



A Study of Non-Payors and A Sneak Peek into Other WICSEC Sessions

Presented on:
10/15/2018

Presenters

- Larry Desbien, Colorado IV-D Director
- Kristie Williamson, Wyoming IV-D Director
- Jim Fleming, North Dakota IV-D Director
- Mike Moreno, Deloitte Consulting LLP
- Troy Reiners, Assistant Nebraska State Treasurer, Director of NCSPC.



Goals for the discussion

- The importance of data analysis to understand what contributes to zero payers
- Develop strategies based on what is learned
- Gaining the customer and stakeholder voices
- Expert panelists will share a sneak peek of WICSEC sessions you can attend this week that will help you turn non-payors into PAYORS!



What 1 Thing – Group Participation Time

- Nationally, the percentage of current support paid has been flat at 65.6% for the last couple of years.
- What one thing can you/we collectively do differently to make the payment of current child support something more families can rely on?



Background of Colorado's work

- Colorado was **26th nationally** with 64.27% current support collected.
- Nearly a third of all families (31,277) receiving services with a monthly current support order had no payment made toward current support in any given month.



Background

Lack of data – unable to draw from the experience of other child support programs with regard to successful interventions with non-paying parents

Analyzed the Population (April 2017)

By Locate Information

- 69% had a verified address
- 79% had a valid phone number
- 29% had a valid phone number

By Employment Information

- 22% had a verified employer
- 5% had a verified employer and no Income Withholding Order

By Payment Behavior

- 23% had a payment in the last 30 days
- 14% had payment in the last year

Determination of Actionable Zero Payers to focus on

Excluded the cases that were less actionable from the zero payer total:

- Removed cases with parents in Department of Corrections (3% of the zero payer total)
- Removed cases where the parent had a pending SSA claim with active IWO - 12% of the zero payer total

Average actionable zero payers per month = 27,263



Colorado's Wildly Important Goal

Improve the economic security of families by reducing the percent of child support cases with no payment from 29.5% to 28.0%, which represents a 5% reduction from baseline levels, by June 30, 2018.



Next Steps... Strategies

Throughout the WIG timeline of July 2017 – June 2018, Child Support Services identified and implemented several strategies to work toward the achievement of the reduction of zero paying cases.

- Full implementation of State Rule Changes
 - Case closure: 1) 2 years with no locate & 2) when the parent is on Supplemental Security Income (SSI)
- Additional flexibility to determine the parent's ability to pay when establishing a “right-sized” child support order



Current Strategies

• *Development and Training of a Zero Payer (Non-Payer) Report*

- Monthly county **data dashboards** provided to counties to monitor performance
- Individual **worker level performance data** reporting provided to counties

OFFICE OF ECONOMIC SECURITY																
Child Support Services																
Percent of Cases with No Payment	MAR17	APR17	MAY17	JUN17	JUL17	AUG17	SEP17	OCT17	NOV17	DEC17	JAN18	FEB18	MISS BY	AVG	NUM DEN	
10 LARGE COUNTIES	27.3	29.5	29.2	29.8	30.3	30	30	29.9	30.3	30.2	30.4	30.1	1511	29.7	262898	884062
(Goal <= 28%)	20247 / 74271	21884 / 74277	21669 / 74222	22033 / 74037	22360 / 73805	22086 / 73625	22064 / 73501	21982 / 73434	22217 / 73388	22141 / 73302	22268 / 73215	21947 / 72985				
54 BOS COUNTIES	26.9	29.3	29.7	30.3	30.5	30.6	30.7	30.3	30.6	30.5	31.1	30.4	437	30.1	65189	216784
(Goal <= 28%)	4919 / 18269	5347 / 18273	5419 / 18267	5499 / 18154	5514 / 18071	5520 / 18057	5520 / 17989	5447 / 17968	5489 / 17945	5473 / 17926	5585 / 17936	5457 / 17929				
Adams	26.1	28.8	28.5	29	29.8	28.9	29.5	29.9	30.1	29.7	29.7	30.2	183	29.2	30052	103028
(Goal <= 28%)	2255 / 8648	2498 / 8660	2467 / 8669	2515 / 8670	2572 / 8631	2480 / 8589	2530 / 8575	2560 / 8572	2578 / 8557	2523 / 8498	2522 / 8497	2552 / 8462				
Alamosa	35.5	37.7	36.2	37.7	39.5	41.1	39.4	36.5	37.7	36.9	39.4	37.8	60	37.9	2717	7162
(Goal <= 28%)	215 / 606	227 / 602	217 / 600	223 / 591	232 / 587	246 / 599	230 / 584	214 / 587	225 / 594	219 / 594	237 / 601	232 / 614				
Arapahoe	24.8	27.4	27.5	27.7	28.2	27.5	28.3	28.1	28.2	27.5	27.9	28.1	13	27.6	32418	117408
(Goal <= 28%)	2437 / 9807	2685 / 9807	2703 / 9836	2717 / 9793	2753 / 9762	2688 / 9763	2766 / 9772	2746 / 9762	2760 / 9778	2687 / 9780	2727 / 9777	2749 / 9771				
Archuleta	28.5	30.6	28.5	28.9	30.4	32.9	28.7	29.5	28.5	33.7	33.1	35.6	19	30.8	893	2903
(Goal <= 28%)	69 / 242	74 / 242	69 / 242	69 / 239	72 / 237	78 / 237	69 / 240	71 / 241	69 / 242	84 / 249	81 / 245	88 / 247				
Baca	25	32.2	31.7	27.1	32.8	28.1	34.5	31.6	32.1	29.6	29.6	25.9	30	30	206	686
(Goal <= 28%)	15 / 60	19 / 59	19 / 60	16 / 59	19 / 58	16 / 57	20 / 58	18 / 57	18 / 56	16 / 54	16 / 54	14 / 54				
Bent	25	28.1	30	30.1	28.4	30.8	30.4	32.1	33.2	31.5	31.1	29.4	3	30	822	2743
(Goal <= 28%)	59 / 236	66 / 235	71 / 237	71 / 236	65 / 229	70 / 227	68 / 224	72 / 224	73 / 220	70 / 222	70 / 225	67 / 228				
Boulder	28	28.8	29.5	30	31	30.8	30	30.6	30.5	29.6	31.2	30.6	76	30	10667	35502
(Goal <= 28%)	838 / 2990	862 / 2993	881 / 2987	895 / 2984	921 / 2970	908 / 2949	881 / 2934	902 / 2952	901 / 2950	870 / 2939	914 / 2931	894 / 2923				
Broomfield	21.8	23.4	25	22.5	26	27.6	25.6	25.5	25.1	24.7	25.5	24.5		24.8	2081	8400
(Goal <= 28%)	152 / 697	165 / 704	177 / 707	157 / 698	183 / 705	194 / 704	180 / 703	177 / 695	175 / 697	172 / 696	178 / 697	171 / 697				
Chaffee	31.7	31.2	29.4	31.6	33	30.7	33.6	32.6	34.8	35.2	29.7	34.5	21	32.3	1271	3930
(Goal <= 28%)	106 / 334	103 / 330	98 / 333	105 / 332	109 / 330	107 / 332	110 / 327	106 / 325	115 / 330	112 / 318	95 / 320	110 / 319				



Tuesday, March 13, 201

Numerator: Cases with no payment, excluding DOC and pending SSA/SSI claim cases.
Denominator: Total cases where a Monthly Support Order is owed.

MISS BY: # needed to make goal

N/A: month is in reporting period, no data for the month



Strategies

- *Implementation of an Improved Quality Assurance (QA) and Case Management Review Process*

- Enhanced case reviews to ensure that best practices are being utilized to decrease zero paying cases

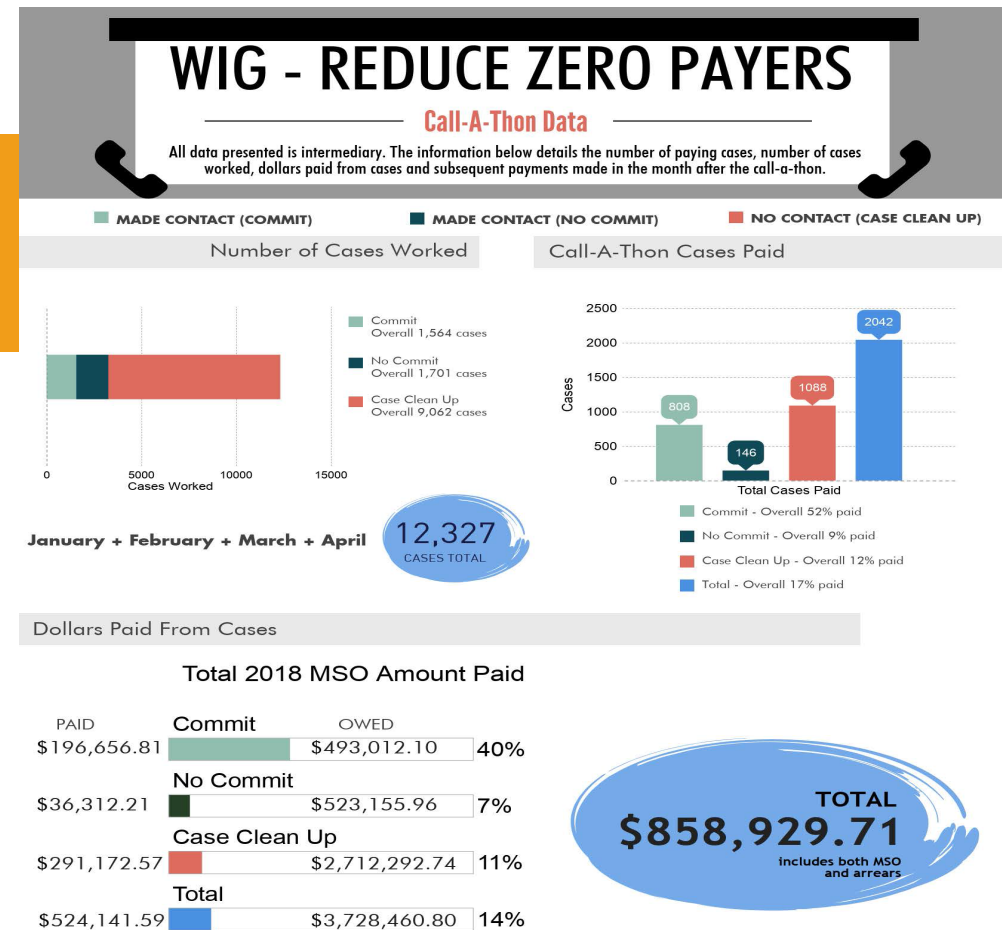
- *Developed Additional Payment Method Options*

- Credit card payment processing with the Child Support Services professional rather than a third party vendor
- Kiosk payment option in county offices

Strategies

Implementation of a Call-a-Thon Strategy

- As of June 30, 2018, 12,327 cases were worked for this specific strategy
- As of June 30, 2018, \$858,929 was collected for families from this specific strategy



Strategies

Monthly Training Sessions

- Monthly webinars were provided covering topics such as quality assurance, enforcement remedies, and income withholding strategies

Utilization of Text Messaging for Zero Payers

- System enhancements to send text messages to zero paying cases to remind parents to make their child support payment and/or that no payment has been received

Strategies

Behavioral Economics Interventions

- CSS is working to better identify and understand those parents that stop and resume child support payments every month. This pattern of payment results in a consistent “churn” of 10% of paying child support cases or, on average, 6,095 cases per month who owe an average of \$1,537,622.
- BICS – a federal demonstration grant that utilizes behavioral economics approaches for reaching out to and working with parents to improve consistent child support payments

BICS Grant

- **The intervention**

- **10 minute review at order establishment:** review payment options and obtain a commitment on the payment method (income withholding order, direct pay etc.)
- Payment reminders (text messages or emails) every month for three months after the establishment of the order or Intake.

Results

- **\$115** more in child support paid during first three months vs. Control (\$694 vs \$579).
- Orders established administratively paid \$197 more in first three months
- Reduction in length of time before parents made their first payment by about **10 days** (60 vs 51).

Learning from the voice of customers and stakeholders

- Colorado Consistent Payer Project



Long-Term Strategies

Funding for Employment Services

- In a recent evaluation conducted by our partners at the University of Northern Colorado (UNC), for every barrier to employment reported, the odds of paying child support decreased by 34-38%, making it the strongest predictor of payment behavior.
- Budget efforts to provide employment services, and other supportive services, to unemployed or underemployed parents.
- Child Support funding for employment services is needed

Long-Term Strategies

Guideline impacts to a parent's ability to pay

- Minimum orders / zero orders / low income adjustments in situations where a parent is incarcerated, disabled or otherwise not able to pay
- By reducing the amount of the minimum order, as other states have done, a parent's support order would more accurately reflect his/her ability to pay support and encourage consistent payment behavior.

Long-Term Strategies

Regulation & Quality Assurance (QA) Changes

- Consistent case management practices aimed at the zero payer population will enable Child Support Services to ensure this population is adequately prioritized.
- Expanding the QA program would result in more cases reviewed allowing for more extensive case management best practice determination and continuous process improvement.

Results Matter for Families

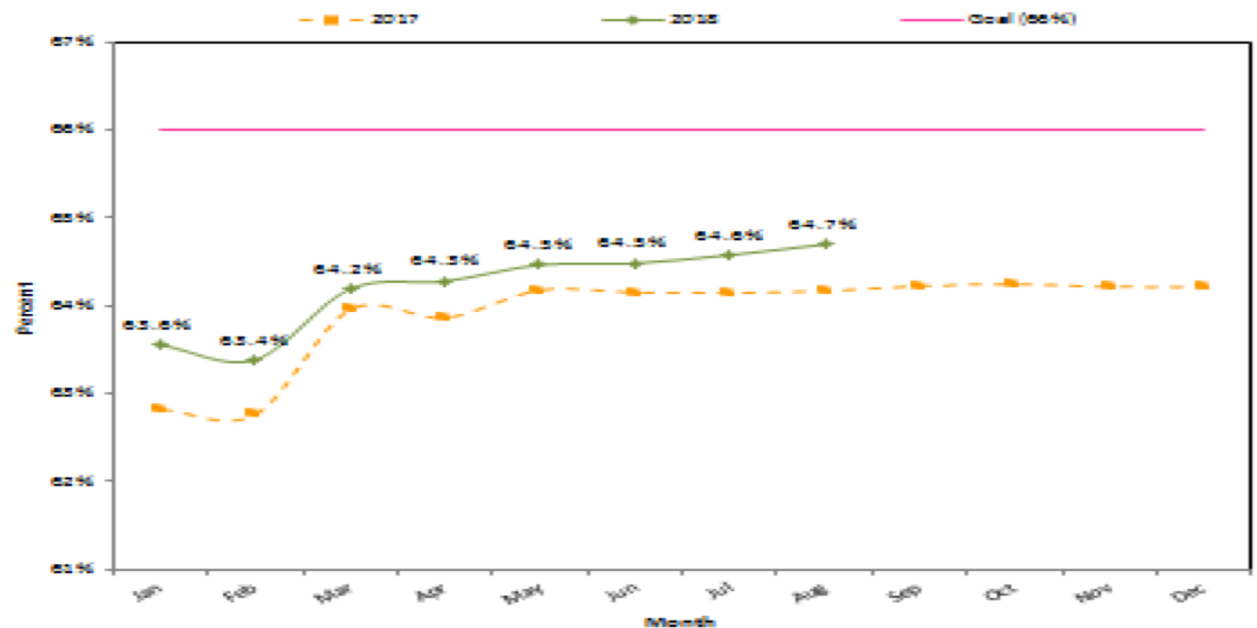


Percent of Current Child Support Collected

Description of Trend: Performance in August improved slightly to 64.7% and is above last year's performance.

Numerator: Cumulative current support dollars collected year to date
Current numerator: \$172,177,792

Denominator: Cumulative current support dollars owed year to date
Current denominator: \$266,121,306



Results Matter for Families



**Thank You for being a part of Child
Support Services Program!!!**