

**Steve Sisolak**  
*Governor*



**Richard Whitley**  
*Director*

State of Nevada

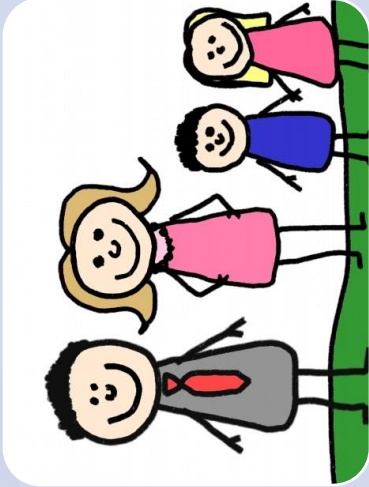
# Department of Health and Human Services

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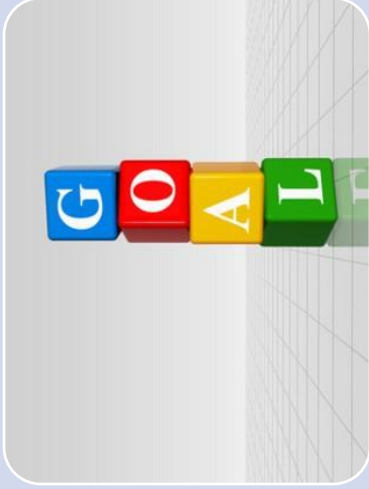
Assembly Bill 474  
Child Support Enforcement Replacement System  
Division of Welfare and Supportive Services  
Steve H. Fisher - Administrator



# Child Support Overview



Ensure families can achieve safe, stable, and healthy lives by making child support a more reliable source of income



Ensure children have the financial and medical support of both their parents, foster responsible behavior towards children, and emphasize the child's need to have both parents involved in their lives



In Nevada, this program is administered by the DWSS and jointly operated with 9 participating county district attorneys offices through cooperative agreements



# Objectives

Increase Child Support Collections

Support the CSE Program to Improve Efficiencies, Effectiveness and Quality

Leverage Proven Technologies

Reduce Significant Risks of Aging Technology

Lower Ongoing Maintenance Costs

Provide a Modern Technical Platform

Reduce Time Required to Become Proficient with the System

# Benefit to the State

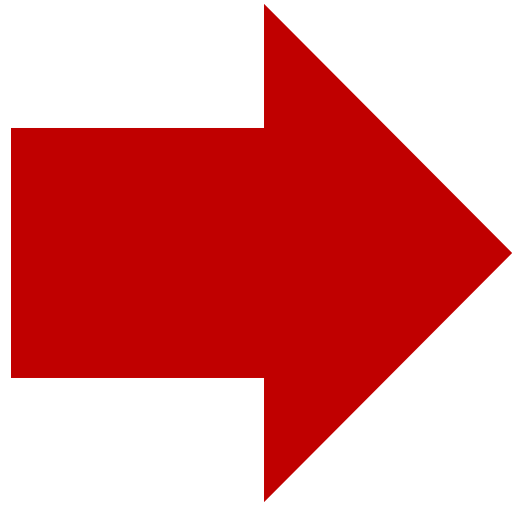


Child Support

Collections

Productivity

Customer Service



Maintenance &  
Operations Costs

Training Time



# Current Technology



z/Scope Express 3270 v6.2

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OTHER

CITY  RENO  ST/CNTRY  NV  ZIP  89512
AS  OF  12  1  2008  SRC  CWRKR  BY
OTHER

PHONE, FAX, E-MAIL <PF9>
NOTES

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# Future NVKIDS Screen

The screenshot displays the 'My Tasks' interface within the NVKIDS system. At the top, a navigation bar includes 'Dashboard' and various menu items like 'Case', 'Participant', 'Source of Income', 'Financial', 'Tools', 'Help', and 'Links'. A left sidebar provides a hierarchical menu with 'Menu', 'MY TASK', 'CASE INITIATION', 'COMMON', and 'Associated Screens' (including Case Processor, Document Processor, Document Repair Request, and Case Summary). The main content area features a 'My Tasks' section with a search bar labeled 'SEARCH WITHIN ACTION TASKS', a 'Go' button, and a 'Filter' button. Below this is a table with the following columns: Action Tasks, Process, Case ID, NCP Name, Assigned By, Created On, Due On, and Updated On. The browser's address bar at the bottom shows the URL 'partners.csgdelivers.com'.



# Cost Benefit



## BENEFITS SUMMARY OVER 15 YEARS

Benefit Description	Dollar Value
<b>Collections Increases related to:</b>	
Case Initiation Requirements	\$1,590,194
Locate Requirements	\$19,546,204
Establishment Requirements	\$464,790
Case Management Requirements	\$766,632
Enforcement Requirements	\$3,318,632
Financial Management Requirements	\$2,637,753
Reporting Requirements	\$322,641
Customer Service Requirements	\$5,105,468
Case Initiation Requirements	\$5,881,975
<b>Collections Increases from Increased Productivity related to:</b>	
Locate Requirements	\$14,028,980
Establishment Requirements	\$4,158,702
Case Management Requirements	\$70,700,938
Enforcement Requirements	\$84,187,528
Financial Management Requirements	\$21,337,151
Reporting Requirements	\$45,576
Customer Service Requirements	\$888,418
Functional Requirements	\$12,555,382
Maintenance and Operations Cost Savings	\$6,213,220
<b>TOTAL BENEFITS</b>	<b>\$253,750,186</b>



# NVKIDS Project History

April 2014-March 2016	<ul style="list-style-type: none"><li>• Feasibility Study Project</li></ul>
October 2017-July 2018	<ul style="list-style-type: none"><li>• Vendors Onboarded</li></ul>
December 2017	<ul style="list-style-type: none"><li>• Project Management Plans</li></ul>
October 2018	<ul style="list-style-type: none"><li>• Project Site Opened</li></ul>
July 2018-November 2018	<ul style="list-style-type: none"><li>• Req. Verification and Validation</li></ul>
December 2018	<ul style="list-style-type: none"><li>• Integrated Master Schedule</li></ul>
January 2019-November 2019	<ul style="list-style-type: none"><li>• Joint Application Design</li></ul>
April 2019-November 2019	<ul style="list-style-type: none"><li>• Joint Technical Design</li></ul>
September 2019-January 2021	<ul style="list-style-type: none"><li>• Development</li></ul>



# Timeline

**Integration, System and Performance Test Execution and User Acceptance Testing**

August 2020 – October 2021

**Implementation**

November 2021 – June 2022

**Maintenance and Operations**

August 2021 – May 2024



# Financial Investment and Budget





# Questions?



# Contact Information

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