

Clarify the Problem

A dependable stream of child support and medical insurance coverage for children helps increase the financial stability and independence of families. Parents who pay child support are more likely to be engaged with their children which leads to a better outcome for the child.

While Washington is one of the higher performing states, we are not collecting 100% of child support that is owed. In Washington State, child support represents almost one-quarter of the income for poor families who receive it. Collecting child support for families avoids approximately \$122.4 million a year in public assistance costs for medical, food and cash assistance.

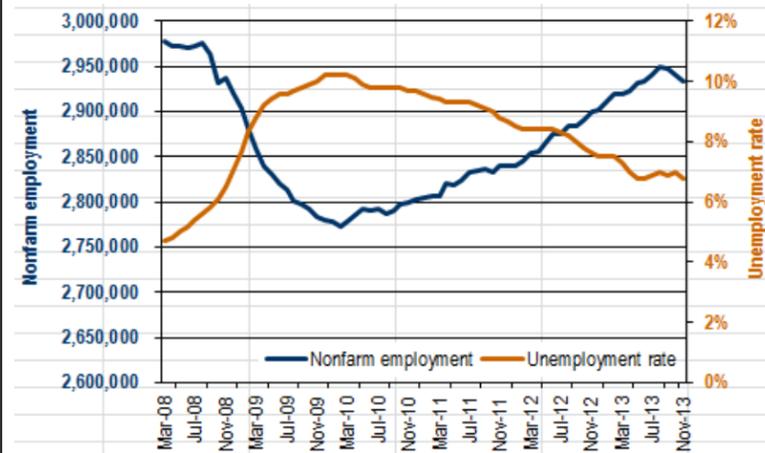
Division of Child Support (DCS) would like to increase total child support collections from \$686.9 million in SFY2013 to \$708 million in SFY2015 by increasing the percentage of Non-Custodial Parents (NCP) who fulfill their child support obligation.

Breakdown the Problem

Food Stamp Cost Avoidance due to Child Support program



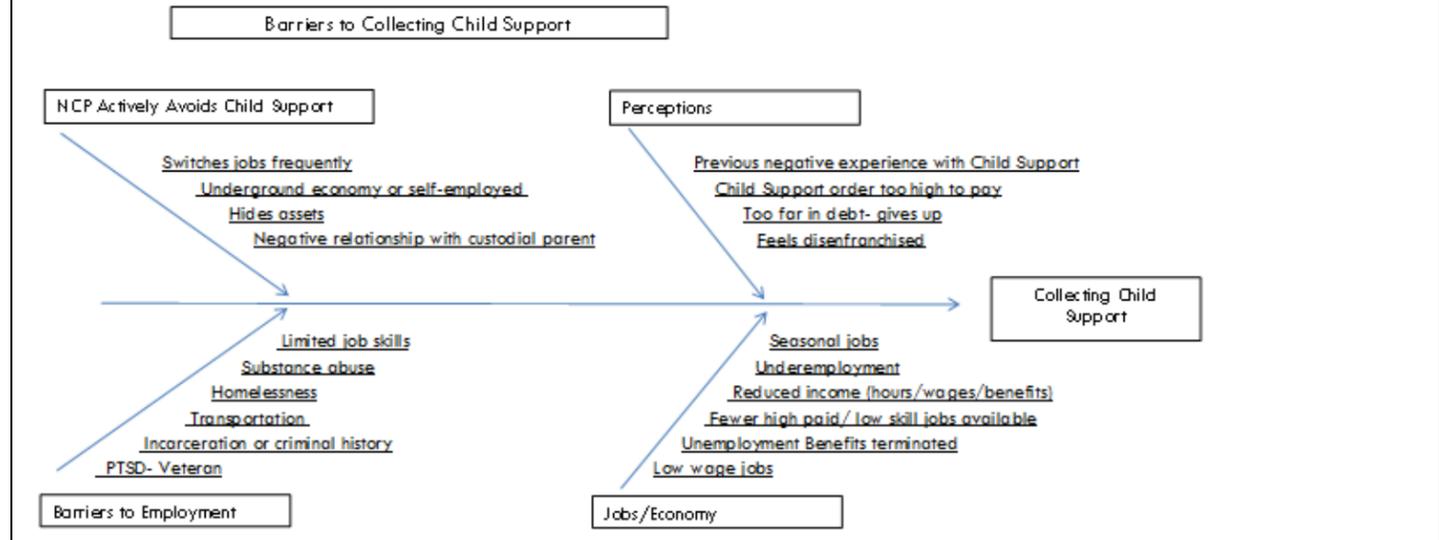
TANF Cost Avoidance due to Child Support program



Target Setting

Total child support collections increases from \$686.9 million in SFY2013 to \$708 million in SFY2015.

Identify Root Cause



Identify Countermeasures

Root Cause	Proposed Countermeasure	Feasibility	Cost	Risk	Impact
NCP feels disenfranchised	Establish reasonable monthly child support	High	Medium	Low	High
Child support order too high	Review order for modification	High	High	Low	High
Barriers to employment	Develop database of available resources to refer noncustodial parents to assist with removing barriers	Medium	Medium	Medium	High
Previous negative experience with CS	Explain options through outreach efforts/brochures/customer service	Medium	Low	Low	Medium
Previous negative experience with CS	Use automation to free up staff to provide good customer service	Medium	High	Low	High
NCP actively avoids child support	Work with community partners to encourage NCPs to engage with DCS	High	Low	Low	Medium

Action Plan

ID#	Problem to be solved	Action Item	Lead	Team	Due Date	Status
1	Help noncustodial parent remove barriers to employment	Develop Child Support Alternative Solutions Program (CSASP)	Wally McClure	DCS	8/2014	WIP
2	Too far in debt- gives up	Utilize VISTA members to develop CSASP	Wally McClure	DCS	8/2014	WIP
3	Disenfranchised with DCS	Increase outreach efforts to NCPs	Adolfo Capestany	DCS	8/2014	WIP

Evaluate Results Standardize then Repeat