

# Helping parents start off and stay on track with child support payments

## *Proactive Engagement Program*

### **Increase Collections by Preempting Punitive Actions**

The Maximus Proactive Engagement Program helps noncustodial parents (NCPs) start off on the right foot with their child support obligations. By establishing personal contact with NCPs and their employers at the start of a new support order, we help NCPs get into a pattern of “payment compliance” that can result in a significant increase in full and on-time payments.

The program begins at the start of each new support order. Experienced early intervention specialists reach out to NCPs and their employers to explain obligations and requirements and answer questions — often before the first support payment is even due.

This one-on-one, supportive approach can dramatically increase the percentage of payments that are paid in full and on time. By working directly with NCPs at the

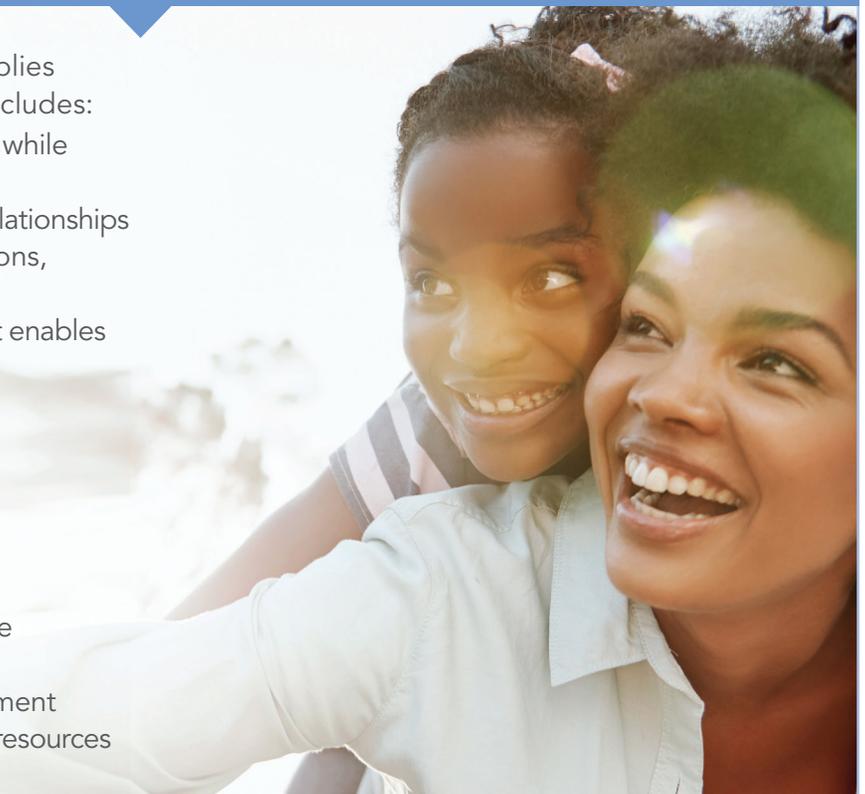
start of the child support process, we build a cooperative relationship that encourages and promotes regular payments. In fact, we have found the DPP approach to be more successful and cost-effective than later efforts to collect child support payments from non-paying NCPs — especially when the NCP has extensive arrears.

Our proactive, NCP-focused approach is supported by automated and live reminders to NCPs about upcoming support payment due dates. We proactively monitor payments so additional follow-up can occur if a payment is missed, and live calls are placed to deliver warnings about the consequences of continued failure to pay. The DPP is an extremely cost-effective approach that has demonstrated success in getting newly obligated NCPs to start and continue paying. For example, in Contra Costa County, California, our DPP that began in 2010 helped the county increase its percentage of collections on new orders from 53 percent to 63 percent in the first year.

### **Snapshot**

The personal approach that Maximus applies to our Proactive Engagement Program includes:

- Prompt contact with first-time obligors while NCP contact information is fresh
- Early contact with employers to build relationships
- Clear personal explanation of obligations, requirements and consequences
- Access to a customized mobile app that enables secure payments and messaging
- Consistent compliance monitoring
- Frequent “Payment Due” and “Missed Payment” notices and calls
- Automated letters, calls and emails
- Live calls by trained Maximus early intervention specialists
- Toll-free delinquency prevention hotline for NCPs and employers
- Assistance overcoming barriers to payment
- Assistance connecting with community resources



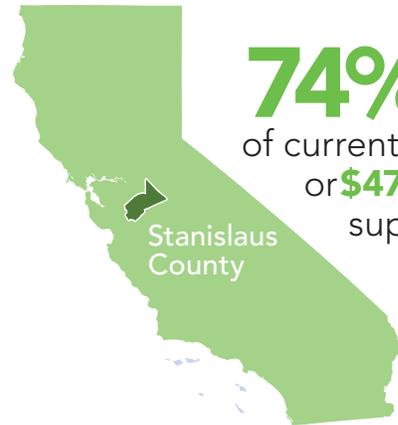
## Combine Personal Contact with Supporting Technology

Our ongoing contact with NCPs and their employers is supported by proven technology. For example, the Maximus Case Management Assistance Center™ (C-MAC™) provides a wide range of contact center, mail house, document imaging and autodialer services. Our unique MAXStar software makes it possible to effectively monitor cases and payments and coordinate all DPP functions and activities. And our Maximus Child Support Mobile App gives NCPs the freedom to make payments and send and receive messages with their caseworker when its most convenient for them. Maximus professionals, supported by technology, can increase collections and percentage of support paid, minimize arrears, and increase overall delinquency prevention program effectiveness. Our support makes it possible for child support agency staff to give more time and attention to those NCPs who require enforcement or legal action.

## Portfolio of Services

- Review and adjustment of support orders
- Employer services and portal
- Proactive engagement programs
- Voluntary paternity acknowledgment
- Comprehensive operations management
- Customer service contact centers
- Child support system modernization

**Using federal child support measurements, we separated Maximus Proactive Engagement Program cases from participating counties' caseloads to provide a comparison model. During the 9 years we operated the program for CACCSPS, Proactive Engagement Program cases experienced an increase in current support collected of 5 to 10 percent and roughly 10 percent more cases received arrears payments each year. Additionally, even though Proactive Engagement Program cases made up little more than 4 percent of the total participating counties' caseloads in FFY 2017, they collected over 9 percent of the total current support owed.**



**74%**  
of current support owed  
or **\$47.6 million** in  
support paid

Our work with the California Counties Child Support Payment Services (CACCSPS) has produced significant results. In Stanislaus County, during the 90 months since it began participating in the Maximus DPP, the proactive efforts of our trained early intervention specialists — including the placement of more than 31,000 live calls to NCPs and their employers — are part of the reason more than \$47.6 million in support has been paid by NCPs, representing 74 percent of current support owed.

## 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.