

Georgia Department of Human Services
Division of Child Support Services

Performance Update
DHS Board Meeting – December 2022

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Deputy Director of Operations, 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 2023

\$124,745,175

% State funds

25% = \$31,674,130

% Federal funds

72% = \$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 number of positions

1,172

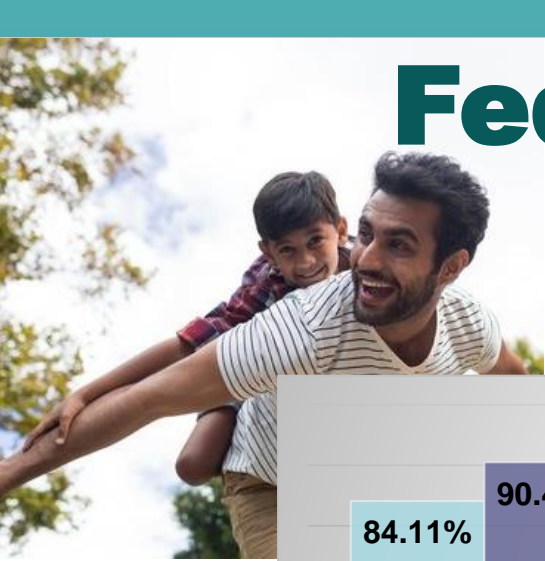
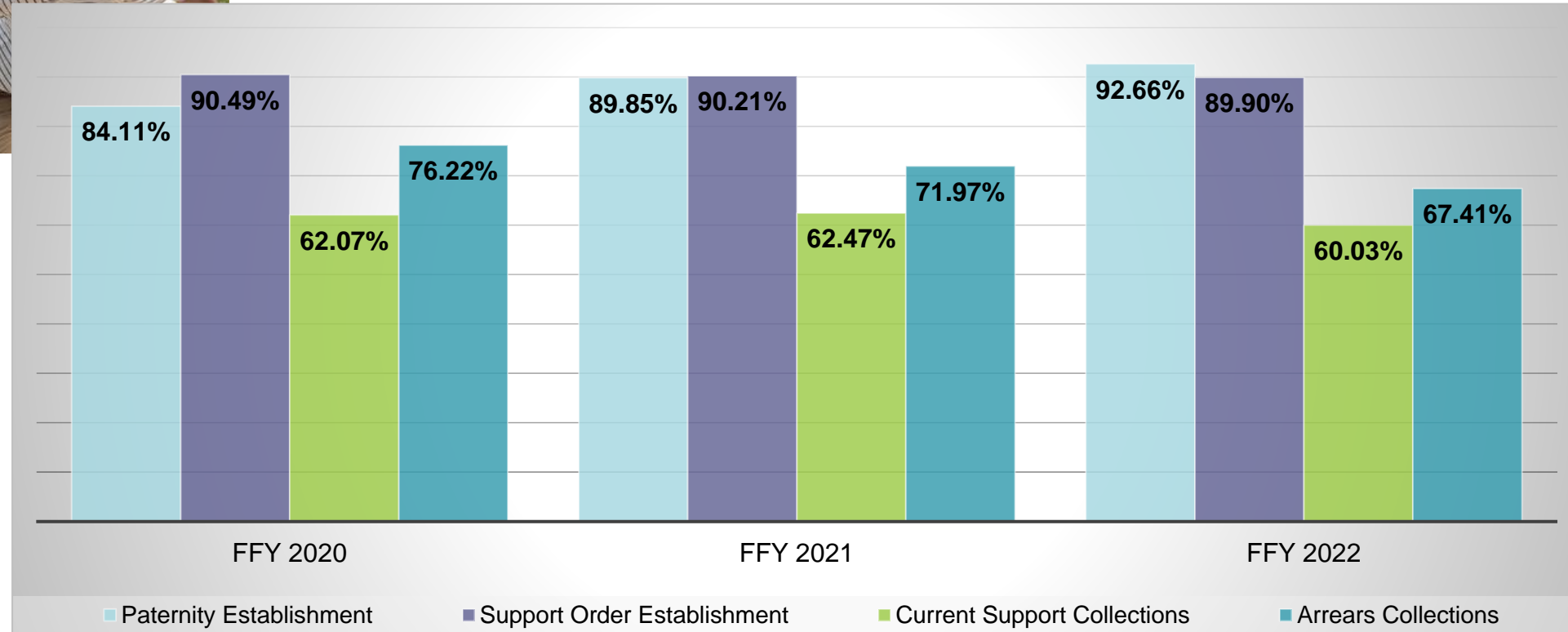
Total caseload for FFY 2022

328,399



Federal Performance Indicators

Three Year Trend



State Performance Indicators

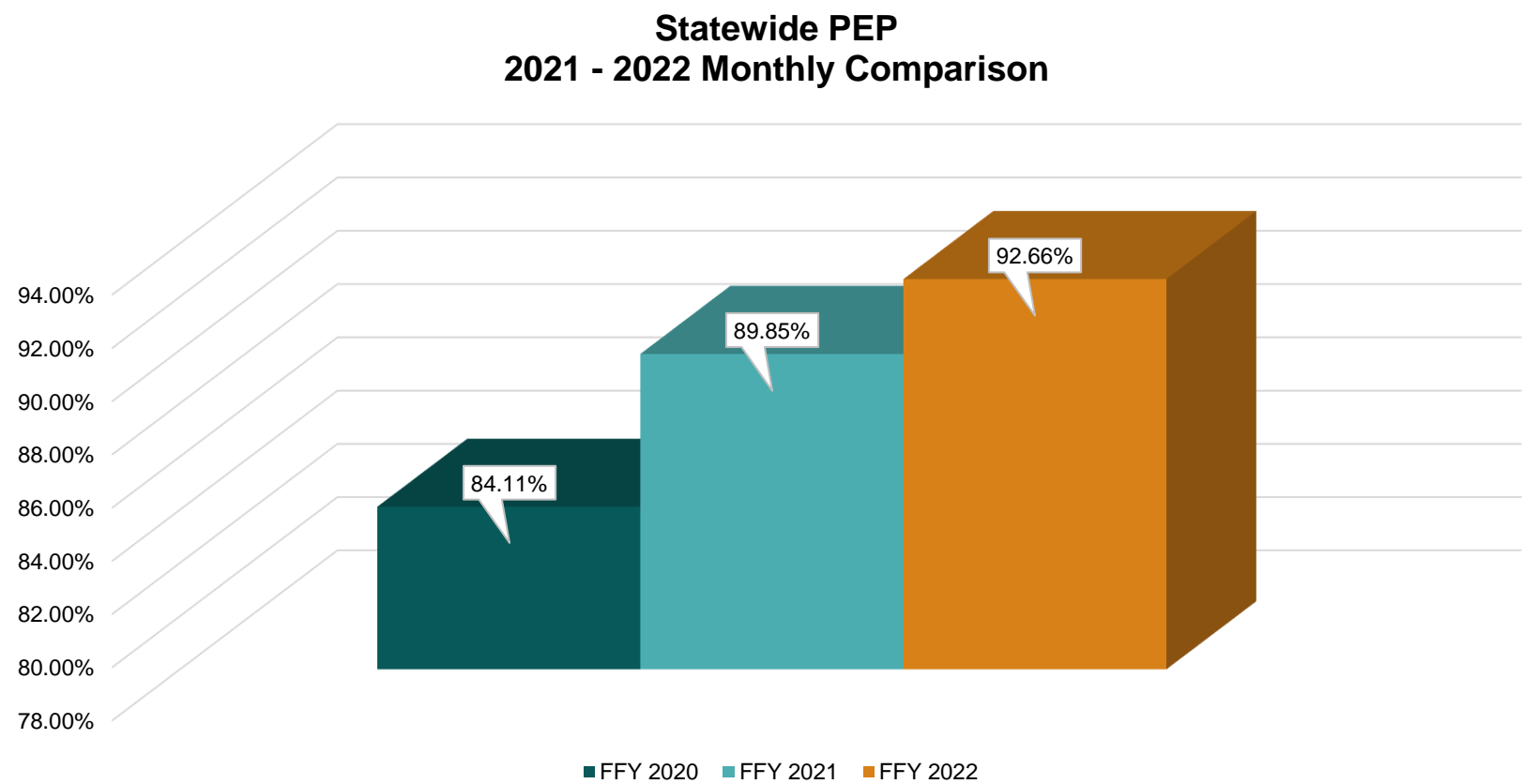
FFY 2020 and FFY 2021



Measure	FFY 2021	FFY 2022
Locate	1.46%	1.65%
Caseload Count	340,648	328,399
Collections	\$751 Million	\$697 Million



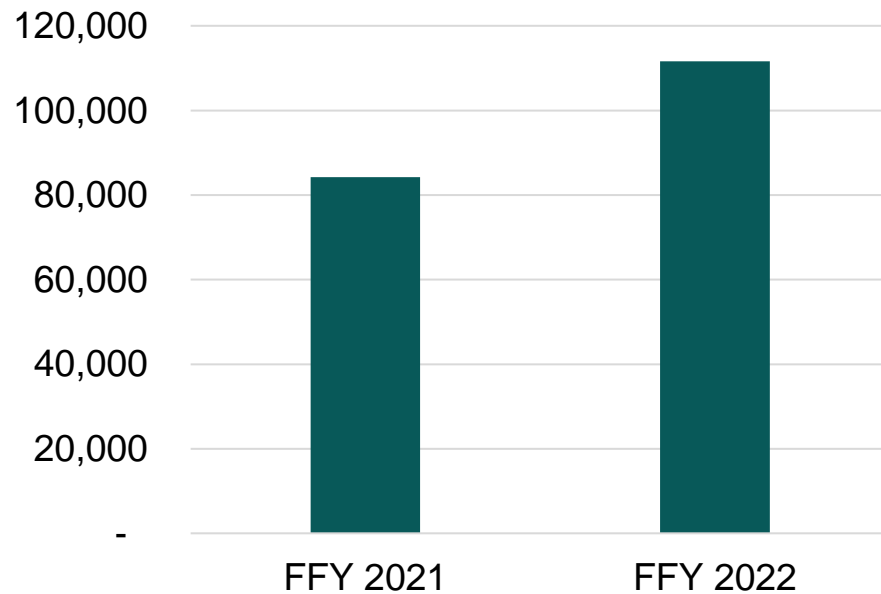
Paternity Establishment Percentage (PEP)



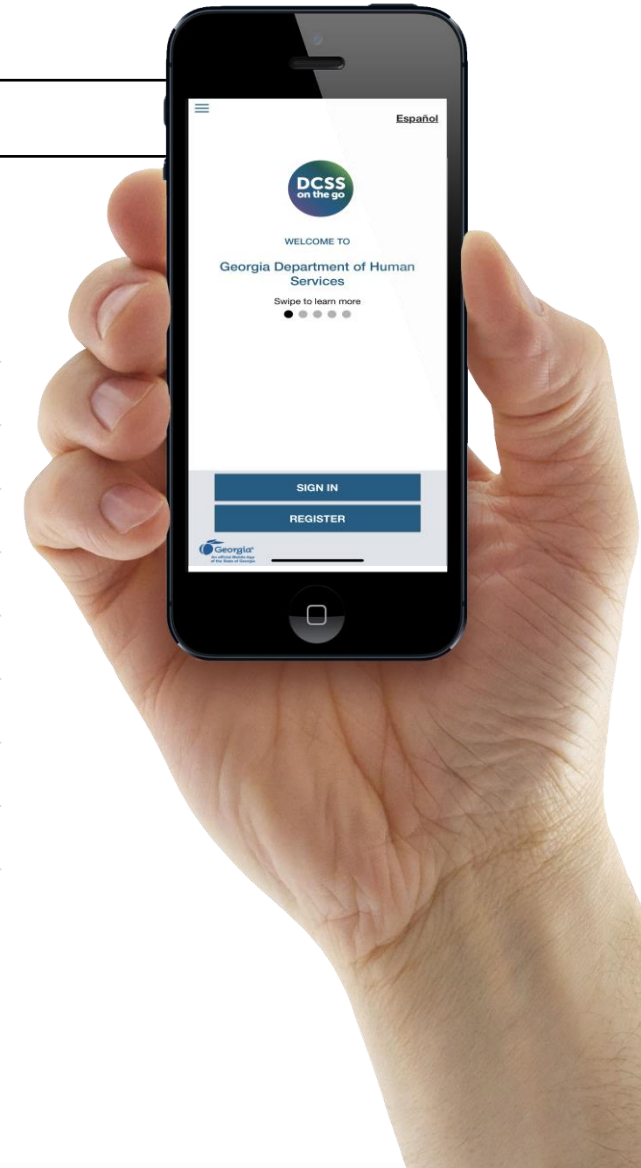
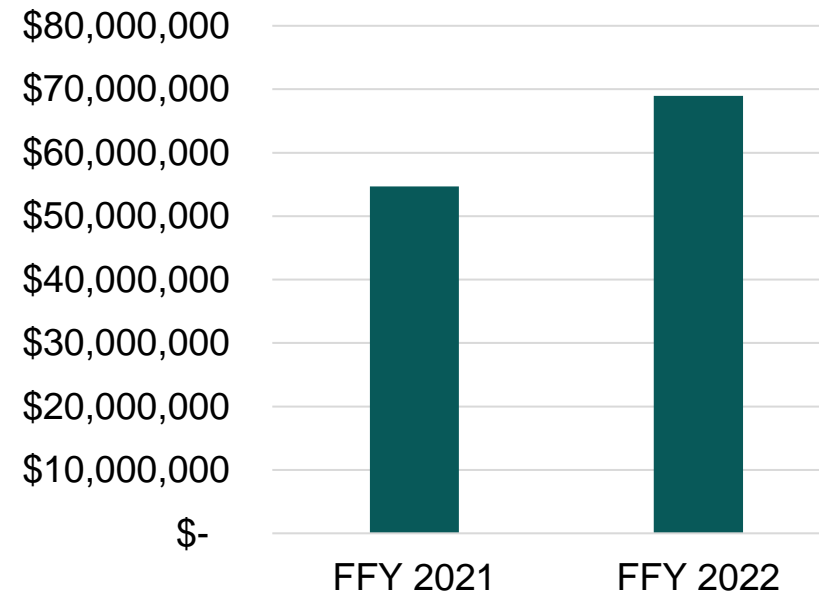
Self-Service Options

Mobile App

Active Users



Mobile App Payments



Key Accomplishments



Paternity Establishment Percentage

- Exceeded goal – finishing at 92.66%



Federal Data Reliability Audit

- Passed all lines of audit



e-Filing

- Continuing e-Filing roll out



Self-Service Options

- Increased customer usage



FFY 2022 Key Initiatives



System Modernization



Current Support



Outreach Expansion



Focus on Employee Retention



Questions

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*thank
you*

