

# Department of Revenue Alaska Child Support Services

Senate Finance Subcommittee  
Presentation  
February 7, 2019



# 2017 CHILD SUPPORT: MORE MONEY FOR FAMILIES

## COST-EFFECTIVENESS

One of the most cost-effective government programs

**\$5.15** collected by the child support program for every \$1.00 spent



## COLLECTIONS

**75%** 

of child support is collected by income withholding from a parent's paycheck

**25%** other sources

**\$32.4 billion** 

in child support collected by state and tribal child support programs in FY2017

**96%** 

went to families

**4%** reimbursed public assistance dollars

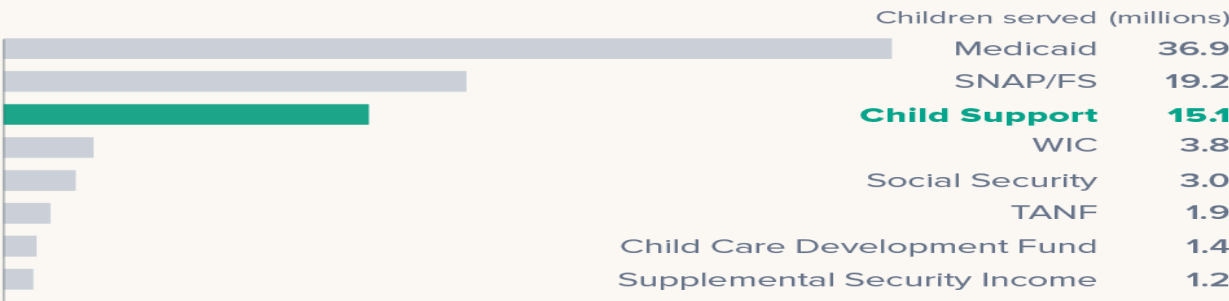
## CASELOAD

**15.1 million children** served by the child support program in 2017



**1 in 5 children**  
in the U.S.

Child support in comparison to other programs\*



Child support accounts for about half the average income of low-income parents who receive it, lifting 3/4 million people out of poverty

# Alaska's Child Support Program

- Established under Title IV-D of the Social Security Act
- States must have an approved state plan describing the nature and scope of the child support program which meets all federal requirements.
- States must have a compliant child support program to receive federal matching funds and the block grant for Public Assistance Funds
- **Authorities:**
  - Social Security Act, Title IV-D
  - Code of Federal Regulation (45 CFR 300)
  - Alaska Statutes (AS 25.25.101 – AS 25.27.900)
  - Alaska Regulations (15 AAC)
  - Alaska Court Rule 90.3 (guidelines)



# Alaska's Child Support Program

## **Our Vision:**

We strive to ensure children receive their support through cooperation and collaboration using innovation to drive our success with the communities, partners, and families we serve.

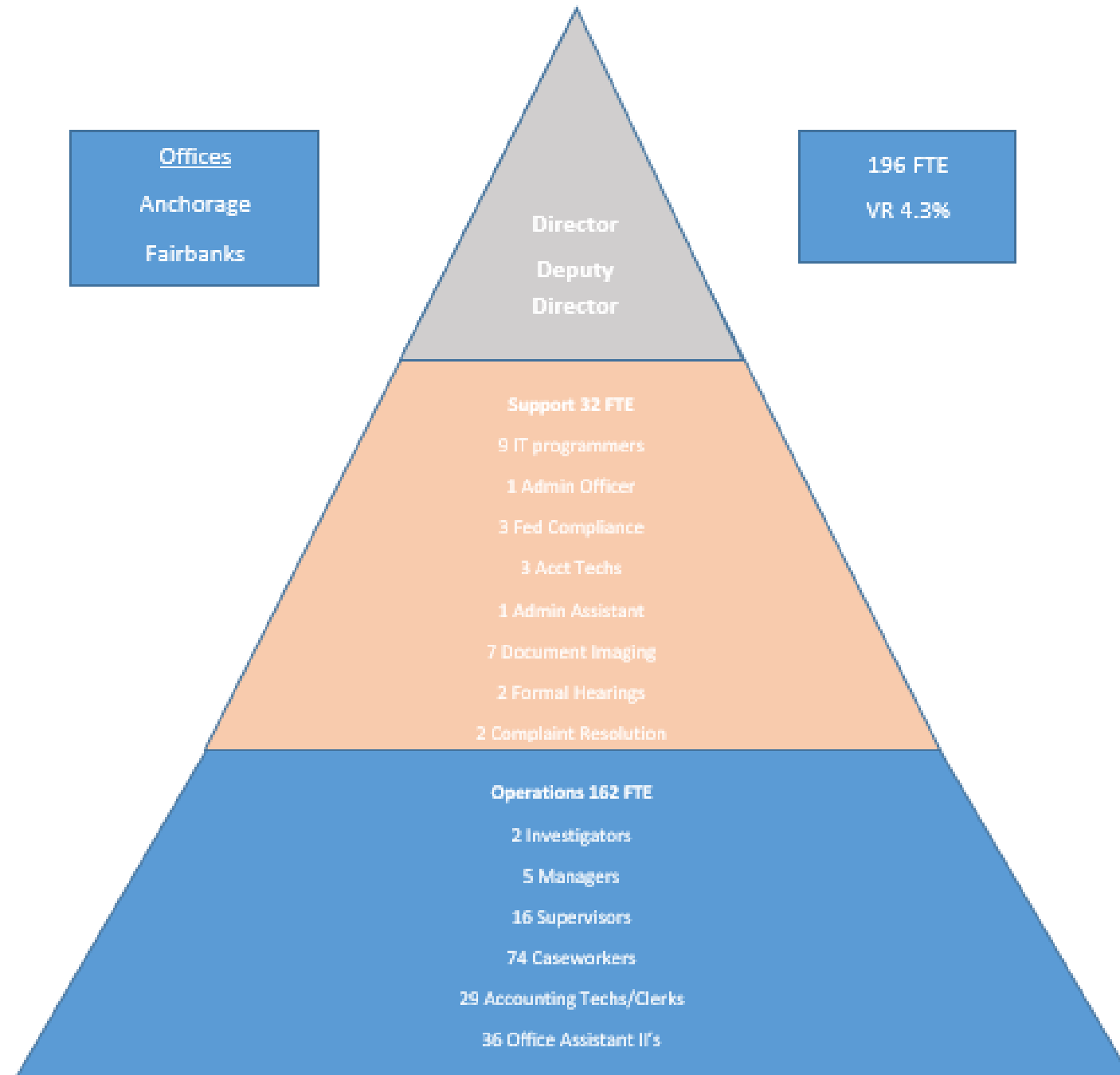
**Our Mission:** To Collect and Disburse Child Support

## **We Value:**

- Individuality
- Honesty
- Respect
- Accountability
- Fairness
- Transparency

# Child Support Staff

- 196 FTE
- 2 Offices
  - Anchorage – Main Office
  - Fairbanks – Field Office



# Child Support Program

## Primary Functions:

- Establish Administrative Child Support Orders
- Establish Paternity
- Enforce Orders
  - Administrative Orders
  - Court Orders
  - Other State Orders
  - Tribal Orders
  - International Orders

Collections (FFY18) \$~100,000,000

- 44,000 Cases
- Annual Audits
  - Data reliability
  - IRS confidentiality
  - Self-Assessment

# Alaska's Child Support Program Funding

## **FY19 Budget**

- \$25,627.8
  - Fed \$ 16,017.1
  - GF \$ 7,297.2
  - DGF \$ 50.0
  - Fed Incentive Funds \$1.7

## **Capital Project:**

NSTAR Case Management System  
Replatforming Project

\$5M

- Fed \$3.3M
- State \$1.7M
- Awarded July 2017
- Complete April/May 2019

# Customer Service

- Online appointments scheduling to meet with their caseworker via phone or walk-in.
- Online application for services
- Online payments enabled
- Online and Interactive Voice Response (IVR) provides 24/7 case information

- Customer Service Center receives 18,751 calls/month (average).
- 80% handled through automated process (IVR)
- 20% are handled directly by our call center representative or caseworkers.
- Complaint Resolution Section
  - 2018 Total Complaints





## Number of Complaints by Year



# FY19 Accomplishments

- IT Hires – DPM II and AP V
- Online Appointments
- Digital Enhancements
- Continued Progress on Replatforming the Case Management System

# FY19/20 Challenges

- System Enhancements
- Business Improvement Process
- Offering More Digital Services to Clients

# Questions?



- Contact Information:
- Director – Carol Beecher
  - 907-269-6801
- Deputy Director – Christy Fraser
  - 907-269-6802
- Complaint Resolution:
  - 907-269-6759
  - 907-269-6093