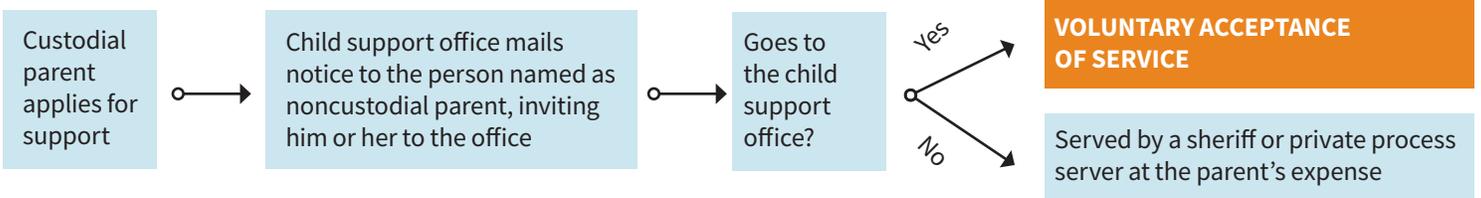


### How did Georgia increase voluntary acceptance of service by 8 percentage points?

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



#### 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.

**Remember your priority appointment!**

All you need to bring is:

- Your 2 most recent paystubs
- 2014 or 2015 tax returns
- Other child support orders
- Social security payments
- Photo ID

Don't have these documents? You should still attend!

*Need to reschedule? Call us at 1-844-694-2347 | 2910 Miller Road, Suite 100, Decatur, GA 30035*

Personalized information: Your appointment is on April 25 at 2:00 p.m.

Short checklist of documents

Rescheduling information

SUN	MON	TUE	WED	THURS	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

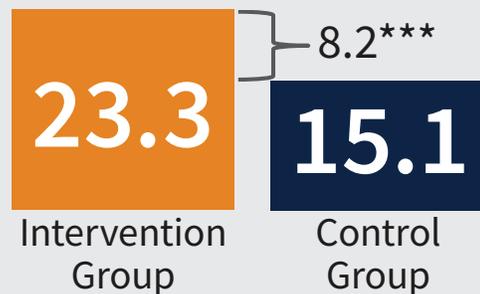
For more information, see *Dates and Deadlines: Behavioral Strategies to Increase Engagement in Child Support*.

This project is funded by the federal [Office of Child Support Enforcement](#) in the Administration for Children and Families. Under contract to the State of Washington, MDRC leads the Technical Assistance and Evaluation team in collaboration with MEF Associates and the Center for Policy Research.

### THE FINDINGS

Results from a Randomized Controlled Trial

Percentage of Noncustodial Parents with Service Completed in the Office



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.