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 |
|-----------------------------|-----------------------------|
| Intervention Group          | Control Group               |
| 23.3                        | 15.1                        |

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.

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

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