

State of Alaska
Department of Revenue
Child Support Services Division



SELF-ASSESSMENT REVIEW
FFY 2017

October 1, 2016 through September 30, 2017

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I. EXECUTIVE SUMMARY

A. INTRODUCTION

This Self-Assessment Review measures the Alaska Child Support Services Division's (CSSD) compliance with the Code of Federal Regulations (CFR) for Federal Fiscal Year (FFY) 2017. The 45 CFR 308 establishes the standards and criteria for State Self-Assessment Review and reporting processes. This audit review covered the period from October 1, 2016 through September 30, 2017, and included the following eight categories:

- Case Closure
- Establishment
- Enforcement
- Disbursement
- Medical
- Review and Adjustment
- Intergovernmental
- Expedited Processes at both 6 and 12-Month Tiers

Review & Adjustments were stable compared with recent years. Enforcement, Case Closure, Establishment, Expedited Process at the 6-Month and 12-Month Tier, Disbursement and Intergovernmental measured higher than last year. Medical decreased but remained compliant.

The Alaska Child Support Program was established July 1, 1976 under Title IV-D of the Social Security Act and operates within the Department of Revenue. The program uses administrative processes to establish, modify, and enforce child support orders. The following table is a synopsis of Alaska's child support caseload and staffing as of September 30, 2017:

Total Program Caseload	44,814
Current Assistance Cases	4,887
Former Assistance Cases	22,361
Never Assistance Cases	17,566
Total Program Staff	204

The active IV-D caseload decreased by 1,836 cases. The number of staff increased by 1. For this audit period, CSSD surpassed federal compliance requirements for all measured criteria.

B. SELF-ASSESSMENT RESULTS

Table A1: Self-Assessment Results

Criterion	Cases Where Required Activity Occurred or Should Have Occurred	Cases Where Required Activity Occurred within Timeframe	Efficiency Rate (Confidence Level of Sample)	Federal Minimum Standard	Previous Year's Efficiency Rates
Case Closure	61	61	100%	90%	99%
Establishment	49	49	100%	75%	92%
Enforcement	397	380	96%	75%	93%
Disbursement	279	271	97%	75%	96%
Medical	275	265	96%	75%	99%
Review & Adjustment	9	9	100%	75%	100%
Intergovernmental	175	157	90%	75%	87%
Expedited Process 6-Month	19	19	100%	75%	83%
Expedited Process 12-Month	1	1	100%	90%	94%
TOTAL	1,265				

C. SUMMARY

Alaska surpassed the required federal compliance benchmarks in all program areas for the Self-Assessment review period; therefore, a corrective action plan is not necessary.

II. METHODOLOGY

A. INTRODUCTION TO METHODOLOGY

The criteria outlined in 45 CFR 308 are the bases of Alaska's review. Alaska reviewed a sample of child support cases in eight categories to determine compliance with the corresponding citations in the Code of Federal Regulations (45 CFR 302 and 303) and the Social Security Act (Section 454B(c)(1)).

B. STATE SELF-ASSESSMENT COORDINATION

In accordance with 45 CFR 308, the auditor extracted a systematic random sample from the statewide caseload. Alaska maintains responsibility for and control of the results and contents of the annual report. The audit review period was October 1, 2016 through September 30, 2017. A Self-Assessment review is performed annually based on the federal fiscal year. Automated review tools are not used. CSSD maintains all records.

C. UNIVERSE DEFINITION AND SAMPLING PROCEDURES

CSSD sampled the complete IV-D universe to include the cases closed during the FFY 2017. The population consisted of every IV-D case that was open as of September 30, 2017, and every case closed during the audit period, October 1, 2016 through September 30, 2017. All cases that changed from IV-D to Non-IV-D during the year were included.

CSSD excluded all Non-IV-D cases in the population and all limited-services cases associated with intercepting the Alaska Permanent Fund Dividend.

The audit sample was extracted from the online caseload. For this audit, it was determined that Alaska needed to sample 500+ cases in order to compensate for cases that were excluded during the audit. The skip interval was 106. The start point was 73. The process yielded a sample of 514 cases.

D. SUMMARY OF METHODOLOGY

Alaska conducted its annual Self-Assessment Review per requirements of the Social Security Act and the CFR for FFY 2017. No segments of the IV-D universe were omitted from the sampling process. Alaska is in compliance in the methodology used to perform the self-assessment audit and obtained precise, accurate and complete results.

III. SELF-ASSESSMENT RESULTS

A. INTRODUCTION TO SELF-ASSESSMENT RESULTS

Federal regulations require each state to meet a minimum compliance benchmark of 75 percent for each required program category with the exception of Expedited Processes (12-Month Tier) and Case Closure, both of which require 90 percent.

Percentages were calculated by dividing the number of cases with no measurable errors by the total-cases-measured for each criterion. Fractional numbers were rounded up when the fraction equaled .5 or greater, and down if it was .4 or less.

Alaska surpassed the required federal compliance benchmarks in all program areas for the review period October 1, 2016, through September 30, 2017.

B. SELF-ASSESSMENT RESULTS

Table A2: Self-Assessment Results

Criterion	Cases Where Required Activity Occurred or Should Have Occurred	Cases Where Required Activity Occurred within Timeframe	Efficiency Rate (Confidence Level of Sample)	Federal Minimum Standard	Previous Year's Efficiency Rates
Case Closure	61	61	100%	90%	99%
Establishment	49	49	100%	75%	92%
Enforcement	397	380	96%	75%	93%
Disbursement	279	271	97%	75%	96%
Medical	275	265	96%	75%	99%

Review & Adjustment	9	9	100%	75%	100%
Intergovernmental	175	157	90%	75%	87%
Expedited Process 6-Month	19	19	100%	75%	83%
Expedited Process 12-Month	1	1	100%	90%	94%
TOTAL	1,265				

C. DISCUSSION OF SELF-ASSESSMENT RESULTS

Findings were recorded in the Child Support Enforcement Self-Assessment Questionnaire in a Microsoft Access database. Of the 514 cases reviewed, 41 had no measurable actions, were Non-IV-D or were excluded for other reasons.

For FFY 2017, a few cases were coded in error as IV-D for at least part of one month during the year. The coding was corrected to Non-IV-D in the year. Some of these cases were inadvertently picked up in the audit sample due to having been erroneously coded IV-D at a point in the review period. These cases were excluded from the audit. Coding cases with the correct IV-D status should eliminate this error in the future.

D. SUMMARY OF SELF-ASSESSMENT RESULTS

Alaska surpassed the required federal compliance benchmarks in all program categories for the Self-Assessment review period October 1, 2016, through September 30, 2017.

Case Closure

Current efficiency rate is 100%. Federal minimum standard is 90%. Out of 61 measured, there were no errors. The five-year average efficiency rate remained at 97%. This criterion remained compliant with federal guidelines.

Establishment

Current efficiency rate is 100%. Federal minimum standard is 75%. Out of 49 measured, there were no errors. The five-year average efficiency rate increased to 94%. This criterion remained compliant with federal guidelines.

Enforcement

Current efficiency rate is 96%. Federal minimum standard is 75%. Out of 397 measured, there were 17 errors. The five-year average efficiency rate decreased to 96%. This criterion remained compliant with federal guidelines.

Disbursement

Current efficiency rate is 97%. Federal minimum standard is 75%. Out of 279 measured, there were eight errors. The five-year average efficiency rate remained at 97%. This criterion remained compliant with federal guidelines.

Medical

Current efficiency rate is 96%. Federal minimum standard is 75%. Out of 275 measured, there were ten errors. The five-year average efficiency rate increased to 95%. This criterion remained compliant with federal guidelines.

Review and Adjustment

Current efficiency rate was 100%. Federal minimum standard is 75%. Out of 9 measured, there were zero errors. The five-year average efficiency rate remained 99%. This criterion remained compliant with federal guidelines.

Intergovernmental

The composite performance for Central Registry, Initiating and Responding actions is 90%. Federal minimum standard is 75%. There were 18 errors in the 175 cases measured. The five-year average performance remained at 92%. This overall criterion remained compliant with federal guidelines.

The Initiating subcategory decreased to 85% compliant. Federal minimum standard is 75%. Of the 100 cases measured, 18 errors were found. The five-year average efficiency rate remained 89%. This subcategory criterion remained compliant.

The Responding subcategory increased to 100% compliant. Federal minimum standard is 75%. There were 57 cases measured, and no errors were found. The five-year average efficiency rate increased to 95%. This subcategory criterion remained compliant.

Expedited Processes

There were 19 cases measured for Expedited Processes for the 6-Month Tier and 1 case measured for the 12-Month Tier.

The 6-Month Tier is 100% compliant. Federal minimum standard is 75%. There were no errors. The five-year average for the 6-Month Tier increased to 85%. This criterion remained compliant with federal guidelines.

The 12-Month Tier increased to 100% compliancy. Federal minimum standard is 90%. There were no errors. The five-year average for the 12-Month Tier remained at 95%. This criterion remained compliant with federal guidelines.

IV. SELF-ASSESSMENT ANALYSIS AND CORRECTIVE ACTION PLAN

Does not apply.

V. PROGRAM DIRECTION

None.

VI. PROGRAM SERVICE ENHANCEMENTS

A. INTRODUCTION TO PROGRAM SERVICE ENHANCEMENTS

The Alaska Child Support Services Division's focus on providing quality customer services to Alaska's families in a time of fiscal decline, has presented challenges. Our talented, innovative staff implemented creative, productive changes to maintain high quality services in this environment. We continue to re-evaluate our processes and procedures for ways to reduce costs, increase efficiencies and build relationships within the community. Below are some examples of resourceful and leading edge solutions.

B. DISCUSSION OF PROGRAM SERVICE ENHANCEMENTS

Current Enhancements

Annual Statements

Starting January 2017, we converted from monthly to annual statements. Clients continue to have access to the most current and up to date payment information through their myAlaska Services Portal or by calling Kidsline.

Case Management System Re-platforming Effort

CSSD received capital funding approval from the Alaska Legislature and is in the process of re-platforming our case management system (NSTAR). Additionally, much progress has been made in cleaning up system glitches and work arounds in preparation for the re-platform.

Automation of SDU processes

We acquired a state-of-the-art Opex machine that opens and scans most of the payments that come into the SDU. This machine has proven to be efficient, eliminating the need for much of the manual work in that section.

Upcoming Enhancements

Automated Client Services

Online Application

As part of CSSD's continued initiative toward an efficient paperless process, we are implementing a new, user friendly, online application. This will include one application that will allow clients to attach all necessary documents. This project is expected to be released in the summer of 2018.

Online Appointment Calendar

Beginning in mid 2018, clients will be able to schedule appointments directly with their caseworker.

C. SUMMARY OF PROGRAM SERVICE ENHANCEMENTS

The Child Support Services Division continues to improve services and modernize. We have actualized progressive ideas in the area of customer service to reduce demands on workers while providing robust

services to our clients. Staffing levels remain a challenge, but we are moving forward with innovations and technological advances that will enable the agency to maintain our high performance standards.

VII. CONCLUSION

Alaska's Child Support Services Division exceeded federal compliance requirements for all measured criteria. Case Closure, Establishment, Enforcement, Disbursement, Intergovernmental, Expedited Process at the 6-Month and 12-Month Tier categories showed an increase in efficiency from the prior review period. The Review and Adjustment category reported the same compliance rate. The Medical category showed a decrease. Because efficiencies were above the federally established benchmarks, there is no corrective action plan associated with this year's self-assessment.