

DCF CHILD SUPPORT OVERVIEW

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HOUSE SOCIAL SERVICES BUDGET | FEBRUARY 3, 2022

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DEPARTMENT OF HEALTH & HUMAN SERVICES (HHS) /

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

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 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

KANSAS CSS



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 CHILD SUPPORT 2020

- **Collections**

- In FY2020, the child support program collected \$353 Million
- 76% of child support was collected by income withholding from an employee's paycheck
 - 24% other sources
- 94% of child support collected went to families
 - 6% reimbursed public assistance dollars

- **Cost-Effectiveness**

- One of the most cost-effective government programs
- \$6.54 collected by the child support program for every \$1.00 spent

The child support program served
131,000 statewide
13.8 million children nationwide



KANSAS CSS

SFY 2021



TOTAL IV-D	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)

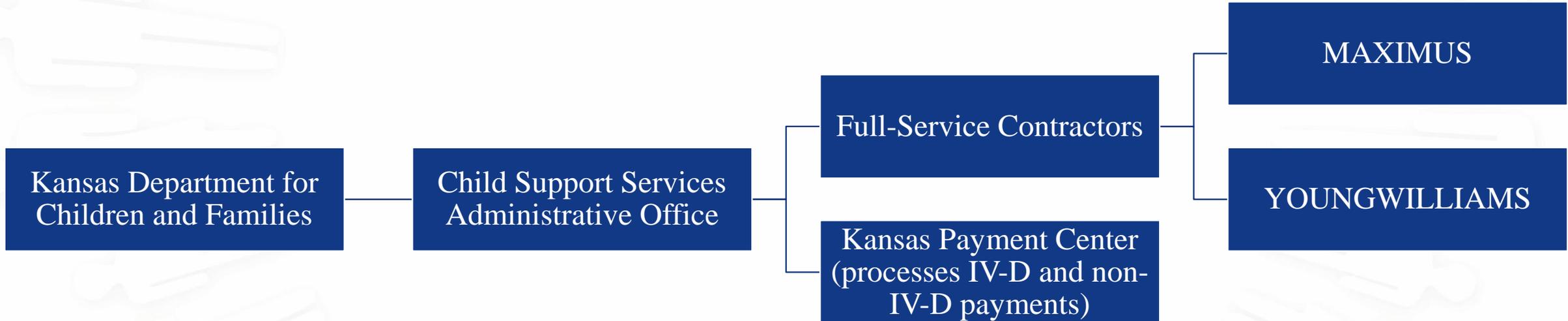
SFY 2021



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

2021 IV-D CONTRACTS

ORGANIZATIONAL STRUCTURE



CASELOAD AND CALL VOLUME IN RFP



Judicial District	Count	Percent of Total
	42	0
01JD	5309	3.8
02JD	1806	1.3
03JD	10112	7.3
04JD	3229	2.3
05JD	2030	1.5
06JD	3054	2.2
07JD	3606	2.6
08JD	4462	3.2
09JD	2417	1.7
10JD	15231	11
11JD	4632	3.3
12JD	1056	0.8
13JD	2512	1.8
14JD	1866	1.3
15JD	701	0.5

Judicial District	Count	Percent of Total
16JD	2016	1.5
17JD	629	0.5
18JD	33348	24
19JD	2172	1.6
20JD	2629	1.9
21JD	2773	2
22JD	1511	1.1
23JD	900	0.6
24JD	561	0.4
25JD	2683	1.9
26JD	2167	1.6
27JD	3889	2.8
28JD	4215	3
29JD	11987	8.6
30JD	2262	1.6
31JD	2400	1.7

REQUIRED POSITIONS AT CONTRACTOR

- On Site Program Manager
- Supervising Attorney
- Finance Supervisor
- Ombudsman
- Outreach Coordinator
- Trainer
- Oversight Position of Site Manager/Supervising Attorney

This form should be completed to demonstrate the experience the Contractor will bring to the project.		
Required years of experience for the position	Position	Skills/Experience
5 years of experience in either management or child support or a combination thereof	On Site Program Manager	Relevant experience as a Manager/Leader of operations of a site to ensure that site safeguards information, sufficient staff in attendance daily, staff morale, and daily operations of program are in place, including oversight of remote workers.
5 years of child support legal and 2 years of supervisory experience	Supervising Attorney	Relevant experience in all areas of child support law in Kansas including parentage, CINC, modifications, administrative hearings, and enforcement. Include any appellate experience.
2	Finance Supervisor	Relevant KAECSES experience in managing financial details for both Kansas and out of state orders. Relevant education/experience in financial industry.
2	Supervisor	Relevant experience is supervision and motivation of staff, including any remote workers. Relevant experience in KAECSES and Kansas IV-D.
2	Ombudsman	Relevant experience in child support customer service issues and resolution pursuant to CSS policy and procedure. Realistic assessment of the case and accuracy in ensuring that issues are resolved appropriately and timely.
1 year of child support and/or human services	Outreach Coordinator	Relevant experience in child support customer service issues in particular employment and addressing child support not being received. How to assess situations and address with community resources while child support is pending collection.
1	Trainer	Relevant experience in child support and education of staff that are new to the field to transfer the complicated processes.
8 years of experience in either management or child support or a combination thereof	Oversight position of Site Manager/Supervising Attorney if any; may be a corporate position.	Relevant experience and expertise in the IV-D area that will assist the onsite management team in furthering the Kansas child support program.

STAFFING LEVELS DURING CONTRACT



Full Time Employees effective 12/31/2021:

YoungWilliams – 131 or 82% | Maximus – 114 or 90%

- 2.4.1.4.7 The contractor will provide adequate staffing for all services to be performed under the resulting contract. Through contract negotiations adequate staffing will be set and may only be further reduced by written agreement. During period of this contract and any renewals thereof, DCF shall have the right to review, approve, request increase at no additional to DCF if part of corrective action plan, and deny the staffing levels of the contractor.
- 2.4.1.4.8 The vacancy rate for full-time staff shall not fall below 90% of the FTE's over any three (3) month period during the contract term.
- 2.4.1.4.1 Implementation Plan Liquidated Damages. DCF Shall impose liquidated damages for Contractor's failure to meet Implementation Plan deadlines and requirements as prescribed herein or as amended. To the extent such failure is beyond the control of the Contractor, as determined by DCF, liquidated damages shall not be imposed. The liquidated damages shall initial be ten-thousand (\$10,000) per day and shall continue for each subsequent day of failure until the failure until the failure is remedied or corrected. Liquidated damages shall begin to accrue on the date immediately following any prescribed deadline or on the date DCF provides notice to Contractor that Implementation requirement is not met. Liquidated damages shall be withheld from Contractor's monthly invoice immediately following the missed deadline or the date immediately following DCF notice to Contractor of outstanding requirement. Imposition of such liquidated damages shall not preclude contract termination.

REGULAR CASE REVIEWS AND TIMELY DOCUMENTATION OF ACTIONS



Effective 10/1/2021, monthly report cards are being completed and presented to the contractors and data provided on reads.

3-Month transition period was given to both contractors due to caseload assignments and sign on issues with KEES.

2.4.4.6.9 At minimum, all establishment cases (an case without a child support order) shall be reviewed *at minimum every six (6) months* by the Contractor. Contractor shall take the necessary and appropriate action to establish parentage/paternity or a support order, or to close the case in accordance with CSS Policy and Procedure. Contractor shall utilize KAECSES for the review.

2.4.4.9.8 At a minimum, all enforcement cases should be reviewed every (1) year by the Contractor and documented through KAECSES

2.4.4.12.4 Unless otherwise approved by DCF, **the contractor must enter and/or update data on KAECSES immediately after the event but no later than twenty-four (24) hours of the event occurring requiring documentation.** Contractor shall maintain the data integrity of KAECSES by ensuring all data entered on the system is reliable and accurate. Data Documentation shall include each step of case actions; result of actions; plan of action as needed; and, the person taking action.

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 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

KPC 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

FEDERAL PERFORMANCE MEASURES CATEGORIES

Statewide PEP

Cases with
support orders

Current
support
percentage

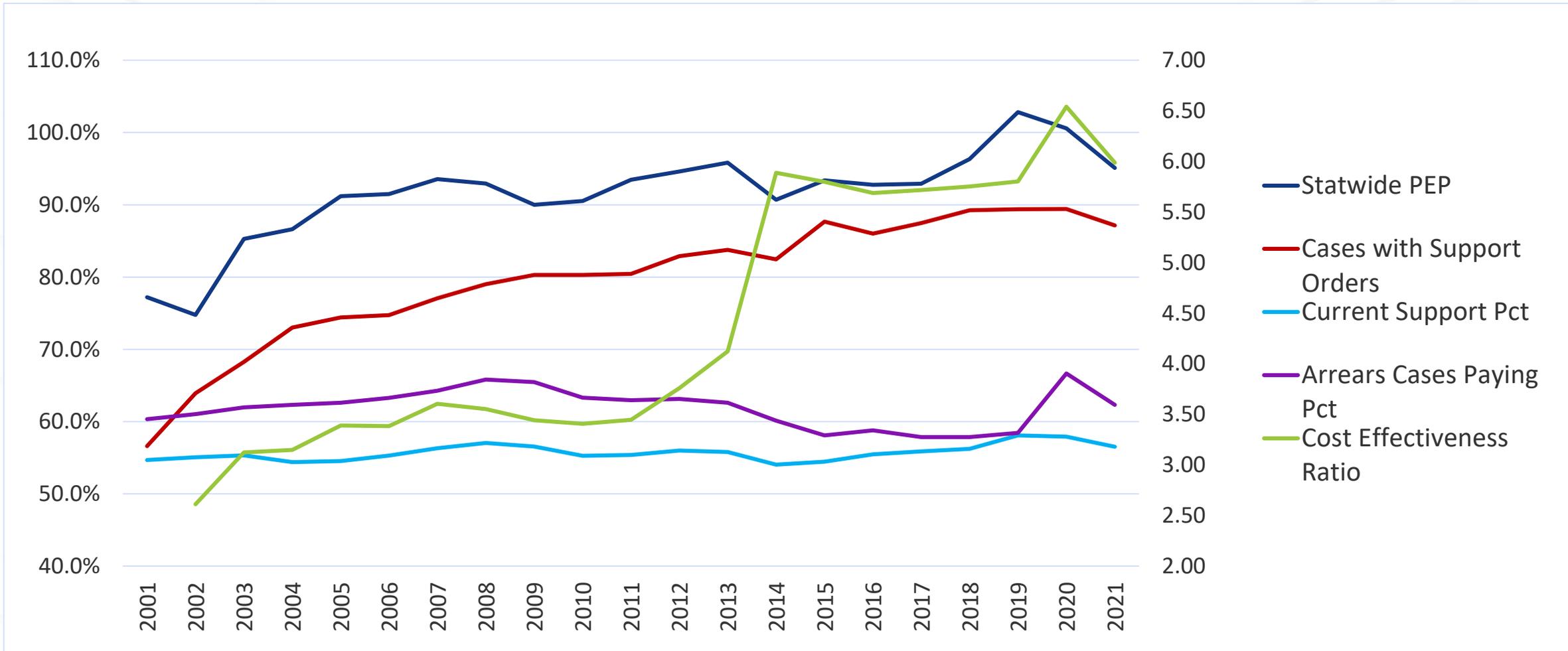
Arrears cases
paying
percentage

Cost
effectiveness
ratio

KANSAS IV-D PERFORMANCE MEASURES



FFY 2001 - 2021



KANSAS IV-D CHILD SUPPORT UPDATES

CSS HIGHLIGHTS

2021



- Full-service contractors awarded to YoungWilliams and Maximus/IVRS.
 - Stand alone call center contract ended 9/30/21.
- Re-platform project launched in the summer of 2021 with completed estimated in Spring of 2023
- Monthly report cards completed by CSS contract compliance
- Created CSS Brochure; CSS handbooks available on-line
- Customer survey launching Summer of 2022
- Mobile app to launch in Spring of 2022

FOUNDATION BUILDING IN CSS

THIRD PARTY EVALUATION



Midwest Evaluation final report received in June 2020.

1. Maximize the potential of privatization contracts.
 - Identify type of daily operations model
 - Increase Quality of Service
 - Simplify the system
 - Communicate better at all levels
2. Update the State-wide computer system (KAECSES).
 - Make changes to the system using technology
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

MODERNIZE FUNDING

SHIFT AND MODERNIZE THE FUNDING PARADIGM OF THE IV-D PROGRAM

- Five options to fund child support programs:
 1. Self funded
 2. IV-D funding – 66% Federal, 34% State;
 - Maintenance of Effort (MOE) is what we must spend on the program. If MOE is not spent, there is a penalty.
 - Federal match is based upon allowable expenditures.
 - No maximum amount from Federal government.
 3. Cost recovery based upon TANF recipients
 4. IV-D Incentive Pool – incentive dollars have to be spent on IV-D program
 5. Fees – IV-D programs must charge all non-mandatory families a fee of \$35 after \$550 is collected in the year.
- Current funding of the Kansas IV-D program is based upon cost recovery with a supplemental to replace the fees that were being charged to families.

CHANGE DISTRIBUTION

DISTRIBUTION OPPORTUNITY



Two distribution models are available for IV-D use:

- **Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA)**
 - Assignments of support rights
 - Passthrough part of this model and has implications on federal share For example, see a questions posed in October 1997 in AT-97-17
 - **QUESTION 5:** Is there a State option allowed under PRWORA for the State to continue passing the \$50 (or even a higher amount at State option) through to the current TANF recipient and disregarding this amount in calculating the grant amount for the recipient?
 - **ANSWER 5:** Under section 457(a)(1) of the Act, as revised by section 302 of PRWORA, States may continue to distribute ("pass- through") any portion of the State share of the amount collected on behalf of a family receiving assistance under title IV-A of the Act, after first paying the Federal government the Federal share of the amount collected. For eligibility purposes, the State TANF program may choose to disregard all or a part of the child support distributed to the family under 167457(a)(1)(B).

CHANGE DISTRIBUTION

DISTRIBUTION OPPORTUNITY CONTINUED

- **Deficit Reduction Act of 2005 (DRA)**
 - Change in Assignment
 - See Checklist for discussion points from OCSE incorporated into DCL-08-2
- Current funding of the Kansas IV-D program is based upon cost recovery and fee replacement through SGF.
- Opportunity to change distribution model for IV-D cases but will impact IV-D budget.

OPTIMIZE USE OF ADMINISTRATIVE PROCESSES



- Child support cases are heard through a judicial process.
- Changes to Administration will impact Administrative Hearing Office as well as the Judicial Branch.
- Will have a split process that will have to be addressed through statutes and regulations as to how it will work for cases that were established under a judicial order.
 - Statutes are in place for an administrative process in IV-D but regulations have not been adopted. K.S.A. 39-7,137 through 39-7,152.
- What will happen if parties change between Non-IV-D and IV-D?

TOP THREE RECOMMENDATIONS

1. Identify meaningful performance metrics for the IV-D and non-IV-D programs.
2. Ensure that every family is able to access a child support professional.
3. Investigate distribution and long-term funding to determine if now is the right time to make meaningful changes for Kansas families.

QUESTIONS?
