

DCSS Overview

Helping parents support their children.

Fatherhood Program

Through the Fatherhood program, the Georgia Department of Human Services' (DHS) Division of Child Support Services (DCSS) 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 DCSS 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.

Access and Visitation Program

The Access and Visitation (AV) program provides approximately \$10 million in funding annually to the 50 U.S. states and four territories. Administered by the Office of Child Support Services (OCSS) in the U.S. Department of Health and Human Services, the AV program is designed to increase the noncustodial parent's access to and visitation with their children. Georgia uses funding from this grant to provide several services to parents.

Prison Reentry Program

The Prison Reentry program strives to increase parental accountability, self-sufficiency, and child support collections. Justice-involved individuals with an active child support case participate in weekly educational sessions and support groups to help improve their parenting skills. An initial assessment is completed to identify community resources to help integrate noncustodial parents back into society.

Award-winning 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. Scan the QR code to download the app!



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

Review & Modification of 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:

- Parent incurs a loss of health, i.e., a diagnosis of a serious illness or an accident that impacts the parent's ability to work
- Either party begins receiving Temporary Assistance for Needy Families benefits following the establishment of the last order
- Parent suffers a 25% or greater involuntary loss of income
- Parent experiences an involuntary termination of employment or has an extended involuntary loss of average weekly hours
- Parent is incarcerated for more than 180 days

By the Numbers Federal Fiscal Year 2024

295,500	total cases managed by DCSS	\$660M	distributed to Georgia children through DCSS
60.46%	of parents made consistent payments	406,590	children were served
267,145	total cases with support orders managed by DCSS		

Contact Information

For information about DCSS and its outreach services, call **877-423-4746**. Custodial and noncustodial parents can 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 **childsupport.ga.gov**. Users must establish a password to protect confidentiality.