

Child Support Advisory Committee

November 18, 2025, 1:30 p.m. – 3:30 p.m.,
Meeting will not be held in person

Committee Members Present via WebEx/Phone: Darryl Apperton, Margaret A. Bennett, Howard Feldman, Niya Kelly, Sally Kolb, Elizabeth Lingle, Christina Mahoney, Nicole McKinnon, Jessica Patchik, The Honorable Regina Scannicchio, Samuel Williams Jr. (for The Honorable Mariyana T. Spyropoulos), Nancy Chausow Shafer, Chlece Walker-Neal-Murray, Richard W. Zuckerman

Committee Members Absent: The Honorable Grace Dickler, The Honorable La Shawn Ford, Geraldine Franco, Katie Gaughan-Palombi, Dr. Kirk E. Harris, The Honorable Judge Victoria Kennison, The Honorable Judge Pam Loza, The Honorable Judge Alana I. Mejias, Phillip J. Mohr, Jill Outland for Dulce M. Quintero, Christine Raffaele, The Honorable Judge Alicia Washington

HFS Staff Present: Bryan Tribble, Irene Curran, Patricia Dulin, Christine Towles, Eric Watson, Sharon Shapiro, Celeste Kannall, Diane Potts, Ryan McLean, Heather Austif

Member of the Public: Katie

This is a reminder that there will be a large number of people on this call.

- Please use the raise hand feature if you would like to speak.
- When you are not speaking, please mute.
- You can also use the Chat feature to add comments/questions.

AGENDA

1. Welcome to CSAC members – Richard Zuckerman, Chair
2. Roll Call and Introductions
 - Roll Call of Committee Members – Richard Zuckerman
 - Introduction of State Employees & Members of the Public
 - All Committee Members, Attendees & Members of the Public are requested to announce yourself
3. Approval of September 16, 2025, meeting notes
 - Motion to approve, seconded, passed unanimously
4. One Net Training Reminder – Kannall
 - Reminder of the One Net training to be completed by December 12, 2025. Instead of sending the completed trainings send them to the email address provided by Celeste Kannall to the Bureau of Training and Boards and Commissions. If you are having difficulties finding these emails, please send to Celeste and she will forward them on for

you. Celestes suggests you try and access your One Net trainings by logging in ahead of the deadline.

5. Relevant Legislation Passed in 104th General Assembly (1st Session)

- HB2682 Governor's veto upheld because the language bill's language was contained in the budget bill and has already become law.
- HB2568 named the Trust Code-Unclaimed Property is actually the Equality for Every Family Act. The bill was subject to anamendatory veto by Governor Pritzker because of a language issue. Both houses accepted the amendatory veto. The bill was not yet signed by the Governor. When there is a public act number for the bill it will be circulated it to the members of the Committee.
- Niya added in the chat she is available for any questions as she is working on the processes and rules.

6. Child Support Key Performance Indicators (KPI) Update for FFY2024 – Tribble

- The pieces of data provided reflect how well Child Support Services (CSS) is serving the families of the State of Illinois. The Federal Government measure the performance and provides incentive funding based on certain levels of achievement in comparison to other states.
- The data reflects how well CSS is addressing the needs of approximately 330,000 families that are served in the State of Illinois. Those families are comprised of about 660,000 parents.
- The 5 key performance indicators (KPI) are Paternity Establishment Percentage, Support Order Percentage, Current Collection Percentage, Arrears Percentage, and overall cost Effectiveness.
 - Paternity Establishment is the percent of paternities that are established, the percentage of cases on which a support order exists. Achieved a 98.71% in federal fiscal year 2024 (highest ever in the history of this program in the State of Illinois. FY 2025 the number is 98.3 (second highest level)
 - Support Order Percentage of the current support that is ordered, what is the percentage that is collected annually. A case open at the end of the federal fiscal year with an order established divided by the number of cases open at the end of the federal fiscal year. FY2024 85.14% and FY2025 85.7%.
 - Current Collection Percentage is the total amount of support distributed as current support during the federal fiscal year divided by the total amount of support due for the federal fiscal year. FY2024 63.99% and FY2025 64.00%.
 - Arrears Percentage is a case paying toward arrears during the federal fiscal year divided by the number of cases with arrears during the federal fiscal year. FY2024 61.52% and FY2025 61.7%.

- Composite ranking was 29. For the first time in Illinois Child Support history, we ranked amongst the top 30 states nationally in the overall ranking.
- This committee has invested and continues to invest in the Illinois Child Support program and it is very much appreciated.
- History of the numbers 2015-2020 were in low 40's for composite ranking. In 2020 the composite ranking was 46 and then the steady incline began. In 2021 jumped to 41, 2022 to 39, 2023 to 34 and finally in 2024 to 29.
- CSS is committed to helping parents by focusing on more than just money. CSS offers services to all parents, whether they receive or pay support. This is indicative of the culture shift that we started talking about and demonstrated on the slide.
- There was a question from Maggie is to when the next Quadrennial Review was scheduled and Bryan responded it is in 2026. She then asked if there will be town hall meetings and Bryan said that there will be but does not know to what extent at this time. This will need to be discussed among the group.

7. ➤ Family 1st Parental Workgroup – Harris/Watson

- Eric shares that they are waiting on 1-2 items to be finalized for the parental work group. Goal is to have several applications to acknowledge by the next CSAC meeting.
- Bryan mentions that the feedback from the quadrennial reviews are part of operationalizing the Family 1st Parental Workgroup and the plan to continue getting this feedback from families and not have to wait 4 years for the next review.
- Eric adds that this is part of Bryan's business improvement processes and the Family Resource Connections and public acts come into play. HB 3699 and the pilot project have become more permanent now and formally recognizes and allows child support efforts toward early education and early intervention programs. This is not solely about enforcement but working with parents to help offer resources and assistance beyond anything else we have done. Currently, CSS is working with Illinois Department of Employment Security, Central Management Services, Maternal Child and Health, and the Department of Commerce and Economic Opportunity with job training and programs. These are ongoing efforts and will continue.
- Eric continues to share the plans are to start working with service organizations regionally has already begun. As we are building the parent work group, we can share these partnerships and it now becomes statewide.
- Bryan states the vision for the program is to make child support services a conduit through which families can access everything, they need to thrive. CSS has been looking at what the family needs over the course of time and then connecting them to those resources.

8. Implementation Updates

- [PA-103-0356 and PA-104-0009 \(See 305 ILCS 5/10-3.5\)](#): Family Resource Connections (FRC) –Watson
- Child Support System Modernization Project (EPIC) - Tribble
 - EPIC is the new statewide child support system that is going to help continue with our KPIs and performance outcomes over the next couple of years.
 - Currently CSS has entered user acceptance testing for about a month and a half and have completed about 38% of the test scripts.
 - Things are going well and CSS is a little ahead of schedule and plans are to implement the system in June of 2026.
 - After implementation and migration of all service provisions have taken place to the new system, Federal Certification will take place. This will take place throughout the remaining part of 2026 and through federal fiscal year 2027. During that time, the federal government, OCSS, will come in and make certain that the system does everything that it is supposed to in accordance with all of the federal regulations around child support and then it will become federally certified.

9. Old/New Business – Committee Members

- The committee recommendations on shared parenting guidelines were approved by the committee during the September meeting. Bryan and Richard discussed the drafting process.
- Bryan shares that they have begun moving forward through the process for approval by first reviewing this internally and then taking the recommendations to the Director's office. The Director reviewed and we continue to build on those recommendations and package that up for review with the Governor's office. Hopeful the package moves forward in the Spring.
 - Maggie asking if the provision stating that the new legislation was not a basis alone for a modification needs to be put into the proposed legislation and changes to 3.8? And if the Shared Parenting Committee would need to draft the language?
 - Bryan agrees it needs to be included and Richard responds it is more of an implementation issue and not a substantive issue. The language is already available and it is not necessary for the Shared Parenting Committee to review the language.
- Jessica asks about incarceration language that the committee worked on a year or so ago. Is this still on hold until EPIC is done?
 - Bryan shares that it is in the package that is moving forward.
 - Bryan also mentions that everything the subcommittees worked on, all the recommendations that have been made have moved on. With the anticipation of EPIC being implemented in 2026 it should be something that CSS can handle.

- Richard mentions that this is the last meeting of the year and technically everyone is appointed until December 31, 2025.
 - Richard shares that as of January 1, 2026, no one is a member of the CSAC and there will be reappointments in 2026.
 - This is the time to let Bryan or Celeste know if you are not interested in being re-appointed. Grace Dickler and Christine Raffaele have advised Bryan they do not want to be reappointed in 2026.

10. Public Comment

- No comment from the public.

Public comments shall be limited to subjects on the meeting's agenda. The Committee may terminate a speaker's comments if they are irrelevant, repetitious, or disruptive. Reasonable time limits will be set upon the length of each speaker's comment.

11. Adjourn

- Motion to approve, seconded, passed unanimously.