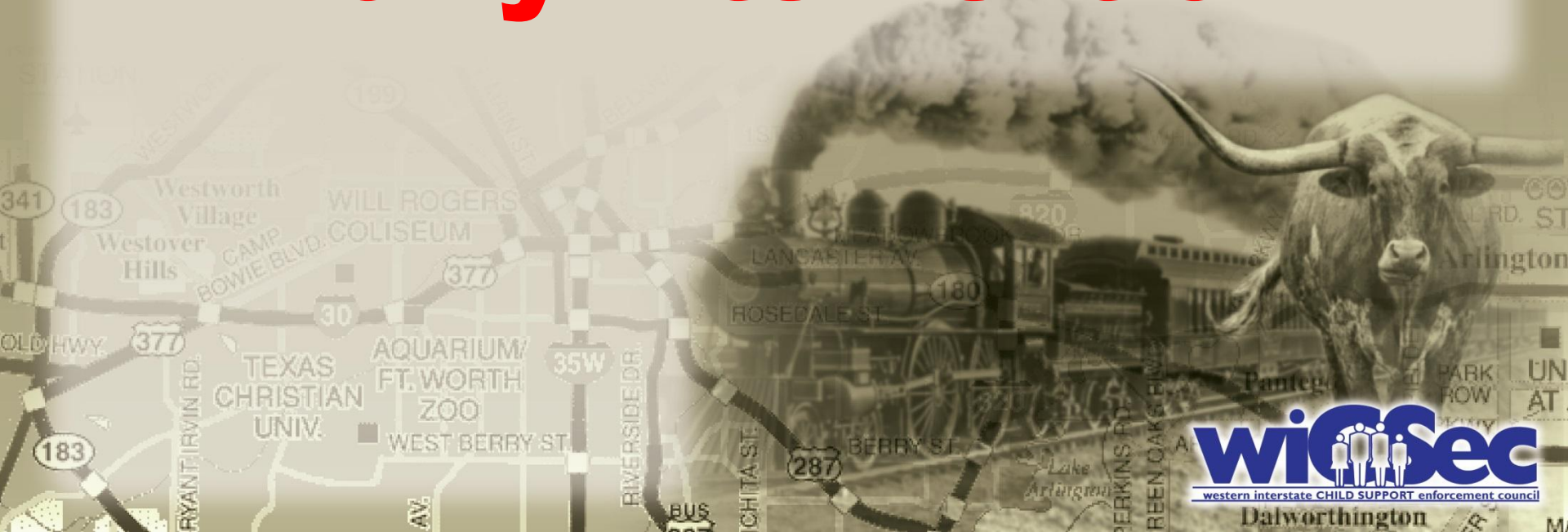


WICSEC 2015

FORT WORTH
CITY OF COWBOYS AND CULTURE

Shaping the Future for Children

Early Intervention



wicsec
western interstate CHILD SUPPORT enforcement council
Dalworthington

What is early intervention?



- A strategy to promote the timely payment of child support.
- Prevent the necessity for resource-intensive enforcement actions due to delinquent payments.
- Reduce the subsequent accumulation of arrears.

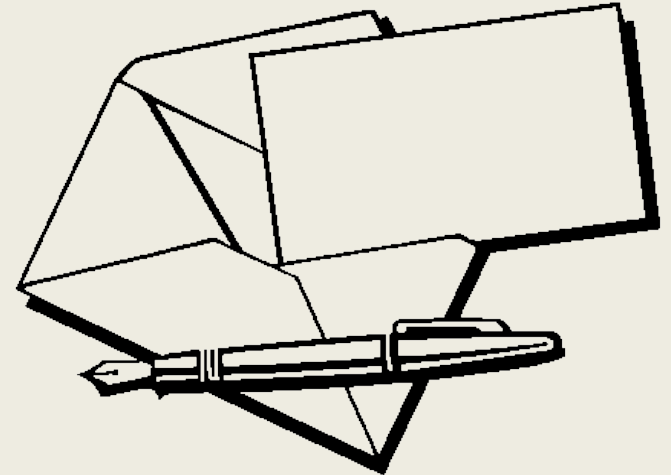
Contra Costa Early Intervention Plan

- Plan Goals
 - Increase contact with NPs on new cases
 - Increase the percentage of cases with orders, with an emphasis on stipulations
 - Reduce the number of default orders
 - Increase the percentage of collections on current support
 - Prevention of arrears accrual




Pre-Order Early Intervention

- Case opening NP letters
 - No order
 - Existing order
 - Existing order with arrears
 - With pay history
 - Without pay history



- **Courtesy Card**
 - Sent to NP after a Summons & Complaint is filed with the court and is being prepared for service.
 - Cardstock to get attention
 - In English & Spanish
 - Gives case number, case worker name & phone
- **Outbound Dialing**
 - When Summons & Complaint is filed with the court.
 - Post Proof of Service/Pre-default

Partnering with Parents for Family Self-sufficiency



Please come in at your earliest convenience to discuss the Summons & Complaint and Proposed Judgment that our office has recently filed with our County Superior Court. This document has been filed to establish paternity, child support and obtain health insurance for the minor child(ren) listed in the Summons & Complaint. An experienced Child Support Specialist will meet with you to discuss your case and answer any questions. We recognize the need for both parents to be involved in the lives of their child(ren) and want to work with you. Your participation in this process is critical to ensure that we establish a child support obligation that is fair and reasonable.

Please provide the following documents:

- Proof of income (current pay stubs and tax returns, or a 1099 if you are self-employed)
- Proof of child support paid for other child(ren)

Your case number is: _____

Your case worker is: _____ Phone # _____

Trabajando Unidos con los Padres para la Autosuficiencia Familiar

Favor de venir en cuanto le sea posible para discutir la Orden de Comparecencia y Queja que recientemente ha sido archivada por esta oficina en la Corte Superior del Condado. Este documento ha sido archivado para establecer la paternidad, manutención y obtener seguro medico para los niños menores mencionados en la Orden de Comparecencia y Queja. Un especialista experto en manutención se reunirá con usted para hablar de su caso y contestar cualquier pregunta. Reconocemos la necesidad de ambos padres de estar involucrados en la vida de sus hijos y queremos trabajar con usted.


Su participación en este proceso es crítica para asegurar que se establezca una obligación de manutención que sea justa y razonable.

Favor de traer los siguientes documentos:


- Verificación de sus ingresos (talones de cheque y copias de su declaración de impuestos o el documento 1099, si tiene negocio propio)
- Verificación de pagos de mantenimiento de otros hijos no incluidos en este caso

Su número de caso es: _____

Actualmente su caso es asignado a: _____ Número de teléfono _____



DEPARTMENT OF CHILD SUPPORT SERVICES
 50 Douglas Drive, Suite 100 • Martinez, CA 94553
 Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday



Post-order Early Intervention

- California Counties Child Support Payment Services (CACCCSPS)
 - Post-order early intervention project
 - To make early contact with NPs and employers on cases with new monetary orders.
 - To establish good payment habits of making payments on time and in full.

CACCSPS

- Consortia of California Counties
 - Marin, Stanislaus, Monterey, Merced, and Kern
- Contra Costa lead county
 - Contracts & interagency agreements
 - Daily gathering of data for project
 - Receives, verifies, and pay bills
- Business Partner – Maximus
- California Department of Child Support Services - third party access MOU



CACCSPS



- Receive daily case referrals
 - Aid and non-aid cases
 - Consent and default orders
- Delinquency prevention specialists make contact with NPs to explain support order terms and set expectation for NP of “On-time/Full Payment”
- If NP is employed, contact employer to ensure the income withholding order received and in place

CACCSPS



Reminder!

- Monitor payments and follow-up with NP and employer if payment missed
 - Frequent and regular missed payment reminders and past due notices
- Paying case payment reminders
- Monitor project success
- Price is per case for up to 1 year of services.
 - Services to maintain paying cases, if desired, for additional year(s) at additional cost.
- A county may terminate participation at anytime.

Contra Costa's Experience

- The program is seamless to our customers and to our staff.
- Provides service we weren't able to provide in the past.
- Fits into our existing case processing model without any changes.
- Our highly trained case workers are utilized for more complex work.
- Is more cost effective than using our staff

Making Payments Easier

- 2014 Contra Costa pilot use of MoneyGram for cash payments
- 3 Month Pilot Results
 - 235 Payments for \$65,748
- Jan 2015 Statewide Implementation
- 1st Year Results
 - 10,753 Payments for \$2,733,282
- Aug 2015 – PayNearMe Implemented
- CACCSPS shares new payment methods with NPs



What a Time Saver!

Now Pay with MoneyGram*

 MoneyGram.
* low cost fee of only \$1.99

Make your child support payment with cash today through MoneyGram inside retailers like CVS/pharmacy or Walmart.

www.MoneyGram.com/Locations or 1-800-926-9400

You'll need your child support participant ID and Receive Code 14630 for payments to CA SDU (California State Disbursement Unit).

 Child Support Services
CONTRA COSTA COUNTY

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Department of Child Support Services
866-901-3212 • childsupport@dcss.ccocounty.ca.gov • www.Facebook.com/CCCDCSS

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