



Helping Government Serve the People.®



MAXIMUS Child Support Program Services Early Intervention/Delinquency Prevention Programs Increase Current Collections and Help NCPs Remove Barriers to Payment

The MAXIMUS Early Intervention/Delinquency Prevention Programs help States increase current child support collections and change unproductive, non-compliant behaviors of noncustodial parents (NCPs). Using an approach that escalates the level of service based on client need, our comprehensive outreach campaigns educate NCPs about their child support obligations. We also remove barriers to non-payment, allowing NCPs to consistently pay on time. MAXIMUS, a leader in the operation and management of human services programs, delivers a results-driven approach built upon the operation of more than 150 child support enforcement projects in North America.

The Challenge Facing Child Support Enforcement Programs Nationally

Once a payment order is established, NCPs frequently fail to pay their child support on time. Recently, early intervention programs to improve the delivery of various child support services have received significant attention at national, regional, and state child support conferences. The Federal Office of Child Support Enforcement's Project to Avoid Increasing Delinquencies, known as PAID, for example, has emphasized the need for child support enforcement agencies to develop new programs to increase their child support collections and reduce and prevent arrears.

MAXIMUS: A Leader in Early Intervention

MAXIMUS has quickly become a leader in early intervention strategies, specifically focused on increasing collections and preventing payment delinquency. In cooperation with the Department of Child Support Services in Monterey, California and with the Illinois Department of Healthcare and Family Services since 2008, MAXIMUS has planned,

developed, and implemented comprehensive early intervention and delinquency prevention programs. These programs set performance records for improving child support payment compliance and for increasing the amount and percentage of paid child support.

MAXIMUS experience in designing and implementing early intervention/delinquency prevention programs and operations is unequalled. We can assist any IV-D agency, whether state or local, in establishing a successful early intervention/delinquency prevention program and invite you to contact us to learn more about how our child support professionals can help you.

MAXIMUS Services

There are many factors that must be taken into account when designing an effective early intervention/delinquency prevention program. Experience has taught us what those factors are and which design works best under different operational scenarios. MAXIMUS designs tailored programs that meet a jurisdiction's individual needs. Our programs result in improved collections and fewer payment delinquencies, along with significant cost efficiencies for our government clients.

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MAXIMUS Delivers Results

MAXIMUS Early Intervention strategies have led to significant increases in collections.

In our Monterey County Delinquency Prevention Program, MAXIMUS:

- Increased overall percentage of child support received to 65%, a rate 50% higher than the 33% rate of a comparison group of similar IV-D cases
- Obtained the "full amount" of child support owed on 57% of its caseload, compared with just 39% of the cases in the comparison group
- Increased average payment amount received per case to \$785.08—compared with just \$339.95 for the comparison group

At our Illinois Delinquency Prevention Unit, we achieved similarly strong results:

- In the first 10 months of operations, we collected almost \$3.3 million in current support.
- Program cost effectiveness reached \$10.58 for every dollar spent, compared to a statewide cost effectiveness of \$4.53 and a national cost effectiveness of \$4.79.

For more information, please contact Jennifer Ehreth, Director of Business Development, 703.405.3039 or at jenniferlehreth@maximus.com.



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