DHS Board Meeting

Presenter: Tanguler Gray-Johnson, DCSS Director

Presentation to: DHS Board Members

Date: Wednesday, May 21, 2014











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.



DCSS Workflow



Intake

Applications
Walk-ins
Mail
On-line Portal
IV-A Referrals
Foster Care
Referrals

Locate

Automated Interfaces and Manual Searches are performed to locate Non-Custodial Parents

Paternity Establishment

DNA Paternity Test

Financial

Centralized Payment Processing by the Family Support Registry (FSR)

Court Order Establishment

Financial Support, Medical Support

Process service (Sherriff or private process server)

Enforcement

Administrative and Judicial Actions are taken to collect delinquent payments (drivers license suspension, passport denial, tax intercept, lottery winning intercept) etc.

Outreach Programs

DCSS has partnered with other government and community agencies to develop a comprehensive network of services.

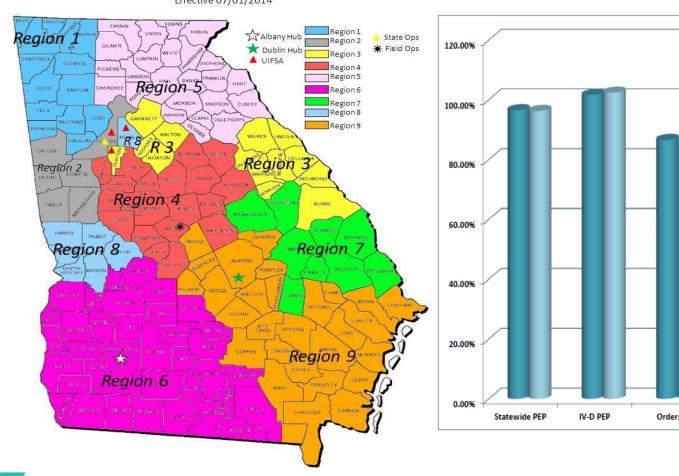
Review & Modification

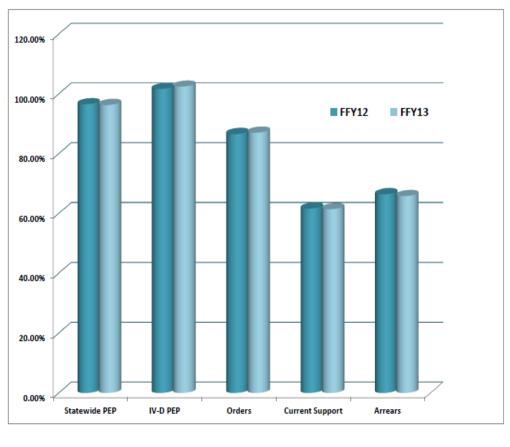
Administrative and/or Judicial Review of court orders that are 36 months old or older for possible modification of support amount.



DCSS Offices and Performance

DCSS Region Realignments Effective 07/01/2014







DCSS Settlement Week



Historical background

- Nov 1, 2010 (automated process)
- FFY 2010 392,525 cases
- Manual intervention (follow up required)

Statewide Settlement Week Objective

- Medical, financial and emotional support
- May 19th –May 23rd
- Outreach Programs
 - Fatherhood (underemployed/unemployed)
 - Problem Solving Court (chronic barriers)

Required Case Conditions

- 9,000 Non Custodial Parents
- No payments > 6 months (agreements)

Moving forward

- Driver's license suspension (no response)
- Business Process Management #71
 - increased automation (remove coding requirement)
 - Increased collections (support to Georgia's children)

