

Georgia Department of Human Services
Division of Child Support Services

Performance Update
DHS Board Meeting – November 2021

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Assistant Deputy Commissioner, Child Support Services



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 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

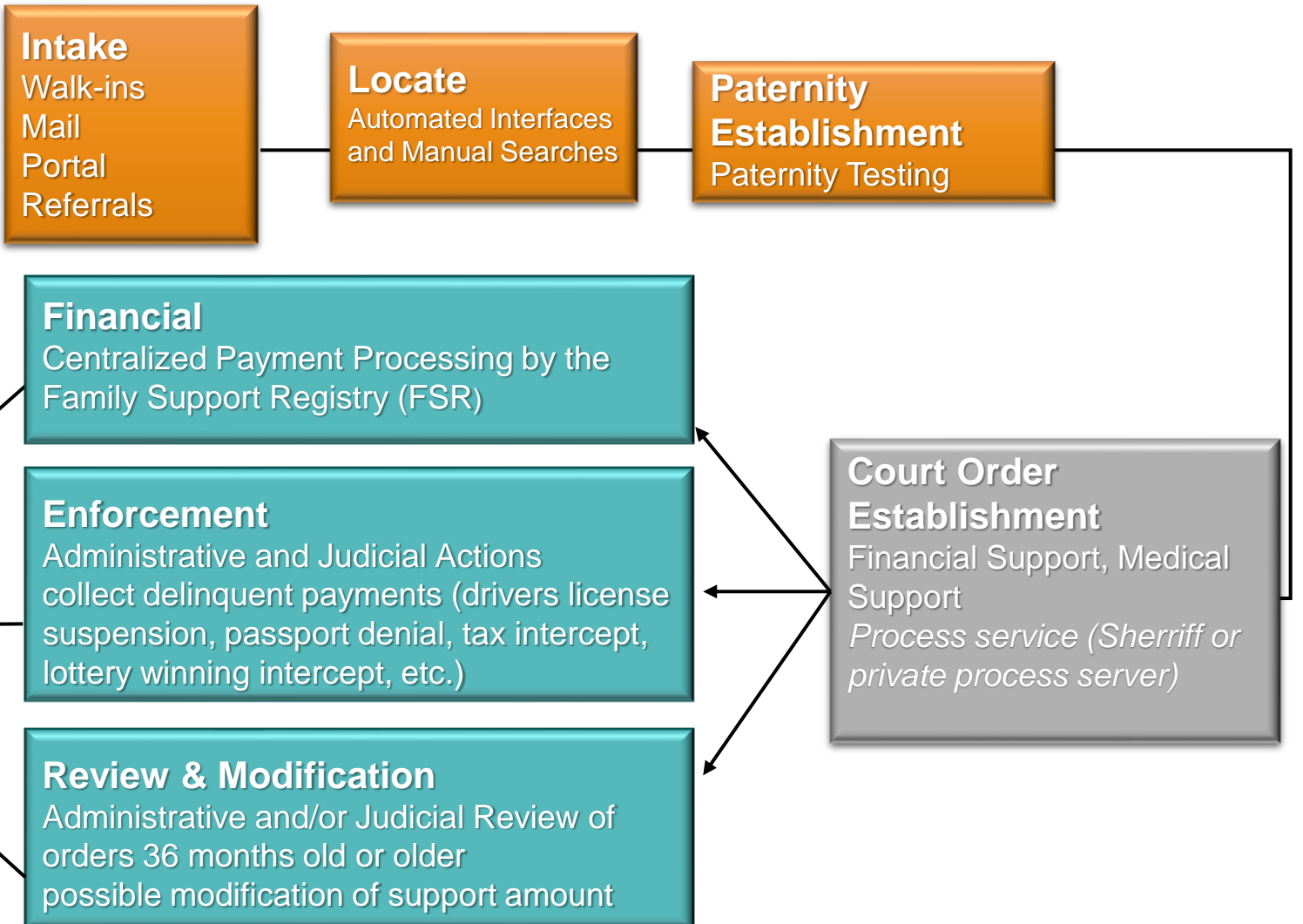
1,171

Total caseload for FFY 2021

340,648



Child Support Services



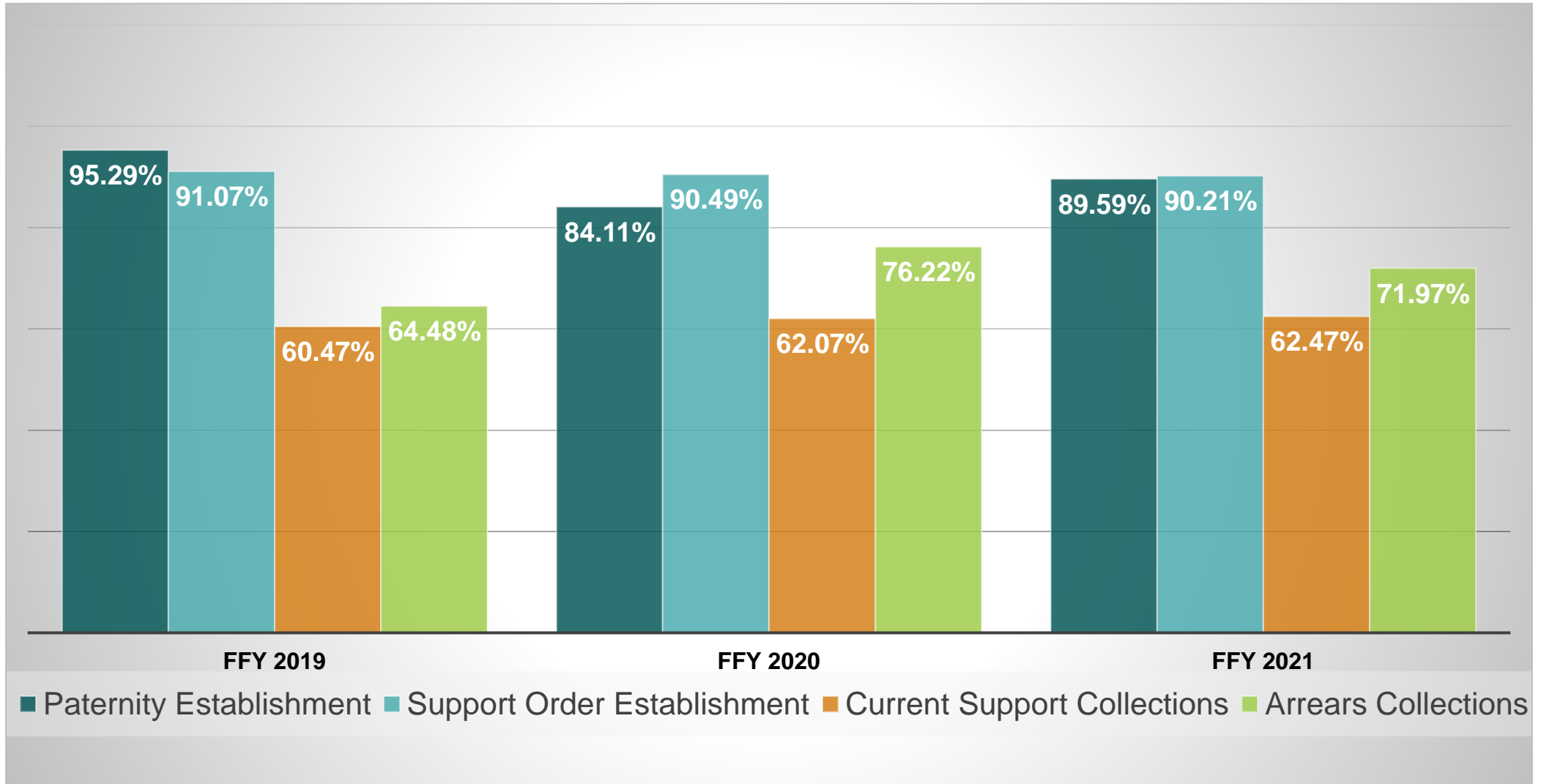
Outreach Programs

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



Federal Performance Indicators

Three Year Trend



State Performance Indicators

FFY 2020 and FFY 2021

Measure	FFY 2020	FFY 2021
Locate	1.63%	1.46%
Caseload Count	356,887	340,648
Collections	\$835 Million	\$751 Million



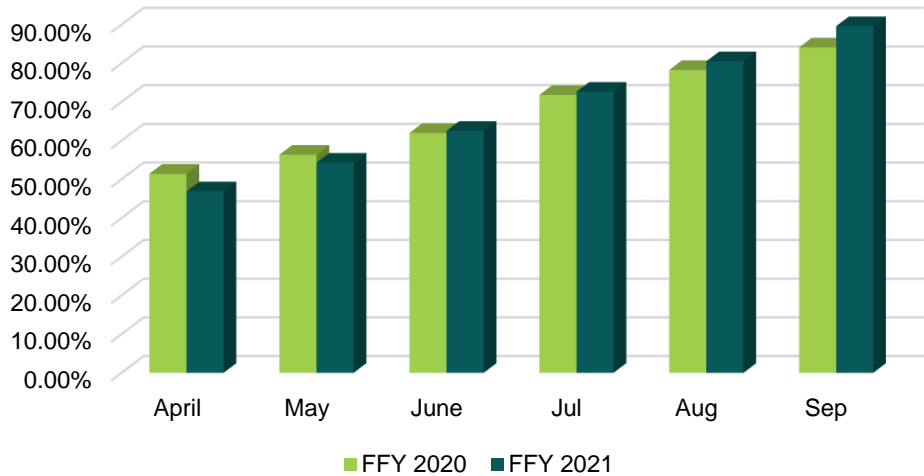
Paternity Establishment Percentage (PEP)

45 CFR § 302.31

Paternity Requirement – 90%

- Georgia finished FFY 2020 at 84.11%
- Increase to at least 86.11% required for FFY 2021
- Georgia finished FFY 2021 at 89.59%

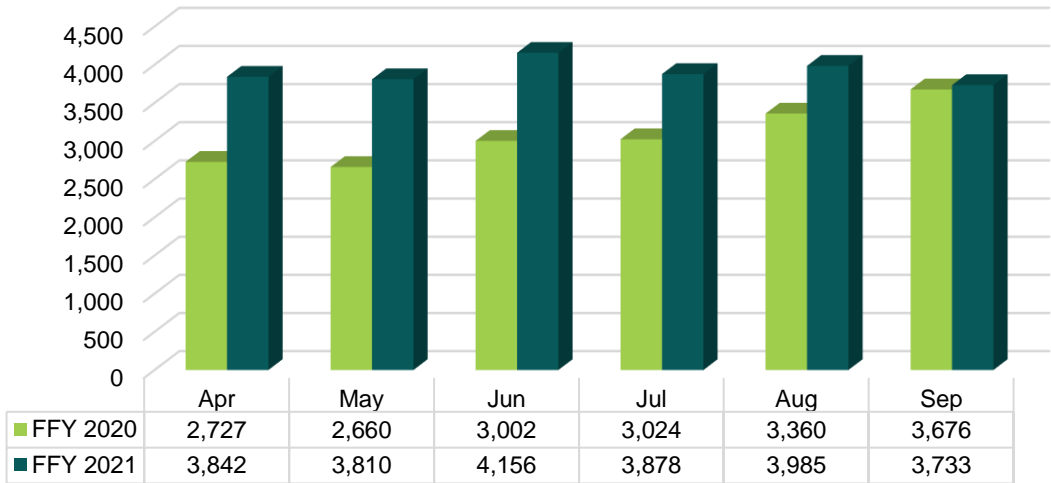
Statewide PEP
2020 - 2021 Monthly Comparison



Office of Vital Records Impact

- Voluntary Paternity Acknowledgement (PA)
- In-Hospital PA programs
- Outreach efforts

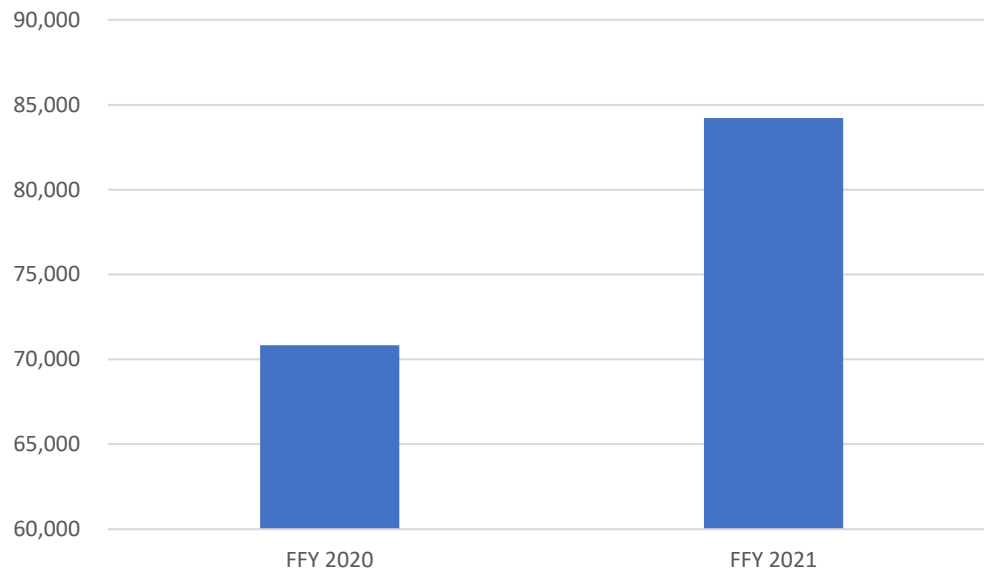
Voluntary Paternity Acknowledgment Forms
2020 - 2021 Monthly Comparison



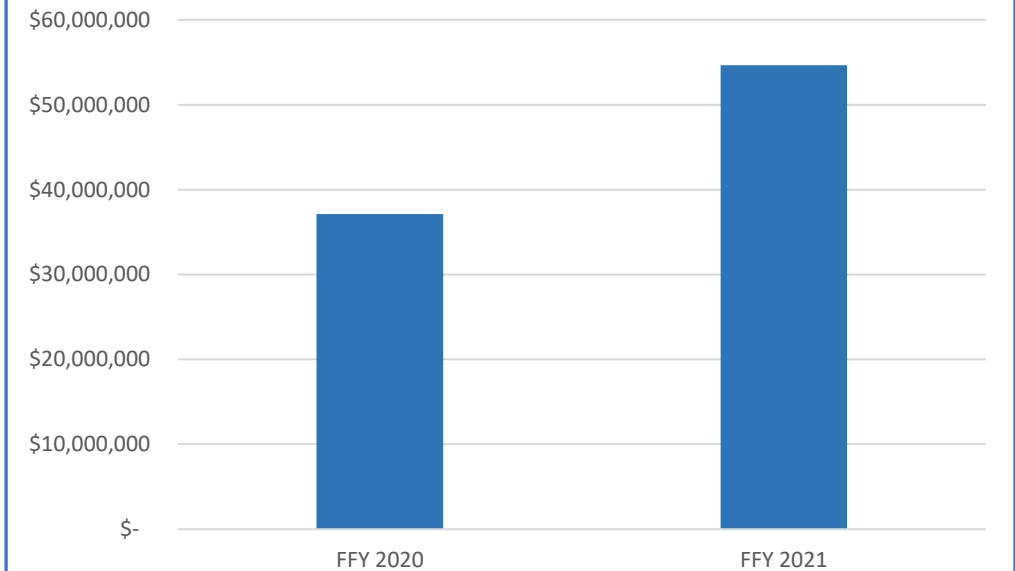
Self-Service Options

Mobile App

Active Users



Mobile App Payments



Key Accomplishments



Exceeded Paternity
Establishment Percentage
Goal

Passed Federal Data
Reliability Audit

Increased customer use of
Self-Service Options

Developed enhanced e-Filing
solution



FFY 2022 Key Initiatives



Outreach Expansion

System Modernization

Paternity Establishment

Process Enhancement
through automation



Questions

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