

## **Special Committee on Child Support Enforcement and Collection**

Testimony of Rachel Zietlow, Lead Vice President, Maximus

November 9, 2021

Chairperson McGinn, Vice Chairperson Humphries, and Members of this Joint Committee of the Kansas House and Senate:

I am Rachel Zietlow, Lead Vice President for Maximus and I am grateful for the opportunity to follow up on previous testimony and share with you our approach to service delivery which in turn, drives program performance.

### The Maximus Performance Plan

Consistent with what you heard earlier this morning from DCF, Maximus is committed to maintaining a successful and compliant IV-D program for Kansas. Providing exceptional child support enforcement services is critical to the performance success of our Judicial Districts as well as the state at large. We know our strong performance helps dollars go directly into the hands of local families. It also translates into financial incentives for the Child Support Enforcement Program at the state and local level, which then can be used to further support program improvements and services for families. We are committed to strong performance.

We offer proven processes, effective technology, and a focus on customer service. We use a very structured approach to our programs based on best practices in project management to set up a program that meets and often exceeds federal and state performance standards. We create standard operating procedures that are carefully reviewed throughout the contract term, making updates as policies, processes, or laws change. Maximus not only implements programs that meet state and federal requirements, but we also make a difference for the people we serve. We do this hand in hand with our government clients like you.

We know customer service and engagement drives results. As we do our work, day in and day out, it's of utmost importance that we keep our philosophy of service at the forefront.

### Philosophy of Service Guides our Delivery

We are here to serve all stakeholders (DCF, parents, employers, community partners). Our program creates opportunities and resources for all stakeholders. One example of this is an online hiring event we are planning for parents to be held mid-January as well as the development of new materials and engagement strategies for community resources, second chance organizations, and unmarried expecting parents.

When I was with you last time, I mentioned that we bring global experience to bear. Although it's true we come to Kansas with a world of experience, it is through the local perspective and voice of our Kansas stakeholders, that we create a delivery model that meets Kansas specific needs. Through our Center for Health Literacy, we are convening focus groups in our Jurisdictions to set a baseline for customer experience and hear exactly from our stakeholders what works and what we can do better.

We are implementing processes and tools to make engagement simple. While things we are implementing are innovative technologies, others may simply be streamlined processes. Our statewide mobile app will launch in 2022 giving parents the ability to see the status of their case or cases, any modifications, and the ability to seek assistance through a customer service feature. We are exploring process improvements for those engaged including customer experience review during program enrollment. We know that making engagement simple increases participation and it's through that lens that we are implementing our program.

It is critical that we positively impact the child support program in Kansas. We aim to be a resource for all involved and are committed to ALL parts of the family. We focus on a parent's path to continued success. We integrate with community resources for additional support. Meaningfully partnering with parents, community resources, and stakeholders will make a positive impact on the entire community.

From my perspective, success is measured by more than federal performance metrics. Success is creating a Child Support environment that is responsive, communicative, and most importantly centered around all parts of the family.