

**OREGON CHILD SUPPORT
SELF-ASSESSMENT REPORT
FFY 2011**



**DEPARTMENT OF JUSTICE
CHILD SUPPORT PROGRAM**

CSE Program Self-Assessment Report

State: **Oregon**
For Federal FY Ending: **9/30/2011**
Updated: **03/05/2012**

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 thirteenth annual self-assessment. It covers the twelve-month period from October 1, 2010 through September 30, 2011. The assessment reviewed the following eight categories:

- Case Closure
- Disbursement of Collections
- Enforcement of Orders
- Establishment of Paternity and Support Orders
- Expedited Processes
- Intergovernmental 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, Civil Recovery 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, 2011:

DCS Caseload	188,003
DA Caseload	39,112
Total CSP Caseload	227,115
Current Assistance Cases	41,381
Former Assistance Cases	84,903
Never Assistance Cases	100,831
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	341	331	97.06%	90%	97.75%
Establishment	325	264	81.23%	75%	89.91%
Enforcement	342	336	98.24%	75%	93.25%
Disbursement	2366141	2342063	98.98%	75%	99.46%
Medical	284	279	98.23%	75%	99.25%
Review & Adjustment	279	268	96.05%	75%	97.52%
Interstate	362	333	91.98%	75%	91.48%
Expedited Process 6-month	316	300	94.93%	75%	91.54%
Expedited Process 12-month	316	316	100.00%	90%	99.69%
TOTAL:	2368706				

C. SUMMARY

Oregon surpassed the required federal compliance benchmarks in all program areas for the current Self-Assessment review period. A corrective action plan will not 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
- Intergovernmental Services
- Medical Support Enforcement
- Review and Adjustment (Modification)

To conduct a statistically valid assessment and select a sample that 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

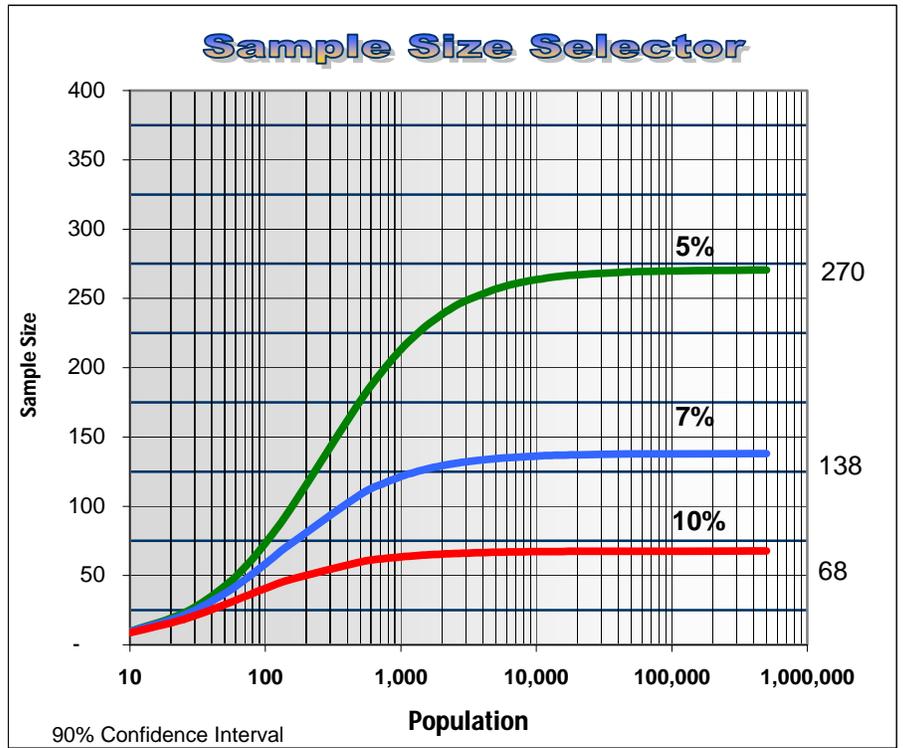
q = 1 - p

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).

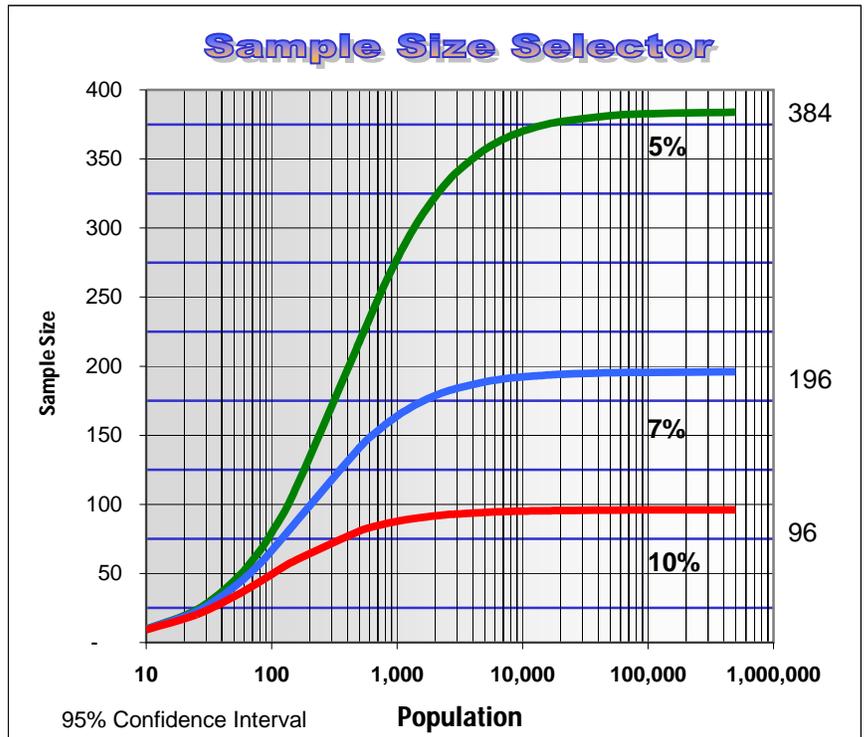
Sample Chart - 90% Confidence Interval

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 that 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 40,586 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, 2010, and September 30, 2011. A total of 2,366,141 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 129,352 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 53,228 cases was identified. A total of 650 cases were randomly selected to meet the minimum required 270 cases.

Expedited Process: cases that have an administrative order established during the review period. A population of 7,492 cases was identified. A total of 365 cases were randomly selected to meet the minimum required 261 cases.

Intergovernmental 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 36,544 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 16,840 cases was identified. A total of 377 cases were randomly selected to meet the minimum required 267 cases.

Review and Adjustment (Modification): order cases with a modification action initiated or completed during the review period. A population of 21,171 cases was identified. A total of 381 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, 2010 through September 30, 2011.

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	341	331	97.06%	90%	97.75%
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C. DISCUSSION OF SELF-ASSESSMENT RESULTS

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

D. SUMMARY OF SELF-ASSESSMENT RESULTS

Oregon exceeded the federally established benchmarks in all program categories for the review period of October 1, 2010 through September 30, 2011.

This year's review shows an increase in efficiency in three program categories: Intergovernmental (previously known as Interstate), Enforcement, and Expedited Processes 6 months and 12 months. Strategically planned focus months have provided for higher efficiency rates in the categories of Enforcement and Expedited Processes. Decreases in efficiency were found in the five remaining categories of Case Closure, Disbursement, Establishment, Medical, and Modification. Four of these categories had minimal decreases ranging from 0.48 to 1.83 percentage points. The category of Establishment, however, showed a decrease of 8.68 percentage points. The primary reason for this decrease is the high vacancy rate the Program experienced during the latter months of the review year. Budget cuts late in the biennium required a hiring freeze. The highest number of errors was in the area of taking establishment action on newly referred child support cases. This is a direct reflection on the issue of diminished resources as well as an increase in the TANF caseload during the review year. In addition, the Program was in a corrective action year for Paternity establishment in FFY 2009, which prompted increased emphasis on applicable casework in 2010. The efficiency rate for this year is closer to the average but appears to be a large decrease because of the spike in 2010. FSA 2010 had the highest efficiency rate in establishment reported since 2001.

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 2010.

E. SUMMARY OF PROGRAM DIRECTION

None

VI. PROGRAM SERVICE ENHANCEMENTS

A. INTRODUCTION TO PROGRAM SERVICE ENHANCEMENTS

Over the last year the Oregon Child Support Program (CSP or the Program) has developed some innovative and creative ideas to improve services to Oregon families. Below are several program enhancements that have contributed to service improvement.

B. DISCUSSION OF PROGRAM SERVICE ENHANCEMENTS

Outbound Interactive Voice Response (O-IVR)

In 2009 the CSP was awarded a Special Improvement Project (SIP) grant to implement an outbound calling feature. In January 2011, the Program began generating automated phone and text messages through the O-IVR to notify customers of hearing appointments and that their first-time payment is due. As the first phase of incorporating multi-cultural languages in the near future, messages were also delivered in Spanish as well as English to accommodate the high volume of Spanish-speaking customers living in Oregon. As a result, customers who were contacted by the O-IVR had a higher rate of hearing attendance and child support payments compliances compared to customers who were

not contacted. The Program is optimistic that future data analysis will show a continued increase in these percentages.

Child Support Central

In July of 2011, a new internal intranet site became available for CSP staff to conveniently access resources and information in a centralized location. The internet site's homepage provides the user the option to obtain information by selecting tabs with drop-down menus or choosing from a list of subjects and clicking on a link to retrieve the information. Some of the resources available to select are forms, procedures, training, contacts, reports, policies, rules, and meeting minutes. The intranet site is consistently updated with the most current information, and emails are sent out weekly advising staff of the most recent changes. The site is also used as a consistent communication vehicle for all CSP staff, including District Attorney Child Support office staff. For example, it is used to relay procedural changes, to share meeting minutes from key groups and decision-making bodies in the Program, and to house reports and self-training materials.

System Generated Judgment Only Wage Withholdings

Beginning April 22, 2011, the CSP's existing overnight system processing was changed to include automated income withholding notices on qualifying "judgment-only" cases. A "judgment-only" case in Oregon is one that no longer has an ongoing current support obligation associated with it. This new process will save the Program time and money because case managers will no longer need to manually review "judgment-only" cases to determine if they qualify for an income withholding notice.

Electronically Submitting to and Requesting Documents from the County Courts

In an effort to move toward more electronic based communications, the CSP has secured a process with Oregon county courts to electronically request and receive copies of documents. This new and exciting process has significantly reduced the turn-around - time it takes to receive responses or documents from court. Currently, there are seventeen counties onboard and using this process. The Program anticipates the number will increase as the process continues to be redefined. The Program is also working with the Oregon Judicial Department (OJD) e-Court to incorporate a completely electronic process where CSP will be able to submit finalized administrative orders with an electronic certification. OJD is anticipating a full roll-out by 2015.

Safety Packet Streamlining

During the course of the year, the CSP has been working to improve its existing process for mailing safety packets to customers. In August 2011, a new process was developed that simplified the existing process of sending out safety packets containing forms for all the various safety remedies the Program offers. The Program now has a one-page form that provides customers with information and also directs them to the updated CSP website. The website offers an interactive process and provides customers the ability to

select the type of situation and remedy that best fits their needs, and to choose and complete only the forms that are necessary. Customers are also given the option to email, mail, or hand-deliver the forms to the CSP. There is even a quick-escape button for customers in the most volatile of situations. The customers have increased understanding of the process, stay safe, and the Program saves money on unnecessary postage. A win-win!

C. SUMMARY OF PROGRAM SERVICE ENHANCEMENTS

Commitment to enhance the services to Oregon families is a fundamental and continual goal of the Child Support Program. During the course of the year, automated enhancements have improved the Program's capability to reach out to customers, thereby increasing awareness of the many options the Program has to offer to assist in their child support needs. The Program has also continued to innovatively harness automation to increase efficiency and performance while effectively reducing costs.

VII. CONCLUSION

Oregon surpassed the federal benchmarks in all eight program categories. Three categories showed increases in efficiency from the last review period, and five categories showed decreases. There is no corrective action plan associated with this year's self-assessment as efficiency rates were well above federal requirements.

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
Confidence Interval Charts.pdf	62.6767578125KB	03/05/2012