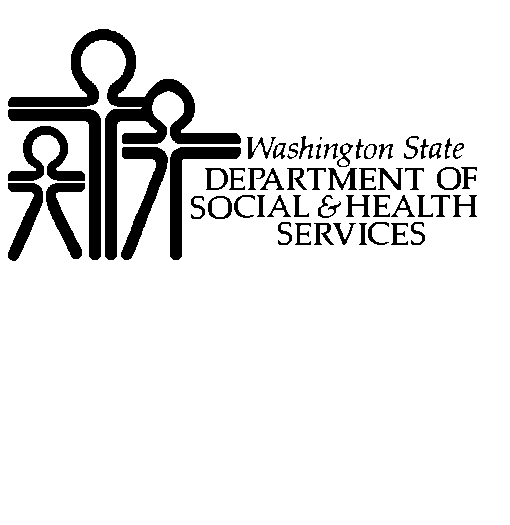
Washington State ~ Department of Social and Health Service ~ Division of Child Support

1



OCTOBER 1, 2008 -

SEPTEMBER 30, 2009

SELF-ASSESSMENT REVIEW STATEWIDE ANALYSIS FEDERAL REPORT

WASHINGTON DIVISION OF CHILD SUPPORT

## 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 2009 Self-Assessment Program Compliance**

99%

99%

98%

92%90%

92%

95%

93%

89%

100%

90%

75%

75%

75%

75%

75%

75%

75%



In last year’s review, Federal Fiscal Year (FFY) 2008, Washington exceeded the required compliance standards in all program areas. In FFY09, 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 | 351 | 321 | 92% | 90% | 96% |
| Establishment | 86 | 85 | 99% | 75% | 99% |
| Enforcement | 366 | 336 | 92% | 75% | 95% |
| Disbursement | 230 | 228 | 99% | 75% | 98% |
| Medical | 277 | 264 | 95% | 75% | 95% |
| Review and Adjustment | 178 | 175 | 98% | 75% | 96% |
| Interstate | 96 | 89 | 93% | 75% | 96% |
| Expedited Process 6-  Month | 171 | 152 | 89% | 75% | 89% |
| Expedited Process 12-  Month | 171 | 171 | 100% | 90% | 99% |

1. **Methodology**
   1. **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 the Office of Child Support Enforcement (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 2008-2009 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 Statistical Analysis System (SAS) programming to extract the information from flat files.

|  |  |
| --- | --- |
| **Sampling Criteria for 2008-2009 Self-Assessment Review** | |
| **Sample Item** | **Condition** |
| Field Office | Statewide |
| Status | Open (10/1/09 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 table on page 5. The universe from which the 500 review cases were randomly selected was 353,644. The cases were drawn from the case data available as of October 4, 2009.

#### 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 | 69 | 13.8% |
| Tacoma | 56 | 11.2% |
| Everett | 73 | 14.6% |
| Yakima | 28 | 5.6% |
| Spokane | 51 | 10.2% |
| Olympia | 55 | 11.0% |
| Wenatchee | 29 | 5.8% |
| Vancouver | 65 | 13.0% |
| Fife | 55 | 11.0% |
| Kennewick | 19 | 3.8% |

This distribution is consistent 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, 2008 through September 30, 2009. To ensure compliance, an additional focused sample of 350 cases was randomly selected from those cases closed after September 30, 2008.

#### Focused Sample for Expedited Process

Expedited Process was an audit issue in only 37 cases in the main sample. To ensure statistical significance of the sample an additional 150 cases were randomly selected using SAS. Out of 187 cases, 171 cases were relevant to our view. 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, 2008. 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 | 351 | 92% | 94.2% | 89.8% |
| Establishment | 86 | 99% | 99.9% | 98.2% |
| Enforcement | 366 | 92% | 94.5% | 90.2% |
| Disbursement | 230 | 99% | 100% | 98.6% |
| Medical | 277 | 95% | 97.3% | 94.0% |
| Review and Adjustment | 178 | 98% | 99.6% | 97.5% |
| Interstate | 96 | 93% | 95.2% | 91.1% |
| Expedited Process 6-  Month | 171 | 89% | 91.9% | 87.0% |
| Expedited  Process 12- Month | 171 | 100% | 100% | 100.0% |

## 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** |
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| Expedited  Process 6- Month | 171 | 152 | 89% | 75% | 89% |
| Expedited  Process 12- Month | 171 | 171 | 100% | 90% | 99% |

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

#### Case Closure Observation:

Case Closure was an audit consideration in only 1 of 500 of the cases reviewed. As a result, an additional focused sample of 350 cases was drawn, for a total of 351 cases.

To be considered in substantial compliance, 90 percent of the closed cases need to meet the federal requirements. DCS achieved 92 percent (321 of 351 cases) compliance in this program area.

Thirty cases failed for the following reasons:

* + Thirteen cases failed because a closure notice was not sent when appropriate, or the 60 day period following the mailing of the notice was not observed.
  + Six cases were closed inappropriately for loss of contact with the CP, three of which were still active Temporary Assistance for Needy Families (TANF).
  + Four cases failed because there was no written request for closure from the custodial parent (CP).
  + Two cases were closed inappropriately for CP non-cooperation.
  + Two cases were closed inappropriately when the debts were under $500 but there was additional debt for the family unit on other cases.
  + One case was closed because the CP and non-custodial parent (NCP) both moved out of state. The Uniform Interstate Family Support Act allows for working these cases.
  + One case was closed because the NCP claimed disability, but there was no required documentation.
  + One case was closed because the CP reported the NCP was in Mexico, but there was no documentation.

#### Case Closure Summary:

The 92 percent compliance rate is less than last year’s rate of 96 percent, but is within the compliance standard. The 321 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.

Staff should be reminded to make sure closure notices are sent and proper timeframes observed before closing cases, to ensure written notices are received when closing cases due to CP requests, and not close cases inappropriately when TANF/medical assistance still active.

#### Establishment Observation

Order and Paternity Establishment was an audit consideration in 86 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 (85 of 86 cases) compliance in the program measure.

One case failed because the Social Security number and date of birth for the NCP could not be determined. This information was available in Barcode, a database of IV-A client information, because the NCP had been in the household previously.

#### Establishment Summary:

The 99 percent compliance rate is well within the compliance standard. The 85 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 366 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 92 percent (336 of 366 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.

Thirty cases did not comply with federal requirements for the following reasons:

* + In 19 cases DCS did not meet federal asset locate requirements. To meet federal requirements, DCS must access all appropriate locate resources. These include the CP, Federal Parent Locator Service, U.S. Postal Service, state employment security agency, unemployment data, Department of Motor Vehicles, credit bureaus or Accurint, and quick locate to other states. The majority of the cases failed because a timely credit bureau or Accurint inquiry was not done.
  + In 11 cases, DCS did not take a timely wage withholding action when required. The main issues in the cases were the existence of Immediate Wage Withholding orders, but the NCPs were allowed to pay on their own while a current employer was either known or suspected.

#### Child Support Enforcement Summary:

The 92 percent compliance rate was less than last year’s rate of 94 percent, but is within the compliance standard. The majority (236 of 366 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 336 cases found to be in compliance demonstrate that DCS is attentively enforcing orders on the vast majority of the child support caseload. Staff should be encouraged to access all locate tools in a timely manner, and to use wage withholding on all cases with an immediate wage withholding order and a known or suspected employer.

#### Disbursement Observation:

Disbursement was an audit consideration in 230 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 99 percent (228 of 230 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.

Two cases in the review received a payment which did not meet the federal disbursement requirement. One 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. The other case failed because it was closed when the payment was received and was not reopened in time to apply the payment to meet the disbursement requirement.

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 99 percent compliance rate is an improvement over last year’s results, and is well within the compliance standard. The 228 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 277 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 (264 of 277 cases) compliance in this program area.

Thirteen cases failed for the following reasons:

* + In seven 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 even though DCS had issued a wage withholding notice to the employer in some cases.
  + In three cases, there was not sufficient follow up on the part of DCS regarding information provided by either the employer or the NCP.
  + In two cases, the Notice of Insurance Coverage (9-730) was not sent to the CP after insurance coverage for the children was verified.
  + In one case, 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 is equal to last year’s compliance rate. Sending the NMSN at the same time the Order to Withhold Income is sent is a requirement, unless staff knows insurance is not available through that employer. If staff is certain the employer does not provide health insurance they should update the Individual Address screen 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. Once insurance coverage is verified and the Medical Insurance (MI) screen is updated with the correct information SEMS reminds staff to send the 9-730 to the CP. This step is necessary to inform the CP of the children’s current health insurance coverage.

#### Review and Adjustment Observation:

Review and Adjustment was an audit consideration in 178 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 98 percent (175 of 178 cases) compliance in the program category.

Three cases 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 99 percent compliance rate is consistent with last year’s results and well within the compliance standard.

#### Interstate Observation:

Interstate services were an audit consideration in 96 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 93 percent compliance (89 of 96 cases) in this program area which represents a decrease from last year’s compliance rate of 96 percent.

Initiating Interstate

DCS was the initiating state in 69 of the 96 sample cases. DCS met the federal requirements in 90 percent (62 of 69 cases) of the initiating cases reviewed.

Seven cases failed for the following reasons:

* + In six cases, DCS did not complete a timely referral to a responding state within the required timeframes. In one of those cases, the CP did not return the forms necessary to establish an interstate case, and DCS did not follow up.
  + In one case, DCS did not follow up with the responding jurisdiction in a timely manner.

Responding Interstate

DCS was the responding state in 27 of the 96 sample cases. DCS met the federal requirements in 100 percent (27 of 27 cases) of the responding cases reviewed.

#### 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 171 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 the following during this review period:

* + - 89 percent (152 of 171 cases) met the six month requirement.
    - 100 percent (171 of 171 cases) met the twelve month requirement.

The overall compliance of 100 percent showed no errors were found during this assessment.

#### Expedited Process Summary:

The compliance rate for orders established within twelve months remains constant, even increasing one percentage point from last year’s compliance rate, 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, 2008 through September 30, 2009 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.

## 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.dshs.wa.gov/dcs)

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

In 2009, over 30 employer outreach events were held including training workshops, business outreach seminars, and media events. Employer workshops were held in nine DCS field offices statewide and in the Bremerton WorkSource office. DCS also partners with the Department of Revenue, Employment Security Department, and the Department of Labor and Industries by offering seminars statewide to employers.

In addition, the Employer Outreach Program collaborates with private trade organizations and public agencies to educate employers. Partners help DCS by publishing articles and ads, posting program web site links, and airing public service announcements, all at little or no cost. In 2009, employer outreach staff provided training to members of the American Payroll Association, Washington

Finance Officers Association, and the Association of Washington Cities at various regional and statewide conferences.

The Division’s outreach efforts are paying off. When DCS began its focused employer outreach efforts in 2006, just over 11,000 employers paid electronically. Today, that number has doubled to more than 22,000. Since electronic payments require much less staff time to process, this increase helps DCS operate a more cost efficient program.

For further information, contact Doug Cheney at [dcheney@dshs.wa.gov](mailto:dcheney@dshs.wa.gov).

#### Back-up Payment Processing

DCS is in the process of establishing off-site facilities for back-up payment processing. The necessary steps have been taken to create access to the Treasury Workstation from a Field Office in Eastern Washington. This access will give DCS the ability to process EFT payments remotely in the event of a disaster. Virtual access testing for the workstation is currently being done in Headquarters. Once the testing phase is complete, EFT process training will begin for selected staff in the Eastern Washington office.

For further information, contact Lynnie Larsen at [larsenlm@dshs.wa.gov](mailto:larsenlm@dshs.wa.gov)

#### Document Imaging

Optical Character Recognition (OCR) technology was added on June 27, 2009, completing phase two of our OPEX upgrade project. With the addition of the CAR/LAR software an estimated 40% of payments received are now auto indexed. This has created an imaging process time savings of 2.31 hours per day. Data is being compiled regarding the accuracy of the auto indexing and will be reviewed in the near future to determine whether creating control tapes is still necessary. Eliminating this step would save an additional 3.31 hours per day.

The new CAR/LAR software upgrade has also simplified the Field Office indexing process. The OCR technology has eliminated the issue regarding receipts scanned out of order and the indexing of duplicate receipts. This has saved a lot of time for Central Services staff who were called upon to make corrections.

Phase three of the OPEX upgrade project includes transition to electronic deposits and is currently in testing status with Imaging IT staff.

For further information, contact Lynnie Larsen at [larsenlm@dshs.wa.gov](mailto:larsenlm@dshs.wa.gov)

#### Tribal Relations

The DCS Tribal Relations Team (TRT) finalized their informational [brochure](http://www.dshs.wa.gov/pdf/Publications/22-1320.pdf). The brochure describes TRT’s Core Values, history, and services available from DCS. The brochure is intended for Tribes, clients, and other states.

During this reporting period, DCS and the ESA State Tribal Relations Office entered into a IV-A/IV-D Data Share Agreement with the following Tribes or Programs: Colville, Lummi, Puyallup, Quinault, Spokane, South Puget Intertribal Planning Agency TANF, and Suquamish. This agreement offers/allows read only access to IV-A and IV-D data, and Employment Security Department wage and unemployment information for Tribal TANF and Child Support Programs.

DCS negotiated a Federal Offset Agreement with the IV-D Programs of the Lummi Nation and Nooksack Tribe.

The Suquamish Tribe began the start-up phase of their Child Support Program. Two additional tribes, Colville and Tulalip, 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 [brady.rossnagle@dshs.wa.gov](mailto:brady.rossnagle@dshs.wa.gov)

#### Grant & Demonstration Project Awards

Bright Start

The federal Administration for Children and Families awarded DCS a Demonstration Grant called Bright Start in September 2005. The grant concluded July 31, 2009. Two strategies proved so successful that DCS incorporated them into their child support program:

* + Notaries Public - Hospitals are reimbursed the cost 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 improved the number and percentage of Paternity Affidavit forms signed at the hospital by seven percent.
  + No-cost genetic testing - An unmarried mother and possible father who decline the opportunity to sign a Washington State Paternity Affidavit form are given an application for no-cost genetic testing.

The above strategies were paid for by the grant and implemented at a total of 29 hospitals during the grant period. Beginning August 1, 2009, DCS began to incorporate Bright Start services into ongoing child support efforts and uses Incentive Funds to pay for these strategies. As of September 30, 2009, 40 of the State’s 70 birthing hospitals were participating.

For further information, contact Louise Munson at [lmunson@dshs.wa.gov](mailto:lmunson@dshs.wa.gov)

Federal OCSE Section 1115 Demonstration Grant: Strengthening Washington’s eReferral Process

In September 2007, DCS was awarded a three year federal grant. With this grant, DCS proposed to improve cooperation between DCS and its sister agencies with the goal of improving the eReferral process. This is the electronic process in which clients associated with TANF/Medicaid are referred by the Community Services Division to DCS for support enforcement services. The grant effort is guided by two objectives; the expansion and automation of data sharing with the Department of Health, and the statewide training of TANF/Medicaid staff on the process for referring new cases. Year two of this grant included the development and partial rollout of the online training to IV-A staff, and continued work toward the automation of the data exchange. Work on both objectives will continue through year three.

For further information, contact Sarah Kollin at [sarah.kollin@dshs.wa.gov](mailto:sarah.kollin@dshs.wa.gov)

Federal OCSE Section 1115 Access & Visitation Grant

The grant began September 1, 2009 and will continue through August 31, 2012. Through this grant, the division plans to assist unwed parents in filing parenting plans through partnerships with the courts and dispute resolution centers.

Expected outcomes include improved parent-child relationships and child support results.

For further information contact Sarah Kollin at [sarah.kollin@dshs.wa.gov](mailto:sarah.kollin@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 2003 through 2009 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% 92%

94% 94%

97%

99% 99%

90%

92%

94% 92%

90%

93% 94% 95% 92%

82%

Case Closure Establishment Enforcement

2003 2004 2005 2006 2007 2008 2009

# Program Compliance by Year

99%

98% 98% 98%

98%

98%

97%

97%

97%

95% 95%

96% 96%

96% 96%

94%

93%

92%

90%

85%

84%

Disbursement Medical Review and Adjustment

2003 2004 2005 2006 2007 2008 2009

# Program Compliance by Year

95% 95%

94%

98%

96%

89%

93%

98% 97% 98% 99% 99% 99%100%

91%

85%

89% 89%

76% 78%

81%

Interstate EP (6 mo) EP (12mo)

2003 2004 2005 2006 2007 2008 2009

ESA/OS Audit Team:

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If you have any questions regarding this report, please contact Theresa Murphy at (360) 664-5352, or by e-mail at [tmurphy@dshs.wa.gov](mailto:tmurphy@dshs.wa.gov).