

Informational Session

2021 Special Committee
on Child Support Enforcement and Collection

MAXIMUS[®]

November 9, 2021

Rachel Zietlow, Lead Vice President

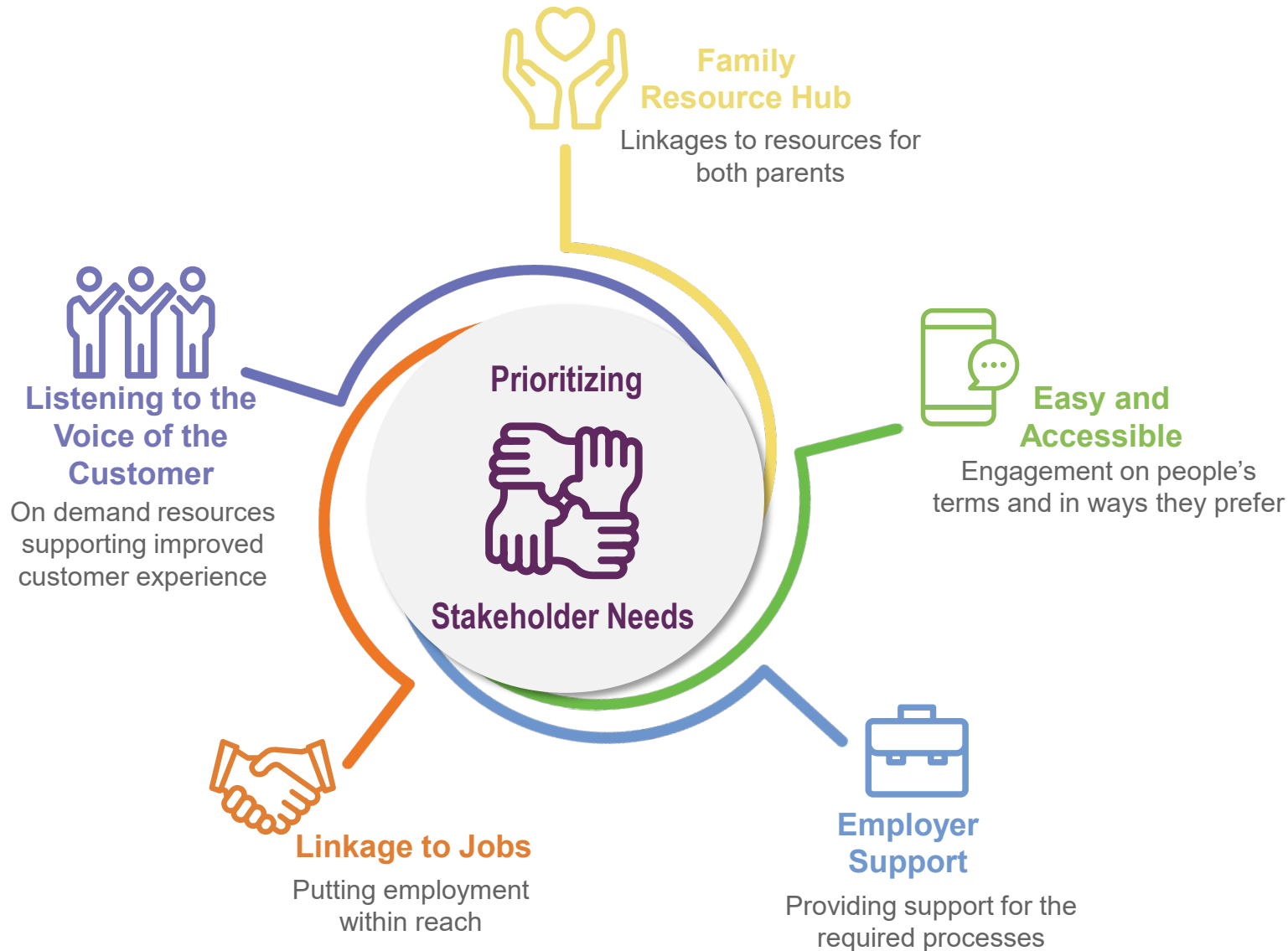


The Maximus Performance Plan

- Aligns program initiatives to federal and state measures
- Develops consistent processes and procedures
- Recognizes customer service and engagement drives results

Working together *for* families.

Philosophy of Service Guides our Delivery



- ✓ **Serve all stakeholders** (parents, community partners, employers)
- ✓ **Make it simple** to engage
- ✓ **Apply innovation** of evidence-based methods with cutting edge tools
- ✓ **Changing the narrative** that Child Support is a supportive program for all

Dedicated to serving
the children and families of Kansas

