

State of Alaska
Department of Revenue
Child Support Services Division



SELF-ASSESSMENT REVIEW
FFY 2016

October 1, 2015 through September 30, 2016

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I. EXECUTIVE SUMMARY

A. INTRODUCTION

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) 2016. The 45 CFR 308 establishes the standards and criteria for State Self-Assessment Review and report processes. This audit review covered the period from October 1, 2015 through September 30, 2016, and included the following eight categories:

- Case Closure
- Establishment
- Enforcement
- Disbursement
- Medical
- Review and Adjustment
- Intergovernmental
- Expedited Processes at both 6 and 12-Month Tiers

Disbursements were stable compared with recent years. Medical, Case Closure, Establishment, Expedited Process at the 12-Month Tier and Review and Adjustment measured higher than last year. Enforcement, Intergovernmental Initiating, Intergovernmental Responding, and Expedited Process at the 6-Month Tier decreased but remained compliant.

The Alaska Child Support Program, established July 1, 1976 under Title IV-D of the Social Security Act, operates within the Department of Revenue. The program uses administrative processes to establish, modify, and enforce child support orders. The following table is a synopsis of CSSD's caseload and staffing as of September 30, 2016: (Access database 157 report Audit Line1)

Total Program Caseload	46,650
Current Assistance Cases	5,008
Former Assistance Cases	23,035
Never Assistance Cases	18,607
Total Program Staff	203

The active IV-D caseload decreased by 2,373 cases. The number of staff decreased by 27. For this audit period, CSSD surpassed federal compliance requirements for all measured criteria.

B. SELF-ASSESSMENT RESULTS

Table A1: Self-Assessment Results

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	76	75	99%	90%	95%
Establishment	39	36	92%	75%	90%
Enforcement	388	361	93%	75%	97%
Disbursement	288	276	96%	75%	96%
Medical	210	207	99%	75%	93%
Review & Adjustment	72	72	100%	75%	96%
Intergovernmental	109	95	87%	75%	92%
Expedited Process 6-Month	18	15	83%	75%	87%
Expedited Process 12-Month	18	17	94%	90%	92%
TOTAL	1,218				

C. SUMMARY

Alaska surpassed the required federal compliance benchmarks in all program areas for the Self-Assessment review period; therefore, a corrective action plan is not necessary.

II. METHODOLOGY

A. INTRODUCTION TO METHODOLOGY

The criterion outlined in 45 CRF 308 is the basis of Alaska's review. Alaska reviewed a sample of child support cases in eight categories to determine compliance with the corresponding citations in 45 CFR 302 and 303, and the Social Security Act (Section 454B(c)(1)).

B. STATE SELF-ASSESSMENT COORDINATION

In accordance with 45 CFR 308, the auditor extracted a systematic random sample from the statewide caseload. CSSD is responsible for control of the results and contents of the annual report. The audit review period was October 1, 2015 through September 30, 2016. The annual Self-Assessment review is based on the federal fiscal year. Automated review tools are not used. CSSD maintains all records.

C. UNIVERSE DEFINITION AND SAMPLING PROCEDURES

CSSD sampled the complete IV-D universe to include the cases closed during the FFY 2016. The population consisted of every IV-D case that was open as of September 30, 2016, and every case closed during the audit period, October 1, 2015, through September 30, 2016. All cases that changed from IV-D to Non-IV-D during the year were included.

CSSD excluded all Non-IV-D cases in the population and all limited-services cases associated with intercepting the Alaska Permanent Fund Dividend.

The audit sample was extracted from the online caseload. For this audit, it was determined that Alaska needed to sample 500+ cases in order to compensate for cases that were excluded during the audit. The skip interval was 108. The start point was eight. The process yielded a sample of 511 cases.

D. SUMMARY OF METHODOLOGY

CSSD conducted its annual Self-Assessment Review per requirements of the Social Security Act and CFR for FFY 2016. No segments of the IV-D universe were omitted from the sampling process. CSSD is in compliance in the methodology used to perform the self-assessment audit and obtained precise, accurate and complete results.

III. SELF-ASSESSMENT RESULTS

A. INTRODUCTION TO SELF-ASSESSMENT RESULTS

Federal regulations require each state to meet a minimum compliance benchmark of 75 percent for each required program category with the exception of Expedited Processes (12-Month Tier) and Case Closure, both of which require 90 percent.

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.

CSSD surpassed the required federal compliance benchmarks in all program areas for the review period October 1, 2015, through September 30, 2016.

B. SELF-ASSESSMENT RESULTS

Table A2: Self-Assessment Results

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	76	75	99%	90%	95%
Establishment	39	36	92%	75%	90%
Enforcement	388	361	93%	75%	97%
Disbursement	288	276	96%	75%	96%
Medical	210	207	99%	75%	93%
Review & Adjustment	72	72	100%	75%	96%
Intergovernmental	109	95	87%	75%	92%
Expedited Process 6-Month	18	15	83%	75%	87%
Expedited Process 12-Month	18	17	94%	90%	92%
TOTAL	1,218				

C. DISCUSSION OF SELF-ASSESSMENT RESULTS

Findings were recorded in the Child Support Enforcement Self-Assessment Questionnaire in a Microsoft Access database. Of the 511 cases reviewed, 41 had no measurable actions, were Non-IV-D or were excluded for other reasons.

For FFY 2016, multiple cases were coded in error as IV-D for at least part of one month during the year. The coding was corrected to Non-IV-D in the year. Inadvertently, some of these cases were picked up in the audit sample due to having been erroneously coded IV-D at a point in the review period. These cases were excluded from the audit. Coding cases with the correct IV-D status should eliminate this error in the future.

D. SUMMARY OF SELF-ASSESSMENT RESULTS

Alaska surpassed the required federal compliance benchmarks in all program categories for the Self-Assessment review period October 1, 2015, through September 30, 2016.

Case Closure

Current efficiency rate is 99%. Federal minimum standard is 90%. Out of 76 measured, there was one error. The five-year average efficiency rate remained at 98%. This criterion remained compliant with federal guidelines.

Establishment

Current efficiency rate is 92%. Federal minimum standard is 75%. Out of 39 measured, there were three errors. The five-year average efficiency rate increased at 93%. This criterion remained compliant with federal guidelines.

Enforcement

Current efficiency rate is 93%. Federal minimum standard is 75%. Out of 388 measured, there were 27 errors. The five-year average efficiency rate decreased to 95%. This criterion remained compliant with federal guidelines.

Disbursement

Current efficiency rate is 96%. Federal minimum standard is 75%. Out of 288 measured, there were 12 errors. The five-year average efficiency rate remained at 97%. This criterion remained compliant with federal guidelines.

Medical

Current efficiency rate is 99%. Federal minimum standard is 75%. Out of 210 measured, there were three errors. The five-year average efficiency rate increased to 90%. This criterion remained compliant with federal guidelines.

Review and Adjustment

Current efficiency rate is 100%. Federal minimum standard is 75%. Out of 72 measured, there were zero errors. The five-year average efficiency rate remained 95%. This criterion remained compliant with federal guidelines.

Intergovernmental

The composite performance for Central Registry, Initiating and Responding actions was 87%. Federal minimum standard is 75%. There were 14 errors in the 109 cases measured. The five-year average performance remained at 92%. This overall criterion remained compliant with federal guidelines.

The Initiating subcategory increased to 88% compliant. Federal minimum standard is 75%. Of the 82 cases measured, 10 errors were found. The five-year average efficiency rate remained 89%. This subcategory criterion remained compliant.

The Responding subcategory decreased to 85% compliant. Federal minimum standard is 75%. There were 27 cases measured, four errors were found. The five-year average efficiency rate decreased to 94%. This subcategory criterion remained compliant.

Expedited Processes

There were 18 cases measured for Expedited Processes for the 6-Month Tier and 18 cases measured for the 12-Month Tier.

The 6-Month Tier was 83% compliant. Federal minimum standard is 75%. There were three errors. The five-year average for the 6-Month Tier decreased to 78%. This criterion remained compliant with federal guidelines.

The 12-Month Tier increased to 94% compliant. Federal minimum standard is 90%. There were two errors. The five-year average for the 12-Month Tier decreased to 95%. This criterion remained compliant with federal guidelines.

IV. SELF-ASSESSMENT ANALYSIS AND CORRECTIVE ACTION PLAN

Does not apply.

V. PROGRAM DIRECTION

None.

VI. PROGRAM SERVICE ENHANCEMENTS**A. INTRODUCTION TO PROGRAM SERVICE ENHANCEMENTS**

The Alaska Child Support Services Division's focus on providing quality customer services to Alaska's families in a time of fiscal decline, has presented challenges. Our talented staff of innovative people implemented creative, productive changes, allowing us to maintain high quality services in a challenging environment. We continue to re-evaluate our processes and procedures for ways to reduce cost, increase efficiencies and build relationships within the community. Below are some examples of inventive and leading edge solutions.

B. DISCUSSION OF PROGRAM SERVICE ENHANCEMENTS**Current Enhancements****Certified Green Cards**

Update on implementing the electronic receipt program. Our document center utilized the new system to process 13,653 green cards from October 01, 2015 through September 30, 2016. It

successfully streamlined our process providing an extra level of checks and balances in document retention. The annual savings to the agency are approximately \$18,431.55.

ATI to Government Agencies

We have implemented programing that generates withholding orders without an answer to inquiry (ATI) for government agencies. This saves time handling and processing the ATIs.

MyAlaskaAccess

Payment History Verifications – Prior to implementation, verification requests received from lending institutions and government agencies averaged approximately 800-900 monthly. We received 31 in the month of November 2016. Now clients can choose any month and year to receive payment information, in addition to the previous option of last payment. This has been a great success.

Alaska Child Support Services Portal – The Services Portal provides a secure login to CSSD services through myAlaska. Through the portal, clients can update their addresses, request name changes and obtain case financial statements. The obligor can use a credit card to make payments and the obligee can change the method of receiving payments or update banking information.

Web Based New Hire Reporting – Employers can now report their new hires directly to CSSD by accessing the myAlaska website. The web-based program saves time and reduces costs for the employer and CSSD. This has been well received by the community and is mutually beneficial.

Annual Statements – Starting January 2017, we are converting from monthly to annual statements. Clients will continue to have access to the most current and up to date payment information in their myAlaska Services Portal or by calling Kidline.

Electronic Income Withholding Orders

Implementation of the e-IWO has proven to be successful in reducing turn around times, and getting payments to the families more quickly. We are working to educate more Alaska based employers about the benefits of using this service.

Upcoming Enhancements

Chat

Our Chat enhancement has been shelved for now, due to the newly enhanced IVR and work on a new website. The chat feature will likely be included in the new site.

CASS Certification

CSSD is reformatting address fields to comply with the U.S. Postal Service and become CASS certified. This will extend address lines out to 64bytes, improving Finalist compatibility. Per addresslogics.com, CASS validation/standardization can save the agency time by reducing the amount of returned mail by 32%. The potential for savings go beyond the price of postage and into staff-hours.

Case Management System Re-platforming Effort

CSSD received funding to re-platform the case management system (NSTAR). This project is scheduled to begin in late spring of 2017. In the meantime, work continues towards updating the

programming language to newer code, cleaning up system glitches in preparation of the system re-platforming. Moving the system to a relational database will allow for many other future enhancements.

Self-Assessment Automation

We are making progress in automating the self-assessment process. Programming and testing for the closure portion is complete and will be implemented for the next self-assessment. We will continue to work on the programming for further automation of the Self-Assessment.

C. SUMMARY OF PROGRAM SERVICE ENHANCEMENTS

CSSD continues to improve services and modernize. Implementation of innovative ideas in processing of documents in and out of the agency has greatly reduced costs for printing, paper and envelopes, including approximately \$175,574.77 in annual postage. We have actualized progressive ideas in the area of customer service to reduce demands on workers while providing robust services to our clients. In a time of state fiscal decline that impact staffing levels and challenge our capacity to provide quality services, CSSD continues to maintain high performance standards.

VII. CONCLUSION

The Alaska Child Support Services Division exceeded federal compliance requirements for all measured criteria. Medical, Case Closure, Establishment, Expedited Process at the 12-Month Tier and Review and Adjustment categories showed an increase in efficiency from the prior review period. The Disbursement category reported the same compliance rate. The other categories showed decreases. There is no corrective action plan associated with this year's self-assessment.