



THE STATE
of **ALASKA**
GOVERNOR MIKE DUNLEAVY

Department of Revenue

COMMISSIONER'S OFFICE

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April 7, 2025

The Honorable Andrew Gray
Chair, House Judiciary Committee
Alaska State Capitol, Room 118
Juneau, AK 99801

Dear Chair Gray,

Thank you for the opportunity to respond to the questions asked to Department of Revenue's Child Support Enforcement Division (CSED) by the House Judiciary Committee during the hearing for House Bill 137 on March 28, 2025. Please see the questions in *italics* and our response immediately below the questions.

1. Does CSED perform enforcement action similar to HB 137?

CSED collections are specific to liens and garnishments. There is no situation where CSED must put in an application in order to collect child support funds.

2. Why does CSED have reduced Call Center Hours?

CSED combines the use of a traditional call center with limited operating hours with efficient online case access that is available 24/7. CSED clients can access their information online, resolve issues, and complete transactions at any time.

Since 2017, the division has been dedicated to increasing agency efficiency, allowing staff to take case actions more quickly that will impact the case, and providing quality customer service through online services to increase client satisfaction. With the decrease in calls, the efforts to educate clients on self-service are paying off. CSED online features include but are not limited to:

- Online financial statements/case balance
- Address and phone number changes
- Online payment options
- Application for Services
- Case look-up
- How to contact your team
- Close your case

Since 2018, CSED has experienced a steady decline in calls as clients increasingly opt to use our self-service options online.

2018 Calls Handled	2019 Calls Handled	2020 Calls Handled	2021 Calls Handled	2022 Calls Handled	2023 Calls Handled	2024 Calls Handled
40,033	40,757	35,221	31,398	30,501	20,189	23,731

2018 Clients who chose self-help (kidsLine)	2019 Clients who chose self-help (kidsLine)	2020 Clients who chose self-help (kidsLine)	2021 Clients who chose self-help (kidsLine)	2022 Clients who chose self-help (kidsLine)	2023 Clients who chose self-help (kidsLine)	2024 Clients who chose self-help (kidsLine)
Not available	Not available	Not available	115,498	108,788	102,413	86,626

As the division has turned to online features, clients are experiencing:

- Reduced errors
- Faster and more efficient service
- Improved understanding of what is needed to ensure their request is processed

Supplementing our call center with online service was a strategic move that has enhanced efficiency, reduced costs, and improved customer satisfaction. In 2025, CSED will introduce the up-and-coming case management system, the Alaska Child Support Enforcement Services System (ACSESS), and will be rolling out a new and improved Client Services Portal, Employer Portal, and Tribal portal. This will introduce even more exciting efficiencies and options for our clients.

Please let me know if I can be of further assistance.

Sincerely,



Adam Crum
Commissioner

cc: Jordan Shilling, Director, Governor's Legislative Office