

Division of Child Support Services (DCSS)

The DCSS Story...

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Presentation to: Board of Human Services

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Georgia Department of Human Services

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.**

Division of Child Support Services

Mission, Vision, Values & Accomplishments

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

- Establishing and Obtaining support (financial & medical)
- Locating parents
- Establishing paternity
- Monitoring, enforcing and reviewing support obligations

Georgia's Vision is to be:

- Ranked in the top 10 states nationally for current child support collections – currently ranked 26th
- Recognized nationally as a trendsetter for best practices
- Best managed agency in the state of Georgia
- [Agency 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

~ Accomplishments ~

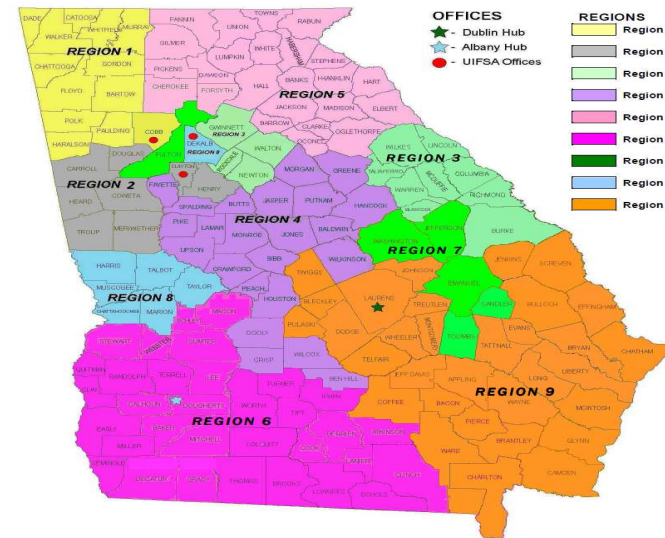
- Earned 2010 “Most Improved Child Support Agency” in the nation
- Moved from 47th to 26th in nation in providing child support on a regular basis
- Received the Outstanding Process Improvement award from the Governor’s Office of Customer Service
- Earned the Federal Office of Child Support Enforcement Commissioner’s award for High Performance
- Received the Federal Office of Child Support Enforcement Commissioner’s award as well as the Governor’s Customer Service award for establishing the *first virtual call center* for Georgia state agencies and child support nationally
- **Earned 2012 “Most Outstanding Child Support Program” in the nation**

Division of Child Support Services

Statewide Demographics

DCSS REGION REALIGNMENTS

Effective as of July 1, 2012



•Statewide Data

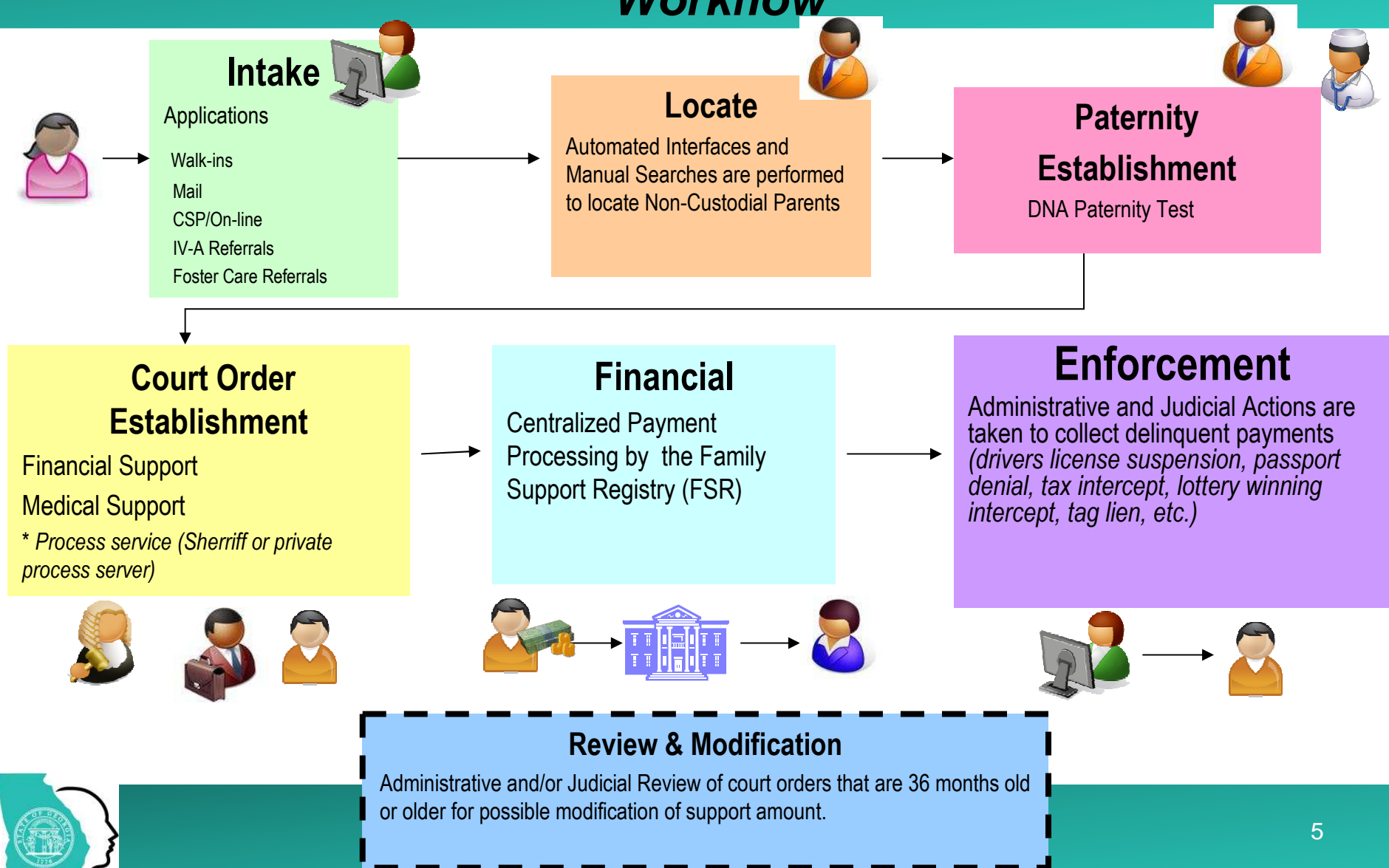
- 9 GA Child Support Regions
- 58 Local Child Support Offices
 - 49 State-staffed Offices
 - 9 Contract Offices (DAs)

•Caseload:

- Georgia DCSS has 394,000 cases representing over 1.2M Georgia citizens
- Caseload represents 529,000 children
- 94% of caseload consists of Custodial Parents who have never received public assistance or formerly received public assistance

•Georgia distributed over \$693M to families in FFY12

Division of Child Support Services Workflow



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Outreach Efforts

- **Fatherhood Program**

- *Serves 3,000 NCPs per year*
- *Serves Non-Custodial Parents who are Fathers and Mothers*

Re-entry Services

- *Partnership with DOC to assist NCPs with re-entry into society*

Paternity Testing

- *Voluntary DNA testing done at all Georgia Prisons; 17-20% exclusion rate*

Homeless Veterans Initiative

- *Metro Atlanta Pilot Partnership with Veterans Affairs and Legal Aid; GA one of 10 sites selected by the Feds*
- *Columbus Veteran's Initiative*

- **Community Outreach Council**

- *Focus group to find ways to help NCPs and CPs become self-sufficient*
- *Enhanced Transitions Job Grant Partnership with Goodwill that will ensure 500 non-custodial parents in Atlanta area receive transition jobs*

- **Problem Solving Court**

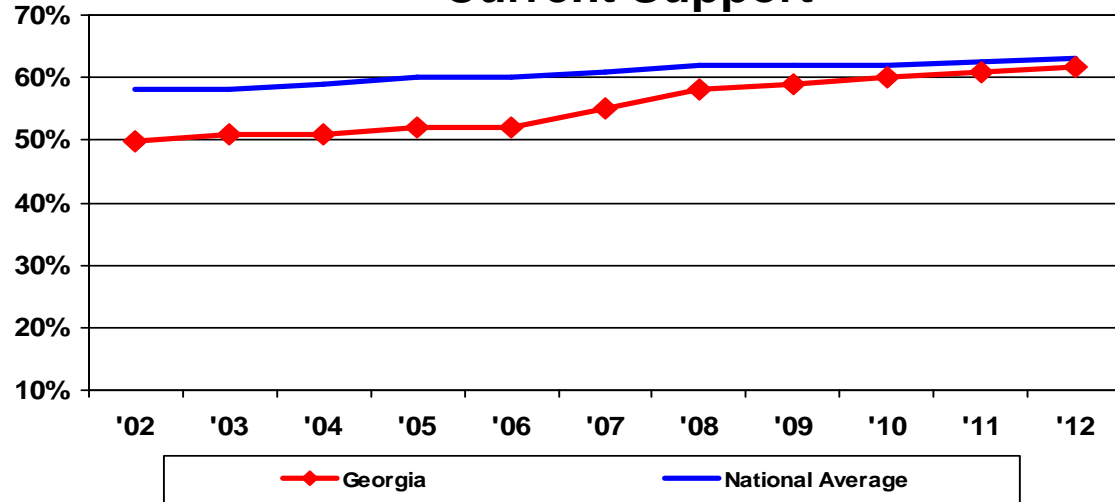
- *Child support alternative to incarceration*
- *Utilize free community resources*
- *Referrals for initial assessment through local CSBs*
 - *Substance abuse*
 - *Mental health*

Division of Child Support Services

Federal Performance Indicators

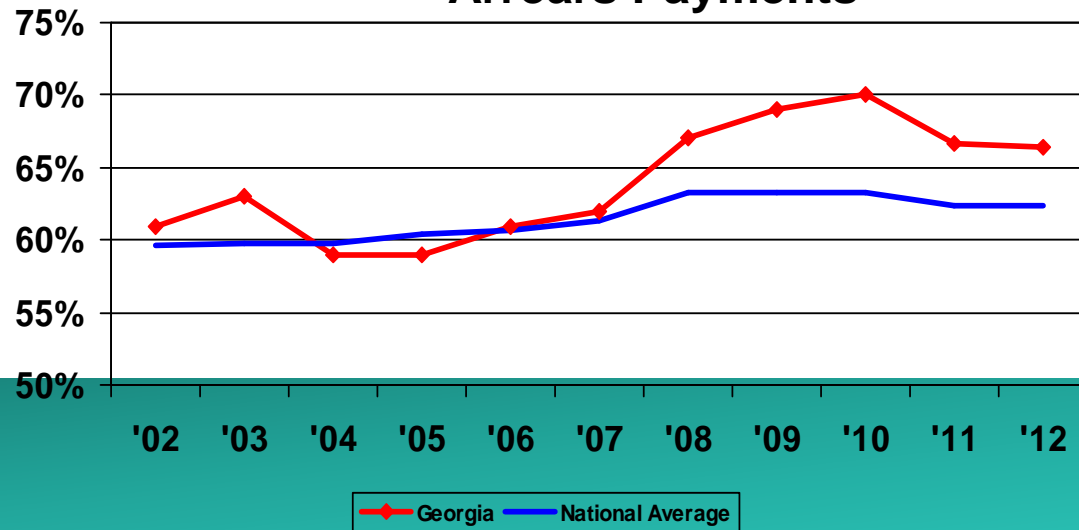
Held rank at 26th in the nation
 ■ Moved from 47th to 26th in 5 years

Current Support



GA continues to exceed the national average by 4%

Arrears Payments

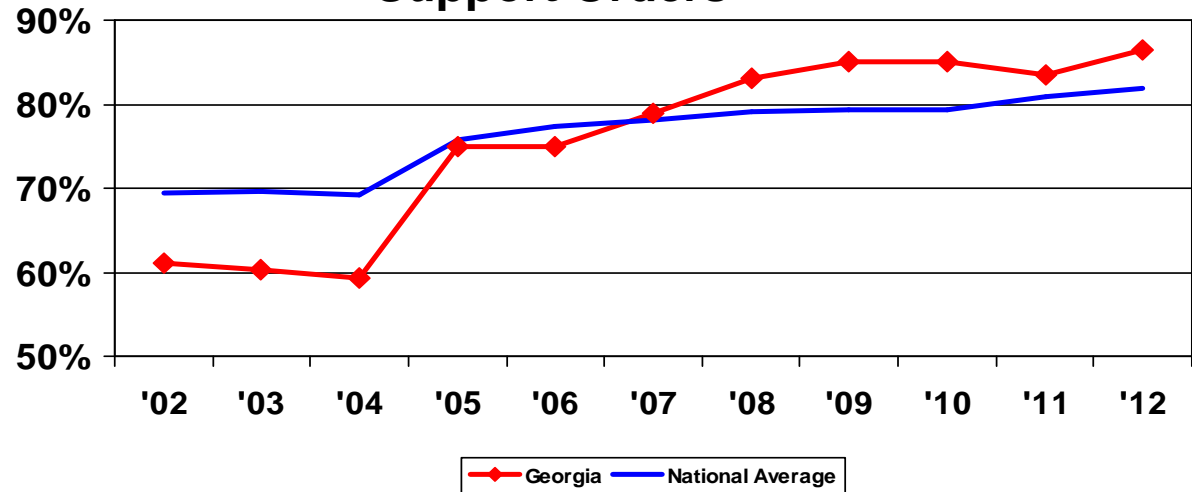


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Federal Performance Indicators

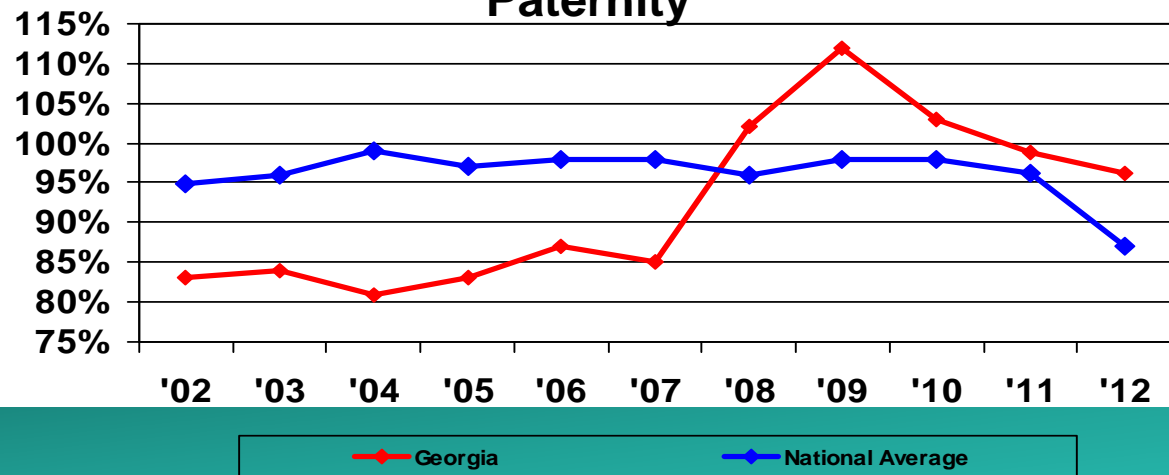
Support Orders

Used "Same Day Service" and increased usage of the OSAH Establishment Process to exceed national average



Used partnership with DOC and in-house paternity sample collection to reverse paternity trend in GA
 ■ 52,364 DNA samples have been collected by staff from 10/2008 thru 2/2013

Paternity

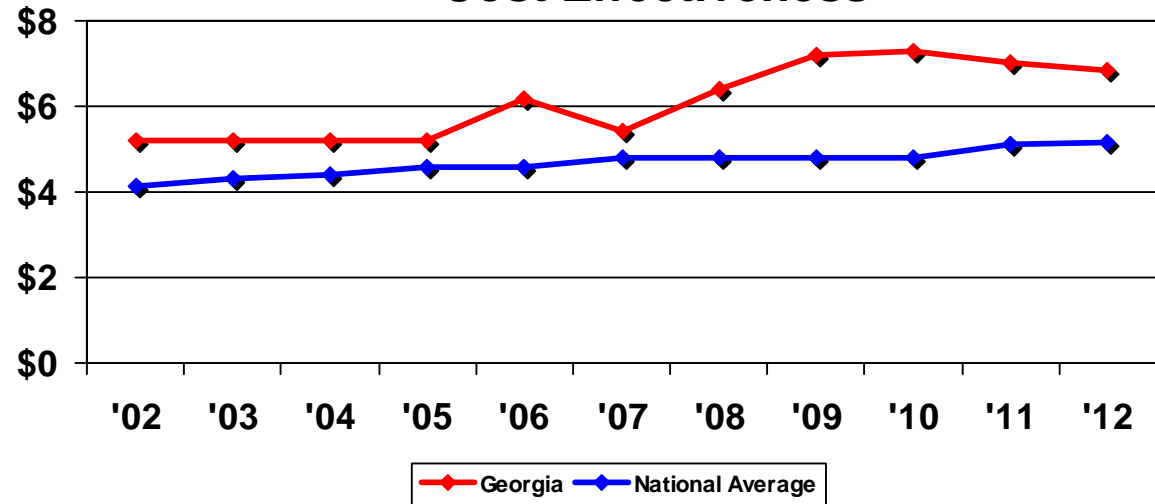


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Federal Performance Indicators

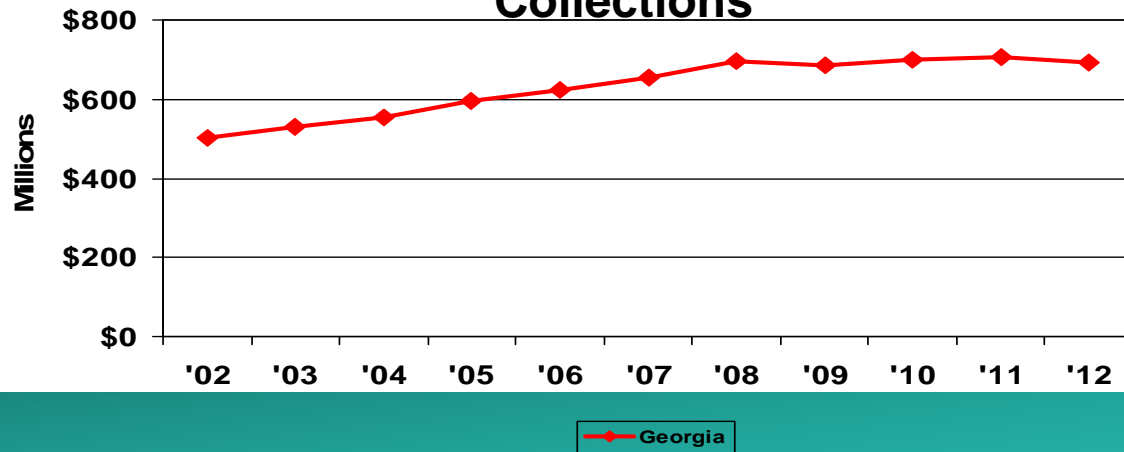
Cost Effectiveness

ROI, for every \$1 spent, \$6.83 was collected



Collections

Increased collections by 40% since 2002



Division of Child Support Services

Strategic Plan

GOVERNOR'S STRATEGIC GOALS FOR GEORGIA		DHS GOALS	DCSS GOALS	STRATEGY	MEASURABLE ACTIVITIES	MEASUREMENT TOOLS
<p>Facially Sound, principled, conservative</p> <p>Deliver services and manage business operations effectively and efficiently</p>	<p>Deliver services and manage business operations effectively and efficiently</p>	#1	<p>Improve Performance Indicators</p>	<p>Business Process Management</p>	<ol style="list-style-type: none"> Increase number of paternities established and ensure proper coding for children born out of wedlock Increase number of cases with child support orders by working the Line 12 Audit report and obtaining and filing signed support order(s) Increase percentage of current support paid through income withholding and ensure current support account reflects the court order Increase percentage of arrears support paid by dollar amount and if of cases paying through income withholding, ensure repay ordered amounts are added, and account balances are correct Reduce total bad UDC (monitor good UDC) by working financial reports (funds in escrow, error, unidentified, future pay and the DW 157 enforcement reports) Ensure data is reliable, accurate and complete 	<ol style="list-style-type: none"> 1a. Paternity formula - IV-D Total # of Children in IV-D caseload in the Fiscal Year or, at the option of the State, as of the end of the Fiscal Year who were born out of wedlock with Paternity established or acknowledged Total # of Children in IV-D Caseload as of the end of the preceding Fiscal Year who were born out of wedlock 1b. Paternity formula - statewide Total # of minor children who have been born out of wedlock and for whom Paternity has been established or acknowledged in the state during the Fiscal Year Total # of children born out of wedlock in the state during the preceding Fiscal Year 2. Support Order Formula Number of IV-D Cases with Support Orders during the Fiscal Year Total Number of IV-D Cases during the Fiscal Year 3. Current Support Formula Number Dollars Collected for Current Support in IV-D Cases Total Dollars Owed for Current Support in IV-D Cases 4. Arrears Formula Total Number of eligible IV-D cases Paying Toward Arrears Total Number of IV-D Cases with Arrears Due 5. Report OCSE34A of Undistributed Collections - View Direct report SIDF88PR 6. Completing system and file evidentiary reliability assessments and reviews
				<p>Employee Development Retention Succession</p>	<ol style="list-style-type: none"> Re-evaluate staffing plan (number of employees vs. workload) Develop and implement ongoing training & mentoring including LMS/Training Academy (online service education) Effective recruitment, development, retention, and succession Availability of DCSS Courts mailbox to employees to submit proposals for process improvements (employee engagement) 	<ol style="list-style-type: none"> Staffing Plan TSD/LMS training reporting (analysis) Retention Percentage, OHRMD Reports, Employee PMP BPM Tracking Log
				<p>Optimize Service Delivery</p>	<ol style="list-style-type: none"> Promote and utilize auto email alert of case actions for proactive customer service Implement chat and lobby management options for customers Enhance customer online services website to be more customer friendly Tell the DCSS Story Enabling technologies (CRM, STARS, GROUPWISE, PORTAL, DATA WAREHOUSE, GTA, GAIT, GETS, IBM, Del, and AT&T) 	<ol style="list-style-type: none"> Report of number of alerts sent (BRT development) Specialized/Escalation reports (track reduction) Service Delivery Tracking (automated tracking of walk-in service) Newsletter, conferences, employees of distinction RMS - Request Management System (Reports)
				<p>Fiscal Operations Cost Savings</p>	<ol style="list-style-type: none"> Increase Revenue - Overall collections to include Fees, recoupments, payments and incentives earned Reduce expenditures - Streamline travel, supplies, operating & systems costs, personal services, etc. 	<ol style="list-style-type: none"> OCSE34A Report of Quarterly Collections - View Direct report SIDF81PR OCSE 386A Expenditure Report - DCSS Budget SFY comparisons/Requirements PeopleSoft Reports Cost Effectiveness - OCSE34A Report & OCSE 396A Expenditure Report Total IV-D Dollars Collected Total IV-D Dollars Expended
<p>Accessible care and active lifestyles</p> <p>Promote self-sufficiency and independence for families and individuals</p>	<p>Promote self-sufficiency and independence for families and individuals</p>	#2	<p>Increase Outreach Program Efforts</p>	<p>Expand Problem Solving Court</p>	<ol style="list-style-type: none"> Initiate a Problem Solving Court model (PSC) in various judicial circuits throughout the state. Increase the number of active PSCs from 6 to 24 by SFY 2016 Increase the % of payments by the NCPs in PSC (from enrollment to graduation) from 73% to 90% by SFY2016. Increase the NCPs employed (from enrollment to graduation) in PSC from 48% to 55% by SFY2016. 	<ol style="list-style-type: none"> PSC interest meetings with Judges DCSS specialized reports (excel) Data extraction from STARS/Data Warehouse
				<p>Marketing & Educate Stakeholders</p>	<ol style="list-style-type: none"> Collaborative meetings conducted with stakeholders to include state and county agencies/organizations Social media via DHS Contact Center - FSU - IVR Educational Information (After Hours/Hold Times) 	<ol style="list-style-type: none"> Name, Commitment, and Outcome from Stakeholders Meeting DHS - Report number of DCSS followers DHS IVR Reports
				<p>Increase % of NCPs employed & paying in DCSS Outreach Programs</p>	<ol style="list-style-type: none"> Increase the # of NCPs employed in the Fatherhood Program Increase current support paying percentage for NCPs in the Fatherhood Program 	<ol style="list-style-type: none"> Short-term trainings/STARS - FWI/Excel report Reports: Data Warehouse, 157 Report, Specialized Reports/Queries (Business Objects) and View Direct (Driver's License Override)

VISION
Stronger families for a stronger Georgia
OBJECTIVE
To collect and disburse child support payments



Division of Child Support Services

Strategic Plan – State & Department Alignment

- **DCSS Strategic Plan was officially released on 2/15/2013**
- **Plan supports the Governors Strategic Goals for Georgia**
 - Fiscally Sound, Principled, Conservative
 - Accessible Care and Active Lifestyles
- **Plan supports the DHS Goals**
 - Deliver services and manage business operations effectively and efficiently
 - Promote self-sufficiency and independence for families and individuals
- **Plan supports the DHS Vision**
 - *Stronger Families for a Stronger Georgia*

Division of Child Support Services

Strategic Plan – Objective, Goals & Strategies

- **Objective – To Collect and Disburse Child Support Payments**
- **Goals #1 – Improve Performance Indicators**
 - Business Process Management
 - Employee Development, Retention, Succession
 - Optimize Service Delivery
 - Fiscal Operations and Cost Savings
- **Goal #2 – Increase Outreach Program Efforts**
 - Expand Problem Solving Court
 - Marketing & Educate Stakeholders
 - Increase % of NCPs Employed & Paying Child Support
- **Poster-Size copy of Strategic Plan will be posted in all DCSS Offices**

Division of Child Support Services
The DCSS Story

Questions???