

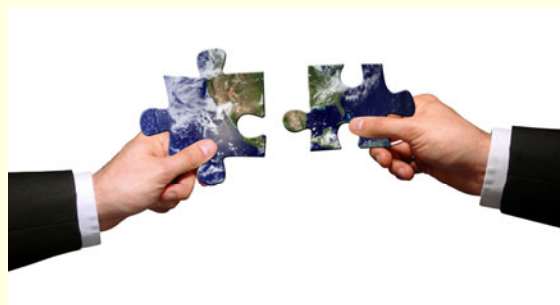


Delinquency Prevention Through Early Intervention

Presented by: Darryll Grubbs

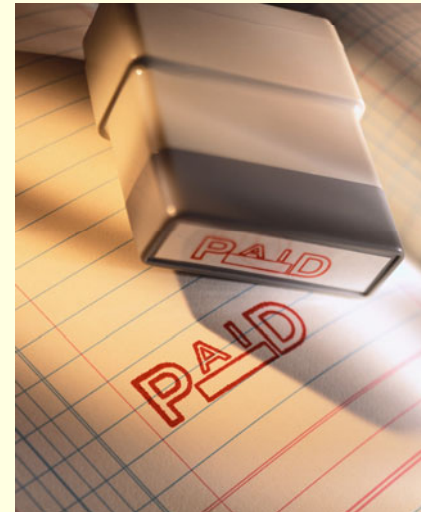
Background and Examples of Selected Early Intervention/Delinquency Prevention Programs

- Monterey Delinquency Prevention Program (DPP)
 - 8 Month Case Compliance Monitoring & Management
- Texas Integrated Child Support System (ICSS)
 - Case/Order Lifetime Monitoring & Management
- Illinois Delinquency Prevention Unit (DPU)
 - **70 Day Intensive Outreach & Compliance Monitoring**



Monterey County Delinquency Prevention Program Goals

- Prevent Payment Delinquency and Accumulation of Arrears
- Increase Payment Collections
- Provide CP with Regular, On-Time Payments of Full Amount of Current Support Owed

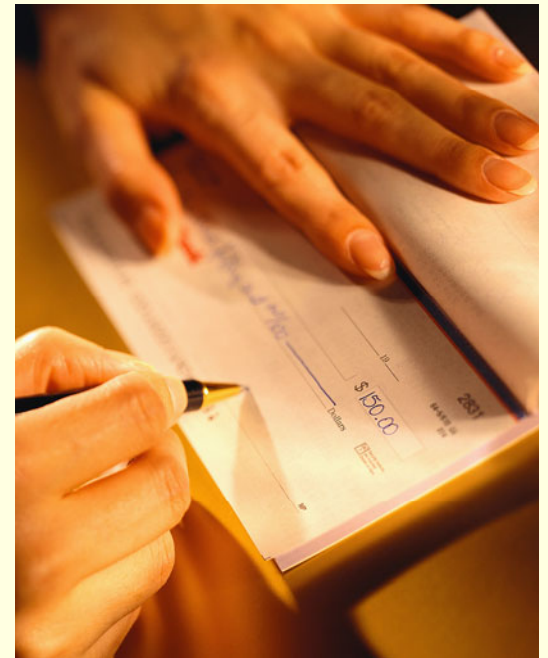


Prevent Payment Delinquency and Accumulation of Arrears

- “Payment Monitoring” for New Support Orders
- NCP Courtesy Reminder of First Payment Due (via letter, email & telephone) and Payment Options (mail, credit card, EFT, IW)
- NCP Employer Follow-Up
- Early Intervention Delinquency Compliance Using “Past Due” Notices and Contacts

Increase Payments Received

- Increase the Percentage of the Amount of Current Support Received
- Increase the Percentage of the “Full Amount” of Current Support Received
- Increase the Average Amount of Payment Received



Provide CP With Regular, On-Time and Full Amount of Child Support Payments

- Set Compliance Expectation for Timely/Full Payment by NCP from Day One
- Insist on Timely/Full Compliance in NCP Payment Reminders and Delinquency Intervention Actions



Design Issues For Early Intervention/Delinquency Prevention Programs

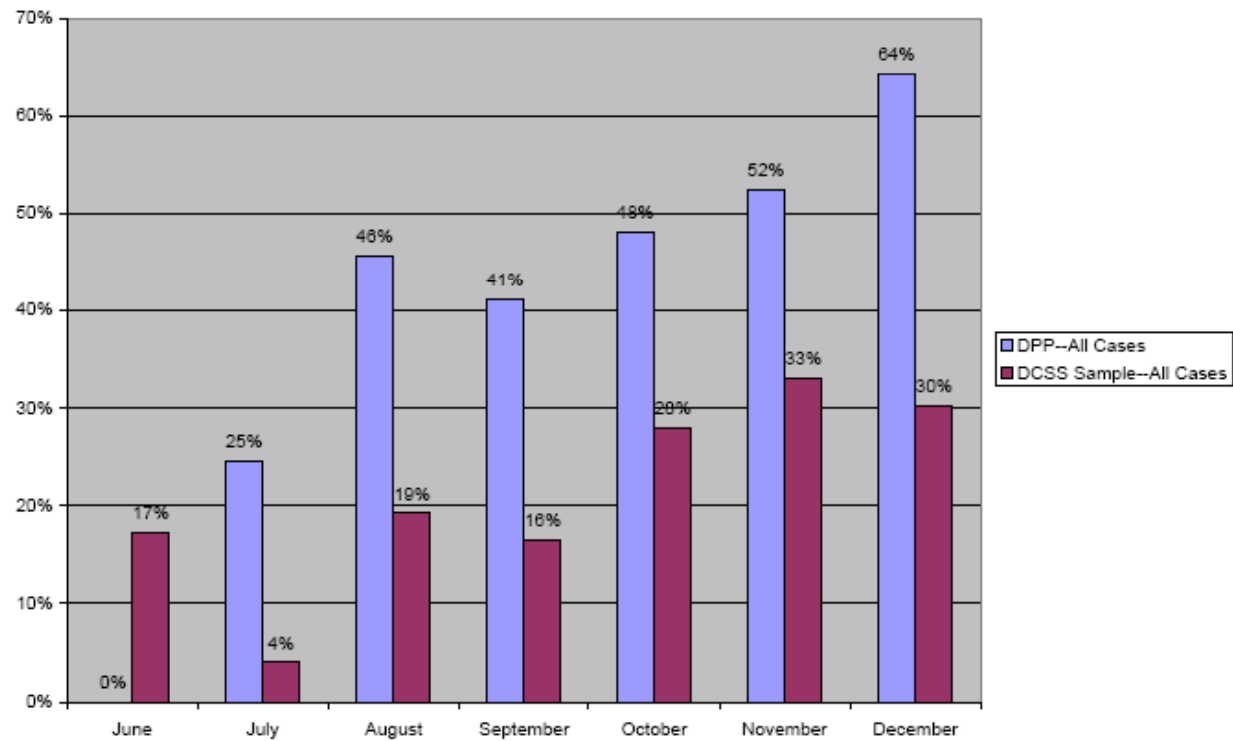
- Age of Support Orders (1 Day, 1 Week, 1 Month?)
- Types of Orders (Include Defaults? Modifications?)
- Case Types (IV-D-Only? Non-IV-D? Current, Former and Never-Assistance? Medical Support-Only?)
- Frequency and Type of NCP Contacts (EX: 10 Days before Payment Due? 5 Days After Payment Missed? Letters? Phone calls? E-mail? All?)
- Automation/Payment Monitoring Capabilities?
Compatibility with Statewide Automated System?
Additional Reporting Software?
- Staffing (Use Existing Staff, Hire New Staff? Outsource?)

The Monterey “Delinquency Prevention Program” Design

- Used “Collection Enhancement Funding”
- Eight Month Pilot (May through December 2007)
- IV-D Support Orders Only & All Case Types
- Orders Not More Than 3 Months Old
- Both NCP & CP Have Monterey County Address
- Includes Defaults & Modifications
- County Automated System (CASES) w/ Custom Software
- Used Existing DCSS Staff from PC 270 Team
- Used Outside Consultants

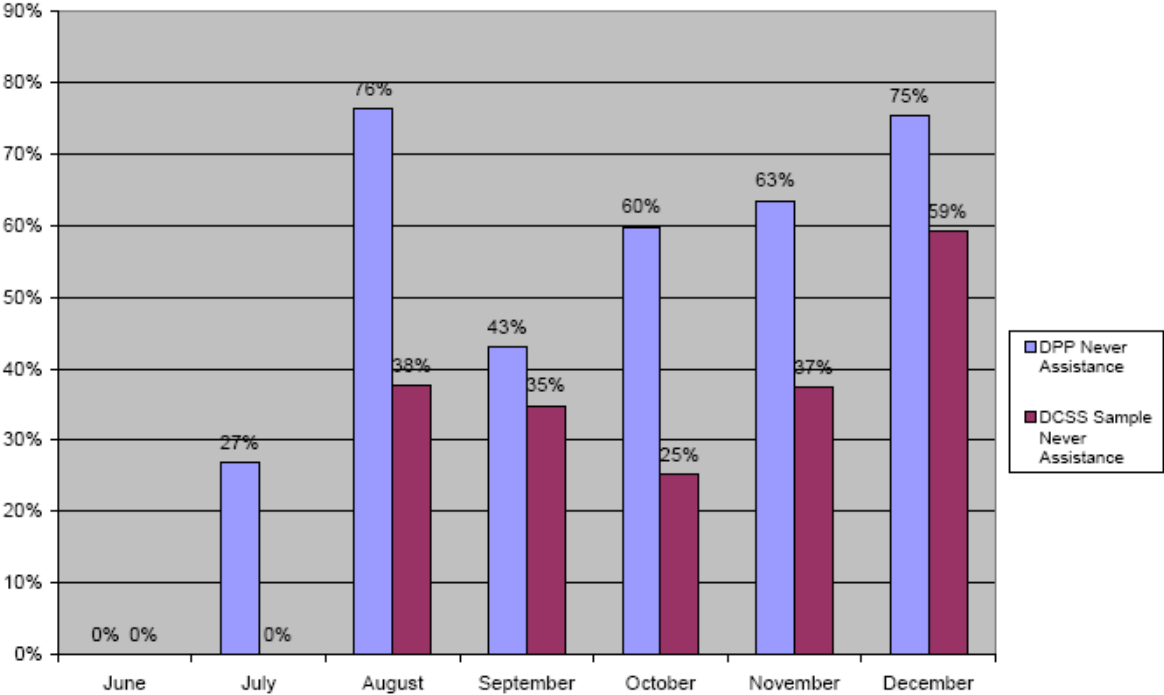
AND THE RESULTS???

Chart 4. Percentage of the Amount of Current Support Received for all Case Types



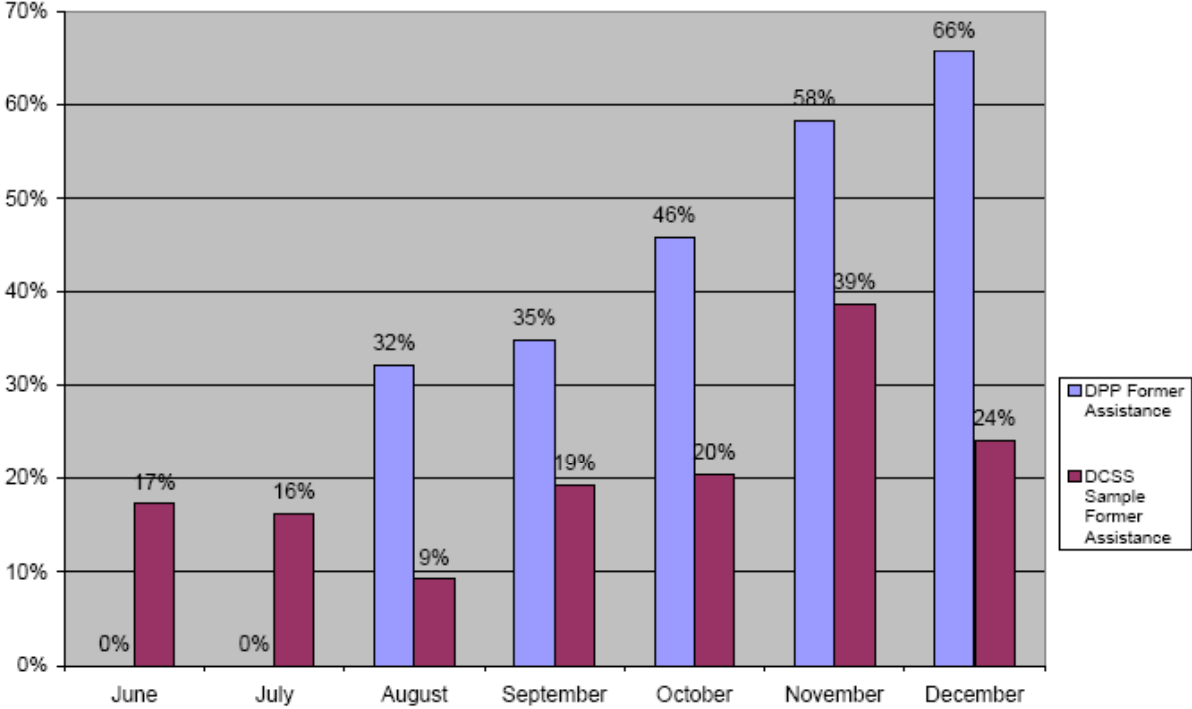
Monterey DPP contin.

Chart 9. Percentage of Amount of Current Support Received -- Never Assistance



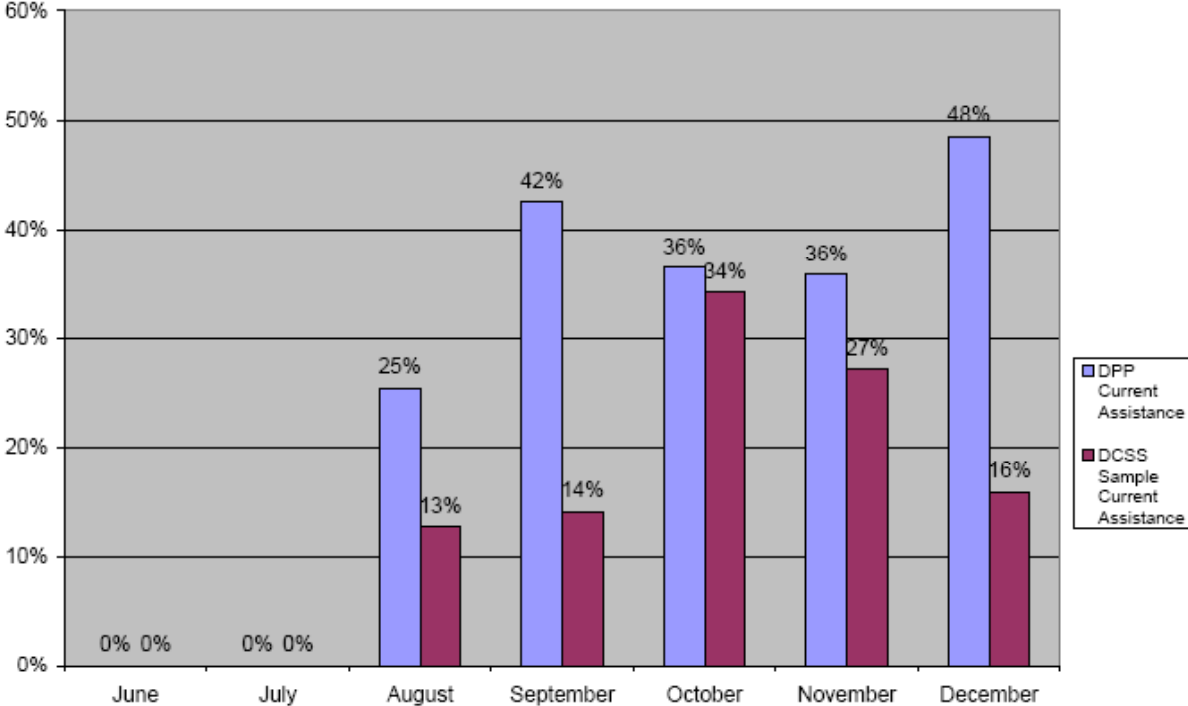
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Chart 8. Percentage of Amount of Current Support Received -- Former Assistance



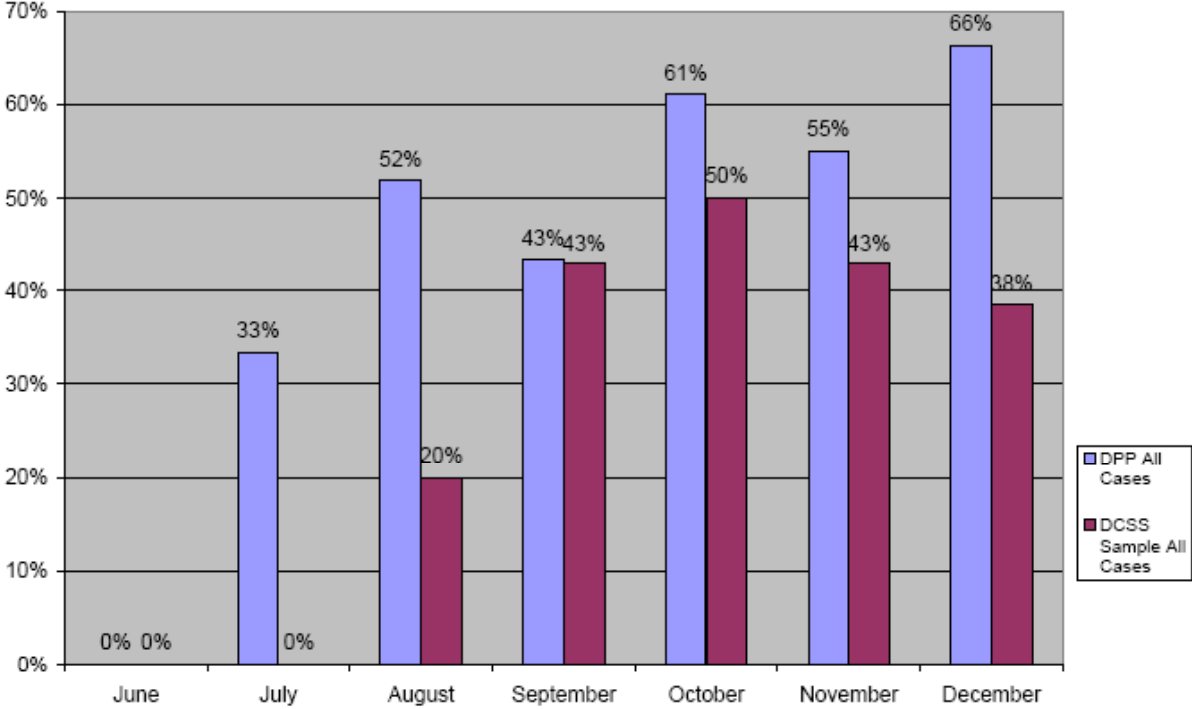
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Chart 7. Percentage of Amount of Current Support Received -- Current Assistance



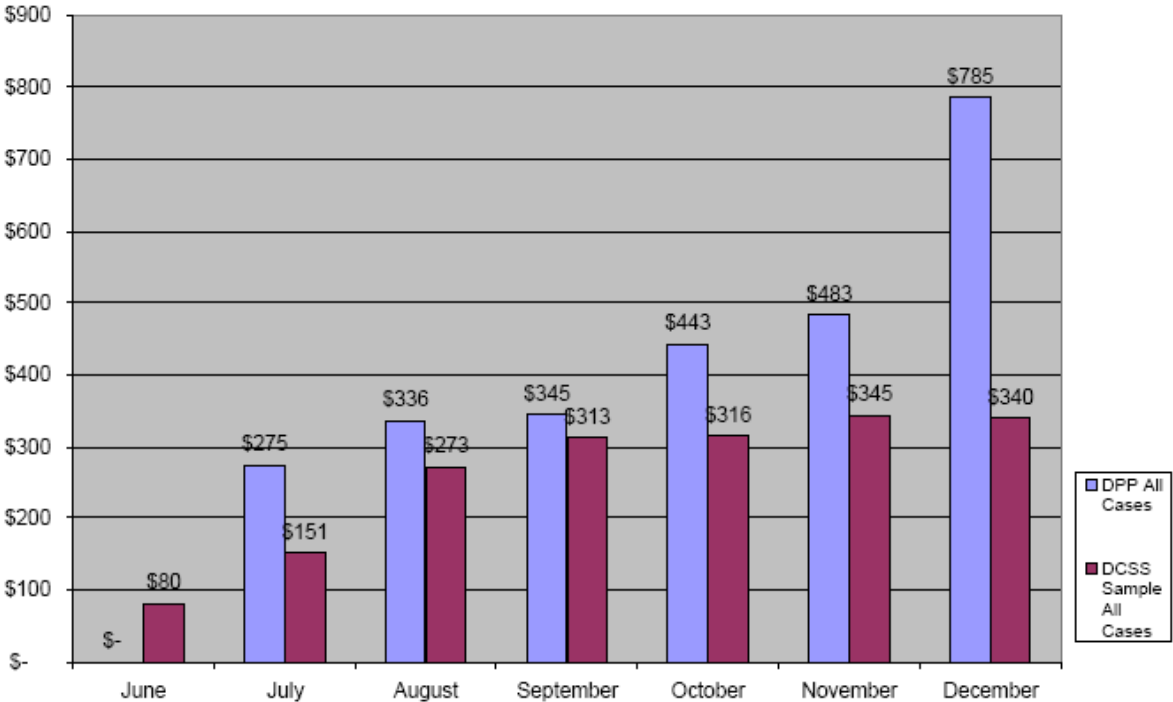
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Chart 10. Percentage of Cases with Full Payment on Current Support



Monterey DPP contin.

Chart 11. Average Payment Received Per Case Type

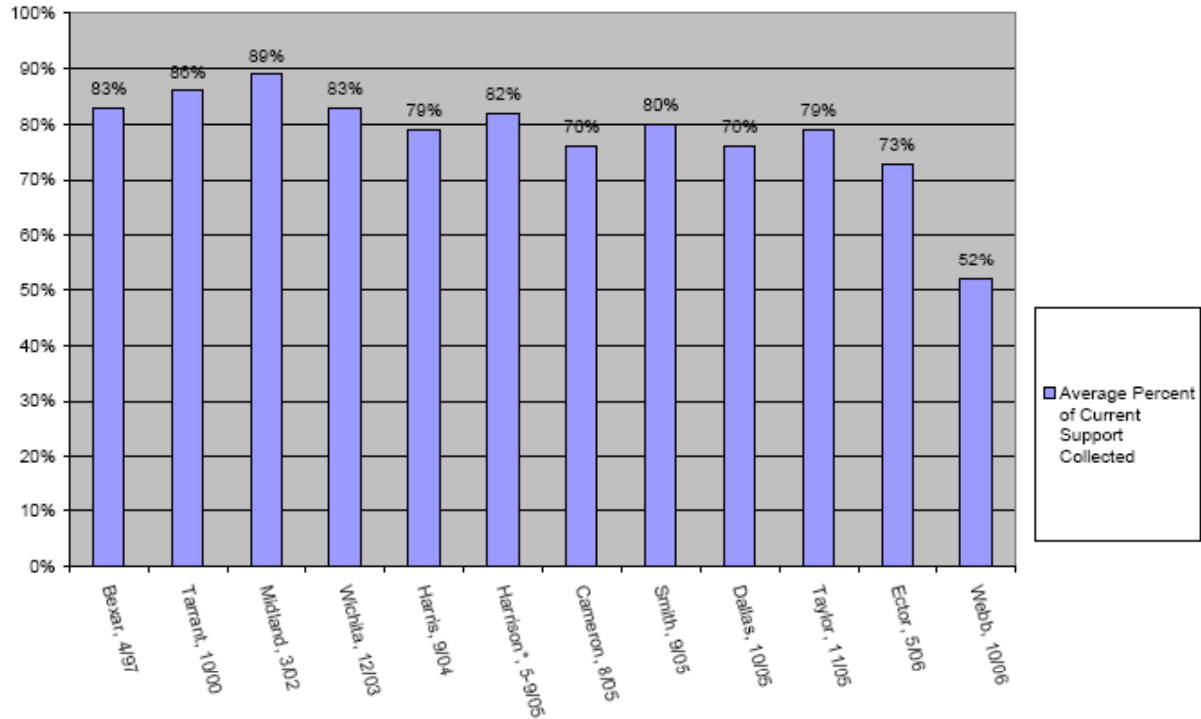


Texas Integrated Child Support System

- Implemented in Approximately 15 Texas Counties
- Only New Non-IV-D Court Orders/ Automatically Become IV-D Orders Without Written IV-D Application (Via Federal Waiver)
- Combines Initial NCP and Employer Outreach, Payment Monitoring and Automatic Delinquency Intervention

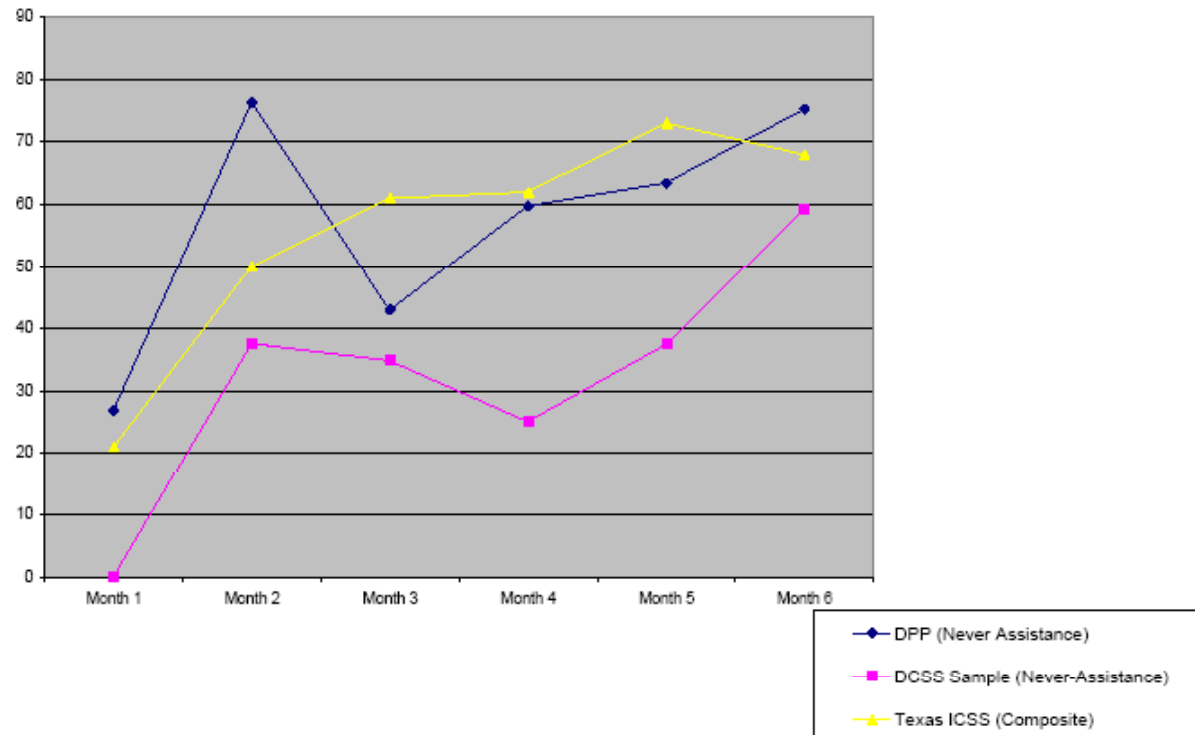
Texas ICSS Program

Chart 1. Current Texas ICSS Programs Average Percent of Current Support Collected
Reporting Period April 2006 through March 2007



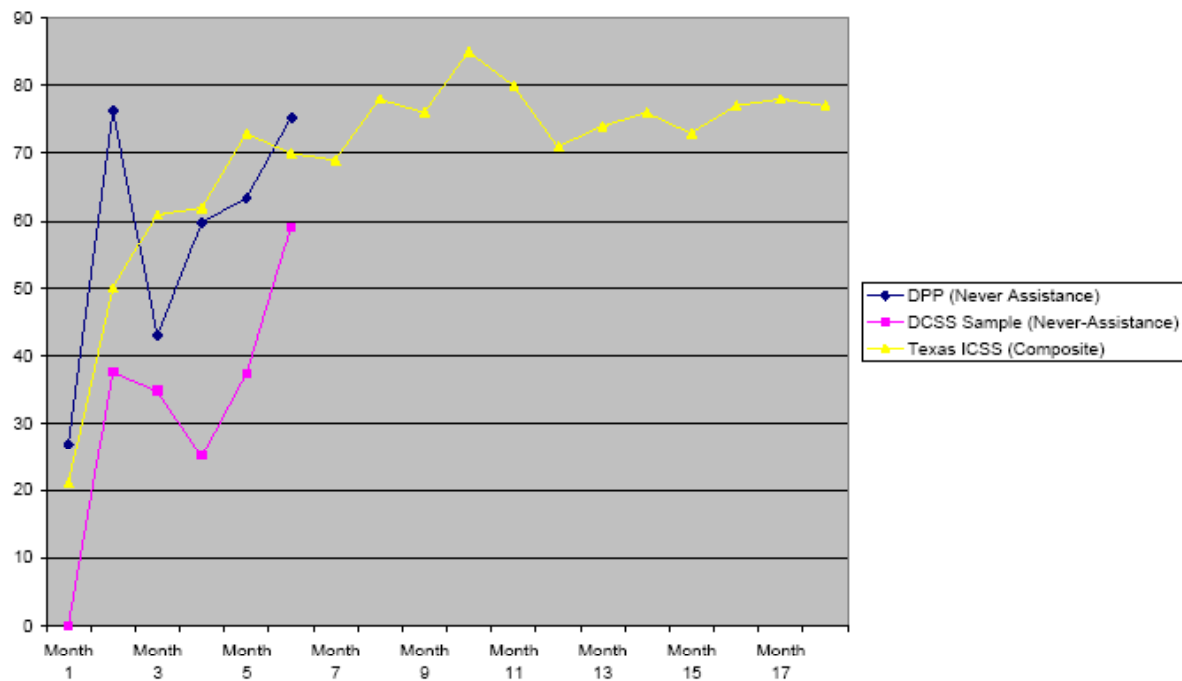
Texas ICSS Program

Chart 2. Comparison of the Percentage of Current Support Received



Texas ICSS Program

Chart 3. Texas ICSS Composite Trend Line of the Percentage of Current Support Received from Beginning of Program Through First 18 Months of Operation



Illinois Delinquency Prevention Unit (DPU)

- Goals: Increase percentage of cases on which current support is being paid consistently and in full
 - Newly established Administrative Orders (Cook County and Champaign Region Counties) and Expedited Judicial Orders (Cook County)
 - 85 day intensive “front-end” delinquency prevention effort



IL DPU Intervention

Timeline and Services

- Case Referrals
 - All IV-D case-types, new consent and default “financial” orders, received daily by DPU via electronic file transfer from statewide automated system
- Delinquency Prevention Services
 - Initial NCP/Employer Contact and Weekly NCP Contacts (Day 1: Order Referral to DPU through Day 40: Initial Payment Due Date)
 - Methods of Contact – letter, outbound phone message, live phone call, in-person meeting, email
 - Tone of contact is supportive and informative, working to establish a relationship, instill accountability and eliminate barriers to non-payment
 - “Locate” work, as needed
 - Return / close out referrals requiring redetermination of the current support amount

IL DPU Intervention

Timeline and Services cont.

- Payment Due (Day 40)
 - Check for payment
- “Past-Due” Early Intervention Services (Day 45 – Day 85)
 - Continued Payment Monitoring
 - Methods of Contact – letter, outbound message, phone call, in-person meeting, email
 - **Tone of contact remains supportive and informative but escalates urgency and conveys consequences of continued non-payment**
 - Contact Schedule
 - **5 Days Past-Due (Day 45)**
 - **10 Days Past-Due (Day 50)**
 - **20 Days Past-Due (Day 60)**
 - **30 Days Past-Due (Day 70)**
 - **45 Days Past-Due (Day 85)**



NCP/ Employer Outreach & Education

- NCP appeal rights and redetermination process
- NCP/Employer responsibilities and expectations
- Available resources for NCP “barriers to payment” – Illinois Families Informational Network Directory (I F.I.N.D.)
- General Child Support process information
- Income Withholding process explanation
- Verify NCP employer and address – explain need to contact Agency as changes occur

Customer Service

- Toll free DPU number...866-99PREVENT (866-997-7383)
- Available Monday through Friday, 8:00 a.m. to 5:00 p.m.
- Calls routed to assigned Delinquency Prevention Specialist
- Reporting capability for inbound call volume, wait time, talk time, etc...
- Bilingual (Spanish) Delinquency Prevention Specialists
- Customer feedback survey
- Monthly Steering Committee

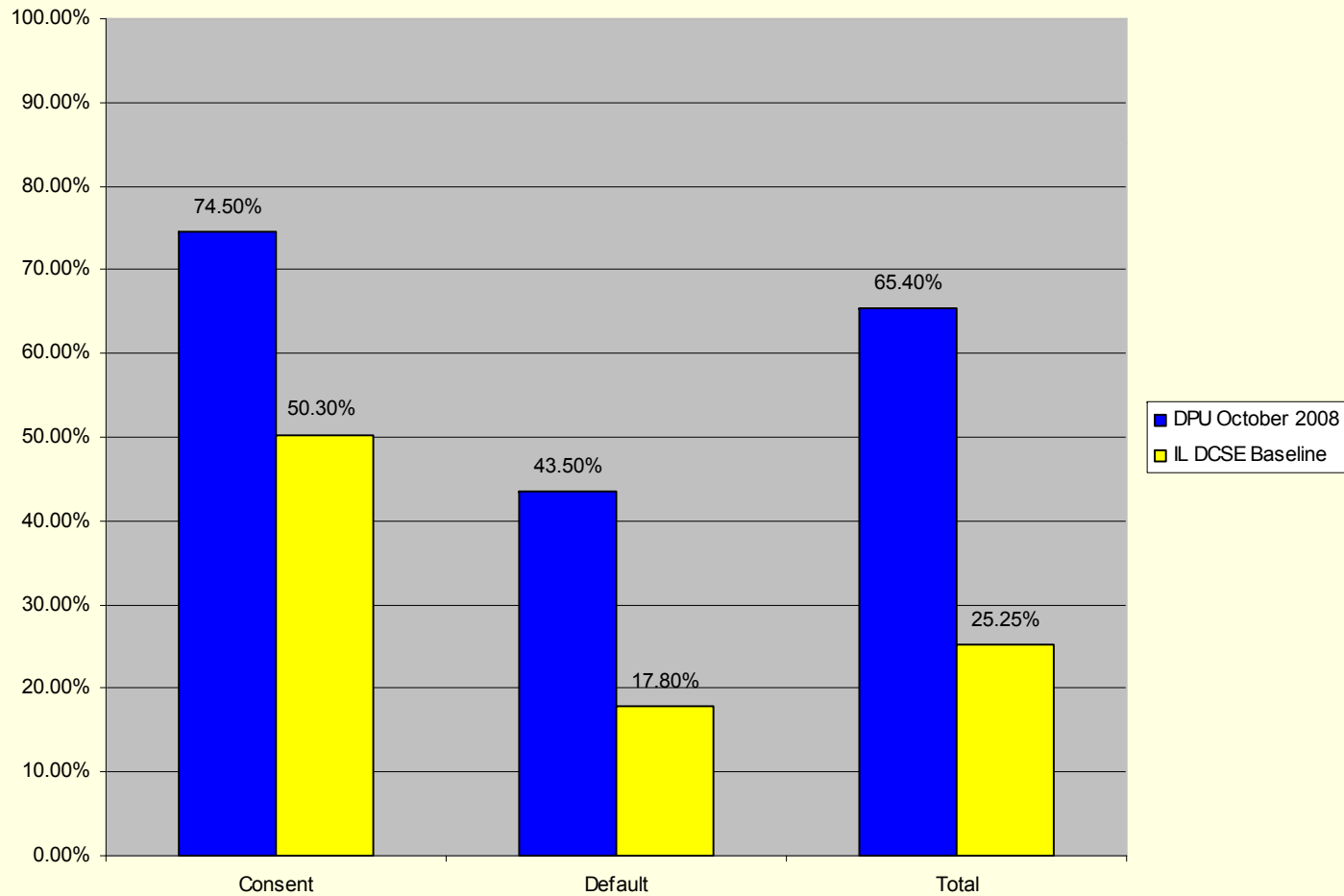


Reporting & Measurements

- Database customized for DPU – tracking contacts and setting alerts
 - Measure efficacy of contact type and contact time
 - Track results by case type – consent, default, never assistance, former assistance, current assistance
-
- ...AND THE INITIAL RESULTS?...

IL DPU Reporting & Measurements

Chart 1. Percentage of Cases with Payments on Current Support





Presenters Contact Information

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