

HB

325

(File 6)

HFIN

FILE

ADMINIS- TRATION

Results Based Government
Program Review
Amendment #5

amended
adopted
3/16/98

Program: Citizens Foster Care Review

Why does this program exist? What is the unique contribution of this program?
(mission)

To independently review foster care cases to ensure foster children are expeditiously placed in a permanent home.

How do we know you succeeded? (performance measures)

Average time to place a child in a permanent home in reviewed cases

Percentage of recommendations ^{followed} upheld by DFYS in reviewed cases

Percentage of cases reviewed

CORREC- TIONS

Results Based Government
Program Review

Adopted
3/27/98

**Program: Department of Corrections Female Mentally Ill Offender
Psychiatric Unit**

Mission

Identify, stabilize and treat chronic and acutely mentally ill female inmates so that they can function in open population and reduce likelihood of reoffending.

Performance Measures

Percent of inmates experiencing a reduction in the severity of symptoms of mental illness on the unit and upon discharge from the Unit

Percent of mentally ill female inmates requiring Correctional Transfers to API for psychiatric stabilization

Average time mentally ill female inmates spend in isolation

Staff time dedicated to suicide watch, over time

Recidivism rate of inmates receiving services on the Psychiatric Unit compared to general recidivism rate

Results Based Government
Program Review
Amendment #4

Adopted
3/6/98
an Amended

Program: Community Jails

(Mission)

Why does this Program exist?

What is the unique contribution of this program?

Provide short-term community jail confinement of persons held under state law, in accordance with established Community Jail Standards.

(Performance Measures)

How do we know you succeeded?

"Weighted"

Percentage of Community Jails meeting Community Jail Standards by passing annual compliance reviews.

~~Percentage of community jail prisoner days in compliance with Community Jail Standards.~~

Percentage of prisoners arrested and presented but unable to be housed in community jails.

EDUCATION

4/7/98

Results Based Government
Program Review

Program: Alaska Commission on Postsecondary Education

Why does this program exist? What is the unique contribution of this program? (mission)

To support the development of economically viable, lifelong learners and citizens by providing financial aid to postsecondary students and by authorizing the operation of postsecondary institutions in Alaska.

How do we know you succeeded? (performance measures)

- Percentage of students at non-accredited institutions borrowing Alaska Student Loans.
- Percentage of Alaska Student Loan borrowers completing training programs.
- Debt to equity ratio.
- 180 day default rate.
- Defaulted loan recovery rate.

3/27/98
Adopted

Program: Quality Schools

Department of Education

Mission: To lead and support the development of responsible, economically viable, lifelong learners and citizens.

Division of Teaching and Learning Support

Mission: To improve student achievement utilizing concise, measurable performance standards and evaluation mechanisms for all Alaska students, teachers, administrators and schools.

Quality Schools

Mission: To improve student achievement through professional development, school accountability, standards, and assessment.

Performance measures

Student Achievement

Existing Measures:

- a) Annual Report Card of student performance in reading, writing and mathematics.
- b) CAT5 - grades 4, 8, 11.
- c) Alaska Writing Assessment - grades 5, 7, 10.

To be Implemented:

- a) Graduation Qualifying Exam (Exit Exam).
- b) Student performance data reported at the school level.
- c) Comprehensive assessment system at benchmark levels.

Professional Development

Percentage of teachers trained who incorporate training into classroom instruction -- based on self-reporting surveys.

School Accountability - To be Implemented

- a) Measure student performance in accredited schools compared to non-accredited schools.
- b) Number of schools accredited under Alaska accreditation program compared to the total number of schools.

**ENVIRON-
MENTAL
CONSERVA-
TION**

Results Based Government
Program Review

Program: Air and water quality

(Mission)

Why does this program exist?

What is the unique contribution of this program?

(Proposed to be deleted) Prevent, monitor and control emissions into the air and water.

Prevent or control pollution emissions into the air and water as well as set standards and monitor compliance.

(performance measures)

How do we know you succeeded?

(Proposed to be deleted) Percent increase of productivity of a particular industry at minimum emission or effluent standard.

(Proposed to be deleted) Percent increase of productivity of a particular industry at above emission or effluent standard.

Percentage of science based standards.

Workable permits issued in a timely manner compared to total number of permits issued.

Measures specific to Water Quality:

Permits with mixing zones compared to total permits.

Average size of mixing zones.

Number of impaired water bodies, over time.

Percentage of facilities in compliance with permit

Held

Program: Air and water quality

(Mission)

Why does this program exist?

What is the unique contribution of this program?

Prevent, monitor and control emissions into the air and water.

(performance measures)

How do we know you succeeded?

Percent increase of productivity of a particular industry at minimum emission or effluent standard, *Relating to Permitting Activities*
Percent increase of productivity of a particular industry at above emission or effluent standard, *Relating to Permitting Activities*

Measures specific to Water Quality:

Percent reduction in number of mixing zones.

Percent reduction in average size of mixing zone.

Number of restored waterbodies divided by the number of indentified impaired waterbodies.

The average time that a permitted facility is out of compliance for a particular industry.

The average level of effluent release over a permitted level for a particular industry.

**FISH
&
GAME**

Results Based Government
Program Review
Amendment #2

3/6/98
As Amended
Adopted

**Program: Arctic-Yukon-Kuskokwim Region Fisheries
Management**

Mission

Why does this program exist?

What is the unique contribution of this program?

Optimum The mission of the Division of Commercial Fisheries is to provide harvests of fish consistent with the sustained yield principle and subject to allocations established through public regulatory processes.

Performance measures

How do we know you succeeded?

Harvest per fishery (location, species, gear) compared to 10 year average for that fishery.

Percentage of fisheries open in one year compared to total number of fisheries.

Percentage of permits actively fished compared to 10 year average of permits fished.

Actual harvest compared to the projection.

Number of escapement objectives met compared to the total number of objectives

Number of allocation objectives met compared to ^{total} number of objectives.

**HEALTH
&
SOCIAL
SERVICES**

Results Based Government
Program Review

3/27/98
Adopted

Program: Medical Assistance

(Mission) Why does this program exist? What is the unique contribution of this program?

To maintain access to quality health care for all Alaskans and to provide health coverage for needy Alaskans. AS 47.07.010

(Performance measures) How do we know you succeeded?

- Percent of Alaskan providers, by type and region, participating in the Medical Assistance program in the previous fiscal year
- Percent of needy Alaskans as defined in AS ^{47.07.010}~~47.010~~ who are enrolled or have other health coverage: percent children; percent adults; percent seniors; percent disabled
- Percent of licensure surveys conducted in nursing homes annually, hospitals biannually, and home health agencies annually

ROLL CALL: HOUSE FINANCE COMMITTEE

DATE

3/27/98

SUBJECT

Med Ass

MEMBER	YES	NO
MARTIN		<input checked="" type="checkbox"/>
MOSES		
MULDER		
DAVIES. JOHN	<input checked="" type="checkbox"/>	
DAVIS. GARY	<input checked="" type="checkbox"/>	
GRUSSENDORF	<input checked="" type="checkbox"/>	
FOSTER	<input checked="" type="checkbox"/>	
KELLY	<input checked="" type="checkbox"/>	
KOHRING		<input checked="" type="checkbox"/>
HANLEY	<input checked="" type="checkbox"/>	
TERRIAULT		

TOTAL

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PASSED

FAILED

Results Based Government
Program Review

3/27/98
adopted

Program: Child Abuse and Neglect Prevention Programs

(Mission)

Why does this program exist?

What is the unique contribution of this program?

To prevent and remedy abuse, neglect, and exploitation of children through family centered services.

(Performance measures) How do we know you succeeded?

- The rate of substantiated abuse and neglect among families served

RATE PER 1,000 IS DETERMINED BY:

$$\frac{\text{ABUSED CHILDREN} \times 1,000}{\text{SERVED CHILDREN}} = \text{rate per 1,000}$$

- The rate of substantiated abuse and neglect statewide as compared to the rate of those served
- The rate and duration of out of home placements of children from families who make use of the services provided.

adopted
3/12/98

Program: Alaska Temporary Assistance Program

(Mission)

To provide needy Alaskan families the financial assistance for which they qualify and to assist clients in reaching economic self-sufficiency.

PROPOSED TO BE DELETED: To provide temporary financial support to eligible, needy Alaskan families while providing them opportunities to reach the highest level of economic self-sufficiency.

(Performance measures) How do we know you succeeded?

Change in adult ATAP caseload compared to change in unemployment rate

ATAP cases closed due to earnings compared to total ATAP caseload

ATAP cases closed due to earnings and child support compared to total
— ATAP cases closed due to earnings without child support

ATAP cases with earned income compared to total ATAP caseload

ATAP clients employed longer than three, six, 12, 18 months compared to total ATAP caseload

ATAP clients average hourly wage

ATAP payment accuracy rate

PROPOSED TO BE DELETED

INTAKE AND CASE MAINTENANCE (SAFETY NET SERVICES)

- % of Alaskan families approved for ATAP benefits
- % of ATAP clients receiving child support
- Median number of months families are on ATAP
- % of families that reach 60th month of benefits

STEWARDSHIP

- % of Customer Service Assessments reflecting timely benefits
- ATAP payment accuracy rate
- % of overpaid ATAP dollars collected
- % of overpaid ATAP dollars due to fraud collected
- % of pregnancies in ATAP families
- % minor parents (12-17 yrs old) receiving ATAP benefits

WELFARE TO WORK SERVICES

- % of clients with earned income, including self-employment
- % of cases closed due to earnings, including self-employment
- % of clients employed for >3, 6, 12, 18 months
- % of clients with employer provided health insurance
- % of clients with hours of employment >30 hours
- Average hourly wage at placement
- % of ATAP clients in work activities within 24 months

LABOR

Results Based Government
Program Review

Adopted
3/27/98

Program: Mechanical Inspection

Mission:

To protect the public from the dangers imposed by improperly installed or maintained electrical and mechanical equipment and systems.

How do you know you are successful?

~~Incidences~~
^{RATE} of injury, death and property damage due to electrical or mechanical failure occurring within agency's jurisdiction, compared to areas in the state outside of agency's jurisdiction.

The number of overdue boiler and pressure vessel inspections compared to the total number requiring inspections.

The number of problematic elevators and tramways compared to total number of elevators and tramways requiring inspections.

3/26/98 3:02 PM

ATT (2)

STATE OF ALASKA

TONY KNOWLES, GOVERNOR

DEPARTMENT OF LABOR

OFFICE OF THE COMMISSIONER

P.O. BOX 21149
JUNEAU, ALASKA 99802-1149
PHONE: (907) 465-2700
FAX: (907) 465-2784

March 27, 1998

The Honorable Mark Hanley
Co-chair House Finance Committee
Alaska State Legislature
State Capitol Room 507
Juneau, AK 99801-1182

The Honorable Gene Therriault
Co-chair House Finance Committee
Alaska State Legislature
State Capitol Room 511
Juneau, AK 99801-1182

Dear Representatives Hanley and Therriault:

Re: Reply to Representative Foster's and the HFC's
questions concerning school fires in House District 38

The Fire Marshal's office has provided the following list which represents all of the school fires occurring in Representative Foster's House District 38 since 1983:

Year	Location	Property Loss	Cause	Occupancy
1983	Savoonga	10,000	Lack of Maint.	School
1989	Stebbins	5 million	Unknown	School
1990	Kotlik	55,000	Electrical	School
1991	Mtn. Village	400,000	Arson	School
1994	Mtn. Village	3.7 million	Arson	School
1994	Newtok	2 million	Arson	School

According to the State Fire Marshal's Office, there have been 26 school fires statewide in the last ten years. Five of them were caused by "mechanical failure". The definition of "mechanical failure" is not in the statutes or the regulations. It could most commonly be a leaking fuel line or a faulty burner unit.

Question: What would be the impact of switching our focus from large populated areas to bush schools and assemblies?

Answer: After reviewing this question with our staff, I found out some information I did not have when Representatives Foster and Hanley asked this question.

- Inspections are generated by our computer on a quarterly basis which gives us a list of all the Boiler/Pressure Vessel's (B/PV) that are due statewide. Generally, we do the oldest first.
- Our 3 B/PV inspectors spend half their time on the road.
- Most B/PV's are inspected within one year of their due date. At this point in time, the communities surrounding Fairbanks are the most overdue by about a year.
- Prioritizing bush inspections would put us further behind because we would not be efficiently utilizing our limited resources.

The Committee's questions during my testimony made it clear that the department's limits to its code enforcement authority, especially in existing buildings, need to be clarified to the Committee. I hope the following program information will help:

Electrical Code Enforcement:

- It is limited to new installations and alterations to existing installations in any place of employment or public structure in this state. (By policy, we consider electrical installations over one year old to be existing).
- The Fire Marshal's Office has the authority to inspect existing electrical installations.
- The department may fine a violator \$1,000 for each violation if not corrected within a reasonable period of time.
- There are four inspectors employed to cover the state, except for Fairbanks and Anchorage. One inspector is assigned exclusively to the Joint Pipeline Office which funds that particular position.
- The department checks installers for the proper licensing everywhere in the state.

Plumbing Code Enforcement:

- It is limited to whatever is addressed in the Uniform Plumbing Code.
- Heating systems and sprinkler systems are not included in the code.
- The Fire Marshal's Office has jurisdiction over sprinkler systems and some aspects of the heating systems. It also adopts the codes pertaining to those items.

- The plumbing program applies to all new installations, all new work in relocated buildings, and to alterations, repairs or reconstruction of buildings.
- Communities or boroughs having populations of less than 2,500 are exempt from enforcement as well as the unincorporated areas of the state.
- We employ 2.5 inspectors who inspect all installations within our jurisdiction with the exceptions of Fairbanks and Anchorage where qualified inspectors are employed.
- Proper licensing for installers is enforced wherever the plumbing code is in effect.
- Fines for violations are \$1,000 each if unabated.

Elevator, Escalator, Ski lift, Tramway and Amusement Ride Inspection Programs:

- Jurisdiction extends to all elevators and escalators statewide. We do have an MOU with the MOA which allows them to employ an elevator inspector who enforces the state standard.
- Jurisdiction extends to all Ski Lifts and Tramways statewide. Some are inspected by approved insurance company inspectors.
- We inspect all Amusement Rides statewide, and we perform these inspections each time they are set up.
- Amusement rides are inspected by our two elevator inspectors and at times by the Assistant Chief of the Mechanical Inspection Section and the Chief of Labor Standards who are nationally certified.
- Only elevators are charged an inspection fee.
- Under current authority, the penalty for noncompliance is removal of the device from service by issuing a cease and desist order.

Boiler/Pressure Vessel (B/PV) Inspection Program:

- We employ 3 inspectors (2 half time and 2 full time).
- We are approximately 8,400 inspections overdue.
- Our authority covers unfired pressure vessels, high pressure steam boilers, steam and hot water heating boilers in all places of business and in apartment houses having 6 or more families.
- We inspect the B/PVs up to the first connection to the building's heat piping system.
- The B/PV's inspection schedule depends on its function.
- B/PVs and pressure relief valve manufacturing and welded repairs are closely monitored for compliance.
- We delegate the inspection authority to approved insurance inspectors and approved owner/user inspection organization.
- Inspectors must pass a national examination and be approved by the Department.

- the fine for operating a boiler or pressure vessel without an inspection certificate is \$1,000/day.
- The department cannot delegate jurisdiction to any municipality having less than 1 million.

Should you have any questions, don't hesitate to contact me at 465-2700..

Sincerely,



Dwight Perkins
Legislative Assistant

cc: Al Dwyer, Director, LS&S
Randy Carr, Chief, Labor Standards, LS&S

NATURAL RESOURCES

Results Based Government
Program Review

4/1/98
Adopted

Program: Agricultural Management

Why does this program exist? What is the unique contribution of this program?
(mission)

Administer promotional and experimental work, agricultural projects and long-term low-interest loan for the purpose of promoting and developing agricultural industry within the state.

How do we know you succeeded? (performance measures)

Percentage of acres sold which are placed in agricultural production.

Percentage of state grazing acres under grazing management plan.

Value of Alaska agricultural products sold to domestic and export markets, over time.

Percentage of required federal inspections completed on-time.

Results Based Government
Program Review

4/1/98
Adopted

Program: Agricultural Revolving Loan Fund

Why does this program exist? What is the unique contribution of this program?
(mission)

Promote the development of agriculture as an industry throughout the state by means of long-term low-interest loans.

How do we know you succeeded? (performance measures)

Number of approved loan recipients compared to total number of agricultural business licensees.

Value of agricultural products sold by businesses receiving loans, over time.

Default and delinquency rate.

Loan to equity ratio.

Results Based Government
Program Review

3 4/1/98
Adopted

Program: Plant Materials Center

Why does this program exist? What is the unique contribution of this program? (mission):

Assemble, evaluate, select, and increase plant materials needed in soil and water conservation, agriculture, and industry, maintain genetic purity of these materials, and encourage development of a seed industry in Alaska.

How do we know you succeeded? (performance measures)

Industry production of seed and seed potato as a result of PMC assistance, over time.

Volume of new crop varieties grown on Alaska farms compared to total volume grown on Alaska farms.

Program: Division of Geological and Geophysical Surveys

Why does this program exist? What is the unique contribution of this program? (mission)

Determine the potential of Alaskan land for production of metals, minerals, fuels, and geothermal resources, the locations and supplies of groundwater and construction material; and the potential geologic hazards to buildings, roads, bridges and other installations and structures.

How do we know you succeeded? (performance measures)

Potential/Production

Change in value of new ventures in Alaska's mineral sector compared to the change in value of new ventures in the mineral sector of other western states (as reported in each states' "Annual Mineral Reports")

Percentage of Alaska mapped at target scale, by category (geology, geophysics, etc.)

Percentage change in private sector exploration for oil, gas or coal in prospective frontier areas as identified or described by DGGGS maps.

Hazard Mitigation

Percentage of state and local emergency preparedness agencies using DGGGS information for geologic events response and recovery planning.

Percentage of federal, state and local agencies using DGGGS information to develop land use plans, building codes and zoning ordinances with the intent of Reducing losses from future geological events.

Percentage change in communities with disaster plan.

Adopted
3/20/98

Program: Division of Mining and Water Development: Water Development

Why does this program exist? What is the unique contribution of this program? (mission)

Facilitate the development and stewardship of Alaska's ~~mineral and~~ water resources.

How do we know you succeeded? (performance measures)

Public Safety

Percentage of dam inspections ^s ~~ions~~ ^{ed and} in compliance

Rights

Percentage change in total inventory

Average processing time of water rights

Development

Percentage change in total inventory and use authorization

Average processing time of authorization

Ownership

Water rights and authorizations with complaints compared to total water rights and authorizations by type (residential, municipal, business, federal reserved water rights and instream flows)

Percentage of resource development projects applying for water permits receiving permits within appropriate time frame.

Data

Percentage of data requests satisfied within appropriate time frame (where data is available).

Percentage of times data is compatible with other users.

Adopted
3/20/98

Results Based Government
Program Review

**Program: Division of Mining and Water Development: Mining
Development**

Why does this program exist? What is the unique contribution of this program?
(mission)

Facilitate the development and stewardship of Alaska's mineral and
~~water~~ resources.
(COP)

How do we know you succeeded? (performance measures)

Public Safety
Percentage of abandoned mines on state land considered hazardous

Rights/Development
New leases and claims compared to total number of leases and claims

Closed leases and claims compared to total number of leases and claims

Federal claims compared to total number of leases and claims

Permitting
Adverse audit findings compared to total audit findings

Dollar value and number of jobs associated with mineral exploration, development and mine operations, by commodity, over time

Number of active mines over time

Dollar value and number of mineral exploration credits over time

Aged rentals and royalties received by commodity over time

Compliance
Percentage of active mines without violations

Acres reclaimed compared to acres designated for reclamation

(activity measure) Number and type of permit violations

PUBLIC SAFETY

Results Based Government
Program Review

AS Adopted
Amended
2/27/98

Program: VPSO Contracts

Why does this program exist? What is the unique contribution of this program?
(mission)

To provide first response and basic public safety in rural communities

How do you measure your success? (measure of result)

AST criminal responses, in a community over time

Average VPSO time to respond, in a community over time

Arrests for domestic violence, child abuse and assault, in a community over time

Average time between repeat calls for domestic violence and child abuse, in a community over time

Injuries, in a community over time

Lives saved compared to lives lost in search and rescue, in a community over time

Amount of stolen or damaged property, in a community over time

with change to normalize for
population.

REVENUE

Results Based Government
Program Review

Adopted
2/27/98

Program: Alcohol Beverage Control Board

Why does this program exist? What is the unique contribution of this program?
(mission)

To protect the health, safety and welfare of Alaskans by limiting the mis-use of alcohol

How do you measure your success? (measure of result)

Average time between notices of violation of Title IV

Percentage of licensees in compliance for one full year regarding serving to minors, serving to "drunken" persons, and server training

Percentage of servers trained in compliance for one full year

Results Based Government
Program Review

As amended
Adopted
2/27/98

Program: Child Support Enforcement Division

Why does this program exist? What is the unique contribution of this program?
(mission)

To assure that parents equitably support their children monetarily and medically.

How do you measure your success? (performance measures)

Current collections compared to total current obligations.

Arrearage cases in collections compared to total arrearage cases

~~Proposed to be deleted~~ -- ~~Arrearages collected compared to total arrearages.~~

Current collections for government (state and federal) compared to ~~total~~ ^{current} government obligations.

Government arrearage cases in collections compared to total government arrearage cases

~~Proposed to be deleted~~ -- ~~Arrearages collected for government (state and federal) compared to total government arrearages.~~

Percentage of complaints found to have worker errors.

Adopted
Current cases compared to total cases

ALASKA CHILD SUPPORT ENFORCEMENT DIVISION
COLLECTIONS OF CURRENT YEAR SUPPORT COMPARED
TO CURRENT YEAR SUPPORT OBLIGATIONS

FISCAL YEAR	TOTAL PAID	AFDC/FC TOTAL DUE	% COLLECTED
FFY 87	3,808,503	10,174,829	37.43%
FFY 92	10,883,825	34,141,480	31.88%
FFY 97	16,058,429	27,495,819	58.40%

FISCAL YEAR	TOTAL PAID	NON-AFDC TOTAL DUE	% COLLECTED
FFY 87	12,344,596	19,593,350	63.00%
FFY 92	24,099,194	41,056,048	58.70%
FFY 97	42,416,400	67,539,632	62.80%

FISCAL YEAR	TOTAL PAID	TOTAL TOTAL DUE	% COLLECTED
FFY 87	16,153,099	29,768,179	54.26%
FFY 92	34,983,019	75,197,528	46.52%
FFY 97	58,474,829	95,035,451	61.53%

ALASKA CHILD SUPPORT ENFORCEMENT DIVISION

**CASES WITH ARREARAGE COLLECTIONS COMPARED
TO TOTAL CASES WITH ARREARAGES**

AFDC

FISCAL YEAR	TOTAL ARREARS CASES W/COLLECTIONS	TOTAL ARREARS CASES	% OF CASES W/COLLECTIONS
FFY 87	2,674	6,003	44.54%
FFY 92	3,963	18,010	22.00%
FFY 97	8,101	20,308	39.89%

TOTAL

FISCAL YEAR	TOTAL ARREARS CASES W/COLLECTIONS	TOTAL ARREARS CASES	% OF CASES W/COLLECTIONS
FFY 87	6,020	12,250	49.14%
FFY 92	8,361	28,903	28.93%
FFY 97	15,487	36,348	42.61%

ALASKA CHILD SUPPORT ENFORCEMENT DIVISION

COLLECTIONS OF CURRENT SUPPORT & ARREARAGES

COMPARED TO CURRENT SUPPORT AND ARREARAGES DUE.*

FISCAL YEAR	TOTAL PAID	AFDC/FC TOTAL DUE	% COLLECTED
FFY 87	6,487,757	45,701,365	14.20%
FFY 92	16,173,873	210,439,979	7.69%
FFY 97	24,770,678	164,006,703	15.10%

FISCAL YEAR	TOTAL PAID	NON-AFDC TOTAL DUE	% COLLECTED
FFY 87	15,778,445	53,515,167	29.48%
FFY 92	30,160,344	153,247,766	19.68%
FFY 97	53,589,772	262,503,811	18.97%

FISCAL YEAR	TOTAL PAID	TOTAL TOTAL DUE	% COLLECTED
FFY 87	22,266,202	99,216,532	22.44%
FFY 92	46,334,217	363,687,745	12.74%
FFY 97	78,360,450	446,510,515	17.55%

*AMOUNTS INCLUDE ACCRUED INTEREST.

ALASKA CHILD SUPPORT ENFORCEMENT DIVISION

**COLLECTIONS OF ARREARAGES COMPARED TO
TOTAL ARREARAGES AT END OF FISCAL PERIOD***

FISCAL YEAR	AFDC/FC		
	TOTAL PAID	TOTAL DUE	% COLLECTED
FFY 87	2,679,254	35,526,536	7.54%
FFY 92	5,290,048	176,298,499	3.00%
FFY 97	8,712,249	136,510,884	6.38%

FISCAL YEAR	NON-AFDC		
	TOTAL PAID	TOTAL DUE	% COLLECTED
FFY 87	3,433,849	33,921,817	10.12%
FFY 92	6,061,150	112,191,718	5.40%
FFY 97	11,173,372	214,964,179	5.20%

FISCAL YEAR	TOTAL		
	TOTAL PAID	TOTAL DUE	% COLLECTED
FFY 87	6,113,103	69,448,353	8.80%
FFY 92	11,351,198	288,490,217	3.93%
FFY 97	19,885,621	351,475,064	5.66%

*AMOUNTS INCLUDE ACCRUED INTEREST.

**Calendar Year 1997
Child Support Enforcement Division**

**Letters Answered by
Complaint Resolution**

Average Days for Response	9.9
Non-Custodial Parent	205
Custodial Parent	122
Other Party	55
Ombudsman	25
Commissioner	13
Governor's Office	31
Senator Stevens	15
Senator Murkowski	4
Representative Young	3
Received from State Senators	28
Received from State Representatives	46
% of Complaints with Worker Error	21

**Telephone Calls Answered by
Complaint Resolution**

Average Days for Response	1.2
Non-Custodial Parent	345
Custodial Parent	259
Other Party	63
Ombudsman	58
Commissioner	11
Governor's Office	136
Senator Stevens	1
Senator Murkowski	1
Representative Young	1
Received from State Senators	124
Received from State Representatives	156
% of Complaints with Worker Error	22

MEMORANDUM

CHILD SUPPORT ENFORCEMENT DIVISION

State of Alaska

DEPARTMENT OF REVENUE

TO: Representative Terry Martin
Alaska House of Representatives

DATE: February 25, 1998

FILE NO: WORD/HV REPMRTN2

TELEPHONE NO: 269-6800

FROM: Barbara Miklos *B. Miklos*
Director of Child Support Enforcement

SUBJECT: Child Support
Arrearages

You have posed some questions regarding the ongoing arrears balances that the Child Support Enforcement Division maintains. You said that your questions reflect concerns you have been expressing for a long time. They are consistent with questions that I have about CSED's large arrearage balances.

Although I am not able to address all the issues in this memo, I want you to know that CSED has put together a plan for answering some of the questions. Following are steps we have taken to address the arrears issue:

- I. Soon after I started working at CSED, I realized that Alaska's arrearages were high compared to states of a comparable size, so I requested assistance from OMB. They sent Laura Doughty to review CSED's arrearages and she learned that there were two items recorded incorrectly on federal reports that could be corrected immediately. Correcting these numbers would allow us to portray a more accurate comparison of arrearages. There had been some double counting of arrearages due to a misunderstanding of how they were to be counted. Also, many states do not charge interest, particularly the small states with which Alaska is usually compared. Future reports will be corrected.
- II. CSED has developed a program to correct orders that were established under old guidelines. These guidelines were changed by the state and the federal governments. Although the federal government does not allow states to go back and retroactively modify orders, they approved this project because the guidelines have changed. CSED established a program to go back and reduce the arrearages if the obligor requested it (the obligor must ask for the change according to state law). Since the program began in early 1997; we have vacated 119 orders for a debt reduction of 4.6 million. We call the program the default NFFR program.
- III. In order to compare how we stand with other states, I contacted directors from all states and asked how they handled arrearages and if they had a program to age child support arrearages.

The states that responded indicated that they have problems with growing arrears and are also looking for ways to reduce them. The State of Maryland appears to be the farthest along. They are working with a university to study arrearages and address the problem. Maryland is sending us materials on their project. Other east coast states are waiting to see what happens in Maryland. Only Iowa responded that they have a computer program to age arrears, and they acknowledge that it is fraught with problems. They have agreed to send us information about their program.

Other solutions that were identified by states included using credit cards for child support payments, having private companies collect arrearages and developing special projects, one modeled after our own default NFFR project.

IV. We will obtain the following data from our database to help identify cases with arrears:

- a. An auditor from LB&A is looking into the arrearage issue and has asked for a list of cases with the monthly support, the charges and payments from 1/1/97 – 12/31/97 and the arrears balance at year-end. We expect he will be assessing trends.
- b. We will obtain a list of all cases with arrears in which the child(ren) in the case are over 19.
- c. We will determine how many cases there are in which the obligor is deceased and how much the total arrears are for these cases.
- d. We will determine arrears divided by monthly support amount to determine whether the arrears are 0-6 months, 6-12 months, 1-3 years, 4-7 years, 8-10 years, or over 10 years old.

When we have gathered this data, we will analyze it to determine if there are any cases we can close. This will help reduce arrears. In order to close cases, we must make regular attempts for three years to contact the obligor, so it may be awhile before we can actually close the cases.

Once we have collected and reviewed the data, we plan to close cases as allowed by federal guidelines, continue to correct cases and explore other alternatives. A portion of CSED's funding comes from federal incentives. Congress will most likely change the incentives so that one of them will be an assessment of the number of cases where Alaska has collected arrearages compared to the number of cases that have arrearages. Therefore, given the concerns expressed by the Legislature, the need to address future funding and our own concerns about arrearages; we will continue to work on this. We will keep you posted.

TRANSPOR- TATION

Results Based Government
Program Review
Amendment #1

Adopted
3/6/98
AS amended

Program: Marine Highway Vessel Operations

Why does this program exist? What is the unique contribution of this program?
(mission)

Assist in meeting the transportation needs of traveling public and communities served.

How do we know you succeeded? (performance measures)

~~(Proposed to be deleted)~~ Customer satisfaction

~~(Proposed to be deleted)~~ Percentage of on-time departures

Revenue and expenditure per rider mile

Total ridership (passengers/vehicles/cabins) compared to five year ridership average

Onboard sales per passenger