

# maximus

## Right-sizing child support orders

To help parents stay on track and ensure family self-sufficiency

Review and Adjustment Program | Maximus vMOD

As a leading provider of child support services to state and county agencies, Maximus understands that noncustodial parents (NCPs) are more likely to pay their support obligations in full and on time when the ordered amount is determined by their actual earnings and ability to pay. By reviewing support orders periodically and adjusting amounts appropriately, child support agencies can realize benefits for all stakeholders. This is especially critical during the COVID-19 pandemic, as both parents struggle with reduced hours or unemployment that necessitates reliance on income from Unemployment Insurance or Pandemic Unemployment Assistance programs.

### Review and adjustment of support orders benefits parents, children, and agencies.

- Noncustodial parents benefit from the removal of barriers that might otherwise prohibit them from providing full and timely support.
- Custodial parents (CPs) benefit from receiving the correct monthly support amount, allowing the family to remain self-sufficient.
- Children benefit from more stable financial support that helps them stay healthy and focused on learning.
- Child support agencies benefit as the state's overall child support debt is reduced and families remain or become self-sufficient, decreasing dependence on public assistance.

### The Maximus approach

Our approach to review and adjustment relies on three key components that work seamlessly together:

1. A proprietary case management system that meticulously tracks review cases from initiation through final disposition
2. An experienced, dedicated team that has a full understanding of the review and adjustment process
3. The Maximus Child Support Mobile App with vMOD, a full-service app that enables parents to track the status of their order modification using their mobile phone

Installed as part of the Maximus Child Support Mobile App, vMOD is available 24/7 and provides a contact-free, virtual experience.

## » Success in Illinois

Maximus has partnered with the state of Illinois to:

Conduct support order review and adjustments for over

**19 yrs**

In state fiscal year 2019, we processed more than

**39K** requests for review and adjustment



We also reduced the time to complete review and adjustment orders from the national average of

**180** days  
to **40-50** days



Critically important to parents struggling to make payments they cannot afford

By empowering experienced professionals with customized, proprietary technology, we ensure each and every case is handled efficiently, accurately, and in a timely manner – whether it is administrative or judicial in nature. Just as importantly, we work closely with both parents throughout the process to determine a support amount that is not only right-sized, but also fair. We understand that our efforts have a direct impact on the self-sufficiency of families.

We also help alleviate parents' concerns about where their case is in the review process with vMOD. Installed as part of the Maximus Child Support Mobile App, vMOD is available 24/7 and provides a contact-free, virtual experience. With a few taps of a button, parents can track the status of their order modification from start to finish. vMOD allows parents to learn:

- All steps in the process
- Which steps have been completed and those that remain
- What is happening in the active step

The app also allows parents to send and receive documents securely, get notified about payments, and quickly contact the customer call center. The Maximus Child Support Mobile App is free to parents and can be downloaded for both iPhone and Android smartphones.

## 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.

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## »» Did you know?

### Regular review and adjustment of support orders is required by law.

Parents' incomes and children's needs can change substantially over the years. For this reason, both federal and state statutes require child support agencies to conduct support order reviews for necessary adjustments:

- Once every three years for active assistance cases
- At the request of either party to the child support order
- When there is a substantial change in income – especially crucial as parents weather the pandemic

Through the review and adjustment process, we work with both parents to remove barriers and right-size the support amount – setting up families for success by ensuring that support can be paid.

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