

Georgia Department of Human Services
Division of Child Support Services

Director's Communication Group (DCG)

LaNeaysa M. Cummings
Manager, DCG



STRONGER FAMILIES FOR A STRONGER GEORGIA



Director's Communication Group (DCG)

DCG Responsibilities

- Reviews, researches and responds to inquiries and/or complaints sent to the Department and Division. These inquiries are time-sensitive and requires complex research and greater coordination to address the needs of the requesting party.
 - Commissioner's Office
 - Federal Office of Child Support Enforcement
 - Governor's Office of Constituent Services
 - DHS Office of Communications
 - DCSS Director
 - IV-D (Child Support) Agencies
 - Georgia Bureau of Investigations (GBI)
 - Employers



Staffing

1- Program Associate

- Front Desk

1- Agent 3

- Portal Communications (Emails, Telephone Calls)



4 - Personal Advocates

- DHS Constituent Services Liaison
- Federal OCSE Liaison
- Legislative Aides
- High Profile Inquiries
- Customer Written Communications
- GBI Requests
- Other State IV-D Agencies





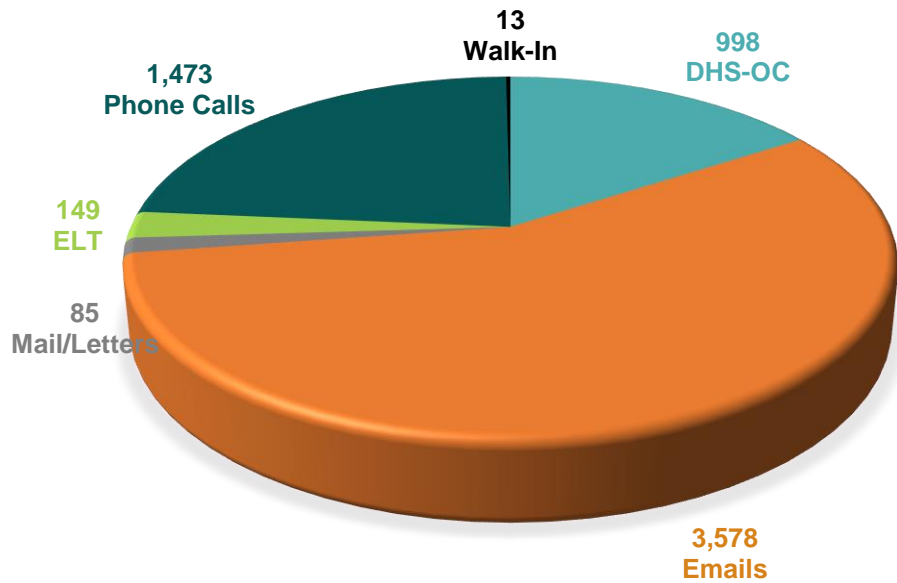
Timeframes

- **Emails**
 - Immediate auto reply
- **Written Correspondence**
 - Acknowledgement of Receipt
- **Phone calls**
 - First Call Resolution
- **Office of Legislative Affairs and Outreach (OLAO) / Office of Communications (OC)**
- **DCG Action Items (Field Office)**



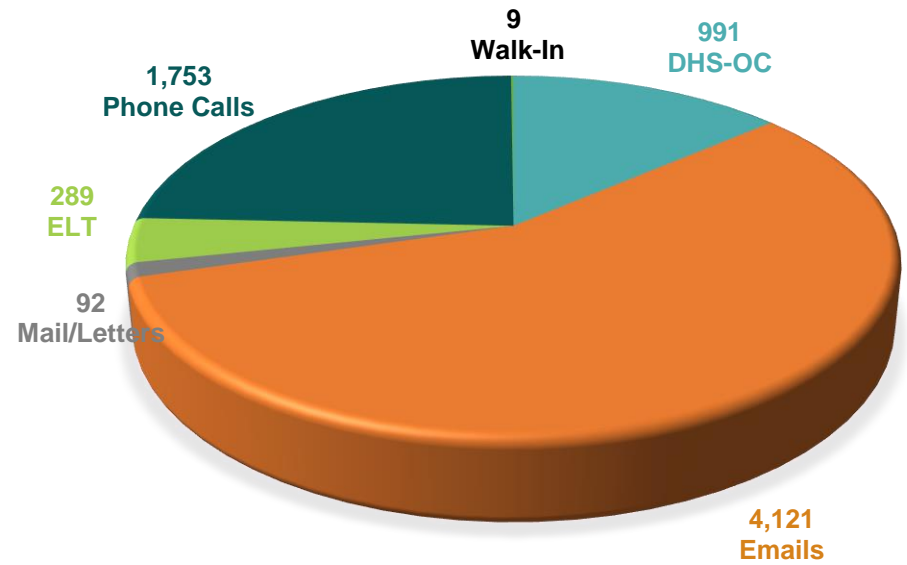
Statistics

2016 (Calendar Year)



Annual Total: 6,296

2017 (Calendar Year)



Annual Total: 7,255



Questions

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