

WICSEC 2015

FORT WORTH  
CITY OF COWBOYS AND CULTURE

Shaping the Future for Children

**Improving Child Support  
Collections through  
Early Intervention**

wicsec  
western interstate CHILD SUPPORT enforcement council  
Dalworthington

# The Beginning

- Section 1115 Demonstration Grant Began October of 2004
- Contact with NCP
- Phone Contact Improved Collections Over Mail Contact
- State Continued Project at End of 18 Month Grant Period

# Nebraska NCP Outreach

- The Nebraska Statewide System (CHARTS) Provides Automated Contact List of 300-400 NCP's with 1ST Court Orders Monthly
- 2 Customer Service Representatives (CSRs) Prepare Excel Spreadsheet for Recording Information about Calls with the NCP.

# Data Recorded

- Record Information about Calls with the NCP
  - Number of Attempts and Contacts
  - Contact Day and Time
  - Demographic Information Updated
  - Referrals Made to Caseworker, CDC, SDU
- Provide Results to the State Office Quarterly

# The Process

2 CSRs:

- Divide List
- Review for Data Entry Corrections
- Search for Phone Numbers
- Begin Placing Calls

# The Process

- Confirm Addresses
- Provide Consistent Information about CSE
- Provide Customer Service Call Center Contact Number
- Answer Questions

# The Process

- Review MSO, Order Start Date, Balance
- Explain
  - Payment Options
  - Billing Statements
  - Due Date
- Encourage Compliance on Collections
- Explain Enforcement Efforts

# Change Recognized

- Work Doubled - Contact Expanded to CPs in 2010
- CP Is Willing to Provide NCP Contact Information
- CP Also Had Questions
  - How to Setup Direct Deposit or ReliaCard©
  - Why CP Should Not Be Paid Directly and How to Credit
  - How to Request Additional Enforcement



# How Times Have Changed

- New Automated Worklist & Tracking
- Auto Populated Narratives
- More “Go Green” Campaigns
- New Cell Phone Generation
- New Communication Methods
  - “Can you text me or send that by email?”
  - “Is there a website?”

# How Times Have Changed

- “Less Mail”-More Electronic Options
  - Billing
  - Banking
  - Text Messaging
- Mobile Society
- Shrinking Budgets

# How Has Nebraska Intervention Changed?

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- Send Brochures/Guides by Email
- Use Social Media and Websites for Location
- Obtain Cell Phone Number from Other Party
- Enhanced Reporting

# How Has Nebraska Intervention Changed?

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- Improved Automation
  - Review and Modification
  - CSE60
  - Billing Statements
  - IW
- Changed Staffing Hours

# Change Increases the Need for Outreach!

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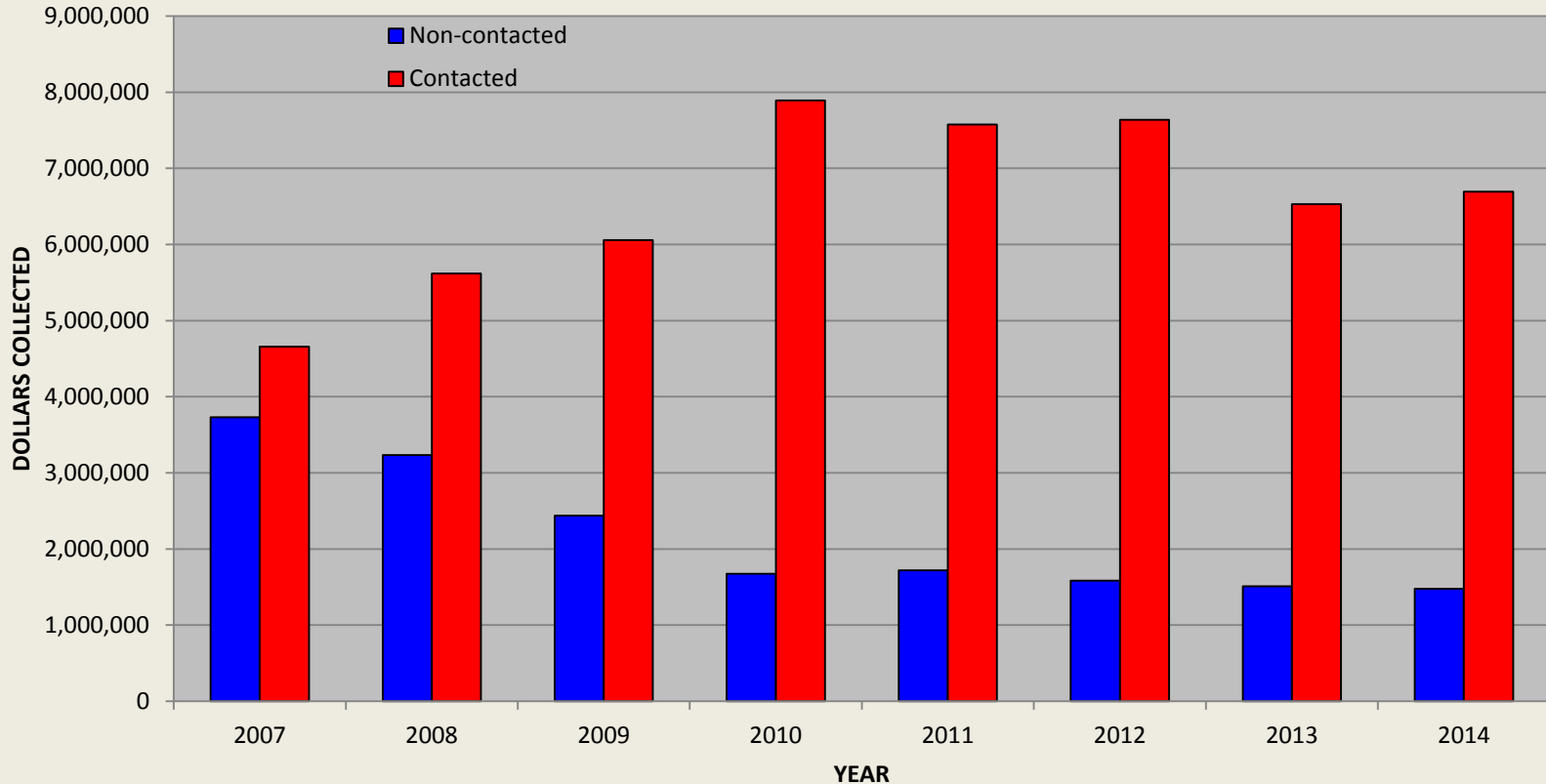
- Identify Changing Trends
- Promote Use of Cost Saving Products
  - Website
  - On-Line Resources
  - New Payment and Receipt Options
  - New Billing Options

# Change Brings Success

- Responding to Changing Demographics and Communication Methods Ensures Continued Success of the Outreach Program.
- Response Results in Increased Contact and Increased Collections

# How Have the Results Changed?

Difference in Collections from Non-Contacted vs Contacted Payors by Year



# Response from NCP

- From the NCP:
  - “This call was great because I didn’t know who to call.”
  - “Thanks for putting everything in terms that I can understand and for taking the time to answer my questions.”
  - “Wow, I was just trying to find a number to call! I need to know . . .”



# CP Response

- From the CP. . .
  - “I am thrilled over how far CSE has come and that someone called me.”
  - “Thanks for the call and for the information.”
  - “I needed this information on direct deposit and the website. Thanks.”

# Outreach Is More Important Than Ever!

- No Dollar Value on Personal Contact at the Appropriate Time
- Outreach Is an Opportunity to:
  - Overcome Barriers Before They Become Too Big
  - Answer Questions Just in Time
  - Increase Collections for Families
- Outreach Is the RIGHT thing to do!

# Nebraska Resources

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- Commonly Asked Questions
- Custodial Parent Guide
- Non-Custodial Parent Guide

# Presenter

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