

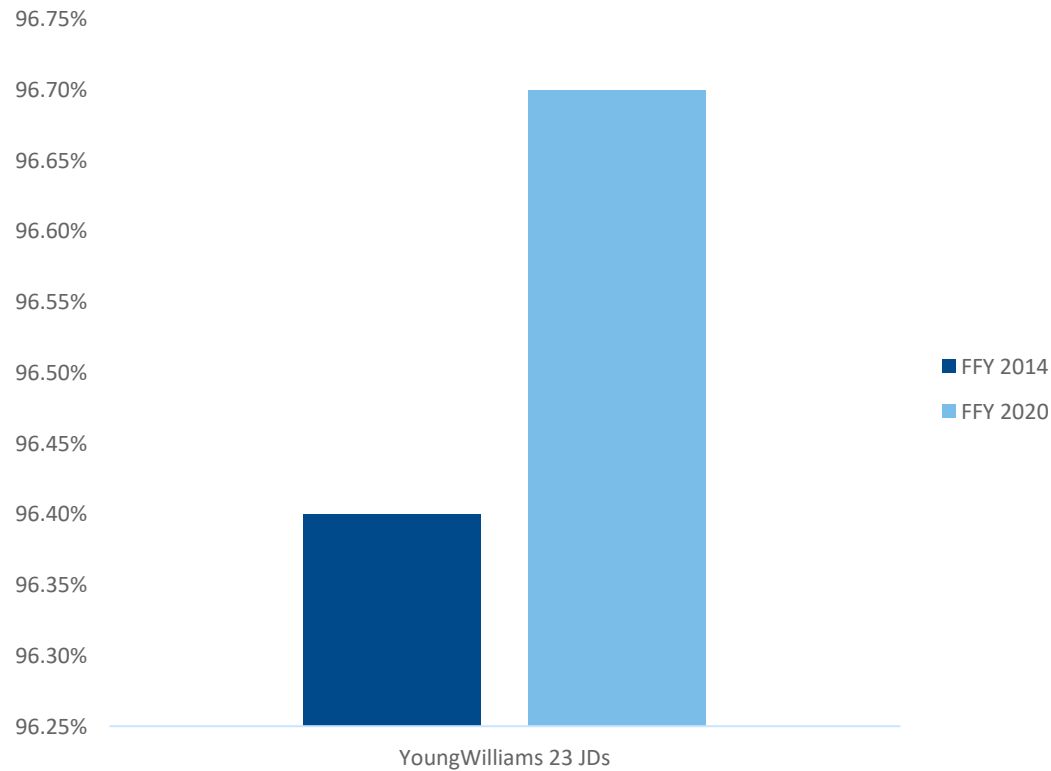
YoungWilliams Child Support Services

Kansas Legislature | 2021 Special Committee
on Child Support Enforcement and Collection
November 9, 2021

YoungWilliams Kansas Past Performance

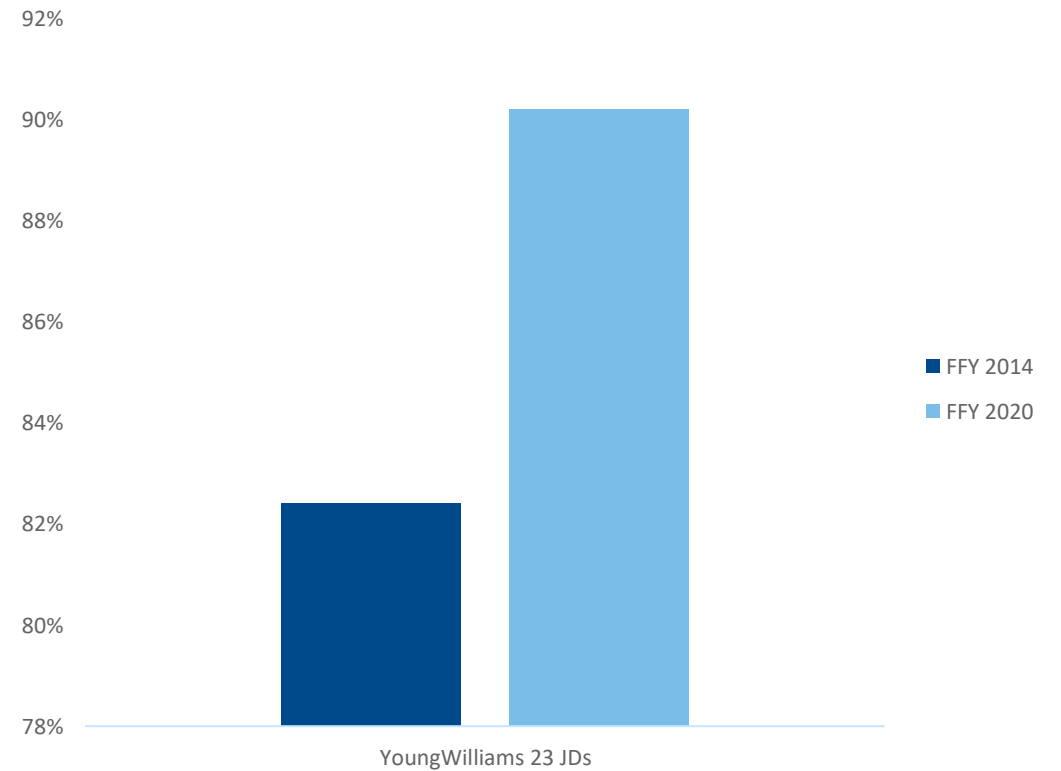
Paternity Establishment Percentage

FFY 2014 v 2020



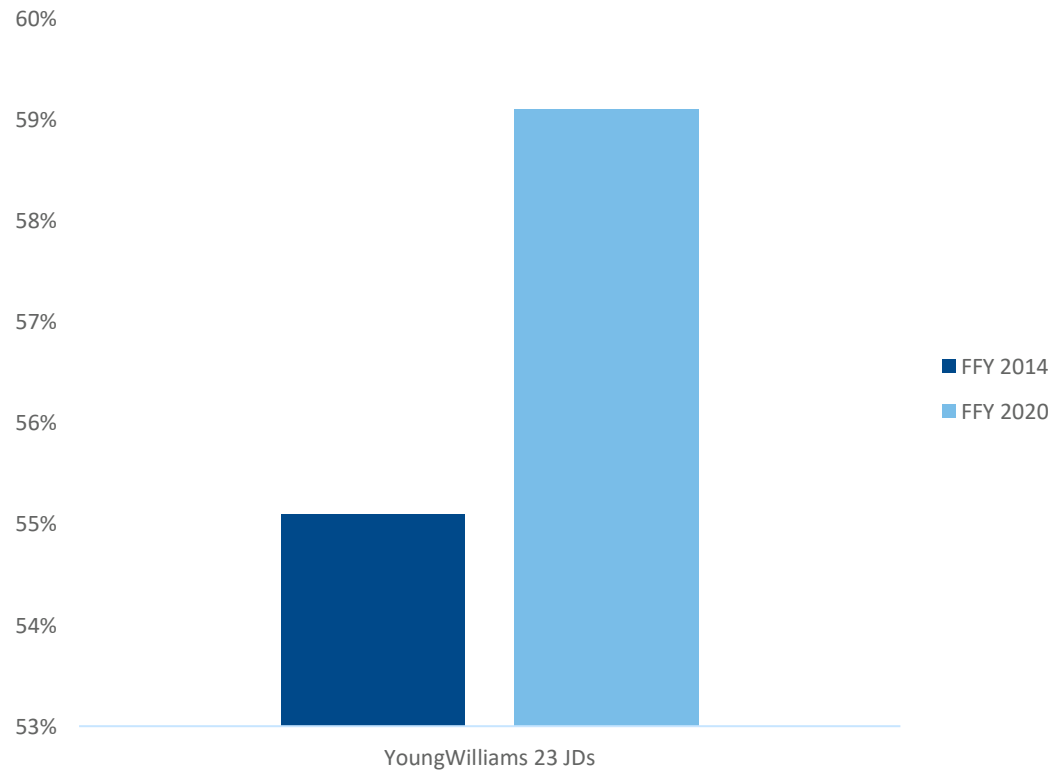
% of Cases Under Order

FFY 2014 v 2020

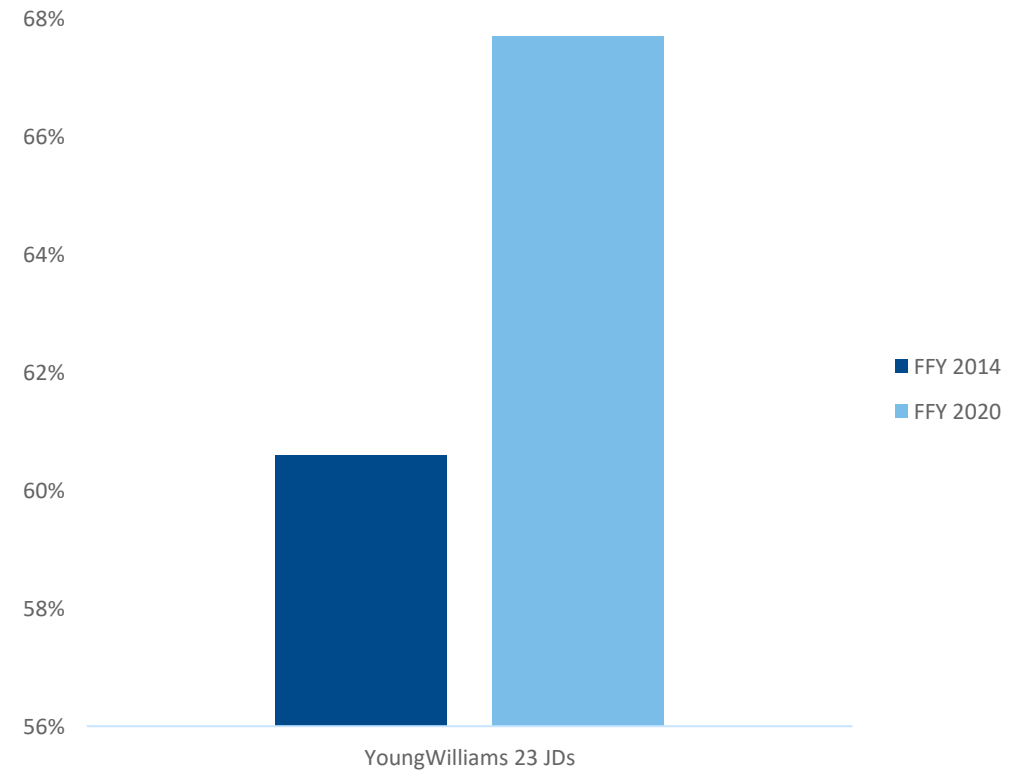


YoungWilliams Kansas Past Performance

% of Current Support Paid
FFY 2014 v 2020



% of Arrears Cases Paying
FFY 2014 v 2020



Monitoring Performance – Monthly Reports

Federal Performance Standards

Office	JDs	Orders	Caseload	Order%	Total Colls	Pat E/A	BOOW	PEP	Csup Pd	Csup Due	Csup%	Ar Pd	Ar Due	Arrears%	12Mo Dist Colls
Columbus	6,11	7,248	8,412	86.2%	12,370,632	5,096	5,039	101.1%	7,454,284	13,835,907	53.9%	3,589	6,002	59.8%	\$11,289,954
Dodge City	16	1,737	2,026	85.7%	3,551,468	1,540	1,490	103.4%	2,355,064	4,082,811	57.7%	921	1,490	61.8%	\$3,125,238
El Dorado	13,19	4,110	4,825	85.2%	8,373,413	3,306	3,152	104.9%	5,346,837	9,592,885	55.7%	2,251	3,579	62.9%	\$6,154,079
Garden City	25, 26	3,904	4,555	85.7%	8,302,975	3,299	3,200	103.1%	5,508,893	9,449,674	58.3%	2,029	3,272	62.0%	\$8,133,664
Great Bend	20	2,444	2,790	87.6%	4,640,353	1,832	1,784	102.7%	3,012,140	5,070,193	59.4%	1,368	2,100	65.1%	\$4,428,307
Hutchison	9,27,30	6,916	7,890	87.7%	13,301,381	4,982	4,930	101.1%	8,567,668	14,524,769	59.0%	3,692	5,724	64.5%	\$11,946,345
Independence	14,31	5,023	5,671	88.6%	8,370,354	3,502	3,462	101.2%	4,856,207	8,951,277	54.3%	2,573	4,224	60.9%	\$7,547,605
Junction City	8,21	5,938	6,790	87.5%	12,813,733	4,069	4,051	100.4%	8,781,973	14,484,624	60.6%	3,250	5,022	64.7%	\$11,411,139
Olathe	10	10,090	11,668	86.5%	24,521,297	7,604	7,438	102.2%	16,640,777	27,407,621	60.7%	5,345	8,445	63.3%	\$21,861,587
Salina	28	3,607	4,010	90.0%	6,776,476	2,829	2,792	101.3%	4,229,720	7,717,977	54.8%	1,947	3,037	64.1%	\$6,456,114
Topeka	1,2,3,4,5,7	21,379	25,197	84.8%	37,856,709	16,895	16,731	101.0%	23,317,766	40,914,267	57.0%	11,147	18,078	61.7%	\$34,371,410
		72,396	83,834	86.4%	140,878,793	54,954	54,069	101.6%	90,071,328	156,032,003	57.7%	38,112	60,973	62.5%	126,725,442
		Ck			140,281,998	54,954	54,069	101.6%	90,071,328	156,032,003	57.7%	38,112	60,973	62.5%	
Min				84.8%				100.4%				53.9%		59.8%	
Max				90.0%				104.9%				60.7%		65.1%	
Garden City		2,301	2,679	85.9%	4,770,316	2,012	1,909	105.4%	3,198,564	5,382,002	59.4%	1,174	1,903	61.7%	4,925,222
Liberal		1,603	1,876	85.4%	3,532,660	1,287	1,291	99.7%	2,310,329	4,067,672	56.8%	855	1,369	62.5%	3,208,442
		3,904	4,555	85.7%	8,302,975	3,299	3,200	103.1%	5,508,893	9,449,674	58.3%	2,029	3,272	62.0%	8,133,664
By "Project"	Orders	Caseload	Order%	Total Colls	Pat E/A	BOOW	PEP	Csup Pd	Csup Due	Csup%	Ar Pd	Ar Due	Arrears%	12Mo Dist Colls	
Olathe	10,090	11,668	86.5%	24,521,297	7,604	7,438	102.2%	16,640,777	27,407,621	60.7%	5,345	8,445	63.3%	21,861,587	
Topeka	21,379	25,197	84.8%	37,856,709	16,895	16,731	101.0%	23,317,766	40,914,267	57.0%	11,147	18,078	61.7%	34,371,410	
Southeast	12,271	14,083	87.1%	20,740,986	8,598	8,501	101.1%	12,310,491	22,787,193	54.0%	6,162	10,226	60.3%	18,837,559	
Central	13,655	15,625	87.4%	27,963,623	10,204	9,995	102.1%	18,258,531	31,795,486	57.7%	7,448	11,638	64.0%	24,021,322	
Southwest	15,001	17,261	86.9%	29,796,179	11,653	11,404	102.2%	19,443,764	33,127,446	58.7%	8,010	12,586	63.8%	27,633,555	
Chk Total	72,396	83,834	86.4%	140,878,793	54,954	54,069	101.6%	90,071,328	156,032,003	57.7%	38,112	60,973	62.5%	126,725,442	

Call Center Data

The screenshots show various reports from the YoungWilliams system:

- Contacts - Detail By Category:** A table showing call categories like 'Complaint', 'Court Hearing', and 'General info' with sub-categories and actions.
- Total Calls Deflected:** A table listing reasons for deflected calls and their counts.
- Task Name/Monthly Report:** A summary report with key performance indicators such as 'Average Time to Answer', 'Average Talk Time', and 'Total number of calls deflected'.
- Language calls by language:** A report showing call volume broken down by language.

Monitoring Performance – Quality Assurance

YoungWilliams

ENF CRME & STANDARD PROTOCOL CHECKLIST

READ PRIOR NARRATIONS – WHY AM I HERE?

- CRME:** Has Specialist completed CRME? If YES: move to Standard Protocol. If completing the CRME, remember to update the CRME.
- CRLO:** NCP address and employment employers called. Is case incoming child?
- CRMD:** who is ordered to provide info, CRPA: how was paternity established, CRER: what was established in the CRER: status of enf. payoff, last payment, demand letter, contempt, B actions you are taking.

STANDARD PROTOCOL: BELOW IS WHY AM I HERE?

- OPAY/PAYR:** What is the Debt set up for? Do OPAY and the IWO match? Do changes need to be made, send in Are there other orders list Are payments coming in or
- LACS/LACN:** Are there multiple court orders list is debt loaded for all court orders?
- COMP/COMM:** Check the COMP screen to see if narrations to see if there is an add Do we need to review for add a bal Check COMM to see if NCP/CP are I check for information.
- ATTY: MAKE SURE ATTY SCREEN!** Does CP have an Atty? _____ Does NCP have an Atty? _____

ENF CRME & Standard Protocol Checklist
Last Updated: September 2021

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EST CRME & STANDARD PROTOCOL CHECKLIST

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ESTABLISHMENT FOSTER CARE CHECKLIST

These actions should be taken prior to the first 90 days the child is in Foster Care.

- Check for what foster care documents have been received
 - Narrate specific documents received
 - Check common cases to see if documents were indexed to all
- Request NCP's DL Photo
- Check for child's vitals if born in Kansas
 - Update CHES with child's place of birth if possible
 - Review IRES for mom's maiden name, usually if you research an older PA case you can find an "individual demographics" link for mother, which may have her maiden name listed
 - Check common cases for mother and see if we have a case with mother as a child
 - Also review common cases for other applications non completed, which may list her maiden name
- Search for locate on NCP
 - KEES, 5410, common cases
- Search for employer for NCP
 - NDNI, BASI, common cases
 - Sometimes common cases with have an EVL in OnBase
- In Y-Trac choose the "Reviewed for Custody order #1" action
 - If all documentation received during the first 90 days a Legal Referral should be completed.
 - If all the documentation not received Specialist has 4 attempts to obtain documents for referral. Each attempt is the same as what is noted above.
 - Specialist should complete 2 attempts for EVL.

Establishment Foster Care Checklist
Last Updated: September 2021

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PRIVATE ORDER PROTOCOL CHECKLIST

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INTAKE REFERRAL QA CHECKLIST

ATTY: MAKE SURE ATTY SCREEN IS UI
Does CP have an Atty? _____
Does NCP have an Atty? _____

If EST Specialist has already requested P.O. Specialist will need to request a P.O. Finance will add NOA for all out

Update ADDR for both parties / NCP / CLEAR/ACCURINT / BARI / BASI / SVES

INCL: Is NCP employed? Call Employer

PEPR: Check PEPR to make sure the cc

CRME: Must Complete initial CRME b

CRLO: NCP address and employment: No employer: Check BARI, BASI. If emj employers called. Check emancipator **CRMD:** who is ordered to provide info, is I **CRPA:** how was paternity established, **CRER:** what was established in the ord **CRER:** IWO set at SXXXG/SXXX. Refer t completed IGRD.

OPAY: What is the Debt set up for? _ match? Does IWO need to be Current

ges are needed, send email to the IWO

ould case be referred to Outgoing Speci

NCP must be located within 60 days
Complete UIFSA outgoing form and at

Private Order Protocol Checklist
Last Updated: September 2021

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Monitoring Performance – ywPortal

KS Kansas Child Support Services

- Project Home
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- Contacts
- Org Chart
- Plans
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- Photos
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ywPortal . TRANSPARENCY . ACCOUNTABILITY . QUALITY



Kansas
Department for Children
and Families



Project Resources

- YoungWilliams Federal Citations Guide for Child Support
- YoungWilliams Resource Library
- ywUniversity
- Kansas Child Support Services
- Kansas Supreme Court Cases
- Kansas Child Support Guidelines
- Kansas Child Support Services Policy Manual
- KPC | Kansas Payment Center