How did Georgia increase voluntary acceptance of service by 8 percentage points?

The Existing Process: Early Steps for Establishing a Child Support Order in Georgia

Custodial parent applies for support → Child support office mails notice to the person named as noncustodial parent, inviting him or her to the office → Goes to the child support office?

VOLUNTARY ACCEPTANCE OF SERVICE

Yes

Served by a sheriff or private process server at the parent’s expense

No

The Intervention

1(a) Notice informed by behavioral science, mailed in an eye-catching envelope
   Envelope encourages opening. Notice redesigned to be simpler, support planning, and highlight the financial consequences of not taking action.

1(b) Calendar magnet
   Magnet included with the notice for additional planning support.

2 Reminder notice mailed days before appointment
   Additional prompt to prepare for the meeting with a short document list, a map, and whom to call with questions.

3 Enhanced in-person meeting
   Specially trained staff members conduct meeting using a script and checklist to consistently incorporate procedural justice principles and complete key meeting components.

The FINDINGS

Percentage of Noncustodial Parents with Service Completed in the Office

<table>
<thead>
<tr>
<th>Intervention Group</th>
<th>23.3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control Group</td>
<td>15.1</td>
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</tbody>
</table>

8.2***

SOURCE: MDRC calculations based on data from the Georgia Division of Child Support Services.

NOTE: Statistical significance levels are indicated as: *** = 1 percent; ** = 5 percent; * = 10 percent.

For more information, see Dates and Deadlines: Behavioral Strategies to Increase Engagement in Child Support.

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