

WICSEC 2015

FORT WORTH
CITY OF COWBOYS AND CULTURE

Shaping the Future for Children

Successes, Innovations and Trends in Child Support Program Technology

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Incremental Modernization

**What can you do with a
finite amount of cash?**

Improvements?



What are states doing?

Expand enforcement interfaces



Social Security

Workers Compensation



How do you do it?

Use partners that specialize in aspects



Streamline Worker Tasks

Fewer phone calls



Customers access and update their information on line



Fewer walk-ins



Future enhancements might include...



Language additions



More payment options



Business intelligence/reporting

Kentucky and the Department of Revenue



WICSEC 2015 – Shaping the Future for Children

Kentucky and the Department of Revenue



- Kentucky took its worst paying child support cases and assigned DOR to collect
- DOR took its tax collection experience and applied to Child Support
- Kentucky needed more tools...

Collection Tools

- ✓ Collection tools that focus on results and early wins made sense in Kentucky
- ✓ Solutions can look and feel differently

Increased efficiency means increases in collection

Integration with other systems

Connectivity to effected agencies

Benefits funding can make projects like this affordable

Business intelligence rewards can be realized



Don't give up!

- Meet with integrators and consultants
- Many will provide you with free tools and ideas
- Pick their brains on what is new out there!
- Open your minds to other states' and countries' options

Questions?

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