

**State of Alaska
Department of Revenue
Child Support Services Division**

**Self-Assessment Review
FFY 2005**

March 28, 2006

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Executive Summary

CSSD's Internal Auditor conducted the annual Self-Assessment Review to measure the division's compliance with federal regulations for federal fiscal year 2005.

CSSD exceeded all federal compliance requirements.

The Paternity and Support Order Establishment Category continued to show improvement by increasing its accuracy 9 percent over FFY 04. The two Expedited Processes Categories improved by 16 percent and 7 percent. All other areas except Medical Enforcement showed gains of one to five percent.

Using statistics from the OCSE-157, we see that CSSD's active caseload shrunk in size from 46,543 to 45,259 (2.8% less than FFY 04). The number of open cases with orders increased three percentage points to 92%. The agency distributed \$93.9 million in child support in FFY 05. Total child support distributed for FFY 04 was \$92.1 million, which shows a 2005 growth rate of 2.0%. We expect a stable rate of growth for collections in 2006.

No new staff positions were added for 2005 and none are expected for 2006.

The audit review period was October 1, 2004 through September 30, 2005 (FFY 05). It included a detailed review of 506 cases (including the hard files). The sample was determined seeking a 90% confidence level and a +/- 2% maximum error of estimate. The review was conducted according to the requirements of 45 CFR 308.

The following table depicts the percent of cases in compliance by category:

Compliance Category	Cases Reviewed	Action Cases	Last Year	Efficiency Rate: 2005	Minimum Required
Case Closure	70	68	93%	97%	90%
Paternity/Establishment	70	68	88%	97%	75%
Expedited Processes within 6 months	36	35	81%	97%	75%
Expedited Processes within 12 months	35	35	93%	100%	90%
Enforcement	387	367	93%	95%	75%
Disbursement	246	245	95%	100%	75%
Medical Support Enforcement	65	59	93%	91%	75%
Review and Adjustment	274	254	92%	93%	75%
Interstate Services, Overall	106	97	88%	92%	75%
Initiating Interstate	82	73	87%	89%	75%
Responding Interstate	24	24	93%	100%	75%

Details of the case results are in the subsequent report text. In addition, we are submitting the optional report categories titled, Program Direction and Program Service Enhancements.

Note that all figures in the table have a margin of error of +/- 2%.

Introduction

The Alaska Child Support Enforcement Agency (CSEA) was created under the Department of Health and Social Services (H&SS) on July 1, 1976. In its first year of operation, 7 employees managed a caseload of 8,800 child support cases, all of which were established through judicial process. A year later, the agency was moved from H&SS to the Department of Revenue where it remains today. In 1978, the CSEA was empowered with administrative enforcement capabilities. In April 1981 CSEA was renamed the Child Support Enforcement Division (CSED). In 2004, the name changed again to Child Support Services Division. The state legislature enacted statutes and regulations to improve support collections and meet the requirements of federal regulations. Today, CSSD has 232 full time employees who manage 45,259 active child support cases (of which 41,823 cases have support orders). In federal fiscal year 2005 CSSD distributed \$93.9 million (as reported on OCSE Form 157), of which approximately \$9 million came from the State of Alaska's Permanent Fund Dividend program (PFD). Although PFD collections declined by \$800,000 from 2004, the agency more than made up the difference in other collections and distributed \$1.8 million more in child support for 2005 than in 2004.

The PFD is a significant part of the Alaskan economy, paying over \$500 million dollars to the population last year. In the past, the amount has exceeded a billion dollars in a single year. The money itself helps all families, and for those people owing child support, it helps them pay their child support with money that does not come directly from their paychecks. The money the Fund contributes to the economy significantly affects CSSD's annual collections as it filters through local businesses and turns up as wages and assets for nearly every resident of working age. By matching CSSD information with the data kept by the Permanent Fund Dividend Division we are also able to locate many people who owe or are owed child support. The PFD benefits CSSD on several levels but even if it is not factored into our statistics, CSSD still shows full-spectrum successes in performing our duties.

Sampling Methodology

In accordance with the Code of Federal Regulations (45 CFR 308), we extracted a statistically valid random sample of the statewide caseload. This sample gives a 90% confidence level with a $\pm 2\%$ margin of error.

We did not omit any segment of the IV-D universe from the sampling process. The population, numbering 50,320, consisted of every case that was open as of September 30, 2005, and included every case closed during the audit period, October 1, 2004 to September 30, 2005. We excluded all Non-IV-D cases from the population.

A minimum sample of 320 cases was required. To improve our statistical accuracy we took a sample of 506 cases.

The skip interval was 100. We used Microsoft Excel to generate a random starting number between 1 and 100. CSSD Systems personnel extracted the audit sample from the online caseload. Of the 506 cases reviewed, 24 had no measurable actions or were excluded for other reasons. The exclusion rate was 5%.

Scope of the Review

The criteria for the review were 45 CFR 308. As in the past, we held Interstate Initiating to a more restrictive standard. We did so because the CFR only requires that a case be initiated within 20 days of receiving the information needed to complete the interstate forms. It does not set any standards for soliciting that information from the custodian of the children or answering their questions. We determined that we should measure this preliminary process as a way of determining the quality of the service we provide to the public. The following additional criteria provide a more accurate assessment of the agency's provision of Interstate services:

- A General Testimony packet, or a Registration of Foreign Order packet, should be sent to the custodial parent within a reasonable amount of time (30 days), when required to initiate a case.
- Follow-up actions should occur until we receive the information needed to process the case. (Such actions will include contacting the custodial parent about returning the initial paper work, or supplying any other information if the case was already initiated to another state). The time allowed for these follow up actions varies from 30 to 90 days based on whether the case was already initiated and what type of follow up action can reasonably be expected to produce a positive result.
- Timely responses should be made to other states and case parties to facilitate customer service, not just to meet CFR requirements. The CFR sets a response timeframe for Status Requests and for information requests from other states. We expanded this requirement to include contacts with case parties and attorneys, allowing up to 30 days to make a reply or forward a query to the other state.

The Quality Control auditor reviewed case record information from both online case records and physical case files. We recorded our findings in a Microsoft Access database.

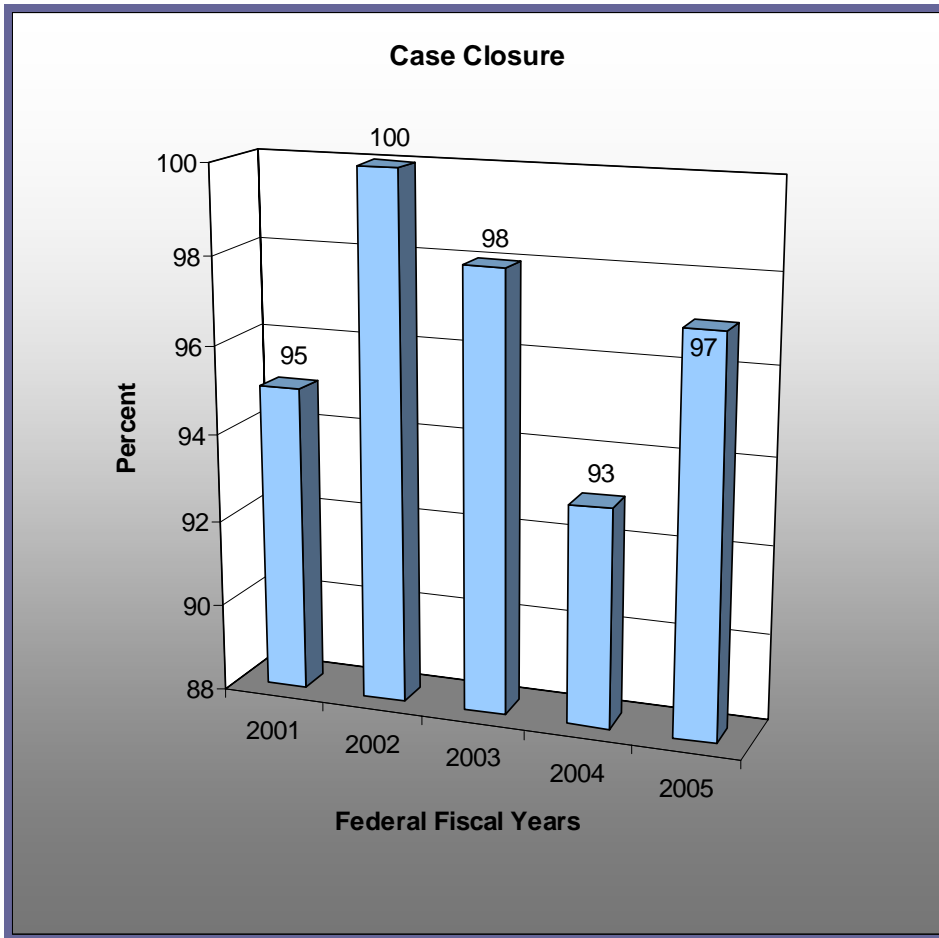
Category 1: Program Compliance

Review Criteria in Compliance

We calculated all percentages by dividing the total-cases-measured for the criterion into the number of cases that had no measurable errors. Fractional numbers were rounded up when the fraction equaled .5 or greater, and were rounded down if it was .4 or less. The charts show the five-year histories to better illustrate overall performance.

Case Closure: 97% (Minimum Acceptable: 90%)

Out of 70 cases measured, two had errors. This criterion remains compliant.



Paternity and Support Order Establishment: 97%
(Minimum Acceptable: 75%)

Of the 70 cases measured, 2 had errors.

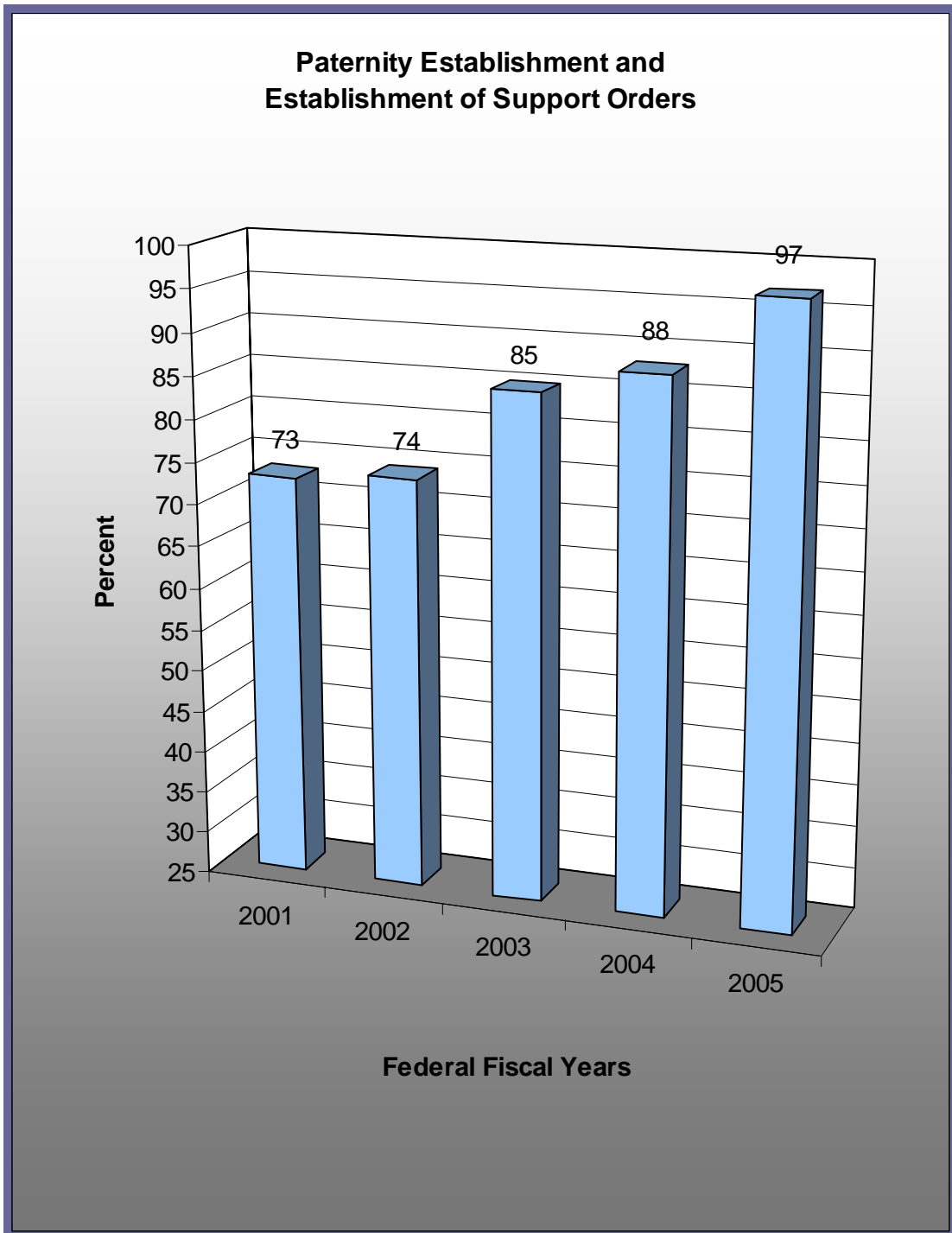
This criterion remains compliant with federal guidelines.

Previous Audit Findings. The backlog of IV-E cases needing order establishment has been resolved. Staff eliminated errors in case opening, and reduced all other errors. The total number of new orders established for the year was 3,923, a 57% increase in order production over the last year. That rate of growth will not be maintained as backlogs are now eliminated and cases are being worked in a timely manner. The caseload as a whole now has orders for 87% of the open cases.

Current Audit Findings. The total number of new orders established for the year was 2,878. The caseload as a whole now has orders for 92% of the open cases (compared to 87% in 2004).

CSSD exceeded the performance goals for this measurement category.

For 2006 the division should target 94% as a goal for “Cases with Orders” (Line 2 on the OCSE 157).



Expedited Processes: Within 6 months: 97%, 12 months: 100%.
(Minimum Acceptable: 75% and 90% respectively)

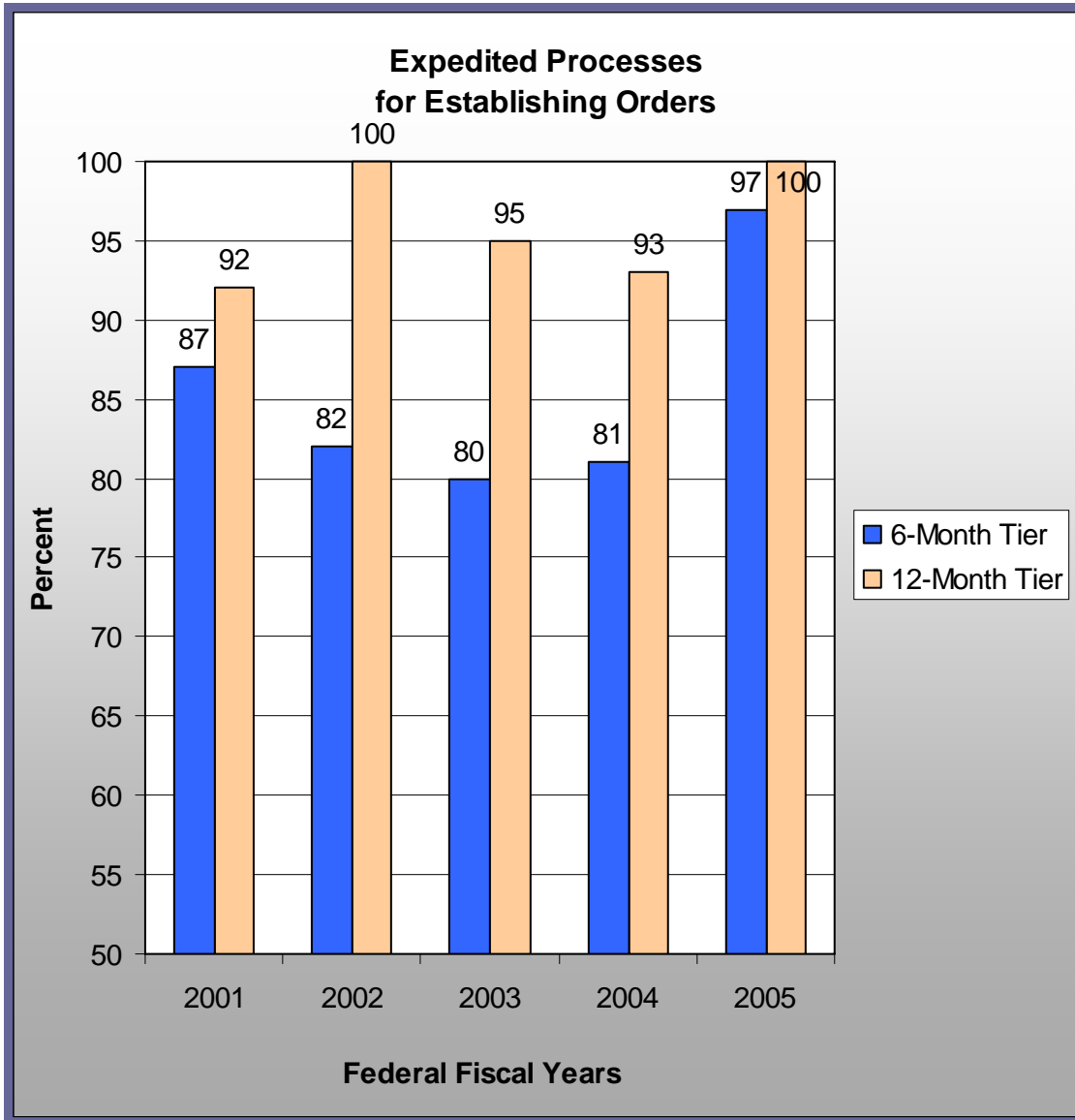
Altogether, we measured 36 cases for expedited processes. All were measured for the 6-month timeframe. There was 1 error in this tier of measurement.

We measured 35 of the 36 for the 12-month timeframe. We could not measure one of the cases for the 12-month tier because the audit review period ended before the timeframe expired. We found no errors in this group.

Note: The Expedited Processes criterion measures the time allowed under the CFR to establish child support orders. The timeframe measured begins with the initial service of documents on the non-custodial parent and ends with the establishment of a child support order. At least 75% of the cases must have an order established within 6 months of serving the non-custodial parent with notice of a paternity complaint or of a duty to support a child. A minimum of 90% of the cases must have an order established within 12 months.

Previous Audit Findings. Regardless of the annual fluctuations in efficiency rates, performance is consistent. The fluctuations are a result of small sample sizes. A focused audit in 2004 showed performance to be 83% and 97% for these two criteria. Details of that audit are in Part Two of the FY 2004 report.

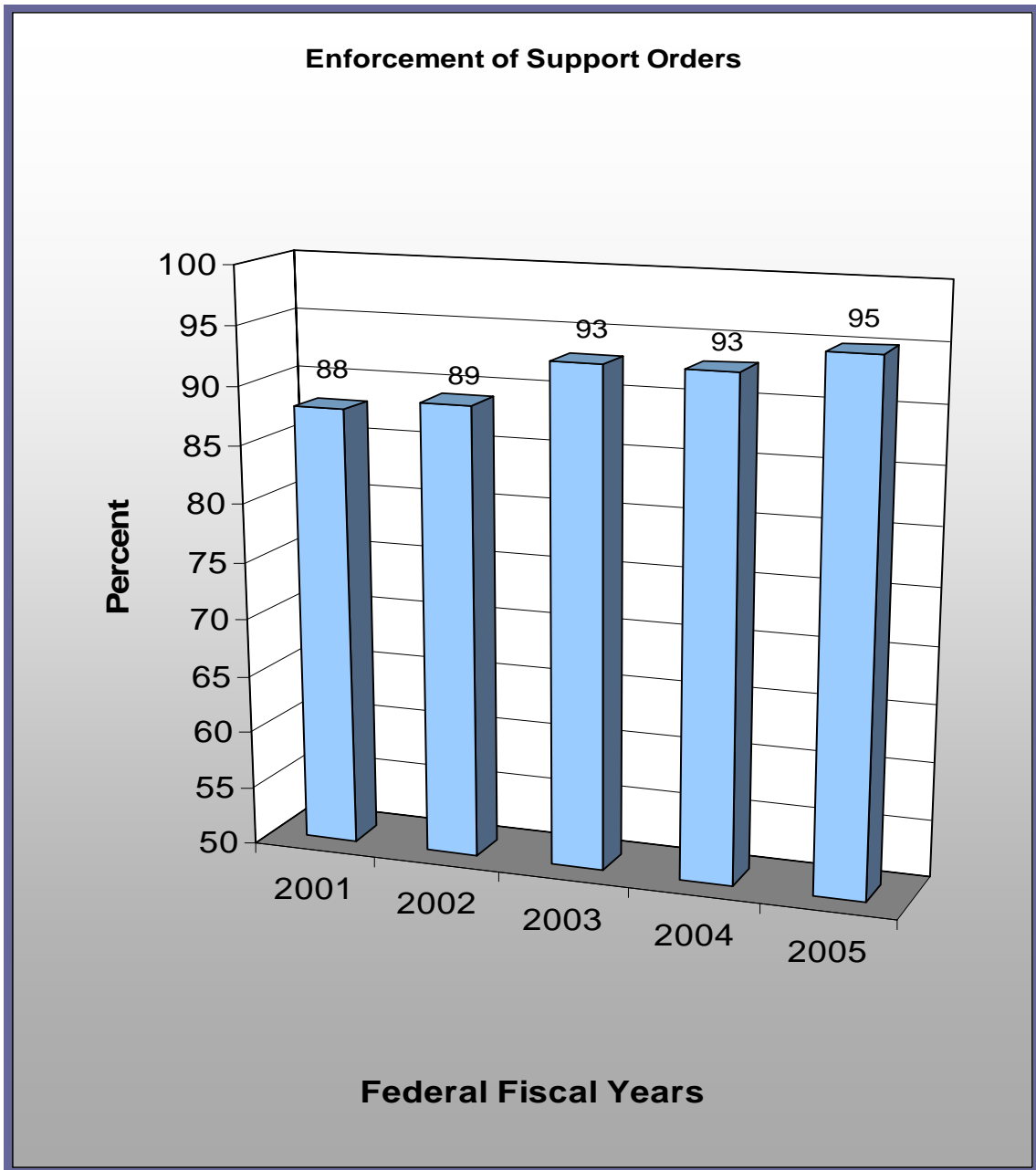
Current Audit Findings. Performance remains consistent. The five year average for the 6-month tier is 85%. The five year average for the 12-month tier is 96%. The division should maintain this level of performance in quickly establishing orders.



Enforcement: 95%

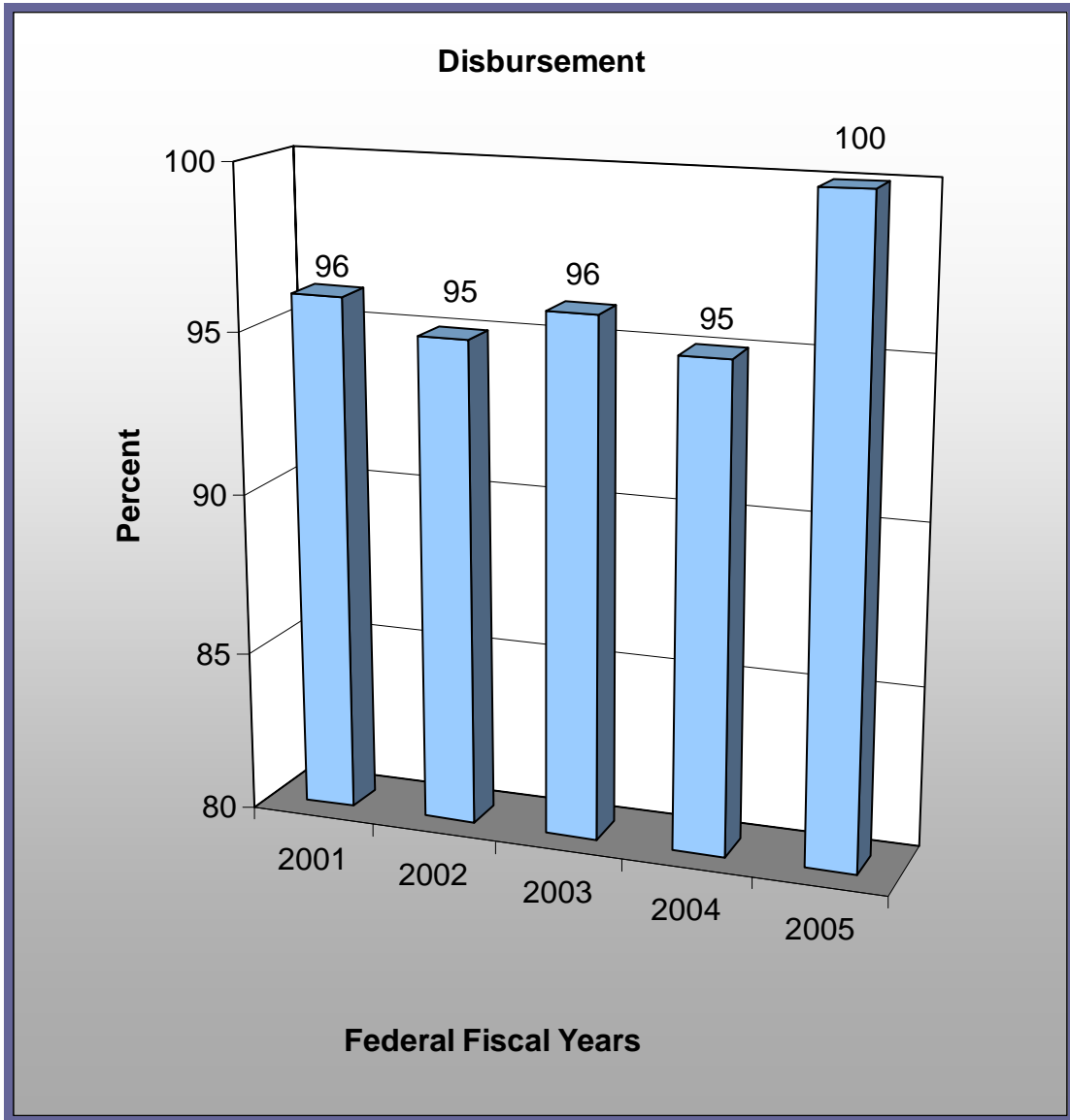
Of the 387 cases measured, 20 cases had errors. (Minimum Acceptable: 75%)

This criterion remains compliant.



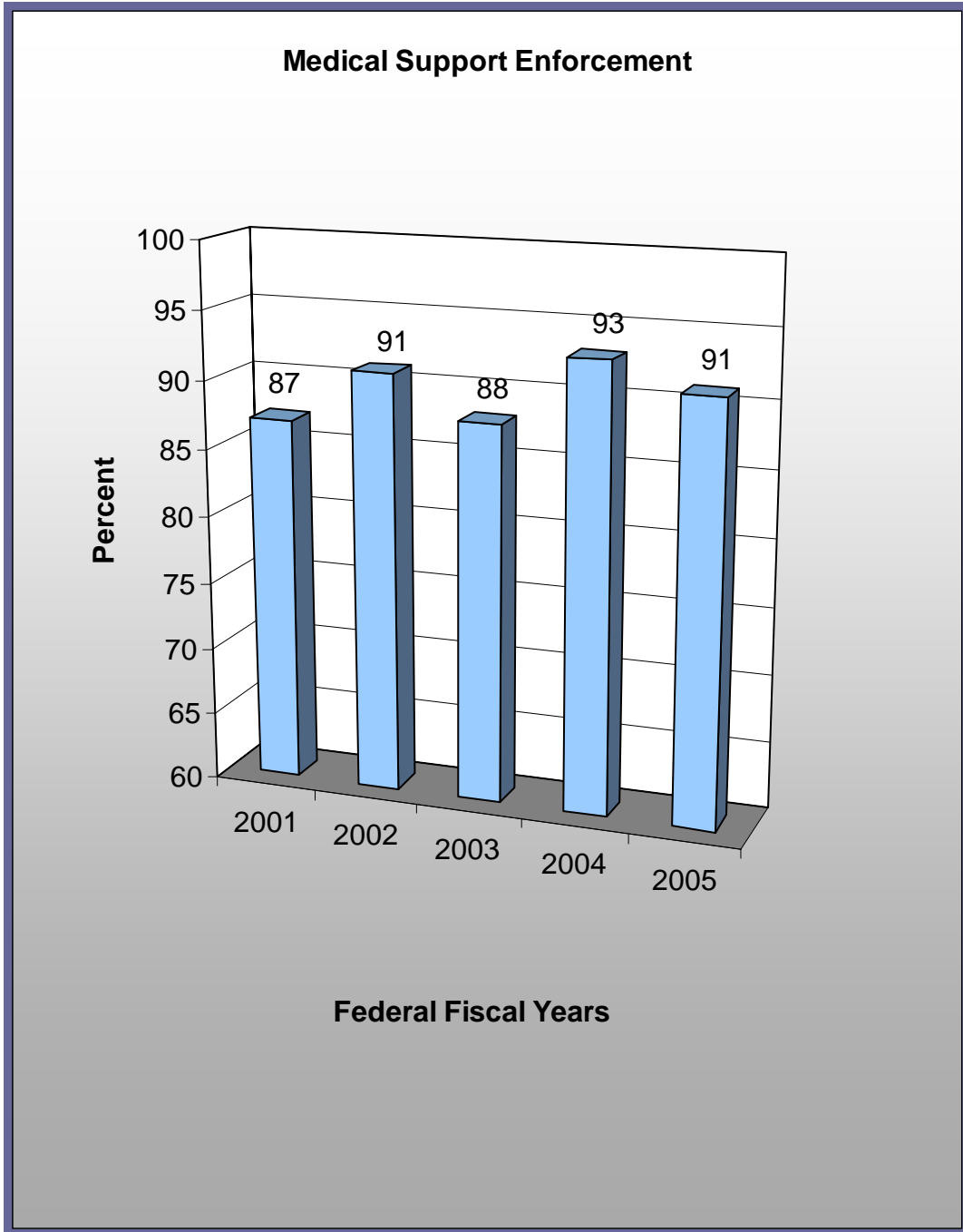
Disbursement: 100% (99.6%) (Minimum Acceptable: 75%)

Of 246 cases measured, 1 had an error. This criterion remains compliant.



Medical Support Enforcement: 91% (Minimum Acceptable: 75%)

Out of 65 cases measured, 6 had errors. This criterion remains compliant.



Review and Adjustment of Support Orders: 93%
(Minimum Acceptable: 75%)

274 cases were measured and 20 had errors.

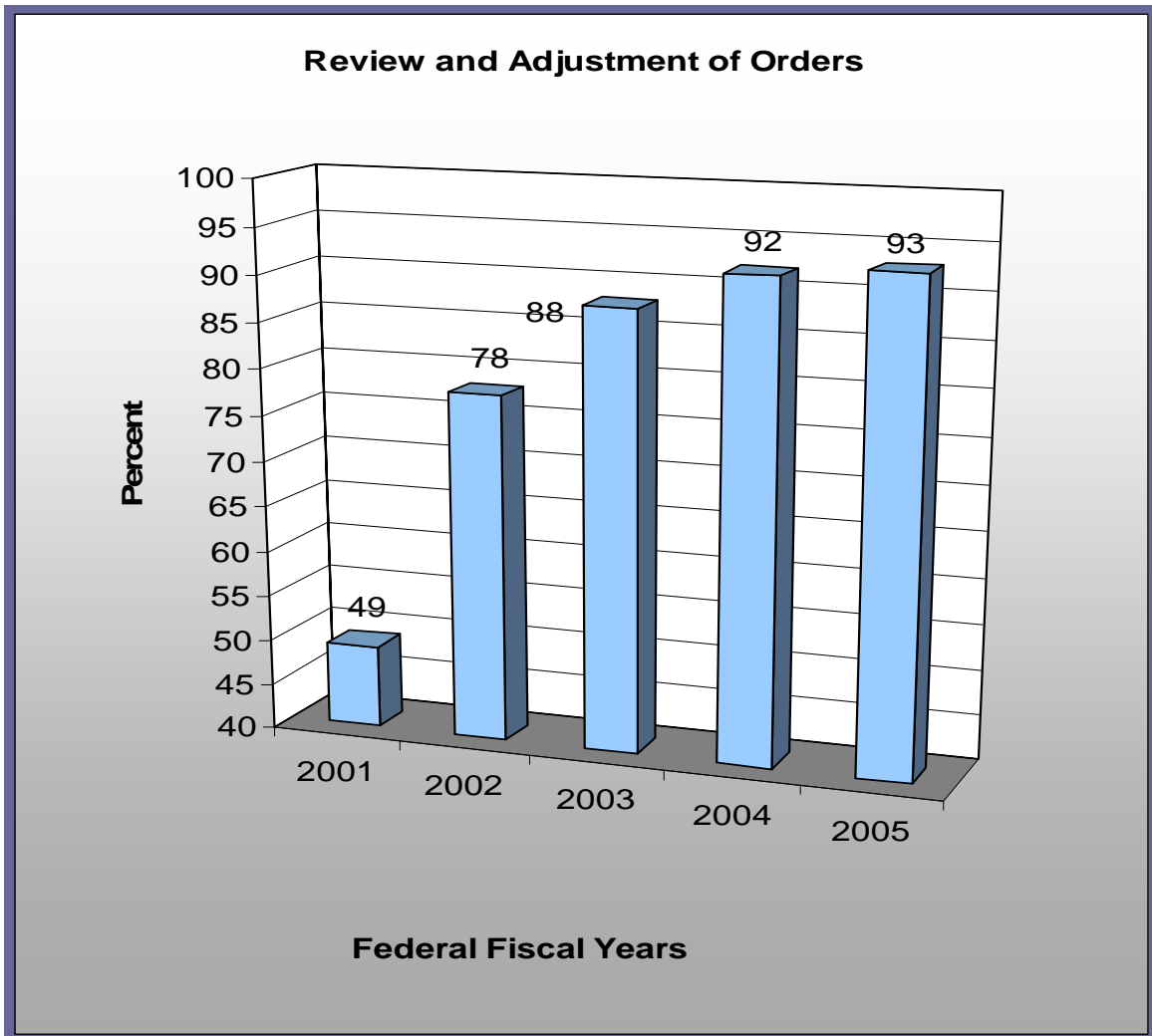
Prior Audit Findings. Technical issues were nearly all resolved for this audit period. However, the auditor discovered a new problem. A procedure existed that allowed a case to be permanently coded to receive no Notice of Right to Requests a Review (NRRR), even when a closed case was reopened. The procedure was corrected and now all cases that are reopened are updated to allow the NRRR to issue. Old cases that are miscoded are being reviewed and corrected. In spite of this problem, the overall compliance for the criterion increased four percentage points.

Current Audit Findings. Twenty cases were found in this audit where an “old case” was still coded to exclude the NRRR. This is a 9% decline from the same type of error in the 2004 audit. It is expected that over time the number of errors for this reason will continue to decline as case workers gradually correct the system codes. About 90% of the cases measured for the Review criterion are only measured for issuance of the NRRR.

We examined 23 of the 274 cases for complete reviews of the orders. We completed 16 order reviews within 180 days for a compliance rate of 76%. Five took longer than 180 days. One error case took just over 12 months, one took 9 months, two took 7 months and one took 6.5 months. Two cases were modified by the court, but we could not measure the 180-day timeframe as we did not have the court documents showing when the action started. A focused audit of modification cases in 2004 showed that 81% of our cases met the 180 day timeframe, so from the current audit sample it appears that our performance may have slipped slightly, though the sample size of 23 is smaller and less reliable than our 2004 focused audit.

The division needs to monitor this performance indicator.

CSSD and the Department of Law are currently looking at ways to speed up the modification process in judicial cases. Judicial modification cases are the most likely to exceed the 180-day timeframe (about 35% take longer than 180 days to complete).



Interstate Services: 92% (Minimum Acceptable: 75%)

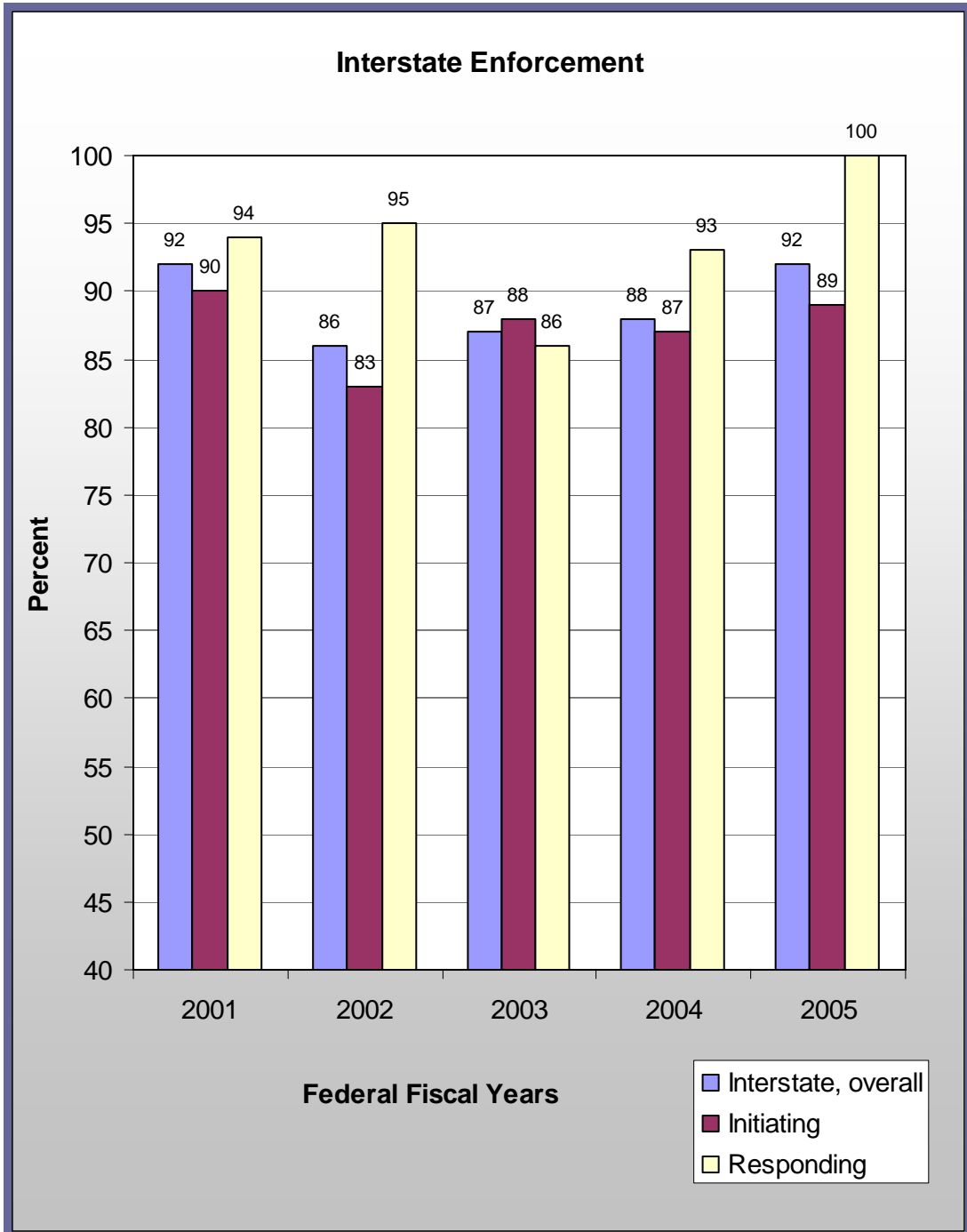
Out of 106 cases measured, 9 had errors. This criterion remains compliant.

Ninety-two percent is a performance composite for Central Registry, Initiating and Responding actions.

The **Initiating** subcategory is 89% in compliance. There were 82 cases measured. Nine had errors. Five errors were due to taking too long to initiate the case to another state, and four were because we did not supply requested information to the responding state in a timely manner.

The **Responding** subcategory is 100% in compliance. Of the 24 cases measured, we found no errors.

In addition to the criteria in 45 CFR 308, we measured actions that are necessary to process an initiating case successfully. Such actions include sending appropriate documents (such as the General Testimony, and Paternity Affidavits) to the custodial parent within a reasonable timeframe (30 days is considered a reasonable span of time to take such actions). The team must also provide follow up support as necessary, and respond to inquiries from case parties to facilitate customer satisfaction.



Category 2: Program Direction

Case Closure: 97%.

Of the 70 cases measured two had errors. One was closed without sending a “notice of intent to close” letter. In the second, we issued the closure notice, but we closed the case after only 30 days instead of the 60 days mandated by CFR. Otherwise, they were appropriate for closure. Ongoing training should continue in order to maintain the present compliance level. The five-year average performance is 97%.

Paternity and Order Establishment: 97%.

Of 70 cases measured, 2 cases had errors. This compliance area improved 9% compared to the previous review.

We found 2 error cases. Both errors were for not opening the case within 20 days of the application or referral. We measured 15 cases for ‘case opening within 20 days’. Both error cases were processed between late July and early September. During this period certain staff were reassigned from normal case opening duties in order to in-process interstate cases for a special enforcement technique we call “Permanent Fund Dividend Intercept Only.” Since these PFD Only cases have a very high likelihood of getting a collection, management determined it was worthwhile to give them a higher priority than regular cases during late July, August and early September each year. Approximately 1,000 such cases are handled each year. (The initiating state simply transmits an interstate referral asking for a one-time enforcement remedy. These cases are otherwise handled by direct withholding orders between the other states and the employers so a full interstate case is not opened. It is a more effective way of handling such cases.)

In previous years, getting the administrative orders served on non-custodial parents was a problem. It now appears the problem has been rectified. We contracted with a new process service company in 2003. The old process server was able to serve about 60% of the papers we sent to them. The new server is more successful with a consistent 72% success rate on the first attempt. In total, counting certified mail and all service methods, about 89% of our orders are served on the first attempt. For certified mailings we continue to use **The UPS Store** as a 'Return Address' mail-service for all of our certified mailings. We list the return addresses on our letters as being one of several UPS Stores and we do not use official envelopes. Process service continues to be faster than in 2003, which is reflected in our 16% improvement in obtaining orders within 6-months.

Supervisors made a second change to speed up service of process in 2004. When we had reason to believe an individual would avoid certified mailings, we sent all documents directly to the process server instead of mailing it. We maintained this technique in 2005 and it has proven better than the old way of doing business. After two years of demonstrated success, we will keep using the procedure.

Establishment of orders continued to improve through 2005 and now 92% of all open, IV-D cases have an enforceable order.

The number of new orders shown on the FFY 2002 OCSE-157 Report was 2,222, and for 2003 CSSD reported 2,507, a 13% increase. The number of orders reported for 2004 was 3,923, and for 2005 it was 2878. With the backlogs gone, that rate of growth slowed in 2005, just as predicted in our last audit report. Disregarding the apparent decline from 2004 however, statistics show a 15% rate of growth when we compare 2003 to 2005, which is comparable to the rate of growth from 2002 to 2003. For the future, the establishment teams should ensure that backlogs do not rebuild. The supervisors should continue with their current internal quality checks to ensure that all training needs are met.

Expedited Processes: 6-month tier 97%; 12-month tier 100%.

CSSD passed both criteria in this audit. We measured 36 cases for the 6-month timeframe and 35 for the 12-month timeframe. 2005 was the second full year with the new 'service of process' contractor. The contractor's rate of success in 2005 remained stable compared to 2004 and was about 12% better than the previous contractor.

Prior Audit Findings. In one instance the establishment team handled mail in a slow fashion that prevented an address from being updated promptly. This is the sort of error that delays service of process in a case where an order is needed. At present, there are no procedural problems that seem likely to cause a failure in this measurement category. A focused audit was completed in May 2004. The audit was performed to validate the accuracy of the annual self-assessment findings for Expedited Processes. The audit looked at 71 cases (court and administrative orders), found 83% were done in 6 months, and 97% were done in 12 months. The confidence level was 90% with a standard error of +/- 4%. From this, we conclude that past annual self-assessments reliably report the agency's efficiency in this area.

Current Audit Findings. The one error case fell under the 6-month timeframe criterion. This case took 9 months from service of the paternity paperwork until the administrative order was final. The main reason for the delay was due to the difficulty in serving the second set of order paperwork on the non-custodial parent. This category made a substantial improvement. The five year average for performance at the 6-month tier was 85% and at the 12-month tier it was 96%.

Note: The Expedited Processes criterion measures the time allowed under the CFR to establish child support orders. The timeframe measured begins with the initial service of documents on the non-custodial parent and ends with the establishment of a child support order. At least 75% of the cases must have an order established within 6 months of serving the non-custodial parent with notice of a paternity complaint or of a duty to support a child. A minimum of 90% of the cases must have an order established within 12 months.

Enforcement: 95%.

We measured 387 cases, and found 20 errors. Performance was statistically the same as 2003 and 2004. Average performance over the past 5 years was 92%.

Prior Audit Findings. With the increase in orders established in 2004, more cases were found to measure for this category (6% more sample cases). The number of errors was unchanged. The ten locate errors comprised 40% of the 25 errors while 52% were from taking longer than 2 days to issue a withholding order. The nature of the locate errors is the same as in the prior findings, though a small improvement is seen in this audit. The errors for issuing withholding orders stem from two problems: 1) three instances of mail handling delays for new orders; and, 2) ten instances where an administrative order was final but not fully set up on the computer system. A procedural change with setting up the orders now allows the “establishment” caseworkers to code the case to produce a withholding order immediately instead of waiting for the “enforcement” worker to review the case and enter the proper enforcement code. One case was not submitted for tax refund intercept due to a coding error. If all of the order coding problems are corrected for the next audit period, the expected efficiency rate should be around 96%.

Current Audit Findings. There were eleven locate errors which comprised 55% of the 20 total errors. Three cases took longer than 2 days to issue a withholding order (which is better than in 2004 when 13 cases had errors for this failure). Five cases were not submitted for federal tax refund intercept due to a coding error. One case was not opened within 20 days as required. Overall, the enforcement teams nearly achieved their performance goal of 96%. We recommend the supervisors and staff review their procedure for ensuring the IRS intercept codes are correct. The performance goal of 96% should remain for the 2006 review period.

Disbursement: 100%.

There was 1 error out of 246 measurable disbursements. Over the past five years performance has averaged 96%. The staff is well trained, and supervisors perform regular training throughout the year. The amount of money on hold at a point in time (9/30/04 versus 9/30/05) declined 26% from \$800,000 to \$589,000 (when future holds and IRS holds are not counted). We've seen a 41% decrease in held funds the past two years. Current staff is adequately maintaining control over distribution and disbursement of child support.

The imaging system for receipting continues to perform as intended.

CSSD increased use of Electronic Funds Transfer (EFT) again in 2005.

- About 25% of incoming payments are via EFT alone. This amounts to \$20.3 million.
- \$38.7 million (40% of all dollars collected, per the OCSE 34A) are received via all electronic methods, not just the EFT.
- About 51% of outgoing disbursements are via EFT.
- We received over 111,000 EFT receipts.
- We disbursed almost 193,000 EFT payments.

Medical Support Enforcement: 91%.

We measured 65 cases, and found 6 errors. Compliance was down 2% from last year. Average performance over the past 5 years was 90%.

Prior Audit Findings. It appears the errors in this measurement category were corrected, and the automated forms are being issued as intended.

Current Audit Findings. The division should take steps to ensure that in cases where insurance was in place, but the non-custodian has changed employers, the case

worker must review and update the database with the current status of medical insurance (i.e., is it still in place or not?). Even though we found no errors stemming from this issue, it is important to have the most recent data in the system. As of February 2006, the division implemented a long term project to review and ‘clean up’ medical insurance data.

Errors occurred in two cases when we confirmed that the non-custodian had insurance for the children and we thereafter decided not to issue the National Medical Support Notice (NMSN). When an NMSN is returned to CSSD it triggers follow up actions by the case worker, such as notifying the custodian of insurance. So we failed to notify the custodian because the case worker was not prompted to do so by a *normally returned* NMSN. Also, by not issuing the NMSN we failed to inform the insurance provider that they must notify the division of lapses in coverage (the text of this notice is included in the NMSN forms). Even though this is a narrow area for possible mistakes, management and workers need to be aware of it and take proper precautions.

In preparation for the new medical enforcement incentive measurements, the division’s auditor plans to perform a focused audit on medical enforcement cases during 2006.

Review and Adjustment: 93%.

Of 274 cases measured, there were 20 errors. All twenty errors were due to exclusion codes left on cases from past years. This is a repeat finding, and one that is gradually being corrected as the “old cases” are reviewed by case workers. At present the number of cases negatively impacted is small enough that management feels a special project to clean up the codes is not warranted. As long as the compliance rate exceeds 90%, the auditor is inclined to agree.

Average performance over the last three years was 91%.

Interstate Services: 92%.

Ninety-two percent is the performance composite for Central Registry, Initiating and Responding cases. Of the 106 cases measured, 9 had errors.

The failures were as follows:

- Acknowledge receipt of Interstate Transmittal: 0
- Reply to a status request within 5 days: 0
- Forward new information within 10 days: 0
- Reply to a more complex inquiry within 30 days: 4
- Transmit a new case to another state within 20 days: 5
- Forward a request for review to the other state: 0

Prior Audit Findings. Responses to telephonic, email and fax requests are very fast, usually occurring within 2 days. The mail handling issue remains a problem as in prior audits. Some items were misjudged when assigning a priority. The number of errors from failing to initiate the case within 20 days is one greater than last year and this remains the primary area of failures for the measurement category. The interstate teams should conduct training to ensure new mail is handled faster and with greater accuracy when prioritizing it for action. This should reduce the delays in initiating cases to other states.

Current Audit Findings. Responses to telephonic, email and fax requests are timely. Overall performance has improved and the number of errors is down slightly. As a performance goal, the division should aim to improve compliance by at least 2% for 2006.

Average performance for all interstate functions over the past 5 years was 89%.

The **Initiating** subcategory is 89% in compliance.

Of the 82 cases measured, 9 had errors. Not sending an interstate transmittal to another state within 20 days happened in five cases. One case took 31 days; one took 50 days; two took 60 days and one took 12 months. All errors appeared to be the result of the case worker not following up on an action or not handling new information promptly (e.g., new-mail handling). The auditor found no instances where court processes or outside forces caused the problem. Even though mail handling is better than in past years, there is still room for improvement. The teams should ensure that incoming mail and relevant information should reach the case workers more quickly. If these errors can be eliminated then compliance may reach 95%. Accordingly, the performance goal for 2006 should be to reduce the errors in routing mail to workers and promptly processing requests for information from other states (or in sending new information along as soon as it is received at CSSD). A compliance measure of 91% should be the target for 2006.

Note: As discussed in Scope of the Review, on page 4, we used a more restrictive set of audit criteria for measuring Initiating Interstate to gain a more thorough evaluation of the efficiency and quality of interstate case processing. The more restrictive criteria relates to sending the general testimony to the custodian within 30 days of determining that the other party is in another state.

The **Responding** subcategory is 100% in compliance.

This is a 7% increase over last year. Twenty-four cases were measured. This performance measures have historically been 86-95% for four out of five prior years. A 100% measurement this year may be due to “good luck” and the rather small size of the sample. (The number of cases measured this year was about one third less than in any prior year.) The five year average including this year is 94%.

Management Issues:

CSSD resolved all management issues from prior audits.

With the pending addition of Medical Support Enforcement to performance incentive measures, management is looking at the current state of relevant data in the system and how we can ensure compliance with the coming federal requirements. The agency currently tracks which parent provides insurance, which children are covered, what insurance company provides the coverage and the dates coverage is in effect. These are the main items required for system certification. A focused audit on the reliability of the medical data should be performed with the intent of preparing the division for the final rules on this new incentive measure. The audit should also look for any failures in the process of pursuing and enforcing medical support orders.

The division created a new regulation in 2004 that allows a partial, graduated forgiveness of state debt as an incentive to make regular ongoing payments. In 2005 only one case qualified for the program, but a handful of others that did not qualify for that program did meet the guidelines for a cash settlement agreement. The program is less than a year old and will be monitored to measure its success over time. Four cases were approved for settlements that included continuing monthly payments, two more are pending and one was canceled when the custodian reapplied for full services. The total number of cases is too small to draw valid statistical conclusions from, however each of those four cases did benefit since prior to engaging in the programs they received no collections whatsoever. The forgiveness and settlement programs should be monitored for success and used as a new tool to collect payments on historically hard to enforce cases. People who normally do not make their child support payments, or who spend years avoiding their child support obligations, need to be targeted in order to improve the success of the Child Support Program overall. Management should closely watch these enforcement techniques, then decide if they are cost effective to employ.

Category 3: Program Service Enhancements

CSSD took several steps to improve services to Child Support clients:

- During FFY 05 our Anchorage Customer Service Reception area and our Phone Bank handled 81,323 phone calls (up about 1% over last year) and 11,725 walk-ins (up about 6%). Our field offices in Juneau, Fairbanks and Wasilla handled over 16,000 phone calls plus 12,000 walk-ins. Division wide (including all of our caseworkers not counted above) we normally handle around 150,000 phone calls per year.

- Our Outreach Program is still in place and is working well. CSSD staff traveled to ten remote communities and met with people who have little or no opportunity to meet a caseworker. Staff flew about 10,000 miles to visit these towns and villages. This is especially valuable in Alaska where cultural differences and isolation make it harder to help case parties. The towns and villages visited are:
 - ⇒ Barrow
 - ⇒ Bethel
 - ⇒ Dillingham
 - ⇒ Dutch Harbor/Unalaska
 - ⇒ King Salmon
 - ⇒ Kodiak
 - ⇒ Kotzebue
 - ⇒ Naknek
 - ⇒ Nome
 - ⇒ Sitka

- CSSD's outreach program is our first point of contact for all 229 federally recognized tribes in Alaska, and for all Tribal Programs that affect Child Support (such as Tribal TANF).

- Recurring local outreach meetings in and near Anchorage help address the needs of civic and military organizations, and case parties in Alaska's core population area. The places visited in the past year are:
 - ⇒ Covenant House (for homeless teens)
 - ⇒ Brother Francis Homeless Shelter
 - ⇒ Operation Stand Down (for veterans who need help)
 - ⇒ 2004 Indian Child Welfare Conference
 - ⇒ Rural Small Business Conference
 - ⇒ Wellness Court (focusing on men released from jail and helping them move back into society)
 - ⇒ Family Care Court (focusing on women and their children)
 - ⇒ Alaska Public Defender Agency
 - ⇒ AWAIC (for women in crisis)
 - ⇒ Alaska Family Law Self Help Center (where the public gets help with child support matters without needing an attorney)

- CSSD formed partnerships with agencies and individuals in the private sector to present "Town Hall" like clinics in rural areas and around Anchorage. The following are partners with CSSD:
 - ⇒ Alaska Native Justice Center
 - ⇒ Disability Law Center of Alaska
 - ⇒ Alaska Legal Services
 - ⇒ Various local shelters for people in need
 - ⇒ Various private attorneys who deal in Family Law

- Various state correctional facilities were visited to help incarcerated parents:
 - ⇒ Anvil Mountain in Nome
 - ⇒ Lemon Creek in Juneau
 - ⇒ Yukon-Kuskokwim in Bethel
 - ⇒ Palmer Correctional Center in Palmer
 - ⇒ Highland Mountain in Eagle River
 - ⇒ Meadow Creek Women's facility in Eagle River
 - ⇒ Cook Inlet Correctional Complex in Anchorage
 - ⇒ Akeela House (a substance abuse program)
 - ⇒ Point MacKenzie Correctional Farm at Pt. MacKenzie
 - ⇒ Matanuska-Susitna Pre-Trial Facility
 - ⇒ Wildwood Correctional Center in Kenai

- Six hundred forty-five individuals currently use debit cards issued by JP Morgan as their means to receive child support payments.

- People within the Division who speak, read or write foreign languages, and are willing to volunteer their skills, were organized into an in-house translation service (for informal needs, not for court testimony). At present, we have 17 people who can communicate in Cambodian, German, Hindi, Ilocano, Korean, Polish, Russian, Samoan, Spanish, Tagalog, Ukrainian, and Vietnamese.

- CSSD continues to circulate specialized booklets, brochures and a video for the public. Brochures and booklets developed and distributed include:
 - ⇒ Child Support for Children in State Custody
 - ⇒ Videos explaining paternity establishment (provided to hospitals)
 - ⇒ Electronic Funds Transfer for Employers
 - ⇒ Child Support If You Are Incarcerated

- ⇒ Employers' Guide to Wage Withholding (including a special section on the National Medical Support Notice)
 - ⇒ Judicial Reference Guide for Judges, Magistrates and Masters in Alaska Courts
 - ⇒ Direct Deposit of Child Support, For Individuals
 - ⇒ Information for the Incarcerated
 - ⇒ Review and Adjustment of Orders (including the forms to make a request for a modification)
 - ⇒ How to contact and do business with CSSD (by phone, on line or in person)
 - ⇒ Brochures about establishing paternity and why it is important to children
 - ⇒ Child Support and Medical Support for children and families
 - ⇒ How non-custodians can make child support payments via Western Union
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- CSSD and the Alaska Court System continued to facilitate the *pro se* support order modification process by disseminating forms and answering basic questions. The service is very successful. CSSD and the courts created the *pro se* forms in FFY 2001. This collaboration enables the public to take a more direct hand in getting their support orders modified in court. The court system maintained their customer service center in order to help people help themselves. Anecdotal evidence indicates the public continues to be very happy with this service. The clerk of court also thinks it is worthwhile.

 - CSSD cooperates with state and local police agencies to get child support collections from people who are arrested. Following the arrest, and if the person is carrying a sum of cash, the police contact CSSD to see if a child support debt exists. Then, CSSD serves a withholding order on the police department for the money being held. During 2005 CSSD collected \$12,994 in this manner.

- The division has three investigators who work on criminal and difficult to enforce cases. Criminal investigations resulted in three convictions. In about 56% of cases where a conviction occurred, we received long term child support payments (this statistic is based on cases handled over the past several years). Convicted payors in these cases are on court probation and payment of child support is a requirement for their probation. In 2005 these parents paid about \$93,000. The investigators also processed cases for passport revocation and in those cases they were able to compel parents to pay another \$233,000.

- CSSD worked with Public Consulting Group Inc., a private company, to track and report employers with medical insurance coverage. The company provides the same service to the Medicaid agency and shares data with us. At present, our computer system does not have an interface for the data, but we will develop one or a way to import the information provided by Public Consulting Group.

- CSSD maintains a web site with numerous features including:
 - ⇒ Links to state and federal web sites
 - ⇒ A directory of employees to help clients contact us by fax or email
 - ⇒ A summary of CSSD services
 - ⇒ News covering child support related events and issues
 - ⇒ Online forms availability where numerous forms, including an application for services, may be ordered from a home computer
 - ⇒ A support guidelines calculator (to estimate child support)
 - ⇒ Recent case payment information (individuals may inquire on their own case)
 - ⇒ Information for employers about new Hire Reporting, child support laws and income withholding orders
 - ⇒ Frequently asked questions

- ⇒ Employer information
- ⇒ Press releases
- ⇒ CSSD regulations
- ⇒ CSSD publications
- ⇒ News about CSSD staff visiting remote towns and villages

This web site, <http://childsupport.alaska.gov>, continually evolves to provide more and better service to the public and to agency workers.

- We also have an Intranet Homepage for our staff to use in downloading work related information and news, as well as an online phone directory for workers. The page also has a link for CSSD policies and regulations. This intranet asset helps answer questions that would otherwise go to administrative staff or system support workers.