

Administrative Process Shows Results in Rome

By Laura Lee, Supervisor

The Rome office began using the Administrative Process for establishing paternity and support in January 2007. Within a few months, the process was working so well that the Rome office elected to use the OSAH process almost exclusively. Gaynelle Moore, Agent 3, in the Rome office worked very closely with Judge Ana Kennedy and her Chief Case Management Assistant, Gloria McDonald, to develop a smooth operating procedure.

During Same Day Service the case is referred to OSAH and an appointment is scheduled for the non-custodial parent to come into the office. In order to expedite cases, appointments are scheduled the same day as DNA testing day. If the non-custodial parent comes in for the appointment and requests genetic testing, he can receive his test on that day. Non-custodial parents that do not request DNA testing may sign a Consent Order. If the non-custodial parent is unwilling to sign an order, he is asked to sign a Notice of Continuance for the next OSAH court date.



Judge Kennedy always allows ample time for each hearing. The Judge ensures that both the state and the non-custodial parent have opportunity to present evidence

and testimony. After the hearings are completed, Judge Kennedy issues fair and ethical rulings, always considering the best interest of the child. The Office of State Administrative Hearing's mission statement is, "To resolve disputes between the public and state agencies in a timely, impartial, courteous and professional manner."

Increases in Rome's statistics show that the OSAH process is working. On July 1, 2007, 86.7 percent of the caseload had a support order with an 88.75 percent paternity establishment rate. As of June 30, 2008, statistics show an increase in support orders to 91.15 percent and paternity establishment rate increased to 95.52 percent. By

decreasing the establishment caseload and shortening the timeframe for establishing paternity and support, Rome is reaching the Governor's goal of providing "Faster, Friendlier, Easier" service to our customers.



Rock Spring Loves Ms. Dot!

By Elsa Mikell, Manager



Dorothy Pierce has been volunteering at the Rock Spring office for the past five years. She was 81 years old on April 1, 2008. Ms. Dot, as she is affectionately known, came to the Rock Spring office through the Senior Mercy Care Program in 2003. When her year was up, she wanted to continue as a volunteer and has done so ever since. She is at work faithfully. She is the first in

the parking lot every morning waiting on someone to arrive and unlock the door so that she can begin work. Ms. Dot prepares all of the outgoing mail, distributes the incoming mail and makes all the copies. She is the caretaker of our plants (brings them from home if an office needs "sprucing up") and of the staff. She is the office stress reliever with her back and neck massages. Ms. Dot also provides comic relief every single day. We wouldn't be able to survive without her loving helping hand. She was recognized by the office on July 17 for her dedication and service to the Child Support Program.

Dalton Agent on Duty in Iraq

By Suzanne Bolton, Region 1 Manager



Agent Vinco Machado reported for 12 months of active duty in Operation Enduring Freedom on May 15. He is a Staff Sergeant in the Army with nine years of service.

Since coming to OCSS, Vinco has excelled in every area from stats to collections. He has been a tremendous asset to the Dalton

office in helping them to reach many of their FY2008 goals. He has been asked to train new agents in spite of his own relatively short tenure with Child Support.

During rounds of the offices in Region 1 this past spring, I asked staff why they work for OCSS. Vinco clearly stated that he likes Child Support and believes in our mission. He likes and appreciates his manager and supervisor. Vinco is a tremendous young man and an excellent employee. He has a wife and two preschool age children.

We wish Vinco well and look forward to his safe return to OCSS!