

# **State of Alaska FY2017 Governor's Operating Budget**

## **Department of Revenue Child Support Services Division RDU/Component Budget Summary**

## RDU/Component: Child Support Services Division

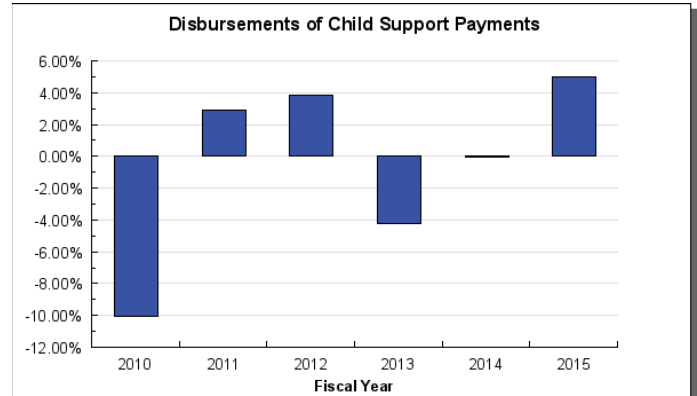
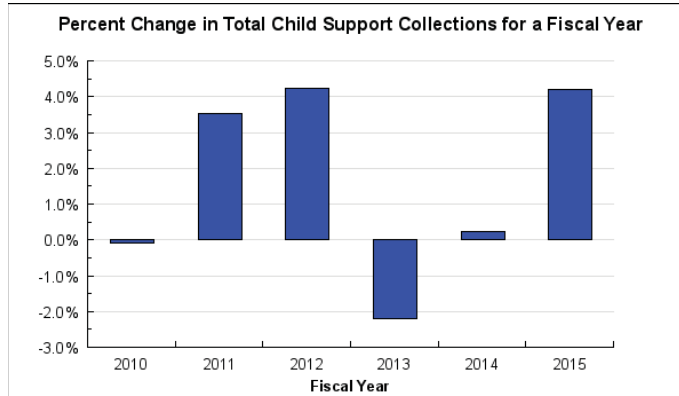
(There is only one component in this RDU. To reduce duplicate information, we did not print a separate RDU section.)

### Contribution to Department's Mission

The mission of the Child Support Services Division is to collect and distribute child support.

### Results

(Additional performance information is available on the web at <https://omb.alaska.gov/results>.)



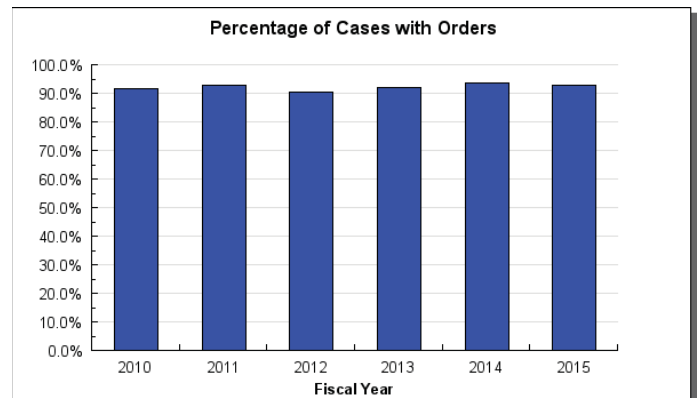
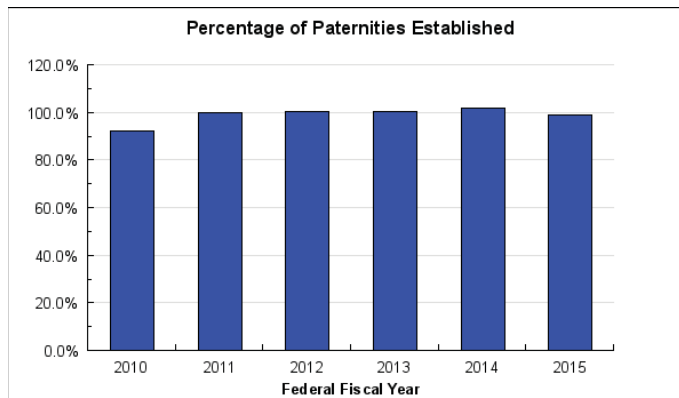
### Core Services

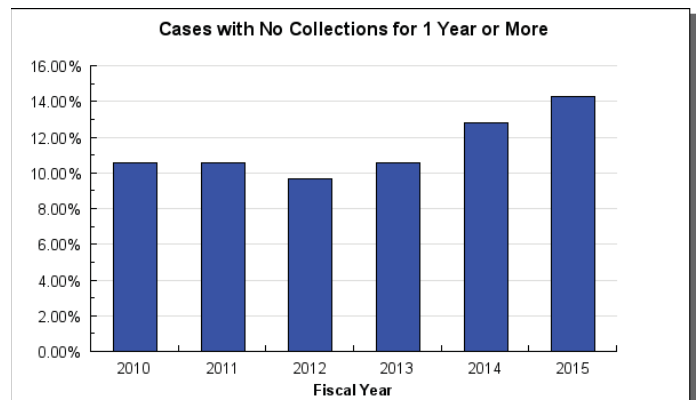
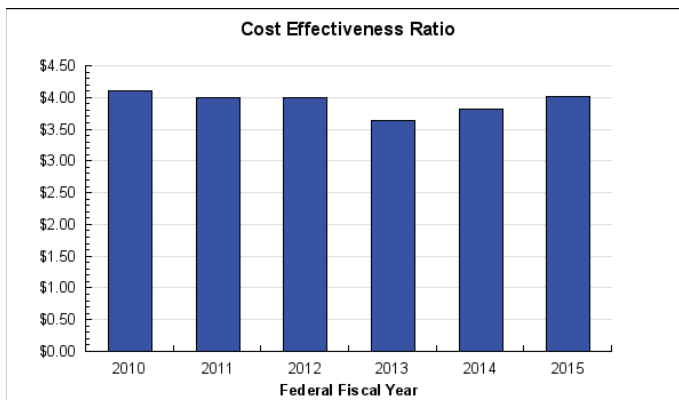
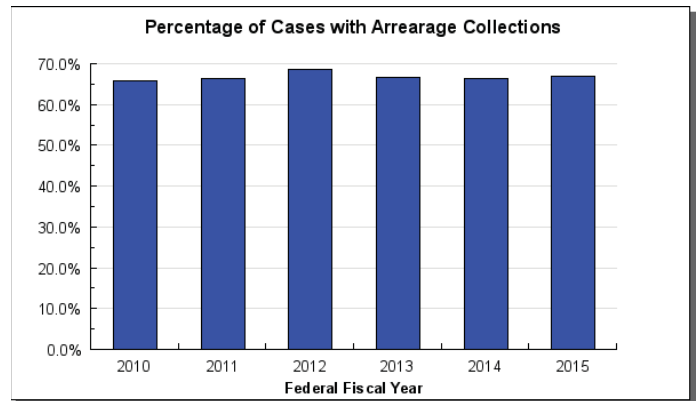
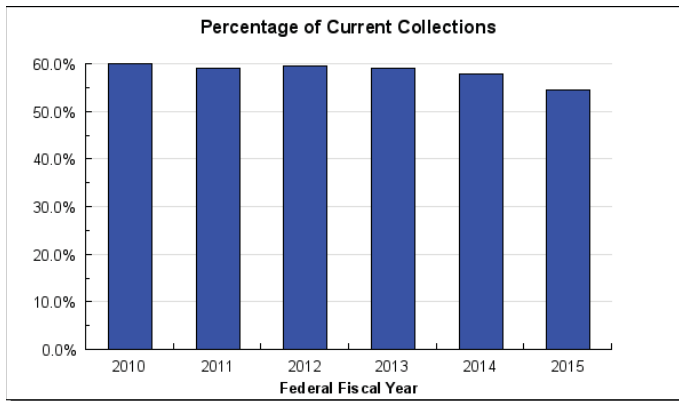
- Improve the environment necessary for increased collections.
- Improve the efficiency of distributing child support.
- Improve customer service.

### Measures by Core Service

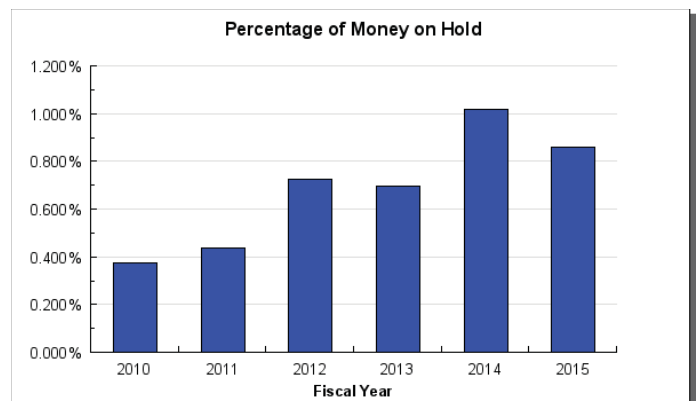
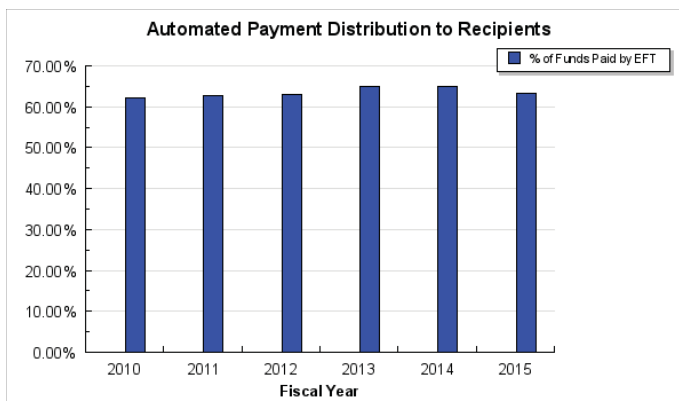
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#### 1. Improve the environment necessary for increased collections.

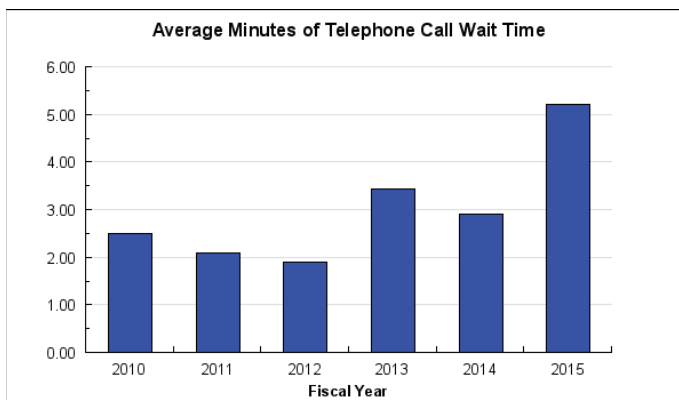




## 2. Improve the efficiency of distributing child support.



## 3. Improve customer service.



## **Major Component Accomplishments in 2015**

- The division continues to present its “Think About It” program in schools across the state. The program is designed to encourage youth to consider the financial impacts of having a child at a young age. Child Support Services presented to 18 classes and 17 additional classes are scheduled for 2015 in Anchorage, Juneau and Kenai.
- The agency’s jail outreach program met with over 244 inmates from April– November 2015. Outreach staff make sure cases are correctly modified and educate inmates on the importance of maintaining contact with the agency after they are released. Inmates are given information on available programs that they are eligible for upon release and staff encourage them to make payments. The agency has established relationships with case managers at the halfway house which has helped to streamline the process for sending withholding orders to employers.
- Total collections in FY2015 were approximately \$113 million, of which \$10 million was collected in Temporary Assistance for Needy Families reimbursement for the State of Alaska and the federal government, \$2.5 million was collected for reimbursement of foster care, and over \$99 million was collected for families.
- The division moved from sending paper checks to custodial parents in November of 2015. In the first month, checks sent by mail were reduced from 990 in October to 40 in November. Clients are able to choose to receive payments by either a debit card or through electronic deposits. Electronic payments are received quickly, are less subject to fraud and are a cost saving measure for the division.

## **Key Component Challenges**

- Increasing caseloads.
- Reducing staff turnover and training staff complex rules.
- Updating aging caseload management system to meet current technological standards and needs.
- Meeting stringent federal requirements for data reliability that must be met to achieve the highest possible incentive revenue and avoid possible penalties to the Department of Revenue and the Department of Health and Social Services, Division of Public Assistance.

## **Significant Changes in Results to be Delivered in FY2017**

No changes in results delivered.

## **Statutory and Regulatory Authority**

AS 25.25 Uniform Interstate Family Support Act  
AS 25.27 Child Support Services Agency  
15 AAC 05 Administrative of Revenue Laws-Hearing Procedures  
15 AAC 125 Child Support Enforcement

Federal Law 93-647  
Federal Law 96-265

Code of Federal Regulations Title 45, Parts 300-399

Contact Information
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**Child Support Services Division  
Personal Services Information**

Authorized Positions			Personal Services Costs	
	<u>FY2016</u> <u>Management</u> <u>Plan</u>	<u>FY2017</u> <u>Governor</u>		
Full-time	230	225	Annual Salaries	12,034,570
Part-time	0	0	Premium Pay	31,076
Nonpermanent	0	0	Annual Benefits	7,902,768
			<i>Less 4.95% Vacancy Factor</i>	(988,620)
			Lump Sum Premium Pay	4,068
<b>Totals</b>	<b>230</b>	<b>225</b>	<b>Total Personal Services</b>	<b>18,983,862</b>

**Position Classification Summary**

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accountant III	1	0	0	0	1
Accounting Clerk	5	0	0	0	5
Accounting Tech I	10	0	0	0	10
Accounting Tech II	15	0	0	0	15
Accounting Tech III	6	0	0	0	6
Accounting Technician IV	1	0	0	0	1
Administrative Assistant I	1	0	0	0	1
Administrative Assistant II	2	0	0	0	2
Administrative Officer II	2	0	0	0	2
Analyst/Programmer III	2	0	0	0	2
Analyst/Programmer IV	5	0	0	0	5
Analyst/Programmer V	1	0	0	0	1
Child Support Spec I	89	2	0	0	91
Child Support Spec II	21	0	1	0	22
Child Support Spec III	6	0	0	0	6
Data Processing Mgr II	1	0	0	0	1
Deputy Director	1	0	0	0	1
Division Director	1	0	0	0	1
Investigator III	1	0	0	0	1
Investigator IV	1	0	0	0	1
Micro/Network Spec I	1	0	0	0	1
Micro/Network Tech II	2	0	0	0	2
Microfilm/Imaging Oper I	9	0	0	0	9
Microfilm/Imaging Oper II	1	0	0	0	1
Microfilm/Imaging Oper III	1	0	0	0	1
Office Assistant II	36	0	0	0	36
<b>Totals</b>	<b>222</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>225</b>

## Component Detail All Funds

### Department of Revenue

**Component:** Child Support Services Division (111)  
**RDU:** Child Support Services (41)

Non-Formula Component

	FY2015 Actuals	FY2016 Conference Committee	FY2016 Authorized	FY2016 Management Plan	FY2017 Governor	FY2016 Management Plan vs FY2017 Governor
71000 Personal Services	18,024.1	19,638.9	19,638.9	19,638.9	18,983.9	-655.0
72000 Travel	52.0	38.4	38.4	38.4	38.4	0.0
73000 Services	8,969.2	8,416.8	8,416.8	8,416.8	8,416.8	0.0
74000 Commodities	140.1	201.1	201.1	201.1	201.1	0.0
75000 Capital Outlay	235.5	25.8	25.8	25.8	25.8	0.0
77000 Grants, Benefits	0.0	0.0	0.0	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0	0.0	0.0	0.0
<b>Totals</b>	<b>27,420.9</b>	<b>28,321.0</b>	<b>28,321.0</b>	<b>28,321.0</b>	<b>27,666.0</b>	<b>-655.0</b>
<b>Fund Sources:</b>						
1002Fed Rpts (Fed)	16,609.6	17,589.3	17,589.3	17,589.3	17,157.0	-432.3
1003G/F Match (UGF)	8,408.5	8,221.0	8,221.0	8,221.0	7,998.3	-222.7
1004Gen Fund (UGF)	664.1	664.7	664.7	664.7	664.7	0.0
1005GF/Prgm (DGF)	38.7	46.0	46.0	46.0	46.0	0.0
1016Fed Incent (Fed)	1,700.0	1,800.0	1,800.0	1,800.0	1,800.0	0.0
<b>Unrestricted General (UGF)</b>	<b>9,072.6</b>	<b>8,885.7</b>	<b>8,885.7</b>	<b>8,885.7</b>	<b>8,663.0</b>	<b>-222.7</b>
<b>Designated General (DGF)</b>	<b>38.7</b>	<b>46.0</b>	<b>46.0</b>	<b>46.0</b>	<b>46.0</b>	<b>0.0</b>
<b>Other Funds</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Federal Funds</b>	<b>18,309.6</b>	<b>19,389.3</b>	<b>19,389.3</b>	<b>19,389.3</b>	<b>18,957.0</b>	<b>-432.3</b>
<b>Positions:</b>						
Permanent Full Time	227	230	230	230	225	-5
Permanent Part Time	0	0	0	0	0	0
Non Permanent	0	0	0	0	0	0