

Understanding Performance Measures and Improving Performance Using the FPLS



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WICSEC



Agenda

- Background
- Performance Trends
- Child Support Performance Measures
- Best Practices
- Contacts



Background



Child Support Performance Incentive Act (CSPIA)

- Established under regulatory authority to reward states for performance (CSPIA, 1998)
- Incentive payments are linked to performance in five areas:
 - Establishment of Paternities
 - Establishment of Support Orders
 - Collection of Current Support
 - Collection of Arrears (weighted at 75%)
 - Cost Effectiveness (weighted at 75%)
- Collection Base Formula
 - 2 times (Current Assistance + Former Assistance + Medicaid Assistance) + Never Assistance Collections + Fees Retained by Other States



CSPIA – Incentives and Penalties

- States are paid from a capped incentive pool. The pool has increased from \$422 million in FY 2000 to \$713 million in FY 2024
- Penalties are associated with failure to meet or improve for three of the measures:
 - Paternity Establishment Percentage
 - Establishment of Support Orders
 - Collection of Current Support



CSPIA – Accomplishments

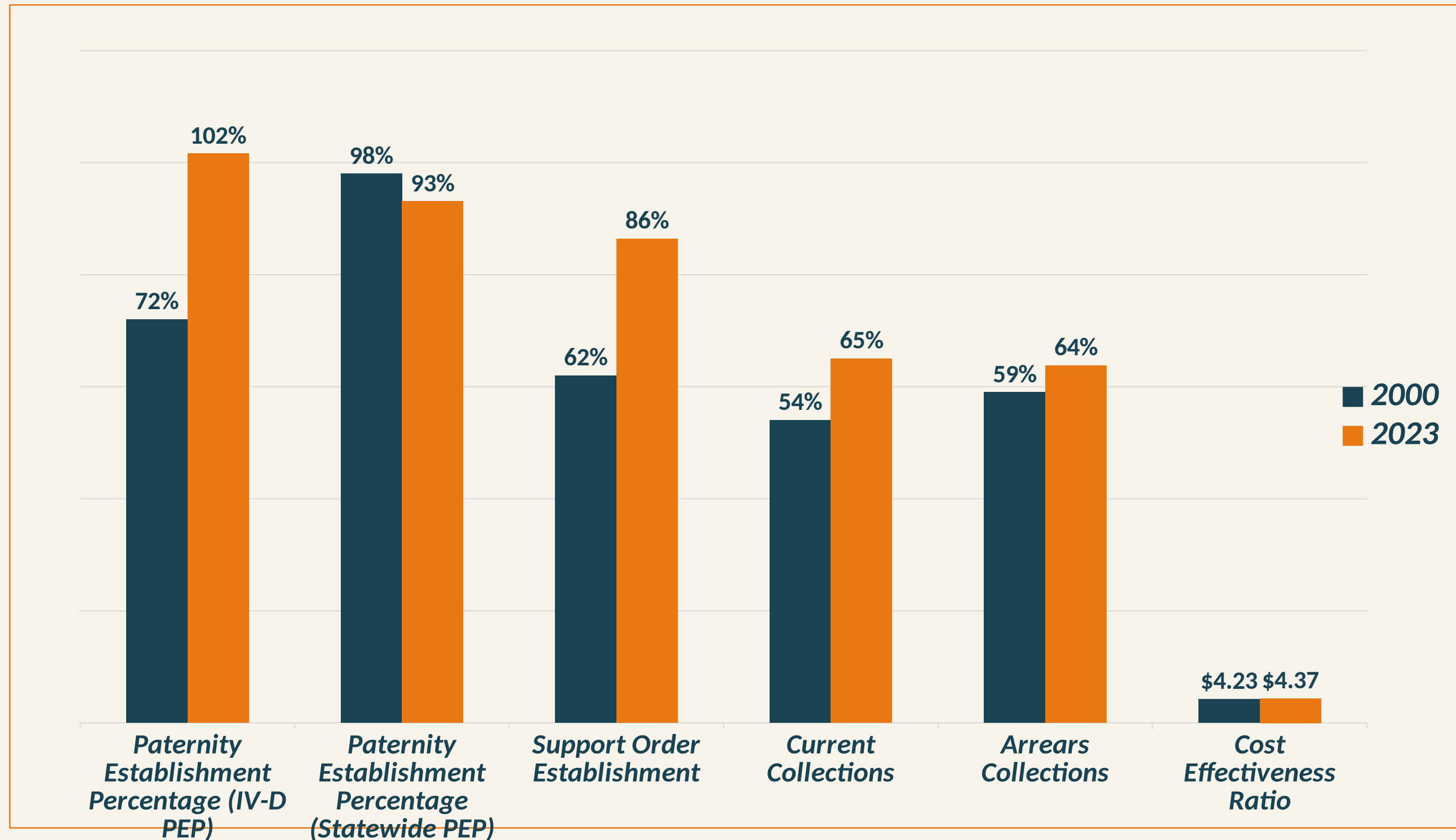
- Improved overall record of performance
- Improved data reliability
- Increased collections
- Altered the way we do business—ability to tie individual work to outcomes
- Enhanced program reputation



Performance Trends

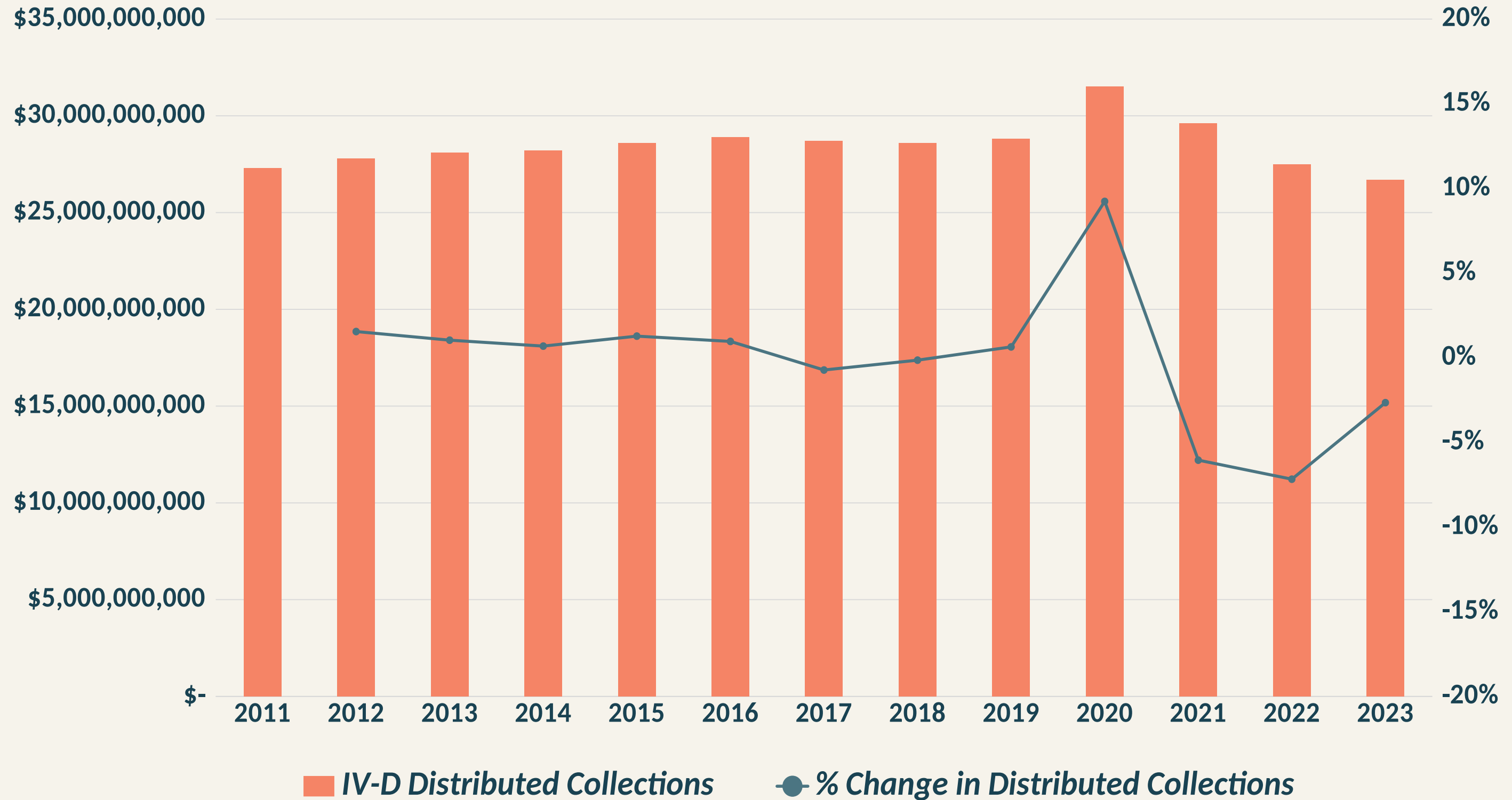


Incentive System Performance Over Time





National Distributed IV-D Collections





Child Support Performance Measures



Paternity Establishment Percentage - IV-D PEP or Statewide PEP

- IV-D PEP: Number of children in caseload during or at the end of the fiscal year (FY) born out-of-wedlock with paternity established divided by number of children in caseload at the end of the preceding FY born out-of-wedlock (OCSE-157, Line 6/OCSE-157, Line 5a)
- Statewide PEP: Number of children in the state born out-of-wedlock with paternity established during the FY divided by number of children in the state born out-of-wedlock during the preceding FY (OCSE-157, Line 9/OCSE-157, Line 8a)

Increase Paternities Established

Address Sources

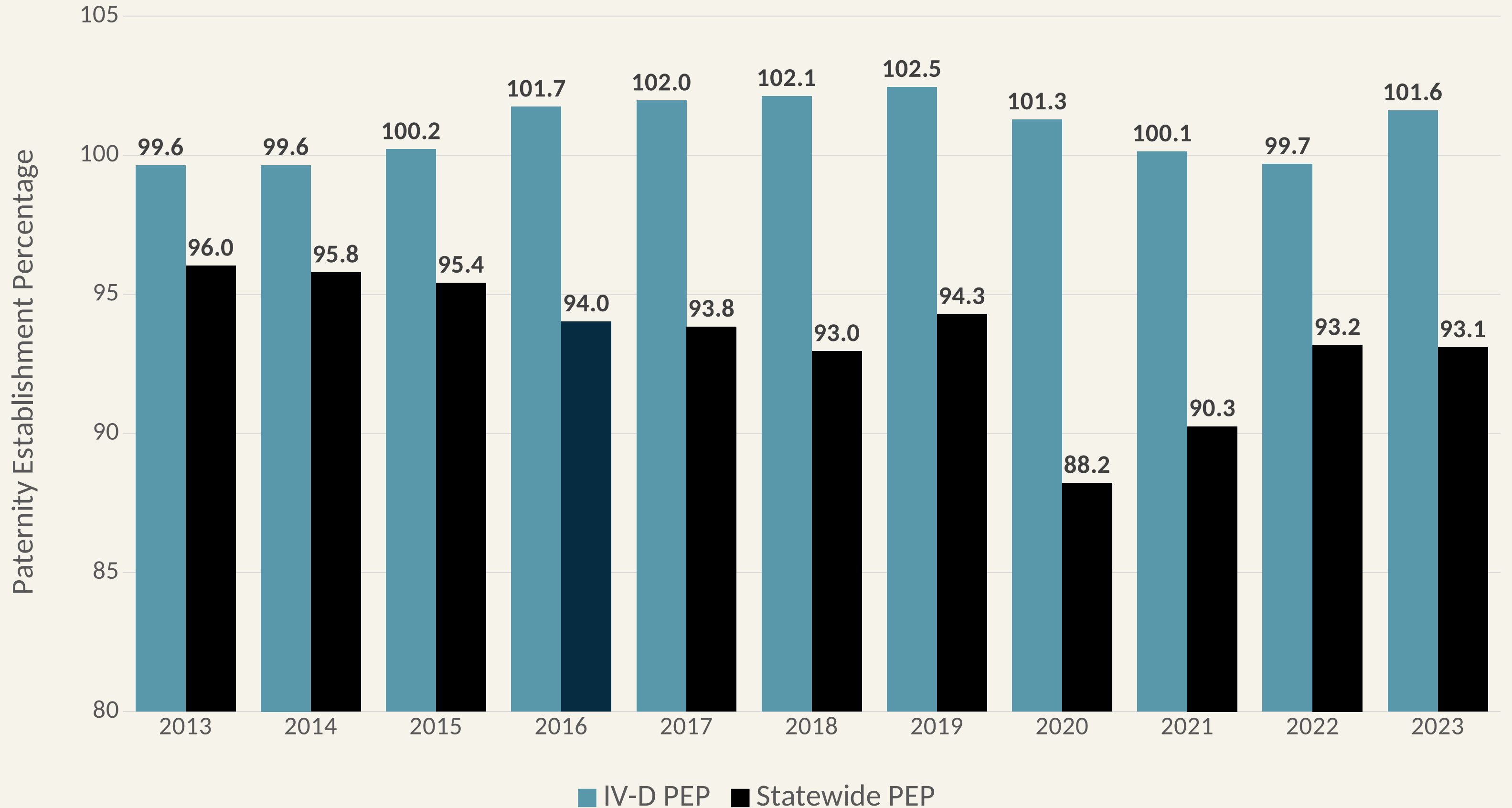
- NDNH (participant and employer)
- External Locate Sources
 - DoD, SSA, DVA, FBI, IRS, Annual Wage Reporting (AWR)

Legal Status

- FCR Query
 - Order Indicator
- QUICK
 - Born out-of-wedlock indicator
 - Paternity case activities
- FCR-to-FCR proactive matches
 - Order Indicator



Paternity Establishment Trends





Order Establishment Percentage

- Number of IV-D cases with support orders divided by number of IV-D cases
(OCSE-157, Line 2/OCSE-157, Line 1)

Increase IV-D Orders

Address Sources

Income Sources

- NDNH (QW and UI)
- External Locate Sources
- Portal
 - DoD Entitlement

Order Indicator

- FCR Query
- QUICK

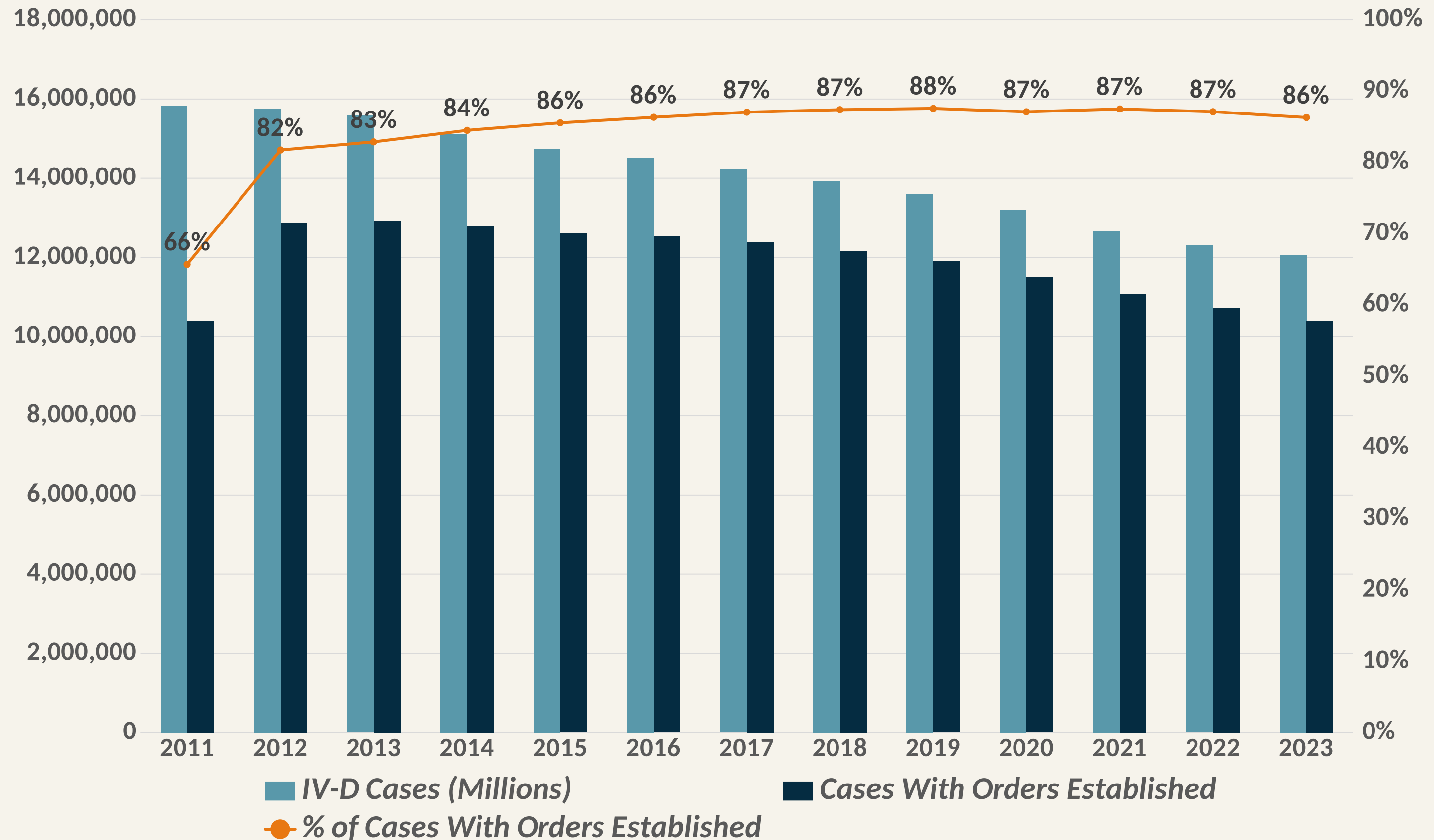
Case Closure

- SSA (death and prisoner data)
- DMDC match (death data)
- FCR proactive match
 - Case closed indicator
- ICR
 - Reason Code 04 - open/closed case discrepancies

Decrease IV-D Cases



Order Establishment Trends





Current Collections Percentage

- Amount collected of current support for IV-D cases divided by amount owed for current support in IV-D cases (OCSE-157 Line 25/OCSE-157, Line 24)

Increase IV-D Collections

Income Sources

Lump Sum Payment Sources

- SSA Title II Pending Claims file
- Debt Inquiry
- Insurance Match
- MSFIDM
- Passport Denial
- Thrift Savings Plan

Case Closure

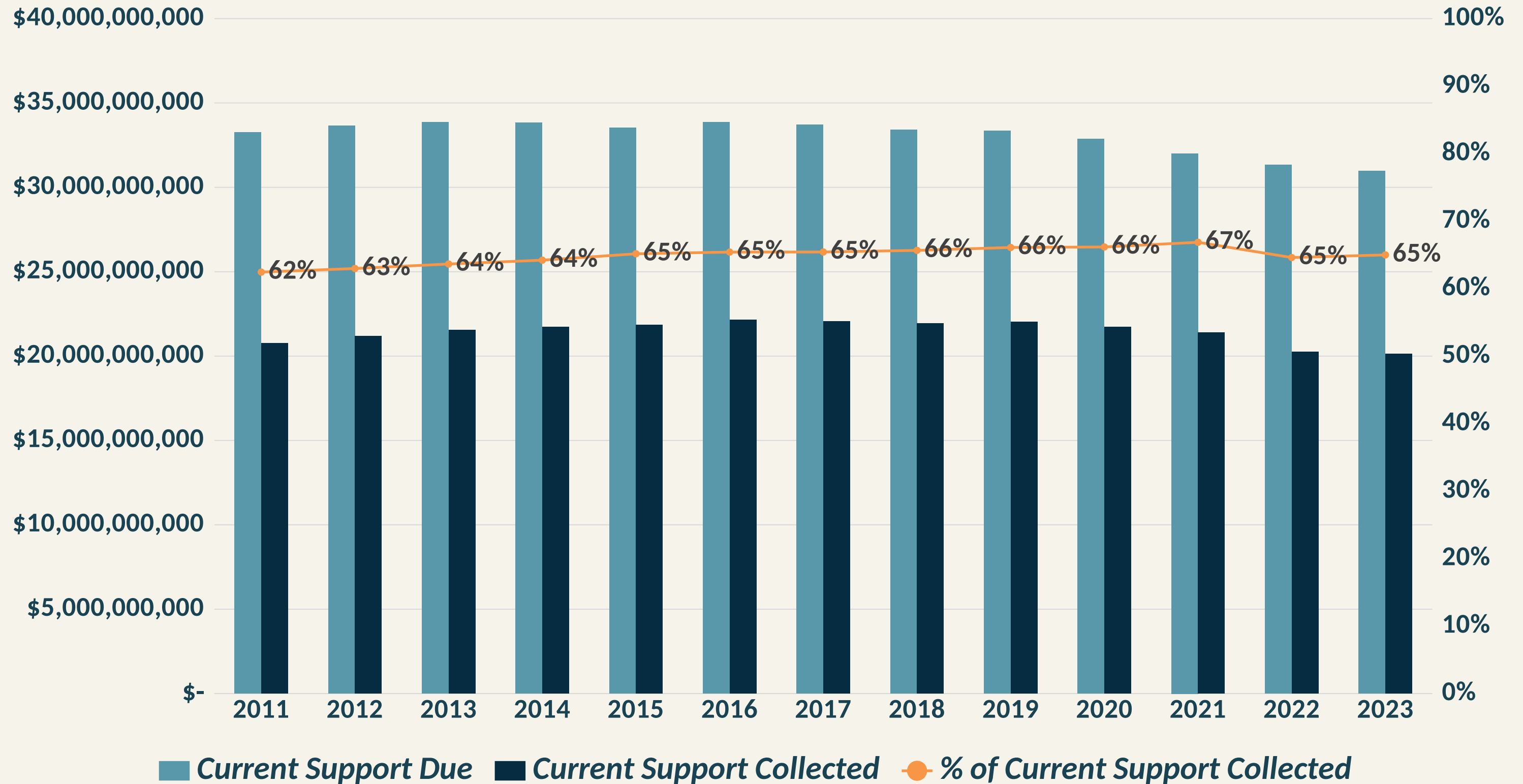
Review and Adjustment

- Incarceration (SSA)
- Disability (SSA)
- Unemployment (UI)
- Retirement (SSA)
- Death (FBI, NSA, SSA)

Decrease IV-D Support Due



Current Support Collections Trends





Arrearage Collections Percentage

- Number of IV-D cases paying toward arrears divided by number of IV-D cases with arrears due
(OCSE-157, Line 29/OCSE-157, Line 28)

Increase Cases with
Arrears Collection

Address Sources
Income Sources
Lump Sum
Payment
Sources

- Federal Offset (tax and administrative)

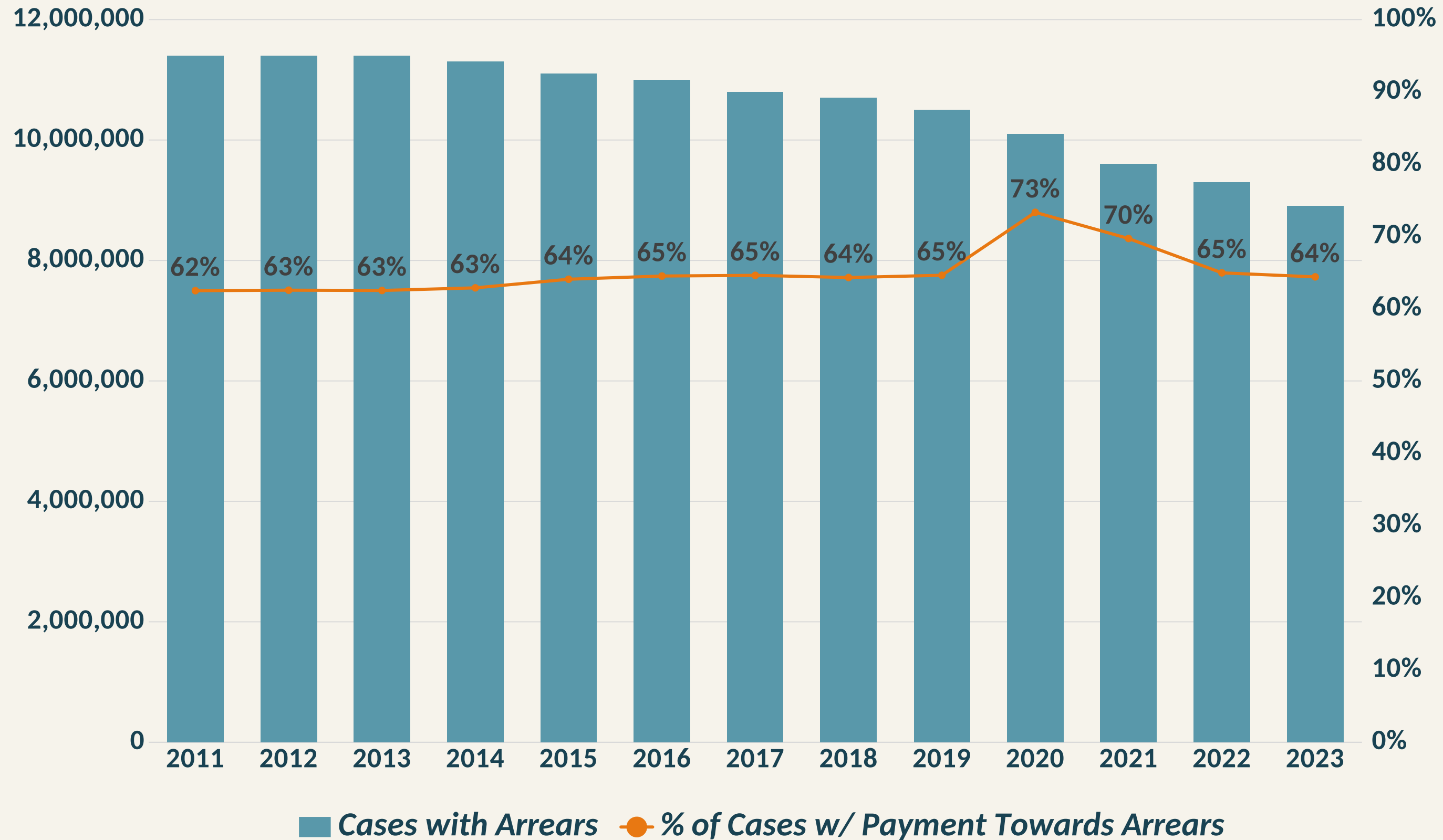
Case Closure
Review and
Adjustment
Arrears
Adjustment

- QUICK
 - Financial summary

Decrease Cases with
Arrears Owed



Arrearage Cases and Collections Trends





Cost-Effectiveness Ratio

- Total IV-D dollars collected divided by total IV-D dollars expended
(OCSE-34, Lines 4b+4c+8+11, Column G)/
(OCSE-396 Line 7 Columns A+C - Line 1c Columns A+C)

Increase Collections

Income Sources
Lump Sum
Payment Sources

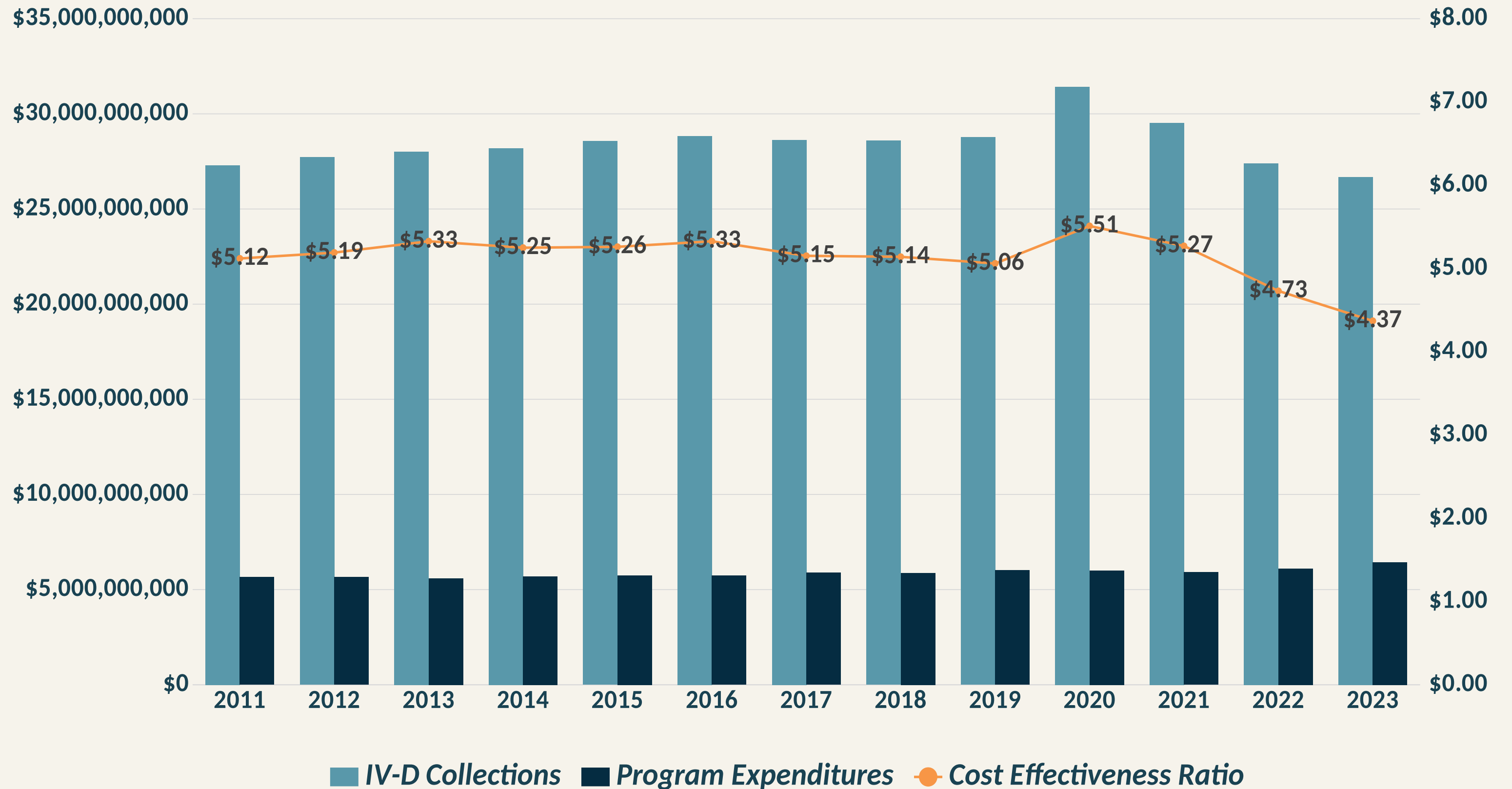
Cost Avoidance

- DMDC match
- Child Support Portal
 - FCR Query
 - QUICK
 - EDE
 - DoD Entitlement
 - e-IWO
 - MSFIDM/FAST Levy
 - Communication Center
 - SSN or Case Search

Decrease Program Costs



Cost Effectiveness Trends





Best Practices



Best Practices for Performance Improvement

- Involve staff at all levels
- Employ caseload management and case stratification using data to select the right tools at the right time for the right cases
- Set appropriate orders and review and modify as needed
- Use early intervention to limit arrears



Contacts



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