



Georgia Department of Human Services

Division of Child Support Services Quick Facts
Fiscal Year 2016

Robyn A. Crittenden, Commissioner



Every day, the staff of the Department of Human Services works toward the goal of stronger families for a stronger Georgia. With a presence in all 159 counties, the Department touches the lives of more than 2 million Georgians each year.

Each Division plays a vital role in the realization of this goal, providing services that protect vulnerable populations, promote self-sufficiency and empower individuals to become the masters of their own destinies and build better futures for their families.

Under Gov. Nathan Deal's leadership, Georgia is becoming more proactive in its protection of vulnerable children and adults and more effective in its efforts to help struggling families get on their feet.

With support from the governor and the General Assembly, efforts to reduce caseloads in Child Protective Services and Adult Protective Services have proven beneficial to the safety of vulnerable populations, and the Department continues to work on strategies that will ensure families in this state receive their best shot at a good life.

Efforts to improve efficiency in Department processes have ensured the Department provides benefits accurately and on time to those most in need.

Adopting the accountability court model for child support services has allowed the Department to work with parents on solutions that increase their involvement in the lives of their children and reduce the need for parental incarceration.

A sharper focus on Georgia's growing aging population has unearthed needs for a plan to address senior hunger and improved coordination for services to Georgia's older and disabled adults.

Our awareness and our ability to address each of the issues that affect Georgia's most vulnerable families improves every day, thanks to the tireless work of our staff and the support of Gov. Deal, the members of the General Assembly and our many community partners across the state.

Thanks to you, Georgia's families grow stronger every day.

Sincerely,

Robyn A. Crittenden

Commissioner, Department of Human Services

Bobby Cagle

Director, Division of Family & Children Services





About Division of Child Support Services

The Division of Child Support Services (DCSS) enhances child well-being through the administration of financial and medical child support and the provision of the following services: location of parents; establishment of paternity; establishing, monitoring, enforcing and reviewing support obligations.

The state's child support services program is established in the federal Social Security Act and follows federal performance guidelines.

ACCOMPLISHMENTS

- In Federal Fiscal Year 2016 (FFY16), DCSS exceeded three federal goals for performance, data reliability and employee support, including:
 - Exceeding the goal to establish paternity on 90 percent of cases by nearly 4 percentage points
 - Exceeding the goal to collect 65 percent of child support arrears by half a percentage point
 - Reducing the amount of undistributed collections
 - Exceeding standards for data efficiency and reliability in an audit of 2015 data
- Established four new Parental Accountability Courts (PACs) to aid noncustodial parents (NCPs) who are facing incarceration due to nonpayment of child support
- Enrolled 1,620 noncustodial parents into General Education Development (GED) programs and another 206 parents into short-term job training programs through the Division's Fatherhood program, which is designed to help parents find jobs paying above minimum wage so they can meet their child support obligations
- Launched a mobile application that allows customers to make payments, retrieve information for their cases and view scheduled appointments
- Deployed an online chat feature, providing an additional access point to the Division for customers
- Piloted QMATIC, a lobby and customer management system designed to enhance the customer experience from first to last customer touch points

GOALS FOR SFY17

- Increase the percentage of consistent child support payments (currently 61 percent)
 - Increase the percentage of past-due child support payments (currently 65 percent)
 - Increase total child support collections (currently \$740 million)
 - Establish 11 new Parental Accountability Courts (PACs)
 - Host outreach events across the state to educate parents on programs that assist with gaining employment and meeting child support obligations.
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GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Child Support Services

DCSS Overview

Strengthening Georgia by ensuring children receive support from both parents.



553,455

Georgia children served financially through child support orders in FFY16

\$740 million

distributed to Georgia children through Child Support Services.

In 2016, the Division managed **411,151** cases involving **367,392** parents under court orders; **61.25%** of parents make consistent payments.



ADMINISTRATIVE COLLECTION & SERVICE TOOLS

- Withholding child support from paychecks or unemployment benefits
- Intercepting federal and/or state income tax refunds to pay child support arrears
- Reporting parents delinquent in child support payments to credit bureaus
- Suspending or revoking driver's, professional, occupational, hunting and/or fishing licenses for failure to pay child support
- Filing liens and levies on tangible or intangible property
- Denying passports if more than \$2,500 in child support is owed
- Seizing bank accounts after notice

Helping Parents Support their Children

FATHERHOOD PROGRAM

Through the Fatherhood program, the Division works with parents who are unemployed or underemployed and are, as a result, unable to pay their full child support obligations. The program connects parents with resources that lead to jobs paying above minimum wage, greater self-sufficiency and more emotional, parental and financial involvement in the lives of their children. Georgia has the only statewide program in the country.

PARENTAL ACCOUNTABILITY COURT PROGRAM

The Parental Accountability Court (PAC) program is a joint effort of the Division and Superior Court Judges to offer an alternative to incarceration and to help chronic nonpayers of child support make regular payments. The program uses community resources to address barriers that keep parents from meeting their support obligations. Each program, including the services provided to participants, is tailored to the needs of the local community. Superior Court Judges provide judicial oversight and collaborate with PAC coordinators to implement the program. To graduate, participants must meet their child support obligations for a minimum of six consecutive months.

Review & Modification of Child Support Orders

Individuals with child support cases may request a review and modification of their child support order every three years. However, a review may be granted sooner if the requesting party has a substantial change in circumstances. Situations that may qualify for a more frequent review include but are not limited to:

- Diagnosis of a serious illness or an accident that affects either party's ability to work and the resulting condition is expected to last for more than a year
- Either party begins receiving Temporary Assistance for Needy Families benefits following the establishment of the last order
- Parent suffers a 25 percent or greater involuntary loss of income
- Parent receives an unanticipated windfall of money (i.e. lottery, inheritance, etc.)
- Documented proof that custody of a child has changed from the custodian



Georgia DCSS Mobile App

Georgia is the first state to make a full-service child support mobile app available to its customers. The app allows customers to make child support payments, review their payment history, view scheduled appointments and receive notifications and alerts on important information regarding their cases.

CONTACT INFORMATION

Custodial and noncustodial parents may apply for services, enter and receive information about their cases, make a payment online or check payment information by using the Customer Online Services portal at www.dcss.dhs.georgia.gov.

Users receive a password to protect confidentiality. For information about the Fatherhood program and other community outreach services, call **1-844-MYGADHS (1-844-694-2347)**.

GEORGIA DEPARTMENT OF HUMAN SERVICES

Division of Child Support Services

Community Outreach

Helping parents support their children.

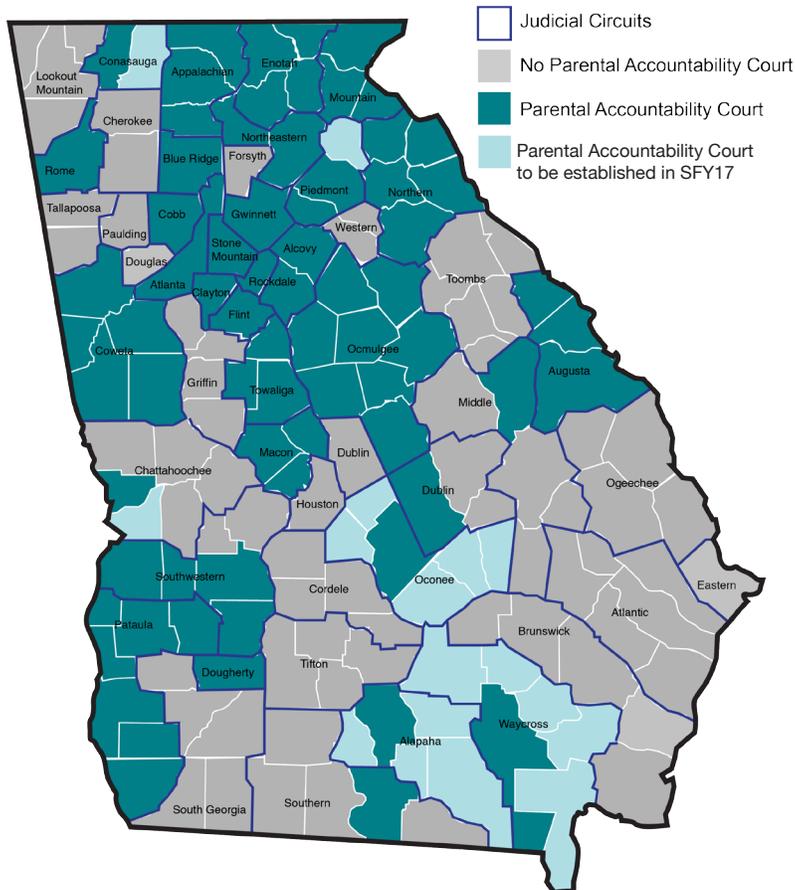


Parental Accountability Court Program

The Parental Accountability Court (PAC) program is a joint effort of the Division and Superior Court Judges to offer an alternative to incarceration and to help chronic nonpayers of child support make regular payments. The program uses community resources and judicial oversight to address barriers that keep parents from meeting their support obligations. Each program, including services provided to participants, is tailored to the needs of the local community. Superior Court Judges provide judicial oversight and collaborate with PAC coordinators to implement the program. PAC coordinators connect participants to existing community resources.

Judicial Circuits Served by Parental Accountability Courts

PACs are in operation in 23 judicial circuits across the state. The Division will establish 11 new PACs across the state in SFY17.



SERVICES OFFERED TO PARTICIPANTS

- Volunteer work opportunities
- Literacy training
- Job assistance/placement
- Mental health services
- Clinical assessments
- Substance abuse treatment
- Coaching/mentoring
- Additional services specific to each local community

BY THE NUMBERS

Since SFY 2012, the Parental Accountability Court program has helped

3,609

noncustodial parents who were at risk of incarceration avoid jail time and provide much needed support to

6,005

of Georgia's children. Program participants paid an estimated

\$8.7M

in support, which, in return, has saved the state millions in incarceration costs.

CONTACT INFORMATION

For information about the Parental Accountability Court Program and other outreach services, call **1-844-MYGADHS (1-844-694-2347)**.

Robyn A. Crittenden, DHS Commissioner | **Tanguler Gray**, Division Director | **Reed Kimbrough**, Division Deputy Director

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Community Outreach

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Fatherhood Program

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- GED classes
- Short-term training
- Volunteer opportunities
- Resume writing
- Federal bonding
- Referrals for access and visitation
- Referrals for legitimization
- Job placement, coaching and mentoring

“FATHERHOOD: A CELEBRATION” EVENTS

In an effort to raise awareness for the Fatherhood program’s ability to help parents meet their child support obligations, the Division has begun hosting outreach events around the state. These events, called “Fatherhood: A Celebration” celebrate the roles fathers play in the lives of their children. The events provide a fun atmosphere for parents to spend time with their children and to learn about the unique resources available to parents struggling to pay their child support.

The Division prioritized locations for the event by identifying areas of the state with both the greatest number of nonpaying parents and the least number of participants in the program. The map to the right shows locations for 2017.



89%

of noncustodial parents owing child support in Georgia are fathers.

83,000

cases are considered to be hard-to-serve and potentially eligible for an outreach program.

During FFY16,

6,122

parents were enrolled in the Fatherhood program, supporting **18,173** children.

21

Fatherhood agents across Georgia

1,620

noncustodial parents enrolled in General Education Development (GED) classes through the Fatherhood program.

206

participants enrolled in short-term training programs



Fatherhood participants who have had their driver’s licenses suspended or who are subject to license suspension for nonpayment of child support have the opportunity to regain driving privileges.

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