

CHILD SUPPORT SERVICES AND MIDWEST EVALUATION REPORT

PRESENTED TO:

HOUSE SOCIAL SERVICES BUDGET COMMITTEE

MARCH 15, 2021

PRESENTED BY:

ELIZABETH COHN, DIRECTOR OF
CHILD SUPPORT SERVICES

Department of Health and Human Services (HHS)

Office of Child Support Enforcement (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 2019

MORE MONEY FOR FAMILIES

COLLECTIONS

In FY2019, the child support program collected **\$327 million***



85% of child support was collected by income withholding from an employee's paycheck.



95% of child support collected went to families. (5% reimbursed public assistance dollars)

The child support program served **140,000 children statewide**
14.3 million children nationwide



COST-EFFECTIVENESS

One of the most cost-effective government programs

\$5.80

collected by the child support program for every **\$1.00** spent



CASELOAD COMPARISON

Children served compared to other programs[†]



Source: Office of Child Support Enforcement

* Includes non-IV-D collections.

† Combined CHIP Enrollment Total Report and Form CMS-64, EC, 2019; SNAP Participation and Costs, FY 2018; WIC Program Monthly Data-State Level Participation, FY 2019; Annual Statistical Supplement, 2018; TANF: Total Number of Child Recipients, FY 2018; CCDF Preliminary Data Table 1, 2018; SSI Annual Statistical Report, 2018.



ADMINISTRATION FOR
CHILDREN & FAMILIES
Office of Child Support Enforcement

Office of Child Support Enforcement
330 C Street, SW, Washington, DC 20201
<https://www.acf.hhs.gov/css>

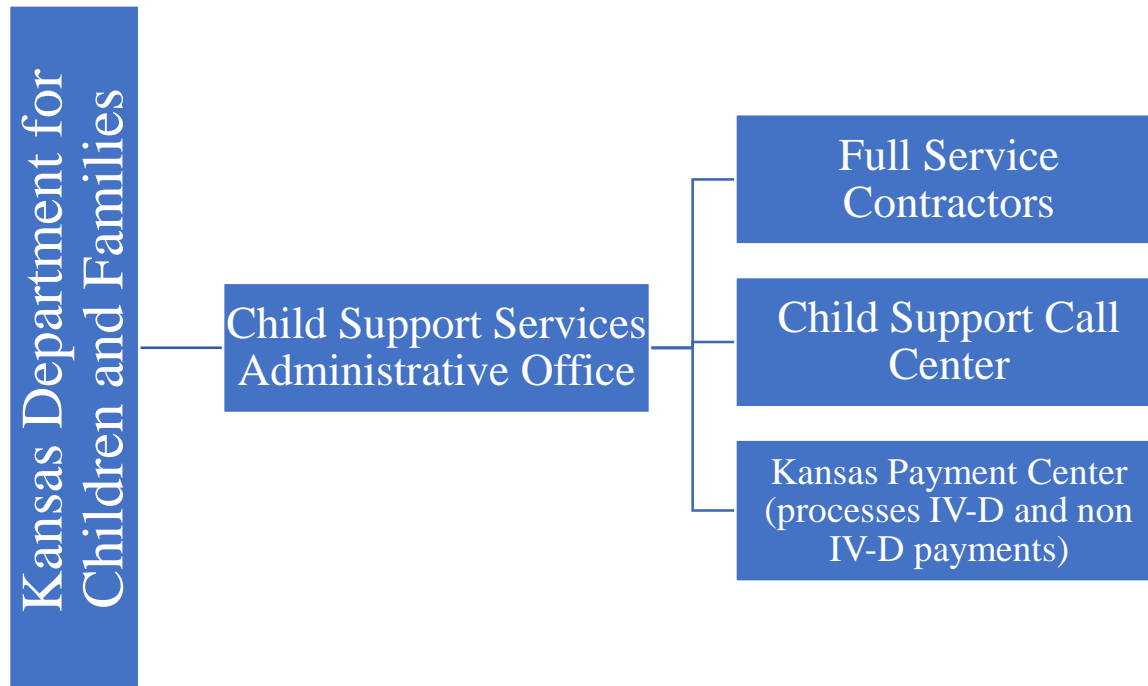
Department of Health and Human Services (HHS)

Office of Child Support Enforcement (OCSE)

○ Funding

- Costs of program are shared by state and federal governments (66% Federal; 34% State)
 - FMAP is currently temporarily enhanced to 65.88% from 59.68%.
- States have a maintenance of effort (MOE) that must be met each year (Kansas MOE is \$10,388,624)
- Incentive funds may be earned based upon performance
 - Must be reinvested in the program
- States can face a financial penalty for not meeting minimum performance levels.

Organizational Structure



Kansas Child Support Services

IV-D Program

- Serves any family who requests services. Can only discuss case with parties or those whom we have permission.
- Accepts families as they are regardless of economic situation or family composition. (Voluntary and Required Enrollments)
- Establishes legal parentage when unknown.
- Recommends to the court realistic monthly child support amounts relying on verifiable income at time of order.
- 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 CSS (IV-D)

SFY 2020

Total IV-D cases	129,489
New Child Support Orders Established	4870
Parentage Established	1310
Total Child Support Disbursements through KPC	\$437,097,694
IV-D Dollars Distributed	\$223,217,869
Non-IV-D Dollars Distributed	\$213,879,825
IV-D transactions for distributed funds	1,445,428
Non-IV-D transactions for distributed funds	522,875
KPC Call Center IVR Calls	523,619
Child Support Call Center IVR Calls	508,267
KPC Call Center CSR Calls	90,068
Child Support Call Center CSR Calls	236,926

Kansas CSS (IV-D)

SFY 2020

Total Employers	63,269
Kansas Employers	19,329
Non-Kansas Employers by IWO service address	43,939
Active Children	185,907
Total IV-D Cases	129,489
Voluntary IV-D participation	50,341
TANF	4,535
Open mandatory program with state debt owed	29,773
Open mandatory program but no state debt owed	31,599
Foster Care	6,410
Open NAI, Open AFI/FCI, INT-ST KS Debt, NAI, AFI/FCI Interstate related cases	6,458
Kansas Payment Center Call Center	
Payee	43,294
Payor	35,740
Employer	598
Other	10,436
Child Support Call Center	
Payee	110,784
Payor	63,389
Employer	5,493
Other	2,356

Kansas Child Support

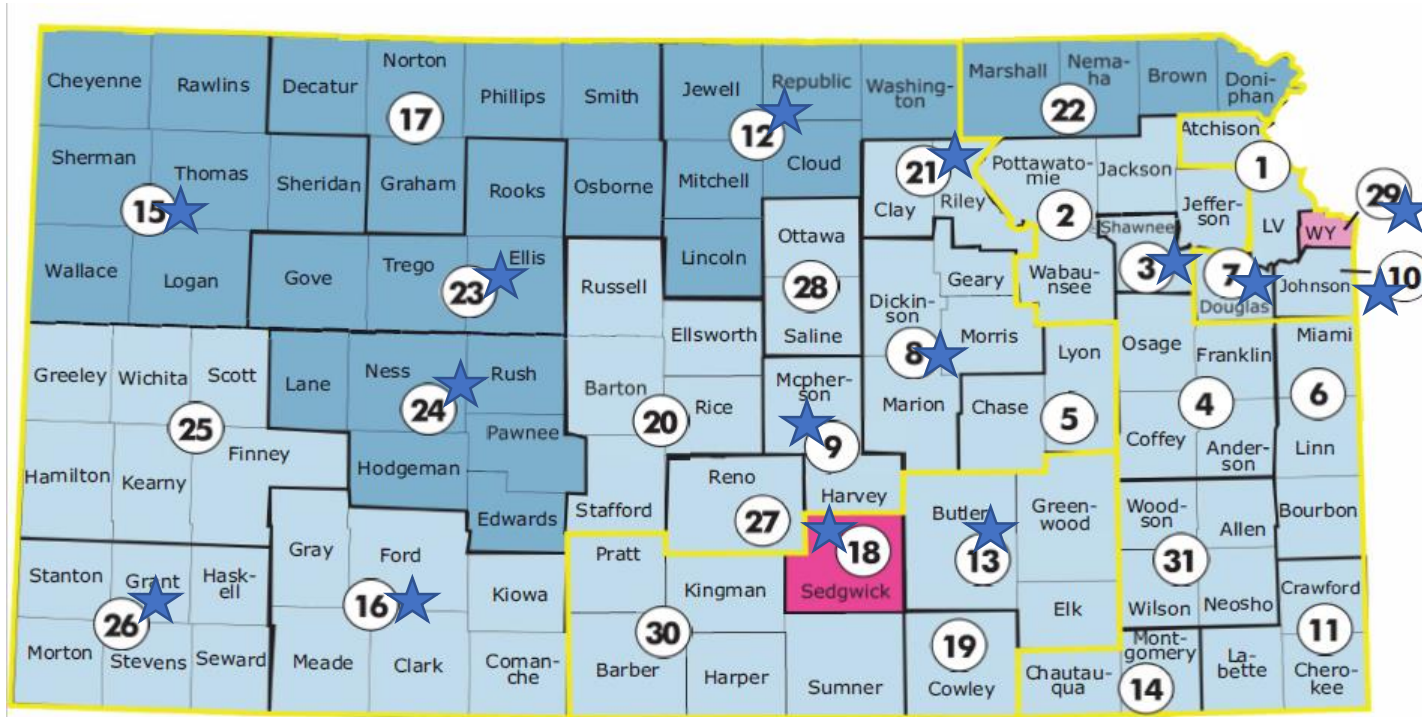


How do parties come into contact with Child Support?

- Most participants first encounter child support when a Domestic Support Order (spousal or child) is set by the Courts that orders all support 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

Court trustees

District Court Oversight. Authority is at K.S.A. 20-377.



★ Judicial Districts 3, 7, 8, 9, 10, 12, 13, 15, 16, 18, 21, 23, 24, 26, 29 have Court Trustees. The list of current court trustees is available on the Kansas Courts website:

<https://www.kscourts.org/KSCourts/media/KsCourts/Child%20Support%20Guidelines/Court-Trustee-Contact-List.pdf>

- HOME PAGE
- PAYMENT RECORDS
- MAKE A PAYMENT
 - Pay Online - Logon
 - Pay Online - Register
- HELPFUL LINKS
- FORMS
- CONTACT US

UPDATE: If you have questions regarding the stimulus payments, Child Support Services does not have a schedule of when these payments will be received. If your case is not through Child Support Services, it does not qualify. Please continue to check online at <http://kspaycenter.com/> for payment status. For case specific questions, please reach out to the Child Support Call Center at 1-888-757-2445.

IF YOU **RECEIVE**
IF SUPPORT

IF YOU **PAY**
IF SUPPORT

EMPLOYERS

**GENERAL
INFORMATION**



WELCOME!

Now pay support online!

[CLICK HERE](#)

Kansas Payment Center

Authority K.S.A. 39-7,135

- Both DCF and OJA have responsibilities tied to the KPC.
- The KPC is a centralized collection and 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-IV-D payments.
 - Record any payment received on the payment record through all incoming payment methods, (check, money order, electronic fund transfer, KPC payment portal, PayNearMe, 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 2020

TOTAL RECEIPTS = **\$408,925,617**

2,101,681

PAPER CHECKS: **\$125,084,465**

589,140

TOTAL EFT: **\$283,841,152**

1,512,541

ELECTRONIC FINANCIAL TRANSACTION (EFT) BREAKDOWN

EFT/NACHA

\$190,141,795 | 1,197,362



MoneyGram.

\$845,981 | 2,378

PayNearMe

\$968,839 | 3,383



PayPal

\$721,276 | 1,946

K|P|C pay

\$91,163,261

307,472



ECHECK

\$80,865,694 | 276,242



CREDIT/DEBIT CARD

\$10,297,566 | 31,230

Average EFT% = 72.00%

PROCESSING ACCURACY RATE = 99.992%

K|P|C

KANSAS PAYMENT CENTER

SFY 2020

TOTAL DISBURSEMENTS = **\$437,097,694**

1,998,303

IVD: **\$223,217,869**

1,445,428

NIVD: **\$213,879,825**

522,875

IVD

NIVD



DEBIT CARD

\$135,594,731 | 952,256

DIRECT DEPOSIT

\$85,312,364 | 482,985

CHECKS

\$2,310,774 | 10,187

DEBIT CARD

\$54,175,653 | 206,487

DIRECT DEPOSIT

\$153,351,815 | 340,710

CHECKS

\$6,352,356 | 5,678

TOTAL CUSTOMER SERVICE CALLS = 523,619

IVR: 433,551 & CSR: 90,068

Average Time to Answer = 0:00:50

Kansas IV-D



Federal Performance

1996 – PRWORA

Personal Responsibility and Work Opportunity Reconciliation Act

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

1998 – CSPIA

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

- Implemented five performance standards for IV-D programs

CSS Contractors

4 Full Service Contractors

- YoungWilliams CSS
- Sunflower Child Support Services
- 18th Judicial District Court Trustee
- KS Child Support Services, LLC

Kansas Payment Center (KPC)

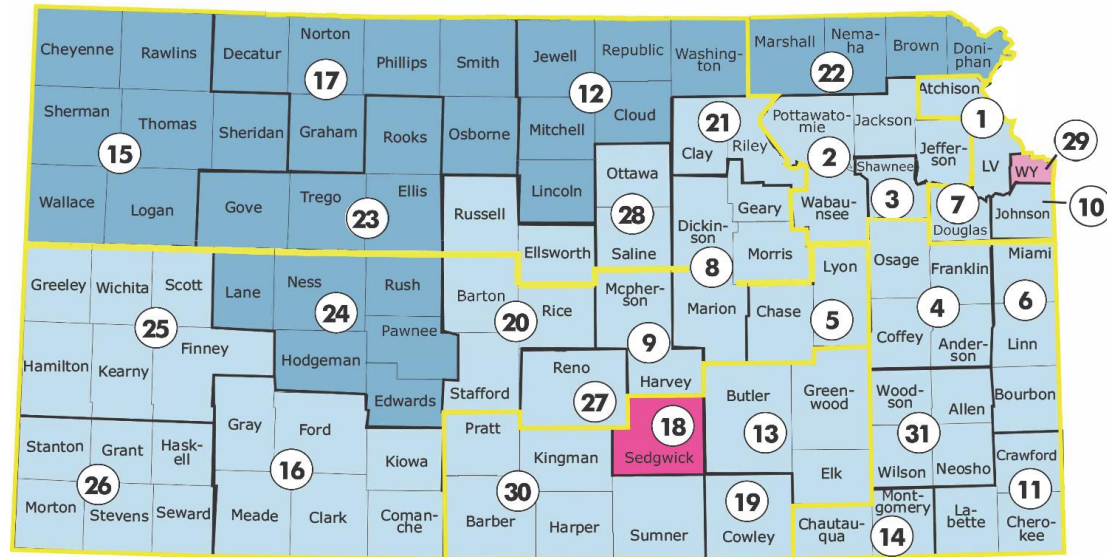
1-877-572-5722

<http://kspaycenter.com/>

Customer Service Call Center

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

Child Support Services Contracts



- YoungWilliams
- Sunflower Child Support Services
- 18th Judicial District Court Trustee
- Kansas Child Support Services, LLC

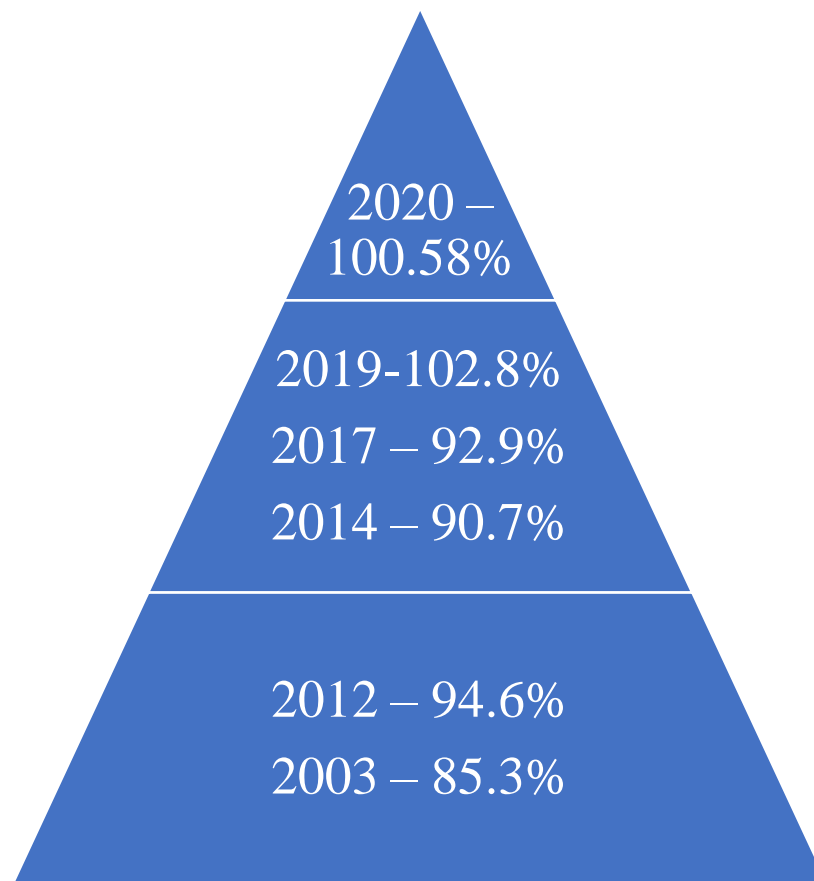


Federal Performance Measures

Statewide Paternity Establishment Percentage (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

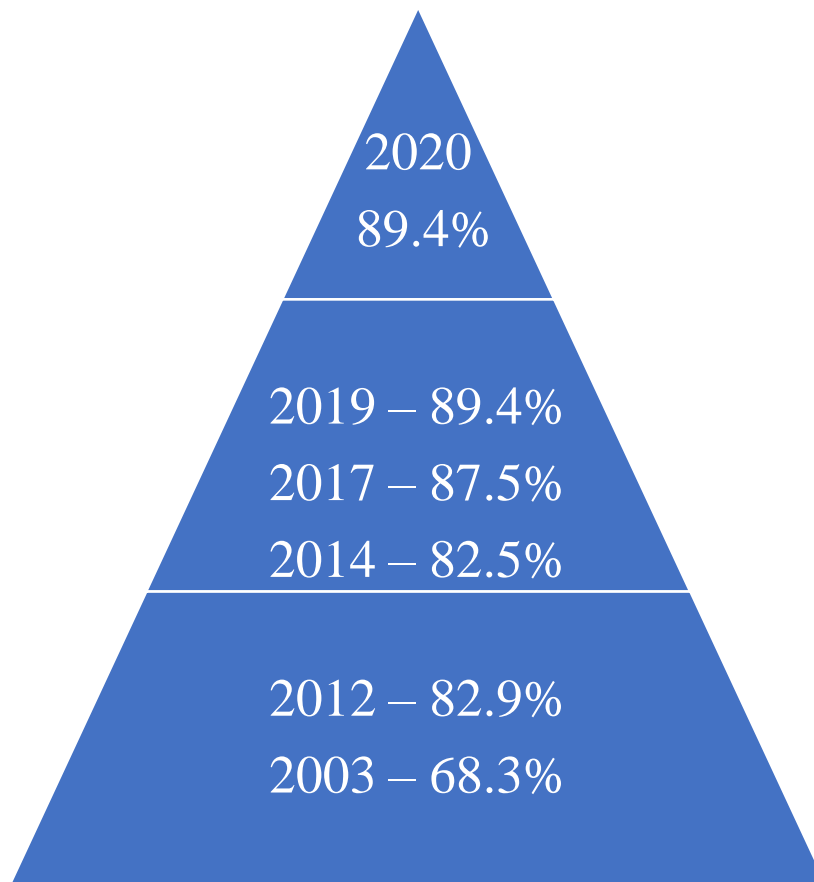


Federal Performance Measures

Support Order Establishment

Number of IV-D cases
with Support Orders

Number of IV-D Cases

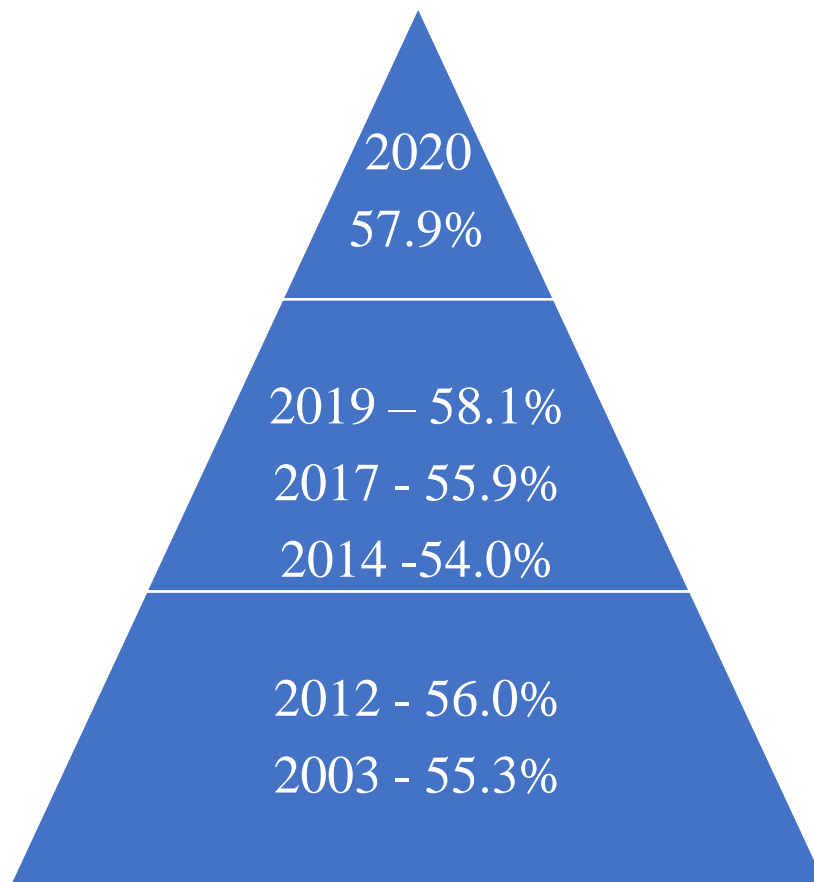


Federal Performance Measures

Current Collections

Amount Collected for Current Support in IV-D Cases

Amount Owed for Current Support in IV-D Cases

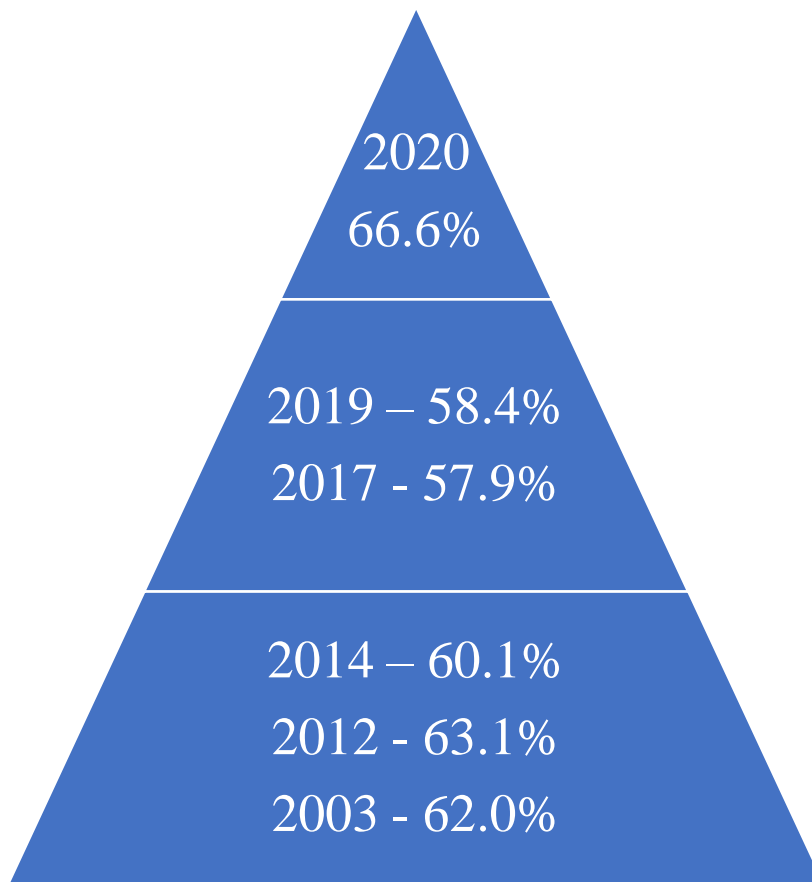


Federal Performance Measures

Arrearage Collections

Number of IV-D Cases
Paying Towards Arrears

Number of IV-D Cases
with Arrears Due

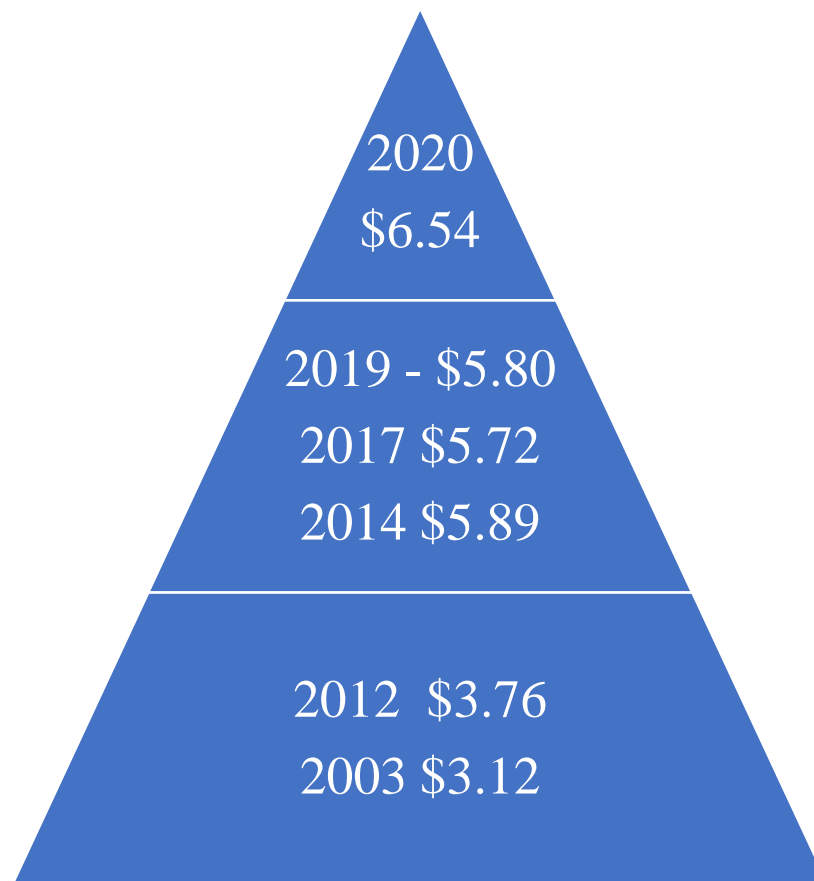


Federal Performance Measures

Cost Effectiveness Ratio

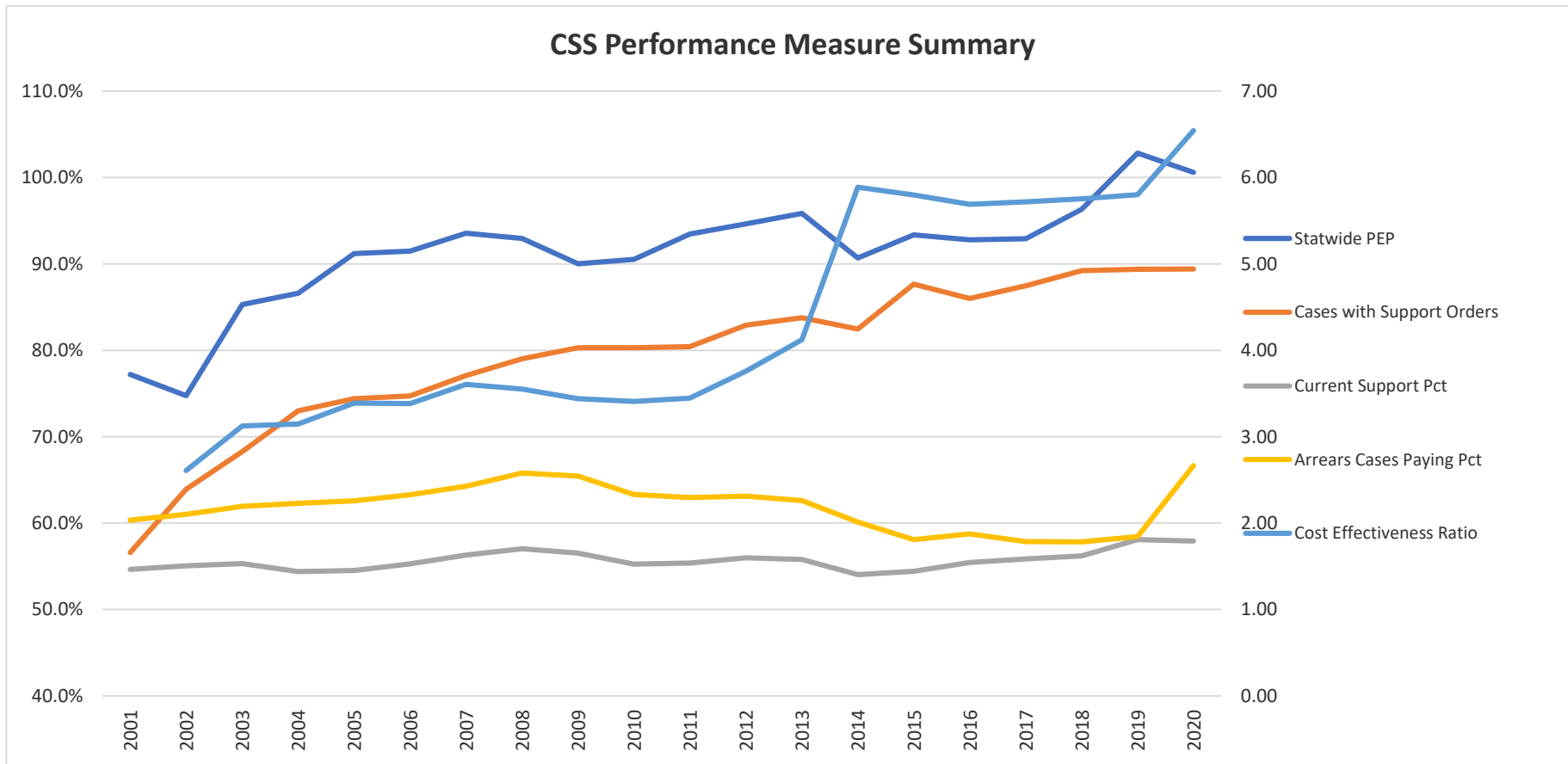
Total IV-D Dollars Collected

Total IV-D Dollars Expended



Kansas IV-D Performance Measures

FFY 2001-2020



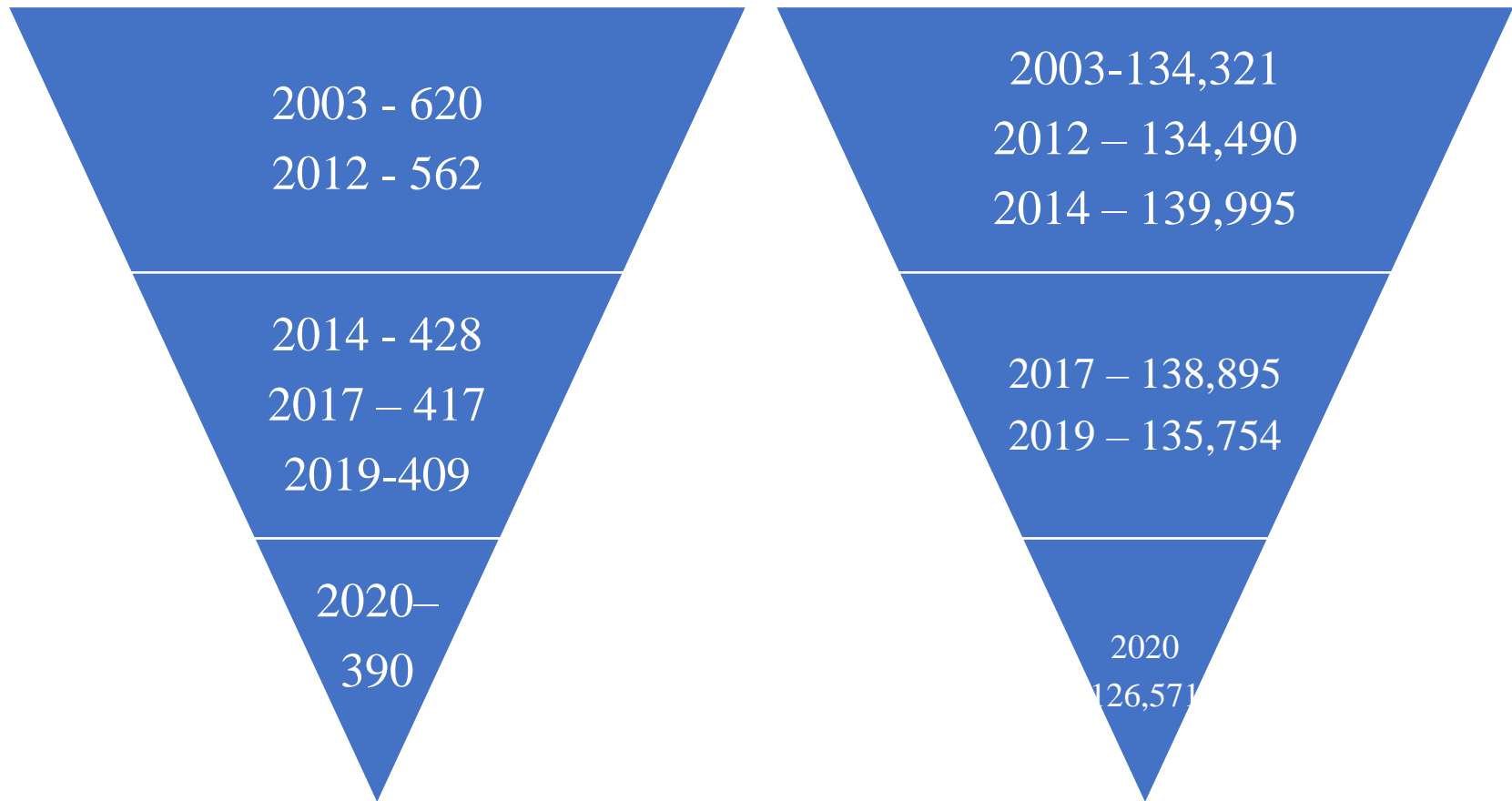
Performance Measure Summary

FFY 2001 to 2020

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
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
2020	100.6%	89.4%	57.9%	66.7%	6.54

Snapshot of the IV-D Program

Staff (state & contractors) and Caseload



Kansas IV-D Child Support
Evaluation



Foundation Building in CSS

Third Party Evaluation

Midwest Evaluation final report received in June 2020.

1. Maximize the potential of privatization contracts.
2. Update the State-wide computer system (KAECSES).
3. Modernize the Kansas IV-D program.

Foundation Building in CSS

Third Party Evaluation

1. Maximize the potential of privatization contracts
 - Identify types of daily operations model
 - Increase Quality of Service
 - Simplify the system
 - Communicate better at all levels

Foundation Building in CSS

Third Party Evaluation

2. Update the State-wide computer system (KAECSES).
 - Make changes to the system using technology

Foundation Building in CSS

Third Party Evaluation

3. Modernize the Kansas IV-D program.
 - Identify and remove barriers to customers
 - Share more information
 - Learn from and adopt appropriate changes from high performers

- July 2020 – RFP for re-platforming statewide computer system (KAECSES) posted.
 - Procurement currently in process.
- Removing barriers to focus on data elements within program's control
 - Policy and Procedure Manual updated.
 - Data Integrity and Analysis
 - Working to improve customer communication

2021 RFP closed March 11, 2021:

- The Purpose section sets out the top three priorities of CSS
 - 1) Timely, correct, and accurate casework
 - 2) A knowledgeable, fair, and professional workforce, and,
 - 3) A unified, one Kansas IV-D team approach.

CSS Request For Proposal

- Required office hours and locations provided.
- Position qualification minimums provided
- Mandatory processes identified.

- A detailed explanation of operations to be provided by bidder.