

**OREGON CHILD SUPPORT  
SELF-ASSESSMENT REPORT  
FFY 2010**



**DEPARTMENT OF JUSTICE  
CHILD SUPPORT PROGRAM**

# CSE Program Self-Assessment Report

State: **Oregon**  
For Federal FY Ending: **9/30/2010**  
Updated: **03/17/2011**

Agency: **Child Support Program**  
Name: **Performance, Budget and  
Statistics (PBS)**

## I. EXECUTIVE SUMMARY

### A. INTRODUCTION

The standards and criteria for State self-assessment review and report processes are established in 45 CFR 308. States must conduct an annual review of eight required program criteria. Oregon's self-assessment results are to be submitted to the Office of Child Support Enforcement (OCSE) Region X Office and to the OCSE Commissioner through the automated Self-Assessment Reporting System no later than six months after the review period.

This is Oregon's twelfth annual self-assessment. It covers the twelve-month period from October 1, 2009, through September 30, 2010. The assessment reviewed the following eight categories:

- Case Closure
- Disbursement of Collections
- Enforcement of Orders
- Establishment of Paternity and Support Orders
- Expedited Processes
- Interstate Services
- Medical Support Enforcement
- Review and Adjustment (Modification)

The Oregon Child Support Program (CSP) was established in 1975 under Title IV-D of the Social Security Act. The Program consists of two primary partners, the Department of Justice, Division of Child Support (DCS) and County District Attorneys (DA). DCS also works in coordination with the Department of Justice, Family Law Section on judicial actions. The Department of Justice (DOJ) has had responsibility for oversight of the program since 2003. CSP uses the administrative process to establish, modify and enforce child support orders. The following tables are synopses of Oregon's child support caseload and staffing as of September 30, 2010:

DCS Caseload	184,811
DA Caseload	40,451
Total CSP Caseload	225,262
Current Assistance Cases	36,532
Former Assistance Cases	88,385
Never Assistance Cases	100,345
Total CSP Staff	738
DCS Staff	593
DA Staff	145

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	357	349	97.75%	90%	97.26%
Establishment	337	303	89.91%	75%	76.51%
Enforcement	341	318	93.25%	75%	96.12%
Disbursement	2462433	2449265	99.46%	75%	98.81%
Medical	269	267	99.25%	75%	98.02%
Review & Adjustment	283	276	97.52%	75%	96.14%
Interstate	364	333	91.48%	75%	88.66%
Expedited Process 6-month	331	303	91.54%	75%	95.37%
Expedited Process 12-month	331	330	99.69%	90%	99.66%
TOTAL:	2465046				

### C. SUMMARY

Oregon exceeded all federal compliance requirements in all eight categories for the current Self-Assessment review period. No corrective action plan will be necessary as all compliance benchmarks were met.

## II. METHODOLOGY

### A. INTRODUCTION TO METHODOLOGY

Oregon's review process is based on the review criteria outlined in 45 CFR 308. Oregon randomly reviewed a focused sample group of child support cases in seven categories to determine compliance with the corresponding citations in the Code of Federal Regulations (45 CFR 302 and 303) and the Social Security Act [Section 454B(c)(1)]. For Disbursement of Collections, all payments received were reviewed to determine compliance.

Oregon reviewed the eight required categories:

- Case Closure
- Disbursement of Collections
- Enforcement of Orders
- Establishment of Paternity and Support Orders
- Expedited Processes
- Interstate Services
- Medical Support Enforcement
- Review and Adjustment (Modification)

To conduct a statistically valid assessment and select a sample which would achieve a 90% confidence interval, focused samples were utilized. Oregon used the following statistical equation to achieve the 90% confidence level requirement:

$$n = \frac{(z_{\alpha/2})^2 \times p(q)}{E^2}$$

n = Sample size

z = Z score

a = 1 - confidence interval

p = Probability

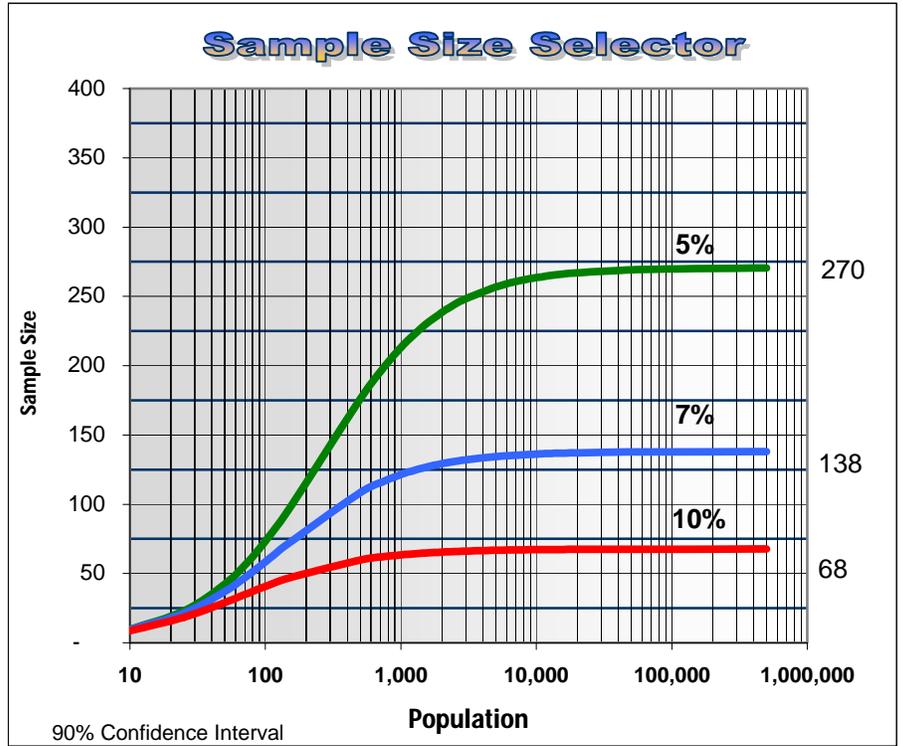
q = 1 - p

E = Tolerable error rate

Oregon's desired tolerable error rate is 5%. A presumed probability of 50-50 was used (50% chance the desired outcome would occur and 50% chance the desired outcome would not occur). Utilizing a 90% confidence interval, a table was created to indicate the number of cases required for review per identified population. A comparative table for a 95% confidence interval was also created to determine the number of cases to sample in order to achieve the 90% confidence level (See Confidence Interval Charts).

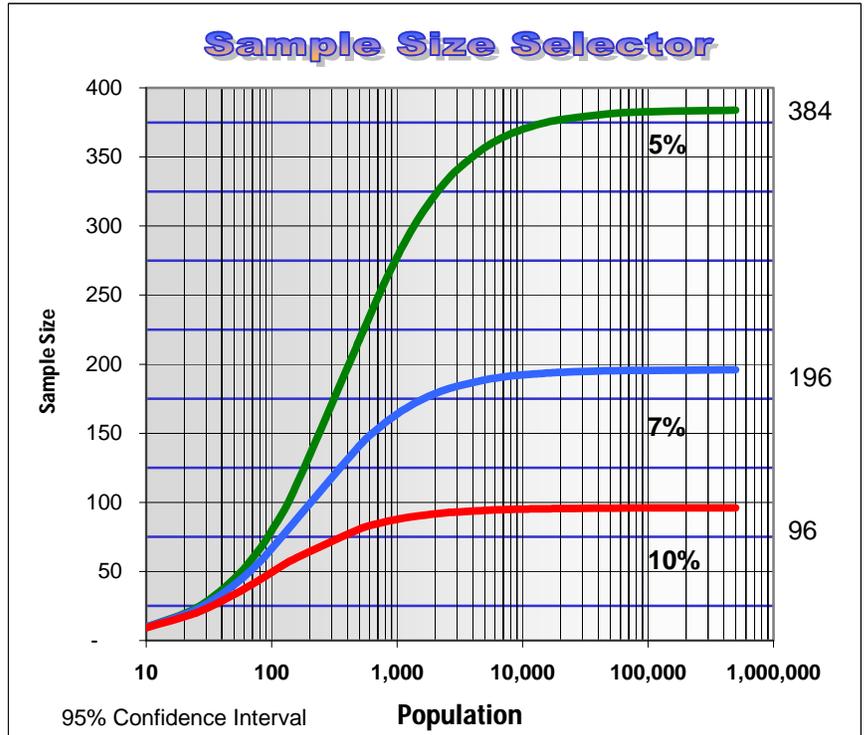
## Sample Chart - 90% Confidence Interval

Population	Tolerable Error		
	5%	7%	10%
10	10	9	9
25	23	21	18
50	42	37	29
75	59	49	36
100	73	58	41
150	97	72	47
500	176	108	60
750	199	117	62
1,000	213	121	63
1,100	217	123	64
1,500	229	127	65
2,000	238	129	65
2,500	244	131	66
3,000	248	132	66
5,000	257	134	67
7,500	261	136	67
10,000	263	136	67
11,000	264	136	67
12,500	265	137	67
15,000	266	137	67
20,000	267	137	67
50,000	269	138	68
100,000	270	138	68
500,000	270	138	68



## Sample Chart - 95% Confidence Interval

Population	5%	7%	10%
10	10	10	9
25	24	22	20
50	44	40	33
75	63	54	42
100	80	66	49
150	108	85	59
500	217	141	81
750	254	156	85
1,000	278	164	88
1,100	285	166	88
1,500	306	173	90
2,000	322	179	92
2,500	333	182	93
3,000	341	184	93
5,000	357	189	94
7,500	365	191	95
10,000	370	192	95
11,000	371	193	95
12,500	373	193	95
15,000	375	193	95
20,000	377	194	96
50,000	381	195	96
100,000	383	196	96
500,000	384	196	96



## B. STATE SELF-ASSESSMENT COORDINATION

### Program Compliance Criteria

Oregon's review process for all eight categories is based on the review criteria outlined in 45 CFR 308. Oregon also used the Core Work Group Report model to conduct case assessments. Flowcharts were created for the seven non-automated categories based on the review criteria. A database was created with data input forms designed around the flowcharts. Macros eliminated manual calculations and determinations, increasing the efficiency and accuracy of the data and case outcomes.

### Case Review - General Rules

The assessment is performance based, focusing on outcomes rather than processes. Each category was reviewed for compliance with corresponding federal regulations established in 45 CFR 308. The following relevant definitions apply:

- An outcome is the result of case action within a specific category.
- An action is an appropriate outcome within a specific category.
- An error is either a failure to take a required action or taking an incorrect action within a specific category.

The assessment of a case was based on six general case evaluation rules:

1. A case was reviewed for only the criteria in which it was sampled.
2. A case can only receive one action or error for the category in which it was sampled.
3. Credit was not given for an action completed prior to or after the review period.
4. Time standards for initiating reciprocal and responding reciprocal interstate cases were reviewed separately.
5. If an outcome was pending or not successfully completed due to the time frame expiring after the review period, the previous last required action was evaluated.

Cases were initially screened for possible exclusion. A case was excluded if:

1. No action was necessary during the review period.
2. There was insufficient time to take the last required action and no other actions were required previously.
3. The case qualified for closure pursuant to 45 CFR 303.11.
4. The reviewers were unable to locate the case or case file.
5. Other (cases falling into this category are explained individually).

Oregon compared efficiency rates within each category to the federal benchmarks. To establish an efficiency rate, Oregon used the formula specified in the Self-Assessment Core Workgroup Report:

$$\text{Efficiency} = \frac{\text{Cases with appropriate action}}{\text{Total number of cases with required action}}$$

## C. UNIVERSE DEFINITION AND SAMPLING PROCEDURES

### Samples

To obtain focused samples, the seven non-automated categories were broadly defined to avoid the systematic exclusion of a population subset. Separate populations of cases were identified for each category based on the specified definitions. The population samples obtained included cases which were excluded due to coding errors and ambiguity in definitions. For this reason, an exclusion rate was anticipated within each sample. Samples sizes were based on the number of cases required to achieve 95% confidence interval in order to obtain the minimum number of cases needed to achieve 90% confidence interval.

## D. SUMMARY OF METHODOLOGY

### Sampling Criteria

**Case Closure:** any case closed during the review period, even if it was subsequently reopened. A population of 40,611 cases was identified. A total of 381 cases were randomly selected to meet the minimum required 269 cases.

**Disbursement of Collections:** any payment received and disbursed between October 1, 2009, and September 30, 2010. A total of 2,462,433 payments were reviewed using automated methods.

**Enforcement of Orders:** cases in which ongoing income withholding is in place and cases in which new or repeated enforcement actions were required during the review period. A population of 130,777 cases was identified. A total of 384 cases were randomly selected to meet the minimum required 270 cases.

**Establishment of Paternity and Support Orders:** any case in which a paternity and/or support order was needed, in process, or established during the review period. A population of 50,842 cases was identified. A total of 650 cases were randomly selected to meet the minimum required 270 cases.

**Expedited Process:** cases which have an administrative order established during the review period. A population of 6,103 cases was identified. A total of 365 cases were randomly selected to meet the minimum required 261 cases.

**Interstate Services:** cases coded "RECIP" or with a responding state Federal Information Processing Standards (FIPS) code other than 41 (Oregon) during the review period. A population of 36,720 cases was identified. A total of 475 cases were randomly selected to meet the minimum required 269 cases.

**Medical Support Enforcement:** cases with orders established or modified during the review period. A population of 14,733 cases was identified. A total of 375 cases were randomly selected to meet the minimum required 266 cases.

Review and Adjustment (Modification): order cases with a modification action initiated or completed during the review period. A population of 20,565 cases was identified. A total of 421 cases were randomly selected to meet the minimum required 269 cases.

### III. SELF-ASSESSMENT RESULTS

#### A. INTRODUCTION TO SELF-ASSESSMENT RESULTS

Federal regulations require each state meet a minimum compliance benchmark of 75 percent for each required program category with the exception of Expedited Processes (12-month) and Case Closure. These two program categories must meet a minimum compliance benchmark of 90 percent.

Oregon surpassed the required federal compliance benchmarks in all program areas for the review period October 1, 2009 through September 30, 2010.

#### 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	357	349	97.75%	90%	97.26%
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Expedited Process 6-month	331	303	91.54%	75%	95.37%
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TOTAL:	2465046				

#### C. DISCUSSION OF SELF-ASSESSMENT RESULTS

This is addressed under Section D, "Summary of Self-Assessment Results".

#### D. SUMMARY OF SELF-ASSESSMENT RESULTS

Increases in efficiency were found in all program categories with the exception of Enforcement and Expedited Processes 6-months. Although both categories saw decreases in efficiency from the previous year, percentages were well above the federal

benchmark. Categories which showed a higher efficiency rate had minimal increases in percentages except in the category of Establishment. Efficiency for Establishment is currently at 89.91% compared to last year's 76.51%. This is an increase of 12.83 percentage points, the highest reported efficiency rate in this category since 2001 when Oregon began reporting a comparison of previous years. The Program's ability to utilize effective time and case management techniques, issuing more equitable orders, Branch offices' deliberate efforts to focus resources in the area of establishment, and technological system improvements contributed to the higher efficiency rate.

Oregon exceeded all federally established benchmarks in all program categories for the review period of October 1, 2009 through September 30, 2010.

#### **IV. SELF-ASSESSMENT ANALYSIS AND CORRECTIVE ACTION PLAN**

##### **A. INTRODUCTION TO SELF-ASSESSMENT ANALYSIS AND CORRECTIVE ACTION PLAN**

None

##### **B. ANALYSIS OF ERRORS**

None

##### **C. DISCUSSION OF REASONS**

None

##### **D. CORRECTIVE ACTION PLAN**

None

##### **E. DISCUSSION OF CORRECTIVE ACTION PLAN**

None

##### **F. SUMMARY OF ANALYSIS AND CORRECTIVE ACTION PLAN**

None

#### **V. PROGRAM DIRECTION**

##### **A. INTRODUCTION TO PROGRAM DIRECTION**

None

**B. DISCUSSION OF HOW THE PROGRAM IS DEALING WITH OPERATIONAL CHALLENGES**

None

**C. DISCUSSION OF HOW STATE IS MANAGING STAFF RESOURCES TO ACHIEVE PERFORMANCE IMPROVEMENTS**

None

**D. UPDATED RESULTS FROM PREVIOUS YEARS CORRECTIVE ACTION PLANS**

There is no correction plan in 2009.

**E. SUMMARY OF PROGRAM DIRECTION**

None

**VI. PROGRAM SERVICE ENHANCEMENTS**

**A. INTRODUCTION TO PROGRAM SERVICE ENHANCEMENTS**

Seeking innovative ways to improve services to Oregon families has been an on-going goal of the Child Support Program (CSP). Provided in this section are some program enhancements which have been implemented over the last year.

**B. DISCUSSION OF PROGRAM SERVICE ENHANCEMENTS**

**Recession Response Team**

On May 1, 2009, the Oregon Child Support Program (CSP) created the Recession Response Team (RRT). The purpose of this team is to provide services to parents who have lost their job or had a drastic reduction to their income. Parents are given an opportunity to request an Employment Related Modification (ERM) with the intent of temporarily reducing their child support order. As a result, the RRT has modified a total of 645 orders.

**Child Support Website Redesign**

During this reporting period and as an on-going commitment to provide the best customer service to Oregon families, the CSP has been redesigning the website. The new website was successfully introduced in October 2010. Access to information regarding available

services, resources, alternative payment options and access to forms can be obtained easily due to this new redesign. The homepage provides tabs for the customer to select information based on who they are and are designed to retrieve information pertinent to that user. The left menu bar features drop down menus and the FAQ (frequently asked questions).

### **Undistributed Funds Webpage**

Beginning September 2009, the CSP created a service where customers can search for unclaimed funds being held by the Program. There are only three required fields to complete when searching for information, making it easy for customers to access. Unclaimed funds are held by the Program for a period of two years and then sent to the Department of State Lands. A link to Department of State Lands Unclaimed Property webpage is available for customers' convenience as well.

Since this service became available, there has been a total of 12,613 searches for unclaimed funds and approximately 1,123 visits per month. There have also been 106 searches that resulted in the "you may have unclaimed funds" message.

### **Project Management Office**

The Project Management Office (PMO) was created January 2010. The PMO primarily manages CSP projects by tracking and coordinating information in regards to project status and the number of participants and other resources involved with project implementation. The PMO oversees the review and prioritization of work order requests through the Automated Priorities Group. They also coordinate partner access with the Mainframe Unit, manage the interagency agreements associated with related activities, and serves as the central point of contact for grants research and reporting.

There are currently 44 approved projects being tracked by the PMO. Information related to these projects and stages of implementation is available to CSP staff through an internal network site, and official project documents and reports can be submitted by email.

### **Paternity Establishment Only**

In February 2010 Oregon began offering paternity establishment only services. This service has been offered to non-assistance families who are not already receiving full child support services.

Traditionally the Child Support Program (CSP) has only offered full services and has not been able to serve non-assistance families that just want to establish a legal father for their child(ren). However, this new paternity establishment process focuses only on paternity establishment without the need to review for cash or medical support. The result of implementing this process has significantly enhanced the opportunity of Oregon families to establish paternity for their children.

## **Child Attending School Notification**

During the course of the year, the CSP has been working to improve our Child Attending School (CAS) process. Much of the work was completed during this reporting period and the implementation was just outside of this reporting period. Beginning in December 2010 CAS forms were placed on the CSP website, which has made it more convenient for customers to access. The webpage asks a series of questions in an interactive format which leads the customer to the appropriate set of forms they need. They may also choose from four different languages. Our process changed at the same time and we have eliminated the manual mailing of CAS packets to every potentially qualifying family. Letters are sent that guide customers to the webpage. The former process of mailing packets to each party cost \$2.90 and a time investment of 5 minutes per mailing. The new process will reduce that cost to 87 cents and 2 minutes processing time.

### **C. SUMMARY OF PROGRAM SERVICE ENHANCEMENTS**

The CSP's commitment to enhance children's lives and to provide the best possible service to families in Oregon had inspired creative ways to cut production costs, simplify accessibility to Program resources and utilize alternative processes to fulfill the changing needs of our customers, while technological system changes have increased program efficiencies and performance.

## **VII. CONCLUSION**

Oregon surpassed the required federal compliance benchmarks in all eight program areas for the current FSA review period. All categories with the exception of Enforcement and Expedited Processes 6-months showed increases in efficiency compared to what was reported the previous year. Since the efficiency rates in all categories were well above the federally established benchmarks, no corrective action plan is associated with this year's self-assessment.

## **VIII. THE PAPERWORK REDUCTION ACT OF 1995**

Public reporting burden for this collection of information is estimated to average 4.0 hours per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information.

## **IX. ATTACHMENTS**

### Uploaded Files

File Name	File Size	Date Uploaded
<a href="#">II- Methodology1.pdf</a>	72.0341796875KB	02/11/2010