

YOUNGWILLIAMS

LEGISLATIVE TESTIMONY

2021 SPECIAL COMMITTEE ON CHILD SUPPORT ENFORCEMENT
AND COLLECTIONS
KELLY LAMSON, PROJECT OPERATIONS

Good Morning Madame Chair, Vice Chair and members of this committee. Thank you very much for allowing me to speak on the topic of child support services and specifically monitoring performance along with our partnership with the Department of Children and Families and Maximus for a unified One Kansas approach. My name is Kelly Lamson, and I oversee the YoungWilliams child support operation in Kansas.

YOUNGWILLIAMS KANSAS PAST PERFORMANCE – PEP & CASES UNDER ORDER

Our previous contract started in September 2013. October 1, 2013 was the beginning of Federal Fiscal Year 2014. The following charts show YoungWilliams' performance for the four federal performance standards local child support operations can control from the first year of the Contract through FFY 2020 (September 30, 2020), which is the most recent federal fiscal year data available.

Paternity Establishment Percentage. As you can see on the slide, the paternity establishment percentage was well over 90% when YoungWilliams' contract in 2013 started and it remained over 96% throughout the life of the Contract. Paternity establishment is important not just for child support but for a number of other reasons – extended family, medical history, federal benefits (disability/death), and more.

Percent of Cases Under Order. YoungWilliams increased the percent of cases under order by almost 8 percentage points to over 90% in FFY 2020. This is a critical performance standard and measure – the first major step to obtaining child support for children and families.

YOUNGWILLIAMS KANSAS PAST PERFORMANCE – CURRENT SUPPORT PAID & ARREARS CASES PAYING

Percent of Current Support Paid. Over the previous Contract, YoungWilliams increased the percent of current support paid by 4 percentage points.

Percent of Arrears Cases Paying. This measure tracks the number of cases with child support arrears that received a payment in the federal fiscal year. Over the life of the Contract, this measure increased by 7.1 percentage points. Over the last federal fiscal year, the increase included pandemic relief benefits.

MONITORING FEDERAL PERFORMANCE NUMBERS – MONTHLY REPORTS

With the new Contract, YoungWilliams will continue to monitor the federal performance measures on a monthly basis. The report on the left-side of the screen is one we used during our previous contract and will continue to use during this Contract. It allows us to monitor our performance as it relates to the federal performance standards. This report identifies the number of new intake referrals received each month, the total number of support orders entered, current collections, the number of cases that received a payment on arrears and other factors that impact federal performance indicators. Our management team reviews the monthly performance reports on a regular basis to identify trends and ensure we are on track to meet DCF goals.

In addition to this monthly report, we use our Y-Trac program to assist our child support caseworkers with prioritizing their work and meeting timeframes. We have built into Y-Trac required timeframes set by the federal program, DCF as well as our internal expectations for casework. Managers are able to monitor the caseload to ensure timeframes are met and appropriate casework steps are completed or identify problems or backlogs. Rather than relying on each individual caseworker to establish their own method of monitoring their caseload, we standardized the process and used automation to assist staff in staying current and doing quality casework. Our goal was to provide DCF with transparency into the status of our caseload. Y-Trac is a system

that benefits our staff and allows management and DCF to review the work and see in real time the status of the caseload.

Under the current contract, DCF will monitor our performance and may request a corrective action plan in performance standards are not met. In addition, if we don't meet the performance standards in the corrective action plan, DCF may impose liquidated damages until the deficiency is corrected.

For this new Contract, we will also monitor call center activities on a monthly basis.

MONITORING PERFORMANCE – QUALITY ASSURANCE

YoungWilliams has a specialized team to monitor the quality of our work. On a monthly basis, our Quality Assurance Specialists will use KAECSES (the Kansas child support system), checklists, and Y-Trac to conduct audits of our casework. This team will also review call center activities to ensure our Customer Service Representatives are properly verifying caller information and using approved DCF scripts. Finally, this team will respond to DCF self-assessment and case reviews as required by the Contract.

MONITORING PERFORMANCE – YWPORTAL

YoungWilliams will use ywPortal to share static information with DCF such as approved operations plans and reports along with dynamic dashboards with DCF. The dashboards include up-to-date information on the implementation of the build out of our three new offices, federal performance data from the federal Office of Child Support Enforcement, and stratification of enforcement cases. DCF will have real time access to case statistics and reports as well as quality assurance findings and trend reports. Our goal is to provide complete transparency into the caseload.

Thank you for the opportunity to appear before you today and provide testimony. I will now stand for questions.