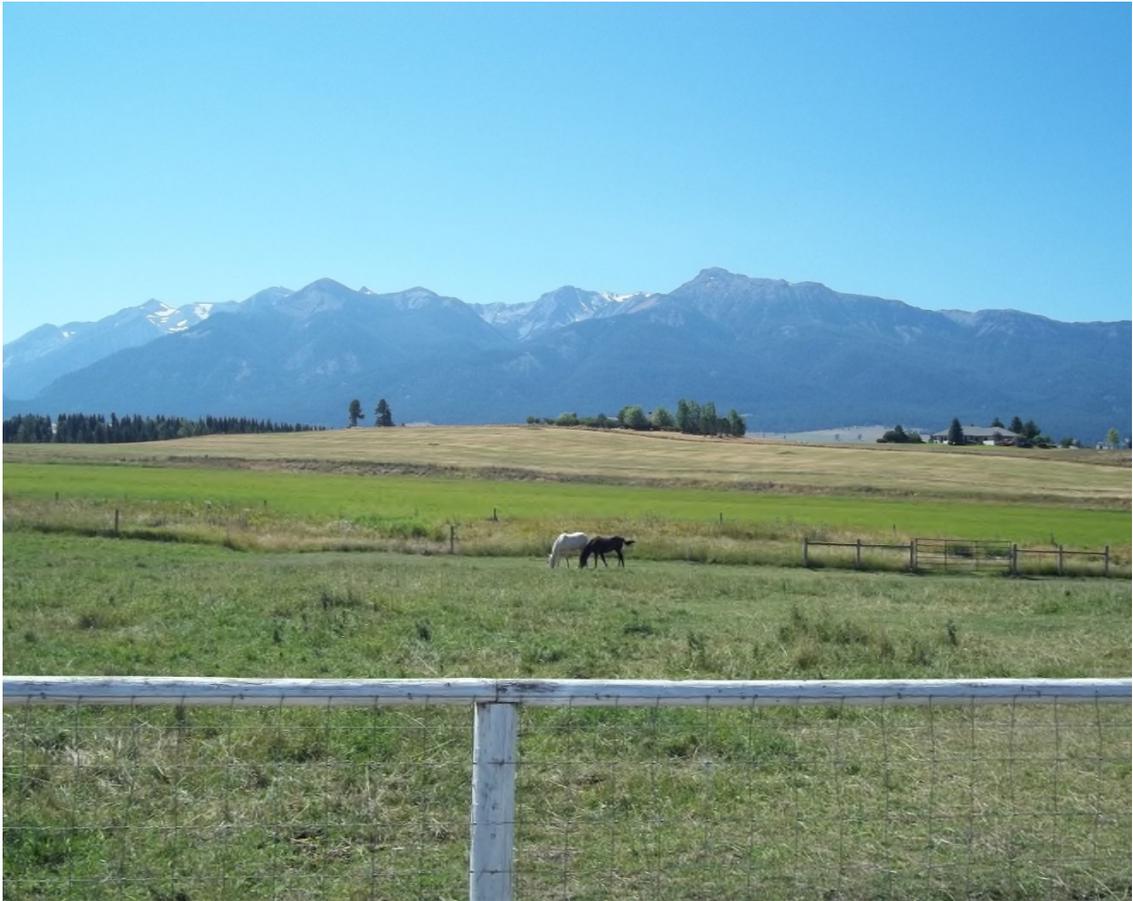


OREGON CHILD SUPPORT SELF-ASSESSMENT REPORT

FFY 2013



Oregon Department of Justice

Oregon Child Support Program

Supporting Parents to Support Children

CSE Program Self-Assessment Report

State: **Oregon**
For Federal FY Ending: **9/30/2013**
Updated: **03/24/2014**

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 fifteenth annual self-assessment. It covers the twelve-month period from October 1, 2012, through September 30, 2013. 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 26 county District Attorney offices (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 primarily uses the administrative processes 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, 2013:

DCS Caseload	202,750
DA Caseload	5,837
Total Program Caseload	238,587
Current Assistance Cases	44,829
Former Assistance Cases	95,801
Never Assistance Cases	97,957
Total Program Staff	705
DCS Staff	575
DA Staff	130

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	335	333	99.40%	90%	99.11%
Establishment	298	254	85.23%	75%	84.02%
Enforcement	358	343	95.81%	75%	96.81%
Disbursement	2,173,539	2,046,657	94.16%	75%	98.04%
Medical	252	246	97.61%	75%	99.62%
Review & Adjustment	251	248	98.80%	75%	96.37%
Intergovernmental	319	288	90.28%	75%	91.10%
Expedited Process 6-month	281	269	95.72%	75%	94.32%
Expedited Process 12-month	281	281	100.00%	90%	99.10%
TOTAL:	2,175,914				

C. SUMMARY

Oregon surpassed the required federal compliance benchmarks in all program areas for the Self-Assessment review period; therefore, a corrective action plan will not be necessary.

II. METHODOLOGY

A. INTRODUCTION TO METHODOLOGY

Oregon's review process is based on the 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 level, 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

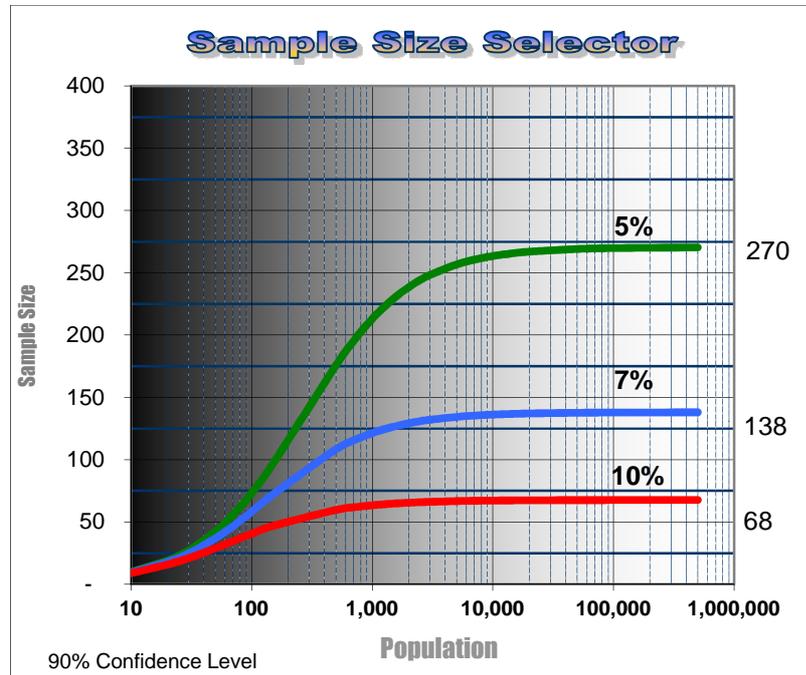
q = 1 - p

E = Tolerable error rate

Oregon's desired error rate is 5% or less. 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 level, a table was created to indicate the number of cases required for review per identified population. A comparative table for a 95% confidence level was also created to determine the number of cases to sample in order to achieve the 90% confidence level (See Confidence Level Charts).

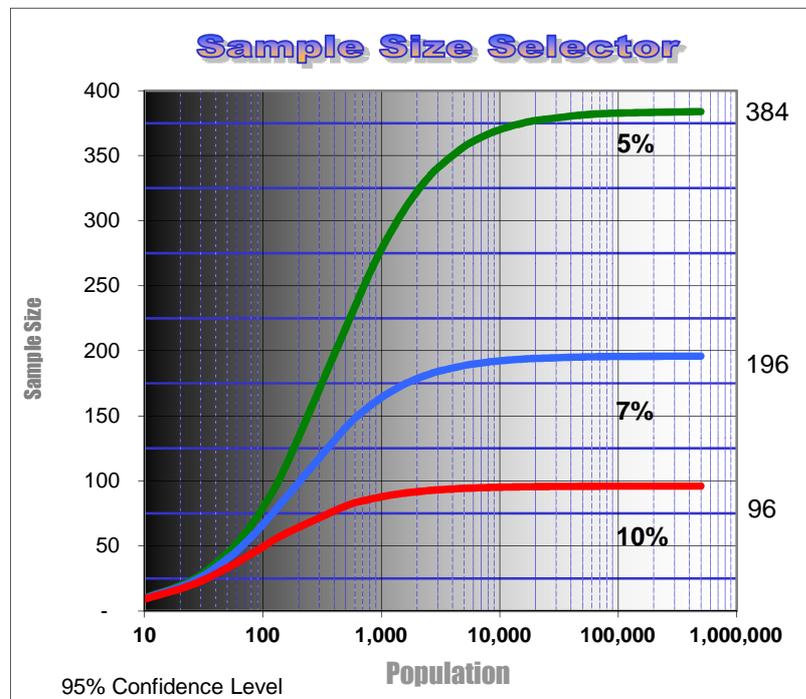
Sample Chart – 90% Confidence Level

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 Level

Population	Tolerable Error		
	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. 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 only on the criteria for which it was sampled.
2. A case received only one action or error in the category for which it was sampled.
3. No credit was 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 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 previously required.
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 level in order to obtain the minimum number of cases needed to achieve 90% confidence level.

D. SUMMARY OF METHODOLOGY

Sampling Criteria

Case Closure: Any case closed during the review period, even if it was subsequently reopened. A population of 42,396 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, 2012, and September 30, 2013. A total of 2,173,539 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 128,788 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 or support order was needed, in process, or established during the review period. A population of 50,758 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 9,131 cases was identified. A total of 370 cases were randomly selected to meet the minimum required 263 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 35,873 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 17,777 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 21,079 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, 2012, through September 30, 2013.

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	335	333	99.40%	90%	99.11%
Establishment	298	254	85.23%	75%	84.02%
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Expedited Process 12-month	281	281	100.00%	90%	99.10%
TOTAL:	2,175,914				

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, 2012, through September 30, 2013.

The results of this year's Self-Assessment show increased efficiencies in four program categories: Case Closure, Establishment, Expedited Processes (6 months and 12 months), and Modification. This is the second year the Program has increased in the categories of Case Closure and Establishment. Modification had the highest overall increase at 2.43% when compared to the 2012 Self-Assessment. While Case Closure had previously averaged at 97%, it has now leveled-off at 99% during the last two years. The Program's ability to utilize effective time and case management techniques, and Branch offices' efforts to focus resources on establishment and case closure contributed to the higher efficiency rates.

Decreased efficiencies in the remaining categories were minimal, with Disbursement having the most substantial decrease at 3.88% when compared to the 2012 Self-Assessment. This lower efficiency was a result of the Program's Receipting Unit having a high vacancy rate during most of the review period. However, the ability of the Program to maintain performance in several categories precipitated from identifying and refining proven process improvement strategies.

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 corrective action plan in 2012.

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. Below are some examples of the creative and innovative ways the Program meets this commitment.

B. DISCUSSION OF PROGRAM SERVICE ENHANCEMENTS

Guidelines Review Project

The Program launched the Guidelines Review project in early 2011, an outcome of the quadrennial review process. Commitment and collaboration among the Program and its partners and stakeholders were essential to achieving the ultimate goal of improved fairness and adequacy of child support orders. This effort resulted in child support guidelines and calculators that are more appropriate and functional for the practitioners and parents who rely on them.

Highlights of the new guideline administrative rules included a re-work of the parenting time formula and several changes to medical support. One of the major changes in medical support included a shift in how the reasonable-in-cost cap for healthcare coverage premiums was calculated, moving from an individual to a combined cap. The

redesign of the child support calculator provided the Program and stakeholders with an improved interface that enables the creation of consistently equitable support orders.

Business Process Re-engineering Project

In December 2012, the Program initiated a Business Process Re-engineering Project (BPR) to document, in careful detail, the current business processes utilized within the Program and the Child Support Enforcement Automated System (CSEAS). The BPR project also provided recommendations on how to create and operate more efficient, effective, and enhanced business processes in a fully modernized child support computer system. Implementation of recommendations will enhance the Program's ability to improve performance on federal incentive and self-assessment measures, maximize the Program's use of human resources and information technology, reduce Program costs, and improve the quality of customer service.

The BPR project continued the work the Program started with the CSEAS Modernization Feasibility Study in 2010, and prepares the Program for the Child Support System Modernization Project, which began in earnest in late 2013.

Oregon Employer Services Portal

The Child Support Program launched the Oregon Employer Services Portal in January 2013. The Portal is a convenient, secure, and easy way for employers and their third-party companies to electronically manage child support obligations for the Program. A highlight of the first phase of the project was providing employers the ability to receive and respond to Income Withholding Orders and National Medical Support Notices (NMSN) electronically. The NMSN online calculators were developed and made available to Program staff and non-portal users as well. The calculators help users determine if healthcare coverage cost is appropriate. Together these features make for faster response times, improve security of information, and reduce costs and shuffling of paperwork for employers and the Program.

The Employer Services Portal also includes a new electronic funds transfer (EFT) payment system that replaces the existing payment system (CSPay). The move to a new payment system required the Program to assist almost 7,000 employers with converting from CSPay to the Portal with minimal to no interruption in employers' ability to submit child support payments. There are now 6,700 employers actively registered with the Employer Services Portal, and the Program has collected \$4,236,208.00 in child support payments through the Portal. These results demonstrate the level of dedication by the Program to the success of the project and meeting the goals of increasing support collections, increasing employer compliance, and developing more collaborative relationships with employers.

Branch Process Service Pilot

In 2012, the Oregon state legislature enacted law giving Program employees authority to effect service of legal documents to parties outside of the office environment. The Program had spent in excess of \$1 million each biennium on these services. To reduce cost and dependency on private vendors and local sheriffs' offices, in July 2012 a pilot project was launched to identify whether efficiencies and the effectiveness of service would increase if Division of Child Support Field Investigators affected service on parties.

The results of the project represented a shift in the Program's business, placing emphasis on contacting parties by telephone immediately prior to service. This not only engages the party in the process, but allows the case manager to confirm a viable address for service and to gain permission from the party to serve through priority mail.

Program Communications Team

The Child Support Program Communications Team was created by the new Child Support Program Director as part of the Program's 2013-2014 Strategic Plan. The team is responsible for managing the style, method, and distribution of information within the Child Support Program, and between the Program and the public. This team handles communications related to the website, intranet, and other electronic media, publications, outreach, constituent services, translation and interpretation services, and program support services.

The Program Communications Team has taken on valuable behind-the-scenes work, allowing staff in other areas of the Program to focus on establishment and enforcement of child support orders. The team ensures timely and clear communication, along with the creation and enhancement of communication tools, to assist every area of the Oregon Child Support Program. The team's primary goal is to develop easier methods for communicating child support information to the Program's customers. By building their knowledge and awareness, there is more customer involvement, which results in increased collections.

C. SUMMARY OF PROGRAM SERVICE ENHANCEMENTS

In the past year, the Oregon Child Support Program implemented relevant strategies effectively increasing productivity while reducing costs, refining processes, improving fairness and adequacy of child support orders, and developing improved communication with its customers and partners. The implementation of enhancements to existing and new programs will have long-lasting positive impact to the Program's performance, collections, and collaborative partnerships. Engaging customers early in the child support process increases awareness of their options, strengthens the relationship with the customers, and enhances the services the Program provides to those 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. Because 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	113.22265625KB	03/24/2014