



Georgia Department of Human Services
Division of Child Support Services

DCSS Program Overview

DHS Board Meeting

Sarah Hurst

Deputy Director of Administration, Child Support Services

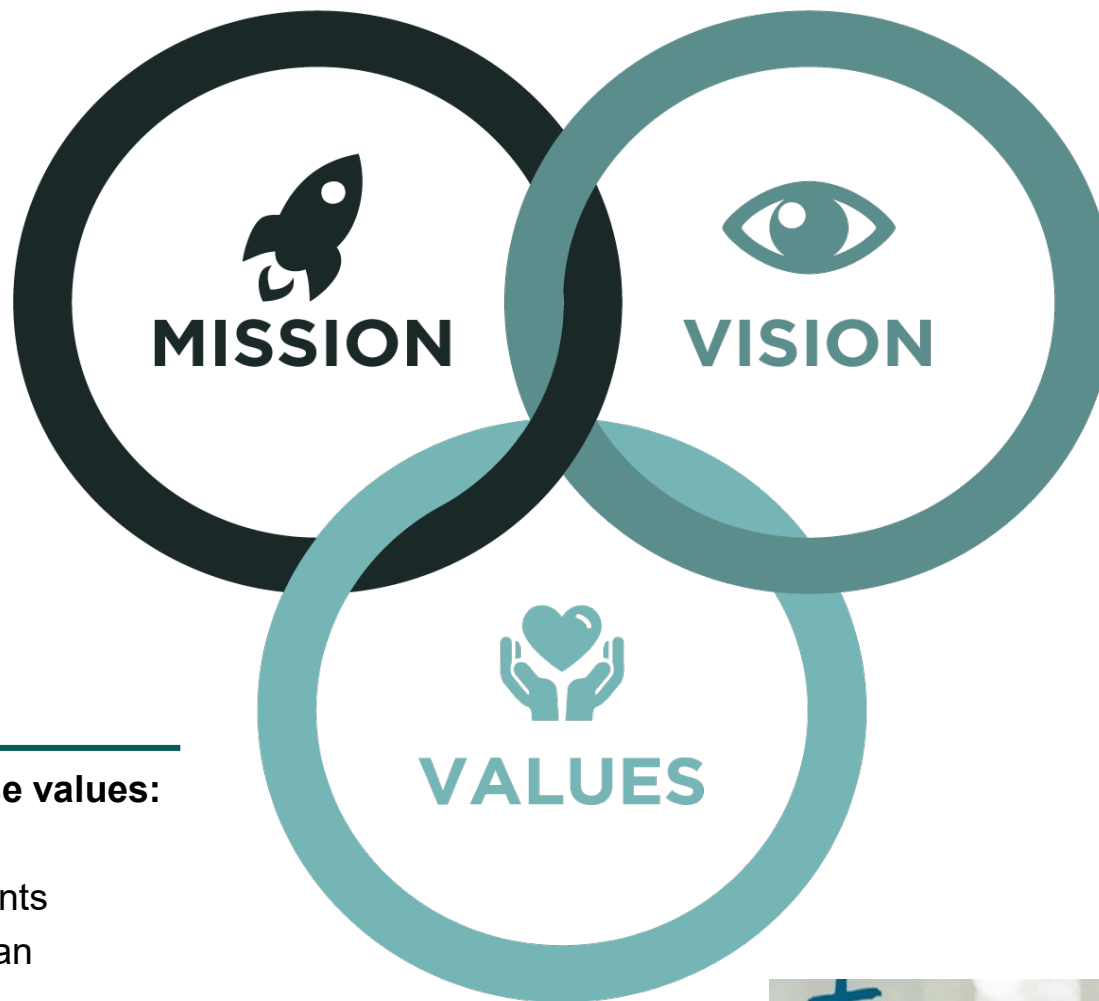
Division of Child Support Services

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

DCSS is governed by these values:

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



Our vision is to be:

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



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 Amended SFY 2022 \$121,917,981

% State Funds 24% = \$28,846,936

% Federal Funds 73% = \$89,275,285

% 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 # of Positions

1,171

Total caseload for FFY 2021

340,648



DCSS Region Map

Region 1
Bartow, Catoosa, Chattooga, Cobb, Dade, Douglas, Floyd, Gordon, Haralson, Murray, Paulding, Polk, Walker, Whitfield

Region 2
Carroll, Coweta, Fulton, Heard, Meriwether, Troup

Region 3
Gwinnett, Newton, Rockdale, Walton, Georgia Employer HUB

Region 4
Baldwin, Bibb, Butts, Crawford, Fayette, Greene, Hancock, Houston, Jasper, Jones, Lamar, Monroe, Morgan, Peach, Pike, Putnam, Spalding, Upson, Wilkinson, Special Operations Section

Region 5
Banks, Barrow, Cherokee, Habersham, Hall, Hart, Jackson, Clarke, Dawson, Elbert, Fannin, Lumpkin, Madison, Oconee, Forsyth, Franklin, Gilmer, Oglethorpe, Pickens, Rabun, Stephens, Towns, Union, White

Region 6
Atkinson, Baker, Berrien, Brooks, Calhoun, Chattahoochee, Clinch, Cook, Colquitt, Decatur, Dougherty, Echols, Grady, Harris, Lanier, Lee, Lowndes, Macon, Marion, Mitchell, Muscogee, Schley, Stewart, Sumter, Talbot, Taylor, Thomas, Webster, Central Registry

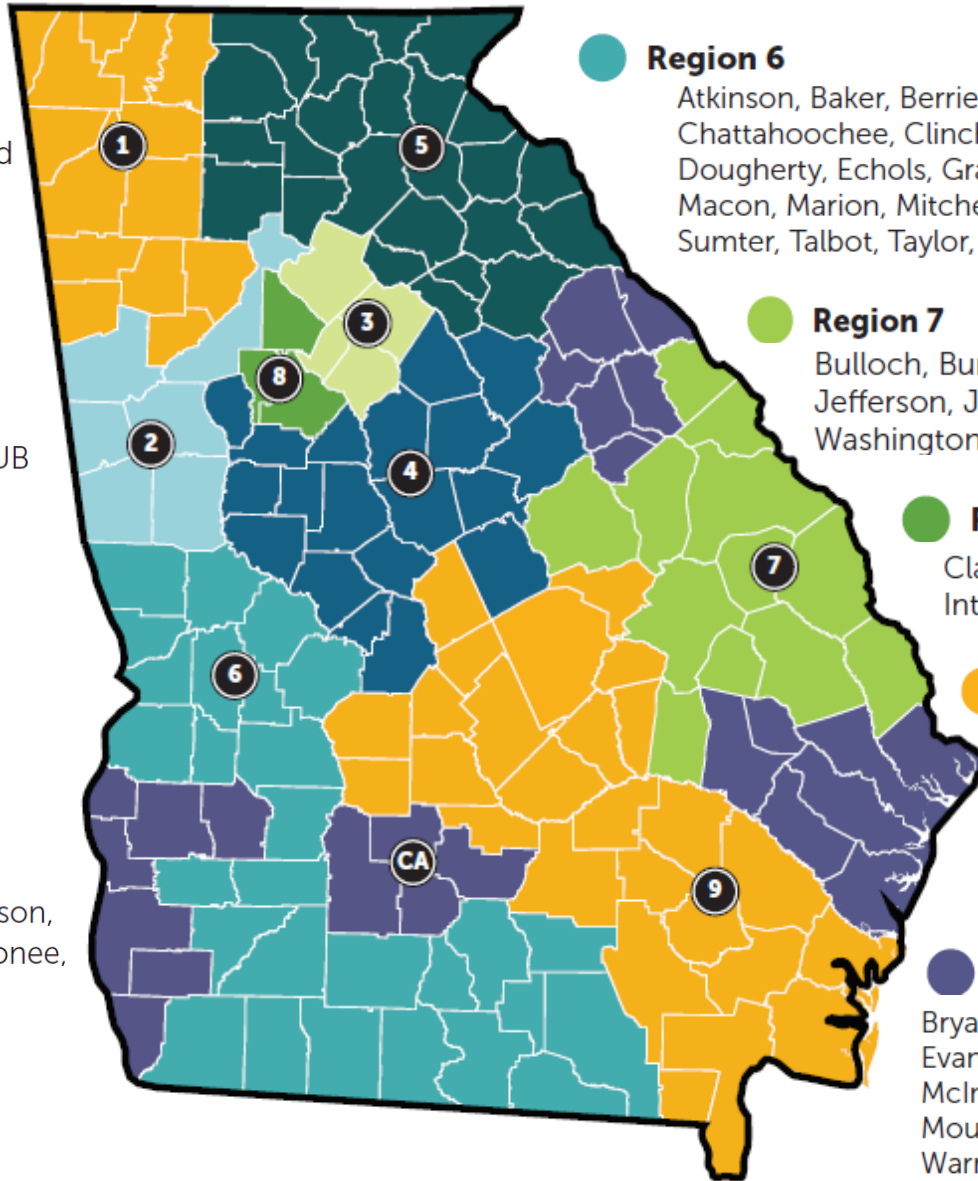
Region 7
Bulloch, Burke, Candler, Columbia, Effingham, Emanuel, Jefferson, Jenkins, Richmond, Screven, Toombs, Washington, Dublin Locate / Order Monitoring HUB

Region 8
Clayton, DeKalb, Henry, Albany Intake and Intergovernmental HUB

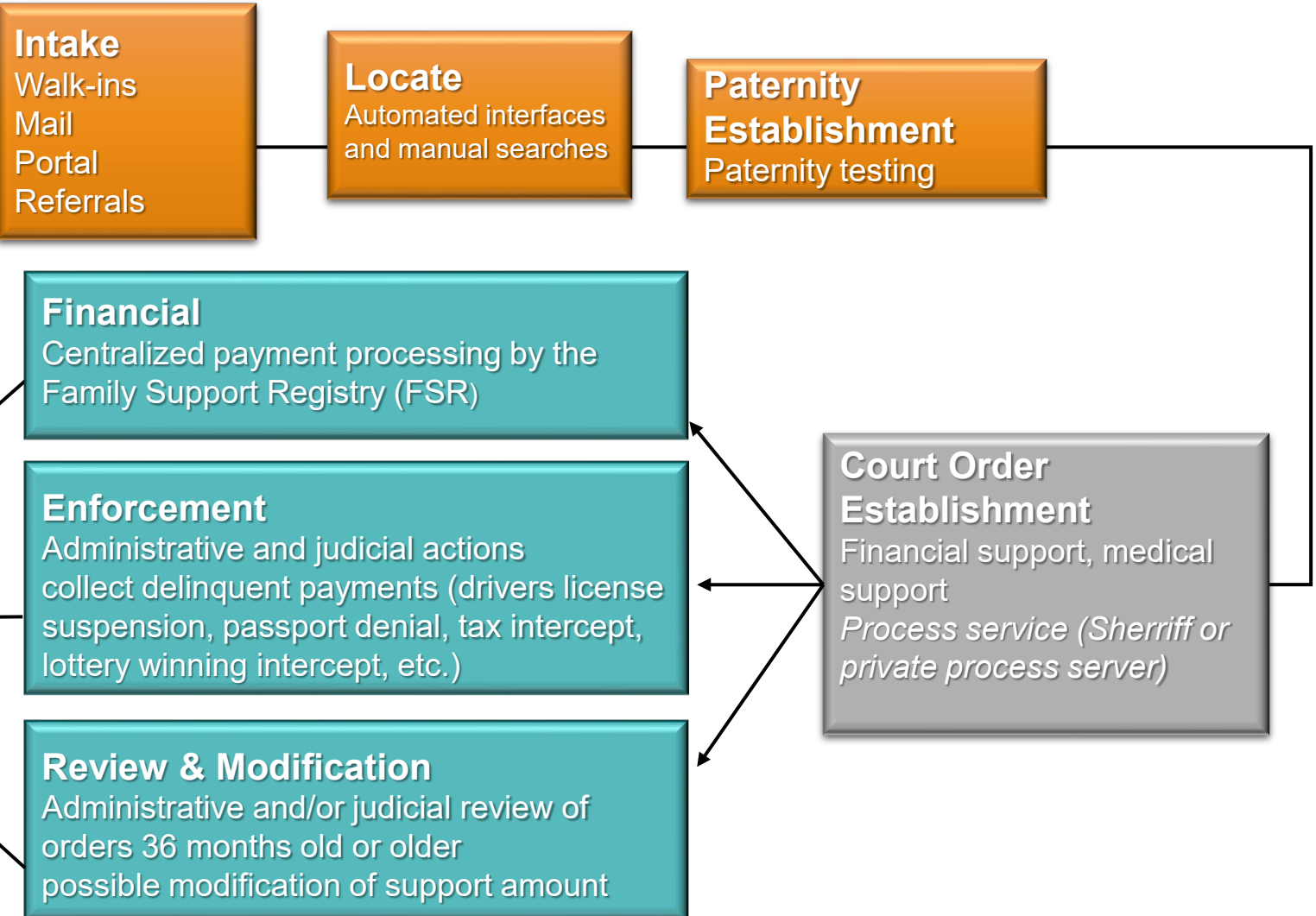
Region 9
Appling, Bacon, Ben Hill, Bleckley, Brantley, Charlton, Coffee, Crisp, Dodge, Dooly, Glynn, Johnson, Laurens, Montgomery, Pierce, Treutlen, Twiggs, Ware, Wayne, Wheeler, Camden, Jeff Davis, Pulaski, Telfair, Wilcox

County Administered

Bryan, Chatham, Clay, Clayton UIFSA, Cobb UIFSA, Early, Evans, Glascock, Irwin, Liberty, Lincoln, Long, McDuffie, McIntosh, Miller, Quitman, Randolph, Seminole, Stone Mountain UIFSA, Taliferro, Tattnall, Terrell, Tift, Turner, Warren, Wilkes, Worth



Child Support Services



Fatherhood program Outreach

5,320

parents enrolled in the Fatherhood program

11,073

children supported

2,863

parents successfully completed the program

Aids unemployed or underemployed parents.
Connecting participants with resources that lead to jobs,
greater self-sufficiency, and more emotional, parental, and financial
involvement.

Services

- GED classes
- Short-term training
- Resume writing
- Federal bonding
- Referrals for access & visitation
- Referrals for legitimization
- Job placement, coaching, & mentoring

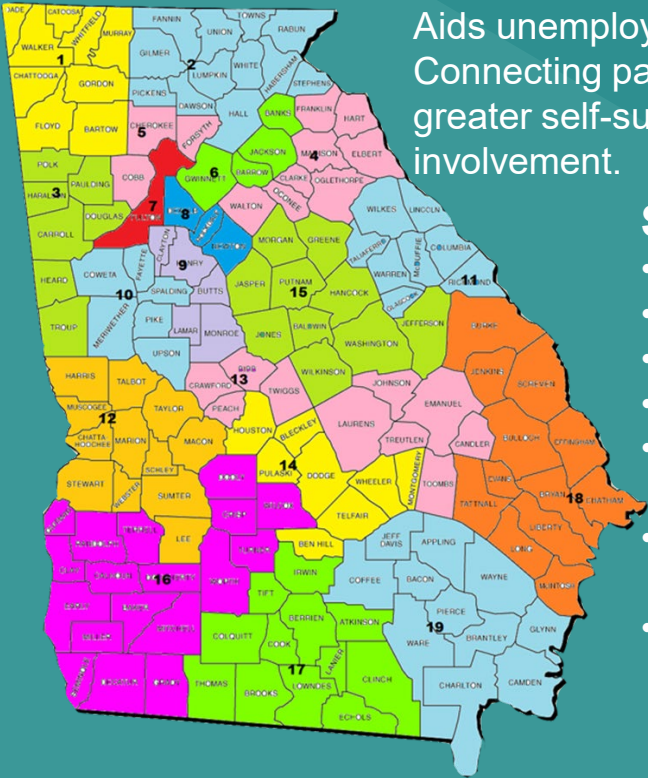
Community awareness

- Fatherhood Celebrations
- Fatherhood Conversations

DRIVER LICENSE



Driver's license release
for participants who have had their
driver's licenses suspended
for nonpayment



Since 2009:
5,642

NCPs at risk of incarceration who avoided jail time and provided support to

13,294
of Georgia's children. Program participants paid an estimated

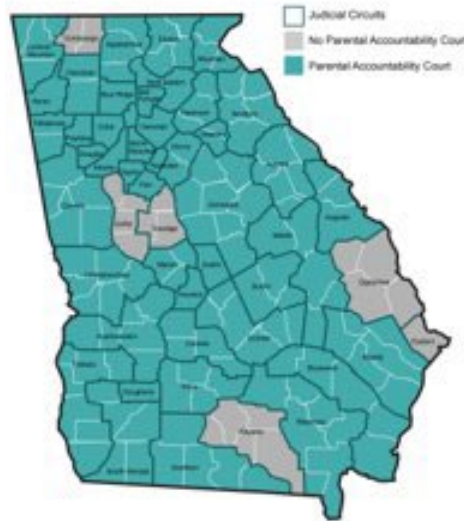
\$20.2 million +
to support families

Parental Accountability Court Outreach

Collaborates with Superior Court Judges and community resources to offer an alternative to incarceration to chronic nonpayers. Under Judicial oversight, address barriers that keep parents from meeting their support obligations.

Services

- Substance abuse treatment
- Job assistance/placement
- Literacy training
- Mental health services
- Clinical assessments
- Education Services
- Enrollment into Georgia Work Ready Program



Parental Accountability Courts are in operations in
43 out of 49
judicial circuits across the state.

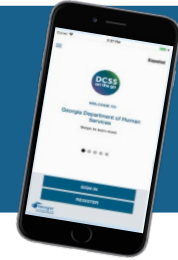


Self-Service Options

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.

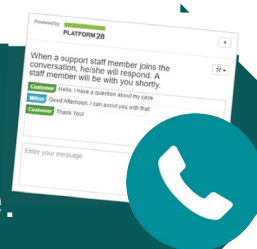


Customer Online Portal

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).



FFY22 Key Initiatives

Initiative 1

System Modernization

Description - Preliminary system enhancement and modernization efforts

- Discovery and Requirements Sessions were completed in June 2019
 - Over 100 staff members participated
- Feasibility Study completed in March 2020
- Pending approval for next steps in system modernization effort

Initiative 2

E-filing Application

Description – Enhancing and streamlining the electronic filing (e-filing) process

- Automated updates to the case action log (CAL) in \$TARS
- Dashboard showing status of all submitted documents
- Customer Experience Team available Monday – Friday (8 a.m. - 5 p.m.)
- Virtual training sessions, written materials and videos

Initiative 3

Fatherhood and TCSG Partnership

Description – Expansion of the partnership between the Fatherhood Program and the Technical College System of Georgia (TCSG)

- Expanded services to communities statewide
- TCSG provides:
 - Meeting space for orientation sessions and accountability meetings
 - Employment, educational and technical courses



Questions

**Sarah Hurst, Deputy Director of Administration
– Child Support Services**

Georgia Department of Human Services

Georgia Division of Child Support Services

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