

## OHP Fees – Change in Process

(Reviewed 1<sup>st</sup> Quarter 2020)

Identified:

- Using the child support online calculator is complicated to explain
- Establishing full cost debts for families that do not provide their income, sets an unreasonable and likely uncollectible amount that also adds additional stress to the families

Our goals for reviewing the process are:

- Remove barriers for families in very difficult situations
- Establish reasonable debts that are affordable for each family situation
- Be able to explain clearly why and how we calculate fees
- Eliminate the use of the child support calculator
- Gather less info when possible
- Streamline HHS process

Effective February 4, 2020 we made the following changes:

- We will not charge for emergency foster care under a protective hold (aka 72 holds) in cases where the child(ren) returns home without an ongoing placement
- We will bill OHPs quarterly, instead of monthly. They will be billed after quarterly reports are processed. Q1 will be billed in May, Q2 will be billed in August, etc. This reduces the administrative processing time when the fees each month will be lower

Effective March 1, 2020 we are changing multiple practices to facilitate these goals:

- Tina Klaphake will connect either face to face or by phone with families to help them complete the Title IV-E required documents. It is in the best interest of the family and Health & Human Services that these documents are completed correctly. It reduces the family's fee and increased the reimbursement ratio
- The letter mailed as the second step has been reconfigured to represent a kinder, softer approach offering assistance to help families complete the process
- Fiscal is able to access child support income to determine the family's income for OHP fees
- The fees will be established using the Suggested Social Service Fee Schedule: DHS Bulletin 19-68-06. If families fail to provide adequate documentation of income, their fee will be set at 50% of total placement costs

This change does not affect how we collect child income (child support, social security benefits or adoption subsidy). We are continuing to review the Title IV-E ratio and eligibility process.