

 The seal of the State of Georgia, featuring a central figure holding a scale and a sword, surrounded by the text "STATE OF GEORGIA" and "1776".	<p>Department of Human Services Online Directives Information System</p>	<p>Index: Revised: Review:</p>	<p>POL1285 12/09/2015 11/13/2019</p>
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Division of Child Support Services

Policy Manual

Revision Date: December 09, 2015

**Division of Child Support Services
Policy Manual**

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Division of Child Support Services Policy Manual

Customer Service

Policy 1.0

The Division of Child Support Services (DCSS) provides excellent customer service in a manner that models the Governor's Customer Service Standards.

State Authority:

None

Federal Authority:

45 CFR § 303.35

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

Child Support staff is expected to provide excellent customer service in a manner consistent with the Governor's Customer Service Standards:

- (1) Greet customers and employees promptly and courteously;
- (2) Listen attentively and understand things from the customer's perspective;
- (3) Be helpful; and
- (4) Honor your commitments in a timely manner.

DCSS provides important alerts to customers through email and ensures that customers have multiple ways to check on the status of their case, research payments, or seek other assistance through the local offices, the Constituent Services Portal and the DCSS Call Center.

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Providing Services to Qualified Applicants

Policy 2.0

The Division of Child Support Services (DCSS) provides child support services to all qualified applicants who meet the necessary requirements for establishing a child support case.

State Authority:

O.C.G.A. § 9-10-31; § 10-1-393.9; § 10-1-393.10; § 19-6-15; § 19-6-33.1(c)(d); § 19-11-6 et. seq., § 19-11-8; § 19-11-18; § 19-11-12; § 19-11-21; § 19-11-30; § 19-11-100 et. seq.

Georgia Constitution, Article III Section IV Paragraph VI

DHS Rules and Regulations 290-7-1-.04; .05; .06; .07; .13

Federal Authority:

28 U.S.C. §1738

42 U.S.C. § 654 (4)(A)(ii); §654(12)(B); §654b(b)(1); §654b(c)(1); §666(a)(10)

45 CFR §80.3, §302.32; §302.33(c); §302.35; §302.38; §302.50; §303.2; §303.3; §303.7(b)(6); §303.8; §303.15

Section 408(a)(3); 454(11)(B), and 457 of the Social Security Act

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

DCSS provides appropriate services to all qualified applicants in accordance with state and federal laws, rules and regulations. Qualified applicant is defined as a parent, non-parent or grandparent with physical or legal custody of a child, or a Non-Custodial Parent. Services include locating the alleged and/or Non-Custodial Parent, establishment of paternity, establishment and enforcement of a support order, establishment and enforcement of medical support and review and modification of an existing court order. Effective October 1, 2007, DCSS began to review child support orders in all Temporary Assistance for Needy Families (TANF) cases every three years in accordance with the Federal Deficit Reduction Act.

An assignment to the DCSS to provide services to the applicant is obtained from a TANF or Medical Assistance (Medicaid) referral from the Division of Family and Children Services (DFCS) or through a Non-TANF application received from an applicant. Fees are associated with all Non-TANF applications and are dependent upon the type of service that is provided. An annual Maintenance Fee is collected for each case that has never received TANF where the state has collected at least \$500.00 of child support. Applicants who have an active or former case with the DFCS may qualify for an exemption of the application fee for child support services.

Applicants may also apply in person at any local office, by mail after obtaining an application from the DCSS web site or online on the DCSS Constituent Services Portal. The applicant must be a resident of Georgia, of another state in the United States or a foreign country that has a reciprocal agreement with Georgia or the United States. DCSS recognizes assignment of child support payment agreements between Custodial Parents and Third Party collection agencies that are properly registered with the State of Georgia. Services are provided to applicants without regard to their race, religion, gender, disability, sexual orientation, or national origin.

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Child Support Services for Custodians

Policy 3.0

The Division of Child Support Services (DCSS) provides child support services to the physical or legal custodian of a child and redirects child support payments in the event that a legal custodian grants physical custody of a child to another individual during a time of hardship.

State Authority:

O.C.G.A. § 19-11-6; § 19-11-7; § 19-11-8(a)
DHS Rules & Regulations 290-7-1-.04; .15

Federal Authority:

45 CFR § 303.2; § 302.33(c); § 302.35; § 302.50; § 303.15

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

Individuals granted physical or legal custody of a child can receive services through the DCSS on behalf of that child. Services are provided to physical or legal custodians upon proper application by the custodian, or upon referral by the Division of Family and Children Services (DFCS) or the Division of Aging Services (DAS). Written documentation of custodianship must be submitted with the application or referral in order for services to be provided. The DCSS, upon proper proof, redirects child support payments from the legal custodian to the physical custodian when the legal custodian grants physical custody of a child to another individual during a time of hardship. Child support payments revert to the legal custodian when physical custody is terminated or revoked.

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Children in State Custody

Policy 4.0

The Division of Child Support Services (DCSS) provides all appropriate services on behalf of children who are in the custody of the state.

State Authority:

O.C.G.A. § 15-11-28; § 19-6-26, et seq.

Federal Authority:

42 U.S.C. § 666(a)(19)
45 CFR § 303.30 through § 303.32
OCSE-IM-12-02

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

DCSS has a cooperative agreement with the Division of Family and Children Services (DFCS) and the Department of Juvenile Justice (DJJ) to provide services on behalf of children in the state's custody. Services include establishment of paternity, establishment and enforcement of a support order as well as establishment and enforcement of medical support. Upon request of the juvenile court or DFCS, the DCSS assists with locating parents for the purposes of child placement.

DCSS seeks to obtain or enforce child support and medical support from either parent or guardian who is legally responsible for the maintenance, protection, and education of the child. However, DCSS will not seek to obtain or enforce child support obligations against minor parents of foster children who are also in the custody of the state. These services are provided by the DCSS through an assignment obtained while the child is in the state's custody and while the child is receiving TANF or Medicaid. DCSS services are provided until the parent or guardian regains custody or until the child is adopted.

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Policy Manual
Intergovernmental Child Support Services

Policy 5.0

The Division of Child Support Services (DCSS) provides child support services in intergovernmental cases in accordance with the Uniform Interstate Family Support Act (UIFSA).

State Authority:

O.C.G.A. § 19-11-100, et seq.
DHS Rules & Regulations 290-7-1-.13

Federal Authority:

28 U.S.C. § 1738(B)
42 U.S.C. § 666
45 CFR § 302.36; § 303.7
Federal Uniform Interstate Family Support Act

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

DCSS extends a full range of services to any state, foreign country or individual upon receipt of a UIFSA petition or intergovernmental transmittal. The DCSS responds to inquiries as well as receives and distributes all incoming intergovernmental Title IV-D cases to the appropriate DCSS office. Full faith and credit is given, upon request of foreign jurisdictions, to all administrative and court orders in accordance with the laws and terms of that foreign jurisdiction and the federal Full Faith and Credit for Child Support Orders Act. DCSS maintains a description of the IV-D services available to foreign jurisdictions on the federal Intergovernmental Referral Guide (IRG).

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Enforcement Services

Policy 6.0

The Division of Child Support Services (DCSS) uses all appropriate administrative and judicial legal remedies to enforce cases for constituents who have assignment to the DCSS.

State Authority:

Georgia Constitution, Article III Section IV Paragraph VI

O.C.G.A. § 18-4-20; § 19-6-15; § 19-6-17; § 19-6-30 through § 19-6-33.1; § 19-11-9.1; § 19-11-18; § 19-11-19; § 19-11-25; § 19-11-30.1 thru § 19-11-39; § 19-11-65; § 19-11-150 thru § 19-11-156; § 19-11-161; § 23-4-31; § 40-3-53; § 44-13-100; § 48-7-160 et. seq.

DHS Rules and Regulations 290-7-1-.05; .08; .09; .10; .11; .12; .17

Federal Authority:

11 U.S.C. § 362; § 524; § 701 et. seq.; § 727; § 1101 et. seq.; § 1201 et. seq.; § 1301 et. seq.; § 1328

15 U.S.C. § 1673; § 1681 et. seq.

18 U.S.C. § 228

26 U.S.C. § 6103

29 U.S.C. § 1169;

42 U.S.C. § 407; § 652; § 653; § 654; § 659; § 665; § 666

22 CFR § 51.70

45 CFR § 301.1; § 302.56; § 302.65; § 303.3; § 303.6; § 303.11; § 303.71; § 303.72; § 303.100; § 303.102; § 303.104

PRWORA 1996 (PL 104-193), Public Law 97-35, Public Law 104-134

Debt Collection Improvement Act of 1996

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

DCSS takes appropriate steps to assure compliance with a child support order using all appropriate administrative and judicial processes in accordance with state and federal laws, rules and regulations. Use of these administrative and judicial enforcement remedies is initiated and/or remains in effect until such time as the Non-Custodial Parent is in full compliance with the child support order. Enforcement services include, but are not limited to the following:

- Bankruptcy Filings
- Contempt Hearings
- Credit Bureau Reporting
- Garnishments, Income Withholding & Military Allotments
- License Denial or Suspension
- Passport Denial or Suspension
- Posting Bond
- Liens and Levies on FIDM accounts, RSDI Benefits, Workers Compensation, VA Benefits, Vehicle Titles & Lottery Intercept
- State & Federal Tax Offset
- Referral for Federal Criminal Prosecution

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Distribution of Child Support Collections

Policy 7.0

The Division of Child Support Service (DCSS) is required by federal and state law to take appropriate steps to assure: 1) The proper distribution of any support payments collected and 2) Account balances are adjusted properly.

State Authority / Reference:

DHS Rule 290-7-1-.14

Federal Authority / Reference:

45 CFR § 302.51, § 302.52

Federal OCSE AT 97-17

Federal OCSE AT 07-05

Federal OCSE AT 01-01

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Distribution of Support Collections

Federal law requires all state IV-D agencies to apply amounts collected, other than an involuntary payment, first as payment on the required support obligation for the month in which the support was collected. Any amount in excess of the current obligation due for the month is applied to child support arrearages that accrued during previous months.

Current Assistance

A case where the child(ren) is receiving TANF benefits or IV-E Foster Care benefits which have been assigned to the state

Former Assistance

A case where the child(ren) formerly received TANF benefits or IV-E foster care benefits

Never Assistance

A case where the Custodial Parent makes a Non-TANF application for services, a IV-B (county based) Foster Care case and any Medical Assistance Only (MAO) case (full service or MAO only) which has never received TANF benefits. If the MAO case did formerly receive TANF or IV-E benefits, then it would be classified as a "Former Assistance" case.

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Proration of Child Support Collections

Policy 8.0

The Division of Child Support Service (DCSS) is required by federal and state law to take appropriate steps to assure: 1) The proper distribution of any support payments collected and 2) Account balances are adjusted properly.

State Authority / Reference:

O.C.G.A. § 19-6-33(e)(11)
DHS Rule 290-7-1-.15

Federal Authority / Reference:

45 CFR § 302.51, § 302.52
Federal OCSE AT 97-17
Federal OCSE AT 07-05

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Federal law requires state IV-D agencies to allocate child support amounts giving priority to current support and to establish procedures for allocation of support among families when a Non-Custodial Parent support children with multiple Custodial Parents. All child support payments are prorated among all of a Non-Custodial Parent's cases. There are four passes in Proration:

First Pass: Proration satisfies current Support Ordered Amounts (SOA) first

If the payment is less than all of the current SOAs, then the current SOAs will be added together. Each case's current SOA will be divided by the TOTAL of the SOAs to obtain the percentage due the case. This percentage will then prorate the payment and apply to each individual case. SOA balances are also key in this process. The DCSS database assures that the current SOA for the month is paid first.

Second Pass: Payment then applies to Repay SOAs

If all current support is satisfied and a portion of the payment remains, it applies to the Repay SOAs. If the remaining payment amount is less than the Repay SOAs, the Repay SOAs are added together and the individual Repay SOAs will be divided by the **total** Repay SOA to obtain a percentage per DCSS case. This percentage is used to determine the amount of the payment that will apply to each individual case. The SOA balances are also a key part of this process.

Third Pass: Arrears Balances for NCP cases

If all Repay SOAs have been paid and a balance of the payment remains, the balance will prorate among all arrears balances for the NCP's cases. The arrears balances are added together and each individual case arrears balance is divided by the total arrears balance for all cases to obtain the percentage. This percentage is used to determine the amount of money to apply to each individual case.

Fourth Pass: NCP Refund

If all current and arrears balances are paid in full, an NCP refund will generate.

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Fatherhood Program

Policy 9.0

The Division of Child Support Services (DCSS) provides fatherhood and prison re-entry services to Non-Custodial Parents to promote responsible parenthood and to assist them in gaining employment skills necessary to provide reliable and regular child support.

State Authority:

O.C.G.A. Title 19

Federal Authority:

42 U.S.C. § 666
Federal PIQ-12-02

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

DCSS provides services to Non-Custodial Parents who demonstrate a need for employment and life skills that will enable them to provide regular child support and become better parents. The Fatherhood Program assists Non-Custodial Parents with obtaining and maintaining gainful employment and provides referrals to community resources for supportive services. DCSS encourages Non-Custodial Parents to become involved in their children's lives by utilizing services offered by the Access and Visitation Program and by providing information regarding voluntary acknowledgment of legitimation and self-help legal resources.

DCSS, in partnership with the Department of Corrections and the State Board of Pardons and Paroles, provides supportive services by which parents re-entering the community after incarceration can be effectively integrated back into society as responsible parents and productive citizens.

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Problem Solving and Parent Accountability Court

Policy 10.0

The Problem Solving Court Program (PSC) / Parent Accountability Court (PAC) seeks to remove the underlying issues that cause Non-Custodial Parents (NCP) to become chronic non-payers of child support.

State Authority:

O.C.G.A. Title 19

Federal Authority:

42 U.S.C. § 666
Federal PIQ-12-02

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

This program provides an alternative to incarceration through judicial oversight and partnership with community resources. PSC/PAC assists with transitioning NCPs with barriers to self-sufficiency through provisions of remedial services and therapy, which include the integration of screening, assessment, treatment and the use of rehabilitative services as well as parent accountability, to increase the NCP's ability to pay child support on a consistent basis. In achieving this goal, PSC also assists with the provision of employment skills, training, life skills and access and visitation referrals. By facilitating the delivery of these services, the goal of the PSC/PAC is to reduce recidivism, savings in the high cost of incarceration, and reduce the public debt for public assistance and public medical care.

Division of Child Support Services Policy Manual

Safeguarding Confidential Information

Policy 11.0

The Division of Child Support Services (DCSS) takes every reasonable precaution to safeguard against the improper release of confidential information contained within case records maintained by DCSS.

State Authority:

O.C.G.A. § 19-11-2; § 19-11-30(b); § 50-18-70; § 50-18-71
DHS Rules & Regulations 290-7-1-.16

Federal Authority:

42 U.S.C. § 653(b)(2); § 653(l); § 653(m); § 654(8); § 654(17); § 654(26); § 663(c)
45 CFR § 160; § 164

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

DCSS safeguards all confidential information associated with a child support case to ensure that the privacy of the parties is protected in accordance with state and federal laws, rules and regulations. All requests for confidential information are reviewed by the DCSS attorneys and/or the DHS Office of General Counsel to determine whether the information is subject to disclosure and whether a signed authorization for release of information is required. Failure to safeguard confidential information may result in penalties such as disciplinary action and fines.

Division of Child Support Services Policy Manual

Prevention of Family Violence

Policy 12.0

The Division of Child Support Services (DCSS) safeguards against the release of information that could result in the physical or emotional harm of parties associated with a child support case.

State Authority:

O.C.G.A. § 19-11-30(b)(4)
DHS Rules & Regulations 290-7-1-.16

Federal Authority:

42 U.S.C. § 653(b)(2)
45 CFR § 302.31; § 303.11(b)(9); § 307.11

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

DCSS takes every precaution to safeguard the location of a family whenever a party associated with a child support case declares that the disclosure of the family's whereabouts to the other party (Custodial Parent, Non-Parent Caretaker or the Non-Custodial Parent) could place themselves and/or their child(ren) at risk for physical or emotional harm.

Upon a written declaration and documentation or evidence of domestic violence or child abuse, a Family Violence Indicator (FVI) is applied on all appropriate child support cases. Once a FVI is activated, access to the family's locate information is restricted and will not be shared with the Federal Case Registry. A FVI cannot be removed without a written request from the party who made the declaration.

Division of Child Support Services Policy Manual Federal Performance Standards

Policy 13.0

The Division of Child Support Services (DCSS) provides quality child support services to customers in compliance with federally mandated program standards and timeframes.

State Authority:

O.C.G.A. §19-7-1 et. seq.

O.C.G.A. §19-11-1 et. seq.

Federal Authority:

42 U.S.C. §654(15)

45 CFR §303

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

Quality Assessment reviews are performed on an annual basis in each child support office to ensure that each office is operating in compliance with the IV-D State Plan and is meeting federal performance standards. Federal assessment reviews measure performance in the following areas: Establishment of Current Support and Medical Support, Enforcement of Current Support and Medical Support, Review and Adjustment, Intergovernmental, Expedited Processes and Case Closure. Quality Assessment reviews may measure paternity establishment, support order establishment, disbursement of collections and cost effectiveness. Compliance is measured using a variety of federally approved processes that include, but are not limited to, system generated reports, a review of a random sample of cases and other internal audits. Offices that fail to meet minimum federal performance standards are placed on a corrective action plan until they are found to be in compliance.

Minimum time frame standards applicable to all core case management functions being reviewed by the DCSS Performance Management Section and federal child support auditors can be found in Appendix A. DCSS strives to exceed these standards at all times in order to provide the best possible services for our constituents.

APPENDIX A

Division of Child Support Services Policy Manual

Case Closure

Policy 14.0

The Division of Child Support Services (DCSS) closes cases once specific federal criteria are met.

State Authority:

O.C.G.A. Title 19

Federal Authority:

42 CFR §433.146; §433.147

45 CFR §302.31; §302.33; §302.35; §302.70; §303.5; §303.7; §303.11

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

DCSS performs routine manual and system driven reviews of all cases to identify when a case may be eligible for case closure. Cases must meet federal case closure standards and criteria set forth in federal regulations before case closure steps are initiated. A 60-day advance notice of the State's intent to close a case is provided to customers and the Division of Family and Children Services (DFCS) when applicable.

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Case Record Retention, Document Imaging and File Destruction

Policy 15.0

The Division of Child Support Services (DCSS) maintains required closed records for a period of three years or as specified by the DHS Procedure 1410 for Records Management.

State Authority:

O.C.G.A. § 50-18-90, et seq.

Federal Authority:

45 CFR §74.53; §302.15

Applicability:

All Georgia Child Support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Required Case Conditions:

Any IV-D case that has been closed for three years or more.

Overview:

DCSS reviews case files that have been closed for three or more years. After three years retention, a standard is provided to determine whether case file documentation is to be retained, imaged and/or be destroyed in Georgia IV-D case files. Cases which have been subjected to a State or Federal Audit are retained in its entirety until the audit finding period is closed.

Division of Child Support Services Policy Manual

Limited English Proficient (LEP) / Sensory Impaired (SI) Customers

Policy 16.0

The Division of Child Support Services (DCSS) provides meaningful language access to Limited English Proficient and/or Sensory Impaired customers seeking or receiving services.

State Authority:

DHS LEPSI Policy and Procedure 1701

Federal Authority:

[Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000 et.seq.](#)
[Americans with Disabilities Act \(ADA\) of 1990, Title II](#)
[Rehabilitation Act of 1973 \(Sec. 504\)](#)

Applicability:

All Georgia Child Support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

DCSS staff is required to provide meaningful access to services for Limited English Proficient and Sensory Impaired customers as required by Federal law.

To ensure compliance with all Federal requirements, DCSS provides staff with resources to obtain the assistance of interpretive and translative services, when needed and/or requested. DCSS maintains and provides information for Limited English Proficient and Sensory Impaired customers in all local and state offices to inform customers of free language assistance, which will result in accurate and effective communication of DCSS services.

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Rapid Process Improvement

Policy 17.0

The Division of Child Support Services (DCSS) is committed to transforming our processes by improving efficiencies and developing a statewide culture of continuous improvement to offer Faster, Friendlier and Easier services to our customers.

State Authority:

None in O.C.G.A.

Federal Authority:

None

Applicability:

All Georgia Child Support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

DCSS, in partnership with the Governor's Office of Customer Service, has integrated into its processes the "Lean Management" methodology known as Rapid Process Improvement (RPI) to identify and eliminate waste. RPI requires the development of standard operating procedures with employee's lead ideas. Subject matter experts (employees doing the work) along with RPI Champions conduct RPI events to develop uniformed and standardized processes. RPI leads to quality and improved workflow, increased customer satisfaction and productivity, and increased employee morale through the teamwork required by this methodology.

RPI events have been conducted in the following program areas:

- **Administration** processes, such as encumbering funds for services and payment of invoices, are handled by the Business Operations Unit. The Business Operations Unit also serves as the liaison between DCSS of the Office of Financial Services.
- The **Early Intervention Process (EIP)** requires DCSS employees to provide early and direct Non-Custodial Parent contact through telephone calls in an effort to increase the likelihood of consistent child support payments.
- **Enforcement** of child support orders is required by federal and state law to ensure that the provisions of child support obligations are being met by obligated parties.
- The **Fatherhood Program** decreased the timeframe for direct contact between Non-Custodial Parents and Fatherhood Agents to facilitate quicker participation in orientations.
- **Financial** processes ensure that child support payments collected from obligors are disbursed to the families for whom child support obligations have been established.
- The establishment and enforcement of **Intergovernmental** support obligations is a federal requirements in child support program cases receiving services under Title IV-D of the Social Security Act (the Act).
- The **Legal** process is in place statewide along with a more proactive process with our Sheriff Departments, private process servers and judicial circuits.

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- The **Locate** process allows DCSS employees to validate Non-Custodial Parents' whereabouts via telephone contact rather than securing written verification, requires comprehensive rather than quick locate searches, and requires confirmation that a Non-Custodial Parent is truly unlocated when process of service is unsuccessful.
- **Same Day Service (SDS)** is provided on all new cases, where applicable, and moves a request for services from application up to legal filing in one business day.
- **Time Management** standards have been created to assist DCSS staff with increasing all program performance indicators and to manage child support cases effectively.
- Federal law requires DCSS to conduct a **Review and Modification** of child support orders, as appropriate, in accordance with State guidelines for support award amounts. DCSS must notify each parent subject to a child support order in the State, being enforced under Title IV-D, of the right to request a review of the order.

Division of Child Support Services Policy Manual

Voluntary Acknowledgment of Paternity and Legitimation

Policy 18.0

The Division of Child Support Services (DCSS) promotes the establishment of paternity and the voluntary acknowledgment of legitimation.

State Authority:

O.C.G.A. §19-7-21.1, §19-7-22(2), §19-7-27, §19-7-46.1(b), §31-10-9(a)(e)(f)(g)(h), §31-10-23(c)(2)

Federal Authority:

42 U.S.C. §652, §654, §669(b)

Applicability:

All Georgia child support offices receiving Title IV-D funds, including all private vendors contracted with the Department of Human Services to provide child support services.

Overview:

DCSS provides assistance to parents who wish to establish the paternity of their children. Under federal and state law, the Department of Human Services is also charged with implementing a simple process for unmarried parents to acknowledge paternity voluntarily. In July 2005, a state law was passed including a provision to allow parents who sign a Voluntary Acknowledgment of Paternity to legitimate their children on the same form.

DCSS Paternity Unit monitors and reports birth statistics for each birthing hospital including the total number of births, the number of unwed births, and the number of Voluntary Paternity Acknowledgments (PA) completed each month. Additionally, the Paternity Unit monitors the number PAs completed by the local and State Offices of Vital Records, and the number of paternities established through actions such as private divorces and adoptions. The Paternity Unit provides ongoing educational and technical assistance regarding the Voluntary Acknowledgment of Paternity and Legitimation process to all hospitals, local vital records staff, and to probate judges. The unit monitors and reports the overall Paternity Establishment Percentage (PEP) to include paternities established by the DCSS.

DCSS Access and Visitation Program assists Non-Custodial parents with the Legitimation process by providing information and referrals to legal resources. DCSS provides paternity testing through its contracted service for genetic testing, and promotes efficiency by training DCSS staff to perform DNA sampling.

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APPENDIX A

Federal Time Frames

DCSS strives to exceed these minimum standards at all times in order to provide the best possible services for our constituents

Case Closure – 45CFR303.11
Send CP notice 60 calendar days in advance, if required. After 60 calendar days, close case if appropriate.
Collection and Disbursement of Support Payments - 45CFR302.32
Within 2 business days of receipt by FSR, disburse payment to family or other state.
Continuing Services to IV-A or IV-E Customers - 45CFR302.33
Within 5 working days of closed IV-A, IV-E FC or MAO case offer full services to custodian.
Enforcement - 45CFR303.6
Within 30 calendar days of delinquency, take enforcement action. Income Withholding Order (IWO) required if employed.
Establish Cases and Maintain Records - 45CFR302.2
Provide Application for IV-D services: <ul style="list-style-type: none"> • Same day to in-person request. • Within 5 working days of receiving a written or telephone request.
Open a case and establish a case record: <ul style="list-style-type: none"> • Within 20 calendar days of receipt of referral, or • Within 20 calendar days of filing an Application for Services under 45CFR302.33.
Establish Support Obligations - 45CFR303.4
Within 90 calendar days of locating the alleged father/NCP, regardless of whether paternity is established, establish an order for support or complete service of process. Within 20 calendar days of locating alleged father/NCP in another state, refer to other state. Within 5 working days from date locate deemed necessary, refer to locate.
Locate Non-custodial Parents - 45CFR303.3
Access case through all appropriate locate resources: <ul style="list-style-type: none"> • Within 75 calendar days of determining locate is needed.
National Medical Support Notice - 45CFR303.32
Within 2 business days of a W4 match, mail NMSN to employer.
Review and Adjustment of Support Orders - 45CFR303.8
Within 180 days of written request or date of locating NCP, review must be complete.
Services in Intergovernmental Cases - 45CFR303.7
<p>Central Registry Responsibilities</p> <p>Within 10 working days of receipt of an Intergovernmental case:</p> <ul style="list-style-type: none"> • Ensure that the documentation submitted with the case has been reviewed to determine completeness; • Forward the case for necessary action either to the central State Parent Locator Service for location services or to the appropriate agency for processing; • Acknowledge receipt of the case and request any missing documentation; and • Inform the initiating agency where the case was sent for action.

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Responding Agency - Central Registry & Local Office Responsibilities

Within 5 working days, respond to inquiries from other States for a case status review.

Within 10 working days of locating NCP in a different jurisdiction, forward case to that state.

Within 10 working days, notify initiating state of receipt of new information.

Within 30 working days of receiving a request, provide any order and payment record information requested by a State IV-D agency for a controlling order determination and reconciliation of arrearages, or notify the State IV-D agency when the information will be provided.

Initiating Agency – IV-D Agency Responsibilities

Within 10 working days, notify other state of any new information.

Within 10 working days, notify other state that case has closed and provide basis for the closure.

Within 20 calendar days, take action after receiving a request for review/adjustment.

Within 30 calendar days, provide any information to other state upon request.

Annually, notify responding state of interest charges, if any, owed on overdue support under an initiating State order being enforced the responding jurisdiction.