



Georgia Department of Human Services
Division of Child Support Services

Feasibility Study

DHS Board Meeting

Tanguler Gray
Director

Sarah Hurst
Deputy Director - Administration

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



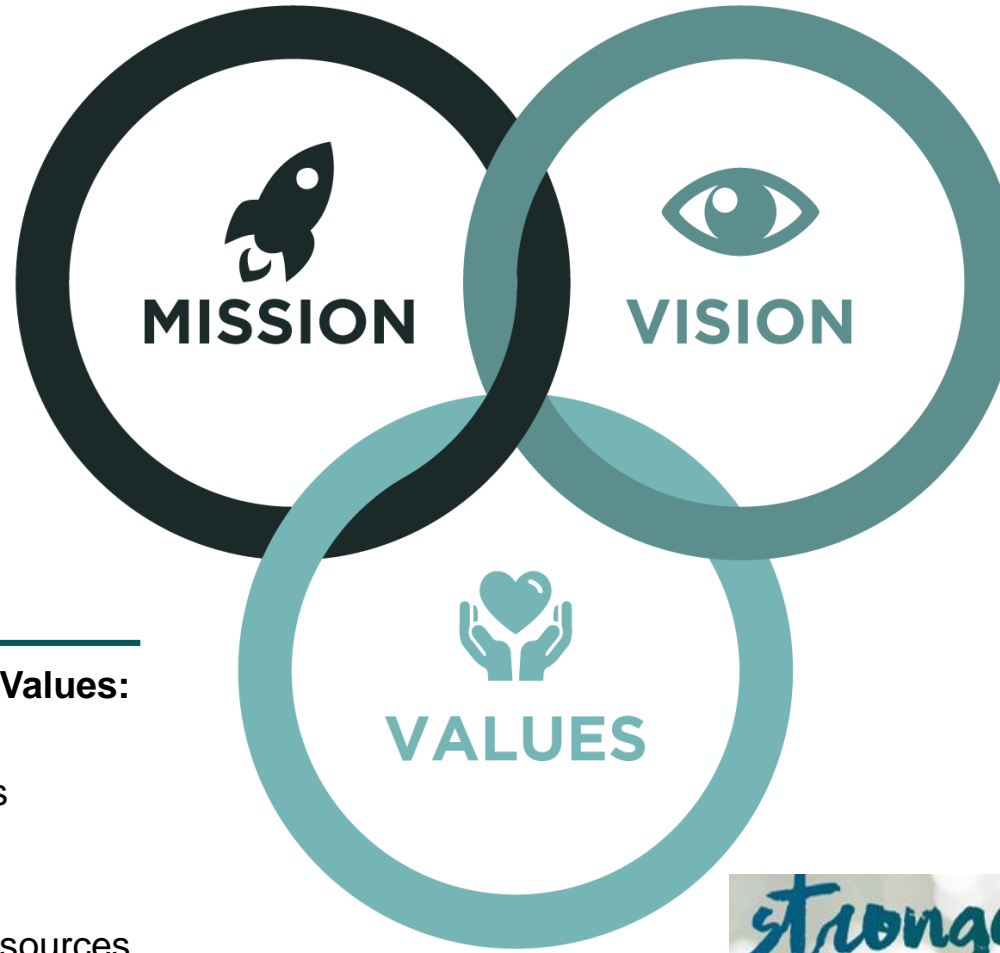
Division of Child Support Services

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

DCSS is Governed by these Values:

- Put Children First
- Children need both parents
- Customer Interaction is an opportunity
- Employees are valuable resources



Georgia's Vision is to be:

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



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 SFY2020

\$111,182,364

% State Funds

27% = \$29,839,350

% Federal Funds

70% = \$78,105,754

% Other Funds

3% = \$3,237,260

Program Information

Performance Indicators

Performance Measures:

- Paternity establishment 79.17%
- Order establishment 91.10%
- Current support paid 60.43%
- Arrears support paid 63.51%
- Undistributed collections 1.33%
- Locate 1.88%
- Collections \$613,364,713
- Cost Effectiveness 7.14*

Total Offices

58 local offices excluding state, region and specialty/hub offices

Total Number of Positions

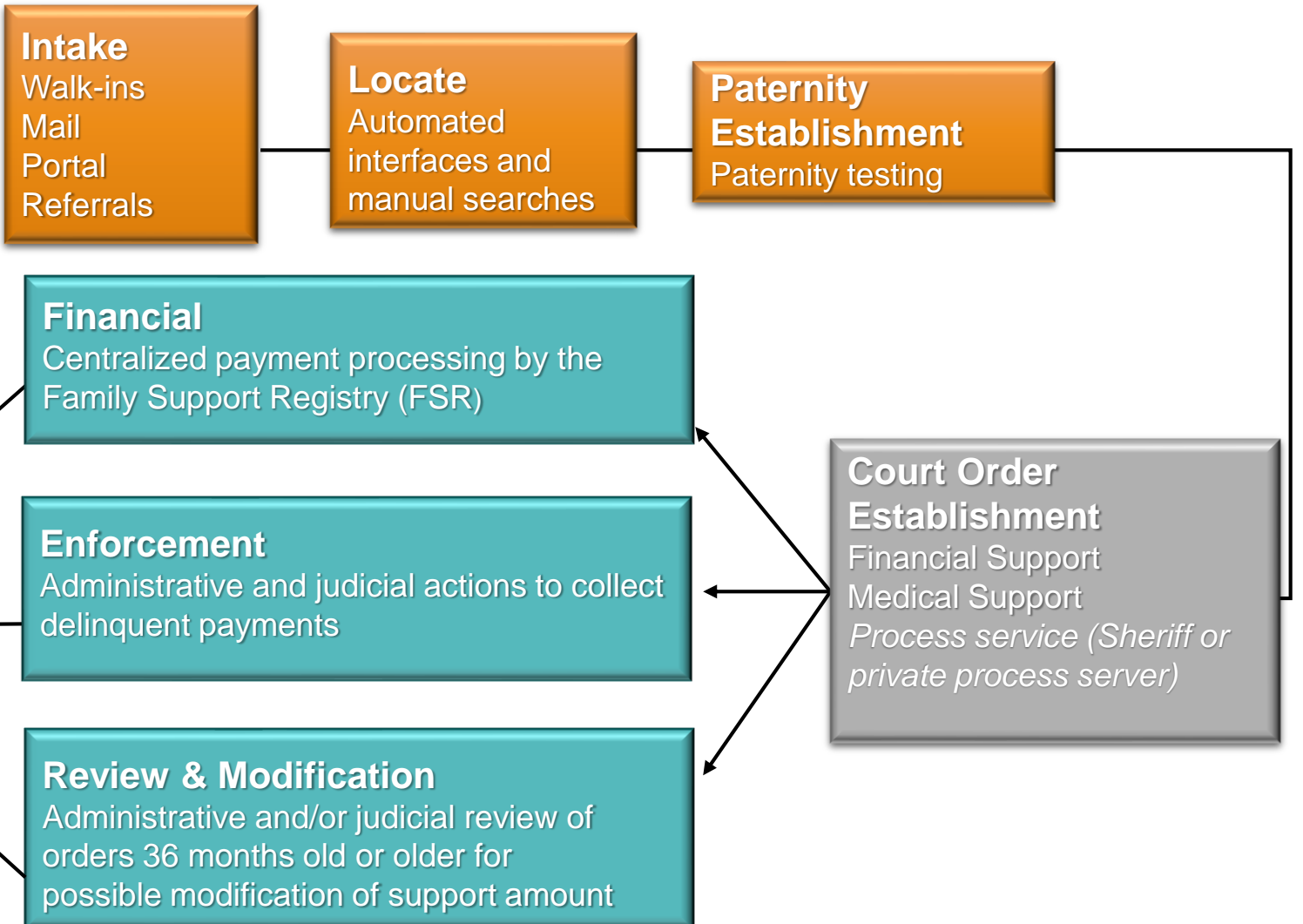
1,123

Total Caseload as of 7/31/2019

380,350



Child Support Services



Outreach Programs

DCSS has partnered with other government and community agencies to develop a comprehensive network of services – Fatherhood and Parental Accountability Court Programs.



DCSS – APPLICATIONS

\$TARS



Operational since: 1994

Programming language:
COBOL, VB/ASP, .NET

Platform:

Mainframe z/OS 9.1, Windows 2008 R2 SP1

- Transferred from Maryland and enhanced to meet the needs of Georgia by System House, Inc.
- Web based front-end replaced the existing legacy front-end system and integrated with the \$TARS DB2 mainframe system

Data Warehouse



Operational since: 2010

Programming language:
SQL

Platform:

Oracle Business Intelligence Enterprise Edition 12.2.1.4

- Data repository tool to assist staff in identifying cases which need action
- Several dashboards including: Federal 157 Report, Executive, Agent Dashboard and Fatherhood
- Data is updated daily

Enterprise Notice Generation System



Operational since: 2018

Programming language:
Microsoft .NET Framework

Platform:

Windows 2008, IIS 7.0

- Used for Federal Income Withholding (FIW) notice generation
- Georgia Employer Hub reviews notices and takes appropriate actions
- Functionalities include:
 - Manage and track FIW notices
 - Divide notices into workloads
 - Assign statuses to individual notices
 - Control batch printing
 - Review performance dashboard
 - Review reports



DCSS – APPLICATIONS (CONTINUED)

Mobile App



Operational since: 2016

Programming language:
C#, JavaScript/Java

Platform:
MobileFirst Foundation Platform

- Developed in-house. Received awards from the National Association of State CIOs (NASCIO), IT Solutions Management (ISM) and Georgia Technology Authority (GTA)
 - 288k downloads
 - 53k documents uploads
- Some of the features include:
 - Make payments and review payment history
 - Chat with a DCSS representative
 - View case activities and support orders
 - Receive notifications/alerts

Customer Online Services



Operational since: 2005

Programming language:
C#, Java

Platform:
Windows 2008 R2 SP1, SunOS 5.10

- Self-service option allowing customers to access their case information online
- Features include:
 - Apply for services
 - Make payments and review payment history
 - View case activities
 - View support order details
 - Locate child support offices
 - Receive email notifications



FEASIBILITY STUDY



Vendor

CSG Government Solutions



Project kick-off

April 2019



Discovery and Requirements Sessions

Over 100 employees participated



Functional Requirements Document



Initial Feasibility Study Report



Alternative Solutions Analysis



Final Feasibility Study Report

January 2020



Questions



Tangler Gray

Director

Georgia Department of Human Services

Division of Child Support Services

Office phone: 404-463-0992

Email: tangler.gray@dhs.ga.gov



Sarah Hurst

Deputy Director - Administration

Georgia Department of Human Services

Division of Child Support Services

Office phone: 404-463-7119

Email: sarah.hurst@dhs.ga.gov

