

## Accurate Employer Database Increases Child Support Collections in Texas

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### The Issue

When Child Support Agencies cannot verify the employment of parents owing child support payments, the collection process is delayed and children miss out on critical resources to which they are legally entitled. Employers verify employment for parents who owe child support, withhold child support payments from wages and enroll children in health insurance plans. Accurate employer information is key to the success of child support workers' efforts.



The State of Texas recognized the need to maintain up to date employer records to address this issue. In response, the Child Support Division of the Office of the Attorney General of Texas selected MAXIMUS to help clean up their employer database to improve child support collections and other critical case actions and to provide additional staff resources that ensure children receive timely child support.

### The Challenge

Many employers in state child support caseloads are small businesses. Even in good economic times, small businesses are more likely to change business locations and contact information frequently, or go out of business all together. This can result in inaccurate and outdated information when child support staff needs this data to complete required case actions.

Even when accurate employer contact data is available, additional challenges slow down the collections process. Inadequate technology, hiring restrictions and staffing shortages often result in a lack of follow-up by child support workers in contacting employers to ensure that child support is withheld and remitted timely.

### The Solution

Texas supplemented the efforts of its child support workers by asking its long-term partner MAXIMUS to cleanse and maintain an employer database. MAXIMUS drew upon our well-trained and well-managed staff to streamline employer contact efforts by leveraging MAXIMUS proprietary technology. Our technology solution included a robust employer database system, and automated tools that supported efficient workflow and an effective reporting system.

MAXIMUS initiated contact with new employers to verify their contact information as they are added to the Texas Employer Repository. To maintain employer records, MAXIMUS periodically reviewed employer records in the Repository to ensure that employer data is accurate and complete.

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MAXIMUS also provided follow-up services for administrative income withholding actions issued by the Child Support Division. These services included ensuring that employers received the withholding paperwork, verifying that non-custodial parents are still employed, and confirming that employers will withhold child support. In the event that the non-custodial parent left his or her job, MAXIMUS obtained new employer information or home address information.

## The Outcome

The database solution resulted in improved compliance by employers. To expedite the process, MAXIMUS created areas of efficiencies so the child support staff could focus on withholding child support from a non-custodial parent's wages, which is the most effective method to collect child support. Since the project's inception in August 2006, MAXIMUS has:

- Monitored withholding for more than 260,000 child support cases
- Verified employer information such as legal names, additional names, parent company information, addresses, contact phone numbers, and garnishment addresses on over 300,000 employers
- Reviewed and marked over 107,000 employer records as inactive or uncooperative
- Reviewed and completed provided maintenance information on previously verified employment updates for nearly 50,000 employers

MAXIMUS designs tailored programs to improve collections and create significant cost efficiencies for our government clients. To learn how we can help you create a robust employer database system and automated tools to support efficient workflow and an effective reporting system, visit us at [www.maximus.com](http://www.maximus.com) or contact us at **703.405.3039** or [jenniferlehreth@maximus.com](mailto:jenniferlehreth@maximus.com).



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