




IV-D TESTIMONY

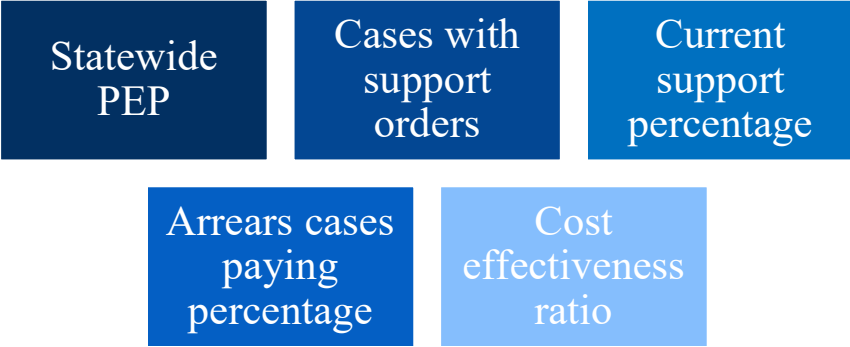
ELIZABETH COHN, DIRECTOR OF CHILD SUPPORT SERVICES,
KANSAS DEPARTMENT FOR CHILDREN AND FAMILIES

JOINT COMMITTEE ON CHILD WELFARE OVERSIGHT - NOVEMBER 9, 2021



1

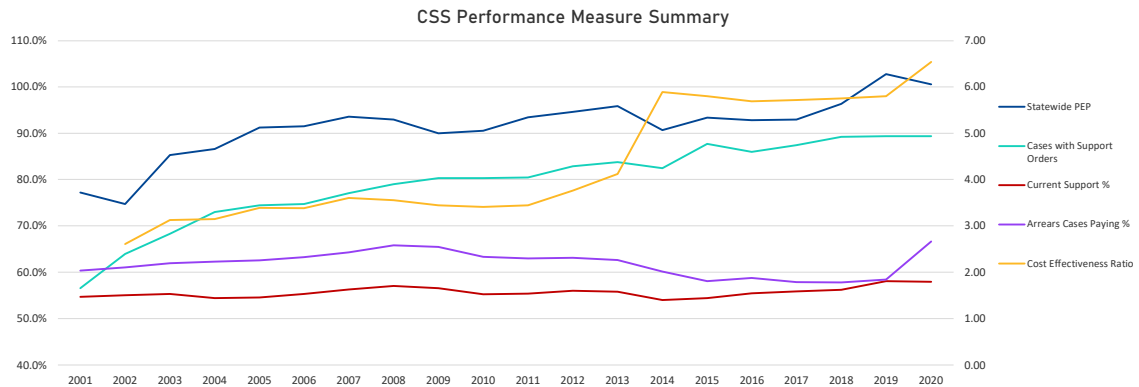
FEDERAL PERFORMANCE MEASURE CATEGORIES



- Statewide PEP
- Cases with support orders
- Current support percentage
- Arrears cases paying percentage
- Cost effectiveness ratio

2

KANSAS IV-D ALL PERFORMANCE MEASURE HISTORY



3

3

IV-D FEDERAL PERFORMANCE MEASURE HISTORY

Kansas Child Support Services (IV-D Program)					
Performance Measures Summary					
FFY	Statewide PEP	Cases with Support Orders	Current Support %	Arrears Cases Paying %	Cost Effectiveness Ratio
2001	77.2%	56.6%	54.7%	60.3%	2.61
2002	74.8%	63.9%	55.1%	61.0%	3.12
2003	85.3%	68.3%	55.3%	62.0%	3.15
2004	86.6%	73.0%	54.4%	62.3%	3.39
2005	91.2%	74.4%	54.5%	62.6%	3.38
2006	91.5%	74.7%	55.3%	63.3%	3.60
2007	93.6%	77.1%	56.3%	64.3%	3.55
2008	92.9%	79.0%	57.0%	65.8%	3.44
2009	90.0%	80.3%	56.5%	65.4%	3.41
2010	90.5%	80.3%	55.3%	63.3%	3.45
2011	93.5%	80.4%	55.4%	62.9%	3.76
2012	94.6%	82.9%	56.0%	63.1%	4.12
2013	95.8%	83.8%	55.8%	62.6%	5.89
2014	90.7%	82.5%	54.0%	60.1%	5.80
2015	93.4%	87.7%	54.4%	58.1%	5.69
2016	92.8%	86.0%	55.5%	58.8%	5.72
2017	92.9%	87.5%	55.9%	57.9%	5.75
2018	96.3%	89.2%	56.2%	57.8%	5.80
2019	102.8%	89.4%	58.1%	58.4%	6.54
2020	100.6%	89.4%	57.9%	66.7%	

4

4

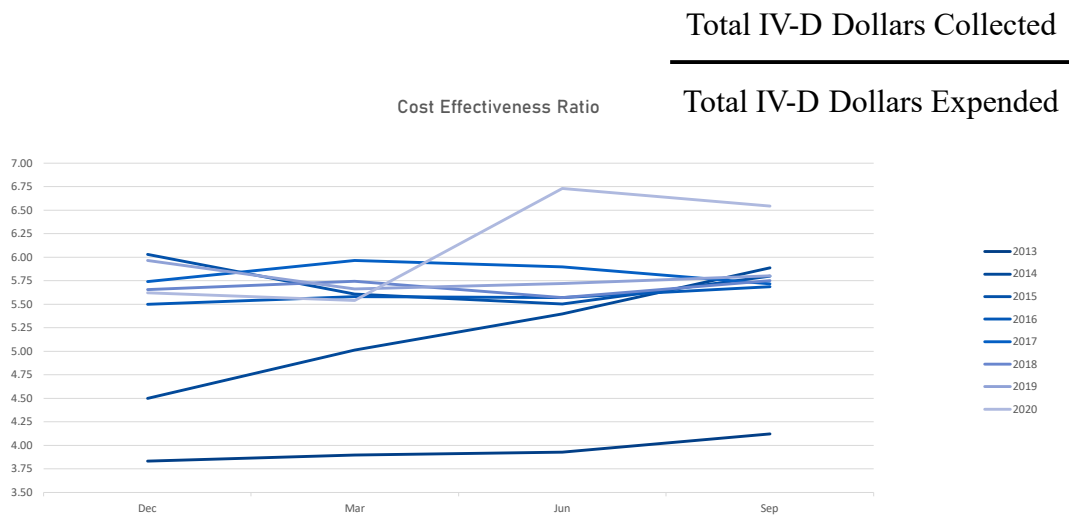
FFY 2020 INCENTIVE PERFORMANCE MEASURES

Kansas and surrounding states' ranking

	Kansas	Missouri	Oklahoma	Nebraska	Iowa	Colorado
Statewide PEP	2 nd	14 th	1 st	8 th	6 th	5 th
Percent of Cases with Orders	20 th	32 nd	43 rd	35 th	6 th	26 th
Percent of Current Collections	44 th	41 st	47 th	9 th	6 th	30 th
Percent of Arrearage Cases	45 th	36 th	31 st	13 th	18 th	12 th
Cost Effectiveness Ratio	15 th	6 th	17 th	21 st	22 nd	37 th
State Average Rank (rounded)	21 st	26 th	28 th	17 th	12 th	22 nd

See full ranking data in attached table.

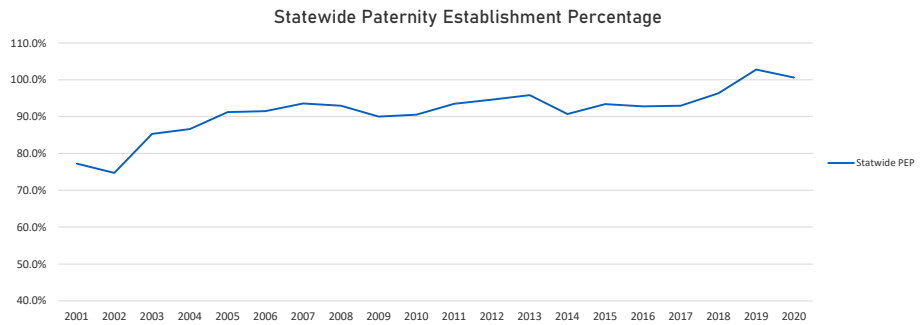
COST EFFECTIVENESS RATIO: KANSAS IV-D FFY 2013-2020



STATEWIDE PATERNITY ESTABLISHMENT

Number of Minor Children in the State Born Out-of-Wedlock with Paternity Established or Acknowledged During the FY

Number of Children in the State Born Out-of-Wedlock During the Preceding FY

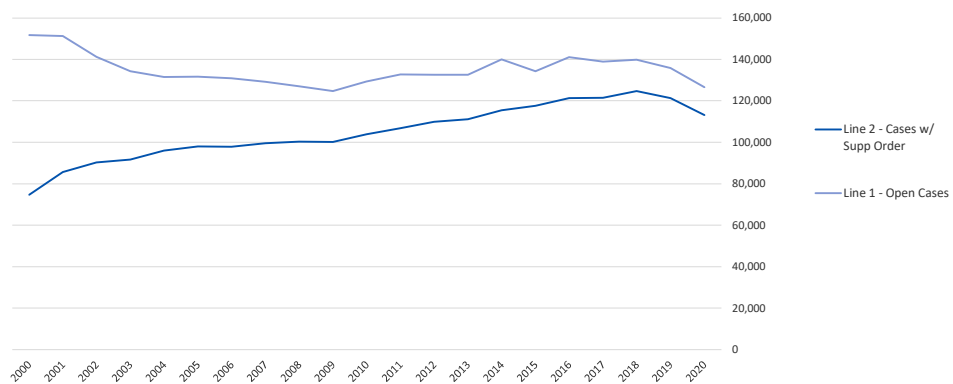


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CASES WITH SUPPORT ORDERS

Cases with Support Orders



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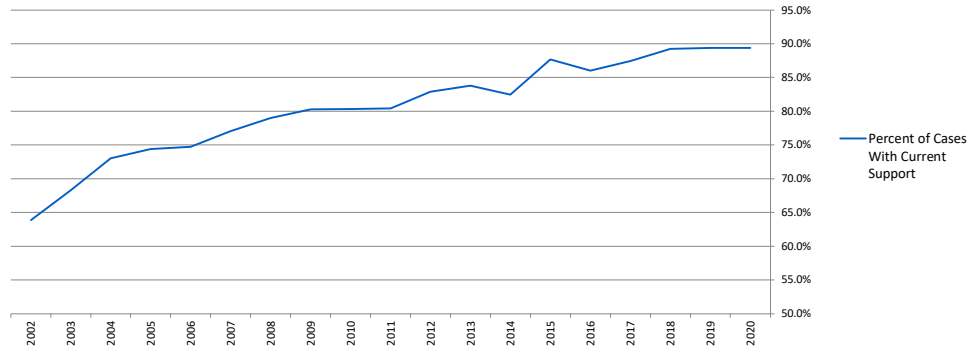
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CASES WITH SUPPORT ORDERS

Number of IV-D Cases with a Support Order

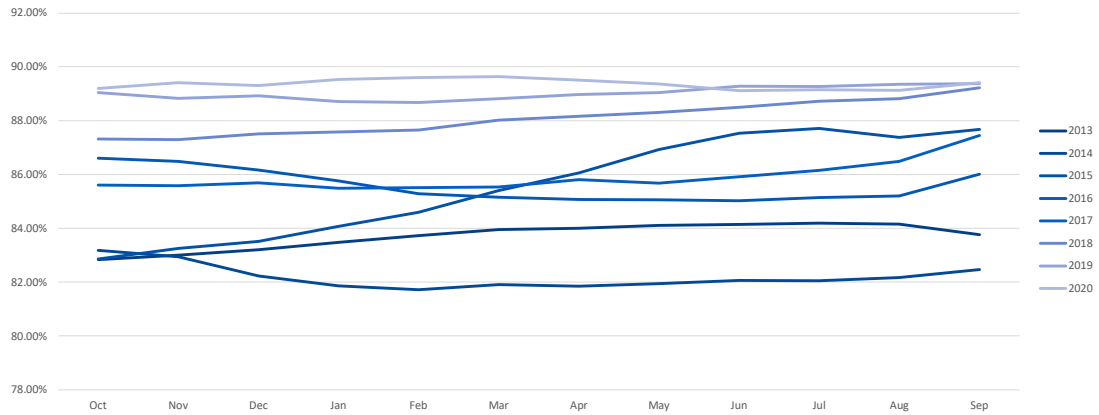
Number of Open IV-D Cases

Percent of Cases With Support Orders



CASES WITH ORDERS: FFY 2013-2020

Cases with Orders

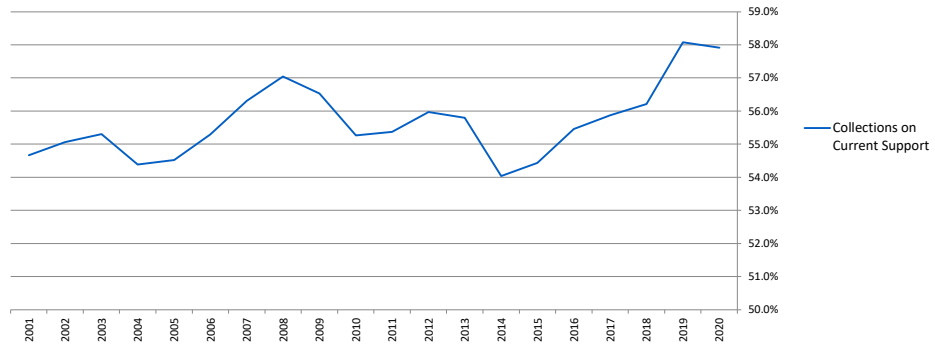


COLLECTIONS FOR CURRENT SUPPORT

Amount Collected for Current Support in IV-D Cases

Amount Owed for Current Support in IV-D Cases

Collections on Current Support

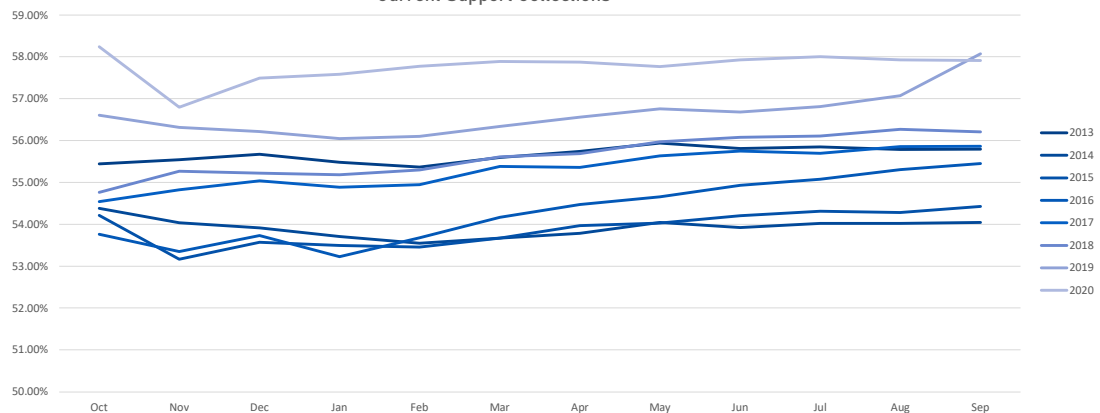


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11

KANSAS IV-D CURRENT SUPPORT COLLECTIONS: FFY 2013-2020

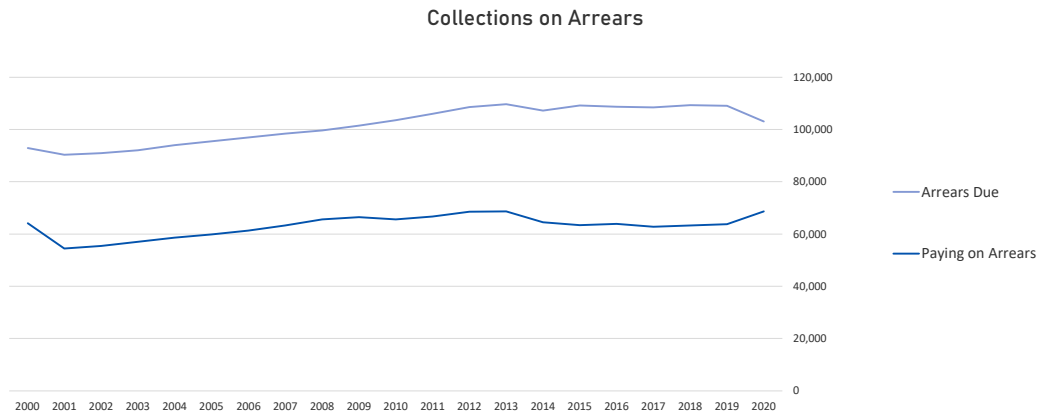
Current Support Collections



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12

COLLECTIONS ON ARREARS



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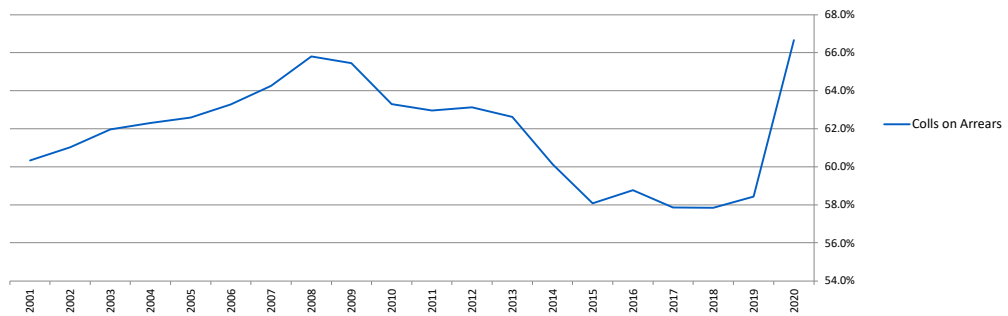
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COLLECTIONS ON ARREARS

Number of IV-D Cases Paying Towards Arrears

Number of IV-D Cases with Arrears Due

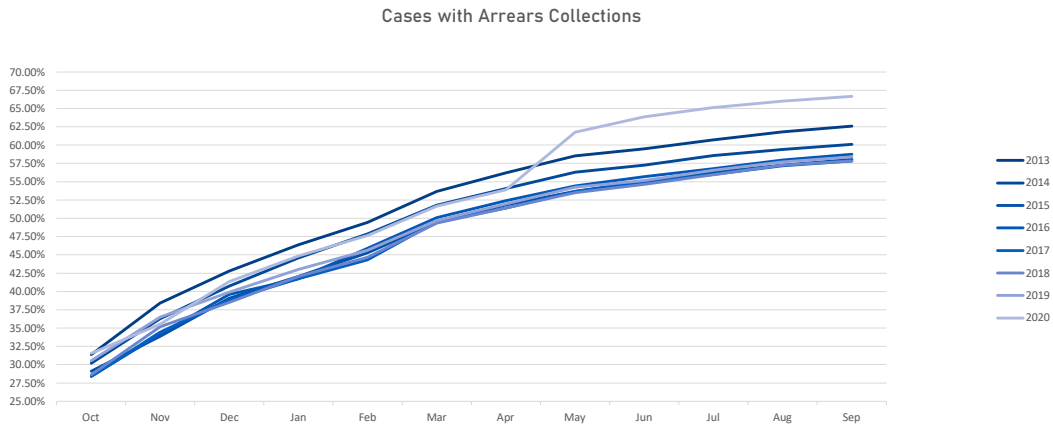
Collections on Arrears



14

14

KANSAS IV-D CURRENT ARREARS COLLECTIONS: FFY 2013-2020



2021 IV-D CONTRACT

CASELOAD AND CALL VOLUME IN RFP

Judicial District	Estimated caseload as of 9/2020	Estimated CSR calls FFY 20	Judicial District	Estimated caseload as of 9/2020	Estimated CSR calls FFY 20
1 st	4,479	7,005	17 th	965	781
2 nd	1,500	2,353	18 th	27,162	40,610
3 rd	10,584	13,126	19 th	1,887	2,673
4 th	2,792	4,410	20 th	2,697	3,514
5 th	1,726	2,727	21 st	2,350	3,850
6 th	2,855	3,782	22 nd	1,719	2,014
7 th	3,026	4,722	23 rd	1,497	1,107
8 th	4,201	6,112	24 th	765	655
9 th	2,078	2,945	25 th	2,557	3,570
10 th	10,924	18,296	26 th	1,780	2,537
11 th	5,156	6,546	27 th	3,581	5,285
12 th	1,263	1,441	28 th	3,910	5,323
13 th	2,668	3,221	29 th	11,531	15,743
14 th	2,786	2,916	30 th	1,957	2,802
15 th	956	824	31 st	2,678	3,247
16 th	1,886	2,199			

REQUIRED POSITIONS AT CONTRACTOR

- On Site Program Manager
- Supervising Attorney
- Finance Supervisor
- Ombudsman
- Outreach Coordinator
- Trainer
- Oversight Position of Site Manager/Supervising Attorney

This form should be completed to demonstrate the experience the Contractor will bring to the project.		
Required years of experience for the position	Position	Skills/Experience
5 years of experience in either management or child support or a combination thereof	On Site Program Manager	Relevant experience as a Manager/Leader of operations of a site to ensure that site safeguards information, sufficient staff in attendance daily, staff morale, and daily operations of program are in place, including oversight of remote workers.
5 years of child support legal and 2 years of supervisory experience	Supervising Attorney	Relevant experience in all areas of child support law in Kansas including parentage, CINC, modifications, administrative hearings, and enforcement. Include any appellate experience.
2	Finance Supervisor	Relevant KAECSES experience in managing financial details for both Kansas and out of state orders. Relevant education/experience in financial industry.
2	Supervisor	Relevant experience is supervision and motivation of staff, including any remote workers. Relevant experience in KAECSES and Kansas IV-D.
2	Ombudsman	Relevant experience in child support customer service issues and resolution pursuant to CSS policy and procedure. Realistic assessment of the case and accuracy in ensuring that issues are resolved appropriately and timely.
1 year of child support and/or human services	Outreach Coordinator	Relevant experience in child support customer service issues in particular employment and addressing child support not being received. How to assess situations and address with community resources while child support is pending collection.
1	Trainer	Relevant experience in child support and education of staff that are new to the field to transfer the complicated processes.
8 years of experience in either management or child support or a combination thereof	Oversight position of Site Manager/Supervising Attorney if any, may be a corporate position.	Relevant experience and expertise in the IV-D area that will assist the onsite management team in furthering the Kansas child support program.

STAFFING LEVELS DURING CONTRACT

- 2.4.1.4.7 The contractor will provide adequate staffing for all services to be performed under the resulting contract. Through contract negotiations adequate staffing will be set and may only be further reduced by written agreement. During the period of this contract and any renewals thereof, DCF shall have the right to review, approve, request increase at no additional cost to DCF if part of a corrective action plan, and deny the staffing levels of the contractor.
- 2.4.1.4.8 The vacancy rate for full-time staff shall not fall below 90 percent of the FTEs over any three (3) month period during the contract term.
- 2.4.1.4.1 **Implementation Plan Liquidated Damages.** DCF shall impose liquidated damages for Contractor's failure to meet Implementation Plan deadlines and requirements as prescribed herein or as amended. To the extent such failure is beyond the control of the Contractor, as determined by DCF, liquidated damages shall not be imposed. The liquidated damages shall initially be ten-thousand dollars (\$10,000) per day and shall continue for each subsequent day of failure until the failure is remedied or corrected. Liquidated damages shall begin to accrue on the date immediately following any prescribed deadline or on the date DCF provides notice to Contractor that Implementation requirement is not met. Liquidated damages shall be withheld from Contractor's monthly invoice immediately following the missed deadline or the date immediately following DCF notice to Contractor of outstanding requirement. Imposition of such liquidated damages shall not preclude contract termination.

19

19

REGULAR CASE REVIEWS AND TIMELY DOCUMENTATION OF ACTIONS

- 2.4.4.6.9 At a minimum, all establishment cases (any case without a child support order) shall be reviewed **at minimum every six (6) months** by the Contractor. Contractor shall take the necessary and appropriate action to establish parentage/paternity or a support order, or to close the case in accordance with CSS Policy and Procedure. Contractor shall utilize KAECSES for the review.
- 2.4.4.9.8 a minimum, all enforcement cases should be reviewed every year (1) year by the Contractor and documented through KAECSES.
- 2.4.4.12.4 Unless otherwise approved by DCF, **the Contractor must enter and/or update data on KAECSES immediately after the event but no later than twenty-four (24) hours of the event occurring requiring documentation.** Contractor shall maintain the data integrity of KAECSES by ensuring all data entered on the system is reliable and accurate. Data documentation shall include each step of case actions; result of actions; plan of action as needed; and, the person taking the action.

20

20

REPORTING

Call Center and as developed

2.4.3.3.9 Contractor shall produce monthly reports as follows:

Call Statistics (total, by type, and by judicial district)
CS Calls: calls handled by a customer service representative
CS Calls: transferred to another Full-Service Contractor or DCF
IVR Calls: calls handled by Interactive Voice Response
A list by KAECSES case number of the total number of calls resolved by a customer service representative
Average Time to Answer (in seconds): average wait time/hold time
Average Talk Time (in seconds): average call length/talk time
Abandoned Calls: number of abandoned calls
Average Abandoned Time (in seconds): average hold time prior to abandonment of call
Total number of calls deflected (lost call rate – holding queue is full and cannot accept incoming calls— caller gets a busy signal)
Total number of calls broken down by disposition and outcome of call
Average call talk time (average length of individual calls)
Daily number of customer service representatives available to answer incoming calls
Number of After-Hours Calls (calls routed to Child Support Call Center outside of normal operating hours)
Total number of foreign language calls by language
Outages – date/time/reason

2.4.3.18.6 The Contractor shall be required to provide certain reports to DCF, which have not been developed at this time at request of DCF.

CUSTOMER SERVICE

2.4.4.12.2 Contractor shall receive, answer, and respond to all customer services inquiries transferred from an DCF-approved IVRS provider or forwarded to the Contractor by other means. Contractor shall be responsible for customer service with sufficient telephone lines and personnel to ensure customer inquiries are responded to and problems resolved in a timely manner and ensure DCF standards are met. Contractor shall acquire and maintain technology that will allow the Contractor to route and distribute incoming calls to staff evenly. Contractor shall forward appropriate inquiries to the Contractor's escalation team for handling. **Escalation protocol shall be provided as part of this Contract and will require approval by DCF prior to implementation or change in protocol.**

2.4.4.12.11 The Contractor shall participate in regular, standardized, customer service satisfaction surveys as provided or approved by DCF. **All survey results are the property of DCF.** Contractor should include a sample survey with their bid as well as an explanation of what metrics they find it valuable and feasible to measure.

ESCALATED ISSUES TO CSS OMBUDSMAN

2.4.4.11.2 Information requests, inquiries, and complaints received by DCF will be sent to the Contractor. These requests shall be worked immediately, and response provided within twenty-four (24) hours or timeframe as provided by DCF within email. Any necessary follow-up action shall be taken within forty-eight (48) hours or an explanation as to why resolution will take longer shall be provided to DCF with estimated time for resolution, and the Contractor shall notify DCF when all issues have been resolved without further follow up being required by DCF. Responses shall be given to the originator as appropriate, and DCF, unless otherwise instructed by DCF. Contractor shall ensure the handling of these requests addresses each part of the request or complaint, provides factual information to the originator, as appropriate, and is addressed in a manner understood by the originator. DCF expects the Contractor to review the case(s) thoroughly to ensure the case(s) is coded properly for audit, and to ensure all appropriate actions have been taken on the case. Failure to meet the requirements in this Section may result in liquidated damages as described in Section 5.4.4.25 of this RFP.

23

23

DAMAGES AFTER 90 DAYS ON CUSTOMER SERVICE

- 2.4.4.25 Liquidated Damages Not Subject to Corrective Action Plan: Contractor acknowledges its agreement to the following requirements:
- 2.4.4.25.1 If the Contractor fails to handle inquiries, complaints, or responses to DCF in accordance with the requirements described in Sections 3.4.4.11 and 3.4.4.12 of this Contract, DCF shall impose liquidated damages of one-thousand dollars (\$1,000) per day on each inquiry or complaint not resolved timely or appropriately as described in Sections 3.4.4.11 and 3.4.4.12 of this Contract. DCF will cease assessing damages on a particular case when requested information is provided, or all issues raised in the complaint or inquiry have been addressed, and the case has been handled appropriately as determined by DCF.
 - 2.4.4.25.2 Pursuant to Section 3.4.4.12 of this Contract, if the Contractor fails to escalate calls in accordance with approved escalation protocol or fails to return a call within forty-eight (48) hours when a customer requests a call back, DCF shall impose liquidated damages of one-thousand dollars (\$1,000) for each violation known to DCF.
 - 2.4.4.25.3 DCF will prepare a monthly report of all cases not properly handled or resolved in accordance with this Contract and submit to the Contractor. The Contractor will have five (5) business days to prepare a response for each cited case on the report. DCF will review the responses and issue a final report.
 - 2.4.4.25.4 DCF will use the final report to determine the number of inquiries or complaints subject to liquidated damages. These liquidated damages shall be withheld from Contractor's monthly invoice the following month. Imposition of such liquidated damages shall not preclude contract termination.
 - 2.4.4.25.5 Liquidated damages shall not be assessed or imposed until three (3) months after contract start date and/or execution of contract whichever occurs last. Liquidated damages shall not exceed 10% of the total charges invoiced for the month damages are assessed.

24

24

FEDERAL PERFORMANCE MEASURES

- 2.4.3.17.1 **Kansas IV-D Performance Standards:** The Caseload and Baseline are in Attachment C. Contractor shall describe in detail its ability to meet the following requirements and where applicable to include examples of how the Contractor has improved these performance measures on other projects and/or any suggested innovations the Contractor is recommending:
- 2.4.3.17.2 **Paternity Establishment:** This performance standard shall be measured by the total number of children in open Title IV-D cases with paternity/parentage establishment or acknowledgment in the judicial district divided by the total number of children in open Title IV-D cases who were born out of wedlock in the judicial district. **Baseline of Performance calculated by reviewing the last three (3) federal fiscal years (FFY) and averaging the lowest two (2) years due to the unusual nature of FFY 20 caused by the Pandemic.** Kansas reports Statewide PEP annually on the OCSE 157.
- 2.4.3.17.3 **Title IV-D Cases with Child Support Orders Established:** This performance standard shall be measured by the total number of open Title IV-D cases with child support orders established in the judicial district at the end of the state fiscal year divided by the total number of open Title IV-D cases in the judicial district at the end of the state fiscal year. **Baseline of Performance calculated by reviewing the last three (3) federal fiscal years (FFY) and averaging the lowest two (2) years due to the unusual nature of FFY 20 caused by the Pandemic.**
- 2.4.3.17.4 **Current Child Support Distributed:** This performance standard shall be measured by the total amount of current child support distributed on Title IV-D cases in the judicial district during the state fiscal year divided by the total amount of current child support due on Title IV-D cases in the judicial district during the state fiscal year. **Baseline of Performance calculated by reviewing the last three (3) federal fiscal years (FFY) and averaging the lowest two (2) years due to the unusual nature of FFY 20 caused by the Pandemic.**
- 2.4.3.17.5 **Cases Paying Toward Arrearages:** This performance standard shall be measured by the total number of open Title IV-D cases in which past due child support was collected in the judicial district during the state fiscal year divided by the total number of open Title IV-D cases with child support arrearages due in the judicial district during the state fiscal year. **Baseline of Performance calculated by reviewing the last three (3) federal fiscal years (FFY) and averaging the lowest two (2) years due to the unusual nature of FFY 20 caused by the Pandemic.**

FEDERAL PERFORMANCE MEASURE BASELINE

Judicial District	Estimated caseload as of 9/2020	IV-D PEP Baseline	Child Support Orders Established Baseline	Current Child Support Distributed Baseline	Cases Paying Towards Arrears Baseline	Judicial District	Estimated caseload as of 9/2020	IV-D PEP Baseline	Child Support Orders Established Baseline	Current Child Support Distributed Baseline	Cases Paying Towards Arrears Baseline
1 st	4479	94.27 %	90.78 %	55.35 %	56.87 %	17 th	965	103.76 %	93.82 %	60.84 %	61.68 %
2 nd	1500	95.94 %	89.27 %	61.87 %	63.83 %	18 th	27162	98.28 %	85.53 %	56.32 %	59.87 %
3 rd	10584	96.55 %	87.47 %	55.90 %	54.75 %	19 th	1887	99.44 %	90.25 %	56.47 %	57.32 %
4 th	2792	98.45 %	90.00 %	61.23 %	62.03 %	20 th	2697	100.41 %	90.98 %	58.53 %	62.28 %
5 th	1726	98.00 %	87.87 %	59.63 %	59.36 %	21 st	2350	98.17 %	89.84 %	60.97 %	61.51 %
6 th	2855	97.58 %	92.12 %	54.65 %	55.19 %	22 nd	1719	103.21 %	88.65 %	58.22 %	62.17 %
7 th	3026	96.84 %	88.16 %	57.20 %	58.36 %	23 rd	1497	101.64 %	92.64 %	63.64 %	62.11 %
8 th	4201	98.43 %	90.69 %	58.90 %	60.56 %	24 th	765	98.89 %	91.82 %	57.23 %	61.92 %
9 th	2078	99.36 %	90.10 %	58.62 %	60.26 %	25 th	2557	99.72 %	91.05 %	60.62 %	61.05 %
10 th	10924	98.07 %	91.39 %	60.34 %	58.52 %	26 th	1780	101.56 %	89.07 %	58.00 %	59.47 %
11 th	5156	96.72 %	89.50 %	53.31 %	53.20 %	27 th	3581	97.18 %	90.93 %	58.32 %	60.24 %
12 th	1263	101.78 %	88.65 %	58.92 %	60.25 %	28 th	3910	98.67 %	92.01 %	56.42 %	59.44 %
13 th	2668	101.60 %	89.47 %	55.15 %	56.73 %	29 th	11531	98.13 %	86.62 %	50.16 %	54.80 %
14 th	2786	94.46 %	91.02 %	52.57 %	52.91 %	30 th	1957	96.20 %	89.64 %	55.60 %	59.68 %
15 th	956	100.16 %	90.37 %	59.78 %	62.21 %	31 st	2678	96.41 %	91.76 %	56.34 %	56.69 %
16 th	1886	103.59 %	89.96 %	60.05 %	58.75 %						

