

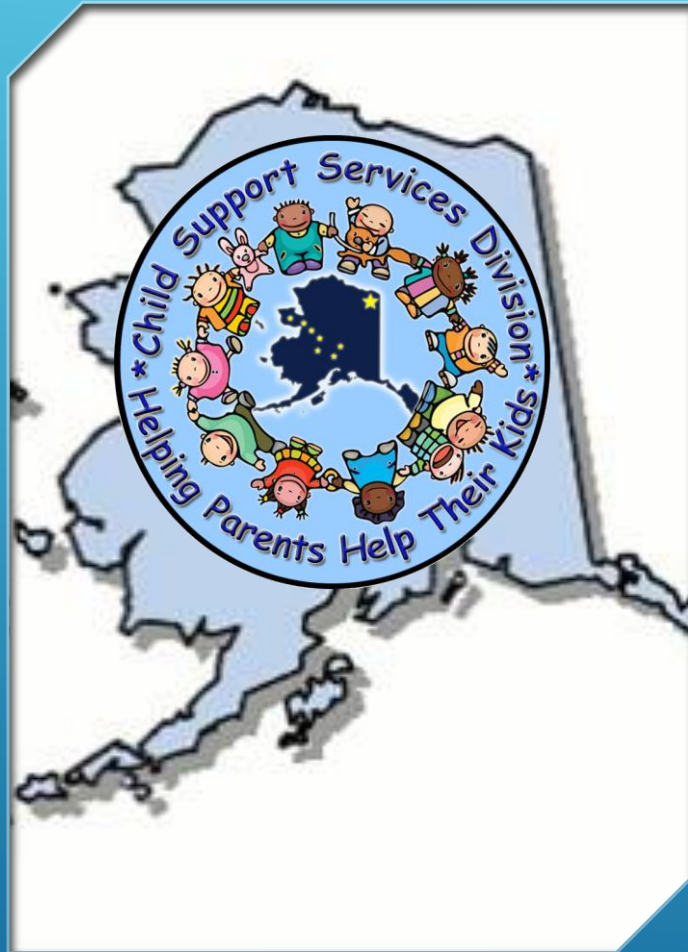
# CHILD SUPPORT SERVICES DIVISION

State of Alaska

Department of Revenue

House Finance Sub-committee Presentation

February 18, 6:00pm



## OUR MISSION:

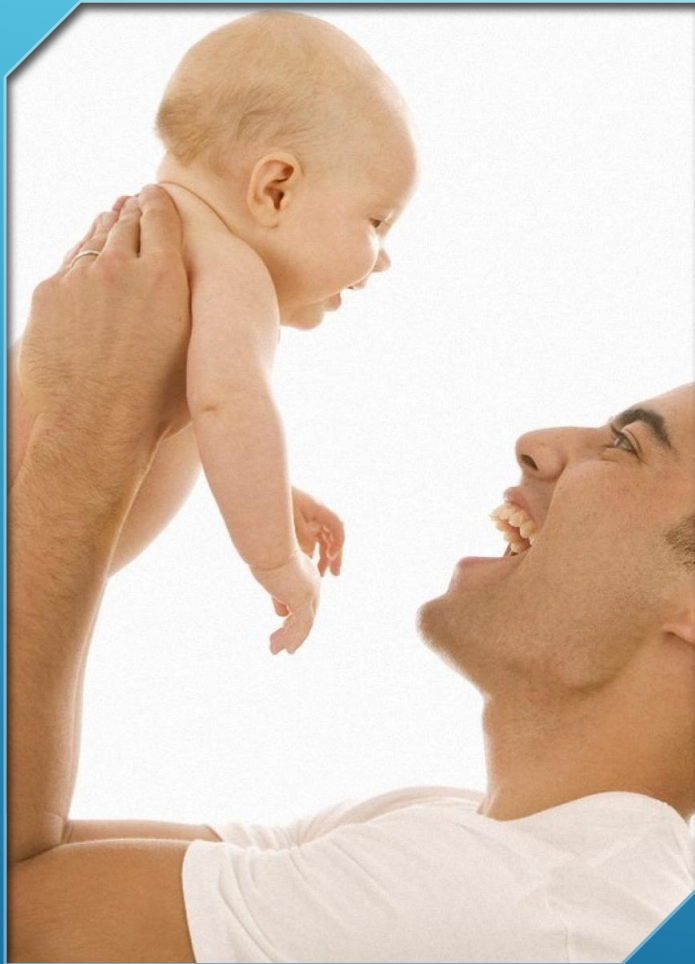
To Collect and Disburse Child Support Payments

## The Program:

Federally Mandated / State Operated

Federally Matched: 66% Federal / 34% State

Federal Incentives: ~\$1.8 Million



## CORE SERVICES:

1. Improve the environment necessary for increased collections
2. Improve the efficiency of distributing child support
3. Improve customer service

## ▶ **Paternity Establishment**

- ▶ Partnering with Other Agencies to Reduce Travel Costs

## ▶ **Cases with Orders**

- ▶ FY14 = 3,782 established

## ▶ **Current Support Collections**

- ▶ FY14 = ~\$112 Million
- ▶ 95% to families
- ▶ 5% recovery for State and Federal Government

## ▶ **Cost Effectiveness Ratio**

- ▶ ~\$3.88 = for every \$1.00 spent, CSSD collects \$3.88

## ▶ **Reduce Cases with No Collections in One Year**

- ▶ Measure: keep to 10% or less
- ▶ Currently at 14%
- ▶ Special Collections Unit formed

IMPROVE ENVIRONMENT  
NECESSARY FOR INCREASED  
COLLECTIONS



## IMPROVE EFFICIENCY OF DISTRIBUTION OF CHILD SUPPORT

- ▶ **Increase recipients using electronic deposits**

- ▶ Credit Card Payments
- ▶ New Prepaid Card program
- ▶ Move from Paper Checks

- ▶ **Keep Money on-hold to 0.4% or less**

- ▶ IRS Tax Return Fraud
- ▶ Case-loads
- ▶ Trained Caseworkers



## IMPROVE CUSTOMER SERVICE

- ▶ **Keep Telephone Wait Times to 3 Minutes or less**
  - ▶ Realignment of Call-Center Staff
  - ▶ Create Call-Center Training Manual
  - ▶ Increased Walk-in
  - ▶ Administrative Reviews
  - ▶ Complaint Resolution Team



# PROPOSED BUDGET REDUCTIONS

FY16

- ▶ **Use partner agency resources for Paternity Testing**
  - ▶ Currently fly from remote communities to hub communities
  - ▶ Partner with clinics and health nurse to complete these in home community
- ▶ **Charge \$25.00 Fee for Never Assisted Case Initiation**
  - ▶ Currently, this fee is paid by the state
  - ▶ Charge to never-assisted applicants
  - ▶ Estimate ~\$200,000 savings – unmatched
- ▶ **Change regulation requiring referral of court modifications to Attorney General's office**
  - ▶ Reduce Reimbursable Services Agreement
  - ▶ CSSD Staff provide packet / clients would use family self-help or pro-se

# PROPOSED BUDGET REDUCTIONS

FY16

- ▶ **Qualify for Statement Mail-out Exemption**
  - ▶ Send statements out on monthly basis
  - ▶ Requires programming
  - ▶ Application to Federal Office of Child Support Enforcement
- ▶ **Properly define Foster Care Cases**
  - ▶ Move unmatched position into matched
- ▶ **Close Field Offices in Juneau and Wasilla**
  - ▶ Use other resources
  - ▶ Better training/recruitment/resource use



# QUESTIONS?

## CONTACT:

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