

Case Study

“As a trusted partner of the state for more than a decade, Conduent created an efficient and federally compliant full-service payment and customer service center. They continue to be responsive and adaptive to our ever-changing child support program. Conduent shares our overall commitment to building a stronger and fairer New Jersey by putting families first.”

– Patricia Risch, Assistant Director
New Jersey Department of Human Services, Division of Family Development,
Office of Child Support & Paternity



The needs of the state and the families it serves are constantly changing. As true operational partners, we keep innovating to meet those needs.

The Challenge

Like other states, New Jersey underwent a dramatic change in child support payment processing operations in the early 2000s in response to the Personal Responsibility and Work Reconciliation Act (PRWORA). After an initial implementation and several years of operation, New Jersey put out a call for a State Disbursement Unit (SDU) partner. Conduent was awarded the contract and began operations in 2005, transitioning the existing SDU operation and rolling out stored value disbursement card functionality.

The Solution

Over time, we've expanded and increased our scope to evolve into a full-service SDU. In 2008, when the state implemented NJKiDS, we worked together on interfaces, connectivity and process updates to deliver a smooth cutover to the new way of doing business.

In late 2012, we assumed additional roles, including banking and disbursements, as well as bringing up a statewide call center. We took on suspense and financial adjustments as well as the ability for state staff to view selected images on our KIDSTAR system, and expanded our credit card capabilities to include VISA and Discover.

Working with the State and their training partner NJCSI, we improved the SDU training program to reduce overall classroom time and focus on hands-on training in the state system and live exercises, onboarding new employees more quickly and improving productivity from day one.



Our service to New Jersey Child Support constituents by phone is supported by an Interactive Voice Response Unit, which was enhanced in 2014 to support both increased voice recognition options and text messaging. Readily available self-help functions within the IVR and smooth transitions to a customer service representative, upon request, provide callers with efficient access to child support information.

Our IVR also provides outgoing text notifications to alert custodial and non-custodial parents of events and help manage incoming call volume. These events include:

- monthly service obligations
- disbursements
- hearing/court dates
- payment reminders

The Results

Some of the many ways we've helped New Jersey improve service to children and families include:

- Reducing unidentified items from 3 percent of payments processed to 3/10 of a percent of payments processed each day
- Increasing the percentage of payments received electronically from less than 15 percent to 60 percent

- Initiating imaging of direct deposit applications and materials, virtually eliminating direct deposit inquiry issues
- Implementing Image Cash Letter automated processing to instantly transmit check payment information to the bank
- Increasing telecommunication capacity for data and calls
- Automating capture of returned mail information to send to NJKiDS, initiating automated notifications of all file transfers and establishing electronic transfer protocol for all NSF check information to NJKiDS.

And we're still innovating and expanding to provide services as needs change. In 2017, when the state passed legislation to terminate child support cases when the child reaches a specified age limit, we implemented new procedures and system functionality to make the change. We prepared for a surge in customer service inquiries due to the mailing of over 100,000 notices, by providing specific training and establishing an IVR queue to a trained workgroup. Outbound call and text campaigns were expanded to include termination information. The preparation kept increased volume from disrupting operations and the new process has been integrated into business as usual.

Learn more at
www.conduent.com/childsupport

