

Georgia Department of Human Services
Division of Child Support Services

DCSS FFY17 Overview

Tangler Gray
Child Support Director

DHS Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Core Values

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect.
- Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.



Program Data

Program 1	Child Support
Description	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).
Total offices	58 excluding state and region offices
Total number of positions	1,055
Total caseload	411,843
Total budget	\$109,217,809
% State funds	25% = \$27,304,452
% Federal funds	72% = \$78,636,822
% Other funds	3% = \$3,276,534
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



Child Support Services



Intake
Walk-ins
Mail
Portal
Referrals

Locate
Automated Interfaces
and Manual Searches

Paternity Establishment
Paternity testing

Financial
Centralized Payment Processing by the Family
Support Registry (FSR)

Enforcement
Administrative and Judicial Actions
Collect delinquent payments (drivers license
suspension, passport denial, tax intercept, lottery
winning intercept) etc.

Review & Modification
Administrative and/or Judicial Review of orders
36 months old or older
possible modification of support amount

Court Order Establishment
Financial Support, Medical Support
*Process service (Sherriff or private
process server)*



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

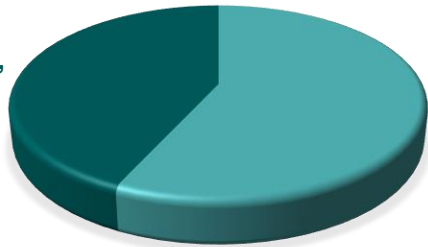


Customer Self Service Options

Customer Contact Center

CALLS

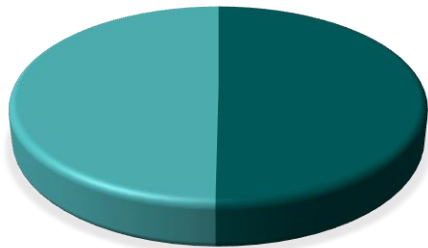
Calls Answered, 711,616



Calls Offered, 936,340

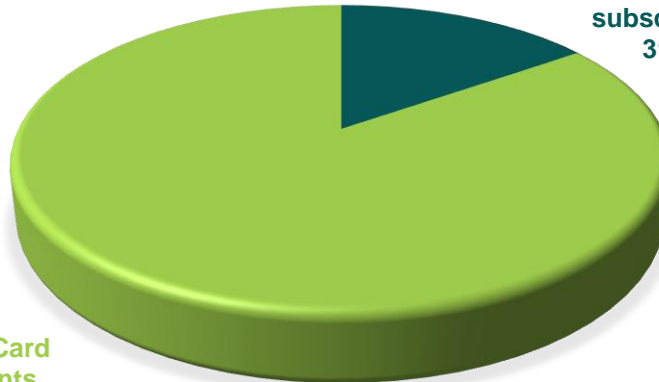
CHATS

Chats Fullfilled, 60,169



Chats Offered, 60,644

Mobile App



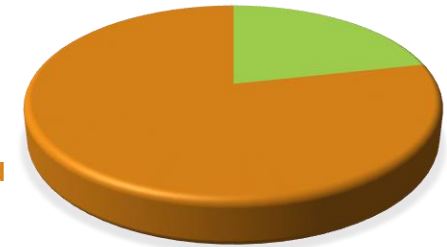
Credit Card Payments, 172,841

\$41,625,241
FFY17 total credit card payments using portal and mobile app

Customer Online Services Portal

CUSTODIAL PARENTS

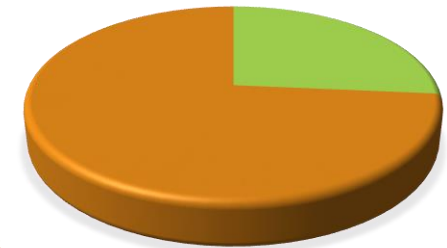
CPs registered during FFY, 14,935



CPs accessed portal during FFY, 54,401

NON CUSTODIAL PARENTS

NCPs registered during FFY

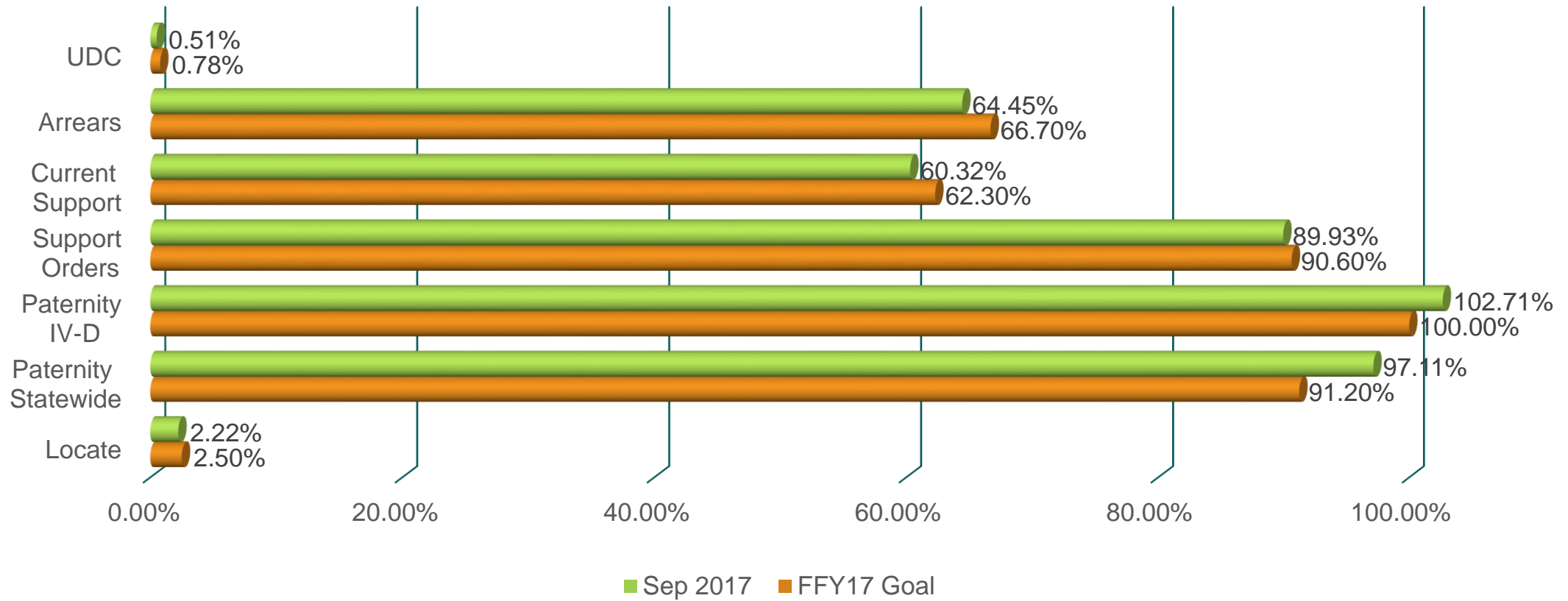


NCPs accessed portal during FFY, 23,086



Key Performance Indicators

FFY17 PERFORMANCE



FFY17 Review & FFY18 Strategy



Current support and arrears performance

Data Warehouse improved reporting

Outreach Programs, Employer Hub Office, Customer Self-Service options



Questions?

Tanguler Gray, Director
Division of Child Support Services

tanguler.gray@dhs.ga.gov

404-463-0992

