

Fatherhood Collaboration Call - Paternity Establishment

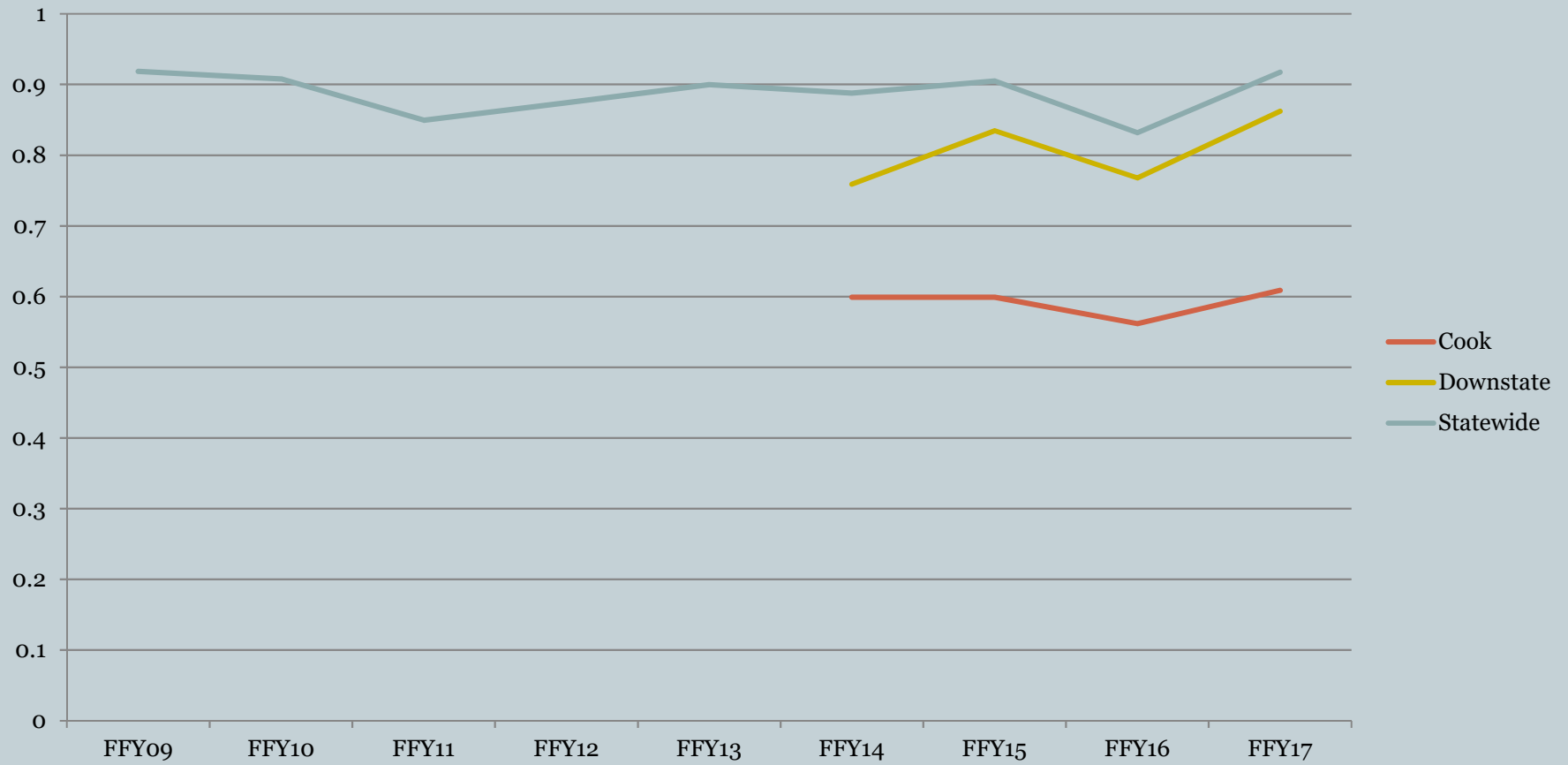


ILLINOIS DEPARTMENT OF HEALTHCARE
AND FAMILY SERVICES
DIVISION OF CHILD SUPPORT SERVICES
INTRODUCTION TO PATERNITY
ESTABLISHMENT PERCENTAGE
IMPROVEMENT STRATEGIES

IL PEP FFY09-17



Paternity



Paternity Establishment Improvement Strategies



- Conducted detailed analyses to verify and validate the data exchanges and interfaces between KIDS and the Illinois Department of Public Health.
- Established a workgroup composed of program leadership to examine every aspect of paternity establishment processing and reporting.
- Prioritized each initiative.
- Met regularly to assess progress, adjust and refine as needed, and focus on initiatives that were either experiencing success or appeared to need additional attention.

Paternity Establishment Workgroup Initiatives



- Worked with the Cook County Juvenile Court and the Cook County Clerk of Circuit Court to obtain orders of paternity entered in juvenile hearings. Resulted in a 3.14% improvement in PEP for Cook County Foster Care cases.
- Implemented a collaboration with the Cook County Clerk of Court to obtain a monthly report of all paternity orders by the Court. Of the 4,087 reported instances, 3,316 resulted in the paternity being entered on KIDs or on the nonIV-D paternity database.

Paternity Establishment Workgroup Initiatives



- Revised the customer service script for paternity and re-trained staff to both identify potential paternity cases and to consistently message about the benefits of establishing legal parentage.
- Revised the one page Fact Sheet used in the acknowledgement of paternity process.
- Revised the DCSS Child Support Call Center integrated voice response system to allow individuals calling about paternity to make that selection very early in the prompts rather than quite a lot further into the interaction.
- Redesigned paternity posters for use in hospitals and community service agencies where services are provided to young parents.
- Developed a new brochure and presentation for use by DCSS staff, hospitals, and other service providers and for web publication.

Paternity Establishment Workgroup Initiatives



- Created a Hospital Genetic Test referral form for birthing staff to provide to new parents who would like a genetic test prior to signing the acknowledgement.
- Revised hospital training materials and began offering two hour paternity training sessions in our main Chicago office on the 1st Friday of every month.
- Piloted stationing a Paternity Establishment Liaison at two Chicago hospitals (Holy Cross and Mount Sinai) part-time. Later reduced to Holy Cross only due to space limitations at Mount Sinai.

Paternity Establishment Workgroup Initiatives



- Met with 29 County Clerks, 7 Clerks of Court, 12 Rural Health Clinics/OB GYN clinics and 3 county level health departments in Downstate Illinois to train on paternity establishment and on the acknowledgement of paternity form.
- Met with Visiting Nurse Associations and county level health departments in the counties adjacent to Cook County to train on paternity establishment and on the acknowledgement form.
- Began offering genetic testing on site at the WIC office on Commercial and Western.