



# Legislative Report

## Evaluation of Minnesota Child Support Division Mechanisms and Programs

### Child Support Division

January, 2019

**For more information contact:**

Minnesota Department of Human Services  
Child Support Division  
P.O. Box 64946  
St. Paul, MN 55155  
  
651-431-4400

# 651-431-4400

Attention. If you need free help interpreting this document, call the above number.

ያስተውሉ፡ ካለምንም ክፍያ ይህንን ደብዳቤ ለማረጋገጥ የሚተረጎም አስተርጓሚ ከፈለጉ ከላይ ወደተጻፈው የስልክ ቁጥር ይደውሉ።

ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤစာရွက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သုတ်ဟ်သးဘဉ်တက့ၢ်. ဖဲနမ့ၢ်လိၣ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လိၣ် တီလိၣ်မိတခါအံၤန့ၣ်, ကိးဘဉ်လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໄປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງໂທຣໄປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.

LB2 (8-16)



For accessible formats of this information or assistance with additional equal access to human services, write to [dhs.info@state.mn.us](mailto:dhs.info@state.mn.us), call 651-431-4400, or use your preferred relay service. ADA1 (2-18)

Minnesota Statutes, Chapter 3.197, requires the disclosure of the cost to prepare this report. The estimated cost of preparing this report is \$4,325.

# Table of Contents

Evaluation of Minnesota Child Support Division Mechanisms and Programs .....	1
Child Support Division .....	1
Executive Summary .....	6
Federal Incentive Measures .....	6
Federal Performance Measure Calculations .....	6
Performance Relative to Other States.....	8
Individual County Performance.....	8
Federal, State and County Costs, and Impact on Private Employers .....	9
Child Support Arrears and Amounts Uncollectible.....	9
Report.....	10
Performance on Federal Incentive Measures .....	10
Individual County Performance.....	11
Paternity Establishment .....	12
Order Establishment.....	12
Current Support Collections .....	12
Arrears Collections .....	12
Cost Effectiveness.....	12
Recommendations for Program Improvement .....	13
New Parenting Expense Adjustment Law.....	13
Point-of-sale and Alternative Payments.....	13
Custodial Parent Debt and Nonsufficient or Administrative Funds Recoupment.....	14
Minnesota Child Support Online (MCSO) Mobile for Participants.....	14
Equity Team.....	14
Electronic Document Exchange Using the Federal Child Support Portal .....	14
Driver’s License Outreach.....	14

KMOJ Awareness and Education Campaign .....	15
MNsure/PRISM Interface .....	15
Department of Public Safety (DPS) Systems Changes .....	15
Systems Modernization .....	15
US Bank ReliaCard File Enhancements .....	16
Department of Revenue Interface .....	16
Federal, State and County Costs, and Impact on Private Employers .....	17
Federal Funding .....	17
State Funding.....	18
Impact on Private Employers .....	18
Child Support Arrears and Amount Uncollectible .....	19
Intergovernmental Cases .....	20
Age of Arrears and Uncollectible Amount.....	20
Appendix A: County Comparison (FFY 2018 – Preliminary Data).....	24
County Agency Results .....	25
Federal Performance Measures – Paternity Establishment (preliminary FFY 2018) .....	25
Appendix B: Sources of Information .....	61
CSD InfoPac Reports .....	61
Appendix C: Employer Survey Results.....	63
Employer Survey.....	63
Survey Results.....	63
Burden Estimates.....	63
Summary of Burden.....	64
Time/Cost Estimates.....	64
Tools and State Contact.....	65
Child Support Tools .....	66

State Contact ..... 66

Feedback and Suggestions for Improvement..... 68

Conclusions..... 68

Appendix D: Statutory Authority ..... 69

Appendix E: Federal Performance Measures Summary ..... 70

# Executive Summary

The Minnesota Legislature requires the Minnesota Department of Human Services (department) to evaluate all child support programs and to report a variety of measures to the legislature every two years.<sup>1</sup> This report includes information on programs and measures for the Child Support Program in areas specified by the legislature, including:

- Minnesota’s performance on federal incentive measures
- Minnesota’s performance relative to other states
- Individual Minnesota county performance
- Recommendations for improvement of the Child Support Program
- Report of federal, state, and local government costs, and impact on private employers
- Amount of child support arrears and amount of arrears determined to be uncollectible.

This report uses the most current preliminary data available. Minnesota county data is Federal Fiscal Year (FFY) 2018, compiled by the state office at the end of the federal fiscal year, Sept. 30, 2018.

Federal data related to other states is FFY 2017 because it takes the federal office more time to finalize its data.

The following sections provide a brief summary of detailed information provided in subsequent sections of this report.

## Federal Incentive Measures

The Federal Office of Child Support Enforcement (OCSE) requires states to meet performance standards in specific program areas. If a state meets minimum standards in federal performance measures, it is eligible to receive a portion of federal financial incentives. States can maximize incentives by achieving federal benchmarks identified in the following table. In FFY 2018, Minnesota’s Child Support Program achieved the following results. Performance by county is provided in Appendix A.

## Federal Performance Measure Calculations

The following are calculations for the five federal performance measures:

---

<sup>1</sup> Refer to Appendix D of this document for statutory authority and expenditures to produce this report.

- Paternity establishments - the number of open child support cases with paternity established during the federal fiscal year divided by the number of children in open child support cases born outside of marriage during the prior federal fiscal year.
- Child support order establishment - the number of cases open at the end of the federal fiscal year with support orders established divided by the number of cases open at the end of the fiscal year.
- Collections on current support - the total amount of support distributed as current support during the federal fiscal year divided by the total amount of current support due for the Federal fiscal year.
- Collections on arrears - the number of total cases with support distributed as arrears during the federal fiscal year divided by the number of total cases with arrearages due during the fiscal year.
- Program cost effectiveness - the amount of collections forwarded to other states plus total collections distributed, plus fees retained by other states divided by the total dollars expended on the program during the federal fiscal year.

Federal Performance Measures (FFY 2018)	Score	Federal Benchmark
Paternity establishment percentage	101.23%	90%
Percent of cases with a support order	88.32%	80%
Collection rate for current support due	74.94%	80%
Percent of cases with arrears with a collection	72.45%	80%
Dollars collected per dollar of administrative expenditure	\$3.26	\$5.00

Figure 1 - FFY 18 Federal performance scores for Minnesota and federal benchmarks

## Performance Relative to Other States

Minnesota continues to perform well in critical program areas as indicated by the state’s performance on the five federal performance measures. Each year, the federal Office of Child Support Enforcement (OCSE) publishes a report that includes the ranking of all states and territories on each measure. Minnesota’s performance relative to other states is below, ranking near the top in current support collections (third) and collections on arrears support (fourth).

Measure	National Rank for Minnesota (FFY 2017)
Paternity establishment percentage	16 <sup>th</sup> in the nation
Percent of cases with a support order	24 <sup>th</sup> in the nation
Collection rate for current support due	3 <sup>rd</sup> in the nation
Percent of cases with arrears with a collection	4 <sup>th</sup> in the nation
Dollars collected per dollar of administrative expenditure	47 <sup>th</sup> in the nation

Figure 2 - FFY 2017 National Performance Ranking for Minnesota

## Individual County Performance

Minnesota’s county agency administrators and child support workers are essential to state performance on federal performance measures described above. Detailed federal fiscal year information about performance by Minnesota county agencies is in Appendix A. County agencies contributed to the following statewide results:

- **Collections:**
  - Minnesota’s Child Support Program collected and disbursed \$573.2 million<sup>2</sup> in FFY

---

<sup>2</sup> OCSE 34a Collections report

2018.

- **Collections per case, the average annual collection:**<sup>3</sup>
  - Per case was \$2,649
  - For a public assistance case was \$620
  - For a non-public assistance case was \$2,883

## Federal, State and County Costs, and Impact on Private Employers

Total spending on the Minnesota Child Support Program in FFY 2018 was \$175 million, utilizing federal, state and county funding:

- **Federal, state and county costs:**
  - Federal share: \$119 million (68 percent)
  - State share: \$13 million (7 percent)
  - County share: \$43 million (25 percent)

To assess employer's costs relating to child support, the Minnesota Department of Human Services conducted a random survey of 400 employers, including nonprofit organizations. Based on survey results, the burden on employers for providing mandatory child support services is not overwhelming, and the public-private partnership among government and employers is generally positive.

### Child Support Arrears and Amounts Uncollectible<sup>4</sup>

As of Sept. 30, 2018, total arrearage owed on open Minnesota child support cases was approximately \$1.47 billion. Of this:

- \$1.040 billion is unpaid child support
- \$87.4 million is unpaid medical support
- \$79 million is unpaid child care, spousal maintenance and fees.

The above debt is owed to custodial parents and public assistance programs, including:

- \$1.070 billion owed for cases that have non-public assistance arrears
- \$230 million owed on cases that have public assistance arrears
- \$160 million in accrued interest and fees.

---

<sup>3</sup> OCSE 157 Performance report (current and arrears)

<sup>4</sup> Quarterly Accounts Receivable Report (Sept. 30, 2018)

About \$301 million is owed on interstate cases in which one parent lives outside Minnesota, and another state is responsible for collecting those arrears.

The vast majority (88 percent) of total arrears are more than one year old. Child Support Division staff estimates that approximately \$1.0 billion of total arrears is uncollectible.

## Report

The remaining sections of this report provide detailed information about major program areas described in this Executive Summary. These sections address each of the major areas for which the legislature has requested information.

# Performance on Federal Incentive Measures

State child support programs are required to provide data on several performance measures to the federal Office of Child Support Enforcement annually. The data is analyzed by OCSE and published the following year.

Minnesota strives to be among the top performing states on the five federal performance measures, and in other key program areas. Detailed state-by-state data is in the FFY 2017 Preliminary Data Report on the OCSE website at:

[Office of Child Support Enforcement Federal Fiscal Year 2017 Preliminary Data Report](#)

As indicated in figure 2, Minnesota performs reasonably well compared to other states in the five federal performance measures. It is fourth among all states in cases with collections on arrears, which is the most challenging portion of caseloads to achieve a collection. The state is also third in collection of current support, collecting 74 percent of the amount due for current support obligations. It ranks 24 in order establishment, at 88 percent. Minnesota uses a measure for paternity establishment that tends to be lower, but has better data reliability. Many states use a measure that tends to be higher, but has less data reliability. Yet, Minnesota ranks 16 among all states for paternity establishment. The state's cost effectiveness ranking of 47 places it in the lower portion of all states.

Figure 3 indicates Minnesota’s performance in FFY 2017 by type of collection. It ranks eighth among all states in collections on open cases, 14 in current assistance cases, sixth in former assistance cases, and 24 in never (receiving) assistance cases. Minnesota ranks 18 in total dollars collected, while having the 21 largest caseload, an indication of high collections.

Collection Comparison	National Ranking for Minnesota (FFY 2017)
<b>Total dollars collected</b>	18 <sup>th</sup> in the nation
<b>Collections per open cases</b>	8 <sup>th</sup> in the nation
<b>Collections per current assistance cases</b>	14 <sup>th</sup> in the nation
<b>Collections per former assistance cases</b>	6 <sup>th</sup> in the nation
<b>Collections per never assistance cases</b>	24 <sup>th</sup> in the nation

Figure 3 - FFY 2017 Minnesota ranking on collections

This report provides the most current preliminary data available. County agency data is from FFY 2018, compiled by the state office at the end of the federal fiscal year, Sept. 30, 2018. Figure 1 shows Minnesota’s performance on the five federal performance measures in FFY 2018.

Because it takes the federal office more time to finalize its data, federal data related to other states is FFY 2017.

## Individual County Performance

This section analyzes county agency performance on the five federal performance measures (detailed performance measure data by county is found in Appendix A). The majority of Minnesota county agencies perform between 70 and 80 percent for the various performance measures. The 80 percent threshold is significant because it is the threshold the federal Office of Child Support Enforcement has set as the point at which a state can attain the highest incentive amount for a performance measure, except for cost effectiveness. The cost effectiveness threshold is \$5.00 collected for every dollar spent. In addition, federal regulations require improvement in paternity establishment of two percentage points annually until states attain a paternity establishment rate of 90 percent (current statewide rate is 101 percent).

County mergers are reported under the merged name. For reporting purposes, there are 78 counties reported on.

## **Paternity Establishment**

County performance on paternity establishment for FFY 2018 shows that 77 of 78 county agencies achieved a paternity establishment percentage of 90 percent or above, meeting the performance target. Attaining the federal target makes the state eligible to receive full incentive funding for this measure.

## **Order Establishment**

Seventy-seven county agencies are achieving order establishment rates of 80 percent or above, which helped the state maintain its overall performance at 88 percent for this measure. Minnesota met the federal performance targets in FFYs 2004 - 2018, making it eligible for full incentive funding for this measure.

## **Current Support Collections**

The statewide average for this measure is 74 percent. Sixteen county agencies met the federal performance target of 80 percent. This is an area where improved performance would enhance outcomes for families, improve overall performance of the Child Support Program, and lead to additional incentive funds.

## **Arrears Collections**

Sixteen county agencies achieved performance at or above the federal performance target of 80 percent for this measure. Overall, the department collects and distributes support on arrears for 72 percent of cases with arrears. Improvement in this area would enhance overall performance of the Child Support Program, and provide additional incentive funds.

## **Cost Effectiveness**

The state has a cost effectiveness ratio of \$3.26, which means that for each dollar invested in the program, more than \$3.00 is collected for Minnesota families. The overall state ratio includes state expenditures, therefore, is lower than the county agency average.

# Recommendations for Program Improvement

The Child Support Division makes program improvements by focusing on continuous enhancement of the child support program. Priorities are overseen by the Child Support Executive Management Team and the Portfolio Advisory Committee which consist of the child support program Director, Deputy Director, Direct Services Manager, as well as MN.IT @ DHS Information Technology representatives. The portfolio helps to inform county child support agencies and other partners of priorities and current work commitments. CSD also responds to legislative mandates and works with stakeholders to identify needed program improvements. This report recommends seeing through the following list of current initiatives and projects for continued program improvement.

## New Parenting Expense Adjustment Law

A new parenting expense adjustment law was effective Aug. 1, 2018, changing how courts adjust basic child support amounts for parenting time expenses based on the number of court-ordered overnights parents spend with their children. The new law better reflects expenses parents incur when they are taking care of their children during court-ordered parenting time.

The new formula is complicated and time consuming to calculate manually. As a result, the Child Support Division updated its online Minnesota Child Support Guidelines Calculator and statewide child support system (PRISM) to incorporate the new formula and make it easier for parents to understand how the new law could affect them.

## Point-of-sale and Alternative Payments

The Point-of-sale and Alternative Payments project began in December 2017 to explore options for noncustodial parents without bank accounts to pay their child support more easily. Following the example of other states, department staff created a cash payment process at retail outlets beginning with PayNearMe in January 2018 and MoneyGram in June 2018. Parents have used the new process to pay more than \$500,000; other alternatives are being explored due to this success.

The University of Minnesota recognized this project in August with a 2018 State Government Innovation Award. The project has also been nominated for two additional awards in Human Services Information Technology and Better Government Award.

## **Custodial Parent Debt and Nonsufficient or Administrative Funds Recoupment**

This project is reviewing the custodial parent debt and nonsufficient recoupment (NSR) debt on PRISM and determining what actions to take. This work is being completed in preparation for systems modernization to develop a clear way to handle these debts going forward and clean them up before transitioning to a new system. Work on this project started in July 2016 and was broken down into two phases. The first phase, cleanup of the NSR debt, is complete and policy and procedure is in place to write off this debt, when appropriate, and refer it to the Financial Operations Division (FOD) for collection. Phase two, looking at custodial parent debt, is well underway as it began Oct. 1, 2017.

## **Minnesota Child Support Online (MCSO) Mobile for Participants**

This project will increase the usability of the MCSO website by making it compatible with mobile web browsers and devices. Technical feasibility for this effort started in June 2016; the participant portion of the site became mobile compatible in May 2018. Work continues to make the employer portion of the site compatible.

## **Equity Team**

The Child Support Division established an Equity Team in spring 2018 to ensure equity within policies, practices and procedures of the program. The goal is to mitigate bias in service delivery, recruitment, staff engagement and retention. The team serves to advance equity by establishing a platform of respectful engagement with internal and external partners and participants.

## **Electronic Document Exchange Using the Federal Child Support Portal**

The division installed the electronic document exchange application at 81 Minnesota county agencies and will cover the remaining six by the end of December, 2018. The application provides a secure method to electronically share child support case documents between county agencies and the state agency to speed-up processing times and cut costs associated with mailing these documents.

## **Driver's License Outreach**

In both August 2017 and 2018, county agencies and the division sent approximately 10,000 letters to parents who had fallen behind on their child support and had their driver's license suspended. The letter offered these parents another chance to start paying support and get their license back, if they worked with county child support staff and met specific conditions. Four months after receiving the

2017 letter, parents paid nearly \$38,000 more in child support, 13 percent more of their current, monthly support, and entered into nearly 700 payment plans toward future child support.

## **KMOJ Awareness and Education Campaign**

The division launched a 10-month awareness and education campaign in 2017 with KMOJ, a Twin Cities-based non-profit radio station. Through this campaign, the program will reach KMOJ's audience and others with information about the Child Support Program and resources to help. In January 2018, the Child Support Division's Help Desk received more than 1,000 additional calls compared to January 2017, nearly double the number of public awareness calls compared to previous months.

## **MNsure/PRISM Interface**

This project was initiated in 2013 and is included in the larger department-wide MNsure (Minnesota Health Insurance Exchange) initiative. The project addresses interface work between the MNsure and PRISM child support systems. Project objectives include a Medical Assistance Referral and Eligibility Interface between MNsure and PRISM which has been broken down into three phases. The first two phases of the interface were implemented in December 2016; work continues on the third phase.

## **Department of Public Safety (DPS) Systems Changes**

The Minnesota FAST Driver's Services system (MN FAST DS) project is an initiative of the Minnesota Department of Public Safety (DPS) to create an integrated driver's license and Real ID solution. PRISM receives interface information from DPS. The Child Support Program objective related to this initiative is to maintain current data integrity, interface and access to real time driver's license data with DPS throughout its transition to the new MN FAST DS system. MN FAST DS was deployed Oct. 1, 2018.

## **Systems Modernization**

The goal of this project is to improve the efficiency and effectiveness of the Child Support Program by increasing collections, reducing complexity and costs, and improving customer service and system usability. Planning efforts for system modernization have begun and will continue over the next several years. The federal Office of Child Support Enforcement has approved planning documents, and the Child Support Division is moving forward with plans for a feasibility study. There is no target completion date for this large and complex project.

## **US Bank ReliaCard File Enhancements**

This project will help Child Support Division comply with the state banking contract in place with US Bank. The contract requires CSD to send demographic updates for participants who have their child support deposited to their ReliaCard. Work began on this project in April 2018 and is expected to be completed in January 2019.

## **Department of Revenue Interface**

In October 2018, the Minnesota Department of Revenue (DOR) notified CSD that it is changing the file transmission and file layout effective December 2018. CSD collects approximately \$9 million a year from the Revenue Recapture Program with the DOR. The first phase is for CSD to change its file transmission process; division staff expect to meet the December 2018 deadline for this phase of the project. Phase two includes changes to the file layout. After discussions with DOR staff, it has removed this deadline and has agreed to work with CSD to complete this phase in a timely manner, hopefully by July 1, 2019.

# Federal, State and County Costs, and Impact on Private Employers

Federal, state and local government resources fund Minnesota’s Child Support Program. As indicated in the chart below, 68 percent of funding is from federal resources, 25 percent from county government, and 7 percent from Minnesota state government.

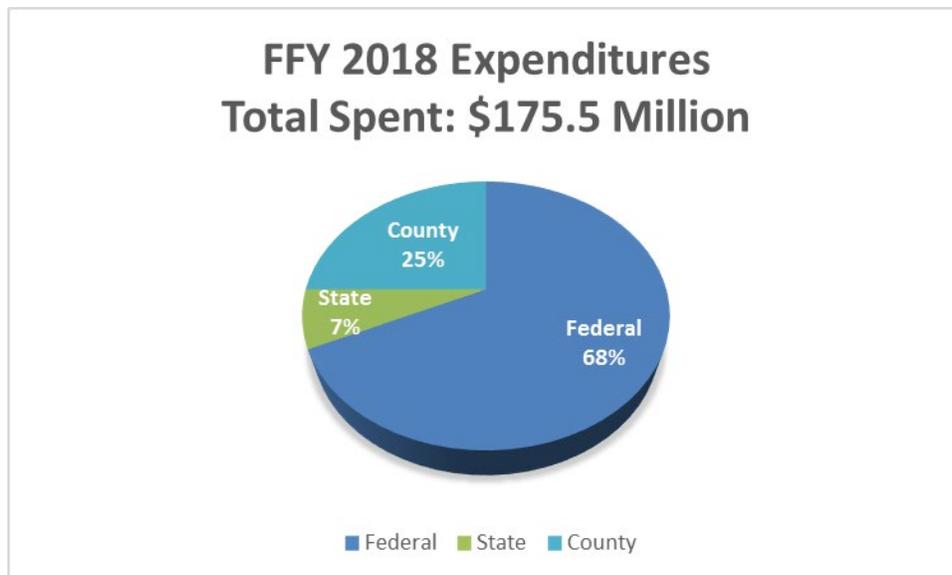


Figure 4 - FFY 2018 Expenditures Total Spent: \$175.5 Million

## Federal Funding

Minnesota’s Child Support Program received \$119 million in federal funds in FFY 2018. Federal funding is comprised of federal financial participation (FFP), which reimburses the state for 66 percent of eligible child support services. In addition, there is federal funding in the form of performance incentive dollars.

The federal performance measure results are used to calculate Minnesota’s share of federal incentive funding for the Child Support Program. In FFY 2018, Minnesota received about \$11.6 million, or 2.08 percent of the national pool of federal incentive funding. This amount is determined by applying a formula that incorporates Minnesota’s performance, and the total amount of anticipated federal incentive funding available to all states. This formula includes a maximum amount that the state can earn, based on its collections. This incentive funding is distributed to county agencies according to individual county performance, based on the same measures used by the federal government.

## State Funding

State funding for the child support program has three components: General program spending, fees and incentives. General program spending includes expenditures that are eligible for FFP. In FFY 2018, the state contribution to total program funding was \$12.9 million, or 7 percent of total program spending after FFP.

## Impact on Private Employers

Private businesses are essential to collecting child support. The state agency depends on thousands of employers to withhold child support amounts from earnings, submit collected amounts to the state, and maintain records necessary to properly administer the program. Federal and state laws require employers to perform the following essential services, which include:

- Submitting the names of newly hired employees to a central database
- Responding to requests for employment verification
- Responding to requests for medical insurance information
- Processing of income withholding
- Transmitting child support payments to the state.

To assess employers' costs relating to child support, the department conducted a random survey of 400 employers and nonprofit organizations biennially from 2002-2018. Comparing the results of the 2018 survey to the one conducted in 2016, it appears that employers find the child support collection process, and its impact on respective businesses, less burdensome than in previous years.

Results from the 2018 survey are described below.<sup>5</sup> The results indicate the majority of businesses report minimal impact on their operations. Responses to the service aspect of the survey seem to indicate that employers are happy with contacts they have had with the Child Support Payment Center in particular, and to CSD in general.

The overall response rate for the survey was 24 percent (96 surveys returned). The survey revealed:

- A majority of employers reported that required child support activities are not burdensome, or only slightly burdensome using the four-point scale
- Forty-one employers (51 percent) rated at least one of the six categories as a lot of effort.
- Eleven employers (12 percent) reported that employees left their jobs after they learned of the child support action taken

---

<sup>5</sup> See Appendix C for additional details.

Activity	Minimal Effort Rating	Some Effort Rating	A Lot of Effort Rating	N/A
New hire information	67	17	4	8
Income withholding	47	37	8	4
Transmitting payments	59	29	6	2
Cost of living adjustments	51	25	3	17
Employment verification	41	37	10	8
Medical insurance information verification	37	36	10	13

Figure 5 - Employer survey results

## Child Support Arrears and Amount Uncollectible

Child support arrears of approximately \$1.47 billion were owed on open Minnesota child support cases as of Sept. 30, 2018. This total includes unpaid support obligations, interest and fees. Of the total arrearage amount, \$274 million in unpaid support is owed on cases for which public assistance was issued to families at some point, and about \$1.19 billion in non-public assistance arrears.

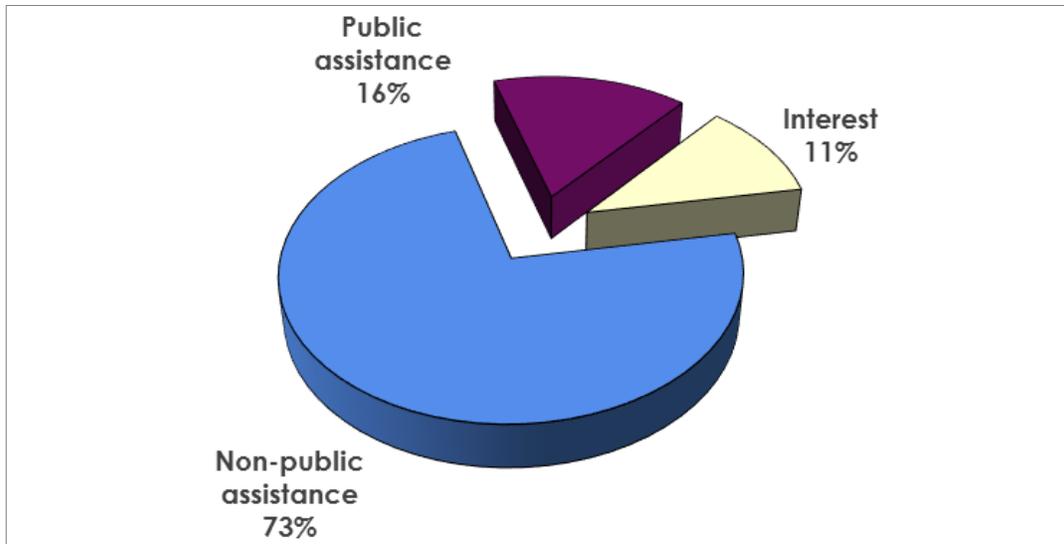


Figure 6 - Distribution of Minnesota arrears

As noted above, approximately \$1.30 billion, or 88 percent, of the total \$1.47 billion represents unpaid child support obligations. The remaining 11 percent is comprised of other obligations, including interest and fees.

Approximately \$90 million in outstanding arrears is owed for medical support and birthing expenses, and another \$79 million is owed for such things as child care, spousal maintenance and fees.

### Intergovernmental Cases<sup>6</sup>

A significant portion of arrears owed for child support in Minnesota is for cases where one parent lives outside the state. These are referred to as intergovernmental cases. Almost \$301 million, or 20 percent of the \$1.47 billion total arrears, is owed on intergovernmental cases initiated in Minnesota that other states are responsible for collecting. Of the 169,227 child support cases with arrears, 11 percent are intergovernmental cases.

### Age of Arrears and Uncollectible Amount

The vast majority (88 percent or \$1.29 billion) of child support arrears are more than one year. The table below gives a breakdown of arrears by time frame.

---

<sup>6</sup> QQ280202 (Initiating) QQ280204 (Summary)

<b>Current Receivables</b>	<b>Balances by Age (FFY 2018)</b>
<b>1 - 30 days</b>	\$17,857,746
<b>31 - 60 days</b>	\$18,489,570
<b>61 - 90 days</b>	\$17,386,737
<b>91 - 120 days</b>	\$17,015,882
<b>121 - 365 days</b>	\$116,388,612
<b>Greater than one year</b>	\$1,285,114,822
<b>Total value</b>	\$1,472,253,368

Figure 7 - Age of arrears

The Child Support Division estimates that at least \$1.0 billion of total arrearage (68 percent) is uncollectible. This is a weighted average based on aging of the debt. To determine the uncollectible amount, total arrears are aged into six categories from greater than one month to greater than one year. Each category is weighted as to the probability of collection.

Cases in which debt is not likely to be collected include an obligor who:

- Has a history of bankruptcy
- Is incarcerated
- Is institutionalized
- Resides in a country or territory where Minnesota has no jurisdiction, or
- Receives General Assistance.

While these amounts have been determined to be uncollectible, there are very limited circumstances in which the amounts can be removed from child support cases. Generally, amounts that are owed to custodial parents cannot be written off without the consent of the individual. The Child Support Division may choose to forgive or write off unpaid amounts that are owed to the state for child support

accrued during periods when public assistance was received, and child support obligations were assigned to the state.

The following chart shows a breakdown of arrears balances in child support for FFY 2018. Using the amount of current support due as a proxy for the financial resources of the obligor, it shows that the majority of cases and dollars owed in arrears are attributed to those with the least ability to pay.

Current Due per Month (\$)	Number of Cases	Total Arrears Non-medical	Total Arrears Medical
\$0.00	127,291*	\$624,467,997	\$41,140,029
\$0.01 - \$100.00	24,407	\$73,541,802	\$4,548,254
\$100.01 - \$200.00	16,349	\$88,420,936	\$3,611,431
\$200.01 - \$300.00	17,706	\$116,296,267	\$6,110,432
\$300.01 - \$400.00	21,494	\$150,178,463	\$10,013,910
\$400.01 - \$500.00	17,841	\$113,965,687	\$8,488,722
\$500.01 - \$600.00	12,825	\$76,402,053	\$5,964,425
\$600.01 - \$700.00	8,410	\$51,323,767	\$3,604,388
\$700.01 - \$800.00	5,423	\$34,491,936	\$2,420,605
\$800.01 - \$900.00	3,582	\$23,157,433	\$1,721,214
\$900.01 - \$1,000.00	2,270	\$12,805,680	\$960,300
\$1,000.01 - \$1,100.00	1,638	\$10,709,610	\$682,417

Current Due per Month (\$)	Number of Cases	Total Arrears Non-medical	Total Arrears Medical
\$1,100.01 - \$1,200.00	1,130	\$7,902,440	\$579,122
\$1,200.01 - \$1,300.00	840	\$5,562,609	\$440,837
\$1,300.01 - \$1,400.00	590	\$4,082,299	\$241,630
\$1,400.01 - \$1,500.00	437	\$4,308,302	\$258,968
\$1,500.01 - \$2,000.00	1,062	\$10,292,430	\$584,277
\$2,000.01+	859	\$17,788,740	\$304,748
<b>Totals</b>	136,863	\$1,425,698,452	\$91,675,710

Figure 8 - Breakout of arrears balances

\* Cases not included in total cases

# **Appendix A: County Comparison (FFY 2018 – Preliminary Data)**

Note: The following counties have merged:

Lincoln, Lyon, Murray, Rock, Pipestone and Redwood counties merged and its combined data is reported under Southwest Health and Human Services (SWHHS).

Cottonwood and Jackson counties merged and its combined data is reported under Des Moines Valley.

Dodge, Steele and Waseca counties merged and its combined data is reported under MN Prairie.

## County Agency Results

### Federal Performance Measures – Paternity Establishment (preliminary FFY 2018)

FIPS#	County	Child w/Pat Estab	Child Req Paternity	Pat Est Rate (%)
001	Aitkin	567	562	100.89%
003	Anoka	8,906	8,537	104.32%
005	Becker	1,193	1,192	100.08%
007	Beltrami	1,961	2,044	95.94%
009	Benton	1,628	1,552	104.90%
011	Big Stone	138	128	107.81%
013	Blue Earth	1,905	1,839	103.59%
015	Brown	811	772	105.05%
017	Carlton	1,395	1,371	101.75%
019	Carver	1,325	1,270	104.33%
021	Cass	1,462	1,496	97.73%
023	Chippewa	416	421	98.81%
025	Chisago	1,534	1,450	105.79%
027	Clay	2,133	2,101	101.52%

FIPS#	County	Child w/Pat Estab	Child Req Paternity	Pat Est Rate (%)
029	Clearwater	411	398	103.27%
031	Cook	122	136	89.71%
035	Crow Wing	2,537	2,369	107.09%
037	Dakota	9,632	9,829	98.00%
041	Douglas	1,045	1,015	102.96%
045	Fillmore	518	513	100.97%
047	Freeborn	1,358	1,307	103.90%
049	Goodhue	1,538	1,469	104.70%
051	Grant	172	181	95.03%
053	Hennepin	40,752	40,343	101.01%
055	Houston	502	457	109.85%
057	Hubbard	795	791	100.51%
059	Isanti	1,379	1,319	104.55%
061	Itasca	1,829	1,715	106.65%
063	Des Moines Valley	836	793	105.42%

<b>FIPS#</b>	<b>County</b>	<b>Child w/Pat Estab</b>	<b>Child Req Paternity</b>	<b>Pat Est Rate (%)</b>
065	Kanabec	613	607	100.99%
067	Kandiyohi	1,630	1,609	101.31%
069	Kittson	79	72	109.72%
071	Koochiching	558	501	111.38%
073	Lac qui Parle	168	147	114.29%
075	Lake	280	281	99.64%
077	Lake of the Woods	103	109	94.50%
079	Le Sueur	842	796	105.78%
083	SWHHS	2,601	2,442	106.51%
085	McLeod	1,165	1,124	103.65%
087	Mahnomen	218	238	91.60%
089	Marshall	227	207	109.66%
091	Faribault/Martin	1,433	1,323	108.31%
093	Meeker	604	581	103.96%
095	Mille Lacs	1,300	1,214	107.08%

<b>FIPS#</b>	<b>County</b>	<b>Child w/Pat Estab</b>	<b>Child Req Paternity</b>	<b>Pat Est Rate (%)</b>
<b>097</b>	Morrison	1,235	1,231	100.32%
<b>099</b>	Mower	1,799	1,780	101.07%
<b>103</b>	Nicollet	1,075	1,051	102.28%
<b>105</b>	Nobles	913	853	107.03%
<b>107</b>	Norman	213	202	105.45%
<b>109</b>	Olmsted	4,692	4,635	101.23%
<b>111</b>	Otter Tail	1,663	1,673	99.40%
<b>113</b>	Pennington	552	557	99.10%
<b>115</b>	Pine	1,285	1,233	104.22%
<b>119</b>	Polk	1,498	1,382	108.39%
<b>121</b>	Pope	264	262	100.76%
<b>123</b>	Ramsey	21,576	22,699	95.05%
<b>125</b>	Red Lake	112	101	110.89%
<b>129</b>	Renville	499	510	97.84%
<b>131</b>	Rice	1,455	1,478	98.44%

<b>FIPS#</b>	<b>County</b>	<b>Child w/Pat Estab</b>	<b>Child Req Paternity</b>	<b>Pat Est Rate (%)</b>
135	Roseau	464	438	105.94%
137	St. Louis	7,863	7,690	102.25%
139	Scott	2,330	2,247	103.69%
141	Sherburne	2,500	2,380	105.04%
143	Sibley	442	450	98.22%
145	Stearns	4,172	4,164	100.19%
147	MN Prairie	3,063	2,868	106.80%
149	Stevens	166	156	106.41%
151	Swift	378	363	104.13%
153	Todd	761	685	111.09%
155	Traverse	86	62	138.71%
157	Wabasha	516	510	101.18%
159	Wadena	607	587	103.41%
163	Washington	4,816	4,686	102.77%
165	Watonwan	521	504	103.37%

<b>FIPS#</b>	<b>County</b>	<b>Child w/Pat Estab</b>	<b>Child Req Paternity</b>	<b>Pat Est Rate (%)</b>
<b>167</b>	Wilkin	221	211	104.74%
<b>169</b>	Winona	1,369	1,400	97.79%
<b>171</b>	Wright	2,979	2,837	105.01%
<b>173</b>	Yellow Medicine	234	228	102.63%
<b>CSD</b>	<b>Statewide</b>	<b>171,564</b>	<b>169,485</b>	<b>101.23%</b>

County Agency Results: Federal Performance Measures – Order Establishment (preliminary FFY 2018)

FIPS#	County	Cases with Orders	Open Cases	Order Est (%)
001	Aitkin	711	758	93.80%
003	Anoka	10,599	11,613	91.27%
005	Becker	1,380	1,518	90.91%
007	Beltrami	2,163	2,463	87.82%
009	Benton	1,788	1,922	93.03%
011	Big Stone	155	170	91.18%
013	Blue Earth	2,310	2,494	92.62%
015	Brown	920	1,001	91.91%
017	Carlton	1,788	1,923	92.98%
019	Carver	1,638	1,740	94.14%
021	Cass	1,440	1,729	83.29%
023	Chippewa	501	549	91.26%
025	Chisago	1,941	2,029	95.66%
027	Clay	2,173	2,504	86.78%
029	Clearwater	532	570	93.33%

<b>FIPS#</b>	<b>County</b>	<b>Cases with Orders</b>	<b>Open Cases</b>	<b>Order Est (%)</b>
031	Cook	150	162	92.59%
035	Crow Wing	3,139	3,407	92.13%
037	Dakota	10,794	12,499	86.36%
041	Douglas	1,395	1,480	94.26%
045	Fillmore	617	684	90.20%
047	Freeborn	1,517	1,635	92.78%
049	Goodhue	1,711	1,949	87.79%
051	Grant	225	236	95.34%
053	Hennepin	39,767	48,482	82.02%
055	Houston	583	627	92.98%
057	Hubbard	918	987	93.01%
059	Isanti	1,748	1,832	95.41%
061	Itasca	2,248	2,374	94.69%
063	Des Moines Valley	1,004	1,048	95.80%
065	Kanabec	759	807	94.05%

FIPS#	County	Cases with Orders	Open Cases	Order Est (%)
067	Kandiyohi	1,836	2,010	91.34%
069	Kittson	99	103	96.12%
071	Koochiching	615	631	97.46%
073	Lac qui Parle	181	186	97.31%
075	Lake	400	426	93.90%
077	Lake of the Woods	130	146	89.04%
079	Le Sueur	884	939	94.14%
083	SWHHS	2,964	3,240	91.48%
085	McLeod	1,339	1,452	92.22%
087	Mahnomen	193	254	75.98%
089	Marshall	273	287	95.12%
091	Faribault/Martin	1,548	1,662	93.14%
093	Meeker	829	897	92.42%
095	Mille Lacs	1,801	1,919	93.85%
097	Morrison	1,760	1,867	94.27%

FIPS#	County	Cases with Orders	Open Cases	Order Est (%)
099	Mower	1,999	2,190	91.28%
103	Nicollet	1,256	1,342	93.59%
105	Nobles	809	912	88.71%
107	Norman	251	276	90.94%
109	Olmsted	4,719	5,421	87.05%
111	Otter Tail	1,985	2,226	89.17%
113	Pennington	630	710	88.73%
115	Pine	1,577	1,654	95.34%
119	Polk	1,593	1,703	93.54%
121	Pope	339	354	95.76%
123	Ramsey	19,754	23,340	84.64%
125	Red Lake	128	138	92.75%
129	Renville	515	618	83.33%
131	Rice	1,613	1,811	89.07%
135	Roseau	545	568	95.95%

FIPS#	County	Cases with Orders	Open Cases	Order Est (%)
137	St. Louis	8,796	9,539	92.21%
139	Scott	2,546	2,789	91.29%
141	Sherburne	3,216	3,508	91.68%
143	Sibley	550	620	88.71%
145	Stearns	4,617	5,245	88.03%
147	MN Prairie	3,456	3,728	92.70%
149	Stevens	192	211	91.00%
151	Swift	441	475	92.84%
153	Todd	911	1,016	89.67%
155	Traverse	74	81	91.36%
157	Wabasha	640	691	92.62%
159	Wadena	806	845	95.38%
163	Washington	5,832	6,137	95.03%
165	Watonwan	647	713	90.74%
167	Wilkin	224	246	91.06%

<b>FIPS#</b>	<b>County</b>	<b>Cases with Orders</b>	<b>Open Cases</b>	<b>Order Est (%)</b>
<b>169</b>	Winona	1,806	2,014	89.67%
<b>171</b>	Wright	3,671	3,913	93.82%
<b>173</b>	Yellow Medicine	295	313	94.25%
<b>CSD</b>	<b>Statewide</b>	<b>187,963</b>	<b>212,822</b>	<b>88.32%</b>

County Agency Results: Federal Performance Measures – Current Support (preliminary FFY 2018)

FIPS#	County	Current Paid	Current Due	Current Paid (%)
001	Aitkin	1,175,691	1,542,892	76.20%
003	Anoka	30,008,218	39,395,247	76.17%
005	Becker	2,641,029	3,640,819	72.54%
007	Beltrami	3,189,617	4,491,225	71.02%
009	Benton	4,122,441	5,373,547	76.72%
011	Big Stone	433,819	573,719	75.62%
013	Blue Earth	5,507,442	7,638,863	72.10%
015	Brown	2,906,695	3,508,136	82.86%
017	Carlton	3,521,631	4,737,314	74.34%
019	Carver	6,392,757	8,018,774	79.72%
021	Cass	1,569,174	2,368,189	66.26%
023	Chippewa	1,279,177	1,597,205	80.09%
025	Chisago	5,716,661	7,145,967	80.00%
027	Clay	6,056,196	8,260,665	73.31%
029	Clearwater	813,866	1,157,422	70.32%

<b>FIPS#</b>	<b>County</b>	<b>Current Paid</b>	<b>Current Due</b>	<b>Current Paid (%)</b>
<b>031</b>	Cook	274,251	376,040	72.93%
<b>035</b>	Crow Wing	6,300,286	8,476,298	74.33%
<b>037</b>	Dakota	31,672,408	43,529,050	72.76%
<b>041</b>	Douglas	3,139,409	4,262,700	73.65%
<b>045</b>	Fillmore	1,750,549	2,248,961	77.84%
<b>047</b>	Freeborn	3,454,078	4,878,500	70.80%
<b>049</b>	Goodhue	4,469,133	5,738,017	77.89%
<b>051</b>	Grant	708,874	847,222	83.67%
<b>053</b>	Hennepin	72,445,679	100,788,615	71.88%
<b>055</b>	Houston	1,463,477	1,899,185	77.06%
<b>057</b>	Hubbard	1,420,618	1,908,641	74.43%
<b>059</b>	Isanti	4,960,522	6,344,554	78.19%
<b>061</b>	Itasca	4,237,818	5,513,287	76.87%
<b>063</b>	Des Moines Valley	2,462,759	3,014,676	81.69%
<b>065</b>	Kanabec	1,729,558	2,307,831	74.94%

<b>FIPS#</b>	<b>County</b>	<b>Current Paid</b>	<b>Current Due</b>	<b>Current Paid (%)</b>
067	Kandiyohi	4,427,590	5,694,470	77.75%
069	Kittson	290,987	344,890	84.37%
071	Koochiching	1,525,074	1,839,880	82.89%
073	Lac qui Parle	574,756	697,414	82.41%
075	Lake	899,639	1,189,258	75.65%
077	Lake of the Woods	257,502	339,841	75.77%
079	Le Sueur	2,784,704	3,589,475	77.58%
083	SWHHS	7,334,142	9,475,408	77.40%
085	McLeod	3,717,388	4,566,740	81.40%
087	Mahnomen	292,973	434,880	67.37%
089	Marshall	908,941	1,097,528	82.82%
091	Faribault/Martin	4,210,293	5,509,931	76.41%
093	Meeker	2,134,303	2,818,568	75.72%
095	Mille Lacs	2,690,561	3,389,465	79.38%
097	Morrison	3,208,511	4,430,532	72.42%

<b>FIPS#</b>	<b>County</b>	<b>Current Paid</b>	<b>Current Due</b>	<b>Current Paid (%)</b>
<b>099</b>	Mower	4,470,731	5,944,829	75.20%
<b>103</b>	Nicollet	3,476,292	4,540,992	76.55%
<b>105</b>	Nobles	2,380,415	2,959,009	80.45%
<b>107</b>	Norman	610,708	841,556	72.57%
<b>109</b>	Olmsted	14,044,374	18,016,776	77.95%
<b>111</b>	Otter Tail	4,635,881	6,476,403	71.58%
<b>113</b>	Pennington	1,581,838	2,029,857	77.93%
<b>115</b>	Pine	3,380,916	4,298,233	78.66%
<b>119</b>	Polk	3,438,901	4,367,823	78.73%
<b>121</b>	Pope	848,527	1,069,112	79.37%
<b>123</b>	Ramsey	34,025,135	49,679,830	68.49%
<b>125</b>	Red Lake	456,868	573,674	79.64%
<b>129</b>	Renville	1,487,298	1,887,273	78.81%
<b>131</b>	Rice	4,958,307	6,341,184	78.19%
<b>135</b>	Roseau	1,504,597	1,848,685	81.39%

<b>FIPS#</b>	<b>County</b>	<b>Current Paid</b>	<b>Current Due</b>	<b>Current Paid (%)</b>
<b>137</b>	St. Louis	17,164,969	23,306,502	73.65%
<b>139</b>	Scott	9,321,009	11,624,366	80.19%
<b>141</b>	Sherburne	9,656,140	11,896,338	81.17%
<b>143</b>	Sibley	1,441,138	1,815,700	79.37%
<b>145</b>	Stearns	11,567,648	14,958,012	77.33%
<b>147</b>	MN Prairie	8,731,403	11,309,808	77.20%
<b>149</b>	Stevens	557,613	716,244	77.85%
<b>151</b>	Swift	1,009,855	1,294,120	78.03%
<b>153</b>	Todd	2,155,889	2,779,808	77.56%
<b>155</b>	Traverse	248,552	320,873	77.46%
<b>157</b>	Wabasha	1,951,409	2,454,708	79.50%
<b>159</b>	Wadena	1,850,568	2,518,932	73.47%
<b>163</b>	Washington	17,860,057	23,315,290	76.60%
<b>165</b>	Watonwan	1,575,855	2,048,455	76.93%
<b>167</b>	Wilkin	728,291	940,511	77.44%

<b>FIPS#</b>	<b>County</b>	<b>Current Paid</b>	<b>Current Due</b>	<b>Current Paid (%)</b>
<b>169</b>	Winona	3,284,248	4,428,387	74.16%
<b>171</b>	Wright	11,873,641	14,758,479	80.45%
<b>173</b>	Yellow Medicine	970,896	1,189,897	81.59%
<b>CSD</b>	<b>Statewide</b>	<b>434,341,241</b>	<b>579,608,329</b>	<b>74.94%</b>

*County Agency Results: Federal Performance Measures – Arrears Support (preliminary FFY 2018)*

<b>FIPS#</b>	<b>County</b>	<b>Cases with Arrs Paid</b>	<b>Cases with Arrs Due</b>	<b>Arrears Paid (%)</b>
001	Aitkin	422	612	68.95%
003	Anoka	7,646	10,275	74.41%
005	Becker	839	1,239	67.72%
007	Beltrami	1,190	2,025	58.77%
009	Benton	1,120	1,485	75.42%
011	Big Stone	108	136	79.41%
013	Blue Earth	1,601	2,167	73.88%
015	Brown	695	862	80.63%
017	Carlton	1,056	1,639	64.43%
019	Carver	1,206	1,555	77.56%
021	Cass	674	1,136	59.33%
023	Chippewa	331	448	73.88%
025	Chisago	1,491	1,831	81.43%
027	Clay	1,451	2,115	68.61%

FIPS#	County	Cases with Arrs Paid	Cases with Arrs Due	Arrears Paid (%)
029	Clearwater	303	479	63.26%
031	Cook	103	140	73.57%
035	Crow Wing	2,178	2,942	74.03%
037	Dakota	7,527	10,211	73.71%
041	Douglas	887	1,202	73.79%
045	Fillmore	435	552	78.80%
047	Freeborn	1,051	1,442	72.88%
049	Goodhue	1,190	1,578	75.41%
051	Grant	160	200	80.00%
053	Hennepin	22,784	32,716	69.64%
055	Houston	378	545	69.36%
057	Hubbard	589	835	70.54%
059	Isanti	1,248	1,616	77.23%
061	Itasca	1,401	1,925	72.78%
063	Des Moines Valley	709	865	81.97%

FIPS#	County	Cases with Arrs Paid	Cases with Arrs Due	Arrears Paid (%)
065	Kanabec	492	657	74.89%
067	Kandiyohi	1,250	1,670	74.85%
069	Kittson	60	71	84.51%
071	Koochiching	476	562	84.70%
073	Lac qui Parle	135	164	82.32%
075	Lake	279	357	78.15%
077	Lake of the Woods	74	98	75.51%
079	Le Sueur	683	829	82.39%
083	SWHHS	2,024	2,633	76.87%
085	McLeod	1,032	1,278	80.75%
087	Mahnomen	83	136	61.03%
089	Marshall	189	229	82.53%
091	Faribault/Martin	1,174	1,513	77.59%
093	Meeker	613	756	81.08%
095	Mille Lacs	1,242	1,602	77.53%

<b>FIPS#</b>	<b>County</b>	<b>Cases with Arrs Paid</b>	<b>Cases with Arrs Due</b>	<b>Arrears Paid (%)</b>
<b>097</b>	Morrison	1,147	1,573	72.92%
<b>099</b>	Mower	1,349	1,892	71.30%
<b>103</b>	Nicollet	908	1,150	78.96%
<b>105</b>	Nobles	599	761	78.71%
<b>107</b>	Norman	165	236	69.92%
<b>109</b>	Olmsted	3,279	4,218	77.74%
<b>111</b>	Otter Tail	1,254	1,758	71.33%
<b>113</b>	Pennington	399	547	72.94%
<b>115</b>	Pine	1,147	1,513	75.81%
<b>119</b>	Polk	933	1,369	68.15%
<b>121</b>	Pope	228	294	77.55%
<b>123</b>	Ramsey	12,133	18,336	66.17%
<b>125</b>	Red Lake	94	115	81.74%
<b>129</b>	Renville	345	448	77.01%
<b>131</b>	Rice	1,143	1,478	77.33%

FIPS#	County	Cases with Arrs Paid	Cases with Arrs Due	Arrears Paid (%)
135	Roseau	414	500	82.80%
137	St. Louis	6,024	8,925	67.50%
139	Scott	1,871	2,314	80.86%
141	Sherburne	2,095	2,704	77.48%
143	Sibley	407	512	79.49%
145	Stearns	3,313	4,207	78.75%
147	MN Prairie	2,455	3,159	77.71%
149	Stevens	169	209	80.86%
151	Swift	301	400	75.25%
153	Todd	634	811	78.18%
155	Traverse	62	80	77.50%
157	Wabasha	445	570	78.07%
159	Wadena	558	774	72.09%
163	Washington	3,663	5,090	71.96%
165	Watsonwan	447	587	76.15%

FIPS#	County	Cases with Arrs Paid	Cases with Arrs Due	Arrears Paid (%)
167	Wilkin	156	204	76.47%
169	Winona	1,178	1,654	71.22%
171	Wright	2,474	3,190	77.55%
173	Yellow Medicine	225	275	81.82%
CSD	Statewide	122,604	169,227	72.45%

County Agency Results: Federal Performance Measures – Cost Effectiveness (preliminary FFY 2018)

FIPS#	County	Collections	Expenditures	Cost Effectiveness (\$)
001	Aitkin	1,635,339	592,928	\$2.76
003	Anoka	40,245,791	8,456,490	\$4.76
005	Becker	3,513,489	1,213,825	\$2.89
007	Beltrami	4,439,606	1,268,228	\$3.50
009	Benton	5,140,396	1,158,272	\$4.44
011	Big Stone	576,284	124,880	\$4.61
013	Blue Earth	7,186,684	1,537,370	\$4.67
015	Brown	3,608,182	633,779	\$5.69
017	Carlton	4,624,249	1,497,758	\$3.09
019	Carver	8,300,791	1,615,577	\$5.14
021	Cass	2,259,639	1,065,543	\$2.12
023	Chippewa	1,588,812	382,103	\$4.16
025	Chisago	7,314,107	1,035,192	\$7.07
027	Clay	7,733,971	1,670,861	\$4.63

FIPS#	County	Collections	Expenditures	Cost Effectiveness (\$)
029	Clearwater	1,092,441	238,224	\$4.59
031	Cook	397,931	142,345	\$2.80
035	Crow Wing	8,403,331	1,730,617	\$4.86
037	Dakota	42,714,356	9,778,317	\$4.37
041	Douglas	4,133,987	921,902	\$4.48
045	Fillmore	2,162,048	279,853	\$7.73
047	Freeborn	4,449,044	742,289	\$5.99
049	Goodhue	5,691,110	1,388,975	\$4.10
051	Grant	839,907	260,715	\$3.22
053	Hennepin	97,600,749	33,970,075	\$2.87
055	Houston	1,855,656	454,999	\$4.08
057	Hubbard	1,952,643	267,114	\$7.31
059	Isanti	6,365,060	1,395,448	\$4.56
061	Itasca	5,712,851	1,815,946	\$3.15
063	Des Moines Valley	3,108,063	521,655	\$5.96

<b>FIPS#</b>	<b>County</b>	<b>Collections</b>	<b>Expenditures</b>	<b>Cost Effectiveness (\$)</b>
065	Kanabec	2,324,108	618,686	\$3.76
067	Kandiyohi	5,667,511	1,314,192	\$4.31
069	Kittson	333,700	104,240	\$3.20
071	Koochiching	1,988,304	439,005	\$4.53
073	Lac qui Parle	706,050	111,305	\$6.34
075	Lake	1,208,648	337,390	\$3.58
077	Lake of the Woods	300,873	98,448	\$3.06
079	Le Sueur	3,526,485	737,870	\$4.78
083	SWHHS	9,462,450	1,645,902	\$5.75
085	McLeod	4,667,894	704,318	\$6.63
087	Mahnomen	365,640	136,094	\$2.69
089	Marshall	1,109,733	273,572	\$4.06
091	Faribault/Martin	5,229,451	1,200,153	\$4.36
093	Meeker	2,966,552	533,019	\$5.57
095	Mille Lacs	3,724,072	772,115	\$4.82

<b>FIPS#</b>	<b>County</b>	<b>Collections</b>	<b>Expenditures</b>	<b>Cost Effectiveness (\$)</b>
097	Morrison	4,401,803	925,260	\$4.76
099	Mower	5,744,430	1,331,916	\$4.31
103	Nicollet	4,323,356	1,073,761	\$4.03
105	Nobles	3,010,657	436,406	\$6.90
107	Norman	771,353	149,965	\$5.14
109	Olmsted	17,979,105	4,087,139	\$4.40
111	Otter Tail	6,008,787	1,635,064	\$3.67
113	Pennington	1,953,636	577,531	\$3.38
115	Pine	4,534,274	1,022,307	\$4.44
119	Polk	4,301,304	1,125,227	\$3.82
121	Pope	1,039,813	261,528	\$3.98
123	Ramsey	48,223,917	17,004,296	\$2.84
125	Red Lake	531,509	113,884	\$4.67
129	Renville	1,893,224	372,815	\$5.08
131	Rice	6,414,574	1,348,320	\$4.76

FIPS#	County	Collections	Expenditures	Cost Effectiveness (\$)
135	Roseau	1,964,995	480,490	\$4.09
137	St. Louis	23,217,310	5,734,298	\$4.05
139	Scott	12,438,472	2,536,573	\$4.90
141	Sherburne	12,319,042	1,823,838	\$6.75
143	Sibley	1,831,099	366,181	\$5.00
145	Stearns	14,640,739	2,962,722	\$4.94
147	MN Prairie	11,057,405	1,871,564	\$5.91
149	Stevens	722,056	107,924	\$6.69
151	Swift	1,316,578	267,699	\$4.92
153	Todd	2,813,720	556,986	\$5.05
155	Traverse	323,968	74,063	\$4.37
157	Wabasha	2,497,076	336,708	\$7.42
159	Wadena	2,461,222	328,561	\$7.49
163	Washington	22,360,624	3,934,110	\$5.68
165	Watonwan	1,993,864	426,118	\$4.68

<b>FIPS#</b>	<b>County</b>	<b>Collections</b>	<b>Expenditures</b>	<b>Cost Effectiveness (\$)</b>
<b>167</b>	Wilkin	909,567	232,372	\$3.91
<b>169</b>	Winona	4,496,004	937,977	\$4.79
<b>171</b>	Wright	15,047,849	2,373,734	\$6.34
<b>173</b>	Yellow Medicine	1,317,024	259,566	\$5.07
<b>County + state</b>	<b>Statewide</b>	<b>573,164,172</b>	<b>175,475,786</b>	<b>\$3.26</b>

*County Agency Results: Caseload Comparison (preliminary FFY 2018)*

<b>FIPS #</b>	<b>County</b>	<b>Begin Case Count</b>	<b>New Cases Activity</b>	<b>Reopened Cases Activity</b>	<b>Closed Cases Activity</b>	<b>Total Case Transact.</b>	<b>End Case Count</b>
001	Aitkin	797	64	23	138	225	763
003	Anoka	12,192	1,342	707	2,497	4,546	11,814
005	Becker	1,585	268	112	365	745	1,530
007	Beltrami	3,818	745	213	1,369	2,327	3,314
009	Benton	1,904	239	66	274	579	1,929
011	Big Stone	178	30	11	50	91	172
013	Blue Earth	2,484	322	96	416	834	2,515
015	Brown	993	150	48	197	395	1,006
017	Carlton	2,077	243	79	447	769	1,956
019	Carver	1,852	271	66	419	756	1,776
021	Cass	1,756	256	107	359	722	1,747
023	Chippewa	574	46	20	99	165	550
025	Chisago	2,095	246	81	383	710	2,051
027	Clay	2,592	345	138	666	1,149	2,523

<b>FIPS #</b>	<b>County</b>	<b>Begin Case Count</b>	<b>New Cases Activity</b>	<b>Reopened Cases Activity</b>	<b>Closed Cases Activity</b>	<b>Total Case Transact.</b>	<b>End Case Count</b>
029	Clearwater	586	133	17	128	278	579
031	Cook	172	16	4	30	50	162
035	Crow Wing	3,283	546	132	555	1,233	3,420
037	Dakota	12,848	1,443	542	2,218	4,203	12,686
041	Douglas	1,547	162	41	273	476	1,489
045	Fillmore	705	72	15	107	194	688
047	Freeborn	1,682	175	50	288	513	1,649
049	Goodhue	1,975	296	93	406	795	1,964
051	Grant	240	33	5	43	81	236
053	Hennepin	48,812	8,313	3,678	11,937	23,928	49,103
055	Houston	628	87	29	107	223	640
057	Hubbard	1,017	114	39	178	331	991
059	Isanti	1,901	196	60	326	582	1,840
061	Itasca	2,476	395	130	553	1,078	2,456
063	Jackson	1,053	137	34	171	342	1,053

<b>FIPS #</b>	<b>County</b>	<b>Begin Case Count</b>	<b>New Cases Activity</b>	<b>Reopened Cases Activity</b>	<b>Closed Cases Activity</b>	<b>Total Case Transact.</b>	<b>End Case Count</b>
<b>065</b>	Kanabec	820	86	41	131	258	816
<b>067</b>	Kandiyohi	2,146	214	105	474	793	2,018
<b>069</b>	Kittson	105	14	1	18	33	104
<b>071</b>	Koochiching	654	106	50	172	328	639
<b>073</b>	Lac qui Parle	189	15	7	29	51	186
<b>075</b>	Lake	451	62	10	88	160	432
<b>077</b>	Lake of the Woods	144	9	3	12	24	147
<b>079</b>	Le Sueur	1,003	127	44	218	389	948
<b>083</b>	SWHHS	3,297	480	174	732	1,386	3,269
<b>085</b>	McLeod	1,521	197	57	319	573	1,468
<b>087</b>	Mahnomen	237	27	2	26	55	256
<b>089</b>	Marshall	283	26	6	39	71	288
<b>091</b>	Faribault/Martin	1,705	249	108	405	762	1,673
<b>093</b>	Meeker	904	113	44	149	306	914
<b>095</b>	Mille Lacs	1,834	327	77	283	687	1,929

<b>FIPS #</b>	<b>County</b>	<b>Begin Case Count</b>	<b>New Cases Activity</b>	<b>Reopened Cases Activity</b>	<b>Closed Cases Activity</b>	<b>Total Case Transact.</b>	<b>End Case Count</b>
<b>097</b>	Morrison	1,854	175	28	193	396	1,885
<b>099</b>	Mower	2,271	265	100	471	836	2,203
<b>103</b>	Nicollet	1,360	175	37	227	439	1,356
<b>105</b>	Nobles	935	143	50	218	411	921
<b>107</b>	Norman	284	49	20	77	146	278
<b>109</b>	Olmsted	5,498	724	225	1,060	2,009	5,470
<b>111</b>	Otter Tail	2,253	275	76	396	747	2,243
<b>113</b>	Pennington	738	75	19	115	209	725
<b>115</b>	Pine	1,703	200	91	358	649	1,665
<b>119</b>	Polk	1,719	233	97	373	703	1,715
<b>121</b>	Pope	359	42	9	60	111	354
<b>123</b>	Ramsey	25,108	3,438	1,250	6,518	11,206	23,591
<b>125</b>	Red Lake	136	22	17	35	74	139
<b>129</b>	Renville	633	85	27	123	235	622
<b>131</b>	Rice	1,942	204	107	441	752	1,831

<b>FIPS #</b>	<b>County</b>	<b>Begin Case Count</b>	<b>New Cases Activity</b>	<b>Reopened Cases Activity</b>	<b>Closed Cases Activity</b>	<b>Total Case Transact.</b>	<b>End Case Count</b>
<b>135</b>	Roseau	604	75	35	143	253	582
<b>137</b>	St. Louis	10,300	1,015	371	2,222	3,608	9,615
<b>139</b>	Scott	2,979	363	150	681	1,194	2,843
<b>141</b>	Sherburne	3,457	468	110	524	1,102	3,539
<b>143</b>	Sibley	623	60	15	76	151	626
<b>145</b>	Stearns	5,326	1,009	202	1,306	2,517	5,304
<b>147</b>	MN Prairie	3,767	581	224	799	1,604	3,775
<b>149</b>	Stevens	227	40	11	71	122	216
<b>151</b>	Swift	489	79	19	116	214	476
<b>153</b>	Todd	995	170	45	180	395	1,024
<b>155</b>	Traverse	90	21	5	36	62	85
<b>157</b>	Wabasha	732	69	29	127	225	696
<b>159</b>	Wadena	858	96	23	150	269	849
<b>163</b>	Washington	6,436	587	263	1,103	1,953	6,246
<b>165</b>	Watonwan	720	91	23	122	236	723

<b>FIPS #</b>	<b>County</b>	<b>Begin Case Count</b>	<b>New Cases Activity</b>	<b>Reopened Cases Activity</b>	<b>Closed Cases Activity</b>	<b>Total Case Transact.</b>	<b>End Case Count</b>
<b>167</b>	Wilkin	275	29	13	78	120	248
<b>169</b>	Winona	2,038	279	81	370	730	2,033
<b>171</b>	Wright	4,113	475	136	772	1,383	3,966
<b>173</b>	Yellow Medicine	340	20	7	64	91	316
<b>CSD</b>	<b>Statewide</b>	<b>222,858</b>	<b>31,950</b>	<b>11,843</b>	<b>47,973</b>	<b>91,766</b>	<b>218,812</b>

# Appendix B: Sources of Information

## **Minnesota Statute 518A.62, Child Support Debt and Arrearage Management**

In order to reduce and otherwise manage support debts and arrearages, the parties, including the public authority where arrearages have been assigned to the public authority, may compromise unpaid support debts or arrearages owed by one party to another, whether or not docketed as a judgment. A party may agree or disagree to compromise only those debts or arrearages owed to that party.

## **Minnesota Department of Human Services Financial Management**

The Minnesota Department of Human Services, Financial Operations Division, collects, tabulates and produces county financial data for the County Administrative Expenditure report.

## **County Agency Survey**

The Minnesota Department of Human Services, Child Support Division, collects, tabulates and produces county full time equivalency (FTE) information.

## **OCSE Preliminary Data Report**

The federal Office of Child Support Enforcement collects, tabulates, and produces state information from OCSE 157; OCSE 34A; and OCSE 396A, state, Washington, D.C., and territorial submittals. See:

[Office of Child Support Enforcement Federal Fiscal Year 2017 Preliminary Data Report](#)

## **New Hire Reporting Site**

[Minnesota New Hire](#)

## **Minnesota Child Support Site**

[Minnesota Child Support](#)

## **CSD InfoPac Reports**

QQ320803: Quarterly OCSE157, Federal Performance Measures - summary

QQ320920: Annual OCSE157, Paternity Establishment - summary

QQ320921: Annual OCSE157, Federal Performance - summary

QQ640201: Quarterly OCSE34A, Collect and Disburse - summary

QQ710305: Annual OCSE 157, Unduplicated Paternity Establishment - summary

QQ710309: Annual OCSE 157, Unduplicated Performance - summary

QQ270902: Accounts Receiving Aging Summary

QQ280204: Accounts Receivable by Obligation Type - summary

QQ280202: Accounts Receivable by Obligation Type - Initiating Interstate

QW260104: Caseflow Analysis - summary

# Appendix C: Employer Survey Results

## Employer Survey

To assess private business costs related to child support, the Child Support Division conducted a random survey using the employer table in the CSD PRISM (Providing Resources to Improve Support in Minnesota) database. The database listed 36,514 employers, including nonprofit organizations. A randomly selected sample of 400 employers was mailed a survey in November 2018. The survey asked employers to estimate how much time and money they spend each month on the child support activities. The survey also asked for employer opinions on the impact of these efforts on their businesses.

## Survey Results

Of the 400 surveys sent out, 96 were returned, for a response rate of 24 percent. Employers were asked to indicate the time expended and cost incurred for each of the below activities, and to rate the burden these activities placed on them, using a four-point scale.

## Burden Estimates

Activity	A Lot of Effort	Some Effort	Minimal Effort	N/A
Submit new hire information	4%	17%	67%	8%
Employment verification forms	10%	39%	43%	8%
Medical insurance information	10%	38%	39%	14%

Activity	A Lot of Effort	Some Effort	Minimal Effort	N/A
Process income withholding	8%	39%	49%	4%
Send/transmit child support payments to the Child Support Payment Center	6%	30%	62%	2%
Process cost of living adjustments to child support payments	3%	26%	53%	18%

### Summary of Burden

On average, 52 percent of employers surveyed rank child support-related activities as “minimal effort,” 31 percent as “some effort,” 7 percent as “a lot of effort,” and 9 percent stated the activities were “not applicable” to their business.

### Time/Cost Estimates

The time responses are summarized by category below:

Activity	Monthly Min. (hours)	Monthly Max. (hours)	Average (hours)
Submit new hire information	0	11	1.00
Respond to requests for employment verification	0	10	1.09
Respond to requests for medical insurance information	0	10	.97
Process income withholding	0	20	1.35

Activity	Monthly Min. (hours)	Monthly Max. (hours)	Average (hours)
Send/transmit child support payments to the state	0	7	1.04
Make cost-of-living adjustments to child support payments	0	5	.56

The cost responses are summarized by category below:

Activity	Monthly Min. (costs)	Monthly Max. (costs)	Average (costs)
Submit new hire information	0	400	30.69
Respond to requests for employment verification	0	300	35.20
Respond to requests for medical insurance information	0	550	36.55
Process income withholding	0	500	45.87
Send/transmit child support payments to the state	0	200	34.96
Make cost-of-living adjustments to child support payments	0	180	16.12

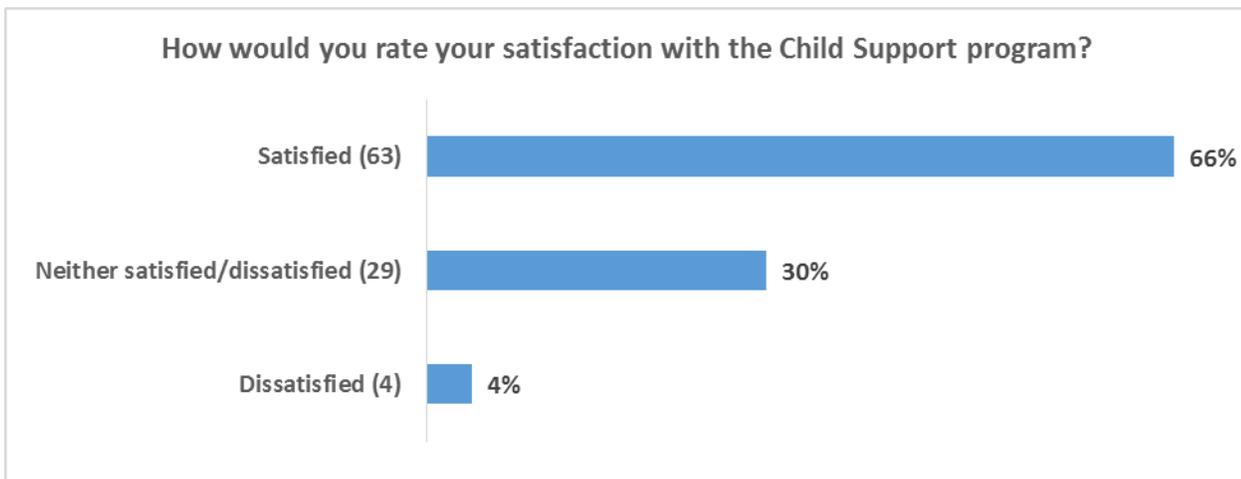
## Tools and State Contact

Employers were asked to rate their experience when contacting the state Child Support Payment Center and the Child Support Help Desk. They were also asked to review the tools available to them for assistance and performance of duties. The following reflects their responses:

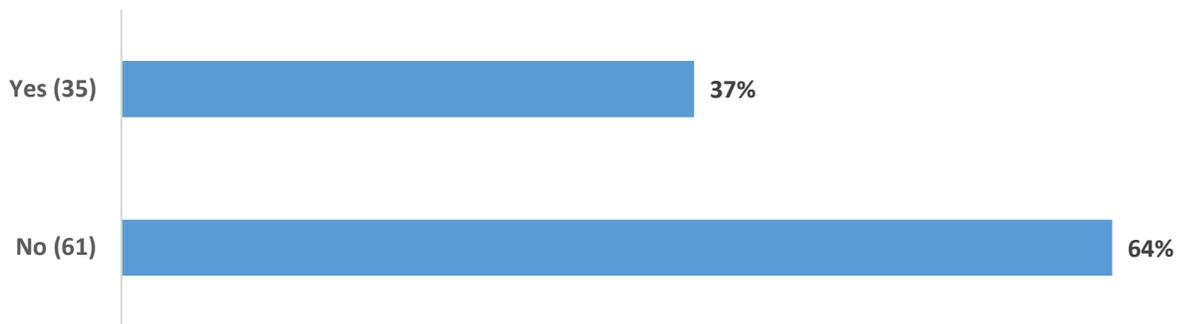
## Child Support Tools

Question	Yes	No
New Hire website - have you used the site?	63%	37%
New Hire website - site generally helpful?	81%	20%
Minnesota child support website - have you used the site?	18%	82%
Minnesota child support website - site generally helpful?	67%	33%

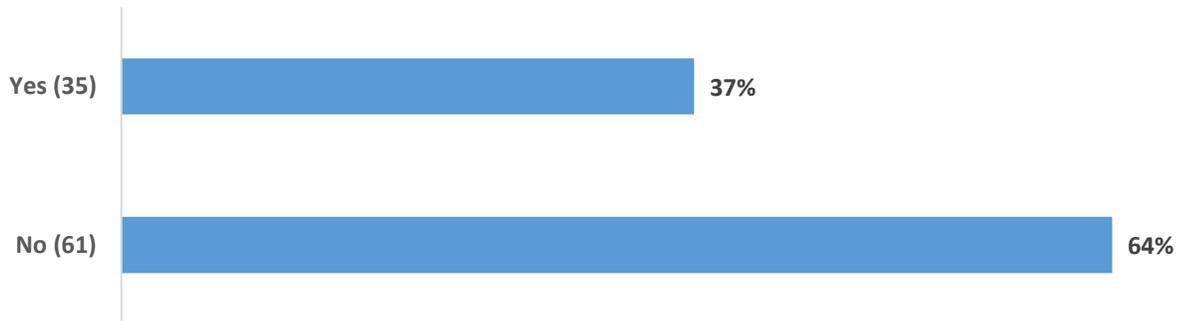
## State Contact



**In the past year, have you called the state Child Support Division for any reason?**



**While speaking with state staff:  
Was your question answered to your satisfaction?**



**While speaking with state staff:  
Was the response time to your satisfaction?**



## **Feedback and Suggestions for Improvement**

Employers were also asked to provide feedback on their experiences using the electronic funds transfer (EFT) process for submitting child support payments. Seventy-seven employers reported using EFT for payment processing; the feedback was overwhelmingly positive. Comments reflected that the process was easy to use, simple and convenient.

The New Hire reporting process also received comments on ease of use and convenience. In addition, there were suggestions on improving aspects of the process.

Comments regarding improving the Child Support Program as it relates to their business varied from expanding online capabilities to simplifying forms, and providing an online tutorial for new users. All comments will be reviewed for potential changes to the Child Support Division program areas.

## **Conclusions**

Overall responses from the employer survey were positive and indicated that Minnesota's Child Support Program was convenient and met employer's needs. The majority of businesses reported little to minimal impact to their operations. Responses to the service aspect of the survey seem to indicate that employers were satisfied with the contacts they had with the Child Support Division. It is anticipated that further enhancements to the CSD public websites, along with wider use of the Electronic Funds Transfer program, will lessen the impact of the program on Minnesota's business community.

# Appendix D: Statutory Authority

## Statutory Authority

**This Report to the Legislature is Mandated by 1998 Minnesota Laws, Chapter 382, Article 1, Section 34:**

Sec. 34. [REPORT]

- (a) The commissioner of human services shall evaluate all child support programs and enforcement mechanisms to determine the following:
  - (1) Minnesota's performance on the child support and incentive measures submitted by the federal Office of Child Support Enforcement to the United States Congress;
  - (2) Minnesota's performance relative to other states;
  - (3) individual county performance; and
  - (4) recommendations for further improvement.
- (b) The commissioner shall evaluate in separate categories the federal, state, and local government costs of child support enforcement in the state. The evaluation must also include a representative sample of private business costs relating to child support enforcement based on a survey of at least 50 Minnesota businesses and nonprofit organizations.
- (c) The commissioner shall also report on the amount of child support arrearages in this state with separate categories for the amount of child support in arrears for 90 days, six months, one year, and two or more years. The report must establish a process for determining when an arrearage is considered uncollectible based on the age of the arrearage and likelihood of collection of the amount owed. The amounts determined to be uncollectible must be deducted from the total amount of outstanding arrearages for purposes of determining arrearages that are considered collectible.
- (d) The first report on these topics shall be submitted to the Legislature by January 1, 1999, and subsequent reports shall be submitted biennially before January 15 of each odd-numbered year.

# Appendix E: Federal Performance Measures Summary

Performance Measures	FFY 2018	FFY 2017	FFY 2016	FFY 2015	FFY 2014
<b>Paternities Established</b>	101.23%	101.05%	100.77%	99.00%	100.42%
<b>Orders Established</b>	88.32%	88.56%	88.91%	88.70%	88.00%
<b>Collections on Current</b>	74.94%	74.53%	74.29%	73.43%	72.46%
<b>Collections on Arrears</b>	72.45%	72.26%	72.36%	72.11%	70.99%
<b>Cost Effectiveness</b>	\$3.26	\$3.30	\$3.30	\$3.54	\$3.58