

**OREGON CHILD SUPPORT  
SELF-ASSESSMENT REPORT  
FFY 2012**



**DEPARTMENT OF JUSTICE  
CHILD SUPPORT PROGRAM**

# CSE Program Self-Assessment Report

State: **Oregon**  
For Federal FY Ending: **9/30/2012**  
Updated: **03/18/2013**

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 fourteenth annual self-assessment. It covers the twelve-month period from October 1, 2011 through September 30, 2012. 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 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 certain judicial actions. The Department of Justice has had oversight responsibility for the Program since 2003. The Program uses the administrative processes primarily 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, 2012:

DCS Caseload	190,584
DA Caseload	37,468
Total Program Caseload	228,052
Current Assistance Cases	38,392

Former Assistance Cases	92,000
Never Assistance Cases	97,660
Total Program Staff	713
DCS Staff	575
DA Staff	138

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	338	335	99.11%	90%	97.06%
Establishment	313	263	84.02	75%	81.23%
Enforcement	345	334	96.81%	75%	98.24%
Disbursement	2,254,494	2,210,496	98.04%	75%	98.98%
Medical	269	268	99.62%	75%	98.23%
Review & Adjustment	276	266	96.37%	75%	96.05%
Intergovernmental	371	338	91.10%	75%	91.98%
Expedited Process 6-month	335	316	94.32%	75%	94.93%
Expedited Process 12-month	335	332	99.10%	90%	100.00%
<b>TOTAL:</b>	<b>2,257,076</b>				

## C. SUMMARY

Oregon surpassed the required federal compliance benchmarks in all program areas for the 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

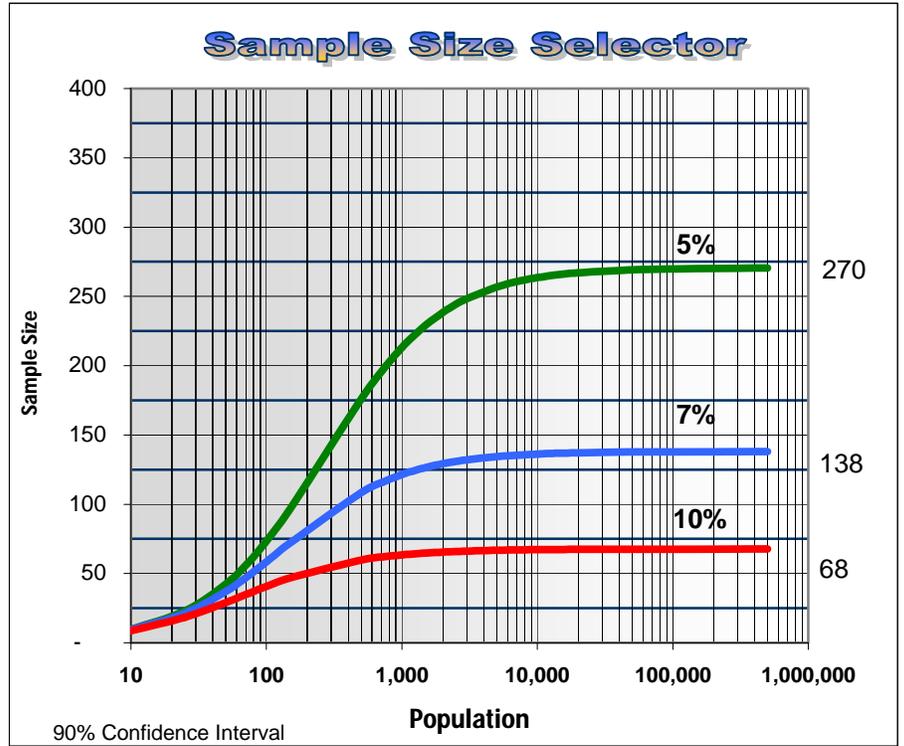
q = 1 - p

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).

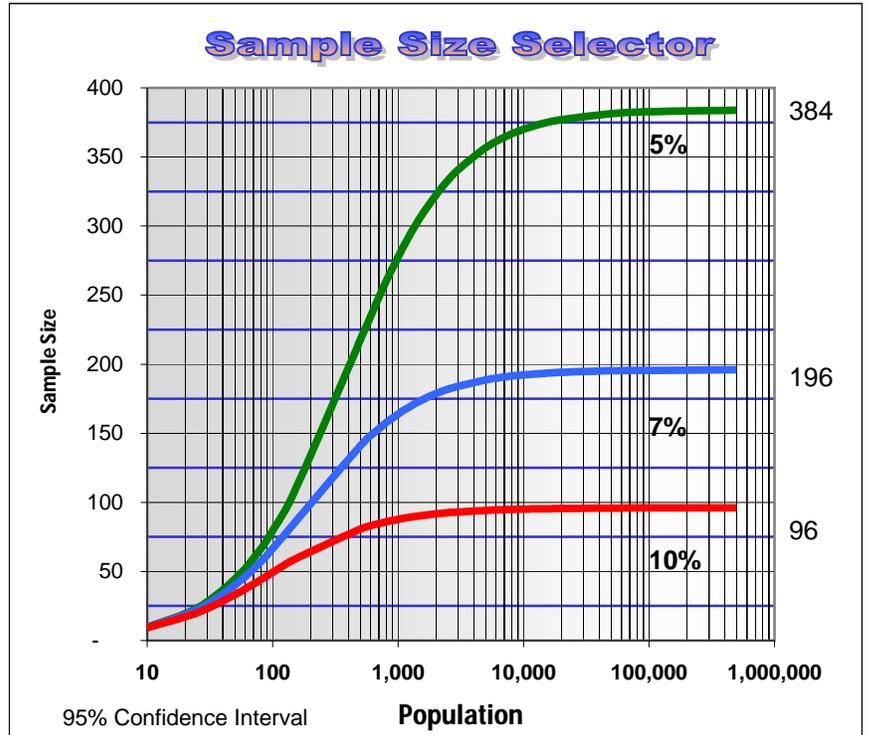
## Sample Chart - 90% Confidence Interval

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 continues to use 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 for which it was sampled.
2. A case can only receive one action or error in the category for 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 include cases that were excluded due to coding errors and ambiguity in definitions used by the Child Support Enforcement Automated System. 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 40,558 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, 2011, and September 30, 2012. A total of 2,254,494 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 127,810 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 49,268 cases was identified. A total of 650 cases were randomly selected to meet the minimum required 269 cases.

**Expedited Process:** cases that have an administrative order established during the review period. A population of 6,960 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 36,543 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 16,530 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 21,090 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, 2011 through September 30, 2012.

#### 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	338	335	99.11%	90%	97.06%
Establishment	313	263	84.02%	75%	81.23%
Enforcement	345	334	96.81%	75%	98.24%
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TOTAL:	2,257,076				

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

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

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

Oregon surpassed the required federal compliance benchmarks in all eight program categories for the Federal Self-Assessment (FSA) review period October 1, 2011 through September 30, 2012.

The results of this year's Self-Assessment show increased efficiencies in four program categories: Case Closure, Establishment, Medical and Modification. The Program not only maintained high efficiency in the category of Establishment but had the highest overall increase. The Program's continued utilization of strategically planned focus months contributed to the boost in efficiency during this review period as well as the prior year. Increases in the three remaining categories demonstrate the Program's awareness of appropriate processes and following set protocols. Decreased efficiencies in the categories of Disbursement, Enforcement, Expedited Processes (6 months and 12 months), and Intergovernmental were slight, with Enforcement having the most substantial decrease. This decrease is likely related to Oregon's economic struggles and a higher ratio of cases without employers. This increased workload, in turn, makes it difficult to provide consistent monitoring and follow-up of all required case actions.

#### **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 2011.

**E. SUMMARY OF PROGRAM DIRECTION**

None

**VI. PROGRAM SERVICE ENHANCEMENTS**

**A. INTRODUCTION TO PROGRAM SERVICE ENHANCEMENTS**

Improving services to Oregon families is an ongoing commitment of the Oregon Child Support Program (the Program). Provided below are some examples of the creative and innovative ways the Program meets this commitment.

**B. DISCUSSION OF PROGRAM SERVICE ENHANCEMENTS**

**My Payment Portal**

On June 7, 2012, My Payment Portal became available for obligated parents to use as a new option for payment of child support. Payment is made through a vendor-run website and allows the Program to accept credit and debit card payments online. My Payment Portal is phase one of a more extensive Alternative Payment Project anticipated to help the Program maximize collections by making it easier for Obligor to comply. It has taken the Program about a year to develop. Since June 2012, My Payment Portal has successfully handled more than \$265,000 in child support payments on approximately 800 cases.

**Judgment Only Team**

In July 2012, the Judgment Only Team was created for the purpose of increasing collections on arrears-only cases. In addition to enforcement, the team performs other

legal actions, such as initiating modifications and reinstating support orders. Although it's too early to determine outcomes, early statistical analyses are showing positive results. The Program anticipates that overall Program performance will improve and the removal of these cases from field office worker caseloads will allow them to better focus on other areas of their caseload.

### **Child Support Program Military Liaison**

The Military Liaison was appointed in March 2010 and continues to be an asset in the Program's effort to provide quality customer service to military families in Oregon. An important part of the Liaison's responsibility is to bridge communication between the Program and military advocates. The Liaison attends meetings and community events geared toward veterans and military personnel. This gives the Program an opportunity to answer questions, provide much needed information pertaining to available services, and assist in connecting parties to various resources. Through this role, the Program has enhanced its working relationship with Oregon veterans.

### **Scheduling Paternity Test Appointments Online**

In an effort to move towards electronic means of communication, the Program's contracted genetic testing lab, Laboratory Corporation of America, Inc., created a secure online website where Program staff can schedule paternity test appointments. This allows staff instant access to schedule appointments, view scheduled appointments, check whether the parties appeared for the testing, and view or print test results.

On October 1, 2011, the Program implemented two cost-saving measures for parentage testing. Specimen collection by Program staff is one such measure. It has saved approximately \$5.50 per collection. The other process eliminated the production of forms and use of fax machines to schedule parentage tests. Both cost-saving measures have not only streamlined the processes but have expanded direct services to the customers and improved turn-around time.

### **Thrift Savings Plan (TSP)**

The Thrift Savings Plan is a retirement benefit offered to U.S. Government employees and is administered by the Federal Retirement Thrift Investment Board. There are currently 4.3 million civilians and uniform service employees participating in this plan and potentially subject to garnishment by the Program. The Program's Special Collection Central Unit receives a list of the TSP retirement accounts that have been matched to child support cases. Garnishments of these accounts are pursued through the normal collection process, and in 2012 the total amount collected from TSP garnishments is \$409,744.

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

In the past year, the Child Support Program has effectively increased efficiency and performance through the innovation of automated technology. Seeking creative ways to

cut production cost and implementing alternative processes to improve collections has proven successful. The Program's continued strides to bridge the gaps in communication with our customers have been the catalyst for better customer service to Oregon families.

## **VII. CONCLUSION**

Oregon surpassed the required federal compliance benchmarks in all eight program categories. Four categories showed increases in efficiency from the prior review period, and four categories showed decreases. Since efficiencies were well above the federally established benchmarks, there is no corrective action plan 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
Confidence Interval Charts.pdf	62.6767578125KB	03/18/2013