

Georgia Department of Human Services
Division of Child Support Services

Performance Update

DHS Board Meeting 11/14/2018

Tanguler Gray

Child Support Director

John Hurst

Child Support Deputy Director



stronger families

FOR A STRONGER GEORGIA



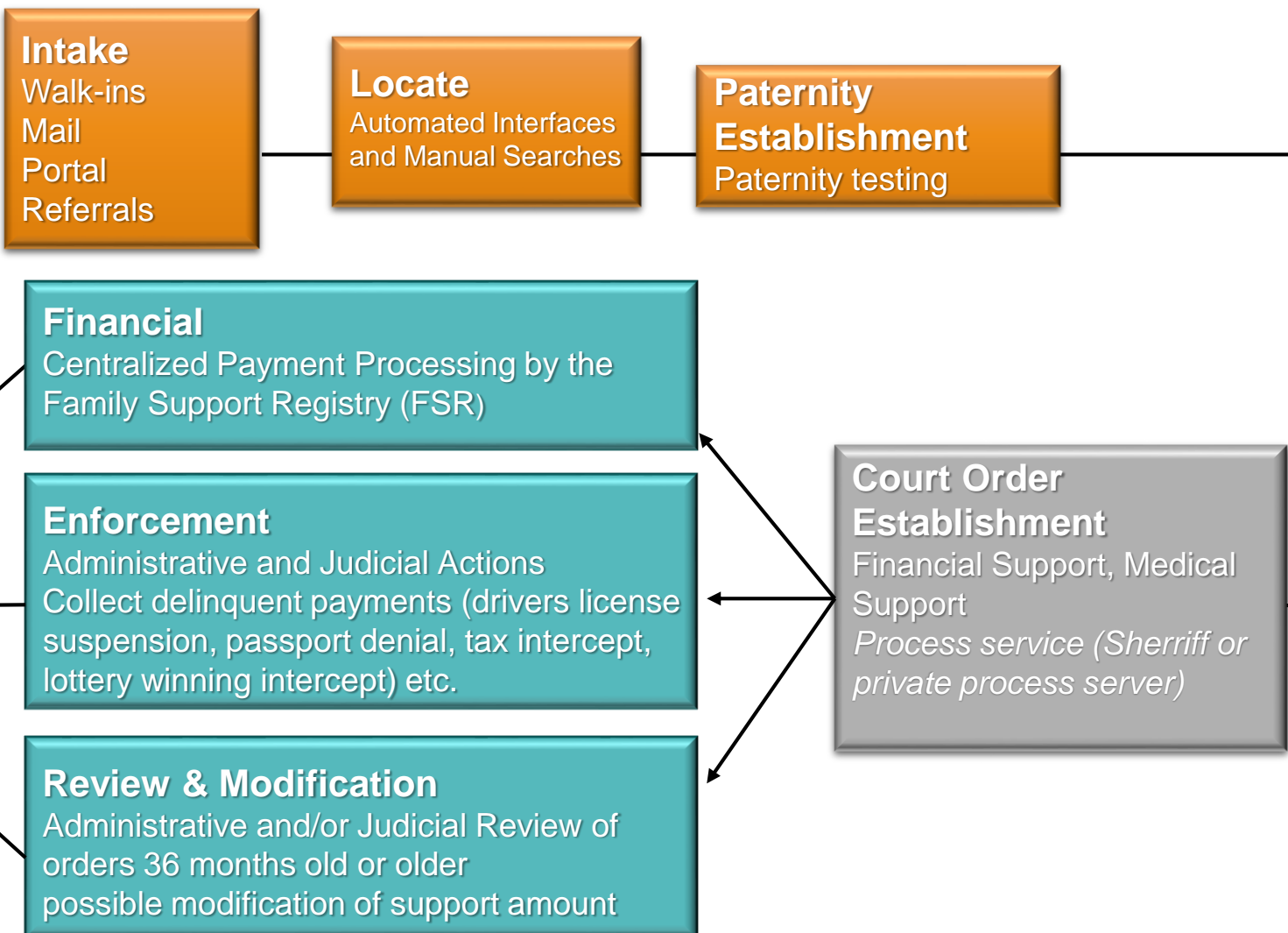
Child Support

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).

Performance indicators	FFY18 - 5 Federal Performance Measures: <ul style="list-style-type: none"> • Paternity establishment – Statewide PEP 93.63%, IV-D PEP 100.68% • Order establishment – 90.88% • Current support paid – 60.10% • Arrears support paid – 63.87% • Undistributed collections – 0.58%
Total offices	55 local offices excluding state, region and specialty/hub offices
Total number of positions	1,122 as of 9/30/18
Total caseload as of 9/30/18	390,639
Total budget SFY2019	\$109,195,624
% State funds	27%=\$29,672,610
% Federal funds	70%=\$76,285,754
% Other Funds	3%=\$2,841,500
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



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.



State Level Indicators

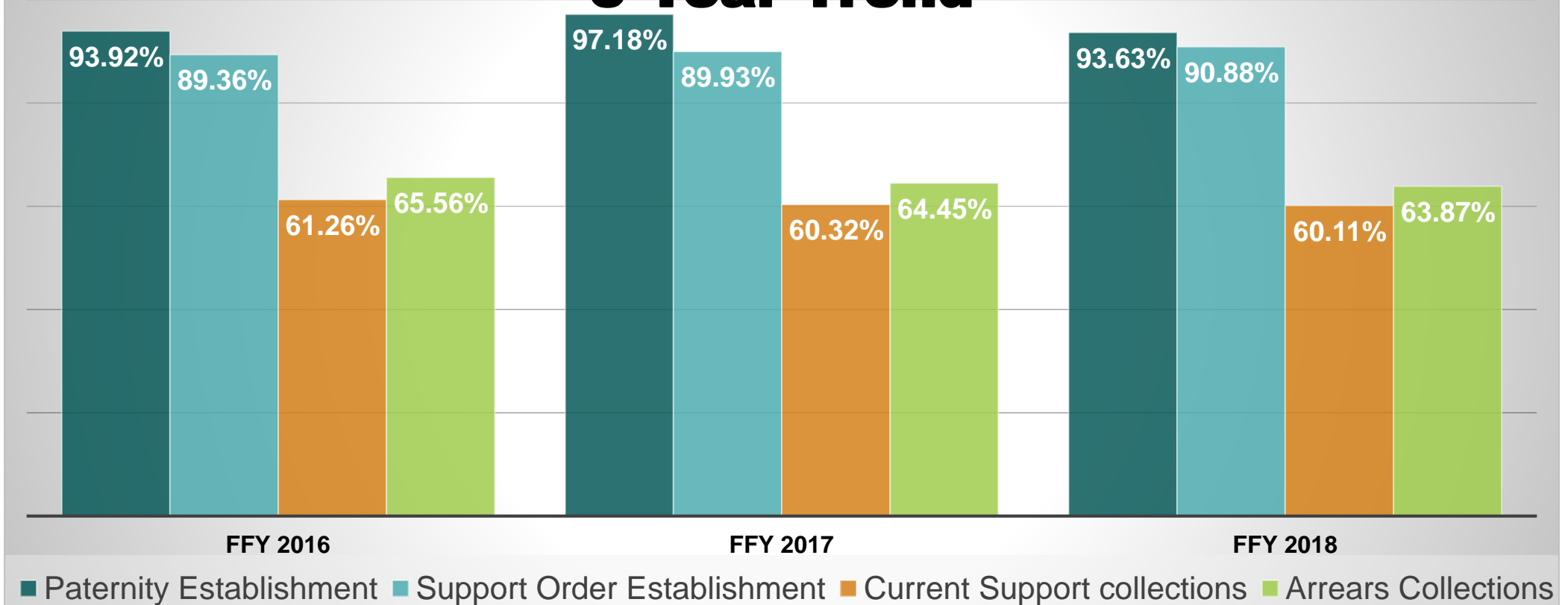
3 Year Trend

Core Services	FFY 2016	FFY 2017	FFY 2018
Locate	3.02%	2.22%	1.94%
Caseload Count	411,151	411,491	390,096
Collections	\$740 Million	\$744 Million	\$736 Million



Federal Level Indicators

3 Year Trend



	FFY16	FFY17	FFY18
UDC Undistributed Collections	0.45%	0.51%	0.58%
Cost Effectiveness Ratio	\$7.61	\$8.04	TBD



Strategies

Improving Current Support Collections

Current Support Definition: The percentage of the monthly court ordered child support the Division collects and distributes.

Employer Database
Improves information accuracy

Challenges

Declining wages and court purge collections:
FFY 2018 achieved **60.11%**
Division goal was **62.3%**

New Employer Hub
Centralizes Federal Income Withholding processes

New Pre Contempt Screening
Increase cases eligible for Contempt while still conforming with new Federal Rules

Customer Engagement Centers
Efficiently balance high walk in traffic and case management activities



Strategies

Improving Arrears Collections

Arrears Collections
Definition: The percent of cases with an arrears balance that receive an arrears payment

Increased Outreach efforts with Fatherhood and Parental Accountability Courts

Challenge

Declining collections:
FFY 2018 achieved
63.87% Division goal was **66.7%**

Strategies to improve Current Support
Collections = Positive effect
on Arrears Collections

Agent Dashboard in Data Warehouse

System enhancements will impact arrears cases

Increase Customer Interaction

Self service technology and digital marketing



Customer Self Service Options

FFY October 1st 2017 to September 30th 2018

Customer Contact Center

**CALLS
ANSWERED**
732,192

**CALLS
OFFERED**
826,269

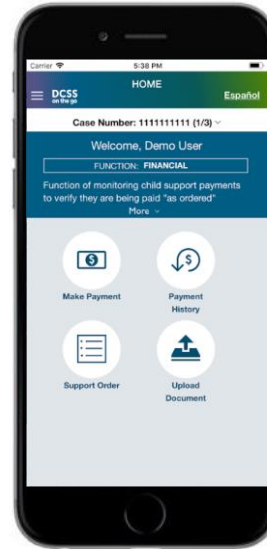
Calls Logged



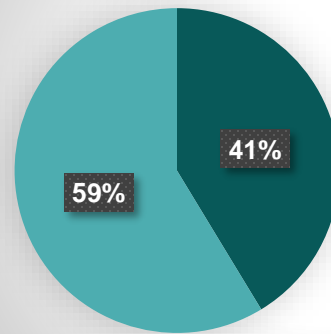
**CHATS
FULFILLED**
52,745

**CHATS
OFFERED**
53,189

Mobile App



Downloads - 174,404



■ iPhone - 72,060
■ Android - 102,344

Customer Online Services Portal

CUSTODIAL PARENTS

**CPs accessed
portal during
FFY, 53,053**

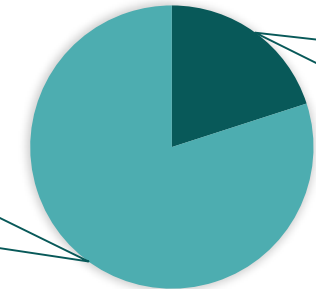
**CP's
registered
during FFY,
11,132**



NON CUSTODIAL PARENTS

**NCPs
accessed
portal during
FFY, 19,570**

**NCP's
registered
during FFY,
6,230**



Digital Marketing



Discussion

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Questions

