Janelle Earls
*Acting Commissioner*

Department of Revenue

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PRESS RELEASE

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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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