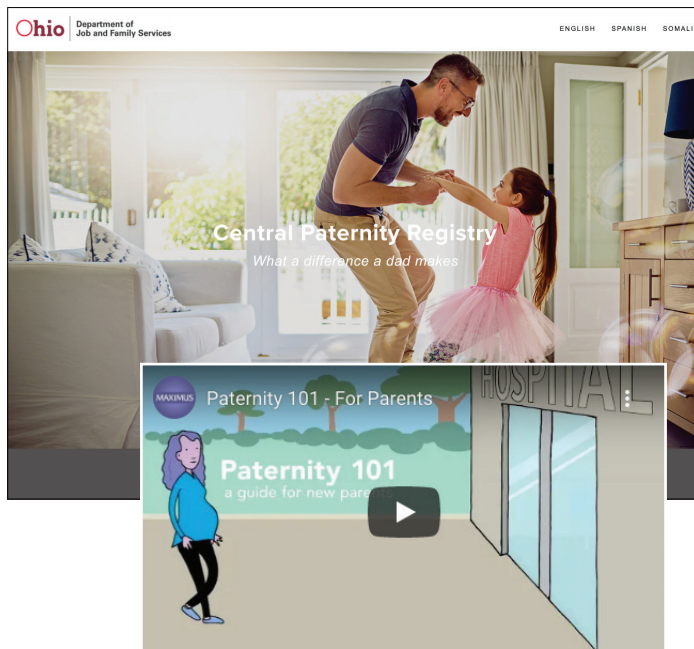


# Working Together to Ensure Children Have a Legal Father

## Voluntary Acknowledgement of Paternity Services

Children need the love and support of both parents in their lives. Voluntary acknowledgement of paternity establishes that bond and security and is a critical first step in securing a support order and beginning collections. In support of the health and wellbeing of children and families across the nation, Maximus designs and operates innovative voluntary acknowledgment of paternity programs — working together with hospitals, birthing facilities, community organizations, and most importantly, parents. Our programs help states achieve the 90-percent federal paternity establishment percentage (PEP) goal, maximize federal incentives, and engage both parents in their children's lives.

In response to the COVID-19 pandemic, we've adapted how we deliver paternity services to ensure the health of new parents using tools designed to maximize digital connections and minimize high-risk, in-person activities. From the hospital room to the office, our number one priority is the health and wellbeing of our staff and those we serve.



Top: Ohio Paternity homepage [oh-paternity.com](http://oh-paternity.com).  
Inset: Opening screen for Paternity 101 educational video.

 **25**  
years of experience

 **95,700**  
paternities established in 2019

 **Customized**  
outreach materials, including websites,  
brochures, training materials, and social  
media campaigns

### Decades of experience makes the difference

Maximus has more experience operating voluntary paternity programs than any other vendor or organization in the country. We work in close partnership with all stakeholders to ensure that the majority of children born to unmarried parents in our clients' states have a legal father and all the benefits fatherhood provides. A crucial component of our success is a strategic approach to outreach. By collaborating with community partners, we are able to reach more parents both pre- and post-natal. Just as importantly, we provide instructional outreach to program partners — such as birthing facilities, child support workers, registrars, and courts — to educate them on processes, requirements, and the importance and benefits of paternity establishment. Our outreach materials are customized for each state and the populations they serve. Additionally, we process all paternity documents timely and accurately, an especially important step as the data is used to inform each state's PEP.

### A holistic approach to child support

Our knowledge of the voluntary acknowledgement of paternity process is complemented by decades of Maximus leadership in child support services. From operating local child support programs on behalf of our

clients to managing specialized program components such as eIWO and eNMSN processing, we have proven our ability to navigate the IV-D program with unrivaled success. The scope and longevity of our involvement in child support provides our government partners with a level of understanding that is simply unmatched. It means our clients benefit from both our specialized experience in voluntary paternity and our holistic view of its function within the broader context of child support services.

## Your trusted partner in child support

Maximus has a long and rewarding history of serving as a trusted partner to governments large and small around the world — and nowhere is this more evident than our work in child support. We combine best practices, innovations, and staff who are as knowledgeable as they are compassionate with expertise across the full spectrum of child support operations. The result is the ability to deliver unparalleled service while helping families achieve and sustain financial independence. We can help with:

- Employer services and portal
  - Electronic new hire reporting
  - Electronic income withholding processing (eIWO)
  - Electronic NMSN processing (eNMSN)
  - Compliance outreach (employer and participant)
- Debt prevention programs
- Review and adjustment of support orders
- Comprehensive operations management
- Customer service contact centers
- Child welfare eligibility
- Child support system modernization
- Program performance analytics

## How we help

Our expertise encompasses all the key areas of voluntary paternity programs:

- Program assessment
- Outsourced services
- Statewide training
- Procedures review and development
- Performance monitoring
- Outreach and education for parents and program partners
- Custom outreach materials
- In-depth training for program partners
- Data imaging and processing
- Data integrity
- Document processing and web-retrieval sites
- Hotline and contact center operation
- Fiscal agent for hospital payments
- Central paternity registry
- Pre- and post-natal support

## One focus, one source

Maximus has maintained a single focus on government service since 1975. Our dedicated professionals help government agencies provide essential health and human services with an innovative, compassionate approach and deep subject matter expertise. Every process, procedure, and project we undertake is focused on delivering high quality, cost-effective solutions that help government agencies fulfill their missions.

## Pioneers in paternity

With more than two decades of practical, hands-on experience, we know how to turn programs around quickly and cost-effectively. Our pioneering work in voluntary paternity began with the Massachusetts In-Hospital Paternity Program in the mid-1990s. The paternity provisions in the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) were largely adopted from the Massachusetts program — a testament to our in-depth knowledge of federal requirements.