

Janelle Earls
Acting Commissioner

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Child Support Enforcement Division Announces New Case Management System

Monday, February 23, 2026 (Anchorage, AK) – The Child Support Enforcement Division (CSED) is excited to announce the launch of its new and improved case management system, designed to enhance efficiency and better serve Alaska families.

Success for Alaska

The Alaska Child Support Enforcement Division (CSED) has achieved the fastest federal certification in U.S. history for a new child support system, becoming the first state in the nation to fully modernize and certify a single commercial-off-the-shelf (COTS) solution in under 2 years. Alaska's timeline is unprecedented: many states spend around 4–10 years developing and certifying a new child support system. Alaska completed the entire process, including federal certification, in 24 months at about 25% of the cost of typical modernization efforts.

A Modern System Built for Families

Alaska Child Support Enforcement Services System (ACSESS) replaces a decades-old mainframe system with a secure, cloud-hosted platform. The new system went operational October 6, 2025, and has already distributed over \$36.6 million in the first four months of operation. ACSESS' new automated processes are making operations more efficient across the board for the agency and the public.

"ACSESS will play a key role in ensuring parents have the tools needed to meet their obligations and support their children," said Chris Tran, CSED Director.

"The launch of the new CSED case management system is a game-changer for child support services. Replacing a 25-year-old legacy platform, this modern system sets a national benchmark—delivered in under two years and at a fraction of the cost of similar projects in other states. It's a bold step forward in efficiency, innovation, and responsible

use of public resources,” said Acting Commissioner, Janelle Earls.

Key improvements include:

- **24/7 Online Access:** Four new portals—built for parents and caregivers, employers, tribes, and third-party verification—allow customers to manage accounts, set up payments, and take case actions without requiring a phone call or visit to CSED’s office.
- **Modern Electronic Communication:** Communication to and from CSED can now be done online without the need to physically mail documents; reducing communication times from weeks/months to hours/days.
- **Usability:** ACSESS exceeds ADA compliance standards to ensure ease of use for all Alaskans, including a mobile-friendly design that meets families where they are. So far, 75% of ACSESS’ online transactions have been completed on mobile devices, underscoring the public’s desire for flexibility.

“ACSESS is an investment in the future of Alaska’s children,” Director Tran said. *“We’ve proven that child support modernization doesn’t have to be a long struggle—it can be done smoothly and successfully.”*

Find more information and see the new system at <https://childsupport.alaska.gov/>.

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