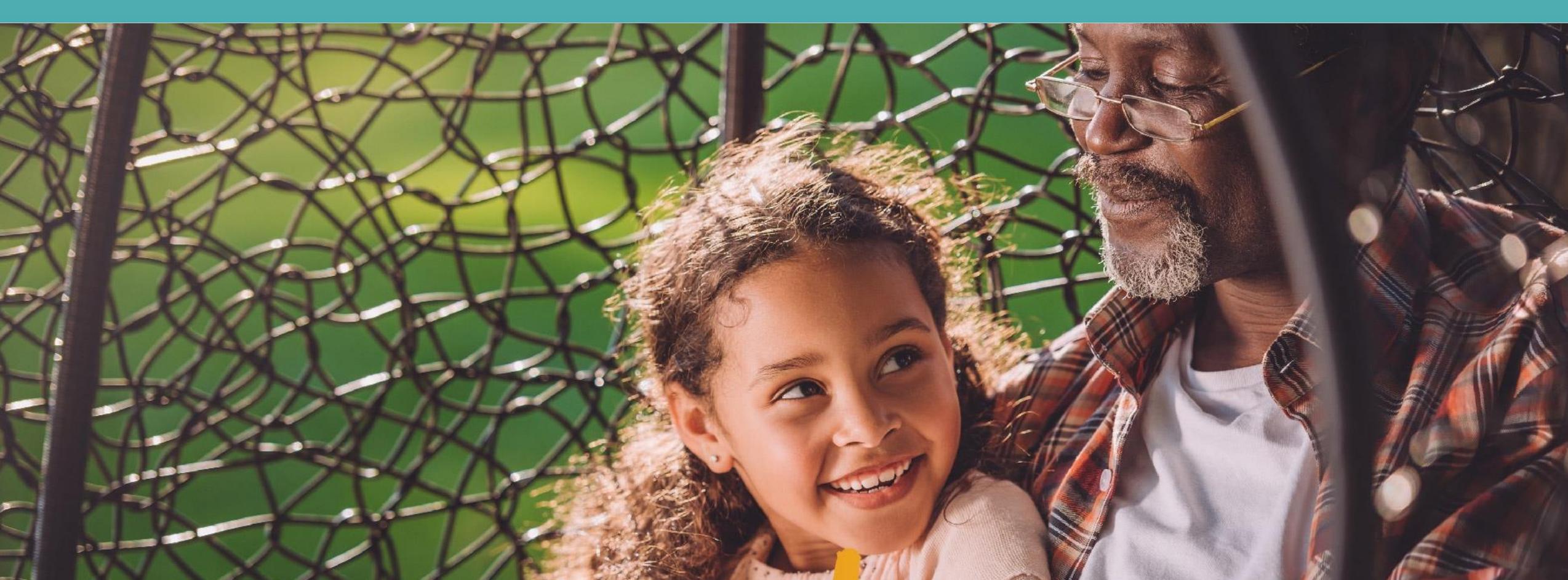


Georgia Department of Human Services
Division of Child Support Services

Division Of Child Support Services

Performance Overview

Tanguler Gray
Director



stronger families

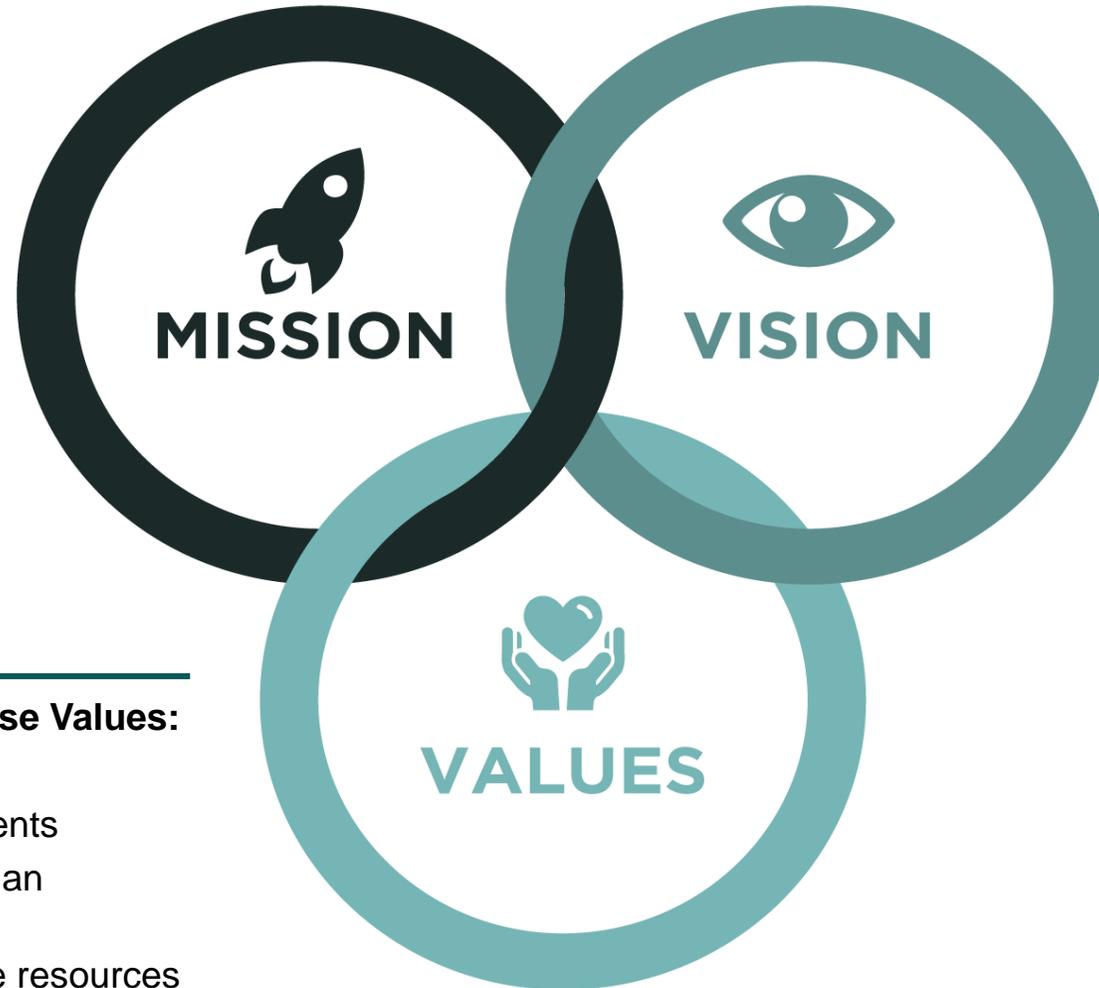
FOR A STRONGER GEORGIA



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



Georgia's 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 SFY2019 \$109,195,624

% State funds 27% = \$29,672,610

% Federal funds 70% = \$76,285,754

% Other Funds 3% = \$3,237,260

Program Information

Performance indicators

Performance Measures:

- Paternity establishment
- Order establishment
- Current support paid
- Arrears support paid
- Undistributed collections
- Locate
- Collections
- Cost Effectiveness

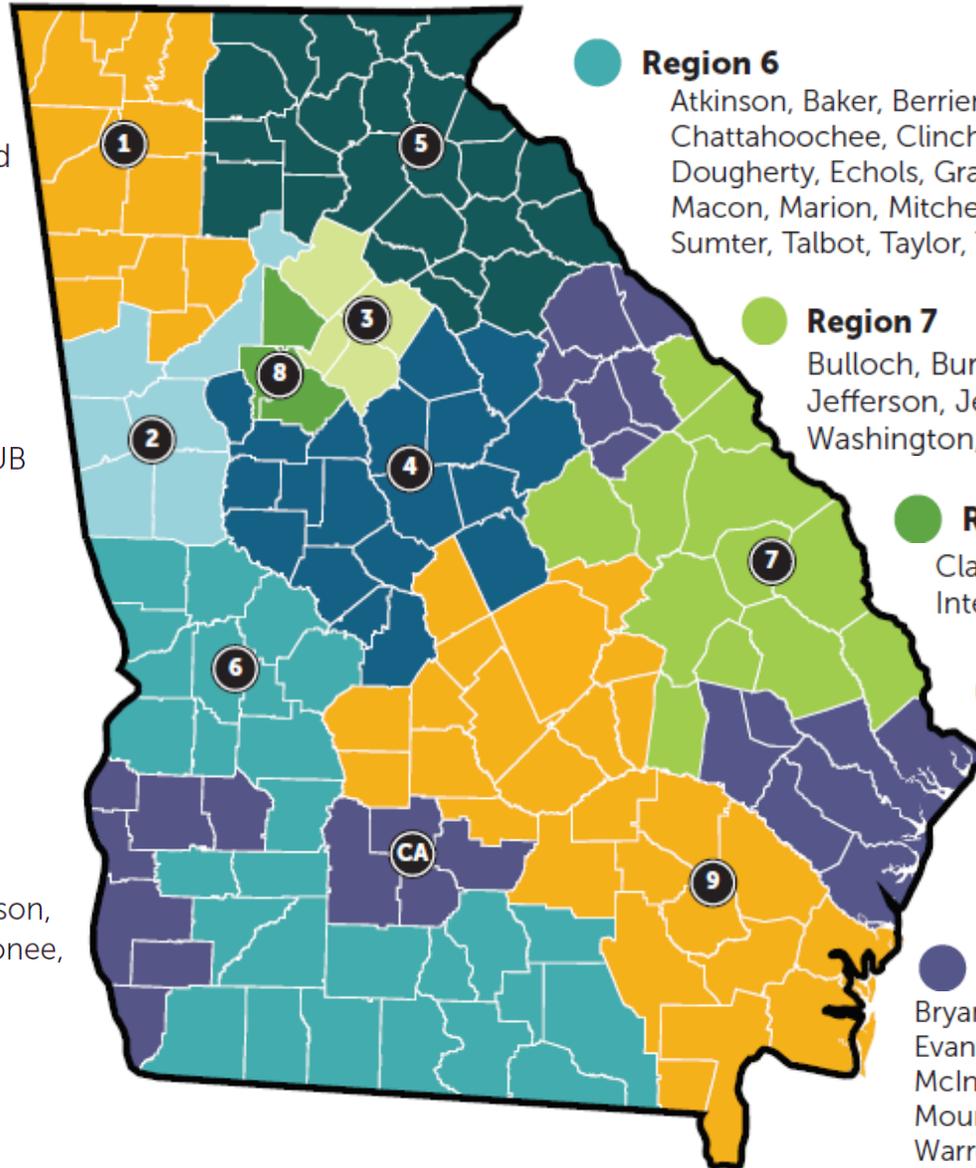
Total offices 58 local offices excluding state, region and specialty/hub offices

Total number of positions 1,156

Total caseload as of 09/30/2019 377,813



DCSS Region Map



Region 1
 Bartow, Catoosa, Chattooga, Cobb, Dade, Douglas, Floyd, Gordon, Haralson, Murray, Paulding, Polk, Walker, Whitfield

Region 2
 Carroll, Coweta, Fulton, Heard, Meriwether, Troup

Region 3
 Gwinnett, Newton, Rockdale, Walton, Georgia Employer HUB

Region 4
 Baldwin, Bibb, Butts, Crawford, Fayette, Greene, Hancock, Houston, Jasper, Jones, Lamar, Monroe, Morgan, Peach, Pike, Putnam, Spalding, Upson, Wilkinson, Special Operations Section

Region 5
 Banks, Barrow, Cherokee, Habersham, Hall, Hart, Jackson, Clarke, Dawson, Elbert, Fannin, Lumpkin, Madison, Oconee, Forsyth, Franklin, Gilmer, Oglethorpe, Pickens, Rabun, Stephens, Towns, Union, White

Region 6
 Atkinson, Baker, Berrien, Brooks, Calhoun, Chattahoochee, Clinch, Cook, Colquitt, Decatur, Dougherty, Echols, Grady, Harris, Lanier, Lee, Lowndes, Macon, Marion, Mitchell, Muscogee, Schley, Stewart, Sumter, Talbot, Taylor, Thomas, Webster, Central Registry

Region 7
 Bulloch, Burke, Candler, Columbia, Effingham, Emanuel, Jefferson, Jenkins, Richmond, Screven, Toombs, Washington, Dublin Locate / Order Monitoring HUB

Region 8
 Clayton, DeKalb, Henry, Albany Intake and Intergovernmental HUB

Region 9
 Appling, Bacon, Ben Hill, Bleckley, Brantley, Charlton, Coffee, Crisp, Dodge, Dooly, Glynn, Johnson, Laurens, Montgomery, Pierce, Treutlen, Twiggs, Ware, Wayne, Wheeler, Camden, Jeff Davis, Pulaski, Telfair, Wilcox

County Administered (CA)
 Bryan, Chatham, Clay, Clayton UIFSA, Cobb UIFSA, Early, Evans, Glascock, Irwin, Liberty, Lincoln, Long, McDuffie, McIntosh, Miller, Quitman, Randolph, Seminole, Stone Mountain UIFSA, Taliferro, Tattnall, Terrell, Tift, Turner, Warren, Wilkes, Worth

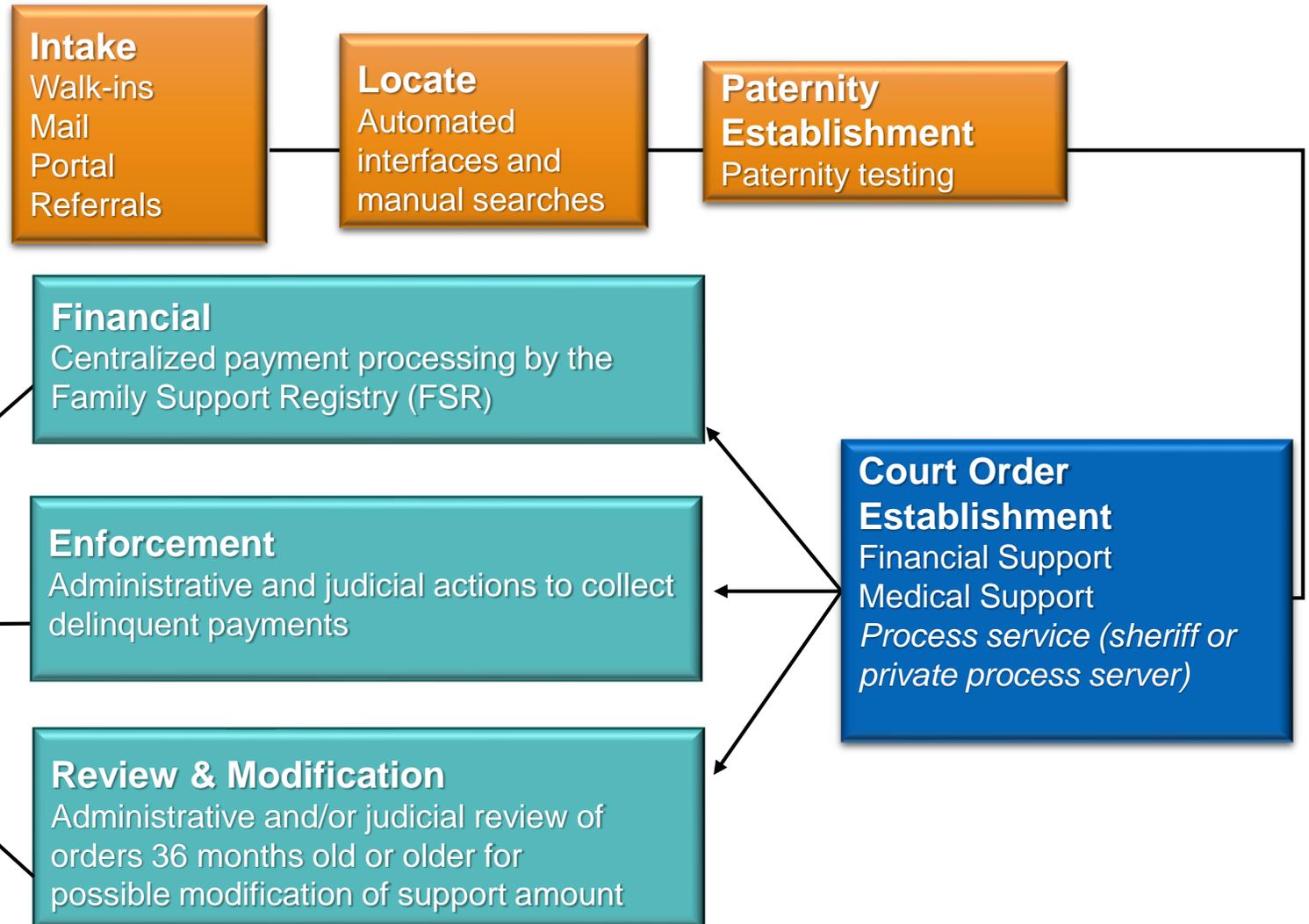


Federal Performance Indicators FFY 2019

Federal Fiscal Year	Active cases	Cases with support orders %	Statewide PEP % (Paternity Establishment Percentage)	Current support	Arrears	Locate	Undistributed collections	Collections
2017	411,491	89.93%	97.18%	60.32%	64.45%	2.22%	0.51%	\$744,927,353
2018	390,096	90.92%	93.63%	60.11%	63.87%	1.94%	0.58%	\$736,771,614
2019	377,813	91.07%	95.29%	60.47%	64.48%	1.85%	0.43%	\$726,762,984



Child Support Services



Outreach Programs

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

Financial

Centralized payment processing by the Family Support Registry (FSR)

Enforcement

Administrative and judicial actions to collect delinquent payments

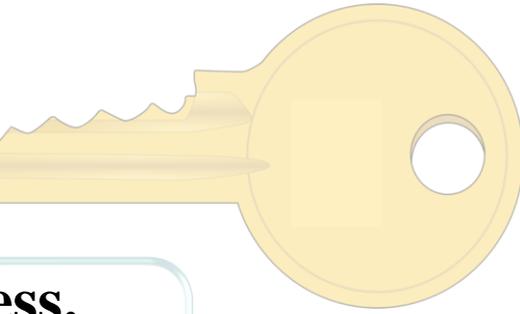
Review & Modification

Administrative and/or judicial review of orders 36 months old or older for possible modification of support amount

Court Order Establishment

Financial Support
Medical Support
Process service (sheriff or private process server)

FFY 2020 Key Initiatives



Make Georgia #1 for small business.

Build a workforce that supports a strong business environment and small business by removing bureaucratic barriers to public-private partnerships.

Key Initiative 1

Increase the number of employers participating in the electronic Income Withholding Order (e-IWO) process from 4,066 to 4,473 (10%) by September 30, 2024.

Preliminary system enhancements and modernization efforts

CSG Government Solutions

- Project kickoff was April 2019
- Discovery and requirement sessions completed in June 2019
- Final Report January 2020

- Options:
- System Enhancement-Hybrid
 - System Replacement-Transfer
 - System Replacement-Hybrid
 - Status Quo

Feasibility
Study

Reform state government.
Strengthen strategic partnerships and utilize technology to improve service delivery.

Key Initiative 2

Increase the number of active Division of Child Support Services (DCSS) mobile application users from 45,834 to 58,667 (28%) by June 30, 2024.

Key Initiative 3

Increase the number of constituents using self-service options from 378,195 to 484,090 (28%) by June 30, 2024.

Key Initiative 4

Increase the number of active DCSS mobile application users from 45,834 to 58,667 (28%) by June 30, 2024.

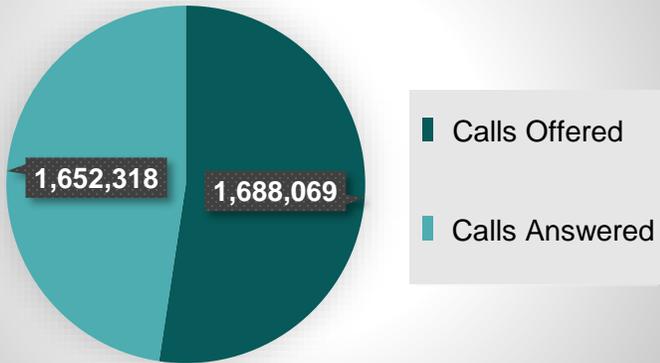


Self Service Options Federal Fiscal Year (FFY) 2019

Customer Contact Center

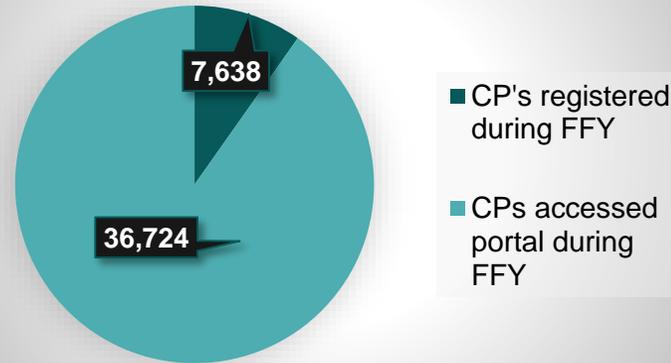
Calls Logged

October 1, 2018 to September 30, 2019



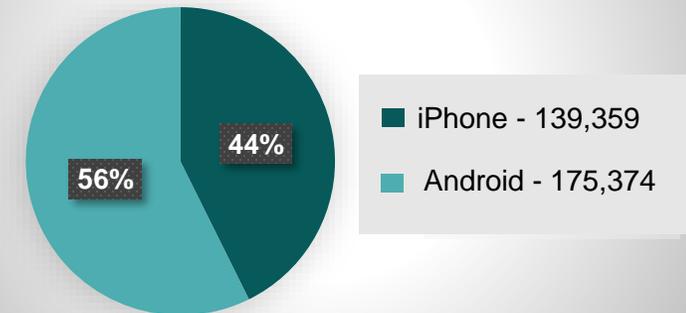
Customer Online Services Portal

Custodial Parents (CP)



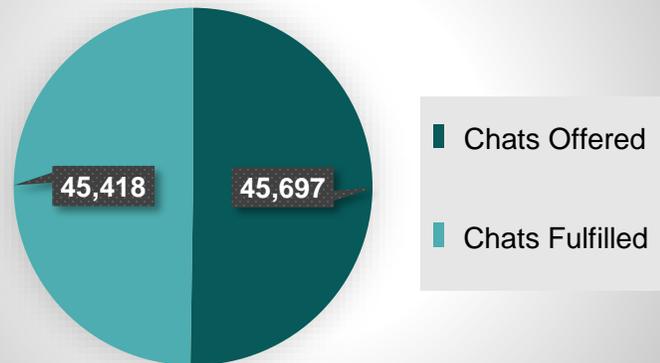
Mobile App

Total Download Since Rollout – 314,733

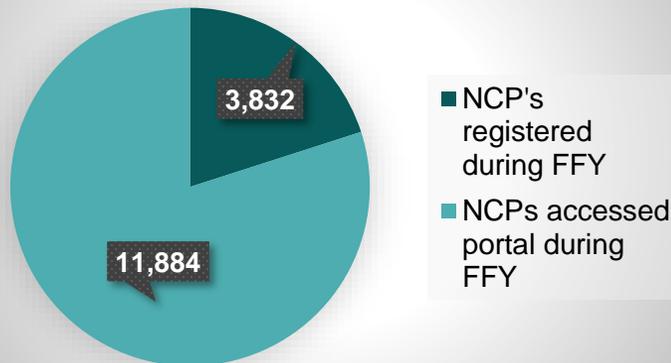


Chats Logged

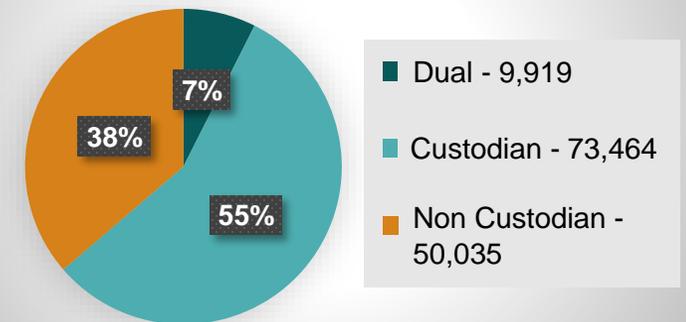
October 1, 2018 to September 30, 2019



Non-Custodial Parents (NCP)



Mobile Active users Since Rollout – 133,418



Questions

Tangler Gray

Director

Georgia Department of Human Services

Georgia Division of Child Support Services

Office phone: 404-463-0992

Email: tangler.gray@dhs.ga.gov

