

Georgia Department of Human Services
Division of Child Support Services

System Modernization Project Updates DHS Board Meeting - February 2024

Sarah Hurst

Assistant Deputy Commissioner, Child Support Services

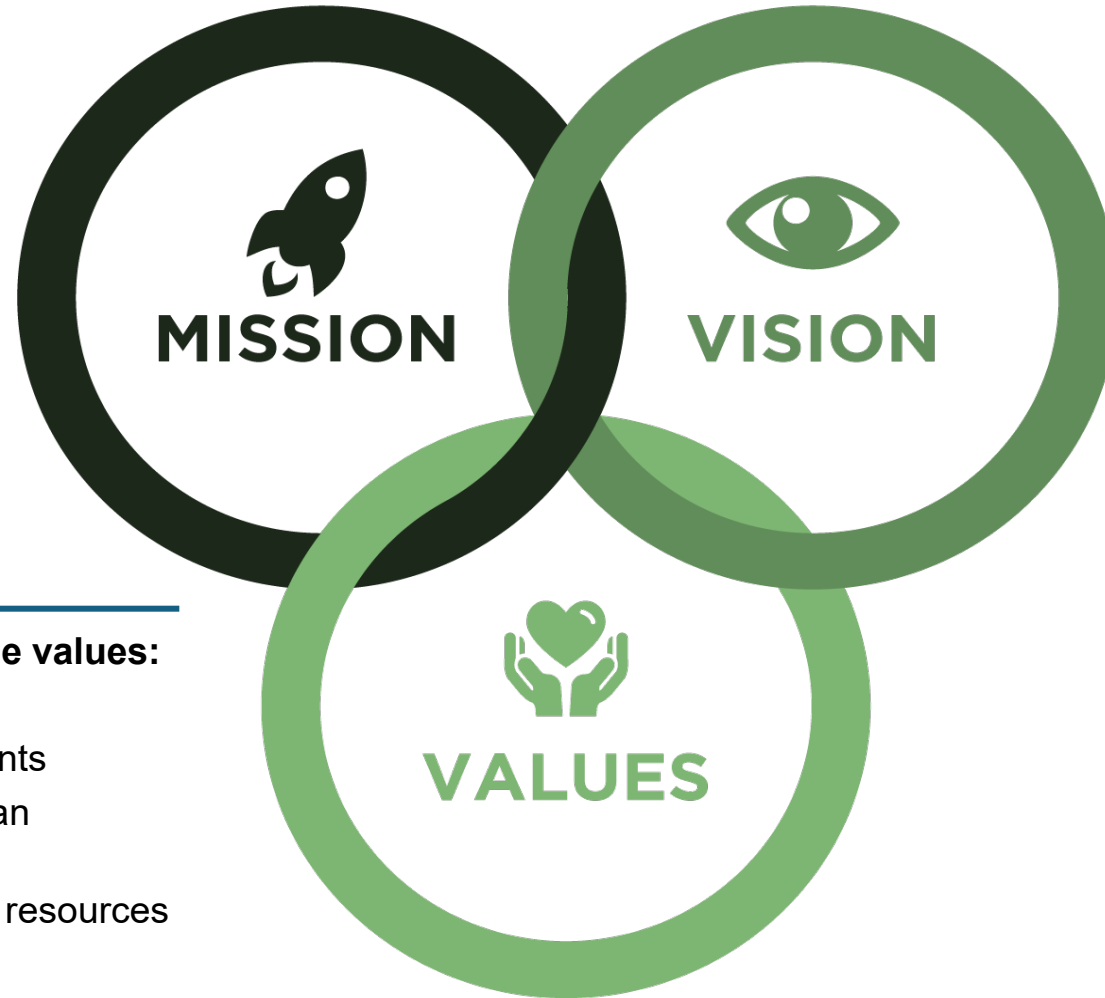
Dana Jones

Deputy Director of Systems

Division of Child Support Services

Our mission is to enhance the well-being of children by:

- Locating non-custodial parents
- Establishing paternity
- Establishing, enforcing, and modifying support obligations (financial and medical)
- Collecting and distributing support payments



Our vision is to be:

- Ranked in the top 10 states nationally
- Recognized nationally as a trendsetter for best practices
- Program of choice for employment and outreach partnerships

DCSS is governed by these values:

- Put children first
- Children need both parents
- Customer interaction is an opportunity
- Employees are valuable resources



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

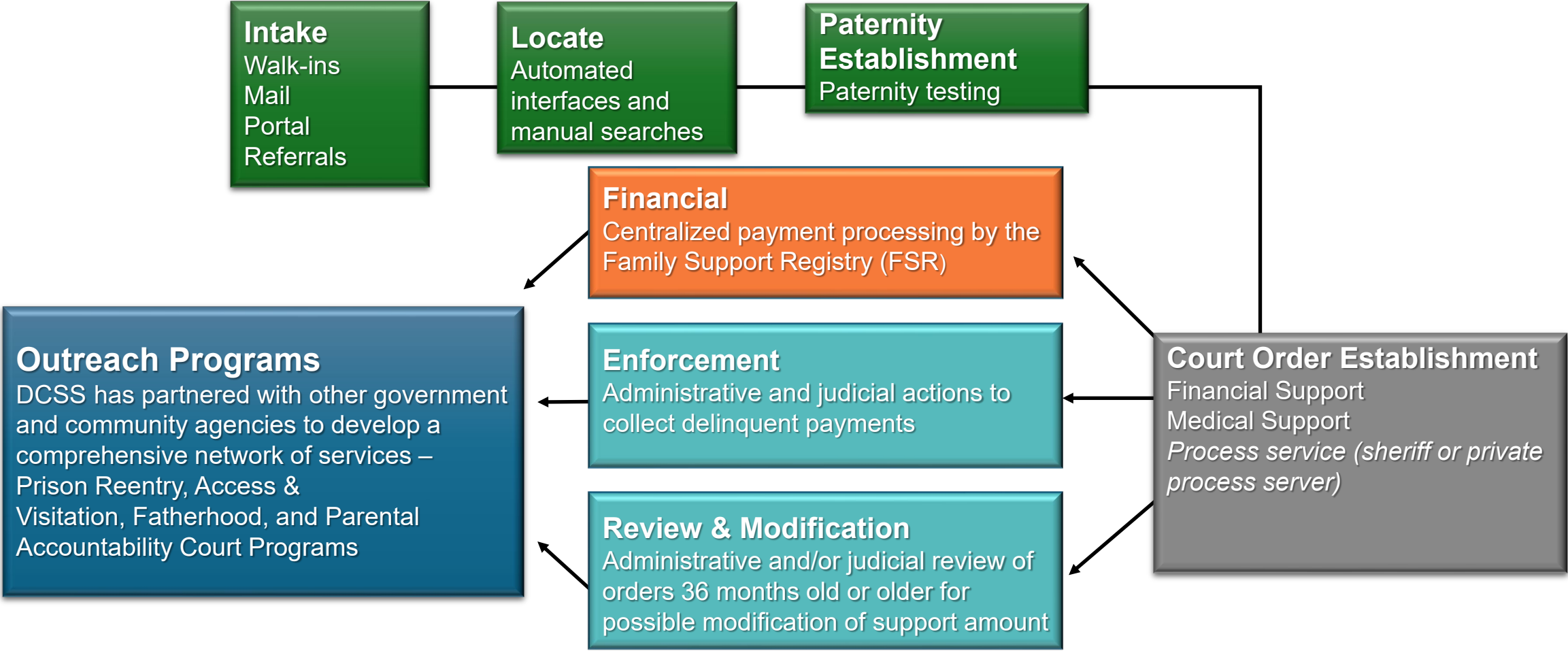
Total budget SFY 2024	\$125,328,371
% State funds	26% = \$32,257,326
% Federal funds	71% = \$89,275,285
% Other funds	3% = \$3,795,760

Program Information

Performance indicators	Performance Measures (based on federal fiscal year): <ul style="list-style-type: none">• 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	1,180
Total caseload for FFY 2023	312,560



Child Support Services

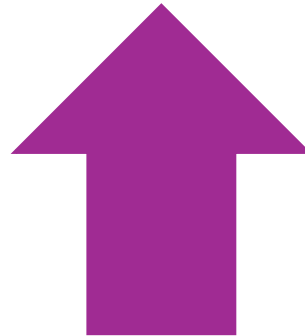


A Success Story

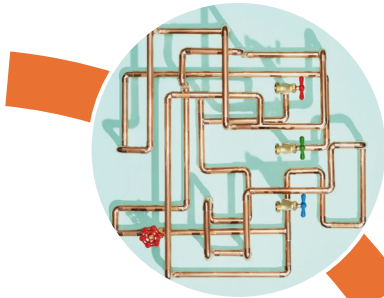
Access and Visitation Program



Modernization Project



Readiness Support



Business Process Re-engineering



Organizational Change Management



Procurement and Funding Support



Resource Management



Business Process Re-engineering

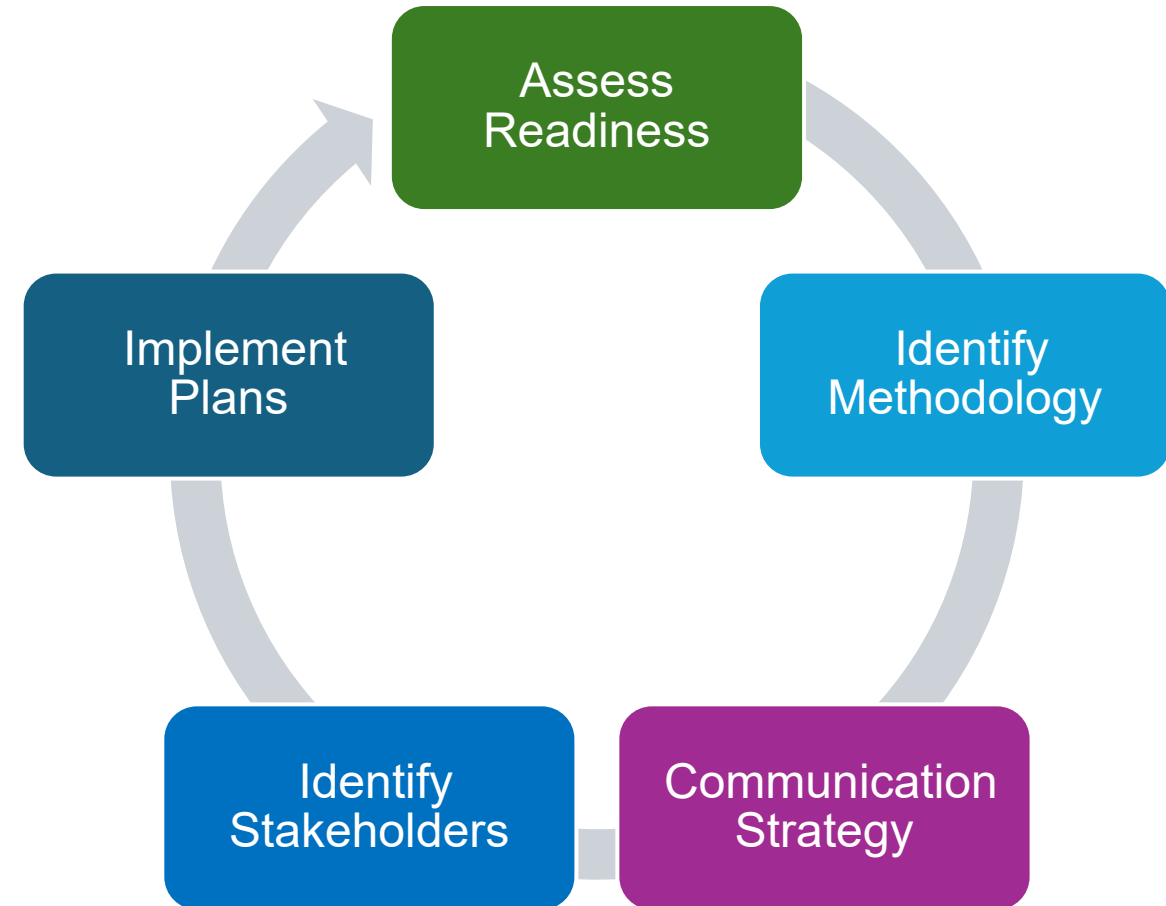


- “As-is” documentation of all processes
- “To-be” documentation of processes
- Implementation Plan



Organizational Change Management

- Organizational change management (OCM) activities include assessing DCSS's readiness for change, identifying a methodology for managing change, developing a communication strategy, identifying project stakeholders, and implementing the resulting organizational change management plans.



Procurement Support

- Request for proposal (RFP) documentation support
 - Design, development, and implementation (DDI) vendor
 - Quality assurance (QA) vendor
- Managed Services Contract
 - Independent verification and validation (IV&V) vendor

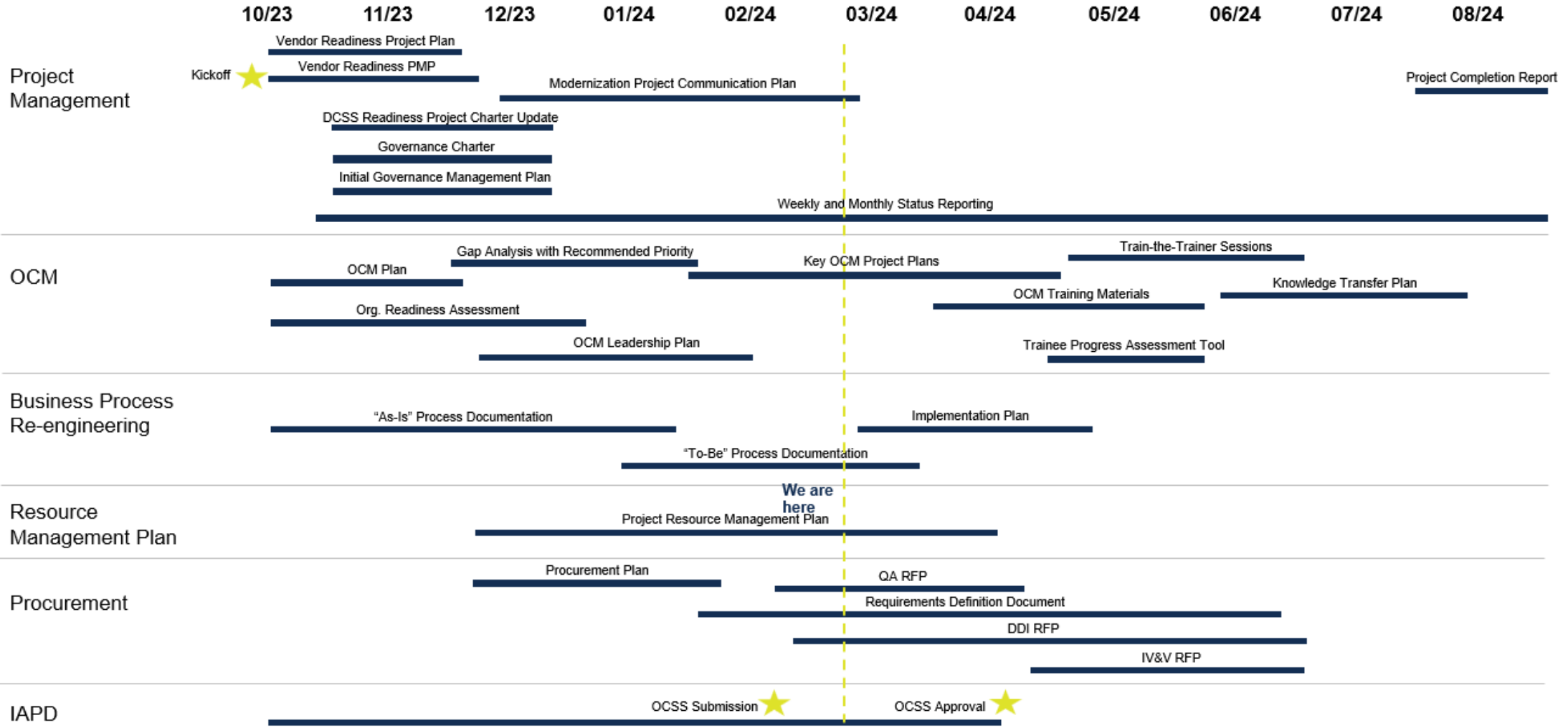


Resource Management and Governance Planning

- Modernization Project Resource Management Plan
- Modernization Project Communications Management Plan
- Initial Governance Management Plan



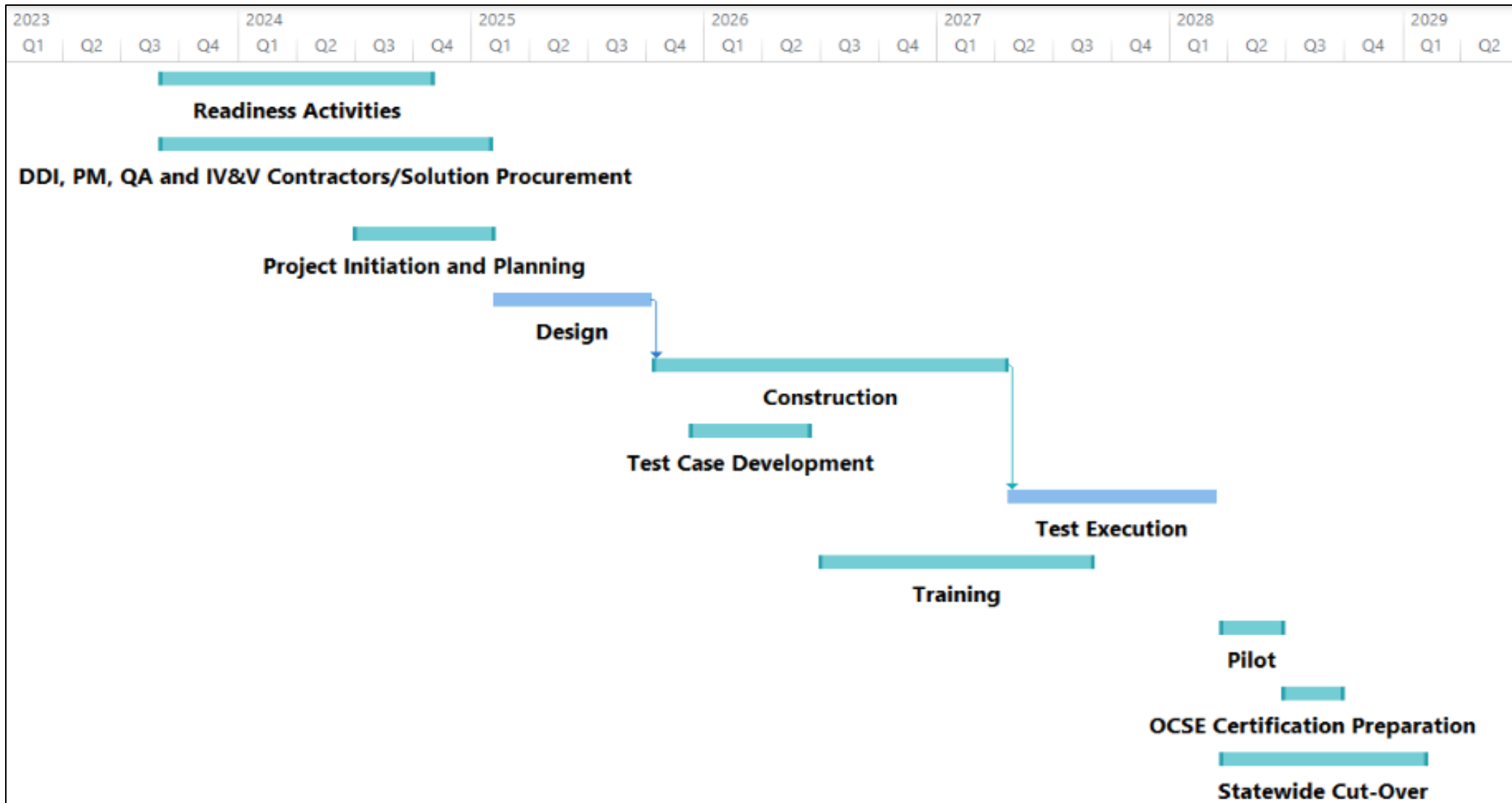
PROJECT TIMELINE



We are here



Modernization Phase Overview



Questions?

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