



ERICSA 63RD ANNUAL TRAINING CONFERENCE & EXPOSITION

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Milwaukee

WISCONSIN



Top Performing States: How Do They Do It?

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Introductions and Background



Meet Your Presenters



Background:
Program Performance Assessment



5 Program Performance Metrics (45 CFR 305.2)

- **Parentage Establishment Percentage (PEP)**
- **Child Support Order Establishment**
- **Current Child Support Collections**
- **Arrears Collections**
- **Cost-Effectiveness**



Factors that Impact All Measures



- Local or State Administered
- Program Agency
- Job Market
- Modern v. Legacy System
- Administrative v. Judicial
- Operation of Law and Automation v. Manual Processes
- Urban Jurisdictions

- ☐ Note: For all five measures, performance score goes up if numerator is increased **OR** denominator is decreased
- ☐ Advice: Work performances challenge from both angles



Program Incentive Metrics: PEP

- Percentage of Children Born Out of Wedlock (BOW) at end of year with parentage established (numerator) with BOW children at end of preceding year (denominator)
- Option of statewide or IV-D caseload BOW
- Math results in some states with over 100% PEP
- Arizona was No. 1 for the PEP in 2025 (163.79%) and 2024 (184.10%)
- Lowest PEP was 87.10% in 2025 and 85.10% in 2024



Details on Program Metrics



- **Support Order Establishment**

- Percentage of open IV-D cases with support orders
- \$0 and reserved support orders count
- Indiana was No. 1 in 2025 (95.40%) and 2024 (94.99%)
- Lowest support order collections was 74.96% in 2025 and 73.50% in 2024

- **Current Support Collections**

- Percentage of open IV-D cases with support orders that have payments
- Must be collected in month when first due
- Pennsylvania was No. 1 in 2025 (82.91%) and in 2024 (82.56%)
- Lowest current support collections among the programs was 57.37% in 2025 and 52.81% in 2024



Details on Program Metrics



- **Arrears**

- Percentage of Total Collections With Payment Towards Arrears
- A payment that reduces arrears as low as \$1 per year counts!
- Pennsylvania was No. 1 in 2025 (84.46%) and in 2024 (84.33%)
- The lowest arrears percentage in 2025 was 43.79% and 44.16% in 2024

- **Cost Effectiveness**

- IV-D dollars collected/IV-D dollars expended
- Impacted by large expenditures like System Modernization
- Texas was No. 1 in 2025 (\$9.81) and in 2024 (\$9.65)
- The lowest program in cost-effectiveness was \$1.51 in 2025 and \$1.27 in 2024



Why Does Any of this Matter?

- Each year OCSE provides Incentive Pool of money for all States and Territories to share
- Amount received tied to state's level of performance on 5 metrics and its collection base (caseload)



More than
\$700 Million!



Current Child Support



Illinois OVERALL

- **Change in culture**
 - Improving services to better serve the families of Illinois
- **Strategic Planning in 2021**
 - Looked at all areas of program for improvements and business process reengineering
 - Overall goal – optimize performance AND customer service
 - Entire Division engaged in process through performance metric education and training resulting in staff having better understanding of federal reports like the OCSE 157 and greater insight into the areas where we can improve – **continuous process improvement**



Illinois OVERALL: What Happened



- **Parentage**

- 2013-2019 Avg: 90.33% 2020-2025 Avg: 93.49% Difference: **+3.16%**
- Over 98% in 2024 and 2025
- Illinois ranked 49th in population growth between 2015-2025

- **Order Establishment**

- 2013-2019 Avg: 82.63% 2020-2025 Avg: 85.16% Difference: **+2.53%**

- **Current Support**

- 2013-2019 Avg: 62.08% 2020-2025 Avg: 63.68% Difference: **+1.60%**

- **Arrears**

- 2013 -2019 Avg: 60.94% 2020-2025 Avg: 64.09% Difference: **+3.15%**



Illinois: Biggest Change



- **First State to Have All Child Support In All Cases Going to All Families!**
 - Benefits are numerous:
 - More money going to families and children
 - Parent is more likely to pay when their money goes to the family
 - Much less complicated “buckets” for distribution
- **Improvement in BOTH Current and Arrears Collections**



Compliance Since Change



- Steady increase in compliance since TANF pass through implementation in July 2024
 - June 2024 – 39.27% compliance in assistance cases
 - January 2025 – 42.11%
 - June 2025 – 43.02%
 - January 2026 – 44.93%
 - 6 straight months over 44% (Oct 25-March 26)
 - **Approximate 5% increase in current support compliance since implementation**
- Collections for Families:
 - July 2024 – March 2026: **\$160,558,425.29**
 - Average per Month: \$7,645,639.30

Result: \$7.5 million more per month going to Illinois families!



Other Changes Impacting Current Support



- **Family Resource Connections**

- New outreach designed to provide parents with health, employment, social service, education, and legal resources to enable them to support themselves and their families
- Designed and developed with state agencies and local communities

- **Next is Modifications!**

- Researched drop off points in compliance
- Identified significant drop in current support compliance at:
 - 15-21 months after effective date have drop of over 2.3%
 - 3-4 years old orders have drop of 2%
- Looking at reducing modification times to help non-paying parents 18 months after order was entered



North Dakota

- **Incarceration**

- Three federal options – which one is best?
 - Notify of opportunity for review
 - Initiate review
 - **Modify by operation of law**
- Rewarding bad behavior?
- 2% increase in current support performance!



North Dakota

- **Rightsizing**

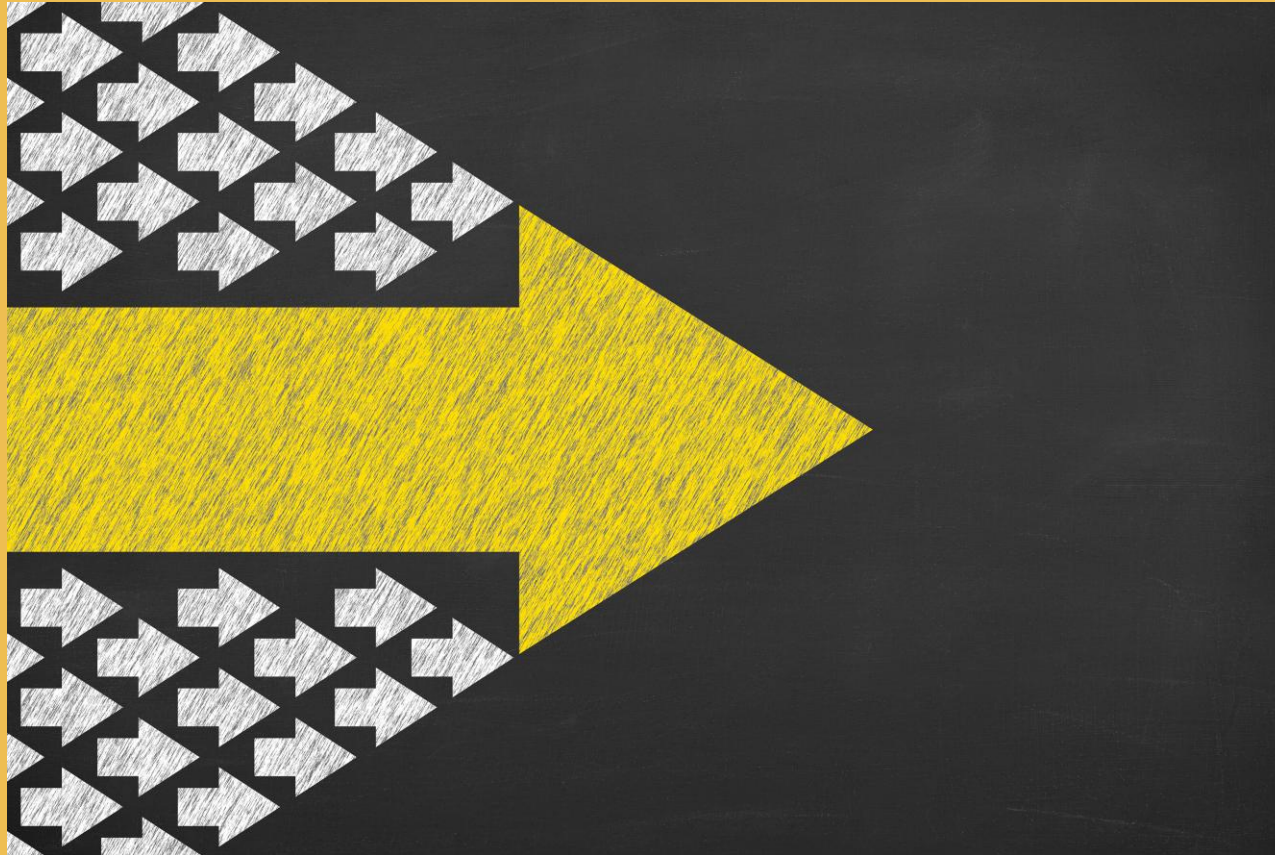
- Original obligations – imputation?
- Modifications – how often?



**Best collection tool is avoiding
uncollectible child support accruals**



Child Support Arrears



North Dakota

- Debt forgiveness
- Strong current support establishment and enforcement
 - Prior period support?
- Flexible and effective license suspension program
- Leverage interest accrual – think like a private collection agency
- Satisfy micro-balances



Illinois

- **Foster Care**

- **Problem:** Research demonstrated negative impact of child support orders and seeking foster care recoupment from parents trying to get children returned home
- **Change:** In August 2024, Illinois stopped pursuing child support against parents seeking reunification
- **How We Did It:**
 - Collaborated with Child Welfare Agency to designed ideal process that allowed parents to focus on reunification process, not repaying foster care, AND continued enforcement with other parent to allow more financial resources for family
- **Results:** Improved program performance and processes AND aligns with Illinois changes to TANF cases (full pass through) so Illinois now has consistent policy protecting fragile families and children from government recoupment



Illinois

- **Interest**

- Problem is interest compounds arrears for parents and complicates program administration
- Stopped ongoing collection of 9% interest on arrears
- Result was 92% decrease in overall review times for cases with arrears

- **Bank Liens**

- Lowered threshold from \$3,500 to \$1,500
- Change contributed to record high collections on arrears

- **Right Sized Orders**

- Imputation of income is not allowed **unless** court hearing
- Emphasized agency expectations with attorneys

- **New Proposed Legislation**

- Incarcerated Parent Modifications by Operation of Law
- Decreasing threshold for minimum support order presumption — now 100% of FPL
- Obligation for parents to exchange of income information annually



Child Support Order Establishment



Illinois



- **Redesigned Unit – CAMU
Specializing in Order Entry**
 - Formalized the order entry QC process
 - Made us more efficient and provided better customer service
 - Increased proficiency in both order entry and order establishment, reducing errors in both areas thereby improving accuracy of case balances and less case reviews

North Dakota



- Are you getting the right referrals?
 - Noncooperation
 - Family reunification
- Don't let cases languish – manage closure!
- Monitor service of process

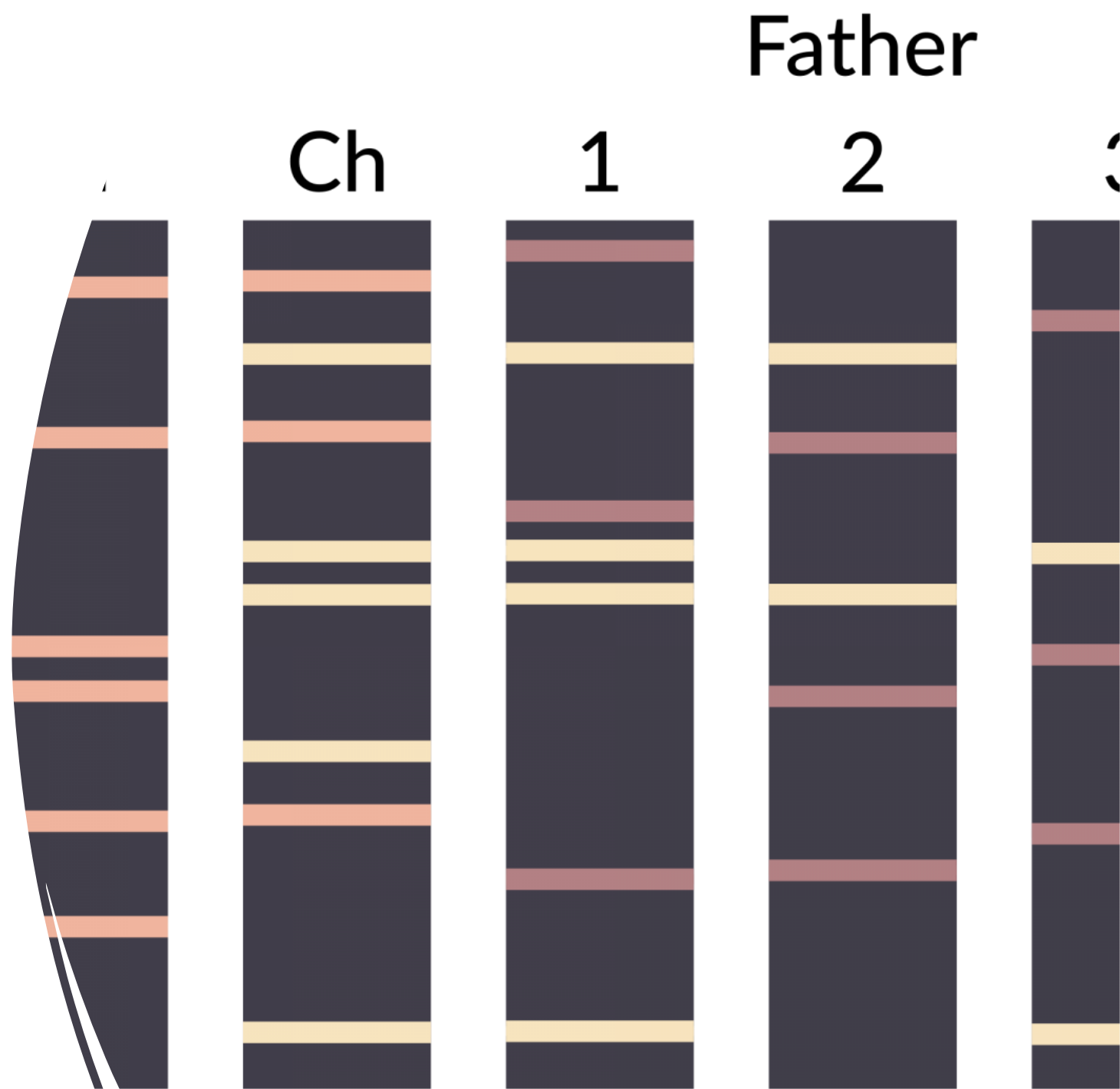


Parentage Establishment



North Dakota

- Pay attention to your voluntary acknowledgment program
- Promote free genetic testing
- Accept paternity-only cases
- Data reliability and integrity



Illinois

- Expanded voluntary acknowledgment process with new laws allowing intend parent to sign with birth parent
- Increased hospital outreach efforts





Cost Effectiveness



North Dakota



- Increasing collections
 - FIDM
 - Employer compliance
- Increasing efficiencies
 - Universalization, or maintaining income withholding and SDU records in non-IV-D and IV-D cases, leads to fairly seamless transition during life of case
 - Case closure
- Saving costs
 - Specialization
 - Telework – fully remote
 - We are in the collection business – factors into equation



Illinois



- Hybrid work
- Caseload stratification
- Change Model – from location to statewide function based
- System Modernization???
- Hard to quantify program retention
 - Fluctuation of staff – training mode
 - Certification and retention post-certification



Final Thoughts North Dakota: Building a Culture of Compliance

“I want you to be nice until it’s time to not be nice.” James Dalton (1989 movie quote)

- Firm but fair
- Paying current support when due is rule – not exception
- Retain a path to “success” for parent with arrears who is belatedly willing to pay support
- Ability to earn and ability to pay are not same thing



Final Thoughts Illinois: Putting Families First

- Prioritize families, not government recovery
- Prioritize help and support for parents, not prosecution, to alleviate poverty
- Maintain consistent policies
- Build continuous process improvement into program and manager expectations





Ending Thought

High performance without
program integrity is a hollow
victory that does not help
families

Thank You!





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