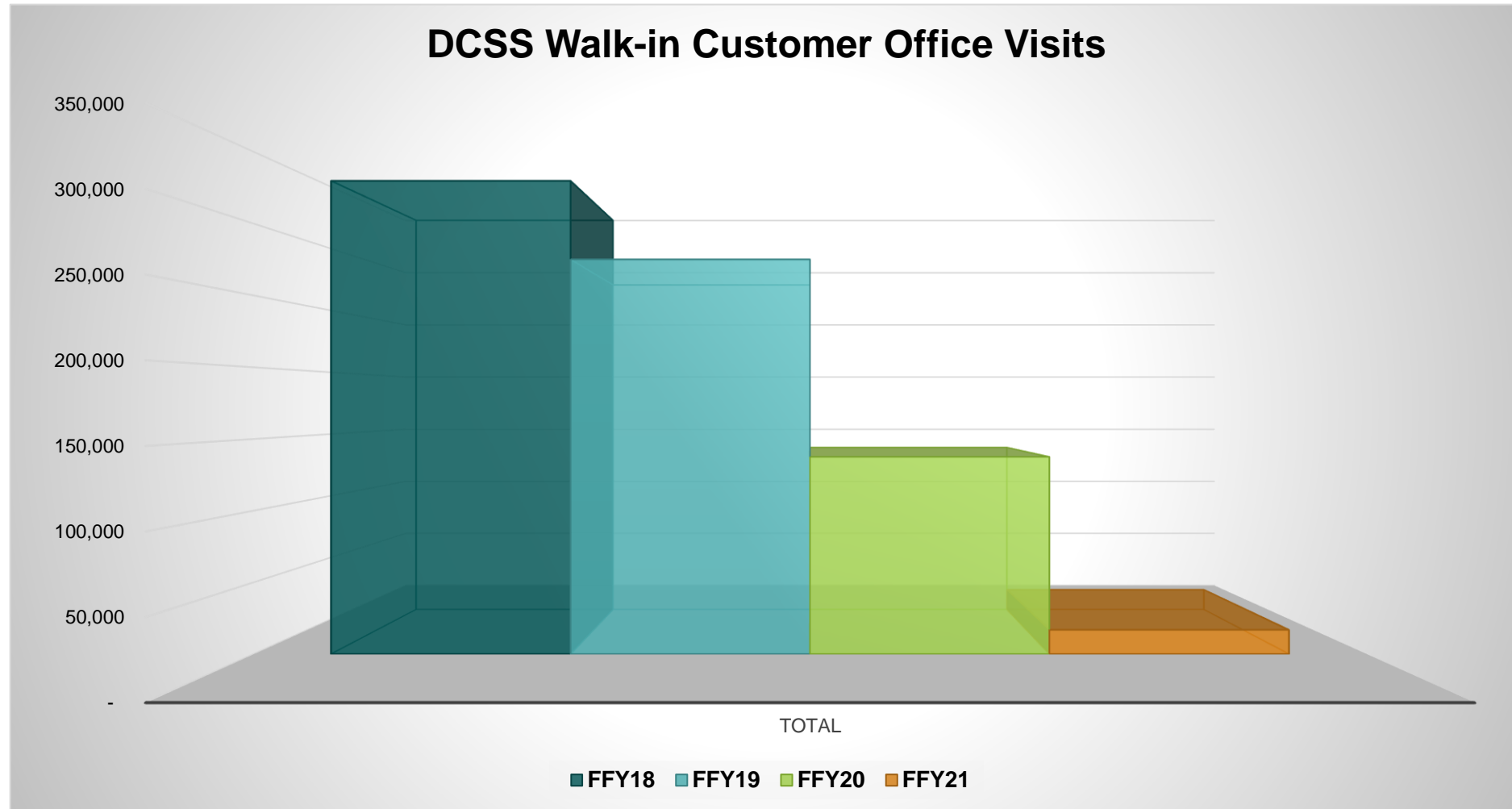
Total Downloads by Device Type
Since Mobile Rollout through
06/30/2021



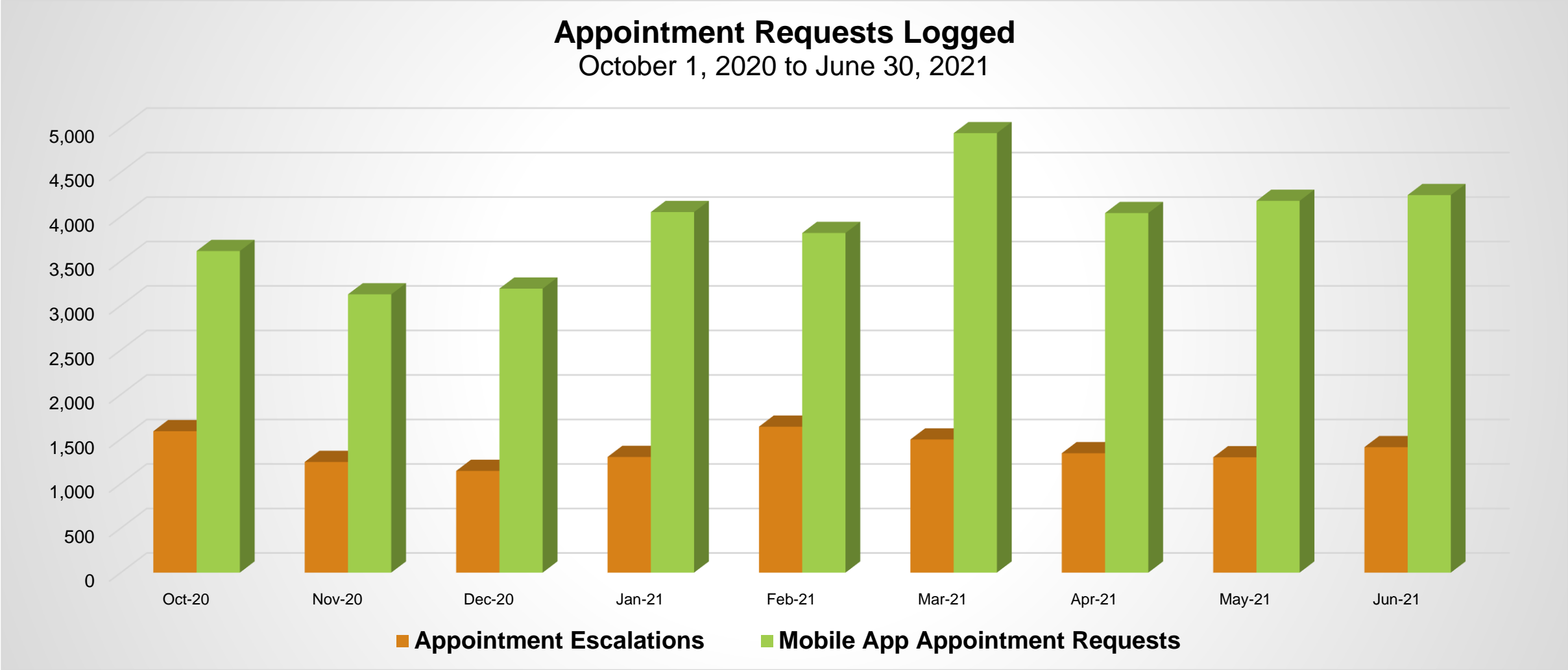
Active Portal vs. Mobile Users
Since Mobile Rollout through
6/30/2021



Customer Visits



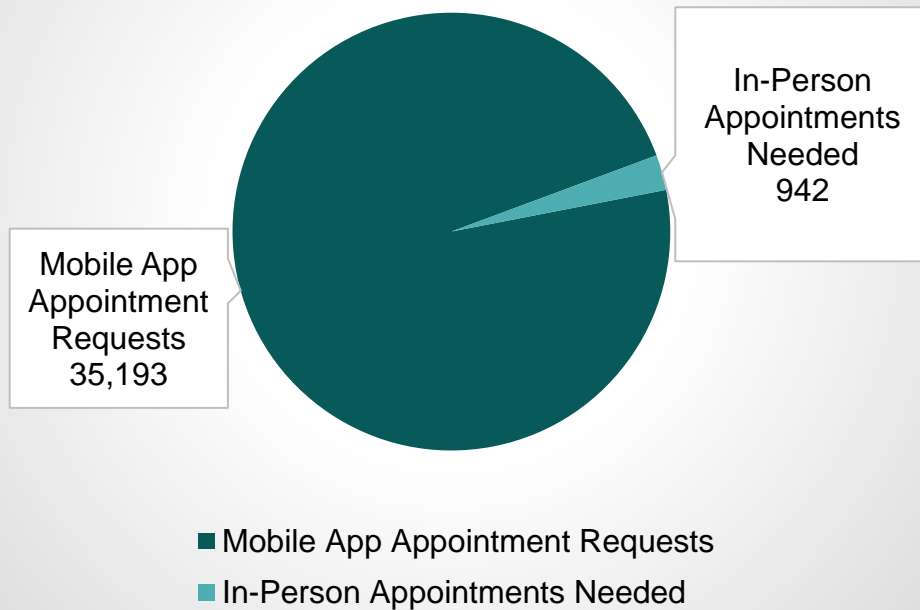
Customer Appointment Requests



Requests vs. In-Person Visits

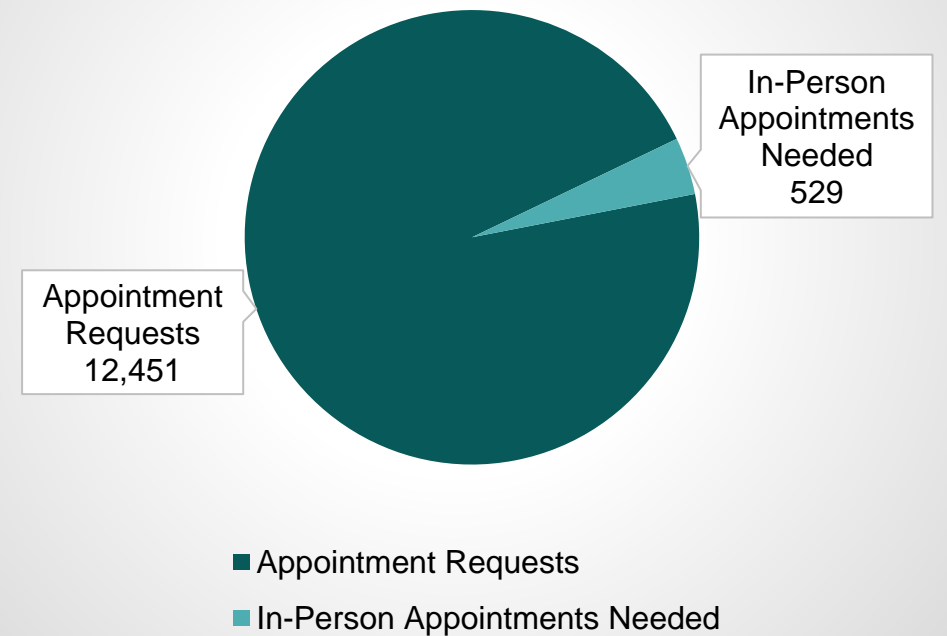
Mobile App Appointment Requests

October 1, 2020 to June 30, 2021



Communication Center Appointment Requests

October 1, 2020 to June 30, 2021



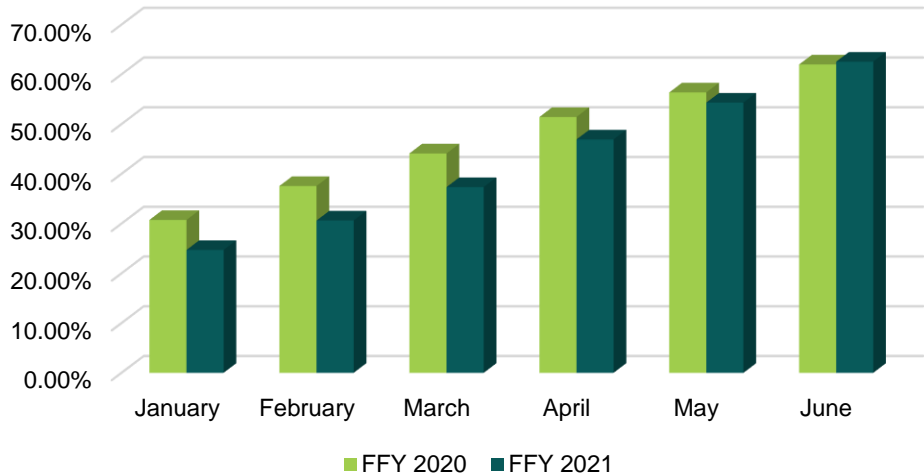
Paternity Establishment Percentage (PEP)

45 CFR § 302.31

Paternity Requirement – 90%

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

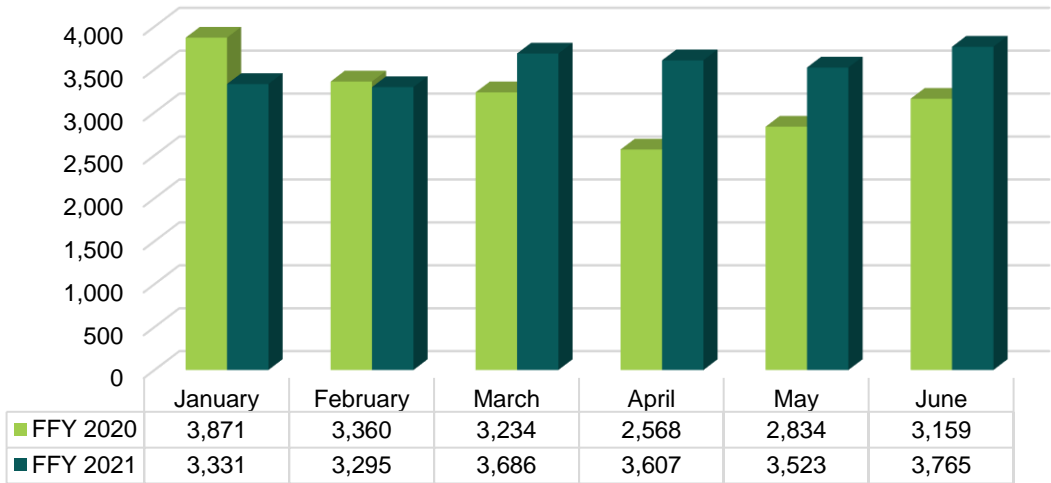
Statewide PEP
2020 - 2021 Monthly Comparison



Performance Impact

- Projected to end FFY around 88%
- Paternity Acknowledgment (PA) Forms
 - Limitations on the number visitors

Voluntary Paternity Acknowledgment Forms
2020 - 2021 Monthly Comparison





Operations

- Continued remote work options
- Virtual and in-person training
- Continued paternity testing focus
- Enhancements to self-service options
- Increased automation



Presidential Priorities

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



Questions

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Georgia Department of Human Services

Georgia Division of Child Support Services

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