1

SELF-ASSESSMENT

REVIEW STATEWIDE ANALYSIS

Federal Report Washington State Division of Child Support

October 1, 2007 –

September 30, 2008



## Executive Summary

### Introduction

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) requires states to develop a self-assessment process and submit an annual report detailing compliance in eight program areas:

* + Case Closure - Medical
	+ Establishment - Review and Adjustment
	+ Enforcement - Interstate
	+ Disbursement - Expedited Process (6-month and 12-month)

Federal regulations require that each state meet a minimum compliance standard of 75 percent for each of these programs, with the exception of the expedited process (12-month) and case closure. These two program areas must meet a minimum compliance standard of 90 percent. The program compliance graph below shows Washington’s program compliance levels compared with the corresponding minimum compliance benchmarks.

**FFY 2008 Self-Assessment Program Compliance**

96%

90%

99%

95%

98%

95%

96%

96%

89%

99%

90%

75%

75%

75%

75%

75%

75%

75%

In last year’s review, Federal Fiscal Year (FFY) 2007, Washington exceeded the required compliance standards in all program areas. In FFY08, Washington again exceeded the compliance benchmark in all eight program areas.

The Washington State Division of Child Support (DCS) is part of the Economic Services Administration (ESA), which is the combined IV-A/IV-D administration within Washington’s Department of Social and Health Services (DSHS). The organizational structure of DCS consists of eleven offices - a headquarters office and ten district offices.

Washington State uses both court and administrative processes for establishment and enforcement of child support and medical support orders. DCS contracts with the majority of the 39 county prosecuting attorney offices. DCS partners with them for paternity establishment when the administrative process cannot be used, for modification of court ordered child and medical support, and in child support contempt actions.

Under PRWORA, each state must submit an annual report detailing compliance in the selected program areas. As part of this report each state is permitted to include optional program areas for review. These areas are Program Direction and Program Service Enhancements. Washington State chooses to include Program Service Enhancements in its report.

The audit team within the ESA/Operations Support (OS) is responsible for conducting internal program and data reliability audits for DCS. The audit team is made up of program analysts who have extensive child support program experience at the field office and headquarters level. This knowledge and experience is critical in performing comprehensive audits of child support program performance requirements and finding correlations between review results and federal outcome measures.

The following report addresses program compliance, provides management information, and discusses innovations used to increase services to clients as well as enhance collections.

### 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/****Benchmark** | **Previous Year's Efficiency****Rates** |
| Case Closure | 353 | 340 | 96% | 90% | 94% |
| Establishment | 89 | 88 | 99% | 75% | 92% |
| Enforcement | 378 | 360 | 95% | 75% | 94% |
| Disbursement | 199 | 195 | 98% | 75% | 98% |
| Medical | 269 | 255 | 95% | 75% | 90% |
| Review and Adjustment | 196 | 189 | 96% | 75% | 96% |
| Interstate | 89 | 85 | 96% | 75% | 89% |
| Expedited Process 6-Month | 177 | 157 | 89% | 75% | 81% |
| Expedited Process 12-Month | 177 | 175 | 99% | 90% | 99% |

1. **Methodology**
2. **Introduction to Methodology**

The primary focus of this audit was to conduct the annual self-assessment of Washington State’s DCS IV-D caseload as required by OCSE. The OS audit team conducted the review. A representative sample was drawn from the IV-D caseload and individual cases were reviewed for compliance in eight program areas.

### State Self-Assessment Coordination

#### Sampling Procedures for 2007-2008 Self-Assessment Review

The OCSE Self-Assessment Workgroup proposed that the states attain a sample that achieved at least a 90 percent confidence level. The Workgroup elaborated that past federal audits followed a methodology that enabled them to achieve a 95 percent confidence level by randomly selecting 500 cases from the state’s IV- D open case universe. They explained that the federal methodology is well documented and that by utilizing the same sample selection procedures, a 250 case sample would achieve the desired 90 percent confidence level. The review team chose to conduct a 500 case review. The cases were drawn using the federal methodology for case selection and were randomly selected by using SAS programming to extract the information from flat files.

|  |
| --- |
| **Sampling Criteria for 2007-2008 Self-Assessment Review** |
| **Sample Item** | **Condition** |
| Field Office | Statewide |
| Status | Open (10/1/08 Data) |
| Case Type | TANF, Non-TANF, Medicaid, FC-TANF |
| Subrogated Case Types | TANF Type1 |
| Interstate Types | All |

### Universe Definition and Sampling Procedures

#### Random Sample of IV-D Caseload

SAS was used to select 500 IV-D cases that met the conditions in the previous table above. The universe from which the 500 review cases were randomly selected was 349,329. The cases were drawn from the case data available as of October 23, 2008.

#### Distribution of Cases

The following table shows the distribution of the cases drawn for the original sample by field office:

|  |  |  |
| --- | --- | --- |
| **Field Office** | **Cases Reviewed** | **Percentage of Total** |
| Seattle | 77 | 15.4% |
| Tacoma | 59 | 11.8% |
| Everett | 68 | 13.6% |
| Yakima | 29 | 5.8% |
| Spokane | 67 | 13.4% |
| Olympia | 50 | 10.0% |
| Wenatchee | 18 | 3.6% |
| Vancouver | 54 | 10.8% |
| Fife | 55 | 11.0% |
| Kennewick | 23 | 4.6% |

This distribution is consistent (within 2 percentage points) with the distribution of the total caseload as reported by the OS.

#### Focused Sample for Case Closure

In the initial selection of 500 cases, SAS could not isolate sufficient cases that were closed during the review period, October 1, 2007 through September 30, 2008. To ensure compliance, an additional focused sample of 350 cases was randomly selected from those cases closed after September 30, 2007.

#### Focused Sample for Expedited Process

Expedited Process was an audit issue in only 44 cases in the main sample. To ensure statistical significance of the sample an additional 150 cases were randomly selected using SAS. The program was unable to isolate cases that were served a notice during a specific time period. In order to select the required sample for the Expedited Process measures, cases were chosen that had an order entered after September 30, 2007. These cases were reviewed only for the Expedited Process measure.

Statistical significance in each program area was proven by computing Efficiency Rate, Standard Error Rate and Confidence Level based on guidance from the April 2002 TEMPO publication. A 90 percent confidence level was used as stipulated in federal regulations.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Performance Measures** | **Sample Size** | **Efficiency Rate** | **Confidence****Interval (upper)** | **Confidence****Interval (lower)** |
| Closure | 353 | 96% | 97.5% | 95.6% |
| Establishment | 89 | 99% | 99.5% | 98.5% |
| Enforcement | 378 | 95% | 96.5% | 94.4% |
| Disbursement | 199 | 98% | 98.9% | 97.4% |
| Medical | 269 | 95% | 96.2% | 93.9% |
| Review and Adjustment | 196 | 96% | 97.6% | 95.7% |
| Interstate | 89 | 96% | 96.8% | 94.7% |
| Expedited Process 6-Month | 177 | 89% | 90.6% | 87.5% |
| Expedited Process 12-Month | 177 | 99% | 99.5% | 98.5% |

## Self-Assessment Results

### Introduction to Self-Assessment Results

The following section will report the results of the self-assessment review performed by the audit team. Each program criterion is organized in two sections: Observation and Summary. The Observation section contains a discussion of the number of cases reviewed, the compliance rate, and the reasons for the cases that failed. The Summary section gives a brief comparison to the previous year’s numbers and provides any other pertinent information found during the review.

### 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/ Benchmark** | **Previous Year's****Efficiency Rates** |
| Case Closure | 353 | 340 | 96% | 90% | 94% |
| Establishment | 89 | 88 | 99% | 75% | 92% |
| Enforcement | 378 | 360 | 95% | 75% | 94% |
| Disbursement | 199 | 195 | 98% | 75% | 98% |
| Medical | 269 | 255 | 95% | 75% | 90% |
| Review and Adjustment | 196 | 189 | 96% | 75% | 96% |
| Interstate | 89 | 85 | 96% | 75% | 89% |
| Expedited Process 6-Month | 177 | 157 | 89% | 75% | 81% |
| Expedited Process 12- Month | 177 | 175 | 99% | 90% | 99% |

1. **Discussion of Self-Assessment Results**

#### Case Closure Observation:

Case Closure was an audit consideration in only 3 of 500 (less than one percent) of the cases reviewed. As a result, an additional focused sample of 350 cases was drawn, for a total of 353 cases.

We review a larger focused sample to ensure continued case closure compliance. To be considered in substantial compliance, 90 percent of the closed cases need to meet the federal requirements. DCS achieved 96 percent (340 of 353 cases) compliance in this program area.

Thirteen cases failed for the following reasons:

* + Five cases failed because closure notice was not sent when appropriate, or the 60 day period following the mailing of the notice was not observed.
	+ Two cases failed because there was no written request for closure from the custodial parent.
	+ Two cases were closed while in Medical Enforcement Only and there was an active Medicaid assignment.
	+ Two cases were closed inappropriately for custodial parent loss of contact.
	+ Two cases were closed inappropriately when the debts were under $500 and there was still collection potential.

#### Case Closure Summary:

The 96 percent compliance rate exceeded last year’s rate of 94 percent, and is well within the compliance standard. The 340 cases found to be in compliance show that DCS staff have a good understanding of the rules regarding case closure and are diligent in pursuing cases with collection potential.

Three areas of concern were closing cases without written notification from the custodial parent, sending closure notices prior to the application of the last payment, and closing cases when medical assistance was still being provided.

#### Establishment Observation:

Order and Paternity Establishment was an audit consideration in 89 of 500 of the cases reviewed. To be considered in substantial compliance, 75 percent of the order and paternity establishment cases need to meet the requirements found in federal regulations. DCS achieved 99 percent (88 of 89 cases) compliance in the program measure.

One case failed because the administrative order was based on a paternity affidavit that was never filed with the Department of Health.

#### Establishment Summary:

The 99 percent compliance rate is well within the compliance standard. The 88 cases found to be in compliance were the result of diligent efforts by staff to achieve the DCS goal of establishing child support orders in as many cases as possible.

#### Child Support Enforcement Observation:

Enforcement was an audit consideration in 378 of 500 of the cases reviewed. To be considered in substantial compliance, 75 percent of the enforcement cases need to meet the requirements found in federal regulations. DCS achieved 95 percent (360 of 378 cases) compliance in the program area.

Federal regulations also require DCS to submit cases with arrears for federal tax offset. In all cases in which enforcement was an issue, DCS either submitted the case for federal tax offset or the case was not appropriate for submission.

In 5 percent (18 of 378 cases), DCS did not comply with federal requirements for the following reasons:

* + In 12 cases DCS did not meet federal asset locate requirements. To meet federal requirements, DCS must access all appropriate locate resources. These include the Custodial Parent, Federal Parent Locator Service, U.S. Postal Service, state employment security agency, unemployment data, Department of Motor Vehicles, credit bureaus, and quick locate to other states. The 12 cases failed because a timely credit bureau inquiry was not done.
	+ In six cases, DCS did not take a timely wage withholding action when required. The Non Custodial Parent (NCP) was paying voluntarily and was current on four of these cases, but the employer was known. In the remaining two cases, the NCP was paying voluntarily, had a known employer but was not current in payments.

#### Child Support Enforcement Summary:

The 95 percent compliance rate exceeded last year’s rate of 94 percent, and is well within the compliance standard. The majority (239 of 360 cases) succeeded because DCS received a wage withholding payment in the last quarter of the review period or a payment from another type of collection action. The 360 cases found to be in compliance demonstrate that DCS is attentively enforcing orders on the vast majority of the child support caseload. Not accessing credit bureaus when appropriate continues to be a primary reason for cases failing enforcement when locate is an issue.

#### Disbursement Observation:

Disbursement was an audit consideration in 199 of 500 of the cases reviewed. To be considered in substantial compliance, 75 percent of the disbursement cases need to meet the requirements found in federal regulations. DCS achieved 98 percent (195 of 199 cases) compliance in this program area.

A case meets the federal disbursement requirement if the payment is mailed within two business days of receipt. The DCS vendor mails payments the day after processing. For a payment to meet the requirement, it must be processed no later than one day after the payment is received. Four cases in the review received a payment which did not meet the federal disbursement requirement. Three of the cases did not meet the requirement because Special Instructions were not removed from the case until two or more days after the receipt of the payment. Special Instructions are set to require a manual review of a payment before its application to the case.

Cases included in this review had a payment that was collected and distributed during the last quarter of the review period. A payment was reviewed for the disbursement timeframe only if sufficient information identifying the payee was provided.

#### Disbursement Summary:

The 98 percent compliance rate is consistent with last year’s results, and is well within the compliance standard. The 195 cases found to be in compliance demonstrate that DCS is promptly disbursing payments after receipt.

#### Medical Enforcement Observation:

Medical Enforcement was an audit consideration in 269 of the 500 cases reviewed. To be considered in substantial compliance, 75 percent of the Medical Enforcement cases need to meet the requirements found in the federal regulations. DCS achieved 95 percent (255 of 269 cases) compliance in this program area.

Fourteen cases failed for the following reasons:

* + In ten cases, the case record confirmed that the NCP was employed during all or part of the audit period. In some cases, DCS did not send the appropriate medical notification, National Medical Support Notice (NMSN). In other cases the NMSN was not sent in a timely fashion. DCS had issued a wage withholding notice to the employer in some cases.
	+ In two cases, there was not sufficient follow up on the part of DCS regarding information provided by the employer.
	+ In two cases, there was not sufficient follow up when the employer failed to timely return the response to the NMSN.

#### Medical Enforcement Summary:

The 95 percent compliance rate exceeded last year’s rate of 90 percent. Further compliance can be achieved by sending the NMSN at the same time the Order to Withhold Income (OWI) is sent. If staff are certain the employer does not provide health insurance they should update the IA insurance indicator to N and make a case comment to that effect. Staff should be reminded that follow up is required when information the NCP or employer provides is insufficient. Contact by phone is a best practice in these cases.

#### Review and Adjustment Observation:

Review and Adjustment was an audit consideration in 196 of the 500 cases reviewed. To be considered in substantial compliance, 75 percent of the review and adjustment cases need to meet federal requirements found in the federal regulations. DCS achieved 96 percent (189 of 196 cases) compliance in the program category.

Seven cases failed for the following reasons:

* + - Two cases failed because current support was not appropriately added back to the case when the children returned to the household or had been removed in error. When current support is not on the case, the automated notice of the parties’ right to request a review is not sent.
		- Two cases failed because a prior modification evaluation was not properly closed out or non-adjusted on the OR screen.
		- Two cases failed because the OR screen contained an incorrect “thru date”, which indicates a date that current support ended. However, current support was still owed on these cases. This prevented the notification from being sent.
		- One case failed because the parties were not notified of their right to request that DCS review their order for adjustment. A valid mailing address for both parties on the case is necessary for the notification to be sent.

#### Review and Adjustment Summary:

The 96 percent compliance rate is consistent with last year’s results and well within the compliance standard. During the federal fiscal year, Support Enforcement Management System (SEMS) staff programmed a system enhancement that corrected cases which previously did not receive a Notice of the Right to Request a Review when the case was assigned to the prosecutor’s office for contempt.

#### Interstate Observation:

Interstate services were an audit consideration in 89 of the 500 cases reviewed. To be considered in substantial compliance, 75 percent of the interstate services cases must meet the requirements found in the federal regulations. DCS achieved 96 percent compliance (85 of 89 cases) in this program area which represents an increase from last year’s compliance rate of 89 percent.

Initiating Interstate

DCS was the initiating state in 58 of the 89 sample cases. DCS met the federal requirements in 95 percent (55 of 58 cases) of the initiating cases reviewed.

Three cases failed for the following reasons:

* + In two cases, DCS did not follow up with the responding jurisdiction in a timely manner.
	+ In one case, DCS did not complete a timely referral to a responding state within the required federal timeframes.

Responding Interstate

DCS was the responding state in 31 of the 89 sample cases. DCS met the federal requirements in 97 percent (30 of 31 cases) of the responding cases reviewed.

One case failed because DCS did not respond timely to a status request received from an initiating jurisdiction.

#### Interstate Summary:

DCS remains well within the compliance rate of 75 percent. All of the errors that occurred in this program area were because appropriate timeframes were not followed. Staff should be reminded of the federal timeframes with regards to initiating interstate referrals and responding to or following up on information provided by the other jurisdiction.

#### Expedited Process Observation:

Expedited Process was an audit consideration in 177 cases. To be considered in substantial compliance, 75 percent of the cases reviewed must have an order established within six months from the date of service of a child support obligation and 90 percent of the cases must be completed within twelve months.

DCS achieved 99 percent (175 of 177 cases) compliance overall. The failing cases did not successfully meet the twelve month requirement. This breaks down as follows:

* + - 89 percent (157 of 177 cases) met the six month requirement.
		- 99 percent (175 of 177 cases) met the twelve month requirement.

Two cases failed to meet the 12 month requirement while being worked at the prosecutor’s office for paternity. There are no specific reasons provided in either case detail to justify or toll the delay.

#### Expedited Process Summary:

The compliance rate for Orders Established within twelve months remains constant at 99 percent which demonstrates that timely establishment of orders is a priority with staff.

### Summary of Self-Assessment Results

The results of the self-assessment for October 1, 2007 through September 30, 2008 show DCS is found to be in substantial compliance in all eight federal program areas. Technological enhancements, well trained staff, and the oversight by an analyst in each field office who tracks performance have contributed to the success. Summaries for each program criterion reviewed are included above and contain any recommendations made as a result of the cases that failed.

## Program Service Enhancements

### Introduction to Program Service Enhancements

Washington State DCS prides itself in seeking new and improved ways to deliver services. These enhancements range from saving taxpayer dollars, helping specific populations access services, and providing employers with the necessary information to best interface with the agency. DCS continues to pursue ways to improve performance in various areas. Below are several program enhancements DCS has been involved with over the last year.

### Discussion of Program Service Enhancements

#### Public Information Site

DCS has a public information site that allows individuals and employers to find information about child support services, payment information including an on- line payment option, resources and employer information. The site is:

[www.childsupportonline.wa.gov](http://www.childsupportonline.wa.gov/)

There is also public access to research reports and studies conducted by the ESA Management Accountability and Program Statistics Unit and other grant reports listed on the internet. The site is:

<http://www.dshs.wa.gov/dcs/resources/reports.asp>

#### Employer Outreach

The employer outreach program is dedicated to enhancing communication and relationships with employers and is responsible for increasing electronic new hire reporting and for promoting the use of Electronic Funds Transfer (EFT). The program manager works closely with field and headquarters staff to provide employers in-depth, program specific training designed to save them time and money and help DCS operate a cost efficient program. In 2008, over 30 employer outreach events were held including training workshops, conference breakout sessions and media events.

Employer workshops were held in seven field offices statewide. DCS continued its efforts to educate employers through influential professional organizations and associations. DCS marketed increased awareness and use of its Child Support Internet Payment Service and the New Hire Reporting program by employers. In addition to the training events and media campaign, the employer outreach manager focused on converting DCS’ top paper paying and paper reporting employers to electronic methods.

Finally, in August 2008, DCS was honored with the National Child Support Enforcement’s 2008 Program Awareness Award. The award singled out DCS from all 50 states for its outreach efforts to the employer community in Washington State.

For further information, contact Doug Cheney at dcheney@dshs.wa.gov

#### Electronic Payment Methods

Electronic Funds Transfer (EFT) disbursement volumes continue to increase. As part of the implementation of the Deficit Reduction Act (DRA) provisions, pass through payments or arrears payments to TANF clients are paid to the DCS ReliaCard (a stored value debit card). This past year, electronic disbursements increased to slightly over 70 percent.

Incoming EFT payments increased to approximately 50 percent and continue to grow.

For further information, contact Lynnie Larsen at larsenlm@dshs.wa.gov

**Imaging/Locate Enhancements**

This past year, several practices were implemented to reduce undistributed collections, including locate training for staff, accessing Project Save Our Children as a locate resource, and allocating resources to advanced locate for checks when there is not a current address for the recipient. As of September 2008, the number of checks “on hold” was reduced from 13,643 (Oct 2007) to 9,604, which represented $289,276.96 in child support being distributed.

For further information, contact Lynnie Larsen at larsenlm@dshs.wa.gov

#### Tribal Relations

DCS negotiated or renewed Federal Offset Agreements with Port Gamble S’Klallam Tribe, Quinault Indian Nation, Colville Confederated Tribes, and Lummi Nation.

DCS and the Colville Tribe’s Start-Up IV-D program negotiated a Colville SEMS Data Share Agreement which allows the Colville Tribal Child Support Program to use the SEMS program to manage their child support cases.

DCS in coordination with ESA State Tribal Relations Office developed a combined IV-A/IV-D Data Share Agreement. This agreement offers/allows read only access to IV-A and IV-D tribes. This agreement also adds the ability to access Employment Security Department wage and unemployment compensation data to the IV-A and IV-D tribes. Port Gamble, Nooksack and the Tulalip Tribes have entered into this newest Data Share Agreement during this reporting period.

Two additional tribes, Quinault and Nooksack, began comprehensive IV-D programs in Washington. DCS continues to work closely with these to assure a smooth transition of child support services for the affected caseloads.

For further information, contact Brady Rossnagle at rossnbx@dshs.wa.gov

#### Management Accountability and Performance Statistics

The Performance Dashboard provides each of the field offices the opportunity to review their performance compared to their historical performance as well as comparing their results to the other field offices in the state. Two subsequent revisions include how each state is performing compared to the national average in each of the five federal performance measures and a tool for the individual workers to track the progress of their caseload. The Support Enforcement Officer (SEO) Dashboard incorporates all federal measures on an individual level as well as collection and statewide goals.

An ESA Dashboard has recently been added. This dashboard focuses on the bigger picture showing statewide targets vs. the actual result. This dashboard was designed for the highest level of management within ESA as a broad picture of how DCS is performing on each federal and state goal. A dashboard was also

developed for the paternity affidavit program that gives a quick overview of how each hospital is performing with regard to paternity affidavits completed.

For further information, contact Bryan Enlow at benlow@dshs.wa.gov

#### Grant & Demonstration Project Awards

Federal OCSE Section 1115 Grant on Arrears Stratification

The grant began September 30, 2008 and will continue through February 28, 2010. This grant allows DCS to update and continue work on child support arrearages reported in 2003. Expected outcomes include the development of information and strategies that can be applied in casework for management and mitigation of debt.

For further information contact Carl Formoso at cformoso@dshs.wa.gov

Bright Start

The federal Administration for Children and Families awarded DCS a Demonstration Grant called Bright Start in September 2005. At this juncture, two strategies have proven very successful:

* + The grant pays the cost for demonstration hospitals to add more Notaries Public. This strategy assures the hospital will have a Notary Public available for the parents to sign a Paternity Affidavit form. Collectively, the demonstration hospitals have improved the number and percentage of Paternity Affidavit forms signed at the hospital by seven percent.
	+ An unmarried mother and possible father who do not sign a Washington State Paternity Affidavit form are given an opportunity to apply for no-cost genetic testing.

OCSE has granted DCS an additional year (using rollover funding). The above strategies were implemented at 12 additional hospitals. Beginning August 1, 2009, DCS will roll Bright Start into ongoing child support efforts. The above strategies will continue by adding an additional 46 hospitals with funding provided through federal incentives.

For further information, contact John Hoover at jhoover@dshs.wa.gov

Strengthening Washington’s e-Referral Process

In September 2007, DCS was awarded a three year Federal Grant. With this grant, DCS proposes to strengthen the data exchange between the IV-A and IV- D programs. Through this project, the division plans to expand and fully automate data sharing with the Department of Health/Vital Records. This will include development and implementation of statewide training for TANF/Medicaid and DCS staff on the process of referring new cases and using the enhanced system. The desired result is improved rates of paternity establishment, expedited establishment of cash and medical support, and strengthened operational efficiency.

For further information, contact Dennis Vercillo at dvercill@dshs.wa.gov

#### Outreach Efforts with Incarcerated Parents

DCS has participated in the Children and Families of Incarcerated Parents Workgroup for several years now. This collaboration builds on previous efforts to contact incarcerated parents to see if DCS can help them modify their child support orders and/or coordinate conference board write-offs for hardship reasons. An incarcerated NCP who qualifies for license suspension for nonpayment of child support has a thirty-day grace period after release before certification for suspension, and DCS staff are encouraged to work with recently- released NCPs. DCS published a brochure which is distributed to NCPs when they first enter the Department of Corrections (DOC) and is available through DOC counselors. Although there is no funding to support a concerted outreach program, staff from several DCS field offices provide outreach services to DOC facilities in their area.

For further information, contact Nancy Koptur at nkoptur@dshs.wa.gov

#### Special Collections Unit

Justice Exchange

This is an internet database of real-time jail booking records for 30 states. DCS staff can search on-line for NCPs to see if they are or were incarcerated. The system also allows staff to check the entire jail population of a facility or just those incarcerated in the last 24/48/72 hours. The information includes Social Security numbers, which makes it easy to cross reference in SEMS. The

system also allows staff to set up alerts. The system can alert staff when a targeted individual is arrested or released from jail.

Non-Wage Earner Program Vehicle Lien Project

In March/April the Special Collections unit spearheaded an effort to increase the number of vehicles with DCS liens. Staff were made aware that even though a vehicle might not have enough value to justify a seizure, there was still value in filing a lien. NCPs contact their SEO and make payment arrangements in order to get the vehicle lien released.

Child Support Lien Network

CSLN is a consortium of mostly east coast states that contracted with the State of Rhode Island and a private contractor to match insurance claims with NCP records. Washington State joined the CSLN network in 2008. The program is just ramping up for Washington and in 2008 we collected $100,221 in CSLN insurance match intercepts.

Electronic Data Exchange with Banks and Employers

Washington DCS is a model for other states in the electronic exchange of information with banks and employers. In 2008 Washington State was the first state to automate the bank lien process. US Bank uploads the DCS NCP database and matches it with their list of account holders, then download the match information to SEMS. If the matched account meets the parameters for an automatic garnishment the file is created and uploaded back to US Bank. US Bank then sends the money electronically.

Social Security Lump Sum Payments

In April 2008 DCS contacted the Social Security Administration (SSA) and made several important connections with workers in the claims division. SSA began contacting DCS whenever an NCP with a DCS Social Security garnishment was entitled to a lump sum benefit. In 2008 DCS received $675,932 in Social Security lump sum payments.

For further information on any of the Special Collections Unit projects, contact Chuck Donnelly at cdonnelly@dshs.wa.gov

### Summary of Program Service Enhancements

DCS continues to be a leader in using technological advances as well as creative and innovative ways to better serve children and families in Washington State.

Working with partners ranging from employers to tribes to hospitals, to name a few, DCS’ pioneering strategies have improved performance and customer service as well as relationships with partners.

## Conclusion

In last year’s review, DCS met or exceeded the required compliance standards in all program areas. This year, DCS again met or exceeded the compliance benchmark in all eight program areas. The program compliance measures from FFY 2002 through 2008 present a historical view of Washington DCS over the last seven years and highlights the agency’s continued success.

# Program Compliance by Year

94% 93% 92% 94% 96%

96%

94% 94%

97%

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90%

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94% 92%

95%

90%

93% 94%

82%

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Case Closure Establishment Enforcement

2002 2003 2004 2005 2006 2007 2008

# Program Compliance by Year

98% 98% 98%

98%

97% 97% 97%

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Disbursement Medical Review and Adjustment

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# Program Compliance by Year

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76%

78%

Interstate EP (6 mo) EP (12mo)

2002 2003 2004 2005 2006 2007 2008

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