

Colorado's Child Support Services Program

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**Welcome on behalf of Levetta
Love, Director of the Office of
Economic Security**



COLORADO

Office of Economic Security

Division of Child Support Services



COLORADO CHILD SUPPORT PROFESSIONALS ROCK!!!

Combined 10th Ranking FFY 2013-14

- **21st – 87.4%** of the Caseload has a Child Support Order (**134,000 families**)
- **7th – 107.4%** of the Children Born Out of Wedlock have Paternity Established (**99,904 children**)
- **23rd – 63.6%** of the Current Support Owed was Collected (**\$247 million to families**)
- **7th – 69.8%** of the case with Arrears Owed had a Payment toward Arrears (**95,368 families**)
- **31st - \$4.90 Cost Effectiveness Ratio**

2015 Wildly Important Goal to Increase Percentage of Current Support Collected to 66%

- **Why the focus on this performance measurement?**
 - **Each month 30,000 families receive \$0 current child support payments (30% of the caseload).**



Wildly Important Goal to Increase Percentage of Current Support Collected to 66%

- A challenge to everyone in the Child Support Services program to identify what we can do individually and collectively to contribute to achieving this goal so that more families can depend on a consistent payment of current support each month**



Wildly Important Goal to Increase Percentage of Current Support Collected to 66%

- **Lead Measurements:**
 - **Take the appropriate Early Intervention action within 10 days, 90% of the time on cases where full payments have stopped**
 - **Why is this important?**
 - **Each month 8-10% of parents stop making a full payment**

Wildly Important Goal to Increase Percentage of Current Support Collected to 66%

- **Lead Measurements:**
 - **Issue Income Withholding Orders after identifying an employer within 5 days, 90% of the time**
 - **Each work unit at the Division of Child Support Services (State Office) has identified a Lead Measurement to contribute to achieving the goal**

2015 Strategic Initiatives to Support the Goal

- **Implemented use of credit/debit cards as a payment option. Over \$1 million collected since mid March 2015**
- **Colorado will implement Administrative Enforcement on Interstate (AEI) cases in 2015**
- **Use of automated Text Messaging / E-mails as a communication tool with parents by July 2015.**
- **Organizational assessment and potential restructuring of the State Office to better support counties with enhanced training and performance improvement efforts**

2015 Strategic Initiatives to Support the Goal

- **Revisions to and roll-out of Training:**
 - Caseload Management models for each functional area
 - County ACSES Liaisons
 - New Worker
 - Child Support Services Program Administrator
 - County Director

- **Learn from top performing states in:**
 - Technology innovation
 - Caseload management
 - Addressing payment barriers
 - Training delivery models

Future Initiatives

- **Stop using a one size fits all approach for use of the CSS enforcement remedies with parents**
- **Implement a “Child Support Services” Model to complement the required core services**
 - **Employment, Family Engagement & Tailored Enforcement**
 - **Employment Summit later in 2015**



Future Initiatives

- **Fully Engaged Parents & Stakeholders**
- **Modernization of ACSES and CSE-Tools to Support Caseload Management Models**
- **Predictive Analytics to Identify the Right Strategies at the Right Time**
- **Learn from our Customers on how to improve our communication and Delivery of Services**
- **County Workers have a Full Tool Belt (system, fully integrated training on child support services and soft skills, etc.)**
- **Implementation of SB 15 – 012, Pass Through of Current Child Support to TANF recipients**

- **Thank You** for what you do every day to make a difference in the lives of the families we serve. You are the most caring, knowledgeable and dedicated child support professionals in the country

