



Child Support Services

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Child Support Services

Child Support Overview



Federal

Department of Health and Human Services (HHS)

Office of Child Support Enforcement (OCSE)

- Involves 54 State and Territory IV-D programs as well as over 50 tribes
- Responsibilities include:
 - Recommending and implementing policies for state and tribal programs
 - Includes Child Support Guidelines Requirements
 - Setting procedures to review programs
 - Auditing child support programs
 - Training and Technical Assistance
 - Collection of Reported Data

Department of Health and Human Services (HHS)

Office of Child Support Enforcement (OCSE)

- Funding
 - Costs of program are shared by state and federal governments
 - Federal reimburses 2/3 of administrative costs
 - State have a maintenance of effort that must be met each year
 - Incentive funds may be earned based upon performance
 - Must be reinvested in the program
 - Financial Penalty for not meeting minimum performance

Terminology

IV-D cases

Cases that are served by a IV-D program in accordance with 42 U.S.C.A. Ch. 7, Subch. IV, Pt. D (Title IV-D of the Social Security Act).

Oversight provided by OCSE.

Non IV-D cases

Cases that receive services through an entity that is not part of the federal IV-D program. In Kansas, this could be District Court Trustee, attorneys who are hired by parties and self-represented (pro se).

Terminology

Administrative

Forum: varies as to where child support order is processed (ex. Office of Administrative Hearings)

Presiding Officer: varies

Attorney Involvement: varies – may include a IV-D attorney

Judicial

Forum: Courtroom

Presiding Officer: Judge

Attorney: IV-D attorney present to represent the IV-D agency

Hybrid

Mix of both judicial and administrative elements

Federal Law

1996 – PRWORA

Personal Responsibility and Work Opportunity Reconciliation Act

- Implemented TANF (temporary assistance for needy families)
- Required participation with IV-D program

1998 – CSPIA

Child Support Performance and Improvement Act (P.L. 105-200)

- Implemented five performance standards for IV-D programs

Performance Measures

Paternity Establishment Percentage (PEP)

STATEWIDE PEP

Number of Minor Children in the State
Born Out-of-wedlock with
Paternity Established or Acknowledged During the Fiscal Year

Number of Children in the State
Born Out-of-Wedlock
During the Preceding Fiscal Year

Performance Measures

Support Order Establishment

Number of IV-D Cases with Support Orders

Number of IV-D Cases

Performance Measures

Current Collections

Amount Collected for Current Support in IV-D Cases

Amount Owed for Current Support in IV-D Cases

Performance Measures

Arrearage Collections

Number of IV-D Cases Paying Towards Arrears

Number of IV-D Cases with Arrears Due

Performance Measures

Cost Effectiveness

Total IV-D Dollars Collected

Total IV-D Dollars Expended

Federal IV-D Program Characteristics

2/3 of the nearly 20 million children under the age of 18 eligible for child support services

52% of families served by the IV-D program have incomes below 150% of the poverty threshold

48% of all children in poverty are eligible for child support services,

82% of children in poverty and eligible for child support are served by the IV-D program

Federal IV-D Program Characteristics

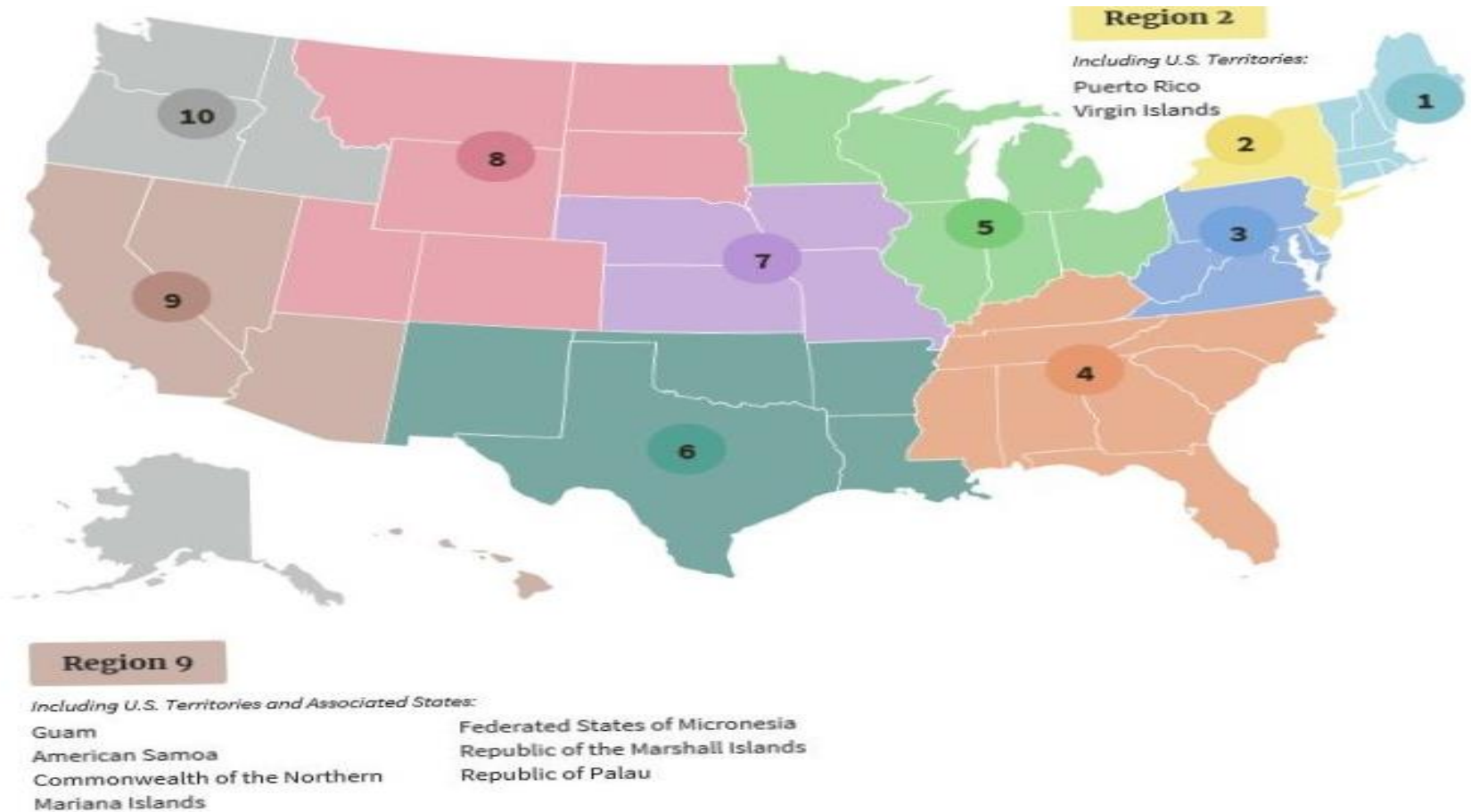
85% of custodial parents served by the IV-D program are female with an average age of 37 and 52% have just one child eligible to receive child support

76% of custodial parents served by the IV-D program lived in the same state as the non-custodial parent

76% of custodial parents served by the IV-D program worked in 2015

Custodial parents who are in poverty, never married, under the age of 30 and who have a limited education are much more likely to receive IV-D services than other custodial parents.

OCSE Regions



IV-D Programs

Region Seven

State	Type of Process		When is Process Used		Statutory Citation for Administrative Process
	Judicial	Administrative	Judicial	Administrative	
Iowa	X	X	Might be used when paternity is legally established for some, but not all children	Most actions are administrative	Iowa Code Chapter 252C Iowa Code Chapter 252F

IV-D Programs

Region Seven

State	Type of Process		When is Process Used		Statutory Citation for Administrative Process
	Judicial	Administrative	Judicial	Administrative	
Kansas	X		Always	N/A	Kan. Stat. Ann. § 39-7,142

IV-D Programs

Region Seven

State	Type of Process		When is Process Used		Statutory Citation for Administrative Process
	Judicial	Administrative	Judicial	Administrative	
Missouri	X	X	case is generally handled judicially if: 1) the noncustodial parent is a minor; 2) it involves a presumed vs. alleged situation; 3) a presumption or legal finding of paternity cannot be established administratively	When possible. Judicial process is used otherwise.	Mo. Rev. Stat. § 454.470

IV-D Programs

Region Seven

State	Type of Process		When is Process Used		Statutory Citation for Administrative Process
	Judicial	Administrative	Judicial	Administrative	
Nebraska	X		Always	N/A	N/A

Kansas Child Support



IV-D and Non IV-D

Department for Children and Families (DCF)

Child Support Services (CSS)

- Administers the IV-D program in Kansas
- State Administered
 - State Plan submitted to OCSE
- Has Memorandums of Understanding with three Kansas Tribes
- Responsibilities include:
 - Locating parents
 - Establishing parentage
 - Establishing new support orders, including medical support
 - Modifying support orders, including medical support
 - Collecting child support orders (fee not currently charged)
 - Enforcing child support orders
 - Funding Kansas Payment Center
 - Office of Judicial Administration assists in oversight

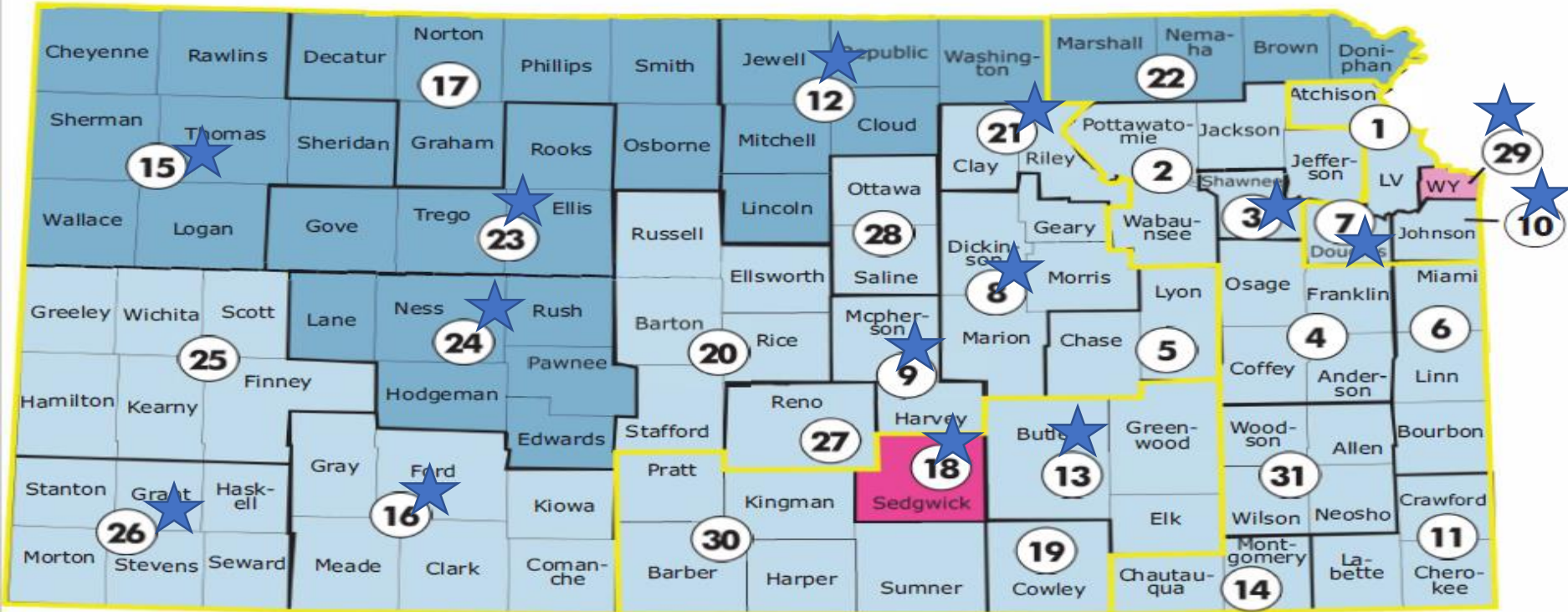
Court Trustees (non IV-D)

K.S.A. 20-377 to 20-380

- May be appointed in Judicial Districts
- Must be a licensed attorney
- Responsibilities include:
 - Collection of Support or Restitution
 - Compile a list of individuals who owe arrearages under a support order
 - May use all civil remedies to pursue establishment or collection of support
 - May modify child support orders
 - Collecting child support orders
 - Other duties as approved by Chief Judge
- Funding
 - Fee not to exceed 5% of the support collected as paid through the KPC
 - List of court trustees and fees available on OJA website
[http://www.kscourts.org/Rules-procedures-forms/Child-support-guidelines/Court Trustee Contact List.pdf](http://www.kscourts.org/Rules-procedures-forms/Child-support-guidelines/Court_Trustee_Contact_List.pdf)

Court Trustees

As of January 2020



★ Judicial Districts 3, 7, 8, 9, 10, 12, 13, 15, 16, 18, 21, 23, 24, 26, 29 have Court Trustees. These counties are served by both CSS and the Court Trustee system.

Kansas Payment Center

K.S.A. 23-3004 - Child support payments paid through the central unit for collection and disbursement of support payments; exception for good cause shown.

K.S.A. 39-7,135 Title IV-D agency designated; maintenance of Kansas payment center for collection and disbursement of support payments; contracts for administration and operation; disposition of certain payments under unclaimed property act.

K.S.A. 39-754 Support rights assigned to secretary; secretary's rights; court record of support collected by secretary.

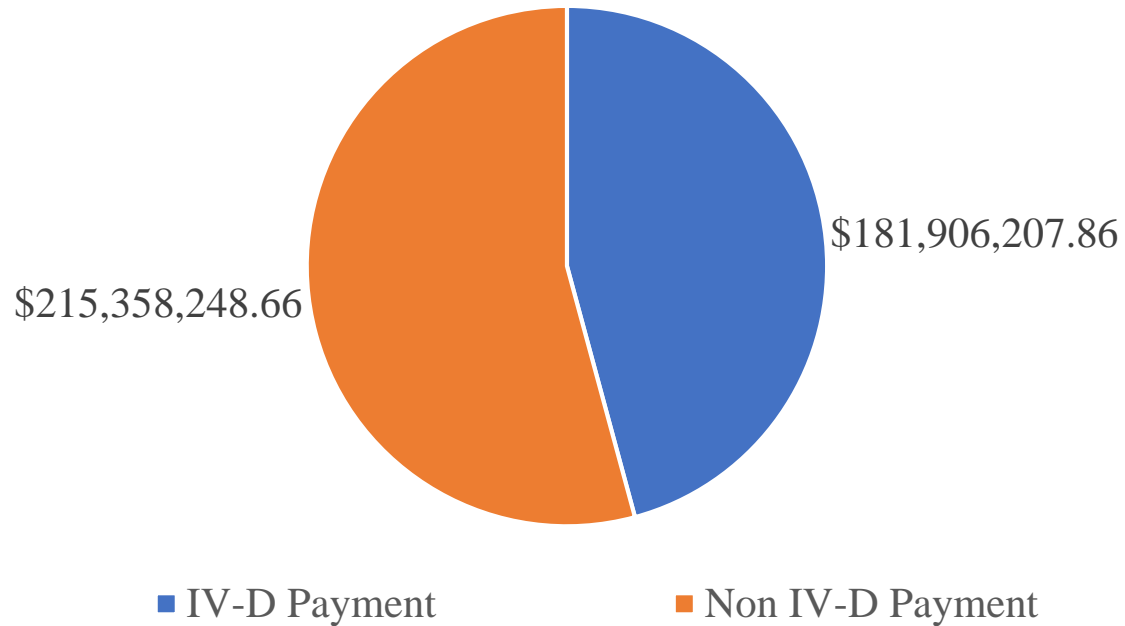
- See subsection (g)

Maintains Payment Receipt and Disbursement Records for IV-D and Non IV-D Kansas Cases

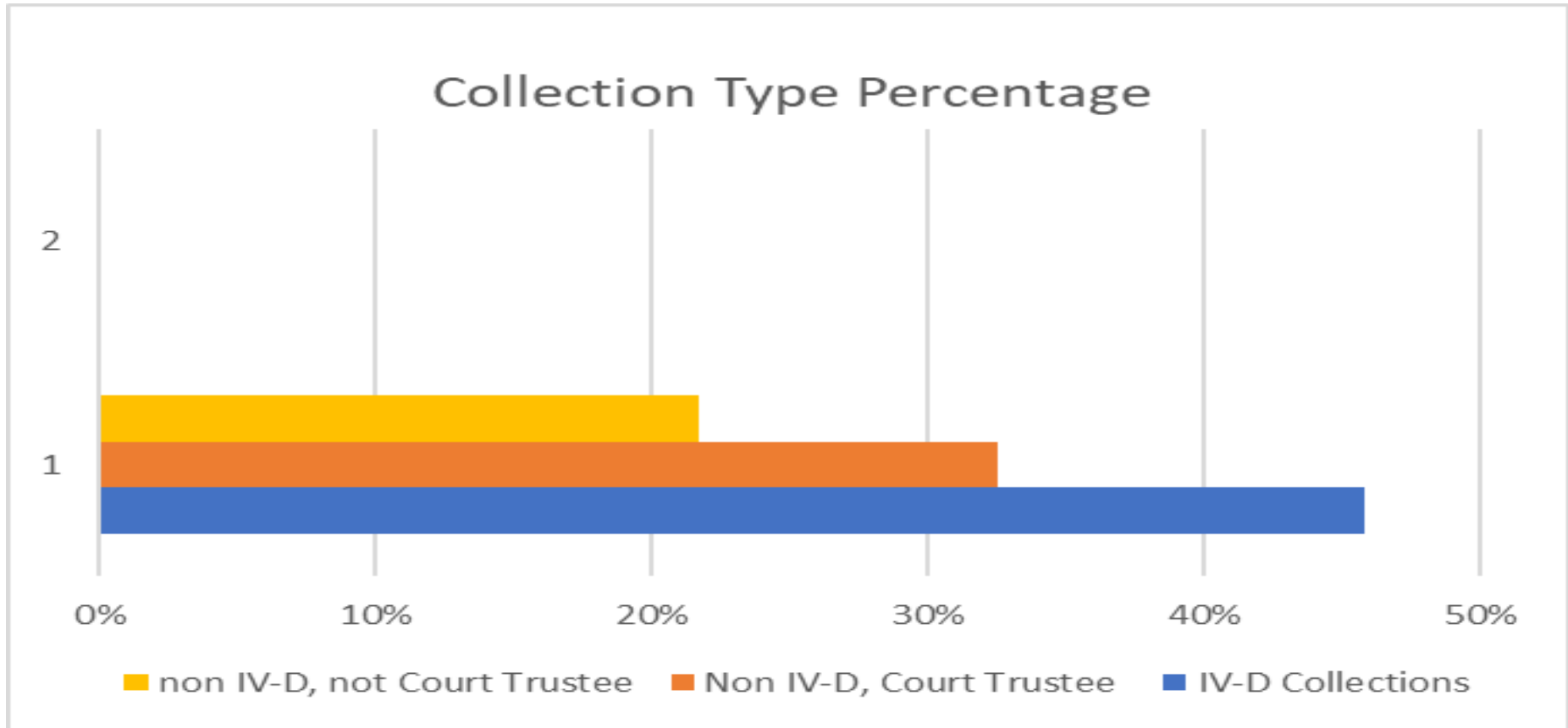
Does not maintain arrears balances on any case

Support paid through KPC SFY 2019

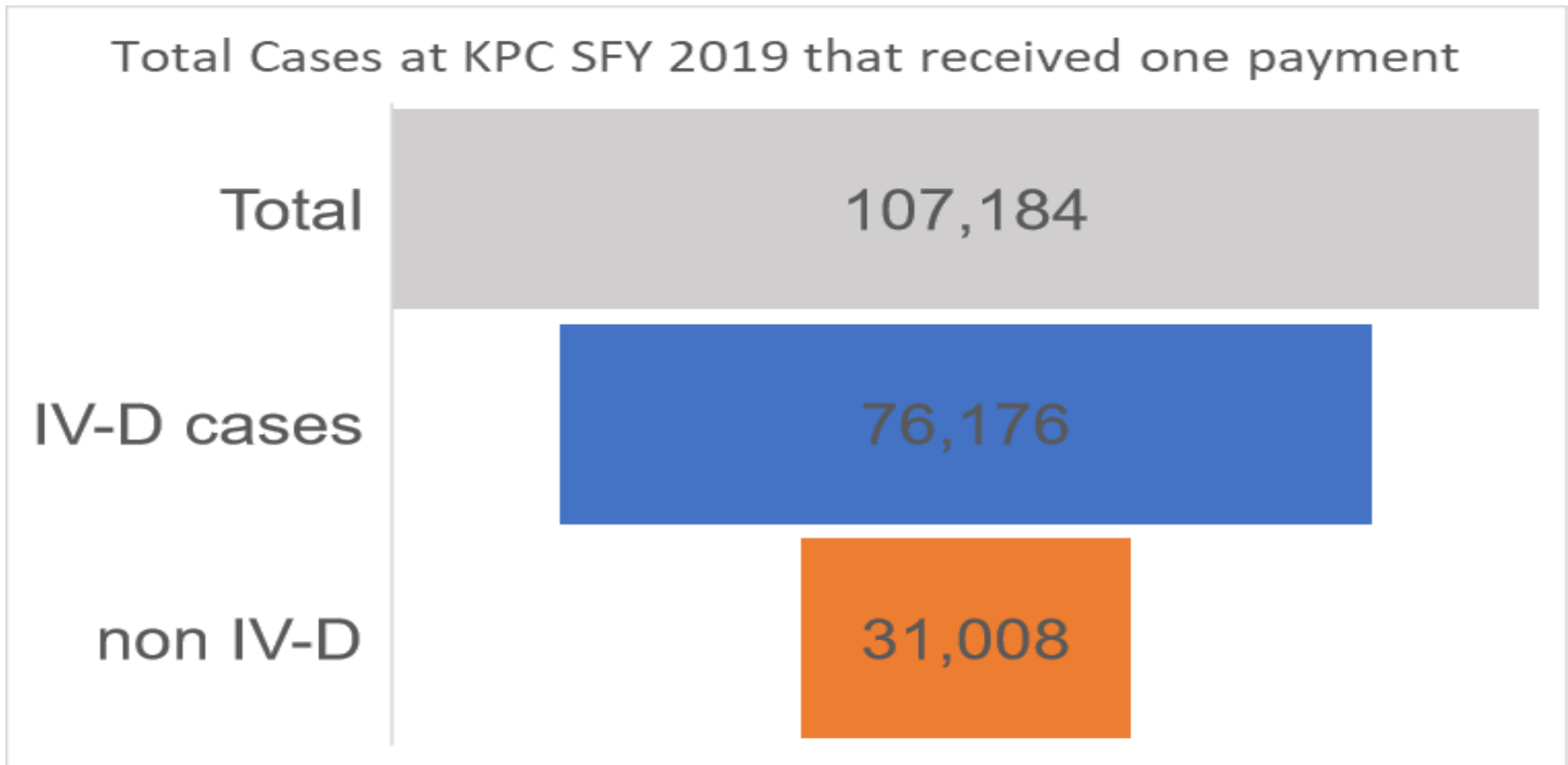
Total Payments \$397,264,456.52
through KPC SFY 2019



Support paid through KPC SFY 2019

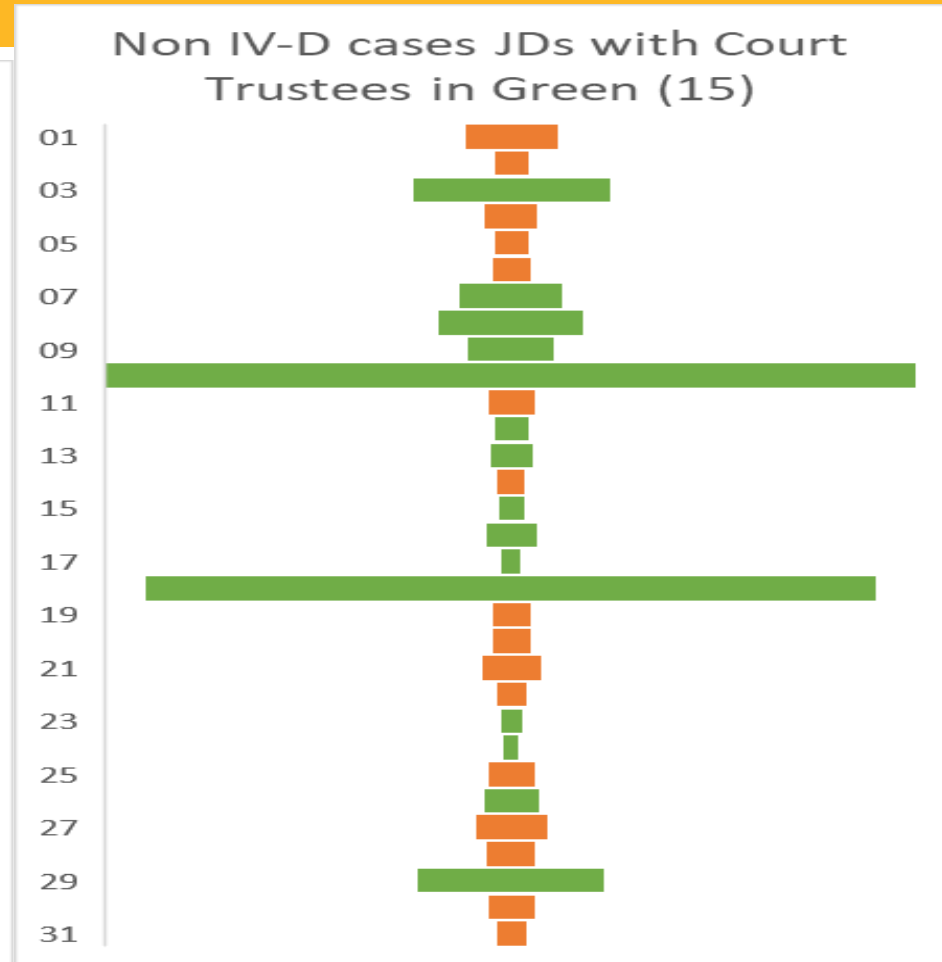
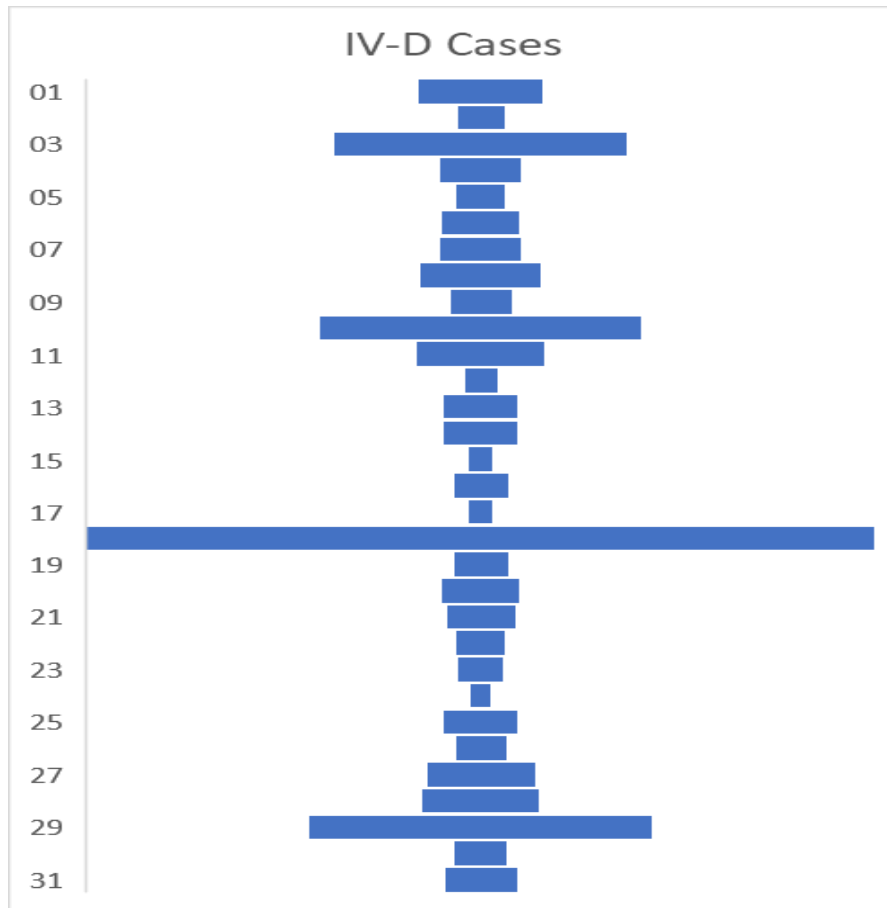


Case Type at KPC with at least one payment in SFY 2019



Case Type by Judicial District

KPC cases with one payment in SFY 2019

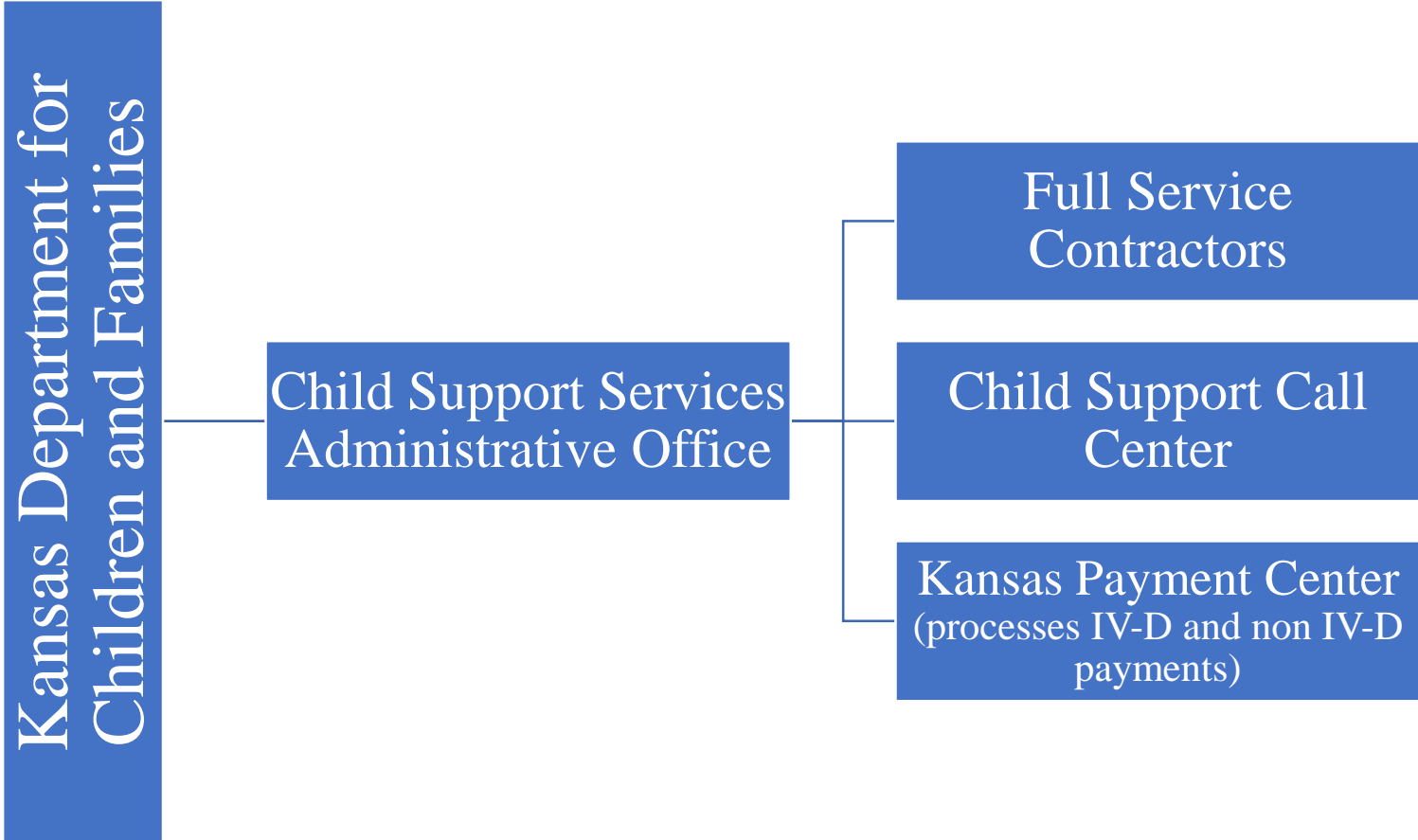


Kansas IV-D Program Operations

- Enforcement Contracts for Legal Services began in majority of Judicial Districts in late 1990s.
- State staff established new child support orders and paternity as well as case management duties.
- In areas that did not have a contractor, all operations were provided by state staff.
- Centralized payment centers were required by OCSE in late 1990s. KPC came into operations in October 2000.
- CSS Call Center opened in September 2007.
- Program operations transferred to four full service vendors September 2013.

Current IV-D Operating Structure

As of September 2013



State Functions

CSS Administration

- Sets policy and procedures for state program.

- Provides training and technical assistance.

- Monitors contracts. Partners with tribes and state agencies.

- Monitors performance of program.

- Addresses concerns of public as able.

CSS by the numbers SFY 2019

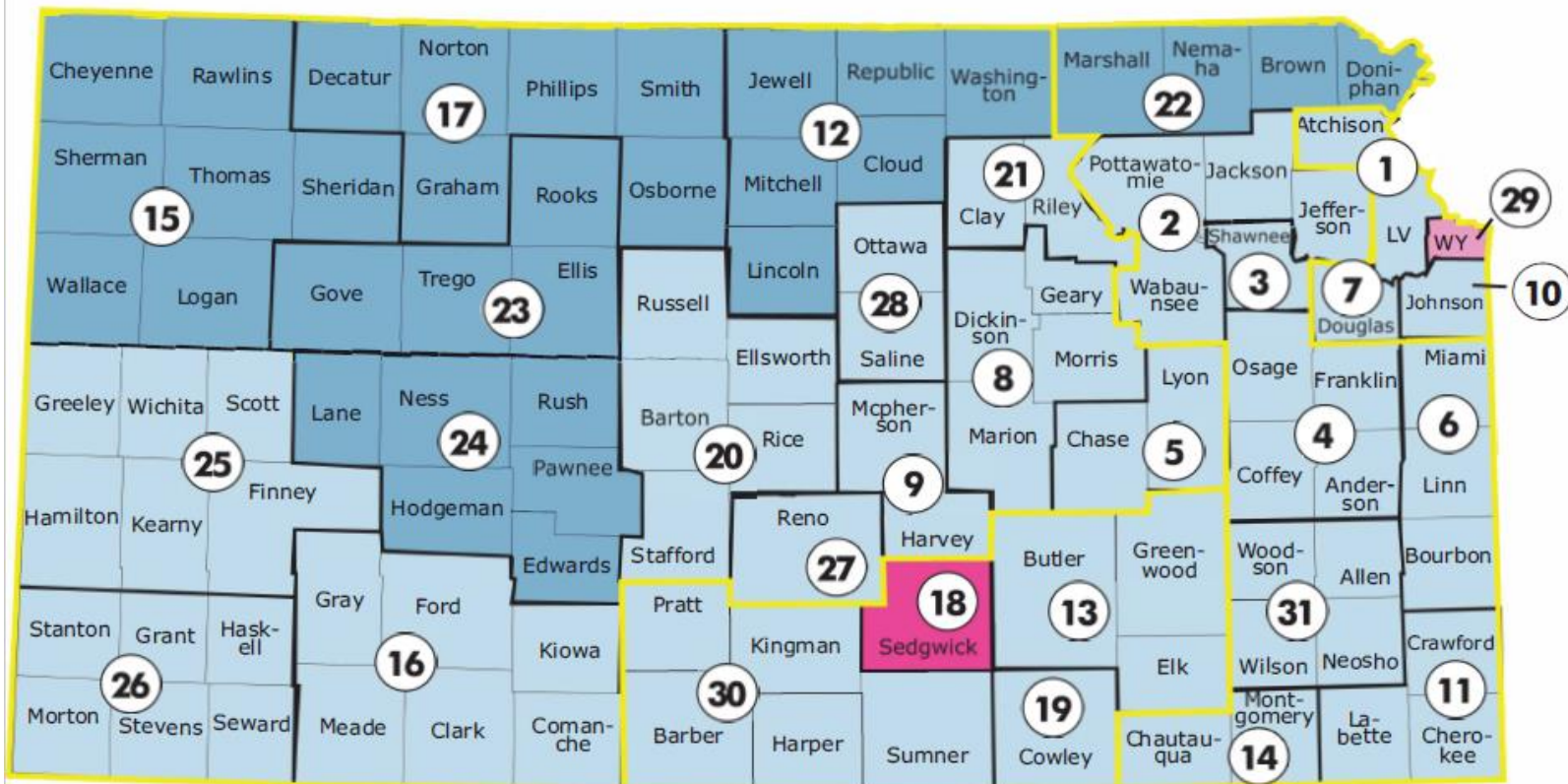
Total IV-D cases	137,050
New Child Support Orders Established	6,399
Parentage Established	1,214
Total Child Support Distributed through KPC	\$421,845,924
IV-D Dollars Distributed	\$204,200,598
Non-IV-D Dollars Distributed	\$217,645,626
IV-D transactions for distributed funds	1,386,754
Non-IV-D transactions for distributed funds	567,820
KPC Call Center IVR Calls	481,033
Child Support Call Center IVR Calls	562,822
KPC Call Center CSR Calls	98,005
Child Support Call Center CSR Calls	198,074

CSS by the numbers SFY 2019

Total Employers		59,809
	Kansas Employers	18,559
	Non-Kansas Employers by IWO service address	41,250
Active Children		195,623
Total IV-D Cases		137,050
	Voluntary IV-D participation	51,440
	TANF	4,315
	Open mandatory program with state debt owed	36,248
	Open mandatory program but no state debt owed	31,020
	Foster Care	6,847
	Interstate related cases	6,751
	Kansas Payment Center Call Center	
	Payee	48,488
	Payor	35,304
	Employer	564
	Other	13,649
	Child Support Call Center (January through June 2019 only)	
	Payee	64,501
	Payor	40,508
	Employer	3,968
	Other	2,521

Full Service Contractors

As of September 2013



Sunflower Child Support Services

YoungWilliams

18th Judicial District Court Trustee

Kansas Child Support Services, LLC

IV-D Contractors

Vendor	Contract #	Expiration	Renewal Available
KPC – YoungWilliams, PC	44748	July 1, 2018 – June 30, 2022	1 – 24 month period
Call Center – Maximus	40476	June 30, 2020	3 – 1 year renewals
Full Service			
Sedgwick County	38238	June 30, 2020	3 – 1 year renewals
Sunflower Child Support Services, LLC	38236	June 30, 2020	3 – 1 year renewals
Kansas Child Support Services, LLC	45464	June 30, 2020	3 – 1 year renewals
YoungWilliams, PC	38235	June 30, 2020	3 – 1 year renewals

Full Service Contractors

Responsibilities

- Represent program by staffing local offices, doing community outreach and appearing in court.
- Follow policy and procedure as set by CSS Administration.
- Their client is the Secretary of the Department for Children and Families (K.S.A. 39-756(e)). Files Notices of Assignments (K.S.A. 39-754).
- Obtains new paternity and child support orders for parties who do not have them and have assigned their rights to the secretary of DCF (K.S.A. 39-709 and 39-756).
- Monitors compliance with child support court orders. Takes enforcement action as available. (K.S.A. 39-709 and 39-756).

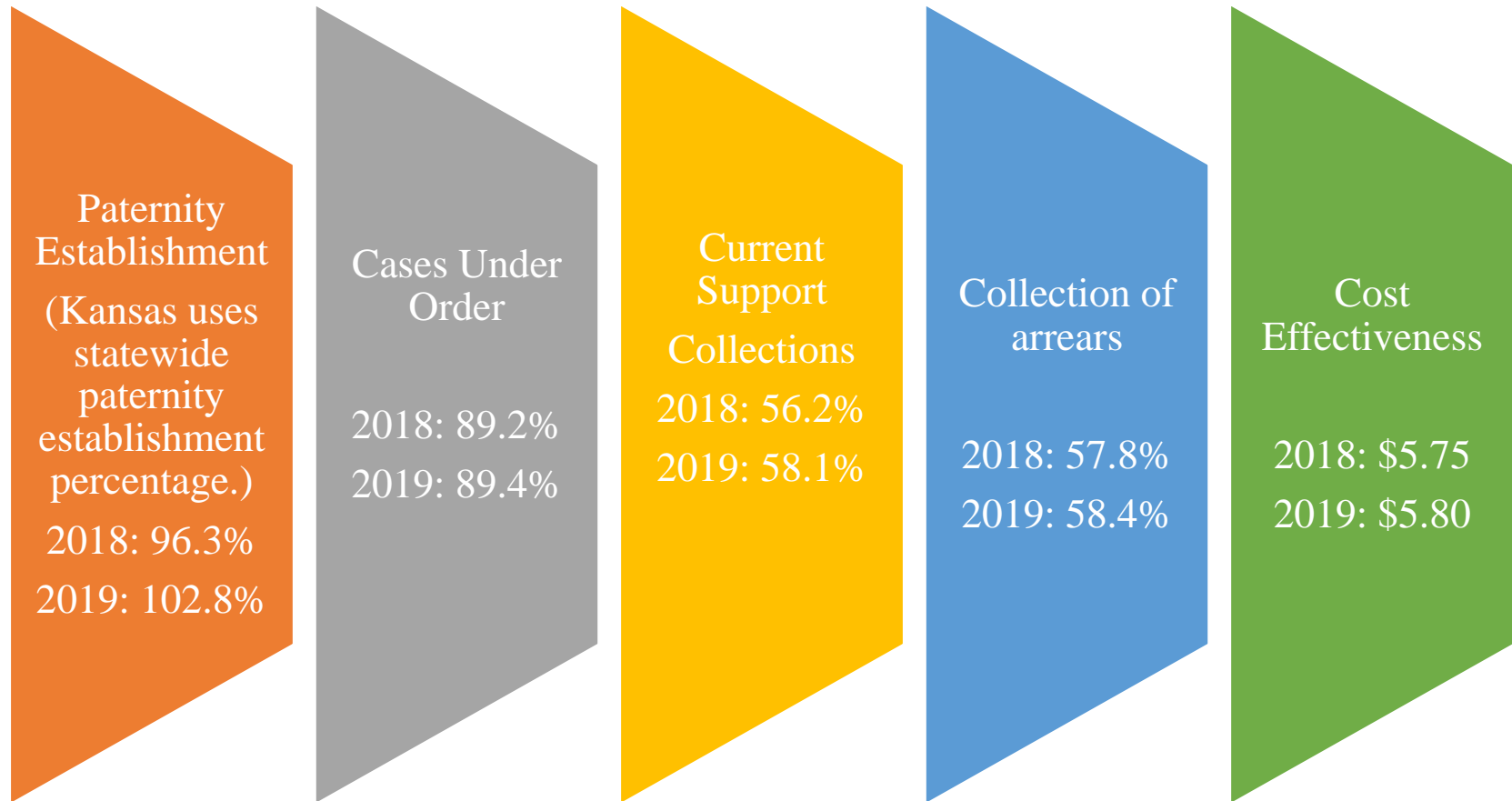
Caseload & Outcomes Data

Based on 2018 Preliminary Annual Report (OCSE)

	Federal 2017	Federal 2018
Caseload	• 14.2 million total cases	• 13.9 million total cases
Distributed Collections	• \$28.6 billion	• \$28.6 billion
Cost-effective ratio	• \$5.15 collected per \$1 spent	• \$5.14 collected per \$1 spent
Paternities established or acknowledged	• 1,434,502	• 1,413,200
Children	• 15.1 million	• 14.7 million
Arrearages	• \$117.3 billion	• \$118.1 billion

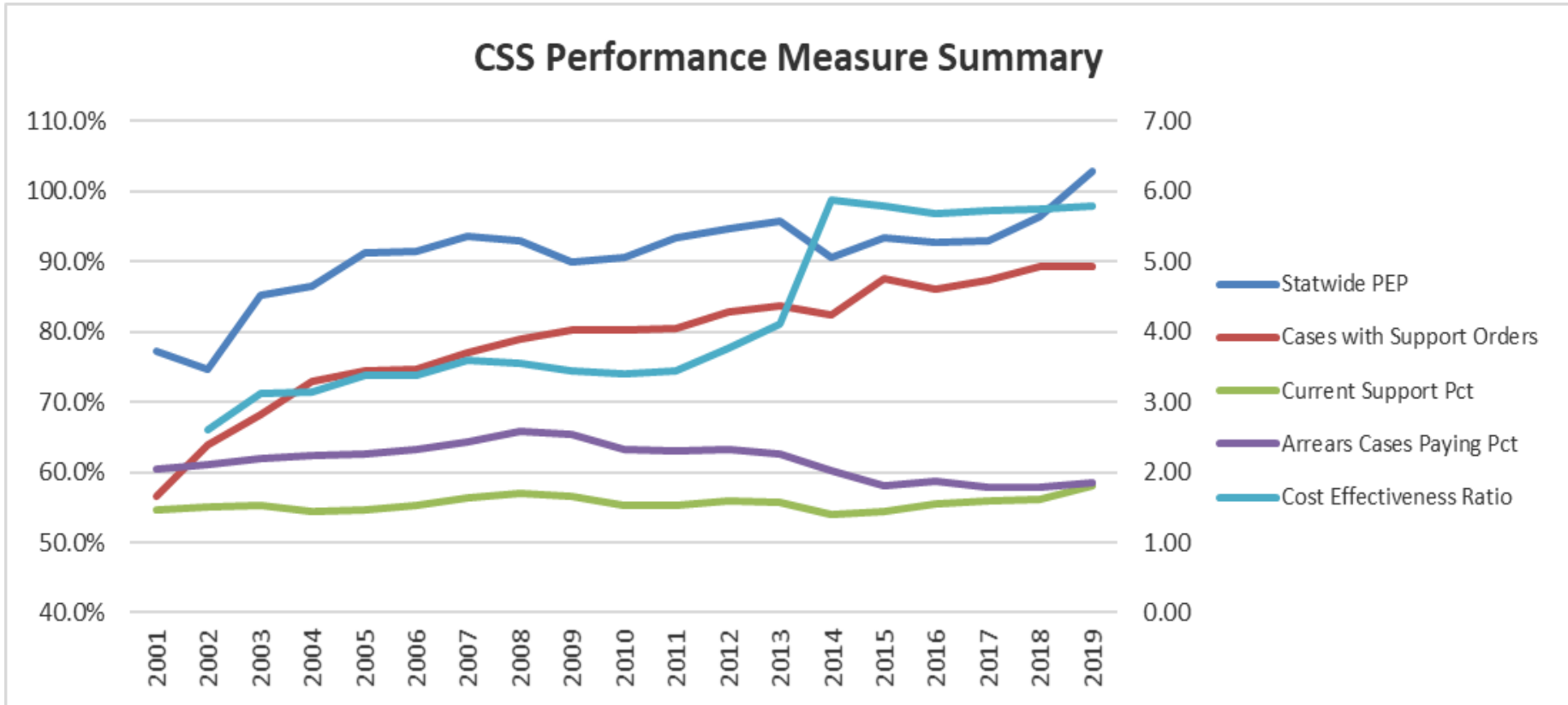
Kansas Federal Performance Measures (FFY)

45 CFR § 305.2



Performance Measures

KANSAS



Food Assistance (new) Mandatory 7/1/15

Performance Measures

Kansas Child Support Services (IV-D Program)					
Performance Measures Summary					
FFY	Statwide PEP	Cases with Support Orders	Current Support Pct	Arrears Cases Paying Pct	Cost Effectiveness Ratio
2001	77.2%	56.6%	54.7%	60.3%	
2002	74.8%	63.9%	55.1%	61.0%	2.61
2003	85.3%	68.3%	55.3%	62.0%	3.12
2004	86.6%	73.0%	54.4%	62.3%	3.15
2005	91.2%	74.4%	54.5%	62.6%	3.39
2006	91.5%	74.7%	55.3%	63.3%	3.38
2007	93.6%	77.1%	56.3%	64.3%	3.60
2008	92.9%	79.0%	57.0%	65.8%	3.55
2009	90.0%	80.3%	56.5%	65.4%	3.44

Kansas Child Support Services (IV-D Program)					
Performance Measures Summary					
FFY	Statwide PEP	Cases with Support Orders	Current Support Pct	Arrears Cases Paying Pct	Cost Effectiveness Ratio
2010	90.5%	80.3%	55.3%	63.3%	3.41
2011	93.5%	80.4%	55.4%	62.9%	3.45
2012	94.6%	82.9%	56.0%	63.1%	3.76
2013	95.8%	83.8%	55.8%	62.6%	4.12
2014	90.7%	82.5%	54.0%	60.1%	5.89
2015	93.4%	87.7%	54.4%	58.1%	5.80
2016	92.8%	86.0%	55.5%	58.8%	5.69
2017	92.9%	87.5%	55.9%	57.9%	5.72
2018	96.3%	89.2%	56.2%	57.8%	5.75
2019	102.8%	89.4%	58.1%	58.4%	5.80

FFY 2012 Incentive Performance Measures

Rank	STATES	Statewide PEP	STATES	Percent of Cases with Orders	STATES	Percent of Current Collections	STATES	Percent of Arrearage Cases	STATES	Cost Effectiveness Ratio
1	OKLAHOMA	115.03	WYOMING	92.95	PENNSYLVANIA	83.98	PENNSYLVANIA	83.39	SOUTH DAKOTA	12.05
2	COLORADO	106.71	SOUTH DAKOTA	92.60	NORTH DAKOTA	75.09	WYOMING	71.38	TEXAS	11.11
3	ALASKA	106.14	WASHINGTON	90.48	IOWA	72.80	GUAM	70.61	MISSISSIPPI	10.26
4	VIRGINIA	103.30	ALASKA	90.27	WISCONSIN	71.59	MINNESOTA	70.53	PUERTO RICO	10.05
5	CALIFORNIA	101.62	PENNSYLVANIA	89.89	MINNESOTA	71.34	IOWA	70.52	WYOMING	7.79
6	TEXAS	100.40	UTAH	89.59	NEBRASKA	69.95	VERMONT	69.98	MISSOURI	7.43
7	UTAH	99.91	MAINE	89.17	SOUTH DAKOTA	69.17	COLORADO	69.68	OHIO	7.31
8	PUERTO RICO	99.62	NORTH DAKOTA	89.15	VERMONT	69.12	NEBRASKA	69.09	TENNESSEE	7.2
9	SOUTH CAROLINA	98.80	MONTANA	88.79	MASSACHUSETTS	69.01	ALASKA	68.71	IDAHO	7.17
10	NEBRASKA	97.99	KENTUCKY	88.74	WYOMING	67.53	NORTH DAKOTA	68.68	VIRGINIA	7.02
11	MISSOURI	97.69	VERMONT	88.67	OHIO	66.55	INDIANA	67.67	GEORGIA	6.83
12	FLORIDA	96.64	WEST VIRGINIA	88.29	NEW YORK	66.50	ARKANSAS	66.66	WISCONSIN	6.64
13	GEORGIA	96.53	VIRGINIA	88.08	MICHIGAN	65.92	MONTANA	66.58	NORTH DAKOTA	6.63
14	HAWAII	96.36	CALIFORNIA	87.88	WEST VIRGINIA	65.69	GEORGIA	66.44	UTAH	6.37
15	IOWA	95.92	IOWA	87.86	MARYLAND	65.68	SOUTH DAKOTA	66.29	INDIANA	6.26
16	NEW JERSEY	95.60	IDAHO	87.21	NORTH CAROLINA	65.47	NEW MEXICO	66.27	MICHIGAN	5.96
17				86.82	NEW JERSEY	65.07	TEXAS	65.27	IOWA	5.91
	KANSAS			94.62	TEXAS	64.98	NEW HAMPSHIRE	64.92	ARIZONA	5.9
					WASHINGTON	64.53	NORTH CAROLINA	64.71	MASSACHUSETTS	5.9
20	WYOMING	93.72	MINNESOTA	86.54	GUAM	63.42	MARYLAND	64.05	FLORIDA	5.88
21	MICHIGAN	93.57	NEW HAMPSHIRE	86.39	VIRGINIA	63.42	WISCONSIN	64.03	KENTUCKY	5.88
22	TENNESSEE	93.18	MISSOURI	86.33	MONTANA	63.07	OHIO	63.79	NEBRASKA	5.8
23	PENNSYLVANIA	92.93	ARKANSAS	86.22	NEW HAMPSHIRE	62.82	CALIFORNIA	62.53	PENNSYLVANIA	5.76
24	MASSACHUSETTS	90.80	NEBRASKA	85.81	ARKANSAS	62.82	NEW HAMPSHIRE	62.53	PENNSYLVANIA	5.76
25	MARYLAND	90.79	OHIO	85.15	COLORADO	62.82	NEW HAMPSHIRE	62.53	PENNSYLVANIA	5.76
26	NEW YORK	90.65	ARIZONA	84.92	HAWAII	62.67	VIRGINIA	62.09	LOUISIANA	5.21
27	DIST. OF COL.	90.01	MASSACHUSETTS	83.55	GEORGIA	61.67	UTAH	61.96	WASHINGTON	5.05
28	ILLINOIS					61.44	WEST VIRGINIA	61.29	WEST VIRGINIA	4.99
29	VIRGINIA		KANSAS		82.90	61.37	OKLAHOMA	61.10	RHODE ISLAND	4.94
30	ALABAMA					60.94	ILLINOIS	60.42	NEW YORK	4.9
31	ARIZONA		ALABAMA	82.09	DIST. OF COL.	60.94	ILLINOIS	60.42	NEW YORK	4.9
32	ARKANSAS		NORTH CAROLINA	82.86	INDIANA	60.72	WASHINGTON	60.39	ALABAMA	4.83
33	CONNECTICUT		TEXAS	82.58	IDAHO	59.98	MASSACHUSETTS	59.82	ARKANSAS	4.72
34	DELAWARE		NEW MEXICO	81.70	DELAWARE	59.68	FLORIDA	59.71	SOUTH CAROLINA	4.66
35	GUAM		NEVADA	81.62	RHODE ISLAND	59.63	MISSISSIPPI	59.53	NEW HAMPSHIRE	4.63
36	IDAHO		ILLINOIS	81.02	ALASKA	59.60	CONNECTICUT	59.49	NORTH CAROLINA	4.63
37	INDIANA		INDIANA	81.00	OREGON	59.55	KENTUCKY	59.39	MONTANA	4.6
38	KENTUCKY		NEW YORK	80.22	ILLINOIS	59.14	MISSOURI	59.36	OKLAHOMA	4.53
39	LOUISIANA		PUERTO RICO	79.67	MAINE	59.10	IDAHO	58.80	ILLINOIS	4.41
40	MAINE		OKLAHOMA	78.40	CONNECTICUT	57.80	LOUISIANA	58.34	NEW JERSEY	4.27
41	MINNESOTA		GUAM	78.01	KENTUCKY	57.66	MICHIGAN	58.09	COLORADO	4.2
42	MISSISSIPPI		LOUISIANA	77.69	MISSOURI	57.37	TENNESSEE	57.94	MARYLAND	4.18
43	MONTANA		MICHIGAN					57.49	NEVADA	4.05
44	NEVADA		NEW JERSEY		KANSAS		55.97	57.40	ALASKA	3.99
45	NEW HAMPSHIRE		OREGON	76.61	PUERTO RICO	55.74	MAINE	57.73	CONNECTICUT	3.77
46	NEW MEXICO		CONNECTICUT	75.19	NEVADA	55.59				
47	NORTH CAROLINA		TENNESSEE	74.89	OKLAHOMA	55.58	KANSAS			3.76
48	NORTH DAKOTA		FLORIDA	73.70	VIRGIN ISLANDS	55.12	RHODE ISLAND	56.73	MINNESOTA	3.5
49	RHODE ISLAND		SOUTH CAROLINA	71.62	TENNESSEE	54.99	DELAWARE	55.84	VERMONT	3.5
50	SOUTH DAKOTA		DIST. OF COL.	68.86	MISSISSIPPI	54.82	ARIZONA	54.46	NEW MEXICO	3.02
51	VERMONT		HAWAII	67.89	NEW MEXICO	54.16	SOUTH CAROLINA	53.37	GUAM	2.68
52	WASHINGTON		RHODE ISLAND	67.08	ARIZONA	52.28	DIST. OF COL.	51.94	CALIFORNIA	2.47
53	WEST VIRGINIA		VIRGIN ISLANDS	66.84	SOUTH CAROLINA	52.20	PUERTO RICO	47.33	DIST. OF COL.	1.89
54	WISCONSIN		DELAWARE	66.63	ALABAMA	51.29	VIRGIN ISLANDS	46.14	DELAWARE	1.73
			MISSISSIPPI	61.74	FLORIDA	50.98	HAWAII	45.03	VIRGIN ISLANDS	1.71
	STATE AVERAGES	96.82	STATE AVERAGES	81.92	STATE AVERAGES	62.98	STATE AVERAGES	62.21	STATE AVERAGES	5.19



FFY 2018 Incentive Performance Measures

Rank	STATES	Statewide PEP	STATES	Percent of Cases with Orders	STATES	Percent of Current Collections	STATES	Percent of Arrearage Cases	STATES	Cost Effectiveness Ratio
1	COLORADO	108.56	MAINE	95.27	PENNSYLVANIA	84.26	PENNSYLVANIA	84.27	PUERTO RICO	11.58
2	ALASKA	103.73	INDIANA	94.60	NORTH DAKOTA	75.30	VERMONT	76.21	MISSISSIPPI	10.85
3	UTAH	103.68	CONNECTICUT	93.90	MINNESOTA	74.94	MINNESOTA	72.45	SOUTH DAKOTA	10.24
4			WISCONSIN	93.67	INDIANA	74.71	INDIANA	72.38	TEXAS	10.04
5	KANSAS		96.32	VERMONT	74.68	WYOMING	72.29	MISSOURI	8.69	
6			IOWA	92.81	IOWA	72.66	MARYLAND	70.19	OKLAHOMA	7.16
7	PENNSYLVANIA	95.83	NORTH DAKOTA	92.51	MICHIGAN	71.43	FLORIDA	69.96	GEORGIA	7.14
8	OREGON	95.48	ALASKA	92.11	NEBRASKA	70.62	ARKANSAS	69.89	TENNESSEE	7.05
9	IOWA	95.34	IDAHO	91.96	MASSACHUSETTS	70.07	WISCONSIN	69.61	WYOMING	6.79
10	VIRGIN ISLANDS	95.05	CALIFORNIA	91.56	OHIO	69.58	IOWA	69.37	UTAH	6.43
11	NEBRASKA	94.77	OHIO	91.49	WYOMING	68.80	NEBRASKA	68.53	MICHIGAN	6.37
12	VIRGINIA	94.37	SOUTH DAKOTA	91.25	MARYLAND	68.73	NEW JERSEY	67.94	KENTUCKY	6.32
13	ILLINOIS	94.21	GEORGIA	90.93	NEW JERSEY	68.68	COLORADO	67.47	OHIO	6.28
14	NEW JERSEY	94.02	ARIZONA	90.55	WEST VIRGINIA	68.22	NEVADA	67.37	NORTH DAKOTA	6.22
15	GEORGIA	93.63	VERMONT	90.46	NORTH CAROLINA	67.98	NORTH CAROLINA	66.86	VIRGINIA	6.19
16	CALIFORNIA	93.59	PENNSYLVANIA	90.33	NEVADA	67.45	CALIFORNIA	66.78	FLORIDA	6.18
17	OHIO	93.52	ARKANSAS	89.99	WASHINGTON	67.37	NEW HAMPSHIRE	66.57	NEBRASKA	5.91
18	TENNESSEE	93.27	VIRGINIA	89.62	NEW YORK	66.98	MAINE	66.33	IOWA	5.86
19	TEXAS	93.15	NEVADA	89.47	CALIFORNIA	66.50	OHIO	66.12	LOUISIANA	5.84
20	MARYLAND	91.81	OREGON	89.43	INDIANA	66.35	MICHIGAN	66.06	WISCONSIN	5.77
21	FLORIDA	91.61	WEST VIRGINIA	89.41	UTAH	65.92	VIRGINIA	65.92	KANSAS	5.75
22	NEW YORK		KANSAS	89.23	NORTH DAKOTA	65.62	NORTH DAKOTA	65.62		
23	MICHIGAN				65.43	MONTANA	65.46	RHODE ISLAND	5.48	
24	MASSACHUSETTS	90.26	KENTUCKY	88.94	TEXAS	65.21	ALASKA	65.34	WEST VIRGINIA	5.33
25	MISSOURI	88.93	COLORADO	88.71	NEW HAMPSHIRE	65.01	UTAH	64.75	ARIZONA	5.29
26	SOUTH CAROLINA	84.46	ALABAMA	88.51	VIRGINIA	65.01	NEW MEXICO	64.32	IDAHO	5.23
27	PUERTO RICO	79.97	MISSOURI	88.34	MONTANA	64.50	GEORGIA	63.87	ILLINOIS	5.22
28	DIST. OF COL.	71.31	MINNESOTA	88.32	COLORADO	64.49	TEXAS	63.31	INDIANA	5.21
29	ALABAMA	NA	LOUISIANA	87.88	OREGON	64.12	OKLAHOMA	62.89	ALABAMA	\$5.20
30	ARIZONA	NA	NEW JERSEY	87.68	MAINE	64.08	OREGON	62.87	ARKANSAS	5.06
31	ARKANSAS	NA	UTAH	87.63	SOUTH DAKOTA	63.68	SOUTH CAROLINA	62.67	NEW YORK	4.81
32	CONNECTICUT	NA	PUERTO RICO	87.61	FLORIDA	63.11	TENNESSEE	62.59	PENNSYLVANIA	4.78
33	DELAWARE	NA	MASSACHUSETTS	87.55	HAWAII	62.81	WASHINGTON	62.08	NEW JERSEY	4.65
34	GUAM	NA	NEBRASKA	87.50	ILLINOIS	62.43	WEST VIRGINIA	60.97	MONTANA	4.64
35	IDAHO	NA	TEXAS	87.33	RHODE ISLAND	62.14	MISSOURI	60.83	HAWAII	4.63
36	INDIANA	NA	NEW YORK	87.24	DIST. OF COL.	61.86	KENTUCKY	60.52	NORTH CAROLINA	4.57
37	KENTUCKY	NA	WISCONSIN	86.84	CONNECTICUT	61.41	SOUTH DAKOTA	60.47	MARYLAND	4.35
38	LOUISIANA	NA	NORTH CAROLINA	85.26	MISSOURI	60.42	IDAHO	60.22	COLORADO	4.22
39	MAINE	NA	TENNESSEE	85.08	GEORGIA	60.11	ILLINOIS	60.08	WASHINGTON	4.21
40	MINNESOTA	NA	MISSISSIPPI	83.78	GUAM	59.82	CONNECTICUT	59.88	ALASKA	3.84
41	MISSISSIPPI	NA	MARYLAND	83.62	DELAWARE	59.72	MASSACHUSETTS	59.56	MAINE	3.70
42	MONTANA	NA	OKLAHOMA	83.29	ARIZONA	58.67	ALABAMA	59.35	OREGON	3.60
43	NEVADA	NA	SOUTH CAROLINA	83.05	KENTUCKY		KANSAS	57.85		3.55
44	NEW HAMPSHIRE	NA	ILLINOIS	83.01	ALASKA					3.55
45	NEW MEXICO	NA	FLORIDA	82.10	TENNESSEE	56.26	ARIZONA	57.74	SOUTH CAROLINA	3.45
46	NORTH CAROLINA	NA	NEW HAMPSHIRE		KANSAS	56.21		56.21	MINNESOTA	3.27
47	NORTH DAKOTA	NA	MICHIGAN						CONNECTICUT	3.23
48	RHODE ISLAND	NA	DIST. OF COL.	78.99	SOUTH CAROLINA	55.40	DELAWARE	55.97	NEW HAMPSHIRE	3.18
49	SOUTH DAKOTA	NA	HAWAII	78.48	NEW MEXICO	55.39	LOUISIANA	53.98	DELAWARE	2.75
50	VERMONT	NA	NEW MEXICO	77.50	MISSISSIPPI	54.39	RHODE ISLAND	52.75	VERMONT	2.72
51	WASHINGTON	NA	DELAWARE	75.33	ALABAMA	54.20	GUAM	50.99	CALIFORNIA	2.52
52	WEST VIRGINIA	NA	RHODE ISLAND	74.69	LOUISIANA	54.07	PUERTO RICO	44.02	DIST. OF COL.	2.01
53	WISCONSIN	NA	GUAM	74.22	PUERTO RICO	53.71	HAWAII	43.19	GUAM	1.73
54	WYOMING	NA	VIRGIN ISLANDS	70.95	VIRGIN ISLANDS	48.75	VIRGIN ISLANDS	37.09	VIRGIN ISLANDS	0.70
	STATE AVERAGES	92.95	STATE AVERAGES	87.52	STATE AVERAGES	65.66	STATE AVERAGES	64.23	STATE AVERAGES	\$5.14



Cases and Caseloads			Cases and Caseloads	
Rank	STATES	2012	STATES	2018
1	TEXAS	1,345,121	TEXAS	1,518,245
2	CALIFORNIA	1,332,942	CALIFORNIA	1,163,281
3	MICHIGAN	1,005,639	MICHIGAN	812,063
4	FLORIDA	942,504	OHIO	807,870
5	NEW YORK	930,517	NEW YORK	794,956
6	OHIO	925,740	FLORIDA	647,841
7	ILLINOIS	496,314	ILLINOIS	463,187
8	NORTH CAROLINA	431,576	NORTH CAROLINA	402,067
9	PENNSYLVANIA	421,344	GEORGIA	390,258
10	TENNESSEE	421,195	WISCONSIN	361,659
11	GEORGIA	394,909	TENNESSEE	361,082
12	NEW JERSEY	389,665	PENNSYLVANIA	359,094
13	WASHINGTON	366,135	MISSOURI	325,950
14	MISSOURI	359,994	WASHINGTON	315,860
15	WISCONSIN	357,070	NEW JERSEY	296,107
16	INDIANA	336,696	VIRGINIA	294,242
17	VIRGINIA	332,928	LOUISIANA	273,626
18	MISSISSIPPI	326,752	KENTUCKY	272,498
19	LOUISIANA	301,703	MISSISSIPPI	268,640
20	KENTUCKY	299,818	INDIANA	258,110
21	MINNESOTA	245,782	MINNESOTA	216,638
22	MASSACHUSETTS	242,531	MASSACHUSETTS	214,650
23	ALABAMA	232,788	ALABAMA	210,551
24	PUERTO RICO	232,629	PUERTO RICO	208,686
25	OREGON	229,449	MARYLAND	198,241
26	MARYLAND	220,575	OKLAHOMA	189,699
27	SOUTH CAROLINA	219,308	SOUTH CAROLINA	181,693
28	CONNECTICUT	202,736	ARIZONA	164,224
29	OKLAHOMA	202,313	IOWA	163,544
30	ARIZONA	192,318	OREGON	159,879
31	IOWA	179,290	CONNECTICUT	152,194
32	COLORADO	152,190	COLORADO	144,827
33	KANSAS	132,519	KANSAS	139,768
34	WEST VIRGINIA	125,120	WEST VIRGINIA	105,823
35	ARKANSAS	119,558	NEBRASKA	105,009
36	IDAHO	119,418	IDAHO	100,571
37	NEBRASKA	108,005	ARKANSAS	96,993
38	NEVADA	103,109	NEVADA	88,792
39	UTAH	87,750	UTAH	88,463
40	HAWAII	86,136	DELAWARE	79,584
41	DELAWARE	77,495	HAWAII	67,161
42	NEW MEXICO	66,554	NEW MEXICO	66,684
43	MAINE	64,560	RHODE ISLAND	48,803
44	RHODE ISLAND	58,034	SOUTH DAKOTA	48,322
45	DIST. OF COL.	50,273	MAINE	44,132
46	ALASKA	47,844	ALASKA	43,843
47	SOUTH DAKOTA	46,735	DIST. OF COL.	42,928
48	NORTH DAKOTA	40,591	NEW HAMPSHIRE	37,673
49	MONTANA	40,019	MONTANA	35,114
50	NEW HAMPSHIRE	34,587	NORTH DAKOTA	34,094
51	WYOMING	33,064	WYOMING	28,558
52	VERMONT	19,930	VERMONT	14,472
53	VIRGIN ISLANDS	8,916	VIRGIN ISLANDS 1/	8,780
54	GUAM	6,452	GUAM	6,512

Kansas IV-D Child Support



Innovations

Recent Program Updates

- Enrollment form updated
- Restructure of CSS Administration
- Improvement in call center effectiveness
- Changes in Child Support Guidelines effective 1/1/2020
- Participation by CSS Administration in an OCSE behavioral economics project
- Change in process for intergovernmental cases
- Passing all Federal Criteria in reporting period 22
 - 6 of the 8 categories at 95% compliance or better
 - Increase in medical compliance by 10% in one reporting period

In progress program changes

- Formalized training plan for IV-D professionals
- Policy Manual
- Updating legal forms to be more understandable
- Updating letters
- Using data to shape outreach efforts
- Program Evaluation

Program Evaluation

Contractor: Midwest Evaluation & Research, LLC

- Providing an assessment of the IV-D program
 - Began in November 2019
- Reviewing and Gathering data regarding to program operations as well as federal performance measures
 - Surveys will be done with stakeholders, CSS staff (state and vendor), and a sample of IV-D customers
- Recommendations expected as to greatest impact
 - Final Report expected in June 2020

Possible Policy Options

- Expanding the use of administrative processes in Kansas
- Connecting the 22 percent of orders that go forth without review or assistance by child support professionals in either the IV-D or Court Trustee programs
- Mandating electronic payments by all employers to the KPC
- Ensuring new hire reporting is done timely

K|P|C

KANSAS PAYMENT CENTER

SFY 2019

TOTAL RECEIPTS = **\$414,458,829**

2,124,764

PAPER CHECKS: **\$136,403,253**

630,412

TOTAL EFT: **\$278,055,573**

1,494,352

ELECTRONIC FINANCIAL TRANSACTION (EFT) BREAKDOWN

EFT/NACHA

\$191,165,809 | 1,194,051

 MoneyGram

\$772,667 | 2,254

 PayNearMe

\$902,522 | 3,149

 PayPal

\$594,909 | 1,437

KPC pay

\$86,889,769

300,301



ECHECK

\$77,396,989 | 271,177



CREDIT/DEBIT CARD

\$9,492,780 | 29,124

Average EFT% = 70.33%

PROCESSING ACCURACY RATE = 99.99%

K|P|C

KANSAS PAYMENT CENTER

SFY 2019

TOTAL DISBURSEMENTS = **\$421,845,924**

1,954,574

IVD: **\$204,200,598**

1,386,754

NIVD: **\$217,645,626**

567,820

IVD

NIVD



DEBIT CARD

\$119,661,767 | 892,639

DIRECT DEPOSIT

\$82,218,636 | 483,468

CHECKS

\$2,319,896 | 10,647

DEBIT CARD

\$58,556,595 | 215,286

DIRECT DEPOSIT

\$152,721,625 | 346,474

CHECKS

\$6,367,407 | 6,060

TOTAL CUSTOMER SERVICE CALLS = 579,038

IVR: 481,033 & CSR: 98,005

Average Time to Answer = 1:09