

WICSEC 2015

FORT WORTH
CITY OF COWBOYS AND CULTURE

Shaping the Future for Children

Evolving Early Intervention Programs

wicsec
western interstate CHILD SUPPORT enforcement council
Dalworthington

The Real World

Taking a lesson from our everyday interactions with payees.

Do businesses we contract with personally, sit idly by until several days after a payment is missed?

Do you receive a periodic reminder...even if you have been a good payer?

What happens if you stop making payments or miss one payment?

The Real World?

Since we work for Children and Families...shouldn't we do better?

A gentle answer turns away wrath, but a harsh word turns to anger. *Prov 15:1 (NIV)*

Early Intervention Experience

Monterey County, CA

- Department of Child Support Services
- Delinquency Prevention Program (8-month pilot program)

IL Department of Healthcare and Family Services

- Division of Child Support
- Delinquency Prevention Unit

CACCSPS, CA Counties Child Support Payment Services

- Host County - Contra Costa
- Participating Counties - Marin, Stanislaus, Merced, Monterey, and Kern



Early Intervention Pilot Project

Monterey Pilot

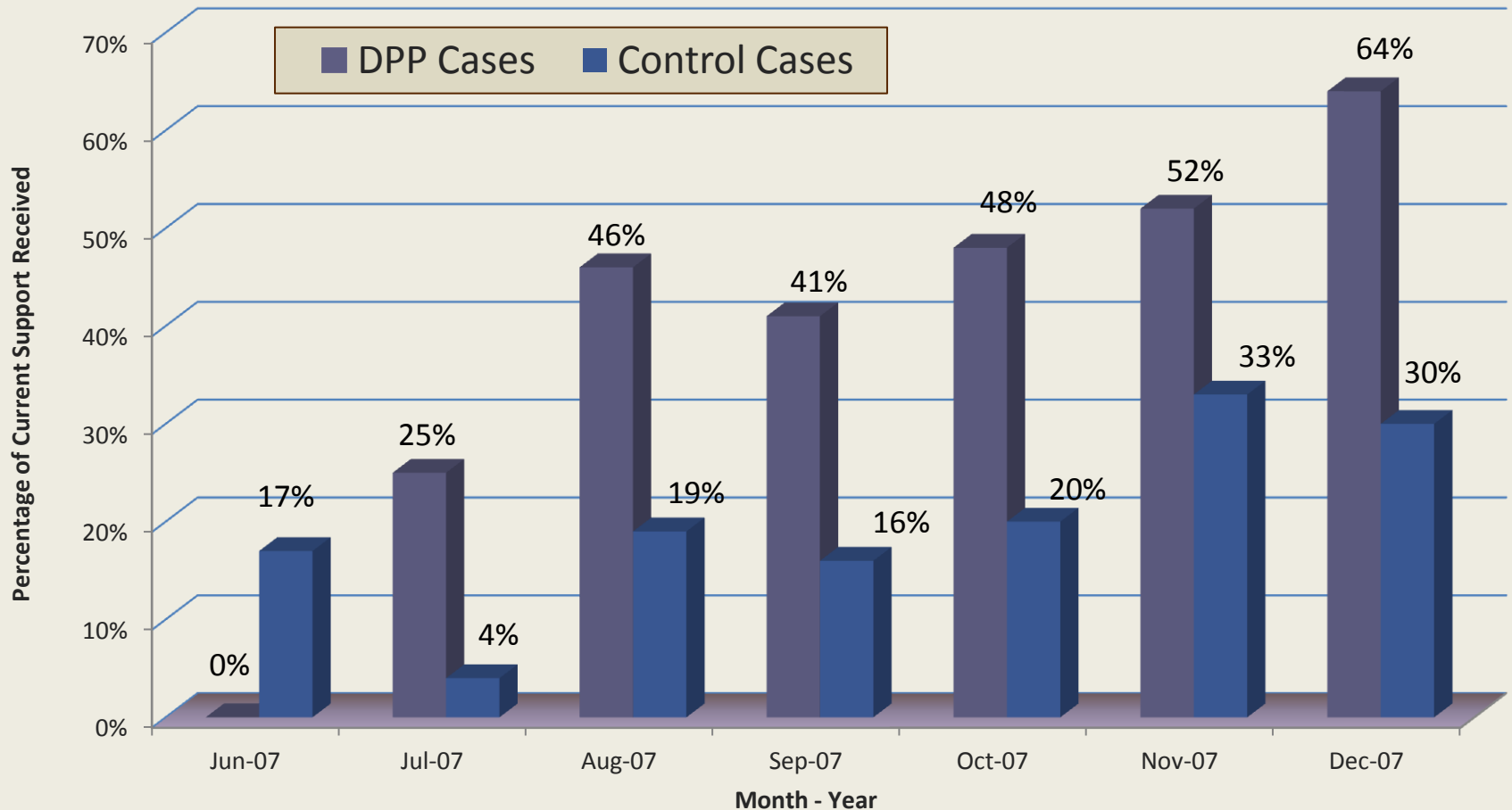
Eight-month pilot (May – December 2007)

Control group experimental treatments

Tested key post-order early intervention features:

- Fully manual process – spreadsheets and MS Access
- “Live” contact with NCPs and NCP’s employer shortly after first time monetary support order was issued
- Manual payment monitoring by staff
- NCP payment-due reminder letters

Monterey Pilot - Results



Illinois

Delinquency Prevention Unit



Illinois Delinquency Prevention Unit

One of the largest post-order, early intervention programs in the country

- Cases from Cook County (Chicago) and 14 counties in Northern IL

Began in September 2008

Completed in June 2011 (then agency operated)

Still performed Live calls to NCPs and Employers

IL DPU – Key Differences

Key differences from the Monterey Pilot:

- Fully automated:
 - Case management
 - Case workflow – continual reminders
 - Reminder messages and letters
- Live calls handled by specially trained Delinquency Prevention Specialists
- Dedicated toll free phone line
- Locate performed on missing or invalid information

BUT, cases remained in DPU Only Until Initial Payment was Received or for 120 days if no payment was received

IL DPU - Results

- 35,876 Letters sent to NCPs
- 100,732 Automated Messages to NCPs
- 20,559 Live call attempts made or received with NCPs
- 8,377 Live call attempts made or received with employers

25,981 Cases referred

17,951 Cases Qualified

\$53.97 million
collected in
payments

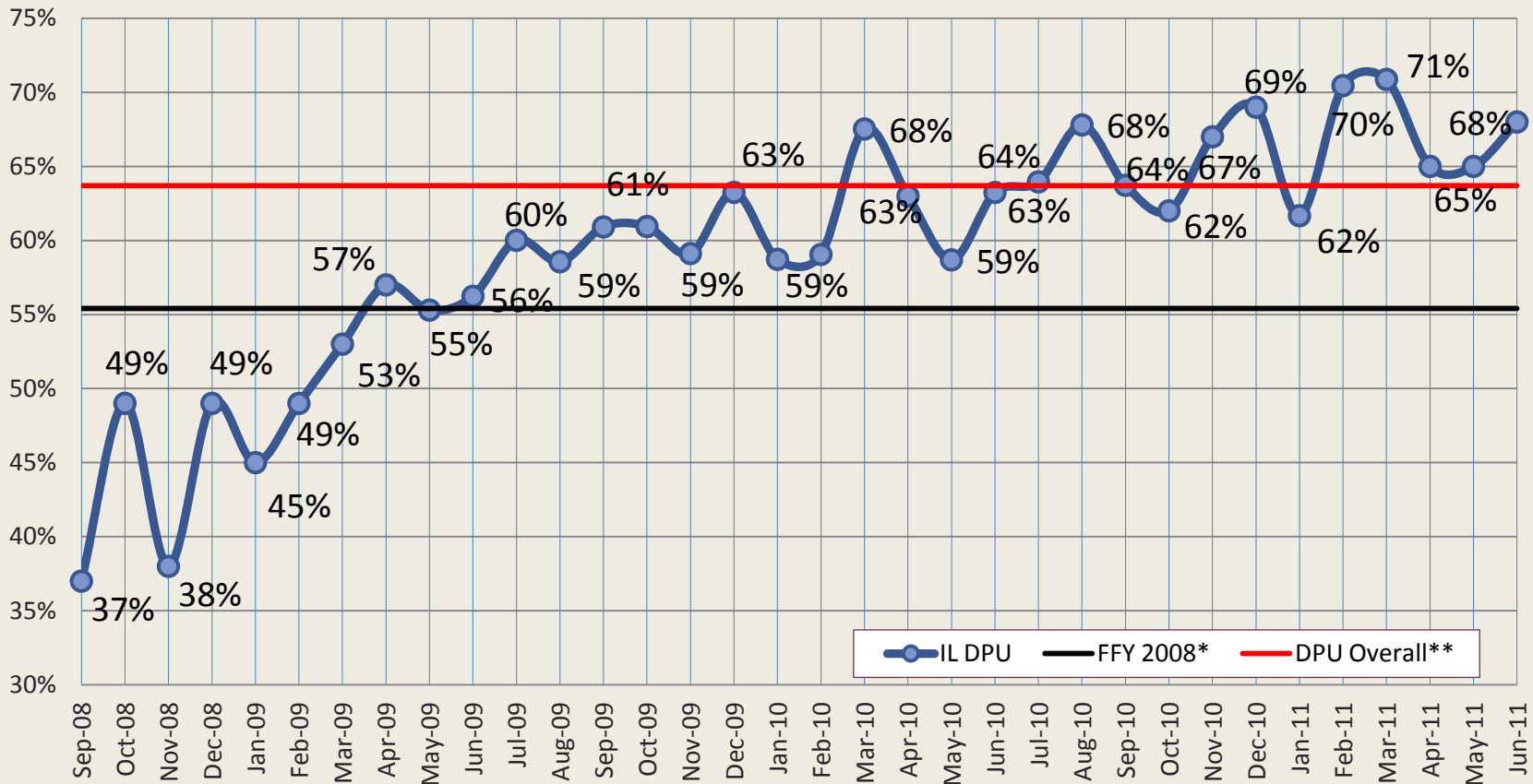
64% of current
support
collected

55% received a
payment within
120 days from
referral

68% of cases
received at
least one
payment

IL DPU - Results

Percentage of Current Support Paid – All Cases



*Illinois state-wide percentage of current support collections was 55.41% in FFY 2008

** DPU percentage of current support collections for entire project period was 63.69%



CACCSPS

California Counties Child Support Payment Services

CACCSPS

CA Counties Child Support Payment Services

Began with host county, Contra Costa, in October 2009

First cases worked in January 2010

Current counties participating in CACCSPS:

- Marin (Apr 2010), Stanislaus (Apr 2011), Merced (Jan 2013), Monterey (Mar 2013), Kern (Jun 2015)

Activities similar to IL DPU, but process flow changed

CACCSPPS – Key Differences

Key differences from the IL DPU program:

- Fluid process flow, follows status changes in a case
 - Paying cases – monthly reminders
 - Missed payment monitoring
- Cases are part of the program for at least 1 year
- Upon election per county, cases are able to stay in the program for more than 1 year
- Supplement to the agencies normal handling of child support cases
- If current support is no longer due, but arrears is still owed, cases continue as part of the program until balance is paid

CACCSPS - Results

(as of June 2015)

\$54.2 Million in distributed collections

60,700 Letters

98,289 Automated messages

34,091 Live call attempts to NCPs

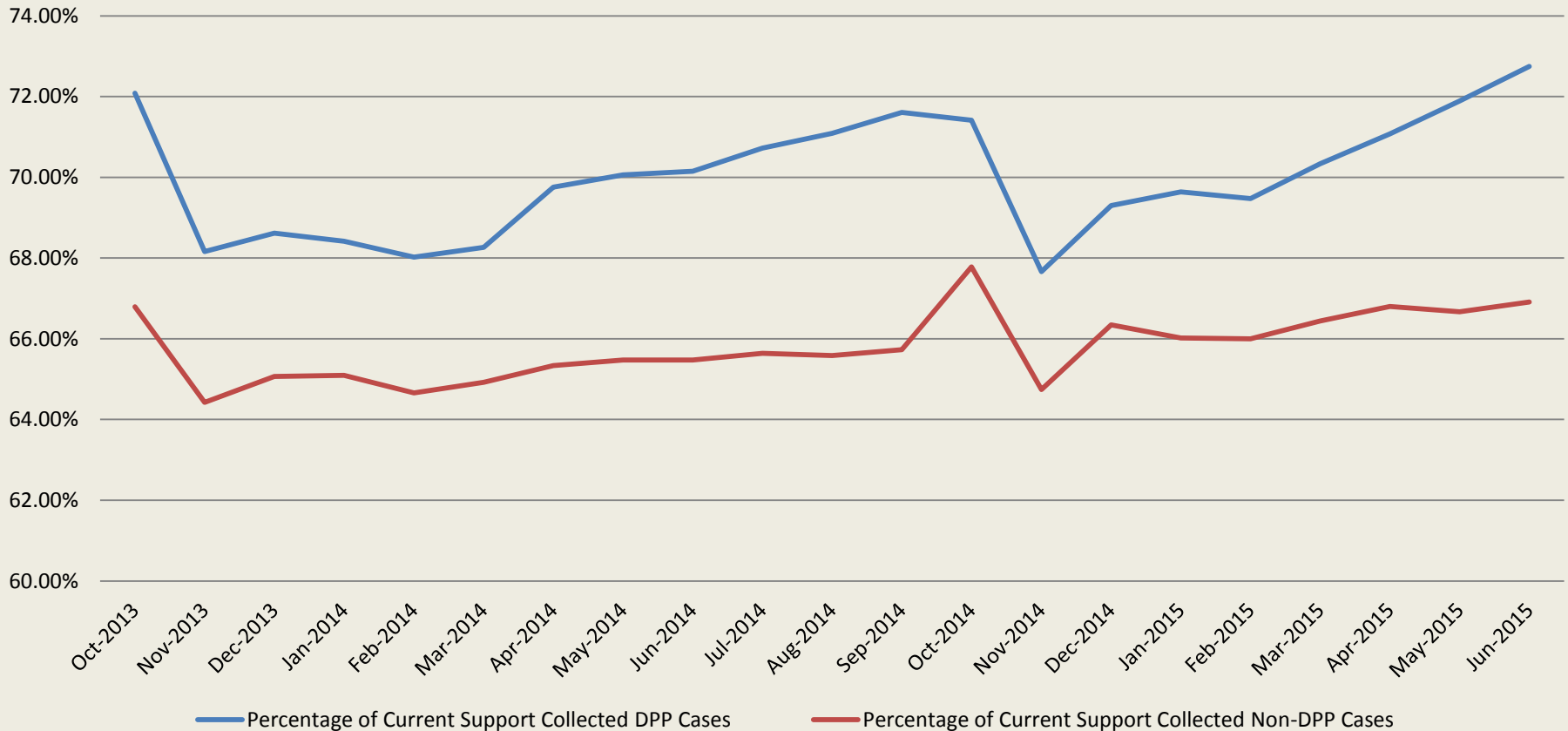
33,412 Live call attempts to Employers

24,768 Locate attempts for new information

11,274 Case referred, 10,865 Qualified for DPP Services

CACCSPS - Results

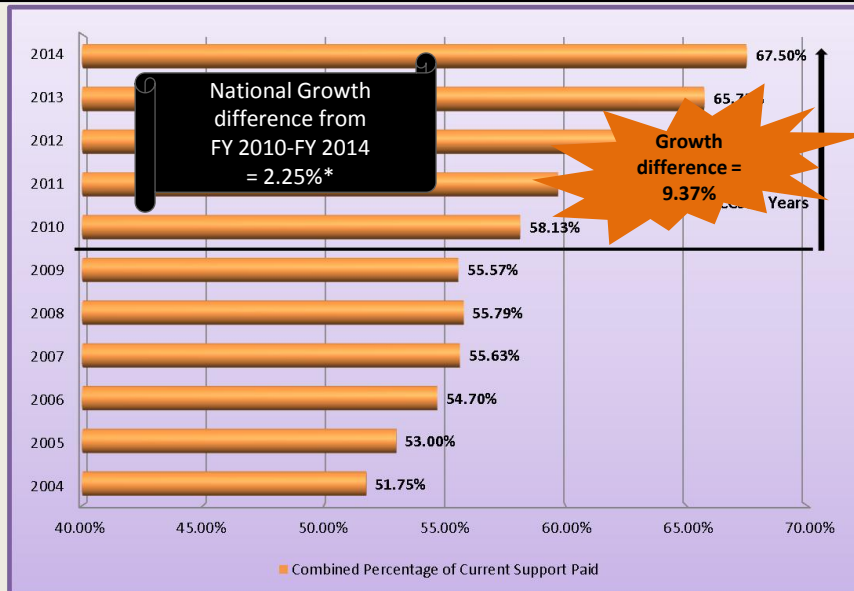
Percentage of Current Support Collected



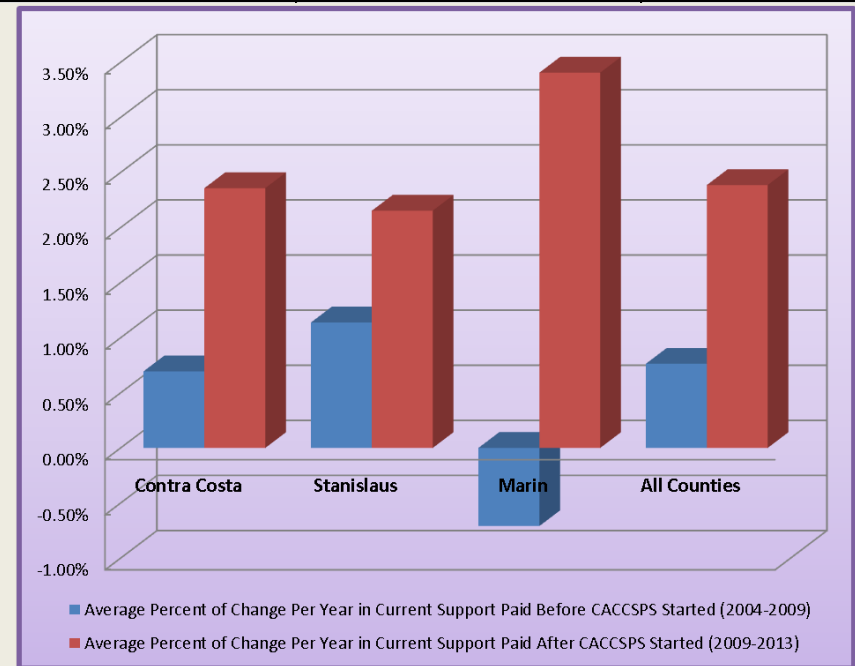
CS-1257 CA State Reports – line 25 divided by line 24

CACCSPS - Results

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014		Average Percent of Change Per Year in Current Support Paid Before CACCSPS Started (2004-2009)	Average Percent of Change Per Year in Current Support Paid After CACCSPS Started (2009-2013)
Contra Costa	51.65%	53.00%	53.58%	54.41%	54.71%	55.13%	58.06%	59.77%	63.05%	65.77%	66.92%	Contra Costa	0.70%	2.36%
Stanislaus	49.00%	51.00%	53.10%	54.43%	54.22%	54.70%	57.00%	58.09%	60.80%	63.21%	65.46%	Stanislaus	1.14%	2.15%
Marin	65.64%	68.00%	67.65%	67.60%	68.49%	62.09%	63.70%	66.53%	70.74%	76.11%	79.12%	Marin	-0.71%	3.41%
Combined Percentage of Current Support Paid	51.75%	53.00%	54.70%	55.63%	55.79%	55.57%	58.13%	59.70%	62.86%	65.75%	67.50%	All Counties	0.76%	2.39%



* OCSE FY 2014 Preliminary Report – All states combined – line 25 divided by line 24



CACCSPS - Math

“If Only”...Mathematics

FFY 2014 – CS1257 Reports – All Counties

CACSPS cases = 71.61%

Non-CACCSPS cases = 65.73%

Difference = 5.88%

(National growth over 4 years = 2.25%)

What if the percentage of current support collected on CACCSPS cases were applied to the non-CACCSPS caseload?

CACCSPS - Math

“If Only”...Mathematics

\$174,308,234.20 current support due on non-CACCSPS cases

x 5.88% difference in CACCSPS percentage of current support collections versus non-CACCSPS collections

= \$10,249,324.18 increase in current support collections could have been achieved in 1 year

CACCSPPS – More Results

Retention Rates

Criteria: must have at least 1 payment received in the past 6 months

1st Year = 77.39%

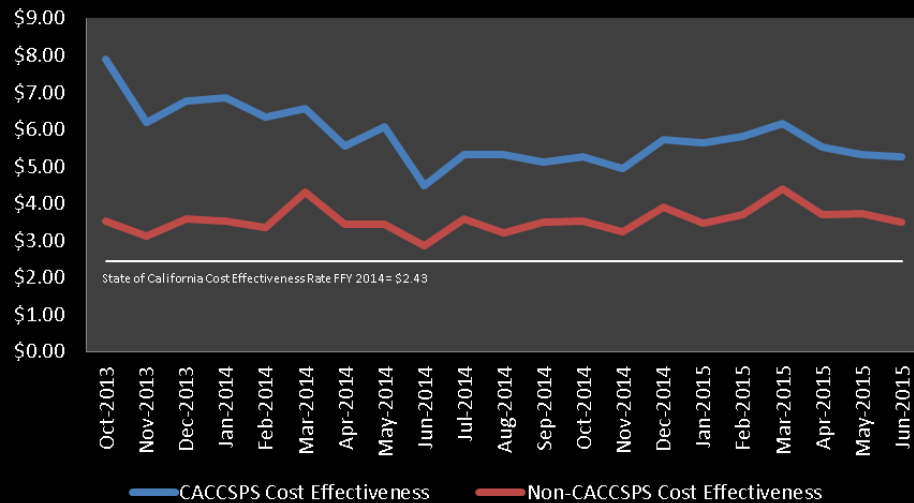
2nd Year = 84.64%

3rd Year = 88.99%

4th Year = 94.88%

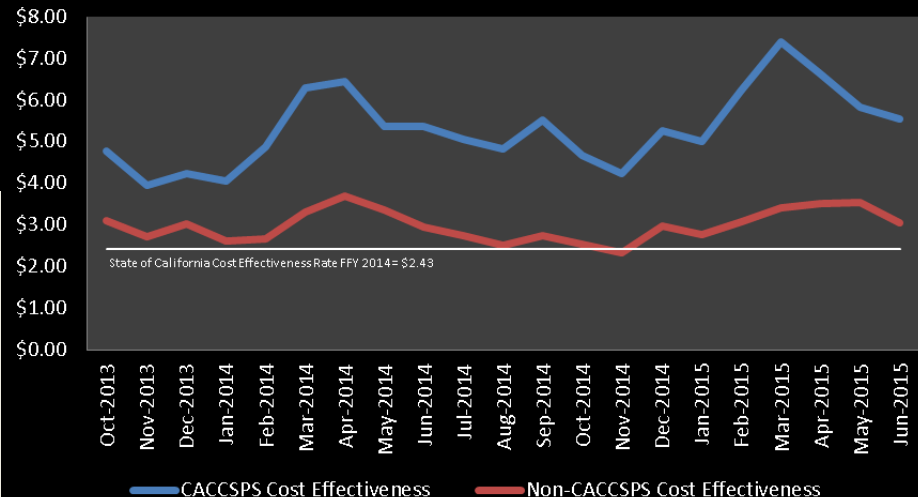
CACCSPS – More Results

Contra Costa County, CA
FFY 2104 - FFY 2015



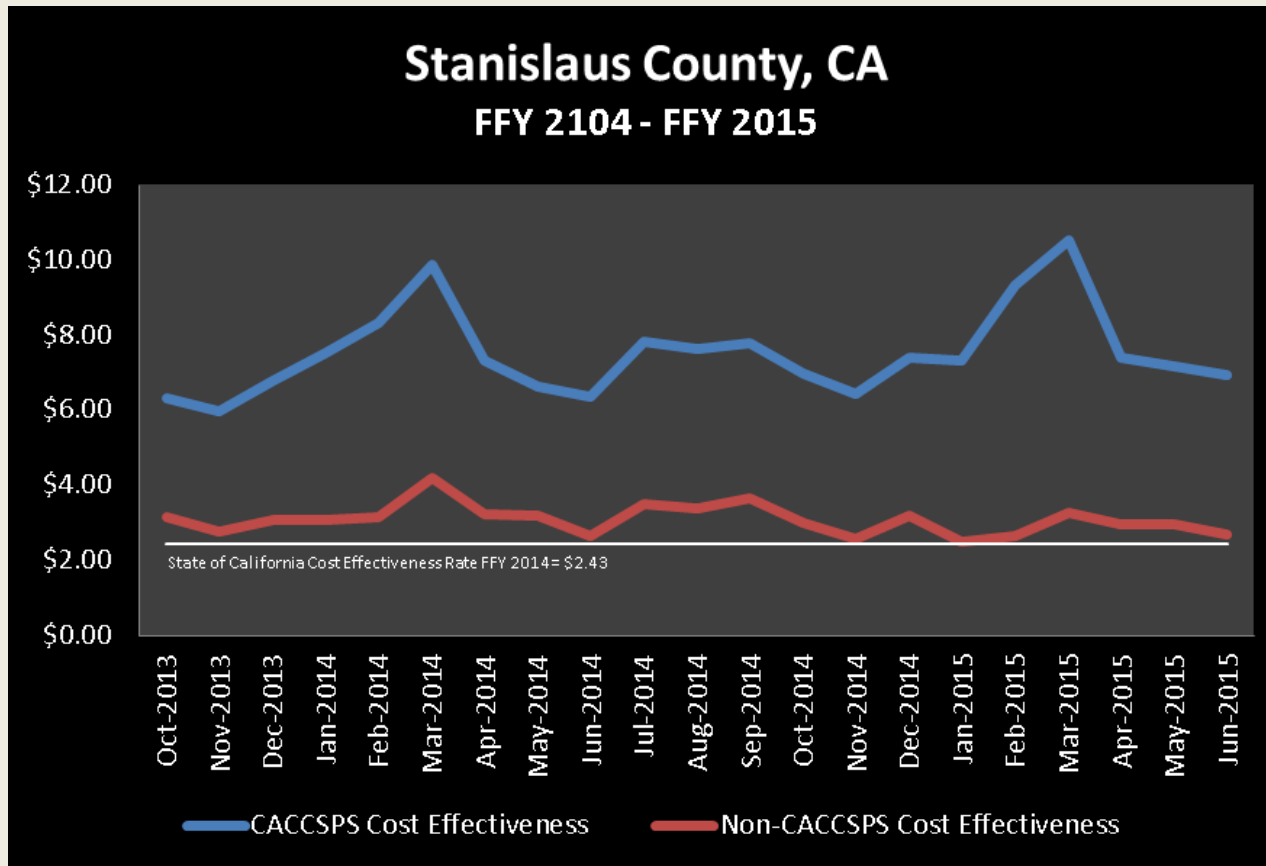
Cost-effectiveness rates much higher than non-DPP case loads, and state of CA

Merced County, CA
FFY 2104 - FFY 2015



CACCSPS – More Results

Cost-effectiveness rates much higher than non-DPP case loads and state of CA



CACCSPPS – More Results

In FFY 2015 (as of June 2015)

CACCSPPS percent of cases that had an arrears collection is **72.95%** compared to all the non-CACCSPPS cases at **62.85%**

(CS-1257 CA State reports, line 29 divided by line 28)

CACCSPPS percent of cases that received a current support payment is **86.45%** compared to all the non-CACCSPPS cases at **80.47%**

(CS-1257 CA State Reports, line 45 divided by line 44)

CACCSPPS – County Highlights

Between FY 2011 and FY 2012, 16 of 58 CA Counties Increased Distributed Collections by 3.0% or more...

All 3 Counties Participating in CACCSPPS During This Time Period Achieved 3.0+%:

Contra Costa: 3.1%

Marin: 9.4%

Stanislaus: 3.0%

CACCSPS – County Highlights

Marin County, CA

Received top honors in FFY 2012, improving in each federal performance measure and reaching the #1 spot for overall state performance.

Earned an award for the highest increase in overall collections for 2012, at 9.4%, for which they recognized The MAXIMUS Early Intervention Program as a contributing factor.



Conclusion

No Matter How You Slice It...



Early Intervention delivers:

- Increased Collections
- Cost-Effective Solutions
- Better Performance

and...More Children and Families the Support They Need!

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