

## Question & Answer Set 2

1. Does MDHS have an active strategic plan for the child support program? If yes, please provide a copy.

**Response:** No, MDHS is currently in the fact gathering stage of the child support assessment.

2. Please provide recent caseload, staffing, performance (cases under order, current support paid, cases paying arrears) and collections data for each local office.

**Response:** This information will be presented at the Vendor Information Session on July 9, 2014.

3. What goals has DHS set for a possible future child support procurement?

**Response:** MDHS has not yet been determined if procurement is the ultimate and best solution for child support enforcement. The Vendor Information Session is intended to help aid MDHS in making this determination.

4. What financial resources are available to support the effort?

**Response:** The total Child Support Budget is \$36 million, see Vendor Information Session Memorandum, pg. 2.

5. Has a timeline been established? When are we likely to see an RFP, if one is issued? When would any resulting outsourcing project(s) become operational?

**Response:** See response to number three (3) above.

6. Does DHS plan to modernize METSS within the next six years? If yes, please describe.

**Response:** See, response to number one (1) above.

7. Please provide details regarding the statewide document imaging and paperless case record system. What imaging technology does this system use? Would it be available for use by vendors? Are all cases imaged or is there a substantial volume of cases that remain in hard-copy files only? What proportion of cases is imaged and from what date forward are cases imaged (if applicable)?

**Response:** This information will be presented at the Vendor Information Session on July 9, 2014. MDHS is open to innovative ideas regarding possible change to current procedures and policies being proposed during the Vendor Information Session.

8. Please explain and provide an organizational chart and budget structure for the Mississippi Division of Field Operations and the Office of Family Foundation and Support. How do the child support enforcement, SNAP, and the TANF programs interoperate within this structure?

**Response:** This information will be presented at the Vendor Information Session on July 9, 2014. MDHS is open to innovative ideas regarding possible change to current procedures and policies being proposed during the Vendor Information Session.

9. Please share any policy and procedures manual (including any step by step) any manual regarding METSS (with screen shots), preferably electronically.

**Response:** This information will be presented at the Vendor Information Session on July 9, 2014. MDHS is open to innovative ideas regarding possible change to current procedures and policies being proposed during the Vendor Information Session.

10. Does the State require the custodial parent to sign the petition for establishment of paternity and support?

Response: This information will be presented at the Vendor Information Session on July 9, 2014. MDHS is open to innovative ideas regarding possible change to current procedures and policies being proposed during the Vendor Information Session.

11. Does Mississippi have a consent order process? If so, is it statewide and please describe the process.

Response: This information will be presented at the Vendor Information Session on July 9, 2014. MDHS is open to innovative ideas regarding possible change to current procedures and policies being proposed during the Vendor Information Session.

12. Would the State be open to allowing a limited number of vendor staff to be located within existing MDHS facilities, using the existing telephony and network infrastructure?

Response: This information will be presented at the Vendor Information Session on July 9, 2014. MDHS is open to innovative ideas regarding possible change to current procedures and policies being proposed during the Vendor Information Session.

13. Would the State be open to some services being provided out of state in order to leverage efficiencies?

Response: This information will be presented at the Vendor Information Session on July 9, 2014. MDHS is open to innovative ideas regarding possible change to current procedures and policies being proposed during the Vendor Information Session.

14. Are all new Medicaid recipients referred to the child support program? Please describe the selection process for making such referrals, and the level of service required.

Response: This information will be presented at the Vendor Information Session on July 9, 2014. MDHS is open to innovative ideas regarding possible change to current procedures and policies being proposed during the Vendor Information Session.

15. Is the Mississippi program currently under a federal corrective action or data reliability requirement? If yes, would the vendor play a role in resolving the issue?

Response: No, MDHS is not currently under a federal corrective action or data reliability requirement.

16. Does DHS expect vendors to make formal presentations during the two-day Vendor Information Session? What is the format of the session?

Response: Yes, Vendors will be allowed time for presentations. Please see Young Williams Q & A.