If the alleged father does not cooperate with FSD in determining his paternity through genetic tests or affidavit, FSD must use judicial processes to establish paternity and obtain a child support order. FSD staff refer such cases to prosecuting attorneys throughout the state.

**Order Establishment and Modification**
Missouri uses an “income shares” model to calculate the amount of child support obligation to be paid in the establishment of an order and the modification of an existing order. The guidelines take into account special circumstances such as daycare expenses, health insurance premiums, other children of the parents and extraordinary needs of the child or the parents.
Program Description

Child Support Field Staff and Operations

Program Description

Program is found in the following core budget(s): Child Support Field Staff and Operations

HB Section(s): 11.225

Order Enforcement

Child Support staff enforce administrative and/or judicial support orders on over 290,000 cases. An obligor who fails to comply with his/her support order may be subject to a variety of enforcement actions. The division has statutory authority to enforce child support orders through income withholding, state and federal tax refund intercepts, passport denial, driver license suspension and liens on property/bank accounts. Enforcement tools utilized by the division resulted in a half a billion dollars collected annually from FY 2004 to 2018. In FY 2016, 95% of collections were disbursed to the families and the remaining 5% were reimbursed public assistance dollars. The division achieves 75% of these collections through income withholding from the employee's paycheck. Collections from the child support program's enforcement actions have helped families to receive the support they are entitled to and to live better lives.

The collection of current child support and arrears for initiating intergovernmental cases is one of the most challenging enforcement activities. An initiating intergovernmental case is where the custodial parent/custodian (CP) lives in Missouri and the noncustodial parent (NCP) lives outside the state of Missouri and the state agency has determined that it cannot take any direct enforcement action. In FY 2016, language was added to the Appropriation House Bill 11 to allow for "staff or contractual services to complete child support interstate collection activities." A contract for initiating intergovernmental referrals was awarded in October 2018.

Customer Service

Child Support experiences a high volume of customer inquiries. The call center manages child support customer inquiries from custodial and non-custodial parents with support orders. Centralized and privatized customer service creates efficiencies for the child support program by significantly increasing the amount of uninterrupted staff time devoted to collecting support and modifying support orders for families. Call center representatives provide callers with information on payments, debt balances, case status and child support processes, and also update the child support system with new information the callers provide. The call center is operational statewide and is managing approximately 48,000 calls per month.

FSD provides toll-free help lines for the general public. Assistance is available for employers Monday through Friday, 8 a.m. to 5 p.m. to answer questions and help with child support concerns and problems. FSD also has a website to assist the public in learning more about the division and the services available. Through this website, individuals may apply for child support services online; custodial parents can access an application to receive payments by direct deposit and non-custodial parents can access an application for auto withdrawal of support payments. The FSD website also enables customers to access information regarding payments and balances.

Mediation

The Family Support Division (FSD) contracts for mediation services for divorced or never married eligible parents to resolve parenting disputes and to reduce or eliminate potential emotional trauma to children due to parental conflict. Mediation services are designed to resolve issues relating to parenting time, custody, child support, transportation, health care coverage and health and safety of the children. However, only mediations discussing child support payments are eligible for the federal match under section IV-D of the Social Security Act, which covers grants to states for the purpose of providing aid and services to needy families with children. The Department of Social Services refers clients for mediation.
PROGRAM DESCRIPTION

Department: Social Services
Program Name: Child Support Field Staff and Operations
Program is found in the following core budget(s): Child Support Field Staff and Operations

HB Section(s): 11.225

2a. Provide an activity measure(s) for the program.

2b. Provide a measure(s) of the program’s quality.

New measure, no data available prior to SFY 2016.

Industry standards have indicated that optimal customer service is achieved at the contractual required wait time for allocations of staff in existing contract.
In FFY 2016, Missouri ranked 5th in the nation. The National Average is as of FFY 2016.
2d. Provide a measure(s) of the program's efficiency.

In FFY 2016, Missouri ranked 13th in the nation. The National Average is as of FFY 2016.

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

Planned FY 2019 expenditures are net of reverted and reserve.
### PROGRAM DESCRIPTION

**Department:** Social Services  
**Program Name:** Child Support Field Staff and Operations  
**Program is found in the following core budget(s):** Child Support Field Staff and Operations  

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>4. What are the sources of the &quot;Other&quot; funds?</td>
<td>Child Support Enforcement Collection Fund (0169)</td>
</tr>
<tr>
<td>5. What is the authorization for this program, i.e., federal or state statute, etc.?</td>
<td>State statute: Chapters 210 and 454, RSMo.  Federal: US Code, Title 42, Chapter 7, Subchapter IV, Part D, Code of Federal Regulations, Title 45, Chapter III</td>
</tr>
<tr>
<td>6. Are there federal matching requirements? If yes, please explain.</td>
<td>Yes. This program is funded by Title IV-D of the Social Security Act, which requires a 34% state match.</td>
</tr>
<tr>
<td>7. Is this a federally mandated program? If yes, please explain.</td>
<td>Yes. Public Law 93-647 (Title IV-D of the Social Security Act), Code of Federal Regulations, Title 45, Chapter III</td>
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