



WELCOME TO OUR
KQ Newsletter
we're so glad you're here!

LETTER FROM OUR PRESIDENT

Wow it is already October, the Holidays are approaching and before we know it, we will all be together again at the 2025 Annual Educational Conference.

The 2025 Annual Educational Conference will be held at the Ramada by Wyndham Topeka Downtown Hotel & Convention Center June 12th & 13th. The 2025 Conference theme is "Strengthening Partnerships for a Brighter Future".

The 2025 Annual Educational Conference will be offering 15 breakout sessions within three specific tracks including Position Specific, Professional Development and CLE's. The sessions will include Life of a Child Support Case, Finance Basics, Customer Service, Intergovernmental, Tribal, Working with Justice-Involved Parties, Ethics, and much more. Stay tuned for more information as the Speaker Committee continues working on securing presenters, topics, and discussion ideas.

Thank you to everyone who completed the latest membership survey. The board is always looking for new ideas and fresh faces. If you are interested in volunteering with KCSEA, we are looking for assistance with the Speaker and Vendor Committees.



If interested in volunteering, with your supervisors' approval, please email admin@kcsea.org.

To learn more about KCSEA, become a member of KCSEA, pay your annual dues, become a sponsor of KCSEA, purchase your own KCSEA T-shirt, find additional information on the Jim Robertson Scholarship Fund, the 2025 KCSEA Educational Conference, and the KCSEA Board please visit www.kcsea.org.

Sincerely,

Dustin R Whitaker
KCSEA President

CHILD SUPPORT PERFORMANCE & INCENTIVE SYSTEM- WHAT DOES IT ALL MEAN?

Written by Marcie Martinez

The Child Support Performance and Incentive System Act (CSPIA) has been in place as a measure of state performance since 1998. The purpose of the Act was, “[t]o provide for an alternative penalty procedure for States that fail to meet Federal child support data processing requirements, to reform Federal incentive payments for effective child support performance, to provide for a more flexible penalty procedure for States that violate interjurisdictional adoption requirements, and for other purposes.”[1] In laymen’s terms, the Act was created to evaluate a state’s performance against a set of criteria and in turn, provide federal funding (or assess penalties) based on that performance. The purpose of the program is to: “encourage states to operate an effective and efficient child support program, reward states for results, and hold them accountable for poor performance.”[2] The program has changed slightly over the years to the current format of five performance measures: paternity establishment, order establishment, collections on arrears, collections on current support, and cost-effectiveness. The data is maintained by the State and reported to the Federal Office of Child Support Services (OCSS). It is also audited for completeness and reliability.[3] This article will not go into detail on each measure, but rather is intended to provide an overview of the measure and what offices can do to improve performance in the State of Kansas.

The better a state performs, the higher its incentive payment until it reaches an upper threshold.[1] States are awarded incentive payments based on their performance in each category. “A state can draw a larger portion of the incentive pool through higher performance.”[2]

The performance measures are not something most workers or attorneys consider when doing day-to-day work. However, they significantly impact the program in Kansas and many of the measures are built into contractual requirements. The performance requirements have helped improve state performance in all areas since inception. So, what are the measures and what do they mean in your daily work?

STATES WHO CURRENTLY USE PRIVATE CONTRACTORS TO ENFORCE/ESTABLISH SUPPORT

Alabama

Colorado

Kansas

Maryland

Mississippi

Missouri

Nebraska

North Carolina

Tennessee

Wyoming

PATERNITY ESTABLISHMENT

About half the states, including Kansas, use Statewide PEP for paternity establishment. Statewide PEP is a measure of the ratio of the number of minor children in the state born to unmarried parents for whom paternity has been established or acknowledged during the fiscal year compared to the number of children born to unmarried parents during the preceding fiscal year.

What this means to the caseworker or attorney, is that all appropriate paternity screens must be filled out to ensure Kansas receives credit for this measure. If the screens are not complete, much of the work being done on a case to establish paternity, at least as it relates to performance measures, is wasted.

CHILD SUPPORT PERFORMANCE & INCENTIVE SYSTEM- WHAT DOES IT ALL MEAN?

Written by Marcie Martinez

SUPPORT ORDER ESTABLISHMENT

Support Order Establishment measures the number of child support cases with support orders as compared to the number of open child support cases. In other words, the total caseload verses the caseload only with orders entered into the system, file stamped dates entered, and legal details appropriately completed. Kansas has been over the federally-required 80% threshold since privatization, with ups and downs at various times. In September 2013 when Kansas privatized, this measure was at 83.76% statewide. As of August 2024, it was 85.2% and continues to see improvement.

CURRENT COLLECTIONS

This measures the amount of current support collected compared to the total current amount owed. In October 2014, it was 54.2%. As of August 2024, current collections were 56.8% statewide. This is one of the most difficult measures to move, so efforts must be made to evaluate cases with poor payment histories.

Workers and attorneys should understand a collection on a case must include a full child support payment for the month reviewed, or it counts as a non-paying case. For example, if Joe Smith owes \$450 per month in child support and he pays only \$300 in September, this does not count as a case paying current for this measure. The collection aids in total collections but does not help Kansas in this performance measure.

FFY 2023 Kansas Collections

Total Collection:	\$304,384,605
FDSO:	\$ 18,492,154
SDSO:	\$ 4,211,464
IWO:	\$254,183,426
Other States/Tribes	\$ 3,255,622

FFY 2023 KS had 123,142 open child support cases

5,024 cases were open assistance

49,453 cases were former assistance

68,664 cases were never on assistance

ARREARAGE COLLECTIONS

This measures the number of child support cases paying toward arrears as compared to the number of child support cases with arrears due. It is calculated as a total through the end of the federal fiscal year, not monthly. This is important to remember. A single dollar paid toward arrears on a case with arrears due counts as a case paying toward arrears for that federal fiscal year. An open case with arrears due on day 1 of the new federal fiscal year (FFY) counts for the entire year, so closing a case with arrears due and no payment at any time from October 1 through September 30 does not help in that FFY.

Efforts to improve this measure should include evaluation of cases that have paid zero in the current year and outreach to those obligors to attempt to collect even a minimal amount toward arrears. It is also important to review cases with uncollectible debt to determine if a case may close before the end of the federal fiscal year, so it does not hurt that performance number in the following year.

The goal here should be to review every case a worker or attorney comes across to ensure at least one payment has been made. Income withholding orders should also be reviewed to ensure they have an arrears payment included. Of course, we want to collect all arrearages due, but for purposes of discussing the performance measure, obtaining one collection is key.

CHILD SUPPORT PERFORMANCE & INCENTIVE SYSTEM- WHAT DOES IT ALL MEAN?

Written by Marcie Martinez



COST-EFFECTIVENESS

This measures the total child support dollars collected as compared to the total child support dollars expended. Kansas has done very well on this measure, especially since privatization. There is very little, to nothing, a caseworker or attorney needs to do to affect this measure. Just know it exists.

The performance measures are complex and should not be a primary focus for attorneys and case managers, but they are important to understand to enable one to analyze a case and maximize opportunities to improve performance. Most of the measures have a great impact on the case as a whole and aid in reaching the goal of establishing orders and collecting payments for the families we serve.

FFY 2023 Numbers

	Nationally	Kansas	Highest Ranking State/Territory
State Wide Pep	93.1%	96.1%	Virgin Islands – 117.3%
Cases Under Order	86.4%	85.1%	Alaska – 95.1%
Current Support Collected	64.99%	56.75%	N. Dakota – 77.36%
Cases With Arrears Payment	63.79%	57.04%	Pennsylvania – 83.24%
Cost-Effectiveness	\$4.37	\$5.83	TX - \$10.74
Yearly Current Support Owed	\$30.1 B	\$233 M	TX - \$5 B

[1] "Child Support Performance and Incentive Act of 1998." www.acf.hhs.gov, 7 Dec. 2022, www.acf.hhs.gov/css/policy-guidance/child-support-performance-and-incentive-act-1998.

[2] "Quick Facts: Incentive Funding of State Child Support Programs." [Quick-Facts-Child-Support-Program-Incentives_2022.pdf](https://www.ncsea.org) (ncsea.org).

[3] "The Child Support Program is Focused on Performance." https://www.acf.hhs.gov/sites/default/files/documents/ocse/sbtn_csp_focused_on_performance.pdf, Nov. 2016.

[4] Quick Facts, (2022).

[5] Id.

NCSEA RECAP

Written by Nicolette Bennett, 10th JD Court Trustee

August 4-7, 2024, I attended my seventh National Child Support Engagement Association (NCSEA), Annual Leadership Symposium held in Detroit, Michigan. The theme, "Leading with Heart & Soul," celebrated 50 YEARS of NCSEA. The focus of the symposium is always on leadership.

Monday started with an inspirational morning plenary, "Ain't No Mountain High Enough," about the foundation and early years of NCSEA. Panelists included 4 former NCSEA Presidents: Alisha Griffin 2004, Mary Ann Wellbank 2007, Sharon Santilli 2008, Scott Cade 2014 and Erin Frisch 2024, shared the highlights of early beginnings, milestones, tough decisions, collaboration, innovation, expansion, reflection and looking to the future. After a choice of five workshops or a learning lab, I enjoyed a seafood lunch overlooking the lake with Canada closer than I thought it would be. The afternoon plenary, "Leadership at the Intersection of Pride and Joy and Purpose," featured Sonja Forte, Executive Director of Baxter Community Center in Grand Rapids, Michigan. Sonja shared her belief that community is defined by people, not geography. Walking the journey with the people we serve to collectively come together, celebrate, uplift one another, and grow. The day was filled with numerous awards being presented to individuals who serve the child support community in many capacities. Individuals and sponsors who are critical to the conference were also recognized.

Tuesday morning's plenary, "Leading by Listening: Using Family Input to Improve Programs," discussed the mindset necessary for success, understanding and embracing diverse perspectives of those we serve, how to leverage prior experience to successfully engage families, and leaders' responsibilities in the process. Another five workshops or a learning lab and lunch. In the afternoon plenary, "Leadership, Partnerships & Social Justice," Dr. Marcella Wilson, CEO and Founder of Transition to Success, focused her presentation on how child support programs can be leaders in addressing the condition of poverty and the barriers it creates for parents to financially support their children. The day ended with a final set of five workshops or a learning lab.

OCSS Commissioner Tangular Gray spoke during the plated breakfast on the final day of the symposium. As we experienced at KCSEA in June, Commissioner Gray is always a captivating and passionate speaker. The Commissioner was joined by NCSEA Past Presidents who spoke about their careers and time serving KCSEA. To hear from such knowledgeable people about how far the Association has come was an eye-opener. Inspirational stories were shared and a discussion about the future of the IV-D Program and Services. Some takeaways from the plenary include: Children living in poverty more than doubled from 2021 to 2022, and nearly 10 million children were living in poverty in 2023. IV-D caseloads are shrinking nationwide. This may lead you to believe collection of child support should be our focus, but Commissioner Gray spoke about a turning point for the IV-D Program. Focusing not just on child support, but the need for different services for the entire family and the challenges to providing them. Additional takeaways from the session were that modernizing child support computer systems takes years and technology advancements occur faster than states can keep up. Artificial intelligence (AI) needs to be leveraged as fewer people are attracted to life-long careers in public service. The needs of families are significant, budgets are tight, staff are limited, yet the entire panel agreed there is still hope.

My final thought about NCSEA is that it will take all of us committing to overcoming obstacles and navigating a path to provide necessary services to families, not simply collecting child support. To quote Marty McFly, "If you put your mind to it, you can accomplish anything."

Next year's Leadership Symposium will be held in Atlanta, Georgia August 11-14, 2025.

CHILD SUPPORT AWARENESS MONTH (AUGUST 2024)

Written by Ali Robertson

To celebrate Child Support Awareness Month, Kansas Child Support Services (CSS) partnered with Mound Valley Grade School in Labette County. The CSS Administration staff donated school supplies for every student in the grade school as well as bulk classroom items for the teachers for the 2024-2025 school year. CSS staff sorted, separated, and hand delivered the supplies by grade for the teachers to easily pick up before students arrived. Our partners at YoungWilliams and Maximus also hosted several donation events for Child Support Awareness as well as an Amnesty week which brought in thousands of dollars that custodial parents would have not received otherwise.



KANSAS CHILD SUPPORT SERVICES ADMINISTRATION STAFF

Front left to right: Kelli Crystal, Lori Myers, Amber Erdman, Tulasi Long, Renee Schremmer, Courtney Sweeney, Theresa Bogner, Sarah Delgado, Marcie Martinez;

Back left to right: Dakotah Kinder, Rachel Anno, Angie Turpin, Sydney Armfield, Tim Hrabe, Sandy Dail, Ali Robertson, Tonya Brunson, Maria Zubiate, and Brooke Smith.



KS CSS ADMIN VOLUNTEER WORK

Kansas Child Support Services Administration Staff working on sorting and separating supplies for Mound Valley Grade School



MOUND VALLEY GRADE SCHOOL STAFF

Left to right: Heather Sharp, Allison Dollins, Pat Brothers, and Tammy Hayward.



DELIVERING SUPPLIES

Left to right: Sandy Dail, Dakotah Kinder, and Lori Myers.

ADDITIONAL INFORMATION

In Kansas, only 16 out of the 31 Judicial Districts have a Court Trustee's Office. These districts (2, 3, 7, 8, 9, 10, 12, 15, 16, 18, 19, 21, 23, 24, 26, and 29) provide support for enforcing non-IV-D child support cases, and some also assist with child support modifications.

This means that in the remaining districts (1, 5, 6, 11, 13, 14, 17, 20, 22, 25, 27, 28, 30, and 31), if a child support case is not handled by the Department for Children and Families (DCF), parents must take responsibility for monitoring arrears, modifying or terminating income withholding orders (IWOs), and adjusting child support payments on their own or with the help of a private attorney.

Kansas is one of the few states that manages child support cases in this manner.

Florida and Kansas Return to CSLN

The Child Support Lien Network (CSLN) is thrilled to announce that two former state child support partners have recently rejoined our program. We are delighted to extend a warm welcome back to the states of Florida and Kansas. Our team is looking forward to collaborating with our partners to provide a valuable collection resource that will significantly enhance child support collections.



Our partnership with the [Kansas Department for Children and Families, Child Support Services \(CSS\)](#), has been further strengthened. Kansas, which currently sends CSLN approximately 47,000 delinquent obligors owing just over \$880 million in past-due child support, has elected to have CSLN handle the delivery of their state-specific Notice of Lien and Income Withholding Order (IWO) forms.



An update on this matter: the bill has passed in the House but will not be considered by the Senate until after the upcoming election.

NCSEA-Supported Child Support Bill Heading for House Passage

House Republican staff have alerted NCSEA that the Strengthening State and Tribal Child Support Enforcement ([H.R. 7906](#)) is likely to be up for a floor vote next week under suspension of the rules. Bills under suspension are deemed non-controversial by both parties and are subject to no debate. Supported by NCSEA in partnership with the National Council of Child Support Directors, the National Tribal Child Support Association and the National Association of Tribal Child Support Directors, the measure would resolve a long-standing discrepancy in interpretation under the Internal Revenue Code of the use and definition of contractors who are integral partners with public agencies in obtaining financial support for children and their families. Importantly, the legislation also gives tribal child support agencies the same abilities and tools as states to pursue and collect support. Tribal advocates have been pursuing such capabilities for many years. NCSEA sent [this alert](#) to the Hill earlier this year to urge members to cosponsor the bill. Association members worked with other national groups to garner their support for the bill, including a National Governors Association letter signed by 26 governors, the National Conference of State Legislatures and the National Association of Counties.

The child support bill will be combined with another bipartisan measure – the Supporting America's Children and Families Act ([H.R. 9076](#)). That bill would [reauthorize child welfare prevention programs](#) under Title IV-B of the Social Security Act. The Ways and Means Committee [passed](#) both bills on July 24th. The bills are being combined on the floor to position the bills to be passed as a package in the Senate. The Senate has a very similar child support measure ([S. 3154](#)) and awaits final House action before it considers the bills.