

State of Alaska
Department of Revenue
Child Support Services Division



SELF ASSESSMENT REVIEW
FFY 2014

October 1, 2013 through September 30, 2014

Carol Beecher, Director
March 25, 2015

Table of Contents

EXECUTIVE SUMMARY	1
INTRODUCTION	3
BACKGROUND.....	3
SAMPLING METHODOLOGY.....	4
SCOPE OF THE REVIEW.....	5
CATEGORY 1: PROGRAM COMPLIANCE.....	6
REVIEW CRITERIA IN COMPLIANCE.....	6
<i>Case Closure:</i>	6
<i>Establishment:</i>	7
<i>Enforcement:</i>	8
<i>Disbursement:</i>	9
<i>Medical:</i>	10
<i>Review and Adjustment:</i>	11
<i>Intergovernmental:</i>	12
<i>Expedited Processes:</i>	13
CATEGORY 2: PROGRAM DIRECTION.....	14
<i>Case Closure:</i>	14
<i>Establishment:</i>	16
<i>Enforcement:</i>	20
<i>Disbursement:</i>	22
<i>Medical:</i>	25
<i>Review and Adjustment:</i>	28
<i>Intergovernmental:</i>	30
<i>Expedited Processes:</i>	35
MANAGEMENT ISSUES:.....	43
CATEGORY 3: PROGRAM SERVICE ENHANCEMENTS	44
CONCLUSION	50

Executive Summary

This Self-Assessment Review measures the Alaska Child Support Services Division's (CSSD) compliance with the Code of Federal Regulations (CFR) for Federal Fiscal Year (FFY) 2014. The review examines nine performance indicators in our five main areas of work. The performance indicators and audit criteria were created by the federal Office of Child Support Enforcement (OCSE). For this audit period, CSSD exceeded federal compliance requirements for all measured criteria. The active IV-D caseload grew by a percent (1.02%). We had no change in the number of staff. The Self-Assessment Review shows improvements are consistent and that goals, plans and expectations for all sections of the agency are likely to be met in the future.

Case Closure continued to measure between 95% - 100% compliant as in the previous five years. Paternity and Support Order Establishment, Enforcement, Medical Support Enforcement, and Review and Adjustment surpassed their five-year-average efficiency rates. In Expedited Processes, which measures how quickly we obtain an order, our performance was stable compared with recent years. Disbursement was within one percent of its five-year-average efficiency rate. Our cooperative efforts with other states and countries, which we refer to as Overall Intergovernmental child support services, experienced a three percent improvement to 96%.

Our program enhancements are successful. Co-locating CSSD customer service with the Permanent Fund Division is providing opportunities for helping more clients. We are upgrading our website to provide clients expanded information about their cases. We continue to collaborate with the courts to quickly resolve support modifications. Staff are benefiting from our streamlined training program. Additionally, we are undergoing a feasibility study for modernizing the Alaska child support case management system to better serve all our clients.

For last year, CSSD's active IV-D caseload grew from 48,222 to 49,047. The number of open cases with orders increased from 44,409 to 44,716. The agency distributed \$102 million in child support in FFY 2014. This was almost \$600,000 less than the previous year. Case count and financial statistics came from the OCSE-157 Report.

The following table depicts the percent of cases in compliance by category:

Criterion	Cases Where Required Activity Occurred or Should Have Occurred	Cases Where Required Activity Occurred within Timeframe	Efficiency Rate (Confidence Level of Sample)	Federal Minimum Standard	Previous Year's Efficiency Rates:
Case Closure	54	53	98%	90%	95%
Establishment	69	65	94%	75%	94%
Enforcement	409	398	97%	75%	97%
Disbursement	330	316	96%	75%	98%
Medical	179	165	92%	75%	96%
Review & Adjustment	210	207	99%	75%	98%
Intergovernmental	123	118	96%	75%	93%
Initiating	73	69	95%	75%	93%
Responding	50	49	98%	75%	93%
Expedited Process 6-Month	29	22	76%	75%	78%
Expedited Process 12-Month	26	25	96%	90%	94%
TOTAL	1429				

Details of the case results are in the subsequent report text. Note that overall audit results have a margin of error of +/- 2%, with a 90% confidence level. The audit review period was October 1, 2013 through September 30, 2014.

Introduction

Background

Public Law 93-647, signed on January 4, 1975, effective July 1 of that year, established Part D of the Social Security Act. Under Title IV-D of the Social Security Act, the Alaska Child Support Enforcement Agency (CSEA) became a single and separate organizational unit designated to administer a program for the collection of support and establishment of paternity.

The Alaska Child Support Enforcement Agency was created under the Department of Health and Social Services (H&SS) on July 1, 1976. In its first year of operation, seven employees managed 8,800 child support cases. All support orders were established through judicial process. A year later the agency was moved from H&SS to the Department of Revenue where it remains today. In 1978, the CSEA was empowered with administrative enforcement capabilities. In April 1981, CSEA was renamed the Child Support Enforcement Division (CSED). In 2004, the name changed to Child Support Services Division (CSSD). In 2014, CSSD had 227 full time employees who managed 49,047 active IV-D child support cases, of which 44,716 cases had support orders.

The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 amended the Social Security Act by requiring each state to conduct an annual review which focused on data reliability and performance outcomes. The purpose is to give a state the opportunity to assess whether it is meeting federal requirements for providing child support services and providing the best services possible.

Sampling Methodology

CSSD performs a Self-Assessment Review annually based on the federal fiscal year. Automated review tools are not used. All records are maintained by CSSD. OCSE Action Transmittal 98-12, including Exhibit 1: General Review Steps and Exhibit 2: Child Support Enforcement Self-Assessment Questionnaire provide the criteria for the review.

Cases were evaluated to determine compliance with federal requirement criteria: Case Closure; Establishment; Enforcement; Disbursement; Medical; Review and Adjustment; Intergovernmental; and Expedited Processes at the 6- and 12-Month levels. In accordance with 45 CFR 308, the auditors extracted a systematic random sample from the statewide caseload. This sample size has a 90% confidence level with +/- 2% margin of error.

The complete IV-D universe was sampled including every case that closed during FFY 2014. The population, numbering 54,786 consisted of every IV-D case that was open as of September 30, 2014, and every case closed during the audit period, October 1, 2013 through September 30, 2014. All cases that changed from IV-D to Non-IV-D during the year were included. All Non-IV-D cases in the population and all 'limited-services' cases associated with intercepting the Alaska Permanent Fund Dividend (PFD) instead of receiving full services were excluded. A detailed review of 493 cases was performed.

The auditors selected a sample of 522 cases using a skip interval of 105. Microsoft Excel was used to generate a random starting number of 16. Of the 522 cases reviewed, 29 had no measurable actions, were Non-IV-D or were excluded for other reasons. The exclusion rate was 6%.

Scope of the Review

The audit for Alaska's IV-D program examined nine performance indicators in five main areas of work. These include: 1) Establishment and Expedited Processes at both tiers, 2) Enforcement and Medical Enforcement, 3) Disbursement, 4) Review and Adjustment, and 5) Intergovernmental. The performance indicators and audit criteria were created by Office of Child Support Enforcement (OCSE) and codified in Title 45 CFR 308 Annual State Self-Assessment Review and Report. The internal auditors reviewed case record information from both online case records and physical case files and recorded the findings in a Microsoft Access database.

Alaska conducted its annual Self-Assessment Review per requirements of the Social Security Act and Code of Federal Regulation for the Federal Fiscal Year 2014. A systematic random sample of the statewide caseload was extracted and was determined to be statistically valid. No segments of the IV-D universe were omitted from the sampling process. The sample produced 522 cases with a 90% confidence level with +/- 2% margin of error. Alaska is in compliance in the methodology used to perform the Self-Assessment audit and obtained precise, accurate and complete results.

Category 1: Program Compliance

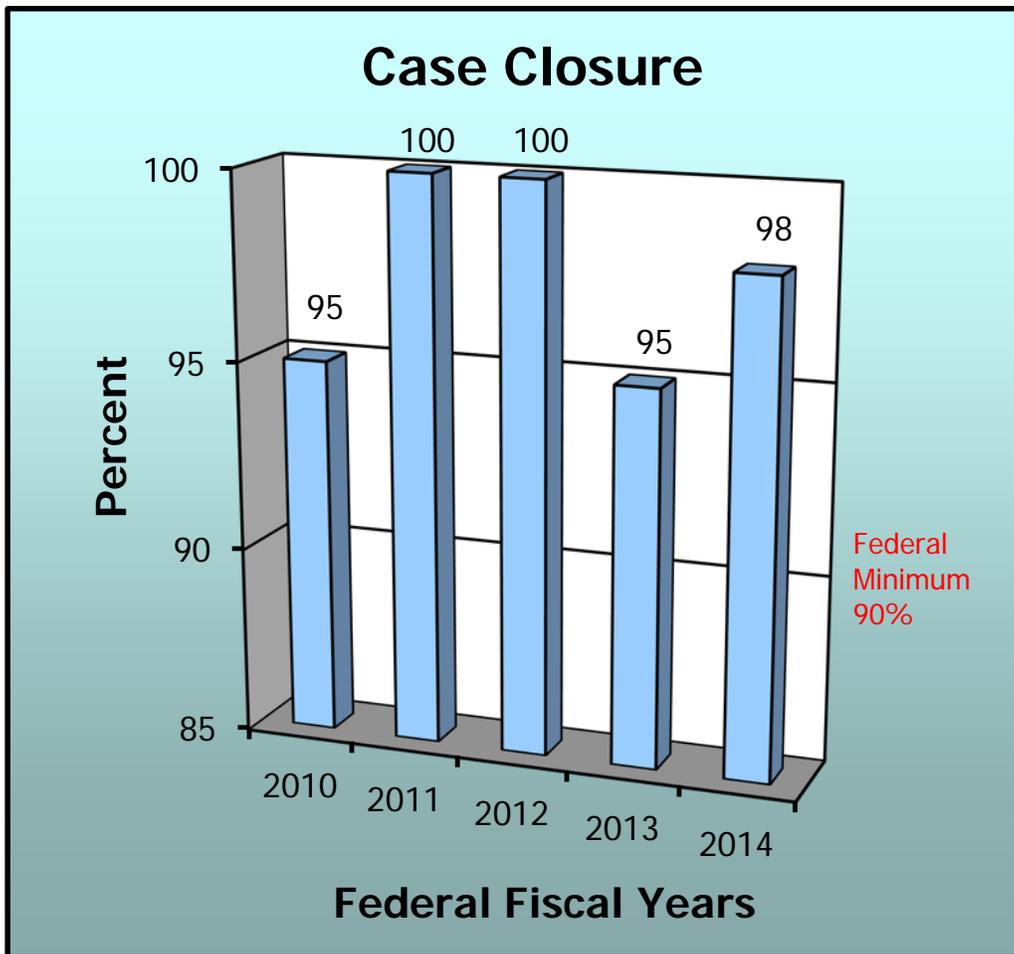
Review Criteria in Compliance

Percentages were calculated by dividing the number of cases with no measurable errors by the total-cases-measured for each criterion. Fractional numbers were rounded up when the fraction equaled .5 or greater, and down if it was .4 or less. The charts show five-year histories to illustrate overall performance.

Case Closure:

98% (Minimum Acceptable: 90%)

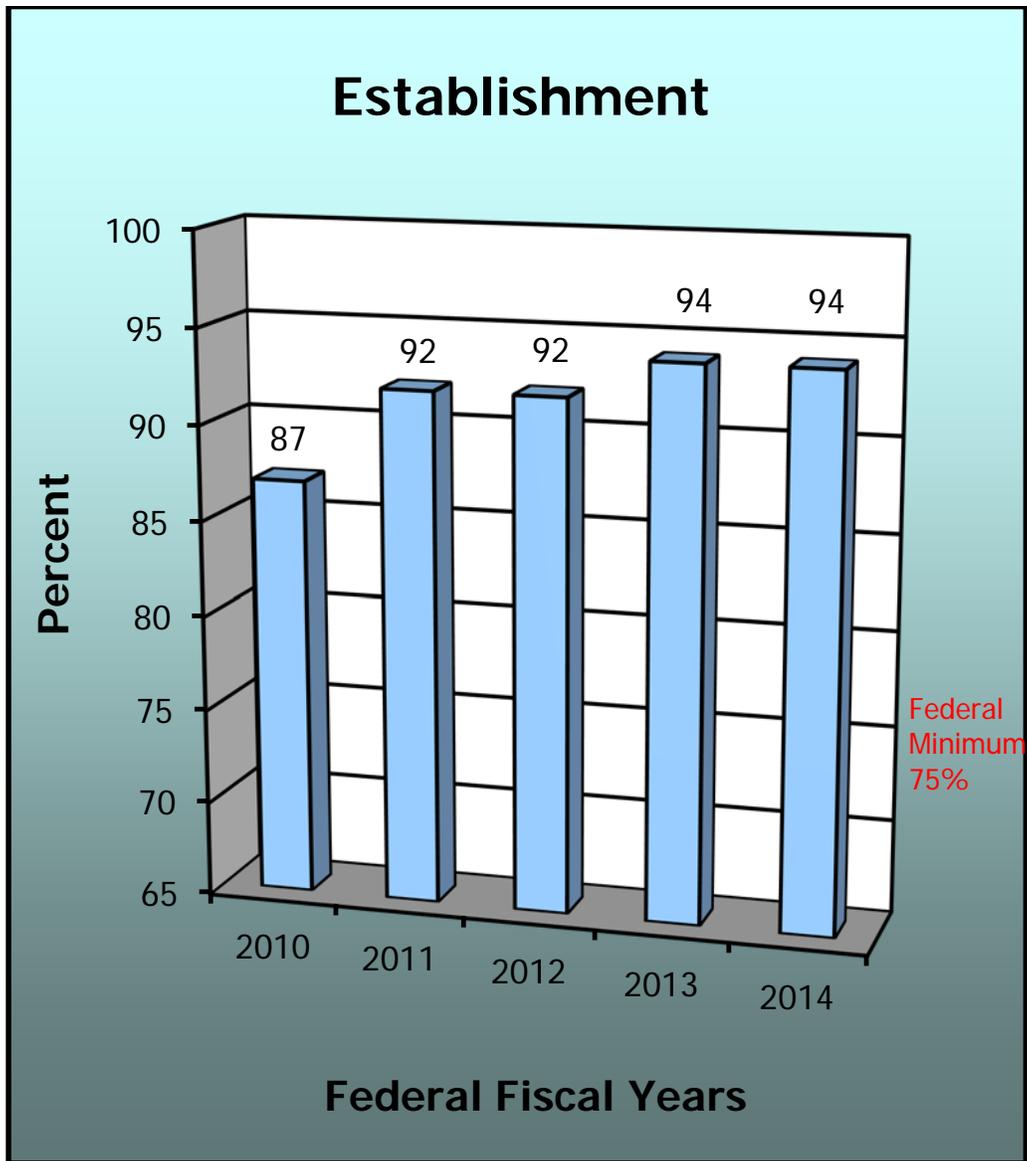
There were 54 cases measured. There was one error. This criterion was compliant. The five-year average efficiency rate remained at 98%.



Establishment:

94% (Minimum Acceptable: 75%)

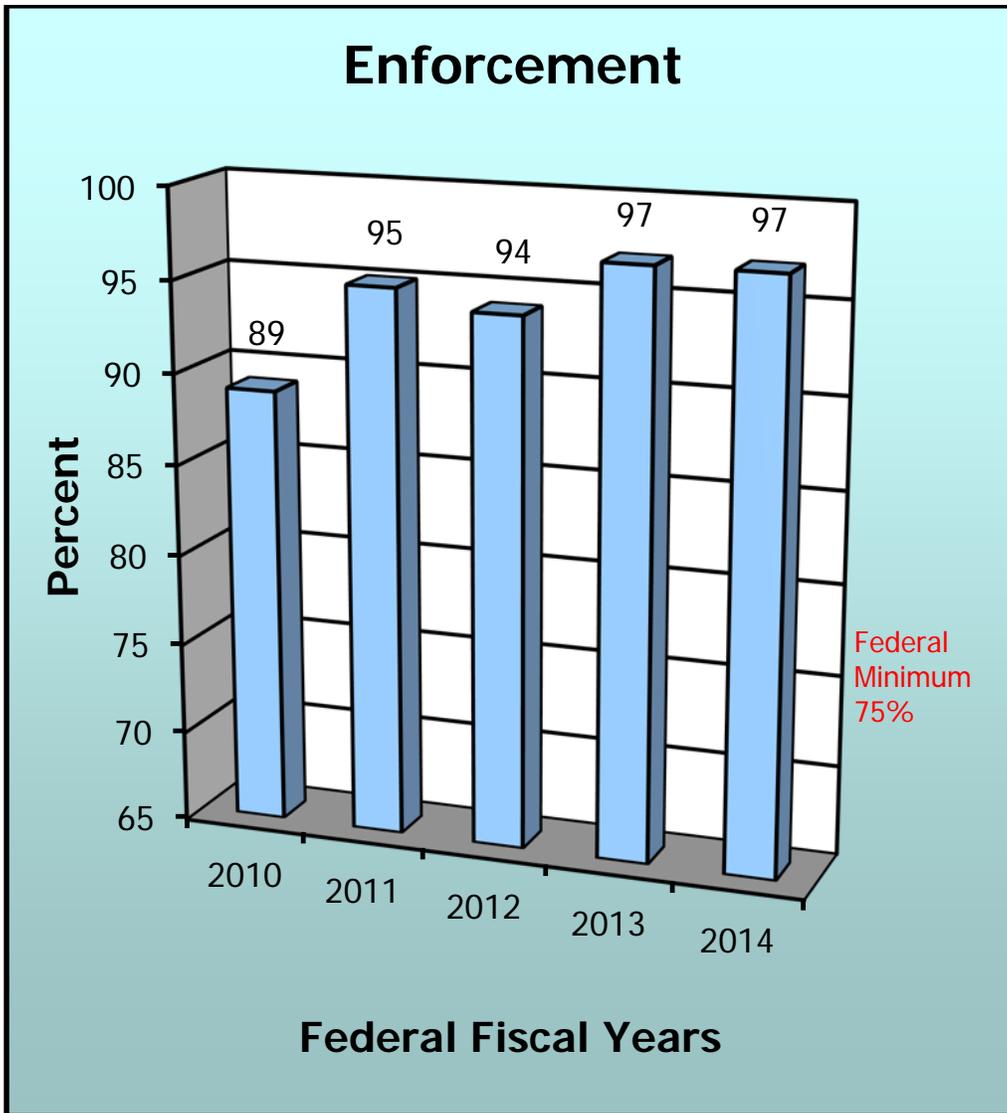
There were four errors in the 69 cases measured. This criterion remained compliant with federal guidelines. Most of the errors were due to not meeting standards set under 45 CFR 303.4(d). The five-year average efficiency rate increased to 92%.



Enforcement:

97% (Minimum Acceptable: 75%)

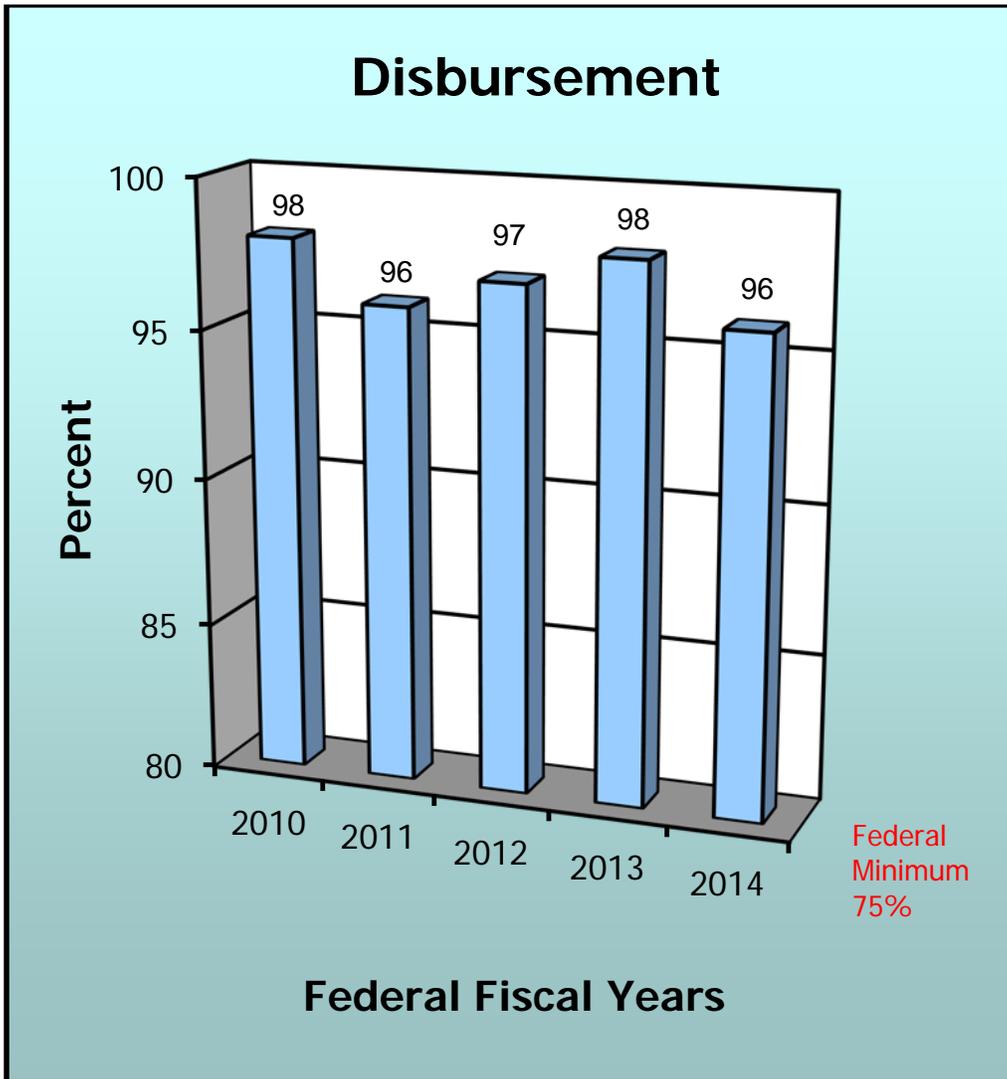
There were 11 errors in the 409 cases measured. This criterion remained compliant. Most enforcement errors were due to not performing locate research within 75 days. The five-year average performance remained at 94%.



Disbursement:

96% (Minimum Acceptable: 75%)

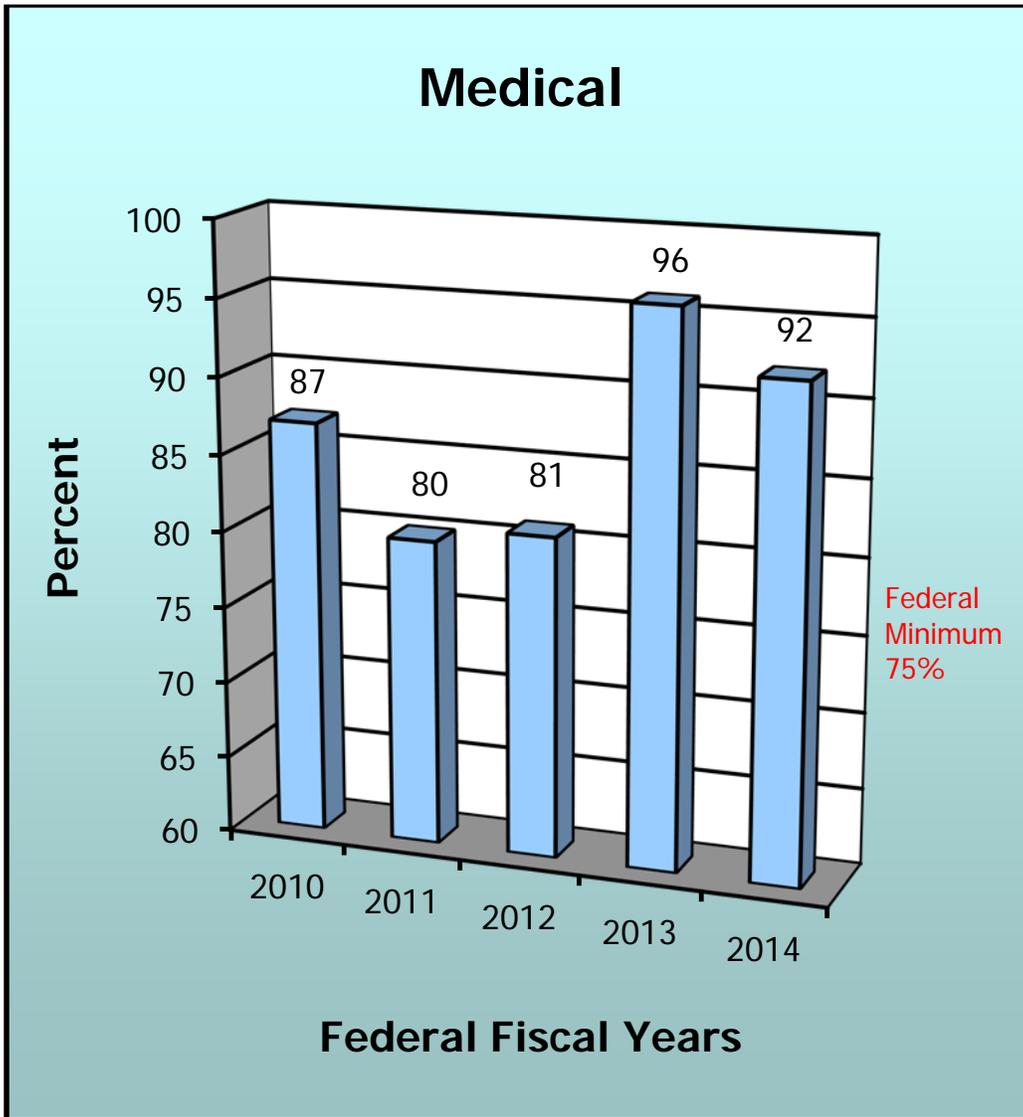
There were 14 errors in the 330 cases measured. This criterion remained compliant. Eight of the errors were due to system programming which will not automatically release funds less than \$5.00. The five-year average performance remained at 97%.



Medical:

92% (Minimum Acceptable: 75%)

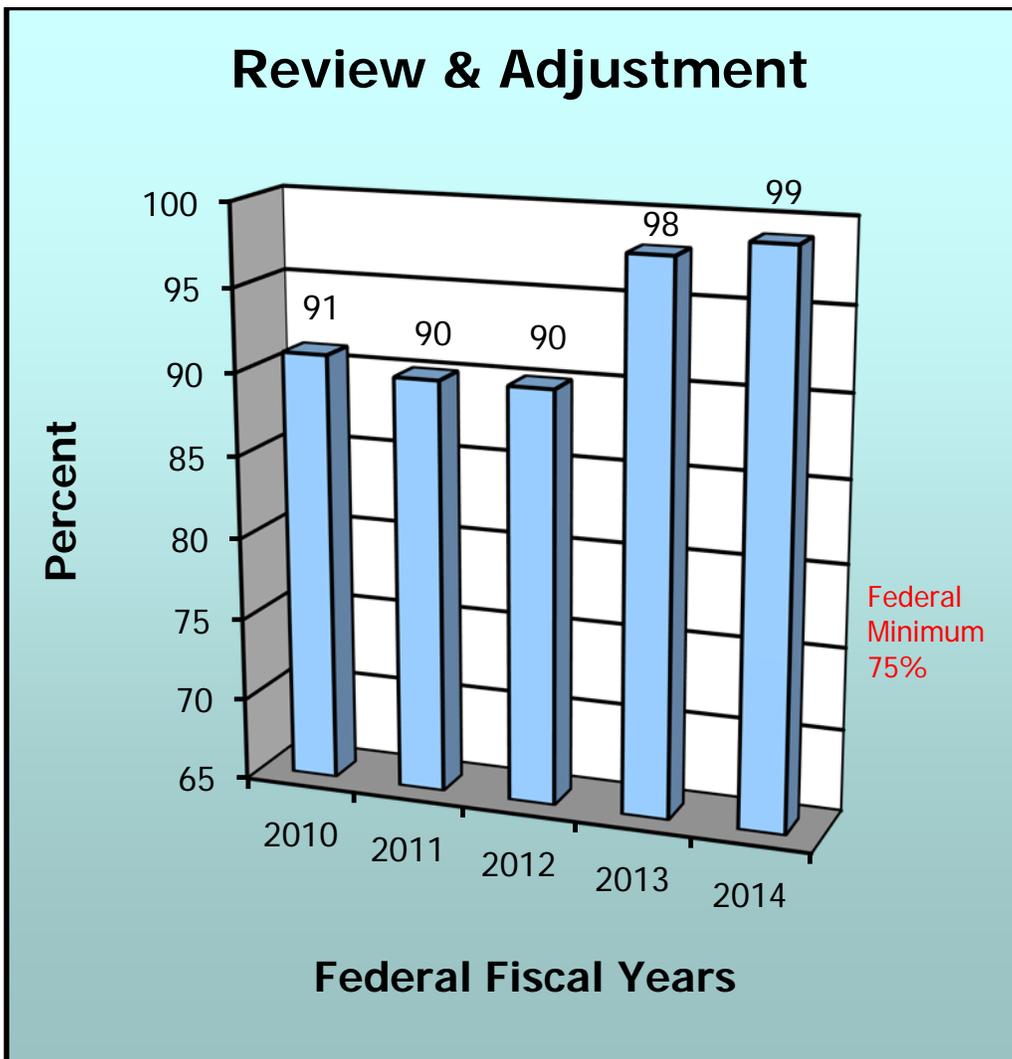
There were 14 errors in the 179 cases measured. This criterion remained compliant. Ten of the errors were from failing to issue a National Medical Support Notice to the most recent employer. The five-year average performance remained at 87%.



Review and Adjustment:

99% (Minimum Acceptable: 75%)

There were three errors in the 210 cases measured. This criterion remained compliant. All the errors were due to not sending the triennial Notice of Right to Request a Review. Performance remained consistent. The five-year average performance increased to 94%.



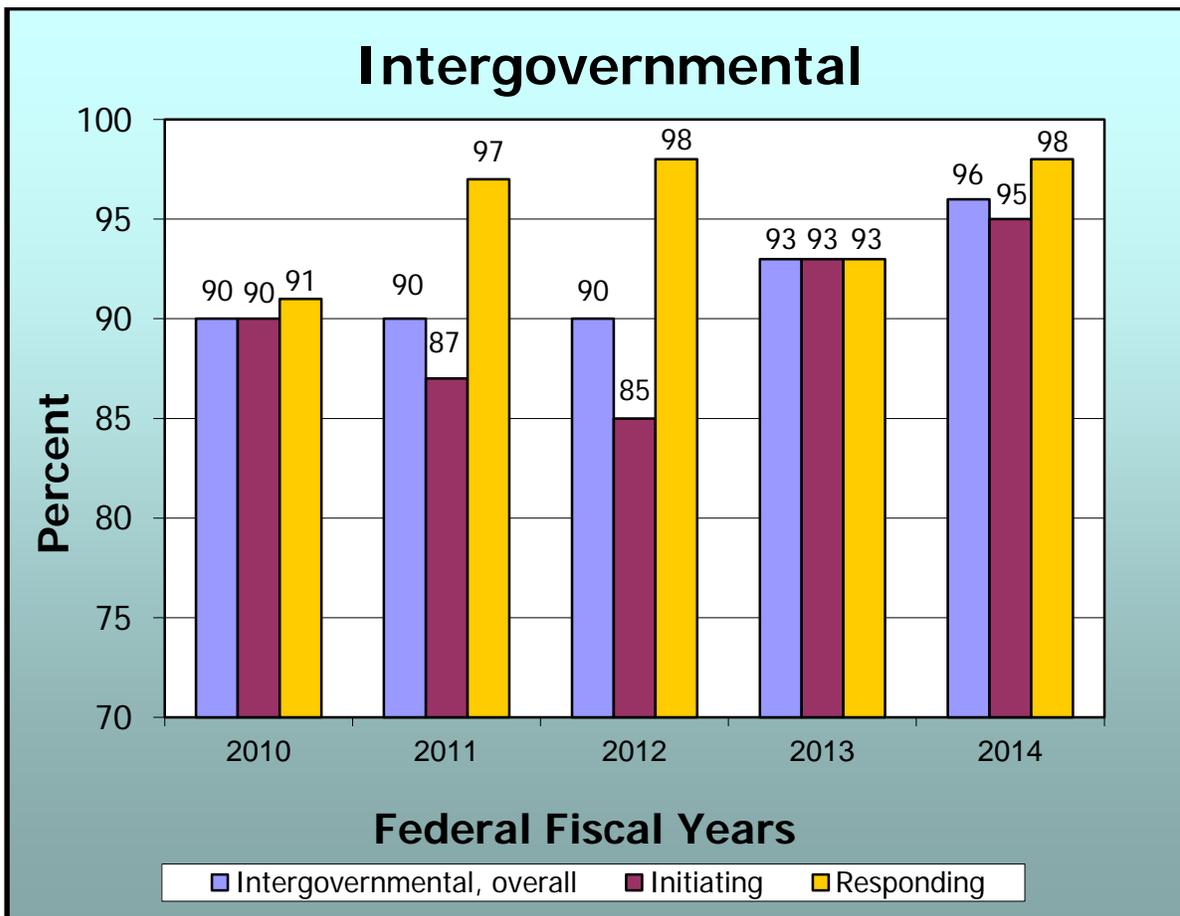
Intergovernmental:

96% (Minimum Acceptable: 75%)

There were five errors in the 123 cases measured. This criterion remained compliant. Ninety-six percent was the composite efficiency rate for Central Registry, Initiating and Responding actions. Intergovernmental five-year average performance increased to 92%.

Initiating subcategory increased to 95% compliancy. There were 73 cases measured. Four had errors. This subcategory was compliant.

Responding subcategory increased to 98% compliancy. Of the 50 cases measured, one error was found. This subcategory was compliant.



Expedited Processes:

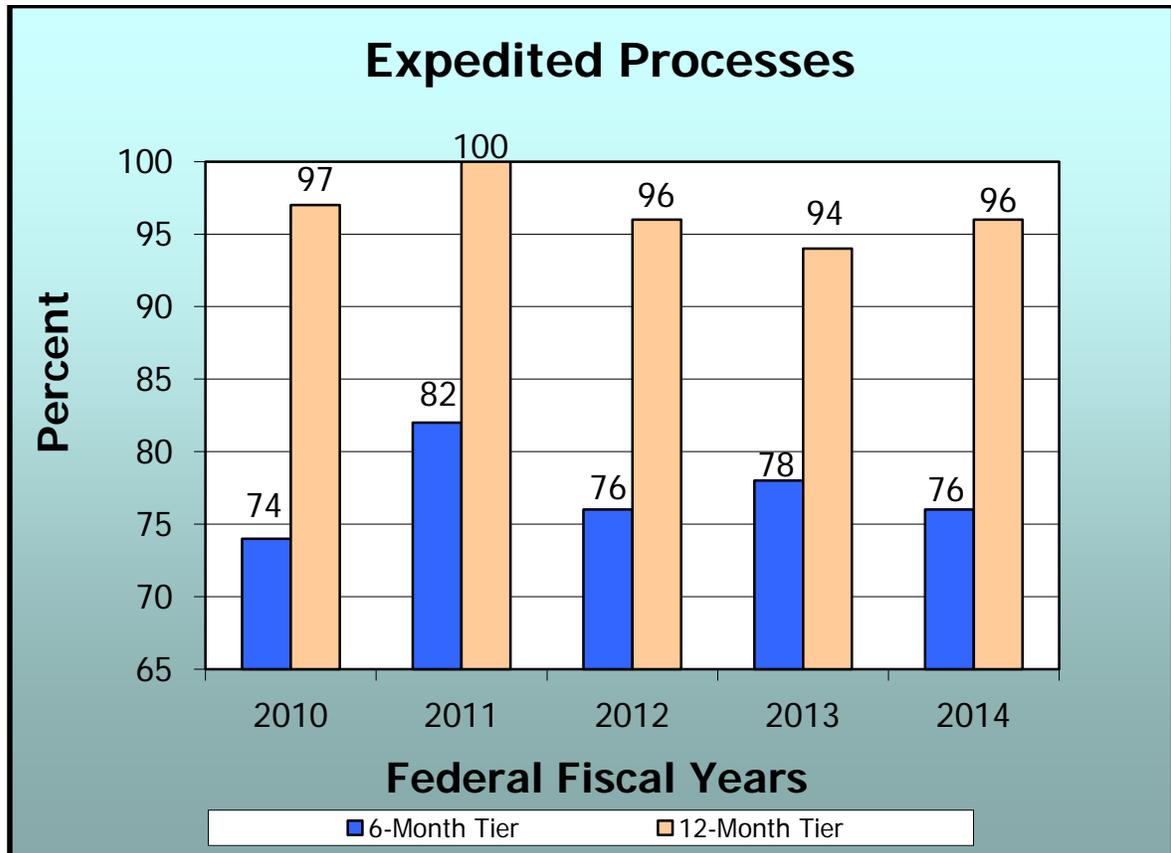
6-Month compliance: 76% (Minimum Acceptable: 75%)

12-Month compliance: 96% (Minimum Acceptable: 90%)

There were 29 cases measured for Expedited Processes at the 6-Month tier and 26 cases measured for the 12-Month tier. At the 6-Month tier, there were seven errors. At the 12-Month tier, there was one error. Both tiers remained compliant.

The five-year average for the 6-Month tier was 77%. The five-year average for the 12-Month tier increased to 97%.

Note: The Expedited Processes criterion measures the time allowed under the CFR to establish child support orders. The time frame measured begins with the initial service of documents on the noncustodial parent and ends with the establishment of a child support order. At least 75% of the cases must have an order established within six months of serving the noncustodial parent with a notice of a paternity complaint or of a duty to support a child. A minimum of 90% of the cases must have an order established within twelve months.



Category 2: Program Direction

Introduction

A detailed discussion of each review criterion follows, including levels of performance, prior audit findings and current audit findings. Goals and targets are also laid out here. In the event a criterion falls below the mandated minimums, a corrective action plan is included. Each criterion remained compliant and no corrective action was needed.

Case Closure:

98% (Minimum Acceptable: 90%)

There was one error found in the 54 cases measured. This sample had +/- 5% margin of error. The chart below lists the error for case closure.

FFY 2014 Data

Case Closure FFY 2014 Reason for Error	Number of Cases with Errors	Percent of Total Errors	Cumulative Percent
Not sending the 60-day notice as required	1	100%	100%
TOTAL	1	100%	

Prior Audit Findings. The 95% compliance rate is less than last year's rate but it remains within compliance standards and historical rates. The ten-year average was 97% and the five-year average was 98%. The FFY 2013 audit revealed three errors in 65 cases measured:

- Two errors were for closing a case not meeting a closure criterion.

The first case was closed inappropriately for custodial parent non-cooperation. Good Cause was no longer in effect. The welfare grant remained open. The custodial parent was put into non-compliance status for not returning the required forms. Case closure process started and the case was closed in error.

The second case was closed inappropriately under the presumption that the non-custodial parent had no assets or ability to pay. The non-custodial parent's other case remained open with a garnishment notice issued. Subsequently, two payments were received on the non-custodial parent's open case. We incorrectly assumed there were no assets or ability to pay when we closed the case.

- One error was caused by not sending the required 60-day closure notice.

The case was paid in full December 14, 2012 and a refund issued. The case was permanently closed April 8, 2013 but we failed to issue the 60-day closure notice.

Staff should be reminded of the proper reasons for closing a case, and to make sure closure notices are sent on cases being properly closed. We will maintain this level of efficiency.

Current Audit Findings. The efficiency rate increased to 98%. Both the ten-year average remained at 97% and the five-year average at 98%. The FFY 2014 audit revealed one error from the 54 cases measured for this criterion.

The error occurred due to not sending a 60-day closure notice after paternity was established. The case parties were an intact family but no withdrawal from services was received. In this instance, a 60-day closure notice should have been issued.

Staff was notified of the error. The case has since reopened due to welfare and Medicaid grants. Indications are that this is no longer an intact family.

The agency has stayed within 95% to 100% efficiency rate in the last eight years and will maintain this level of performance.

Establishment:

94% (Minimum Acceptable: 75%)

Of 69 cases measured, four had errors. This sample had +/- 4% margin of error.

Four teams make up the Establishment Section: Intake, Paternity, Support Order Establishment, and Modification. Once a case is set up, it moves from Intake to the Paternity or Support Order Establishment team. In FFY 2014, the number of open IV-D cases increased from 48,222 to 49,047. The number of IV-D cases with orders decreased by 307 cases. Ninety-one percent of open IV-D cases had a support order. The number of IV-D cases requiring establishment of an order increased from 3,815 to 4,340. Below is a breakdown of errors for Establishment.

FFY 2014 Data

Paternity and Support Order Establishment FFY 2014 Reason for Error	Number of Cases with Errors	Percent of Total Errors	Cumulative Percent
Service not within 90 days/no diligent locate efforts	3	75%	75%
Locate requirement not met	1	25%	100%
TOTAL	4	100%	

Prior Audit Findings. The efficiency rate increased to 94%. The FFY 2013 audit revealed four errors from the 70 cases measured for this criterion. The five-year average increased to 89%. Forty-one percent of cases with any measured actions for this criterion had an order established during the audit review period. The breakdown of the errors for FFY 2013 was:

- Two errors were for not serving an order within 90 days or diligently trying to locate the putative father.

One case failed for no actions taken in FFY 2013. We had a good address but kept sending postal locate requests to alternative addresses which returned a negative responses. We also reviewed a pending postal request (six times) without taking action by sending a new postal locate request.

The second case had a good address for the obligor but we continued attempting service to an alternate address. Paternity paperwork was process served and a default paternity order established. A child support order sent by certified mail and later by process service returned as unsuccessful service. During the attempted service, we obtained an address from a seafood processor employing the obligor as a seasonal worker. The employer provided paystubs showing the obligor's address. We did not attempt service to the provided address.

- One error was caused by not performing locate actions as required.

This is the same case measured for Case Closure error. The custodial parent was noncompliant for not returning the paternity questionnaire. The welfare grant remained open. Even though we only had a name for the putative father and did not have a date of birth or a Social Security number, we are still obligated to perform diligent locate efforts instead of closing the case.

- One error was caused by not opening a case within 20 days.

The welfare grant reopened March 4, 2013 but the child support case did not reopen. Prior case notes from 2011 indicated the parents had an agreement that neither is responsible for child support. There was no indication an order existed confirming this claim. We should have reopened the case.

Performance is consistent. The prior two years were 92% compliant. We increased compliance to 94% for FFY 2013. Ongoing training should continue to maintain the present compliance level.

Current Audit Findings. The efficiency rate remained at 94%. The ten-year average remained at 90% and the five-year average increased to 92%. Forty-one percent of cases with any measured actions for this criterion had an order established during the audit review period. The FFY 2014 audit revealed four errors from the 69 cases measured for this criterion. The breakdown of the errors for FFY 2014 was:

- Three errors were for not serving an order within 90 days or diligently trying to locate the putative father.

One case failed for not attempting to calculate a monthly child support obligation in a timely manner. Guam initiated the case to Alaska in April. On May 10th requests for income information were sent to the obligor and followed up with a call two days later informing the obligor that an order is being established. No further action was taken until a tentative monthly obligation was calculated in January 2015. It took 245 days from calling the obligor to establishing a tentative obligation. The obligor was successfully served on February 6th and when the due process time to elapses on March 5th, enforcement will begin.

The second case opened due to the dependents being in federal foster care placement. A complete referral was received in July. In August a good phone number for the obligor was not available. The obligor had a good address. A potential monthly support obligation was not calculated until the obligor became incarcerated, resulting in waiting approximately four months before taking an action.

The last case was also a foster care case established because the dependent went into custody in April. A complete referral was received May 5th. Requests for income information were mailed in May. On October 20th the case was reviewed and the monthly support amount was calculated in the beginning of November. The time from receiving a federal foster care referral to calculating a monthly support obligation took over 6 months. An order was served and enforceable on December 14, 2014.

- One error was for not performing locate actions.

A welfare referral triggered this case to open in November 2012. A dependent's aunt was the custodian (CP). General testimony paperwork was sent twice but not returned. On February 19, 2013, the CP was put into non-compliance status with the welfare department and it was noted that a full locate was needed on the non-custodial parent (NCP). Per 45 CFR 303.3(b)(3): Within no more than 75 calendar days of determining that location is necessary, access all appropriate location sources and ensure that location information is sufficient to take the next appropriate action in a case. There was no documentation that the locate action was completed. The caseworker was notified and actions are pending on the case.

Performance for Establishment is consistent. The target of maintaining a 94% compliance rate for the last two federal fiscal years was achieved. Ongoing training will continue with an emphasis on Code of Federal Regulations 45 CFR 303.4(d): Within 90 calendar days of locating the alleged father or noncustodial parent, regardless of whether paternity has been established, establish an order for support or complete service of process necessary to commence proceedings to establish a support order and, if necessary, paternity (or document unsuccessful attempts to serve process, in accordance with the State's guidelines defining diligent efforts under §303.3(c)).

Enforcement:

97% (Minimum Acceptable: 75%)

We measured 409 cases, and found 11 errors. One hundred twenty-nine cases received at least one wage withholding payment during the last quarter of the review period and an additional 145 cases received at least one payment during the entire review period. This sample had +/- 0.7% margin of error. Below is a breakdown of errors for Enforcement.

FFY 2014 Data

Enforcement of Support Orders FFY 2014 Reason for Error	Number of Cases with Errors	Percent of Total Errors	Cumulative Percent
Failed to complete asset/employer locate	4	36%	36%
Case not submitted for federal offset/IRS	3	27%	64%
Not taking any appropriate enforcement action when wage withholding not applicable	3	27%	91%
Withholding order not issued to employer within two days	1	9%	100%
TOTAL	11	100%	

Prior Audit Findings. The efficiency rate increased to 97%. The five-year average increased to 94%. This audit period showed 67% of the cases reviewed for Enforcement received a collection in FFY 2013.

The types of errors remained the same:

- Locate continues to be the biggest factor in case errors. There were ten locate errors found during this audit. We also reported ten errors in FFY 2012.

- Miscoding a case, preventing a submission to the IRS for tax refund offset was the second most common error. We reduced the errors from nine in FFY 2012 to two in FFY 2013.
- Failing to issue a withholding order within two days. We reduced the number of errors from five in FFY 2012 to one in FFY 2013.
- Not completing an appropriate enforcement action when wage withholding was not applicable. This was a single error as in FFY 2012.

Since ten of the fourteen errors were for not performing appropriate locate actions, we will continue to focus on this area. The training manual is being updated and we have started refresher training. Our goal is to maintain the current level of efficiency.

Current Audit Findings. The efficiency rate for FFY 2014 remained at 97%. Both the five-year and the ten-year averages were 94%. There were 11 errors in 409 cases measured. Statistics are consistent. Our collection rate again shows that 67% of the cases measured for this criterion received a payment. The same type of errors are occurring:

- Locate continues to be the biggest factor in case errors. There were ten locate errors found in the prior audit. For FFY 2014, locate errors were reduced to four.
- Cases not submitted for federal offset reporting remains the second largest error for this criterion. The number of reporting errors increased from two to three.
- Not taking an appropriate enforcement action when wage withholding was not applicable resulted in three errors.
- The last error was not issuing a withholding order to an employer within two days. This was a single error in both FFY 2013 and FFY 2014.

Alaska reduced the number of locate errors by over half from last year but continues to focus on performing appropriate locate actions when necessary. Agency-wide training on

using the State Portal service was conducted in August. Procedures were reviewed and it was determined that for efficiency, the individual who finds locate actions are necessary on a case will perform the locate actions.

The goal to maintain the current compliance rate was achieved. Refresher training will continue. The target is to increase compliance for Enforcement to 95%.

Disbursement:

96% (Minimum Acceptable: 75%)

We measured 330 cases, and found 14 errors. This criterion was compliant. This sample had +/- 1% margin of error. Below is a breakdown of errors for Disbursement.

FFY 2014 Data

Disbursement FFY 2014 Reason for Error	Number of Cases with Errors	Percent of Total Errors	Cumulative Percent
Hold because receipt amount is less than \$5.00 and not cost effective to cut a check	8	57%	57%
Proper distribution was uncertain pending an adjustment/review	3	21%	79%
Procedural hold on the case	2	14%	14%
Hold remained after adjustment	1	7%	21%
TOTAL	14	100%	

Prior Audit Findings. Current efficiency rate was 98%. This criterion remained compliant. The five-year average performance remains at 97%.

There are no new findings to report. The types of errors are the same as found in previous years, and are manageable. Three errors occurred because of a system feature that prevents a check for less than \$5.00 being sent out automatically. This is a cost-efficiency matter. The system was designed so management can change the dollar value to disburse money on hold when necessary. One way to increase performance slightly is to reduce the threshold.

EFT accounted for about 58% of dollars collected and 66% of dollars disbursed. About 3,900 employers have sent money by EFT. Currently 5,363 people receive their child support via debit card.

There was no measurable change in disbursements from FFY 2012 to FFY 2013 as documented on the annual 157 reports.

Performance remained stable over the last decade. The agency should maintain this level of efficiency and continue to reduce the money on hold.

Current Audit Findings. Current efficiency rate for FFY 2014 was 96%. This criterion remained compliant. Both the five-year and the ten-year performance rate was 97%. There were 14 errors out of 330 cases measured. There were no new types of errors to report.

- Eight of the 14 errors were caused by not releasing funds less than \$5.00. CSSD noted that this was an acceptable error risk for disbursement per automated procedure. It was not cost effective to disburse checks for small amounts which have a higher tendency to become stale-dated. Stale-dated checks need to be manually voided and reissued. This policy will be reviewed to determine if the automated distribution threshold should be lowered.
- Three errors were for not distributing money until the case was reviewed and adjusted, if needed. The first of the three errors was caused by a large third party payment applying to only one case. The receipt was backed out and reapplied to all of the obligor's cases. The second case had a hold because the obligor had custody

of the dependent. An unemployment benefit was received. Money flowed when proper distribution was determined and the hold was removed. The third case had a native dividend payment apply. Native dividend money can only pay out to family. The State of Washington was contacted to determine to whom the debt was owed prior to releasing the funds.

- Two errors occurred due to procedures. Holds were placed on each case. The first case was in the process of having a bank account seizure. A hold is entered so the money does not distribute until due process time has elapsed for any third party, such as a joint bank account holder, to claim the funds. The second case had a hold in place because there was a stop payment on a check. During the hold, a PFD garnishment was received. The hold prevented the PFD garnishment to disburse.
- The last error for Disbursement was the only error caused by not following procedure or policy. A hold was entered in 2005 and never removed. The custodial parent called on payment status in January 2014. The hold was removed and the PFD garnishment disbursed.

Disbursement criterion remains consistent measuring from 95% to 100% in the last fifteen years. One goal is to maintain this efficiency. The secondary goal is to review whether to change the minimum threshold of \$5.00 automated disbursements.

Medical:

92% (Minimum Acceptable: 75%)

We measured 179 cases, and found 14 errors. This criterion was compliant. This sample had +/- 2% margin of error. Below is a breakdown of errors for Medical Support Enforcement.

FFY 2014 Data

Medical Support Enforcement FFY 2014 Reason for Error	Number of Cases with Errors	Percent of Total Errors	Cumulative Percent
We did not issue a NMSN to the most current employer.	10	71%	71%
The NCP has erroneous medical from a prior provider still listed as active	3	21%	93%
Tribal order does not have medical	1	7%	100%
TOTAL	14	100%	

Prior Audit Findings. Medical Support Enforcement experienced a significant increase in efficiency this year after steadily declining the last three years.

Part of the increase in the efficiency rate is because this self assessment no longer measures as many subcategories for this criterion. In the past, we measured errors for not notifying the Medicaid agency of existing insurance coverage information for the dependent. In FFY 2011, failure to report medical information to Medicaid consisted of 24 out of 54 errors and in FFY 2012 it was 21 out of 50 errors. Reporting was a manual process of issuing a notification to the custodial parent listing the provided insurance. A second copy of the notification was sent to the Medicaid agency. Reporting is now automated. Every quarter we download a summation of all cases with medical information

in our system and provide it to Department of Health and Social Services (DHSS). Our agency continues to collaborate with DHSS. DHSS, Division of Public Assistance is implementing a new system called “ARIES” for the temporary aid to needy families. DHSS, Division of Health Care Services is also implementing a new system for medical coverage. As they implement their new automated systems, we will make sure our information continues to be transmitted.

All Alaska administrative child support orders include a medical coverage provision. Most of the Alaska court child support orders are created from a template which includes medical. We reported zero errors for not having a medical provision in an Alaska child support order in FFY 2013.

In prior years we measured a case out-of-compliance if the automated system was not properly coded. It was also out-of-compliance if we did not issue our semi-annual notice requesting insurance information from each party. We no longer hold the agency to such strict standards because the current 45 CFR 308.2(e) only measures if there is medical in the support order and the requirements for a National Medical Support Notice (NMSN). We reviewed self assessment standards for Medical Support Enforcement and confirmed we are still measuring for all the required subcategories.

- Two errors occurred due to improperly terminating the National Medical Support Notice (NMSN)

In the first case we conducted an administrative review of the NMSN. The decision was that the health care coverage withholding order was valid but then we terminated it in error. This was a caseworker error.

In the second case we terminated the NMSN because the custodial parent withdrew from our services. The dependents remained on an open Medicaid grant. We were required to continue to enforce for medical and we did not.

- There were two errors for not determining if medical was available.

In both instances, the order was miscoded in the system to exclude medical enforcement. This has been addressed.

- The last two errors were caused by not issuing a NMSN to a new employer when the obligor changed employment.

Our goal is to maintain the current compliance rate for Medical Support Enforcement. We will continue to concentrate on coding cases correctly for current medical coverage being provided. We will maintain a close working relationship with DHSS to ensure their new program systems are compatible with ours for the transmission of medical coverage information.

Current Audit Findings. The efficiency rate reduced to 92%. The ten-year average was 88% and the five-year average was 87%. The FFY 2014 audit revealed 14 errors from the 179 cases measured for this criterion. The breakdown of the errors for FFY 2014 was:

- Ten of the 14 errors were due to not issuing a National Medical Support Notice to the most recent employer.
- Three errors were for not removing information for medical coverage that no longer exists. The system erroneously shows the coverage is still active.
- One error was due to a tribal order being enforced but the order does not have medical coverage. This case will be reviewed to see if Indian Health Services is available or if a medical provision is needed.

The target goal of maintaining Medical efficiency rate of 96% was not met. Last year's efficiency rate was the highest reported for this criterion. Historically, between FFY 2009 to FFY 2012, our annual efficiency rate varied from 80% to 89%. We will continue to concentrate on coding cases correctly for current medical coverage being provided.

Review and Adjustment:

99% (Minimum Acceptable: 75%)

Of 210 cases measured, there were three errors. Failure to send a triennial Notice of Right to Request a Review (NRRR) accounted for all of the errors. This criterion was compliant. This sample had +/- 2% margin of error.

FFY 2014 Data

Review and Adjustment of Orders FFY 2014 Reason for Error	Number of Cases with Errors	Percent of Total Errors	Cumulative Percent
Failed to issue Notice of Right to Request Review every three years.	3	100%	100%
TOTAL	3	100%	

Prior Audit Findings. In this self assessment, we measured 36 of the 278 cases for completing a review of the order. Of the 36 cases, three court modifications were obtained by the case parties with insufficient documentation to determine if the modification was completed within 180 days.

Of the remaining 33 cases measured for having an order reviewed, 12 were administrative and 21 were judicial. The agency modified nine administrative orders and denied three. The judicial system modified 13 measurable cases and denied eight. Five cases took over 180 days for a decision. This amounts to an 85% compliance rate.

If a case has been reviewed and meets the conditions for adjustment under Alaska law and procedures under 45 CFR 308.3 and the order is adjusted, or a determination is made as a result of a review during the self assessment period that an adjustment is not needed in accordance with Alaska's guidelines for setting child support awards, we are

considered to have taken appropriate action in that case. Even though we did not meet the 180-day timeline in five cases, they are still in compliance for this audit due to having a completed modification or denial.

- Six errors were due to not providing a NRRR not less often than once every three years.

In the last five years, most errors for Review and Adjustment were for not issuing the NRRRs as required. In FFY 2009, this accounted for 27 of 31 errors, in FFY 2010 it accounted for 19 of 23 errors, in FFY 2011 it accounted for 21 of 23 errors and in FFY 2012 it accounted for 26 of 27 errors. For FFY 2013, not issuing the NRRR notices only accounted for six errors with no other errors to report.

Our programmers created a report to list the cases that did not have a NRRR issued in the last three years. Caseworkers reinstated the NRRRs to meet federal compliance. We will continue to use this report. Our goal is to maintain this efficiency rate.

Current Audit Findings. Current efficiency rate increased to 99%. This criterion remained compliant. The ten-year average increased to 92% and the five-year average increased to 94%. There were three errors out of 210 cases measured.

For FFY 2014, we measured 37 of the 210 cases for completing a review of an order. Of the 37 cases, 25 were administrative and 12 were judicial. The agency modified 20 administrative orders and denied five. The judicial system modified four court orders and denied eight. Three cases took over 180 days for a decision. In all, 92% of the orders reviewed were completed within the required 180 days.

- The only type of error for this criterion occurred by not issuing the triennial Notice of Right to Request a Review. There were six errors found in the prior audit. For FFY 2014, the number of errors were reduced to three.

This was the only type of error for Review and Adjustment. Errors were reduced by half. Our goal is to maintain this level of efficiency.

Intergovernmental:

96% (Minimum Acceptable: 75%)

The performance composite for Central Registry, Initiating and Responding cases increased to 96%. This sample had +/- 3% margin of error. Of the 123 cases measured, five had errors. Below is the breakdown of errors for both Initiating and Responding.

FFY 2014 Data: Initiating subcategory

Intergovernmental Initiating FFY 2014 Reason for Error	Number of Cases with Errors	Percent of Total Errors	Cumulative Percent
Failed to initiate to other state within 20 days	3	75%	75%
New information not provided to other state	1	25%	100%
TOTAL	4	100%	

FFY 2014 Data: Responding subcategory

Intergovernmental Responding FFY 2013 Reason for Error	Number of Cases with Errors	Percent of Total Errors	Cumulative Percent
Not responding to the other state's request in a timely manner	1	100%	100%
TOTAL	1	100%	

Prior Audit Findings for FFY 2013**Prior Intergovernmental Initiating Action Analysis**

FFY 2013 Intergovernmental Initiating compliance increased to 93%. The five-year average increased to 90%. We measured 68 cases for this criterion. There were five errors:

- Two errors for not providing new information to the responding agency.

In one case the noncustodial parent on February 12, 2013 provided his new address changing it from New Mexico to Alaska. The case was updated by customer service, but an 'open' message was not entered for the caseworker to review. Because the caseworker was not alerted to the address change in the system, they were not able to notify the responding state that the obligor moved to Alaska. This was a worker error by not following standard procedure for Intergovernmental cases.

The other error for not providing new information occurred when we located the putative father but did not notify the responding agency. The putative father did not show up for his paternity hearing. Both the responding agency and Alaska were conducting locate actions. Alaska located him in the other state's prison system with a tentative release date of 2021. Alaska failed to provide this information to the responding agency.

- One error was failing to initiate a case within 20 days.

Alaska obtained an address for the obligor in another jurisdiction. We took no action to review if we had all the required documentation to initiate the case or to decide to enforce long-arm. Instead, we sent another postal after the end of FFY 2013 to confirm the address again.

- One error was failing to take action as requested by the responding agency.

The responding agency notified Alaska that the obligor was deceased. The obligor was a tribal member and the responding agency was asking if obligor has or will be receiving money from the tribe. Alaska failed to respond or did not document a response.

- The last error was failing to notify the responding agency that Alaska had closed our case.

The obligor paid \$8.04, of which Alaska applied \$8.03 to the balance, refunded \$0.01 and proceeded to close the case. The responding agency notified Alaska that the final payment was insufficient because they apply a 5% fee to all payments.

Prior Intergovernmental Responding Action Analysis

FFY 2013 Intergovernmental Responding compliance was 93%. The five-year average remained at 95%. We measured 54 cases for this criterion. There were four errors:

- Two errors for not responding to a status request within five days.

We took seven days to respond on the first case and thirteen days on the second case.

- One error for not acknowledging receipt of a case within ten working days.

An initial transmittal was received from Kentucky dated July 17, 2013 requesting a redirect of payments. We did not take action until August 27, 2013 (29 days later).

- One error for not providing requested information in a timely manner.

On August 6, 2013, Oregon asked for the source of payments; if the payments were paid by the noncustodial parent directly or from a withholding order. We took 36 days to respond.

Prior Overall Recommendations and Goals:

Intergovernmental remains well within the compliance rate of 75%. All of the errors that occurred in this program area were because appropriate timeframes were not followed or failure to provide information. Staff should be reminded of the federal timeframes with regards to initiating interstate referrals and responding to or following up on information provided by the other jurisdiction.

Intergovernmental Audit Findings for FFY 2014

Initiating Action Analysis

FFY 2014 Intergovernmental Initiating compliance increased to 95%. The five-year average remained at 90%. The ten-year average increased to 90%. Of the 73 cases measured for this criterion there were four errors:

- Three errors for failure to refer the case within 20 calendar days.

In the first case, Alaska obtained an address for the obligor in another jurisdiction on June 1, 2014. The address was updated June 5th and the caseworker was notified June 6th. On June 17th, the caseworker reviewed the address and determined the case was ready to be initiated but did not take action until July 22, 2014. It took 35 days to initiate the case.

The second case was previously initiated to California but they closed their case in 2012. Alaska erroneously shows the case is still initiated. California responded on December 10, 2013 to a status request informing Alaska that they closed their case in 2012. On January 18, 2014, a postal was sent to confirm the obligor's address. The address was confirmed in February. We also had a potential employer. Alaska has not attempted to long-arm enforce this case nor has the case been re-initiated to California.

The third case for failing to initiate within 20 calendar days occurred because a confirmation of a good address for the obligor was received on May 27, 2014. It took 21 days to update the address. The custodial parent called twice in August requesting case status. The caseworker reviewed the custodian's request and initiated the case on August 28th. There was no documentation as to why it took 72 days from having a good address to initiating the case.

- One error for not providing new information to the responding agency.

Alaska did not provide information to Louisiana that we had a financial data match garnishment apply to the case. This is considered new information.

Responding Action Analysis

FFY 2014 Intergovernmental Responding compliance increased to 98%. The five-year average remained at 95%. The ten-year average increased to 96%. We measured 50 cases for this criterion. There was one error:

- One error for not responding to a status request within five days.

Washington sent a status request logged June 26, 2014 asking if the obligor was still on assistance in Alaska. We responded 32 days later on July, 28, 2014.

Overall Recommendations and Goals:

Both Intergovernmental Initiating and Responding improved in FFY 2014 causing the Overall compliance to increase. All errors were due to not following appropriate regulation timeframes. Staff has been reminded of the federal timeframes to initiate a case within 20 calendar days, if appropriate, and reminded to respond to status requests within 5 working days. The number of errors have decreased in the past two years. Our goal is to remain diligent and maintain the level of compliance for Intergovernmental.

Expedited Processes:**6-Month compliance:** 76% (Minimum Acceptable: 75%)**12-Month compliance:** 96% (Minimum Acceptable: 90%)

We measured 29 cases for the 6-Month Expedited Process and 26 cases for the 12-Month Expedited Process. This sample had +/- 7% margin of error at each tier. Below is a breakdown of FFY 2014 errors for Expedited Processes at each tier.

FFY 2014 Data: Expedited Processes 6-Month Tier

Expedited Processes 6-Month Tier FFY 2014 Reason for Error	Number of Cases with Errors	Percent of Total Errors	Cumulative Percent
NCP avoiding service	2	29%	29%
Awaiting court actions to be completed	1	14%	43%
Certified mail service unsuccessful followed up with successful process service	1	14%	29%
Custodial parent not cooperating by not returning paperwork needed to initiate the case for support order establishment	1	14%	29%
Amended order followed up with Formal Hearing decision	1	14%	29%
Lack of timely action to calculate child support order	1	14%	29%
TOTAL	7	100%	

FFY 2014 Data: Expedited Processes 12-Month Tier

Expedited Processes 12-Month Tier FFY 2014 Reason for Error	Number of Cases with Errors	Percent of Total Errors	Cumulative Percent
Custodial parent not cooperating by not returning paperwork needed to initiate the case for support order establishment	1	100%	100%
TOTAL	1	100%	

Prior Audit Findings for FFY 2013. Expedited Processes 6-Month Tier Analysis

Expedited Process at the six-month tier was an audit consideration in 32 cases. To be considered in substantial compliance, 75% of the cases reviewed must have an order established within six months from the date of service of a paternity action, if paternity is an issue, or from the date of service of a child support order if paternity is not an issue. Once an order is served, we must wait 30 days before enforcement so the parties have their due process to contest the order.

FFY 2013 Expedited Process at the six-month tier increased compliance to 78%. We measured 32 cases for this criterion. There were seven errors for taking longer than six months to obtain an enforceable child support order. The seven errors are broken down into six subcategories.

- Two errors were caused by having to process serve an obligor after unsuccessful service via certified mail.

One case needed an add-a-kid modification as of September 11, 2012 but then the existing administrative order was vacated. Calculations for a new order were performed October 29, 2012 and sent certified mail. It was returned unclaimed 43 days later and sent for process service. The order was served January 25, 2013 and a corrected order issued February 25, 2013; enforceable March 27, 2013. It took 196 days from knowing an additional dependent needed to be added to the order to having a fully enforceable order.

The second case required paternity action before a child support order could be established. The putative father was served with paternity paperwork November 8, 2012. We took 91 days to establish a default paternity order on February 7, 2013. We then calculated a child support order on February 11, 2013 and sent it out certified mail service the next day. We did not review the case until 86 days later on May 9, 2013. The order was sent by process service the same day and served June 1, 2013; enforceable July 1, 2013. From serving the paternity paperwork to having an enforceable order took 235 days.

- One case was out of compliance for unsuccessful service by certified mail and unsuccessful process service, followed up with successful certified mail service.

Paternity was an issue. Paternity paperwork was served on the putative father October 4, 2012. We had trouble serving the custodial parent her paternity paperwork. We sent it process service on November 28, 2012, followed up on April 16, 2013 and involved trooper service on May 6, 2013. It was finally served May 8, 2013 and a paternity order was obtained June 5th, 2013. The administrative child support order was served certified mail August 8, 2013; enforceable September 7, 2013. From serving the paternity paperwork to having an enforceable order took 338 days.

- One case was out of compliance due to pending court actions.

The obligor was served an administrative order on November 3, 2012. A review of the order was requested and court actions were proceeding simultaneously. The child support agency was not a participant in the court actions. The parties obtained an interim court order on May 14, 2013. On June 12, 2013 we vacated the administrative order due to having a court order. Measuring from service of the administrative order on November 3, 2012 to having an enforceable court order on May 14, 2013 took 192 days. This case would have been in compliance had there not been any court proceedings.

- One case was out of compliance because the obligor requested a Formal Hearing.

Paternity was an issue. The putative father was served with paternity paperwork on December 15, 2012 and a paternity order was issued February 4, 2013. The child needed to

be added to an existing child support order. Calculations for a new order were performed on March 11, 2013 and the child support order was served March 18, 2013. The obligor requested an administrative review on March 22, 2013. The order was recalculated March 26 and April 1, 2013. The obligor appealed adding the new child to the child support order but his appeal dated January 30, 2013 was misplaced. The case was sent to Formal Hearings on May 7, 2013 and a decision was issued July 22, 2013. From serving the paternity paperwork to having an enforceable order took 219 days. This case may have been in compliance if we processed the obligor's appeal in a timely manner.

- One error case was due to the putative father avoiding service of a child support order.

Paternity is an issue. The putative father was served paternity paperwork on August 30, 2012 and has since been avoiding service of a paternity order. We cannot proceed with a child support order until paternity has been resolved.

- The last error case was due to the putative father avoiding genetic testing.

Paternity is an issue. The putative father was served paternity paperwork on September 8, 2012. The custodial parent has been uncooperative. The putative father requested genetic testing in a phone call on March 19, 2013 but did not show up for his scheduled appointment. Samples were taken from all parties on May 13, 2013 and a paternity order was obtained June 18, 2013. During this process, we became aware of having to add a second child to the case. Paternity was not an issue for the second child. We lost contact with the obligor and have him in locate. We still need to establish a child support order.

Team leaders need to maintain focus on eliminating internal delays that prevent a case from moving forward. Routing incoming mail efficiently, timely follow-up to case actions and immediate referral of documents to a process server remains critical for success in the expedited processes criteria.

Prior Audit Findings for FFY 2013. Expedited Processes 12-Month Tier Analysis

Expedited Process at the twelve-month tier was an audit consideration in 32 cases. To be considered in substantial compliance, 90% of the cases reviewed must have an order established within twelve months from the date of service of a paternity action, if paternity is an issue, or from the date of service of a child support order if paternity is not an issue.

For Expedited Processes at the twelve-month tier we had two errors. Paternity was an issue for both cases. The initial paternity paperwork was served on each obligor but we have yet to serve a child support order. Both errors are due to the obligor avoiding service.

Our focus on timely establishment of orders remains a priority. Our goal is to continue improving compliance for Expedited Processes at both tiers.

Note: The Expedited Processes criterion measures the time allowed under the CFR to establish child support orders. The time frame measured begins with the initial service of documents on the noncustodial parent and ends with the establishment of a child support order. At least 75% of the cases must have an order established within six months of serving the noncustodial parent with notice of a paternity complaint or of a duty to support a child. A minimum of 90% of the cases must have an order established within twelve months.

Current Audit Findings for FFY 2014. Expedited Processes 6-Month Tier Analysis

FFY 2014 Expedited Process at the 6-Month tier was 76% compliant. We measured 29 cases for this criterion. There were seven errors for taking longer than six months to obtain an enforceable child support order. The seven errors are broken down into six subcategories.

- Two errors were due to the obligor avoiding service of a child support order.

The first case required paternity action before a child support order could be established. The putative father was served with paternity paperwork February 27, 2014; the mother avoided service until June 30, 2014. A default paternity order was established July 3, 2014. Contact with the obligor was lost and locate actions performed September 5, 2014 yielded negative results. There is still no order. From service of paternity paperwork to the end of FFY 2014 was 215 days.

The second case also required paternity action. The putative father was served paternity paperwork on April 1, 2014. From paternity paperwork to the end of FFY 2014 was 182 days. The obligor was served after the fiscal year on October 29, 2014 and the order was enforceable November 28, 2014.

- One case was out of compliance due to pending court actions.

Paternity was an issue. The putative father was served paternity paperwork March 23, 2014. A paternity default order was issued April 29, 2014. The parties have been in court since February 3, 2014 and have only obtained a custody order. There is no child support order as of yet. From service of paternity paperwork to the end of the fiscal year was 191 days.

- One error was caused by having to process serve an obligor after unsuccessful service via certified mail.

Paternity was an issue. The putative father was served paternity paperwork March 25, 2013. A paternity default order was issued May 15, 2013. A dependent needed to be added to the existing child support order. Calculations for a new order were performed August 16, 2013 and the proposed order was sent certified mail but unclaimed. The order was process served on September 25, 2013 and became enforceable October 25, 2013. From service of paternity documents to having an enforceable order took 214 days.

- One error was caused by the custodial parent not cooperating.

The custodial parent did not return paperwork needed to initiate the case for support order establishment. The obligor resides in Montana and the custodial parent (CP) is in Alaska. General testimony paperwork was sent to the CP nine times with nothing returned. On October 8, 2013 we asked Department of Public Assistance to place CP in non-cooperative status. Welfare closed December 31, 2013 and CP remains uncompliant. Montana has been contacted to determine if they have an order. This case was also an error case for the 12-Month Expedited Process.

- One error was caused by an amended order followed up with a formal hearing decision.

Paternity is not an issue because the obligor is the mother of a dependent. An administrative child support order was served October 29, 2013. The obligor requested a review of the order November 6, 2013. An amended order was issued May 2, 2014. An appeal to the amended order was received May 22, 2014. A Formal Hearing decision was issued August 8, 2014. From the service of the administrative order on October 29, 2013 to having a final order August 8, 2014 took 283 days.

- One error was due to lack of taking timely action to calculate a child support order.

Paternity was an issue. The obligor was served paternity paperwork by certified mail March 14, 2013. Genetic test samples obtained April 15, 2013. A paternity order was issued April 26, 2013 and the case was scheduled for closure. The CP sent an application May 9, 2013 with income affidavits on May 9, 2013 to keep the case open. Calculations for a new order were performed August 1, 2013 and the proposed order was served August 7, 2013. A corrected order needed to be issued September 10, 2013 to include the correct dates for accrued arrears. The order was enforceable October 10, 2013. From paternity paperwork served March 14, 2013 to an enforceable order took 209 days. If the first order had been correct, this case would have been compliant in the 6-Month Expedited Process.

FFY 2012 experienced a six percent drop in compliance and have been in the 78% to 76% compliance rates for FFY 2013 and FFY 2014. Expedited Processes at the 6-Month tier needs continued monitoring. Orders need to be obtained in a timely manner and unnecessary delays removed. For FFY 2015, the target is to increase 6-Month Expedited Process compliance by 2%.

Current Audit Findings for FFY 2014. Expedited Processes 12-Month Tier Analysis

FFY 2014 Expedited Process at the 12-Month tier was 96% compliant. We measured 26 cases for this criterion. There was one error.

- The one error was caused by the custodial parent not cooperating.

This case is documented above as also causing an error for 6-Month Expedited Process. The custodial parent has not returned paperwork needed to initiate the case for support order establishment. The obligor is in Montana. The custodial parent (CP) is in Alaska. General testimony paperwork was sent to the CP nine times with nothing returned. On October 8, 2013 we asked Department of Public Assistance to place CP in non-cooperative status. CP closed her welfare grants and remains uncompliant.

Expedited Process at the 12-Month tier improved to 96% compliant. In the past three years we maintain a compliance rate between 94% and 96%.

The challenge is to continue improving compliance for Expedited Processes at both tiers. The number of open IV-D cases with orders dropped to 91%. Cases needing an order established increased from 3,815 in FFY 2013 to 4,340 in FFY 2014. Cases with an order established during the year declined from 2,956 in FFY 2013 to 2,334 in FFY 2014. Case count and financial statistics came from the OCSE-157 Report. In January FFY 2015, an additional 1,100 Medical referrals were received. In order to remain compliant with Expedited Processes in FFY 2015, diligent efforts are necessary.

In summary, CSSD's goal for the 6-Month tier should be a 2% improvement. The 12-Month tier goal is to maintain the current efficiency rate.

Management Issues:

The results of the Self-Assessment Review for October 1, 2013 through September 30, 2014 show Alaska Child Support Enforcement Services is in compliance in all nine performance indicators created by the federal Office of Child Support Enforcement (OCSE).

Case Closure continues to be compliant at 98%; minimal federal threshold is 90%. Establishment measured 94% the last two years. We are addressing the need to be compliant with 45 CFR 303.4(d) to improve Establishment. Enforcement compliance rate was 97% in the last two fiscal years; this criterion has no issues. Disbursement was 96% in four of the last eight fiscal years. We may want to review our policy to determine if the automated distribution threshold should be adjusted. Over half the distribution errors were caused by the system not automatically disbursing checks less than \$5.00. Medical remains compliant at 92%; this criterion has no issues at present. Review and Adjustment improved to 99%. We successfully focused on ensuring cases have the Notice of Right to Request a Review issued when required. Overall Intergovernmental improved to 96% compliance. The only issue to address for Intergovernmental would be compliancy with 45 CFR 303.7(c)(4). Expedited Process 12-Month Tier measured 96% compliant; minimum federal threshold is 90%. Expedited Process 6-Month Tier measured 76% compliant; minimum federal threshold is 75%. Expedited Process, which measures how quickly we obtain an order, will continue to be monitored to obtain orders in a timely manner and remove unnecessary delays.

Case count and financial statistics reported in the OCSE-157 Report for FFY 2014 indicate there were fewer orders established and more cases open at the end of the fiscal year requiring services to establish an order. In addition, at the end of January FFY 2015, we received over 1,100 referrals through the new Medicaid interface. More cases need orders established, more Medicaid referrals received, and less orders established during FFY 2014 will require our diligent effort to remain compliant for Expedited Processes in FFY 2015.

Category 3: Program Service Enhancements

This section outlines initiatives to advance program performance and customer service pursuant to 45 CFR 308.3(b). We continue to improve client services, implement new ways of doing business, collaborate with partners, develop practices for quality performance and promote our public image.

Customer Service and Field Offices—

During FFY 2014, the Anchorage child support customer service co-located with the Permanent Fund Division (PFD) to create a one-stop service area for the public. CSSD walk-ins increased by 66% for January of this year. Staff have risen to the challenge and are doing a phenomenal job of handling the increased traffic.

Training on customer service techniques was provided and customer feedback evaluations show increased satisfaction. Our goal is to make every customer interaction pleasant and helpful, regardless of the information being provided to the client.

The Interactive Voice Response telephone information system, Kidsline, is being updated to provide regularly updated case information so clients will no longer need to wait for their monthly statements. Upon completion, Alaska CSSD will request a waiver to permit the use of quarterly notices in accordance with 45 CFR §302.54(b). Reducing mail-outs to quarterly notices instead of monthly notices will reduce material and postage costs.

The Juneau field office has one caseworker. This office provides community service and maintains a case load in addition to providing assistance to walk-in clients and phone calls.

The Fairbanks field office now operates as a full time customer service center. One caseworker serves the community by providing walk-in hours from 8:30am to 4:00pm with a brief closure for lunch. Assistance was provided to 364 clients in January.

The Wasilla field office assisted 344 walk-in clients in January in addition to managing a case load. This office will be closed and staff moved to the Anchorage office in the next state fiscal year.

Community Outreach—

CSSD's Teen Outreach program "Think About It" continues to be successful in schools throughout the state. The "Think About It" program is presented to middle and high school students, usually as part of the health curriculum. In FFY 2014, CSSD presented the program to 72 classes. We hope to expand to more communities in FFY 2015.

In addition to the Teen Program, CSSD representatives provide outreach services in communities throughout Alaska and attend many community events and legal clinics.

Webpage—

The Alaska Child Support Services Division maintains an extensive website at <http://childsupport.alaska.gov> providing information for new and existing clients, employers and other state agencies. The number of website visitors is steadily increasing. Overall there were over 2.2 million unique page views. A total of 131 countries or territories are represented as website visitors. The United States comprised over 99% of the visits. The second most frequent visitor was the Philippines followed by Canada and Germany. The preferred method of accessing the website is using mobile devices (48.7%) with desktop access (45.7%) a close

second. The most visited page continues to be the KidsOnline page, where existing clients can enter their member number to retrieve the last payment information for all their cases.

Social Media—

Alaska's venture into social media continues with Facebook and Twitter. Both sites are maintained by employee volunteers and are utilized as a method to provide the public with important information regarding the child support program, as well as general agency information. Additionally, Facebook provides our customer base with an alternate method of communication for general child support questions.

Enforcement and Collections—

It is the mission of the Alaska Child Support Services Division to collect and disburse child support with the fundamental goal of ensuring regular child support payments provide a reliable source of income for children.

The Permanent Fund Dividend (PFD) is a significant part of the Alaskan economy, paying about \$568 million dollars to residents in FFY 2014 (\$900 per applicant). Dividend payments increased 3% from the previous year. For the year under review, CSSD collected and disbursed \$7.4 million of PFD money. The PFD helps all families, and for those people owing child support, it enables them to pay their child support with money that does not come directly from their paychecks. The dividend significantly impacts CSSD's annual collections as it filters through local businesses and turns up as wages and assets for nearly every resident. The PFD database is also an excellent tool for locating correct addresses of Alaska residents, as applicants apply yearly and personally update their address information.

The division continues to see growth in the number of recipients receiving their child support electronically, as well as increases in noncustodial parents and employers who are sending in child support electronically. There were 5,363 customers that

received their child support through a visa debit card. About 59% of dollars collected by CSSD were collected via electronic fund transfers; 4,451 employers and 771 noncustodial parents transmitted their payments electronically.

Special Collections Unit—

This past year CSSD formed an internal Special Collections Unit (SCU). The unit focuses on hard-to-collect cases, working actively to contact non-custodial parents before their debt reaches the level that will move them into a criminal investigation. The SCU managers and caseworkers meet regularly with the Criminal Investigation Unit to review the merits of each case and determine which cases should be moved into the investigative process. Cases moved to the Criminal Investigation Unit are tracked based on the interventions applied and monies collected to allow analysis of processes and to evaluate for best practices. The SCU continues to streamline this process.

In 2010, CSSD investigators referred two to three cases per year. Since forming the SCU, CSSD referred 39 cases in 2014. The SCU anticipates approximately 65 to 70 referrals to prosecutions for 2015.

Early Resolution Program—

In 2009, the Family Law Self-Help Center (FLSHC) created the Early Resolution Program (ERP) as a pilot project in Anchorage. This unique program, the first of its kind in the nation, was developed to provide free legal assistance and mediation services to family court parties who were not represented by lawyers. The parties appear before a settlement judge along with volunteer attorneys and mediators who work with litigants to arrive at a resolution. In December 2012, CSSD joined this endeavor as part of the Modification Resolution Program (MRP), modeled on the ERP. CSSD staff attend modification hearings to provide information about parties' earnings, child support payment history and help with child support calculations. Additionally, CSSD is available to assist with mediation and negotiations related to

child support debt. In August 2014, the MRP was formally merged into ERP. FLSHC, trial court and CSSD staff continue to work together to schedule cases and facilitate hearings. To date nearly 800 cases have been handled by the ERP, and the program currently operates in the three state courts with the highest caseloads—Anchorage, Palmer, and Juneau—with plans to expand to Kenai.

Staff Training—

In July 2014, CSSD held its first semi-annual division-wide training. This full-day event is setup conference style, patterned after the highly successful national child support conferences. The opening “plenary” session is designed to provide staff with agency updates and give management the opportunity to publicly recognize the achievements of individual employees. The remainder of the day is divided into workshops on a variety of topics of interest to staff and include presenters from the Alaska Court System, the Family Law Self Help Center, the Office of Administrative Hearings, the Department of Revenue Criminal Investigation Unit, and the Department of Law, among others. This collaborative training effort has been a huge success with CSSD staff, as well as with our partner agencies.

CSSD was pleased to receive SSP/FPLS training from the Office of Child Support Enforcement (OCSE) in 2014. Representatives from OCSE spent three days in Alaska, providing training to all agency staff. This training has proven to be invaluable as staff and management now have a better understanding of the tools at our disposal. We anticipate an improvement in locate efforts. Additionally, the availability of income information through the portal will increase the accuracy of our child support orders.

Our caseworker training program continues to undergo re-assessment and modification, with the goal to provide effective and efficient training about Alaska’s child support program to newly hired staff. New hire training is highly comprehensive, designed to instill the knowledge necessary to successfully manage a

child support caseload. Refresher training on various establishment and enforcement topics is also available upon request.

The Department of Public Assistance (DPA) Medicaid replaced its eligibility information system, or EIS, with the Alaska's Resource for Integrated Eligibility Services (ARIES). Division-wide training on *DPA ARIES Inquiry Training for Business Partners* concluded at the end of FFY 2014.

NSTAR Modernization—

Alaska is undergoing a feasibility study for a new automated child support system. The current system, NSTAR, is a 14-year-old Legacy system housed on a shared state mainframe. The current case management system is based on twenty-year-old technology. We face increasing interface challenges with upgraded systems in place with other Alaska agencies. The feasibility study will review multiple alternatives.

Conclusion

Alaska conducted its annual Self-Assessment Review per the requirements of the Social Security Act and Code of Federal Regulation. The audit period was FFY October 1, 2013 through September 30, 2014. We extracted a systematic random sample of the statewide caseload. Our random sample was statistically valid. We did not omit any segment of the IV-D universe from the sampling process. The sample produced 522 cases with a 90% confidence level with +/- 2% margin of error. The audit included a detailed review of 493 cases where 1,429 activities were measured.

CSSD conducted our review in accordance with 45 CFR 308. Alaska reviewed nine required program criteria: Case Closure; Establishment; Enforcement; Disbursement; Medical; Review and Adjustment; Intergovernmental; and Expedited Processes at the 6- and 12-Month levels. Alaska is in compliance in the methodology used to perform the self-assessment audit and obtained precise, accurate and complete results.

Alaska's Child Support Services Division has exceeded all federal requirements for basic performance. The Self-Assessment Review also shows 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.