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DCSS LEADERSHIP:

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DIVISION OF CHILD SUPPORT SERVICES

The Georgia Department of Human Services, Division of Child Support Services (DCSS) serves Georgia families who need assistance with collecting child support payments. Any custodial parent or guardian of a child may apply at the DCSS office that serves his/her county or online using Customer Online Services at <http://dcss.dhs.georgia.gov>. Call 1-844-mygadhs (1-844-694-2347) to find out the location of the office that serves your county. There is an application fee of \$25, but services are free for recipients of Temporary Assistance for Needy Families (TANF) and Family Medicaid. Customers who provide all necessary documentation when they apply for child support services may have their application processed the same day.

DCSS SERVICES INCLUDE:

- Locating non-custodial parents;
- Establishing paternity;
- Establishing and enforcing child support orders;
- Establishing and enforcing medical support orders; and
- Collecting and distributing support payments.

COLLECTION AND SERVICE TOOLS AVAILABLE TO DCSS

- Withholding child support from paychecks or unemployment benefits;
- Intercepting federal and/or state income tax refunds to pay child support arrears;
- Garnishing worker's compensation benefits;
- 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;
- Reviewing and modifying child support orders periodically;
- Intercepting lottery winnings of more than \$2,500;
- Filing contempt of court actions which may result in a jail sentence if the non-custodial parent is found in willful contempt;
- Filing liens and levies on tangible or intangible property;
- Denying passports if more than \$2,500 in child support is owed; and
- Seizing bank accounts after notice.

CHILD SUPPORT DISTRIBUTED TO FAMILIES

- Georgia distributed \$704.5 million to child support recipients in FFY 2014.
- Georgia ranked 30th in the nation in FFY 2013 in the percentage of parents current on their child support payments. Georgia was ranked 47th in FFY 2006.
- All Georgia child support recipients receive payments through direct deposit or debit cards. This has eliminated the problems of checks lost, stolen, or returned because the recipient moved with no forwarding address, and it has shortened the time between collection and distribution.
- Non-custodial parents who cannot pay through paycheck deductions may request that payments be transferred automatically from their bank account.

ONLINE SERVICES:

- Custodial and non-custodial parents may check payment information, enter and receive information about their case, apply for services or make a payment online by using the *Customer Online Services* at www.dcss.dhs.georgia.gov. Users receive a password to protect confidentiality.

CASELOAD:

- DCSS has 396,640 cases in Georgia.
- The cases represent 533,252 children.

PARENTS UNDER COURT ORDER TO PAY CHILD SUPPORT THROUGH DCSS:

- 354,427 in Georgia
- 60.9 percent of non-custodial parents are consistently current on their child support payments
- 91 percent of non-custodial parents owing child support in Georgia are fathers and 9 percent are mothers

FATHERHOOD PROGRAM:

The Fatherhood Program (FHP) provides assistance to non-custodial parents (NCPs) who are unemployed or underemployed and are unable to pay their full child support obligation. FHP assists non-custodial parents with locating resources leading to career employment paying above minimum wage, increased self-sufficiency, and increased emotional, parental and financial involvement in the lives of their children. For information about the Georgia Fatherhood Services Program and other Community Outreach Services, call 1-844-mygadhs (1-844-694-2347).

CHILD ACCESS AND VISITATION PROGRAM:

The Child Access and Visitation Program helps non-custodial parents who want visitation with their children. Research has shown that payment of child support is related to parent-child contact and that a father's involvement improves the child's development and self-esteem. The non-custodial parent must have an active case with DCSS to be eligible for the program.

CHILD SUPPORT PROBLEM SOLVING COURT PROGRAM:

The mission of the Child Support Problem Solving Court (PSC), also known as Parental Accountability Court, is to help non-custodial parents overcome barriers to meeting their child support obligations. Problem Solving Courts focus on rehabilitation and personal responsibility. The program combines the justice system with rehabilitation services to address the barriers faced by the noncustodial parent. The program uses a team approach through intense monitoring, judicial oversight and partnerships with community agencies.

DCSS DOES NOT:

- Help anyone get a divorce;
- Provide the location of one parent and/or the child to another;
- Take legal action about visitation rights or custody; or
- Enforce court-ordered payment of unpaid bills not related to child support payments.