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).

<table>
<thead>
<tr>
<th>Program Legislative Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>State Authority / Reference</strong></td>
</tr>
<tr>
<td><strong>Federal Authority / Reference</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Budget SFY2020</strong></td>
</tr>
<tr>
<td>% State Funds</td>
</tr>
<tr>
<td>% Federal Funds</td>
</tr>
<tr>
<td>% Other Funds</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Information</th>
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</thead>
<tbody>
<tr>
<td><strong>Performance Indicators</strong></td>
</tr>
<tr>
<td>Performance Measures:</td>
</tr>
<tr>
<td>- Paternity establishment 79.17%</td>
</tr>
<tr>
<td>- Order establishment 91.10%</td>
</tr>
<tr>
<td>- Current support paid 60.43%</td>
</tr>
<tr>
<td>- Arrears support paid 63.51%</td>
</tr>
<tr>
<td>- Undistributed collections 1.33%</td>
</tr>
<tr>
<td>- Locate 1.88%</td>
</tr>
<tr>
<td>- Collections $613,364,713</td>
</tr>
<tr>
<td>- Cost Effectiveness 7.14*</td>
</tr>
</tbody>
</table>

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

Intake
Walk-ins
Mail
Portal
Referrals

Locate
Automated interfaces and manual searches

Paternity Establishment
Paternity testing

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)
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

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