

# DEPARTMENT FOR CHILDREN & FAMILIES CHILD SUPPORT SERVICES OVERVIEW

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# DEPARTMENT OF HEALTH & HUMAN SERVICES (HHS) /

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# OFFICE OF CHILD SUPPORT ENFORCEMENT (OCSE)

# (HHS) / (OCSE)

- Involves 54 State and Territory IV-D programs plus around 50 Tribal programs.
- 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

# KANSAS CHILD SUPPORT SERVICES

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KANSAS CSS (IV-D)

# GETTING INTO CONTACT WITH CSS



- Most participants first encounter child support when a Domestic Support Order (spousal or child) is set by the Courts containing language that all support is to be paid through the Kansas Payment Center (KPC).
- Support Orders at the KPC are identified as either
  - IV-D
  - Non-IV-D
- Non-IV-D cases fall into two categories:
  - Represented (Attorney or Self)
  - Court Trustees

# NON-IV-D OR IV-D?

## HOW CASES ARE REFERRED

- IV-D program is available in all counties/judicial districts at no cost to Kansans.
- Non-IVD Court Trustees are in 17 of the 31 judicial districts and a fee is charged to participants.
- Court Trustee program authorized by K.S.A. 20-375 et seq.
- Many District Courts have also adopted Administrative Orders authorizing collection by the Court Trustee automatically.
- Cases come to the IV-D program through an automatic assignment with some benefit programs and also by direct application of the parties

# KANSAS CSS



## IV-D PROGRAM

- Serves any family who requests services.
- Can only discuss case with parties, their attorneys or those whom we have written permission.
- Accepts families as they are regardless of economic situation or family composition. (Voluntary and Required Enrollments)
- Establishes legal parentage when unknown.
- Recommends realistic monthly child support amounts.
- Works to collect child support from payor's attachable financial resources.
- Must follow distribution rules for how child support is sent to families.
- Limited by the ability to find parents.
- Unable to guarantee collection of child support.
- Established in 1975 as a federal/state partnership.

# KANSAS CHILD SUPPORT

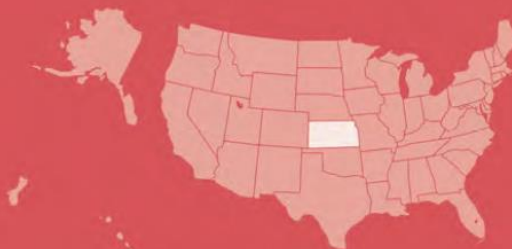
## • Collections

- In FY2021, the child support program collected \$320 Million
- 80% of child support was collected by income withholding from an employee's paycheck
  - 20% other sources
- 96% of child support collected went to families
  - 4% reimbursed public assistance dollars

## • Cost-Effectiveness

- One of the most cost-effective government programs
- \$5.99 collected by the child support program for every \$1.00 spent

The child support program served  
**134,000 statewide**  
**13.8 million children nationwide**





# KANSAS CSS

SFY 2022



TOTAL IV-D	129,275
New Child Support Orders Established	5,753
Parentage Established	19,419
Total Child Support Disbursements through KPC	\$376,155,220
IV-D Dollars Distributed	\$201,389,637
Non-IV-D Dollars Distributed	\$196,632,413
IV-D transactions for distributed funds	1,266,808
Non-IV-D transactions for distributed funds	497,632
KPC Call Center IVR Calls	340,374
Child Support Call Center IVR Calls	391,244
KPC Call Center CSR Calls	68,448
Child Support Call Center CSR Calls	151,422

# KANSAS CSS (IV-D)

SFY 2021-22

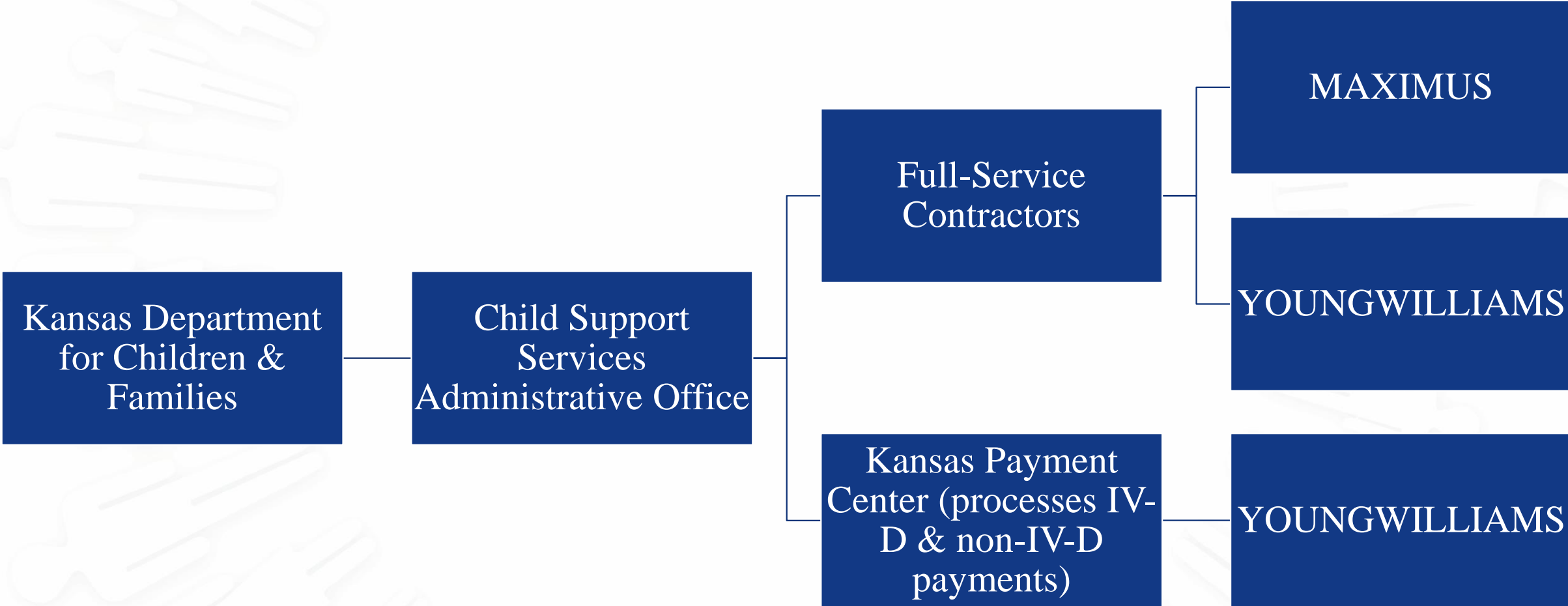


<b>FEDERAL DATA</b>	
New Hire Records for FY2021	626,390
Active Children	133,762
Tribal Cases Initiated FY2021	77
Voluntary IV-D participation (Never Assistance cases)	67,159
Caseload by Current Assistance	6,145
Total Collections Received from Wage Withholding FY2021 (IV-D and Non-IVD)	\$262,941,420
Total Collections Sent to Other States FY2021	\$15,611,082
Total Distributed Collections for FY2021	\$204,801,292

# IV-D CONTRACTS

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# ORGANIZATIONAL STRUCTURE



# CSS CONTRACTORS

## 2 Full-Service Contractors

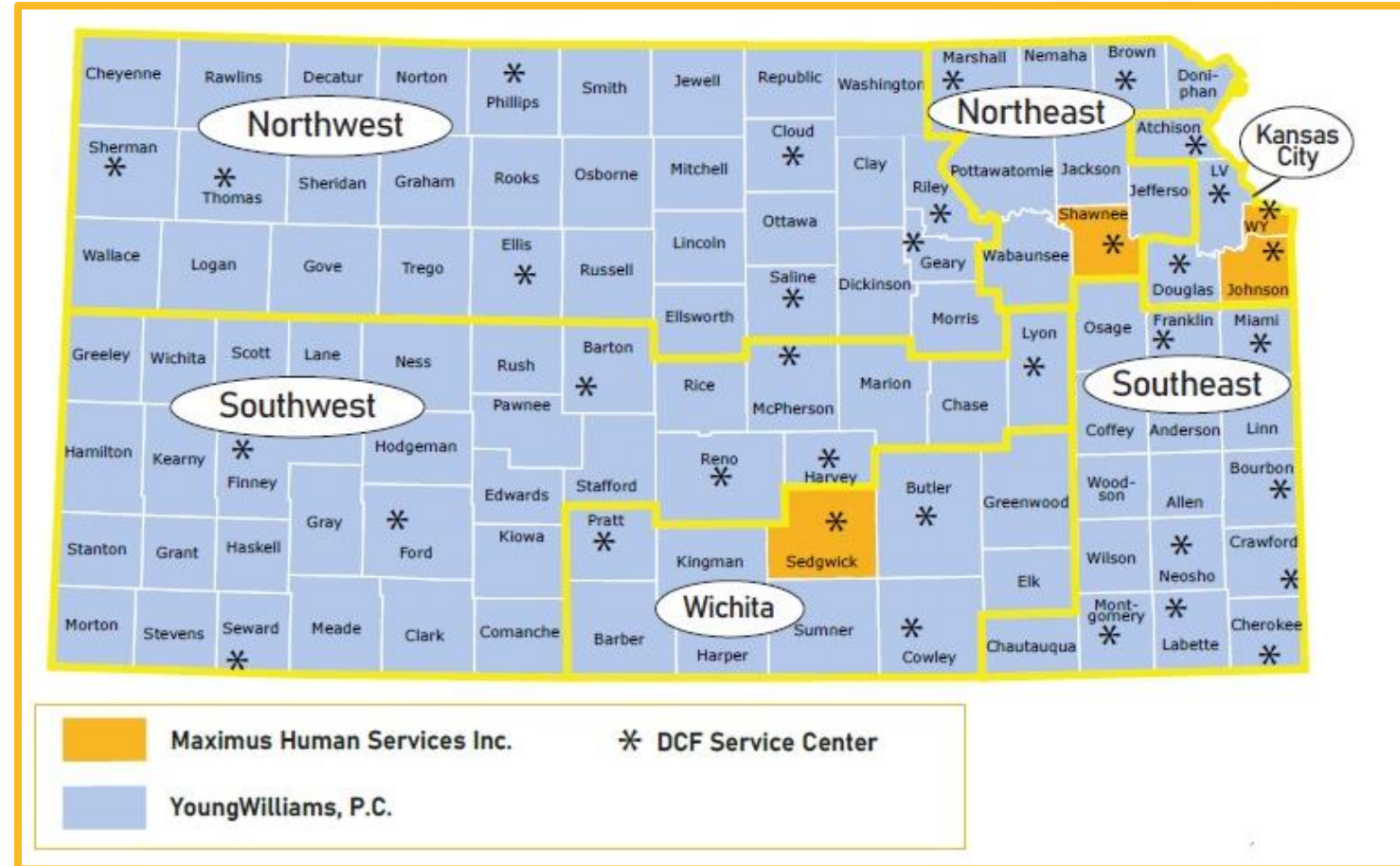
- YoungWilliams
- Maximus

## Kansas Payment Center (KPC)

- 1-877-572-5722
- <http://kspaycenter.com/>

## Customer Service Contact Centers

- Open Monday to Friday:  
7 am to 6 pm
- Toll Free 1-888-757-2455



# KANSAS PAYMENT CENTER

AUTHORITY K.S.A. 39-7135



- Both DCF and OJA have responsibilities tied to the KPC.
- The KPC is a centralized collection unit for disbursement of support payments.
  - Receive and document payment posting instructions per the IV-D agency, (IVD payments), or as set forth in the Office of Judicial administration form for Non-IVD payments.
  - Record any payment received on the payment record through all incoming payment methods, (check, money order, electronic fund transfer, KPC payment portal, PayNearMe, Moneygram, PayPal).
  - Disburse any payment received to the appropriate party. For speed and security, disbursements are made through direct deposit to a bank account or debit card dedicated for support. A paper check is available upon request. A debit card used for support payments is a dedicated account and cannot be used for any other type of financial deposits.

# K|P|C

## KANSAS PAYMENT CENTER



SFY 2022

TOTAL DISBURSEMENTS = **\$398,022,049**

1,764,440

IVD: **\$201,389,637**

1,266,808

NIVD: **\$196,632,413**

497,632

IVD

NIVD



DEBIT CARD

**\$124,083,153** | 855,176

DEBIT CARD

**\$47,928,904** | 182,188

DIRECT DEPOSIT

**\$75,121,411** | 401,510

DIRECT DEPOSIT

**\$141,883,453** | 309,876

CHECKS

**\$2,185,073** | 10,122

CHECKS

**\$6,820,056** | 5,568

TOTAL CUSTOMER SERVICE CALLS = 340,374

IVR: 271,926 & CSR: 68,448

Average Time to Answer = 0:01:25

THE KANSAS PAYMENT CENTER IS FUNDED BY THE KANSAS DEPARTMENT FOR CHILDREN AND FAMILIES.



SFY 2022

TOTAL RECEIPTS = **\$376,155,220**

1,875,615

PAPER CHECKS: **\$97,498,140**

449,270

TOTAL EFT: **\$278,657,081**

1,426,345

### ELECTRONIC FINANCIAL TRANSACTION (EFT) BREAKDOWN

EFT/NACHA

**\$182,850,377** | 1,135,127

MoneyGram

**\$819,224** | 2,244

PayNearMe

**\$1,068,828** | 3,425

PayPal

**\$799,257** | 2,376

KPC pay

**\$95,806,704**

291,218



ECHECK

**\$83,209,886** | 254,162



CREDIT/DEBIT CARD

**\$12,596,818** | 37,056

Average EFT% = 76.04%

PROCESSING ACCURACY RATE = 99.994%



# TECHNOLOGY UPGRADES

- IV-D program utilizes KAECSES
  - Re-platforming started 6/1/2021
  - Changes should be easier and faster
  - Automation should be easier to implement
- IV-D system must be certified to IV-D standards
  - Large scale changes may impact certification
- Considerations
  - Changes in distribution will impact Non IV-D caseload as distribution will be to the person level not to the current case level
  - Imaging is not part of KAECSES
    - Contractors currently provide and maintain imaging software and storage

# IV-D CHILD SUPPORT ENFORCEMENT

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# ENFORCEMENT

## PAYMENT DELINQUENCY

Payments are expected during the month they become due. They do not become an “arrearage” or past-due until they remain unpaid into the next month.

The following actions are taken to attempt collection of support for families:

- Income Withholding is issued on any court order with current support, maintenance or arrears due whether delinquent or not
- Garnishments are issued on any bank account match if there is an arrears balance and the account is subject to garnishment (i.e., not a trust, account holder is not secondary, etc.)
- Liens are automatically issued on real estate in the county where the order resides
- Personal injury claims may be attached
- Tax foreclosures are intercepted
- Hunting and fishing licenses may be restricted
- Driver’s license may be restricted
- Federal and state tax refunds are intercepted
- Gambling winnings are intercepted
- Passports may be restricted
- Personal outreach (phone calls, office visits, arrears forgiveness) are also attempted

# ENFORCEMENT

## ADMINISTRATIVE REMEDIES – FEDERAL TAX OFFSET



- Apply to arrears only:
  - Arrears on TANF debts must be at least \$150.00.
  - Arrears on NA debts must be at least \$500.00
- Intergovernmental debts are certified by the initiating state
- Chapter 13 bankruptcy not certified
- Social security number required
- Certifies & decertifies weekly on Friday nights

# ENFORCEMENT

## ADMINISTRATIVE REMEDIES – STATE TAX OFFSET



- Applies to all obligor debts equaling \$25 or more
- The obligor must have social security number
- The match updates weekly on Saturdays
- Incoming Interstate debts are certified
- Chapter 13 bankruptcy not certified

# ENFORCEMENT

## ADMINISTRATIVE REMEDIES – OTHER REMEDIES

- Passport restriction – certifies debts over \$2,500 and arrears must be paid in full before released even if it falls below the threshold.
- Credit bureau reporting – All cases with arrears over \$1,000 are certified except for outgoing intergovernmental cases.
  - No reporting for 90 days on new orders
  - Must have a date of birth and social security number

# ENFORCEMENT

## ADMINISTRATIVE REMEDIES – OTHER REMEDIES

- Recreational Licenses – arrears over \$500 are certified. Obligor must set up a payment plan before it may be released. Includes:
  - Fishing
  - Hunting
  - Stamps
  - Tags
  - Boating permits,
  - Park and camping fees
- Driver's License – must owe at least \$500. 2,000 eligible obligors are restricted monthly. Match starts after no payment for 90 days.

# QUESTIONS?

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