

UIFSA CASE MANAGER

DeKalb County District Attorney's Office Case Manager, UIFSA Division

The DeKalb County District Attorney's Office is currently accepting resumes for a Case Manager for its Uniform Interstate Family Support Act (UIFSA) Division. UIFSA prosecutes establishment and enforcement interstate child support cases. Principal duties and responsibilities include, but are not limited to the following:

- **Under general supervision, manages a caseload of 500 to 600 cases for the preparation and completion of UIFSA petitions through to the entry of child support orders; upon the entry of a support order, ensures child support obligations are appropriately enforced. Performs locate efforts consistent with federal and state regulations; interacts directly with the customers, legal community, other child support agencies and employers; and, maintains a positive working relationship with the customers, child support agencies, peers and others.**
- **The UIFSA Case Manager monitors the establishment of child support obligations and paternity determinations in accordance with DCSS policies and procedures and Federal program standards.** He/She regularly reviews and processes applications or UIFSA petitions per RPI SOP requirements and timeframes; timely management and scheduling of daily referrals; registers and mails all incoming UIFSA petitions; coordinates DNA testing; obtains orders of financial and medical support as required; obligates support orders; and follows up with initial medical coverage issues or concerns.
- **Additionally, the UIFSA Case Manager monitors caseload using all available means and takes appropriate actions to assure establishment of support orders, including the following:** reviews and processes daily mail; timely responds to incoming calls per State and office policy; manages daily prompts and portal emails; monitors and timely responds to office emails minimally three times (3) daily; monitors cases for proper closure per ERG; and, takes appropriate and timely actions on cases according to policy and procedure, as measured by the current RPI SOPs.
- **Further, this case manager will monitor child support obligations through all available means and takes appropriate actions to enforce delinquent obligation in accordance with OCSS policies and procedures.** he/she regularly reviews status reports, sending appropriate notices and making telephone contact when problems arise; obtains medical support information; documents and follows up as required; responds timely to financial distribution problems as required; prepares appropriate cases for legal actions; obtains arrears affidavits, payment records, locate information, employment information; drafts status and enforcement letters as required and other necessary information as needed.
- **The UIFSA Case Manager investigates and responds to inquiries and complaints concerning individual cases in a manner consistent with federal and state laws including the following:** responding to inquiries and complaints by documenting actions taken to resolve or explain the issues on STARS. These actions must be taken within an appropriate time frame as determined by the RPI Establishment/Enforcement SOP; solving problems and answering inquiries after

independent investigation and communicating findings and recommendations to the appropriate parties consistent with the RPI Establishment/Enforcement SOP; and, managing all assigned cases via weekly review of case status reports, (i.e. various DATA Warehouse reports, including paternity and establishment). Minimally reviewing five (5) cases per day from either source on a rotating basis.

- **Further, the UIFSA Case Manager manages caseload documentation according to established procedures including:** documenting and coding computer records and case files to reflect the most current client information in a timely manner and in accordance with agency guidelines, as measured by supervisory case reviews; organizing and arranging files in the prescribed format to ensure that they can be easily retrieved by other staff; submitting all reports by the requested time; and, maintaining confidentiality of information and records as required.
- **The UIFSA Case Manager will maintain knowledge of current policies, procedures, and developments received from trainings and conferences and apply the training to the performance of assigned responsibilities, by:** reviewing online manuals, training materials and resources for up to date policies and procedures; retaining information provided through internal and external trainings; and, making recommendations for any related organizational change.
- **This case manager will perform other duties as assigned.**

Qualifications/Requirements

The ideal candidate must possess an Associate's or Bachelor's Degree, as well as experience with UIFSA child support cases and the DCSS STARS database. The position requires working knowledge of Microsoft Office Suite, Excel, and Power Point. Additionally, must be able to type 40 wpm and be able to multitask and work with a high volume of files under time constraints.

Knowledge/Skills/Abilities

The successful candidate must possess excellent communication skills, both oral and written; keen attention to detail; critical thinking skills; problem solving ability; customer service experience and proficiency; excellent written and verbal communication skills, ability to handle a variety of responsibilities; strong organizational skills are a must as well as the ability to timely follow up with customers, and follow through on case management actions; interpersonal skills are necessary, with the understanding that you will be speaking with non-custodial and custodial parents from various backgrounds; must be able to work well in a team environment, while at the same time having the ability to work independently; must demonstrate a strong sense of personal responsibility; and a commitment to serving the community and working with the public.

Employment is contingent upon the completion and satisfactory results of a criminal background check and physical/drug screen.

Salary and benefits will be commensurate with experience.

Interested candidates should email a resume, cover letter, by May 9, 2022, to: Kamilah Miller, Director of UIFSA, DeKalb County District Attorney's Office, kemiller@dekalbcountyga.gov .