



Innovation. Excellence. Results.

*“A record \$2.3 billion in child support collections has been reported by the Attorney General's Child Support Division. The previous record high of \$243 million was recorded last year. New records have been recorded each of the last five years.”*

## State of Texas Office of the Attorney General Child Support Disbursement Unit (SDU)

MMC Group (MMC) partners with Affiliated Computer Services (ACS) to process and distribute child support payments for children in the State of Texas. MMC has partnered with ACS on this project for the last six years with ACS serving as the prime contractor.

MMC provides 80% of the personnel needed to process more than one million child support payments per month from non-custodial parents for the Office of the Attorney General for the State of Texas. This process is enhanced electronically through the use of imaging to capture and store appropriate data and reduce payment processing time. Direct deposit services, which further speed up the disbursement of child support payments, are also provided to custodial parents.

MMC personnel receive and process payments, execute transactions, provide help desk and call center support, and pursue payment of delinquent amounts. Electronic Funds Transfer (EFT) and Electronic Data Interchange (EDI) allow employers to electronically transmit child support payments and payment identification information, such as the child support case number and the non-custodial parent's name and social security number. EFT and EDI saves employers time and money because it reduces data-entry errors as well as postage and handling costs.

### **Scope of Project**

The Texas Child Support Disbursement Unit processes all payments on cases being enforced by the Office of the Attorney General (OAG) and all payments on cases where the child support order was rendered on or after January 1, 1994 and that are subject to income withholding.

Federally mandated procedures include: identifying payments accurately, disbursing all payments within two business days of receiving them, promptly disbursing the custodial parent's share of any payment, and furnishing to any parent, on request, a timely record of all payments made through the child support disbursement unit.

### **Results**

MMC personnel receive and process more than fifteen million child support payments per year through its mailroom, data preparation, and imaging operation. The mailroom operation alone consists of 20 employees who process more than 125,000 incoming items weekly. In addition, MMC personnel execute transactions, pursue payment of delinquent amounts, and provide help desk and call center support for more than 400,000 customer service contacts per year. MMC project personnel have managed to reduce the amount of time between receipt of payment and disbursement to the custodial parent to less than one business day. In addition, MMC provides on-site human resource personnel to support this project.

### **Core SDU Services:**

- Project Management & Delivery
- Transaction Processing
- Call Center & Help Desk Operations
- Transition & Change Management
- Professional Payrolling
- Human Resource Outsourcing



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