

Budget Sub-Committee Briefing

The mission of CSSD is to collect and distribute child support. This past fiscal year the Division exceeded our goals of a .75% increase to collections and a .5% increase to disbursements. Our actual increases totaled 4.22% in collections and 3.85% in disbursements.

Child Support is a federally mandated, state operated program. The federal government provides 66% of the funding for all qualified expenditures of the program. CSSD also receives approximately \$1.8 million in incentive payments earned by the state for program performance. The remaining is state funds.

Last state fiscal year, the Division's 227 staff:

- Established 747 paternities
- Established 3,857 child support orders
- Modified 2,468 child support orders
- Handled over 100,000 phone calls
- Processed 1.3 million pieces of mail
- Collected and distributed \$118.6 million dollars in child support.

Of this \$105.8 million or 89% was disbursed to custodial parents and children while the remaining \$12.8 million or 11% went to

reimburse the state and federal governments for previously paid public assistance and foster care expenses.

Over 55% of this money was collected through incoming withholding; making it by far the most effective collection method that the Division has. The remainder was collected by garnishing the PFD, IRS tax refunds, unemployment benefits, worker's compensation benefits and bank accounts. We also receive some payment voluntarily.

There are many enforcement tools available to the Division that allowed us to collect this money. In addition to the income withholding and garnishments mentioned before, the Division can suspend a passport and place liens on real and personal property when arrears exceed \$2,500.00. Driver and professional licenses are subject to suspension when arrears are at least \$1,000.00 and more than four months past due. We also report arrears in excess of \$1,000.00 to all major credit bureaus. Finally, as a last resort, we may pursue prosecution for misdemeanor or felony criminal non-support.

The federal government requires the Division to perform a self assessment review each year and report the results to federal Office of Child Support Enforcement. The review measures program performance against the federally mandated criteria. During the prior federal fiscal year's self assessment review, the Division exceeded all requirements for program operations. The self assessment review also shows that

improvements in some areas are consistent and that goals, plans and expectations for all sections of the agency are likely to be met in the future.

Criterion	Cases That Required Action	Cases Compliant With Time Frames	Efficiency Rate: 2011	Federal Minimum Standard	Last Year: 2010
Case Closure	15	15	100% (+/- 9%)	90%	95%
Paternity/Establishment	83	76	92% (+/- 4%)	75%	87%
Expedited Processes within 6 months	50	41	82% (+/- 5%)	75%	74%
Expedited Processes within 12 months	50	50	100% (+/- 5%)	90%	97%
Enforcement	420	398	95% (+/- .6%)	75%	89%
Disbursement	315	302	96% (+/- 1%)	75%	98%
Medical Support Enforcement	270	216	80% (+/- 1%)	75%	87%
Review and Adjustment	233	210	90% (+/- 2%)	75%	91%
Interstate Services, Overall	105	95	90% (+/- 3%)	75%	90%
Initiating Interstate	68	59	87% (+/- 4%)	75%	90%
Responding Interstate	37	36	97% (+/- 6%)	75%	91%
TOTAL Case Actions Required	1541				

*FFY 2011 Self Assessment Review

The biggest challenge faced by the Division is staff turnover. Finding qualified individuals who are interested in a career in child support is rare and the complexity of the casework makes training difficult at best. Most candidates have no experience in the child support field so the Division must train them from the ground up. It takes a minimum of 90 days to complete the basic training and another 6 months or so of mentoring to become a proficient caseworker. During this period the remaining caseworkers must handle the trainee caseloads, which in turn can delay the efforts on their own caseload.

Along with our mission to collect and distribute support, CSSD also remains focused on improving customer relations with the 1 in 6 Alaskans currently associated with a child support case as a custodial parent, non-custodial parent or dependant. We strive to involve the case parties during all phases of the child support process. Our efforts in this area have proven beneficial to the public and all levels of the agency.