# EQUIFAX®

# Child Support Agency Leverages Real-Time Data to Strengthen Key Performance Metrics

## Save Time and Money while Increasing Collections

### Challenge

Locating NCPs was a challenging, time-consuming, and expensive exercise for the agency's limited staff.

### Solution

Access to real-time, national booking information, allows the Agency to search for, locate, and monitor NCPs through all phases of incarceration.

### Benefit

The TotalVerify™ data hub from Equifax has saved CSE significant resources, increased collections, and ultimately strengthened statewide performance in each of Federal Government's five key measures. The stronger a state's performance metrics, the more federal funding the state receives.

## Background

The Kentucky Child Support Enforcement Agency ("Kentucky CSE," or the "Agency") is the state's administrative agency responsible for statewide child support enforcement. Kentucky CSE is responsible for overseeing Kentucky's 120 county child support offices, each office responsible for child support enforcement in that jurisdiction. County offices are held accountable to – and are assisted by – Kentucky CSE's Central Office.

When individuals seeking child support services complete an application, a case is created and subsequent measures are taken towards the end goal of the non-custodial parent (NCP) providing monetary or medical support to his or her dependent children. Depending on the individual case needs, these measures may include locating a parent, establishing paternity, assigning/garnishing wages, collections, and, freezing bank accounts, seizing assets, suspending professional licenses, suspending driver records and passports and tax interception. Kentucky CSE supports these efforts through the administration of the Title IV-D Child Support Program, a federal statute that entrusts each state with the responsibility of providing aid and services to families and children in need, with the help of federal grants (64% of the program is federally funded).

## Program Challenges

A primary function of most child support agencies is locating NCPs. In Kentucky, locating NCPs was a challenging, time-consuming, and expensive exercise for the agency's overexerted staff.

The agency found that many of the NCPs that they were searching for could not efficiently be located using traditional methods. The tactics being used to locate NCPs were inefficient–fraught with manual operations and expired and/or incomplete data. One method involved faxing local sheriffs' offices to request data

**Agency Profile**
Kentucky Child Support Enforcement Agency

**Client Since**
2011

**Agency Profile**
CSE is responsible for overseeing the state's county child support offices, each office responsible for enforcement in that jurisdiction.

confirmation – sometimes taking days, even weeks when dealing with an out of state agency, until a response was received before enforcement action could be taken. These antiquated processes led to many errors that made it difficult for the staff to do their jobs effectively, and in turn, left many children and families without the support they deserve. These inefficiencies were also costing the state valuable dollars that could have been allocated to other priorities. The agency needed an improved, reliable method for locating NCPs that provided comprehensive, accurate, and current data in order to further the agency's child support enforcement goals.

**Agencies are able to place "watches" on their list of non-custodial parents and receive alerts when a monitored beneficiary is:**

📄 Booked into Custody

🔓 Released from Custody

🕐 Incarcerated for a Certain "Length of Stay"



## Selecting TotalVerify

After a thorough needs assessment and comprehensive market research, Kentucky CSE determined that access to real-time incarceration data would be highly beneficial to locating NCPs. The Agency selected the TotalVerify data hub as a highly effective, data-driven solution to address their inefficient search-and-locate practices.
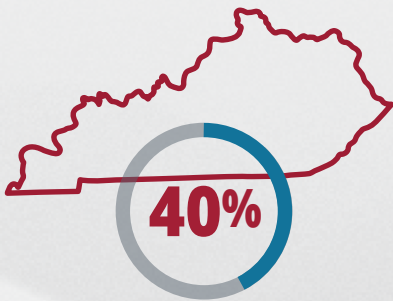
TotalVerify is a leading data hub that encompasses the nation's most comprehensive and current incarceration data network, with direct jail management system interfaces to over 2,800 jails and DOC facilities. The Incarceration Intelligence solution gives agencies access to accurate, real-time data that allows agencies to quickly search for, locate, and monitor NCPs, with the end goal of increasing child support payments.

## The Solution

Equifax partnered with Kentucky CSE to define the criteria and scope of services necessary to effectively locate and monitor NCPs moving in and out of the prison system. Equifax modelled the process, provided training, and recommended best practices for the most effective utilization of the solution. The program launched with approximately 10 Kentucky users within CSE's parent locate section; within one year, the program has expanded to nearly 400 users, with managers in each regional office providing access for their staff.

Kentucky CSE accesses the TotalVerify data hub through a direct web service. Through this web service, the agency has the ability to search for or create "watches" against their NCP population. The frequency and accuracy of the data contributes to a more efficient search-and-locate process, in turn, increasing collections and implementing effective order modifications. Data elements are reported in compliance with state file requirements, transmitting files, testing transmissions, and modifying processes as required to ensure effective transmission of monthly extract data. Equifax provides the agency with a project manager and other professional resources to provide ongoing research support to state employees who use this data to assess plan members for suspension of eligibility.

**In just 90 days, Kentucky CSE was able to locate 40% (414) of its "watched" NCPs.**

**40%**

**From January 1 to March 31, 2018, TotalVerify Incarceration Intelligence supported:**

**22,736** searches

**1,025** watches

**414** watch hits

For more information visit:
equifax.totalverify.com

## Impacting ROI:
## Incarceration Intelligence Solution

Incarceration Intelligence has largely decreased the amount of time and resources that Kentucky CSE officials spend locating NCPs who are in various stages of the incarceration lifecycle. According to the agency, the time spent searching for each individual NCP has gone, generally, from weeks to minutes. Additionally, having the ability to access necessary information via a central data source has eliminated the information barriers that greatly impeded the success of past processes (e.g., having to call multiple facilities, awaiting responses, etc.).

Staff in all 120 counties now have more time to devote to meeting new clients, attending court dates, and pursuing other NCPs who are more difficult to locate. Offices with limited resources now have the ability to reduce their workload, and more-equipped offices can process large caseloads more efficiently.

## Successfully Locating NCPs

Nearly 400 Kentucky Division of Child Support staff use TotalVerify's solution to search for, monitor, and help locate NCPs.

The benefits of Incarceration Intelligence have ultimately strengthened Kentucky's statewide performance in each of the five key measures established by The Child Support Performance and Incentive Act:

**1.** Paternity Establishment Percentage
**2.** Support Order Establishment
**3.** Current Collections
**4.** Arrearage Collections
**5.** Cost-Effectiveness

This is very important. The stronger a state's performance metrics, the more ederal funding the state receives.

Jacob van der Oort with the Kentucky Division of Child Support, summarized the Agency's experience: "The Incarceration Intelligence solution is the most valuable tool in our child support enforcement arsenal."

## About TotalVerify

The TotalVerify data hub provides the nation's most comprehensive source of criminal justice data for risk prevention. We are a team of technology and data science experts who provide insights and analytic solutions that support informed decisions for early response to people-driven fraud and risk. By delivering real-time notifications and actionable insights, we enable government agencies and commercial enterprises to save lives, fight crime, prevent fraud, and manage risk.

*"The TotalVerify Incarceration Intelligence solution is the most valuable tool in our child support enforcement arsenal."*

**– Jacob Van Der Oort**
**Kentucky Division of Child Support**

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**TotalVerify™**