

8/28/2023



**Georgia Department
of Human Services**

Division of Child Support Services

DCSS Celebrates 50th Anniversary

John Hurst, Assistant Deputy Commissioner

A photograph of a woman with long brown hair and a young child with curly brown hair, both laughing heartily. The woman is wearing a blue and white striped shirt, and the child is wearing a teal shirt. They are sitting on a couch with a red and black striped pillow. The background is a light-colored wall.

stronger families

FOR A STRONGER GEORGIA



DCSS 50th Anniversary



Then



Child Support Recovery Act enacted in 1973



Seven total state staff



12,000 cases



\$38,000 in collections

Now



1,180 total state staff



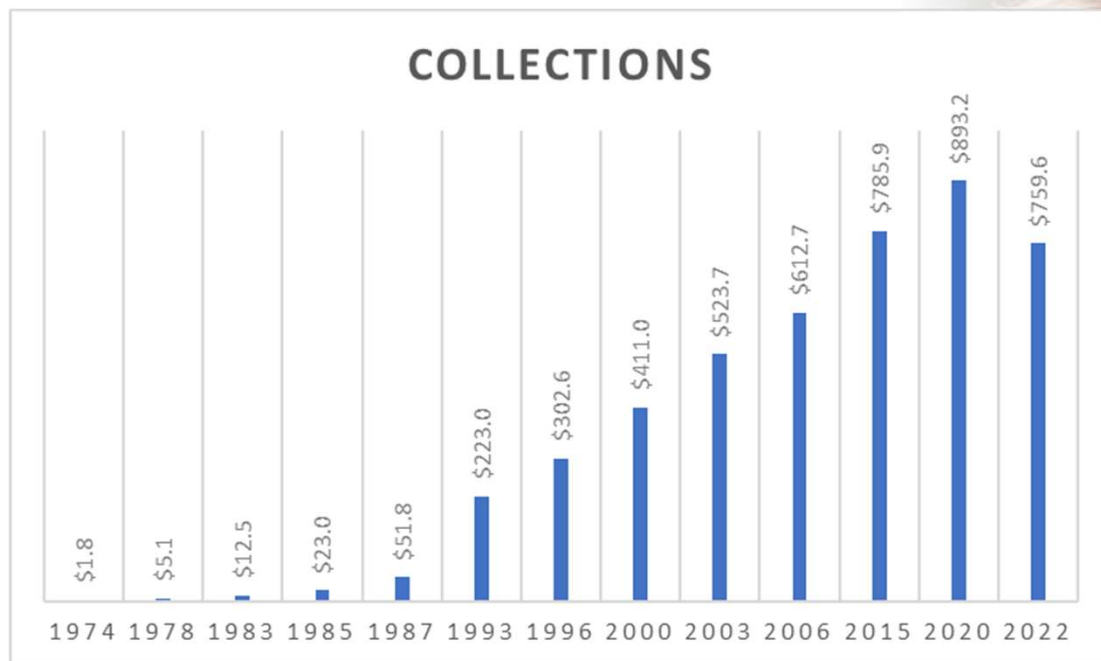
328,192 cases



\$759,615,539 in collections



Supporting Georgia Families





Key Legislation and Tools

1973

- Child Support Recovery Act

1984

- Federal child support amendments

1987

- Child support guidelines

1997

- Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) enacted in Georgia
- Authority to suspend drivers and professional licenses granted

2007

- New child support guidelines take effect

2017

- Final rule: Flexibility, Efficiency, and Modernization in Child Support Programs



DCSS Program Milestones

- ✓ 1975 – DHR designated Child Support Recovery Unit (CSRU) to be a single and separate agency to administer the IV-D program
- ✓ 1983 – CSRU relocates from 618 Ponce de Leon Ave. to 878 Peachtree St.
- ✓ 1985 – CSRU installs its first computer (goal to have 50 by 1986)
- ✓ 1986 – CSRU renamed to Office of Child Support Recovery (OCSR)
- ✓ 1986 – Child Support Hotline becomes operational with one phone line and two agents
- ✓ 1986 – OCSR is first child support program in the nation to have a PC-to-mainframe statewide system
- ✓ 1987 – Statewide email (GO-mail) is introduced (did not allow attachments)
- ✓ 1990 – Child Support Hotline updated to an automated call processing system
- ✓ 1993 – OCSR changes name to Office of Child Support Enforcement (OCSE)



DCSS Program Milestones

- ✓ 1993 – OCSE moves from 878 Peachtree St. to 2 Peachtree St.
- ✓ 1995 – OCSE receives federal certification for its new computer system, \$TARS
- ✓ 1997 – Fatherhood Initiative begins its first pilot, becomes the Fatherhood Program a year later
- ✓ 1998 – Georgia hosts the ERICSA Conference in Savannah
- ✓ 1999 – The Family Support Registry is established
- ✓ 2002 – “Where’s My Check” debuts on OCSE portal
- ✓ 2003 – Georgia becomes the second state to replace child support checks with debit cards and direct deposit
- ✓ 2004 – Georgia hosts the ERICSA Conference in Atlanta
- ✓ 2005 – Georgia hosts the NCCSD Conference in Savannah
- ✓ 2005 – OCSE Director Robert Riddle serves as NCCSD President
- ✓ 2006 – OCSE changes its name to Office of Child Support Services (OCSS)
- ✓ 2009 – Problem Solving Court established



DCSS Program Milestones

- ✓ 2009 – OCSS is renamed to the Division of Child Support Services (DCSS)
- ✓ 2011 – Georgia hosts NCSEA Conference in Atlanta
- ✓ 2016 – DCSS deploys the nation's first full-service child support mobile app
- ✓ 2016 – Live chat feature added to Customer Communication Center
- ✓ 2018 – Georgia Employer Hub launches
- ✓ 2018 – DCSS hosts its first Employer Symposium
- ✓ 2019 – DCSS Director Tanguler Gray selected as NCSEA President
- ✓ 2020 – COVID-19 pandemic impacts operations (virtual operations)
- ✓ 2021 – DHS Deputy Commissioner Tanguler Gray is appointed as Federal OCSE Commissioner
- ✓ 2022 – DCSS submits feasibility study for system modernization to OCSE for review and approval
- ✓ 2023 – DCSS receives OCSE approval of feasibility study for system modernization
- ✓ 2023 – Georgia hosts the ERICSA conference in Savannah



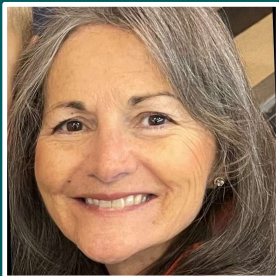
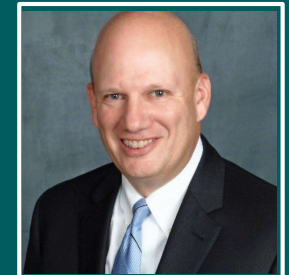


Awards and Recognitions

- 2005 – Director of State Operations Cindy Moss receives the NCSEA “Outstanding Individual Achievement” award
- 2007 – OCSS receives the Governor’s Customer Service Award for “Outstanding Process Improvement” for its RPI initiative
- 2008 – OCSS Contact Center receives Commissioner’s Award for “Exemplary Customer Service” and RPI team receives “High Performance” Award from OCSE Commissioner Margot Bean
- 2008 – Fatherhood Paternity Program named “Georgia Customer Service Team of the Year” by Governor Sonny Perdue
- 2010 – DCSS receives the NCSEA “Most Improved Program” Award
- 2011 – Americus/Albany Manager Kay Daniel Laster is named NCSEA “Outstanding Manager of the Year”
- 2012 – DCSS receives NCSEA “Outstanding Child Support Program” Award
- 2017 – DCSS’ mobile app receives national awards from NASCIO and APHSA and a state award for innovation
- 2018 – Georgia Parental Accountability Court Program receives NCSEA “Innovative Partnership and Collaboration” Award
- 2019 – Camilla Manager Cindy York is named NCSEA “Outstanding Manager of the Year”
- 2020 – DCSS Mobile App receives “Government Experience Project” Award
- 2023 – Governor Brian Kemp issues a proclamation to recognize Child Support Awareness Month in August and DCSS’ 50th Anniversary
- 2023 – Strategic Performance Planning Manager Liz Schriber receives NCSE’s “Emerging Leader” award



DCSS Directors



What's Next?



System modernization



Fatherhood and PAC program expansion



Self-service options enhancements



“Enforcement” to “Services” transition





Questions

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