

Division of Child Support Services

DCSS National Recognition: *“2012 Most Outstanding Child Support Program”*

Presenter: Renorta R. Heard, DCSS Deputy Director

Presentation to: DHS Board Meeting

Date: Wednesday, August 15, 2012



Georgia Department of Human Services

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.**

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- **National Child Support Enforcement Association (NCSEA)**
 - Members include all 50 states, tribes, territories and international child support agencies (*Germany, Netherlands, New Zealand, Canada, Great Britain and others*)
 - Training Conference hosted every year by the association; **2011-Atlanta**
- **NCSEA Conference was held in Denver, Colorado on August 6-8, 2012**
- **NCSEA awards are determined by a panel of business leaders and child support experts**

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2012 Most Outstanding Child Support Program

- The most outstanding award is based on performance, innovation and community outreach over a three (3) year period
- NCSEA recognizes the best in the child support programs across the country and awards the following:
 - Outstanding Individual Award
 - Judicial Excellence Award
 - Private Sector Award
 - Manager of the Year Award *(2011 Georgia, Kay Daniel)*
 - Program Awareness Award
 - Most Improved Program Award *(2010 Georgia)*
 - **Most Outstanding Program Award (2012 Georgia)**

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2012 Most Outstanding Child Support Program

- **Georgia's Innovation and Community Outreach:**
 - Virtual Call Center
 - Problem Solving Court
 - Statewide Fatherhood Program
 - Rapid Process Improvement; *(Atlanta Improvement Project)*
 - Partnerships with employers *(Goodwill, Atlanta Urban League, Kroger, UPS, United Way)*
 - Prison Re-entry Program
 - Prison Paternity Project
- **Provided on-site technical assistance and mentoring to the following states: *Alabama, Arizona, California, Mississippi, and New York – 9/2012***

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2012 Most Outstanding Child Support Program

- **National Paradigm Shift in developing strategies for collecting child support:**
 - Right sizing orders
 - Establishment of alternatives to incarceration such as Problem Solving Courts
 - Fatherhood and other outreach activities
 - Name change from “Enforcement” to “Services”
 - Impact on poverty and self sufficiency
- **Twelve Georgia delegates attended conference**

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Most Outstanding Program Award – Georgia DCSS