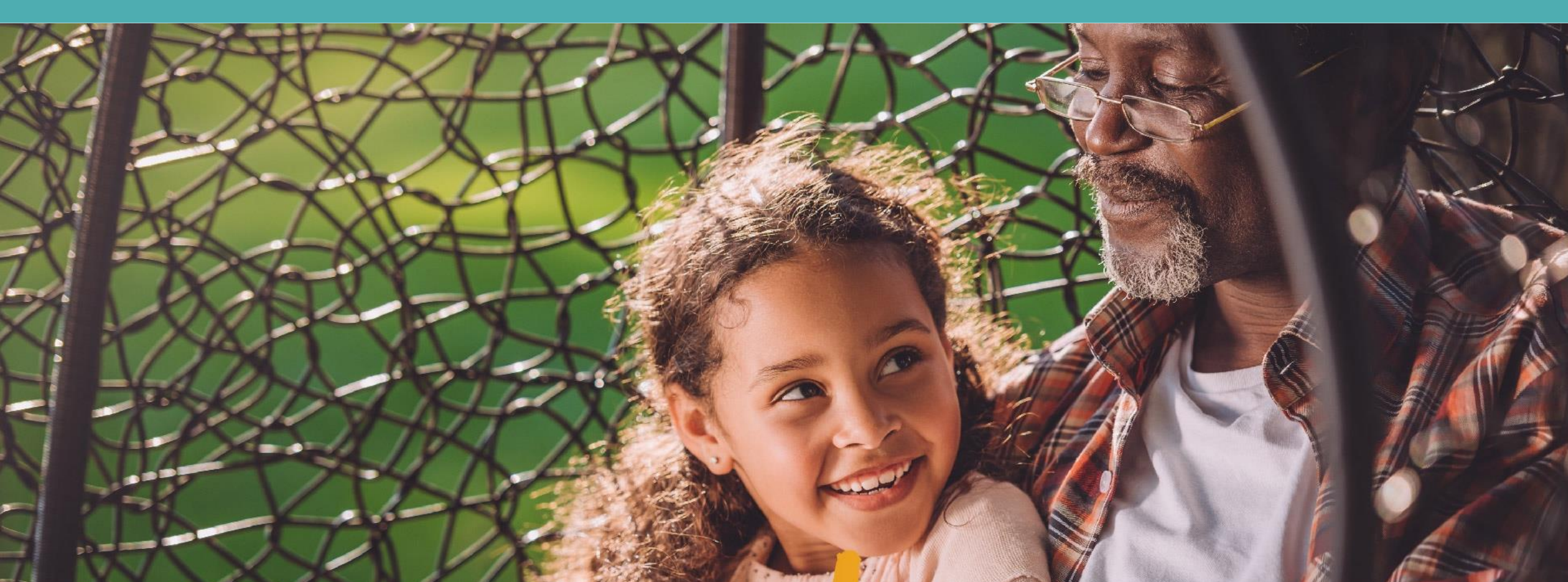


Georgia Department of Human Services
Division of Child Support Services

Georgia Employer Hub (previously Gwinnett Employer): A Year Later

Tangler Gray
Child Support Director

John Hurst
Deputy Director



stronger families

FOR A STRONGER GEORGIA



Child Support Services



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

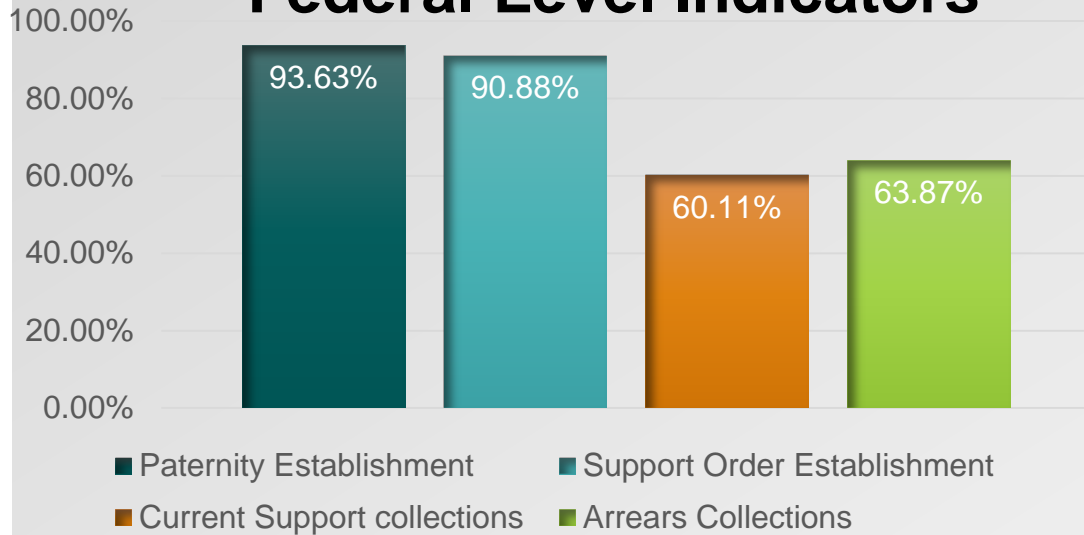
**Court Order
Establishment**
Financial Support
Medical Support
*Process service (Sheriff or
private process server)*

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



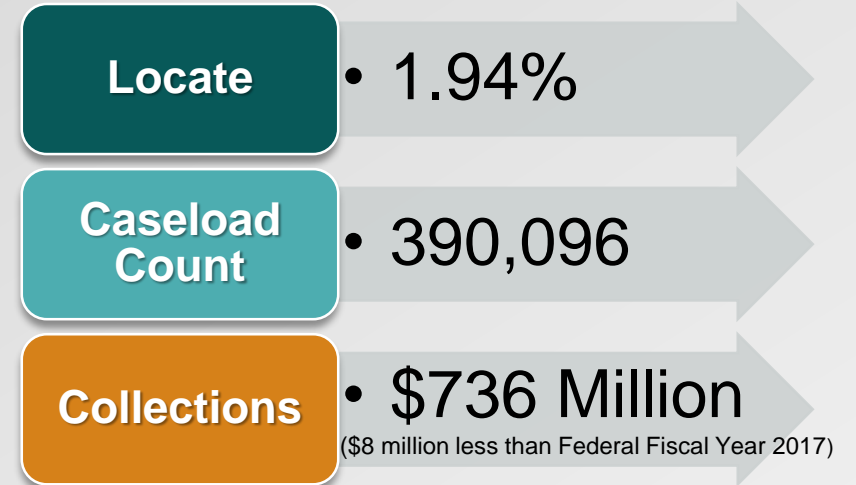
Federal Fiscal Year 2018

Federal Level Indicators



	Federal Fiscal Year 18
Undistributed Collections	0.58%
Cost Effectiveness Ratio	TBD

State Level Indicators



Purge Collections

Wage Withholdings

Driver's Licenses



Meet the Georgia Employer Hub Staff



Yolanda Virden, Region Manager

Georgia Department of Human Services

Georgia Division of Child Support Services

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The Georgia Employer Hub

- Established January 1, 2018.
- Resource for Georgia employers' child support issues and needs.
- Aids in increasing collections and strengthening the partnership with the employer community.

Calendar Year

January 1, 2018- December 31, 2018

EMPLOYEES

- 1 manager
- 2 supervisors
- 2 program assistants
- 16 agents
- 8 temps



4,905

Driver's License Release

11,999

Outbound Calls

9,619

Incoming Calls

85,896



Incoming Mail

202,615

Federal Income Withholdings



Outgoing Mail

203,184



GE Hub Teams

**Federal
Income
Withholdings
Team**

Goal: FIWs are sent timely and accurately

**Performance
Audit
Team**

Goal: Employers in compliance with the FIWs, and sending payments timely and accurately

**Employer
Outreach
Team**

Goal: Employer repository for \$TARS for employer records





Key Performance Indicators Federal Fiscal Year 2018

60.11%

Current Support

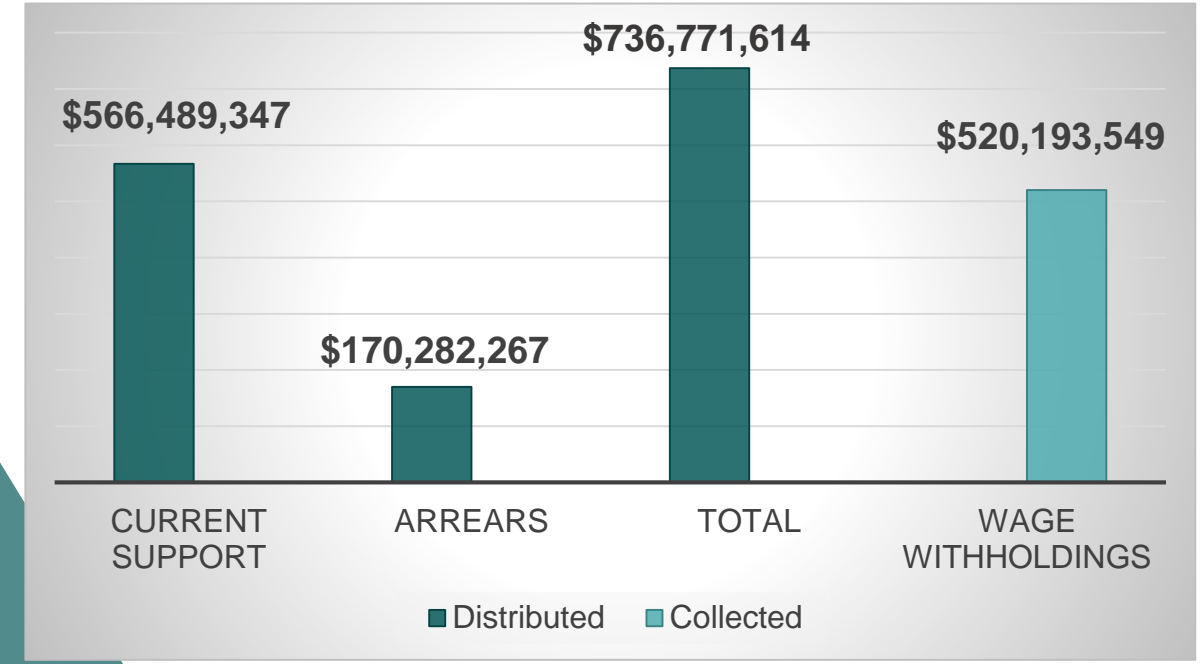
63.87%

Arrears

62.95%

Wage withholdings

Collections



1st Quarter FFY 2019
(October 2018 thru December 2018)

\$130,988,375 in wage withholdings

Wage collections were **66.80%** of all collection sources



Gig Economy

HOW MANY PEOPLE ARE CONSIDERING GIG WORK?



THE PAY

Companies pay for transactions instead of traditional hourly or salary wages

FUTURE GROWTH

34% of workforce is in the gig economy, estimated to be 43% by 2020

The gig economy refers to the growing sector of jobs in the U.S. that operate on a freelance or on-demand basis.

REQUIREMENTS

Provisions for State Directory of New Hires requires companies to report "employees" only

NO ALERTS

Child Support not alerted on hires of independent contractors





Payroll & HR Professionals!

As one of the child support program's most important partners, we invite you to join us at our first Employer Symposium where we will discuss child support topics and share information about resources available to explain employers' roles in the program.

Upcoming Employer Symposium

March 28, 2019

Session 1 - 9:00 a.m. | Session 2 - 1:00 p.m.

*Registration is open 1 hour prior to each session

Marriott Atlanta Century Center

2000 Century Blvd N.E., Atlanta, GA 30345

Agenda will include:

- W4/New Hire Reporting
- Discussion with the American Payroll Association
- Panel discussion and Q&A



Discussion

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Questions

