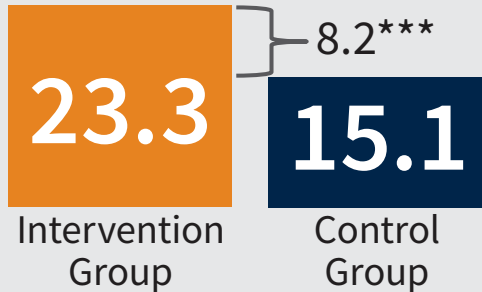


How did Georgia increase voluntary acceptance of service by 8 percentage points?



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.

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.*

APRIL 2016						
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

Short checklist of documents (points to the list)

Rescheduling information (points to the contact info)