

Georgia Department of Human Services
Division of Child Support Services

Gwinnett Employer Hub

DHS Board Meeting 8/23/17

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Child Support Director

DHS Vision, Mission, and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Core Values

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect.
- Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.



DCSS Vision, Mission, and Core Values

DCSS Mission is to Enhance the Well-Being of Children by:

- Locating noncustodial 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 for current child support collections
- Recognized nationally as a trendsetter for best practices
- Best managed division in the state of Georgia
- Division 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



3 Key Areas of Federal Performance

1. Federal Self-Assessment reviews

The Federal Office of Child Support Enforcement (OCSE) requires IV-D programs to conduct internal Self-Assessment reviews in an effort to gauge program effectiveness. To meet this requirement,

- OCSE has implemented performance standards in eight (8) core function areas.
- As depicted herein, DCSS exceeded each of the Self-Assessment benchmarks for FFY 2016.

2. Federal Data Reliability Audits

The Federal Office of Child Support Enforcement (OCSE) initiates an independent audit of IV-D agencies' OCSE 157 report submissions to measure whether states are reporting accurate and reliable data. Within this review,

- DCSS must ensure sufficient documentation is maintained for each audit sample selected.
- We are happy to report that DCSS exceeded each of the federal audit requirements for the FFY 2015 audit year!

3. Key Performance Indicators

Summarized in the chart below are federal Key Performance Indicators (KPI) which drive the core performance requirements for all child support agencies.

- Rankings are listed to compare each states' level of performance execution.

The division continues to explore strategic opportunities to increase its Current and Arrears Collection performance



Self Assessment, Data Reliability, & Performance

| Federal Self-Assessment FFY 2016 Results | | |
|--|-------------------|-------------------|
| Review Area | DCSS' Performance | Federal Benchmark |
| Closure | 93% | 90% |
| Disbursement | 100% | 75% |
| Enforcement | 90% | 75% |
| Establishment | 77% | 75% |
| Expedited Processes | 100% | 75% |
| Intergovernmental | 89% | 75% |
| Medical | 88% | 75% |
| Review and Adjustment | 93% | 75% |

| Federal Data Reliability Audit Results: FFY 2015 | | |
|--|-------------------|-------------------|
| OCSE 157 Performance Line | DCSS' Performance | Federal Benchmark |
| Line 1 | 100% | 95% |
| Line 2 | 99% | 95% |
| Line 8 | 100% | 95% |
| Line 9 | 100% | 95% |
| Line 24 | 99% | 95% |
| Line 25 | 98% | 95% |
| Line 28 | 99% | 95% |
| Line 29 | 100% | 95% |

| Statewide PEP | Federal Goal | RANKING | Percent of Cases with Orders | Federal Goal | RANKING | Percent of Current Collections | Federal Goal | RANKING | Percent of Arrearage Cases | Federal Goal | RANKING | Cost Effectiveness Ratio | Federal Goal | RANKING |
|---------------|--------------|---------|------------------------------|--------------|---------|--------------------------------|--------------|---------|----------------------------|--------------|---------|--------------------------|--------------|---------|
| 93.92% | 90% | 14 | 89.36% | 80% | 18 | 61.26% | 80% | 40 | 65.56 | 80% | 18 | \$7.61 | \$5.00 | 8 |



Federal Income Withholding (FIW)

| SFY17 Statewide FIW Total | Monthly Average |
|------------------------------|-----------------|
| 177,548 | 14,796 |

BEFORE Gwinnett Employer Hub

- 58 local offices mailing FIWs
- No monitoring tools

AFTER Gwinnett Employer Hub

- One office performing core duties associated with the centralized FIW process
 - As new employers are identified, review, research, and forward FIW notices to potential employers within two business days as federally mandated
- Monitoring Tools
- Monitor weekly number of system-generated FIWs, FIWs converted to EIWO, employers contacted for direct contact fax/email, or mailed
 - 45 day follow up on sent FIW to check for payments



Gwinnett Employer Hub Teams

Team 1: Employer Outreach

- This team will research and locate employer contact data to improve FIW delivery accuracy.
- Strategic partnerships will be formed with external stakeholders to expand community support and knowledge of the DCSS program.
- These efforts will decrease time elapsed between generating an FIW and receiving support payments, thereby disbursing payments to families sooner.

Team 2: FIW Support Team

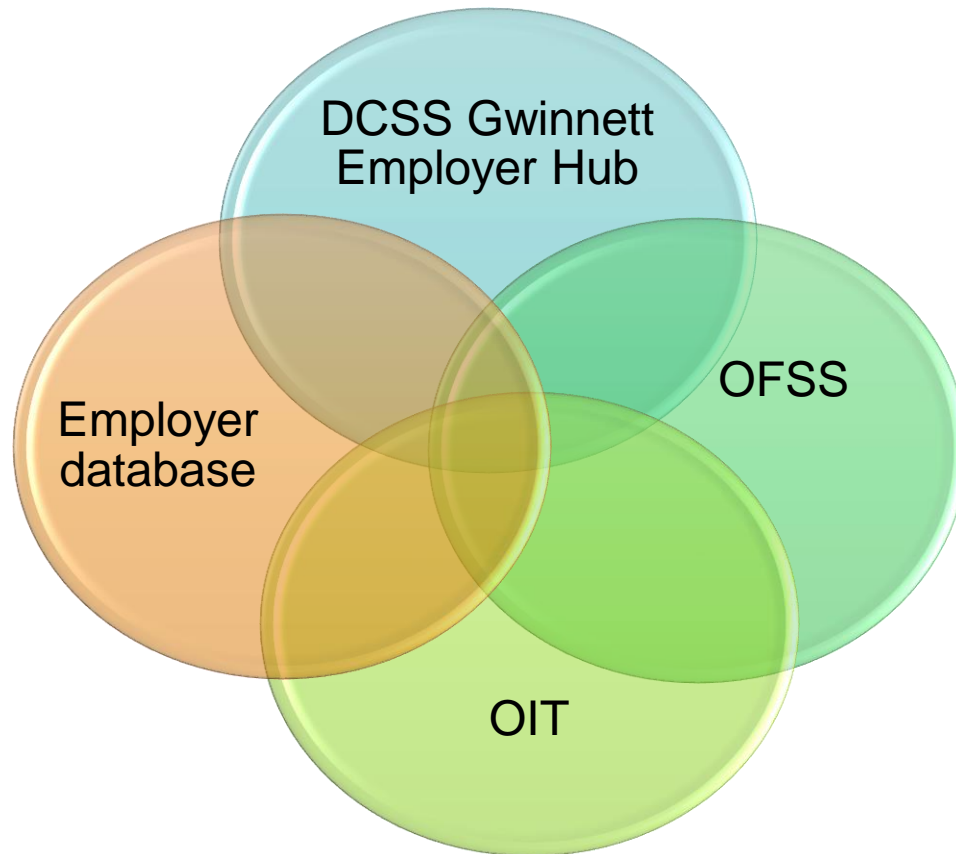
- This team will perform core duties associated with the centralized FIW process.
- As new employers are identified this team will review, research, and forward FIW notices to potential employers within two business days as federally mandated.
- This work will maximize the division's efforts to increase wage withholding collections from 53% to 61% by FFY 2019.

Team 3: Federal/State Audit Support Team

- This team will address deficiencies by completing corrective action case work relating to the cited area(s).
- As examples from previous audit findings, this team may perform activities such as correcting Fee/Recoupment only and Prison cases, where current support charging was terminated in error.
- These activities will serve to protect DHS from federal sanctions and improve service delivery to Georgia's families.



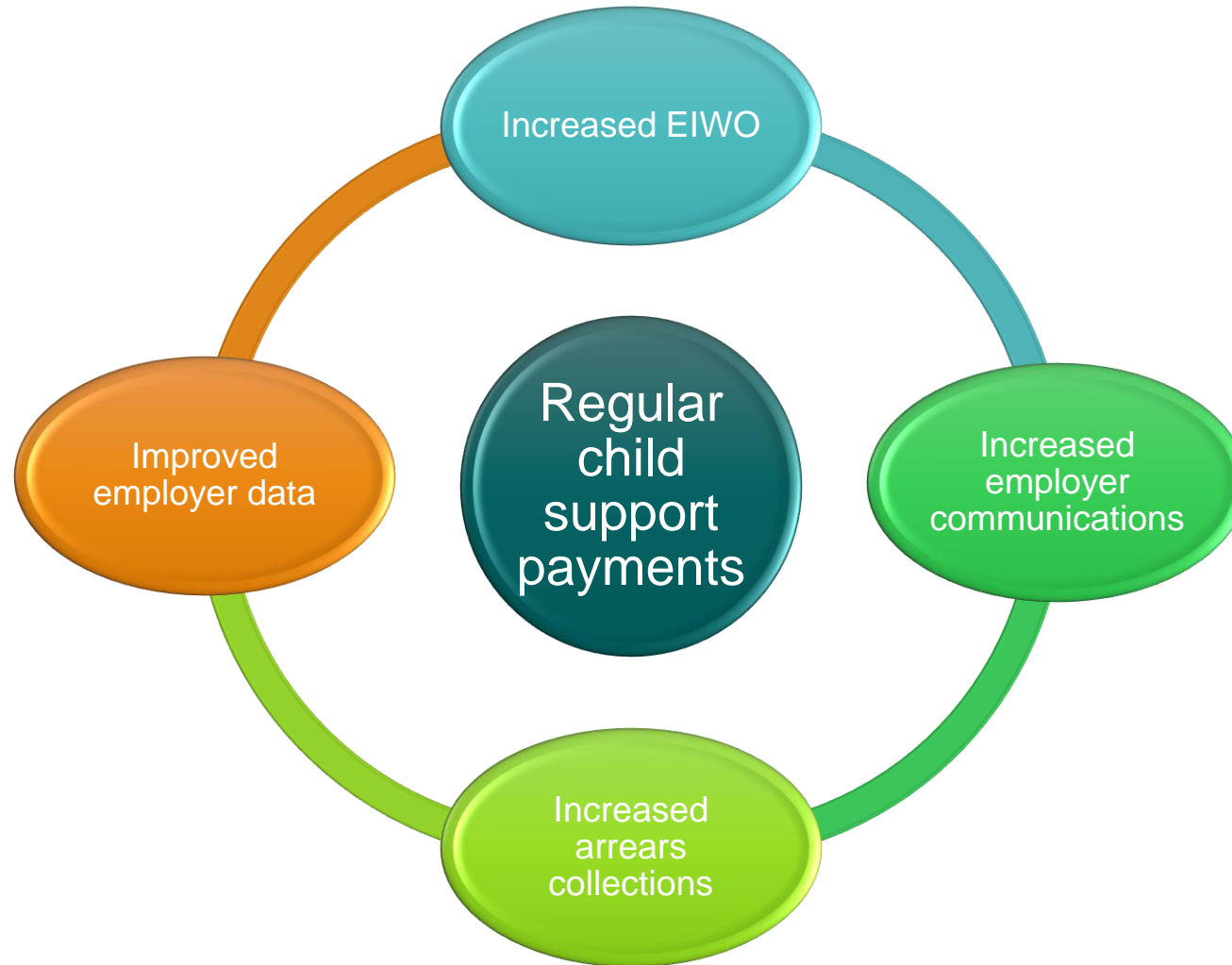
Collaboration



- Collaboration with Sure Bill (vendor) to develop seamless centralization process
- Vendor to centralize and mail approximately 14,800 monthly FIW notices
- Centralized mailing will serve as significant DHS cost saving
- Centralization will expedite FIW processing and payment disbursement to families
- Benefits of Centralization
 - ✓ *Improved employer verification processes*
 - ✓ *Reduction in errant delivery of notices*
 - ✓ *Removal of redundant employer information via scrubbing process*



Anticipated Outcomes



Future Vision

Georgia IV-D Program National Rankings



Questions?

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