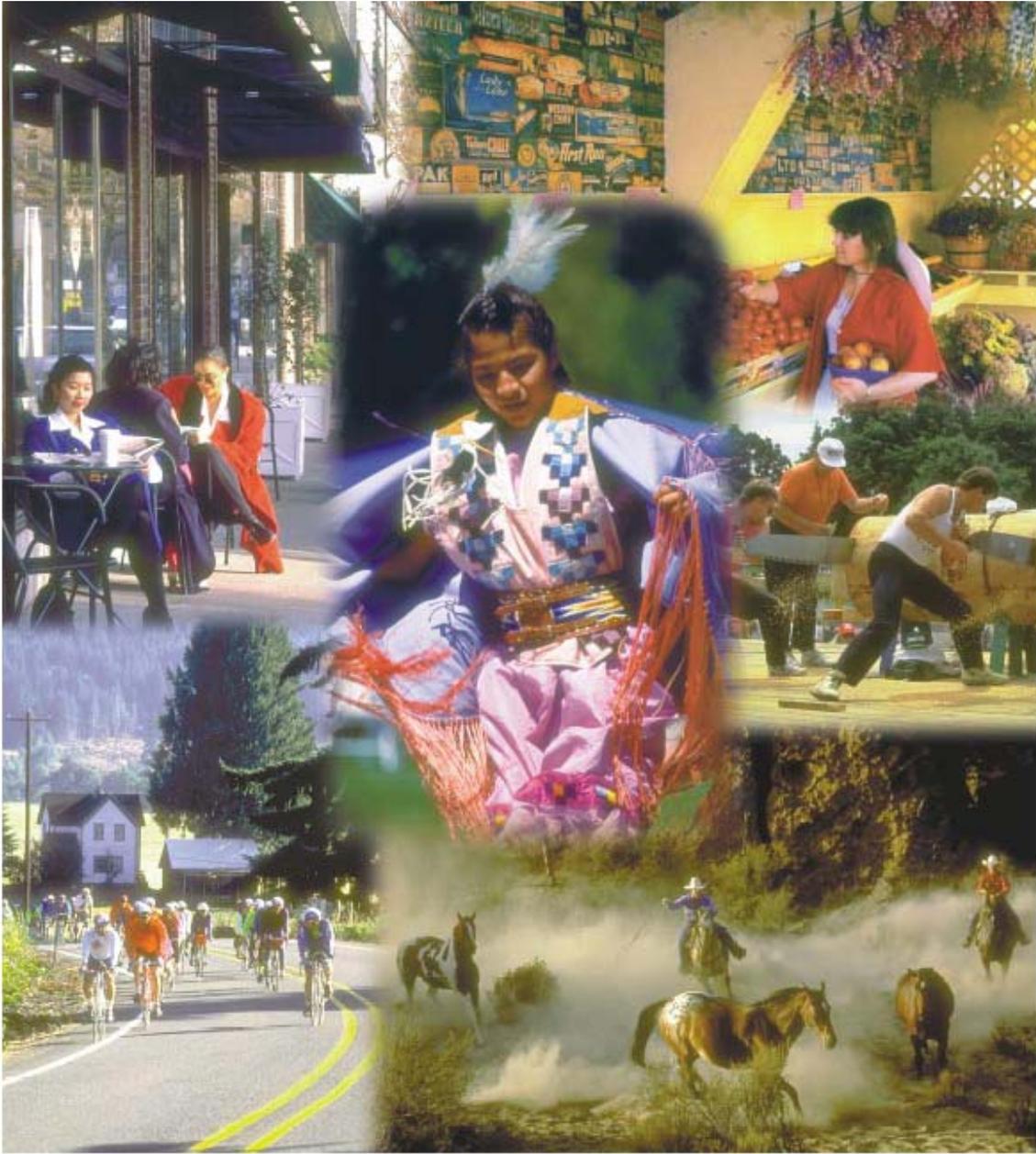


OREGON CHILD SUPPORT PROGRAM



**SELF-ASSESSMENT REPORT
FEDERAL FISCAL YEAR 2003**

EXECUTIVE SUMMARY

45 CFR 308 requires all states to conduct an annual assessment of their IV-D program. For the period of October 1, 2002 through September 30, 2003, Oregon reviewed the eight required categories. A total of 2,696 randomly selected cases were manually reviewed in seven of the categories. All cases meeting the requirements for the Disbursement category were automatically sampled and reviewed. Below are the results for all eight categories.

CATEGORIES	FEDERAL BENCHMARKS	RESULTS
Case Closure	90%	91.46%
Disbursement of Collections	75%	91.55%
Enforcement of Orders	75%	96.74%
Establishment of Paternity and Support Orders	75%	78.91%
Expedited Process (6 months)	75%	88.59%
(12 months)	90%	98.48%
Interstate Services	75%	85.77%
Medical Support Enforcement	75%	93.77%
Review and Adjustment (Modifications)	75%	99.45%

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INTRODUCTION

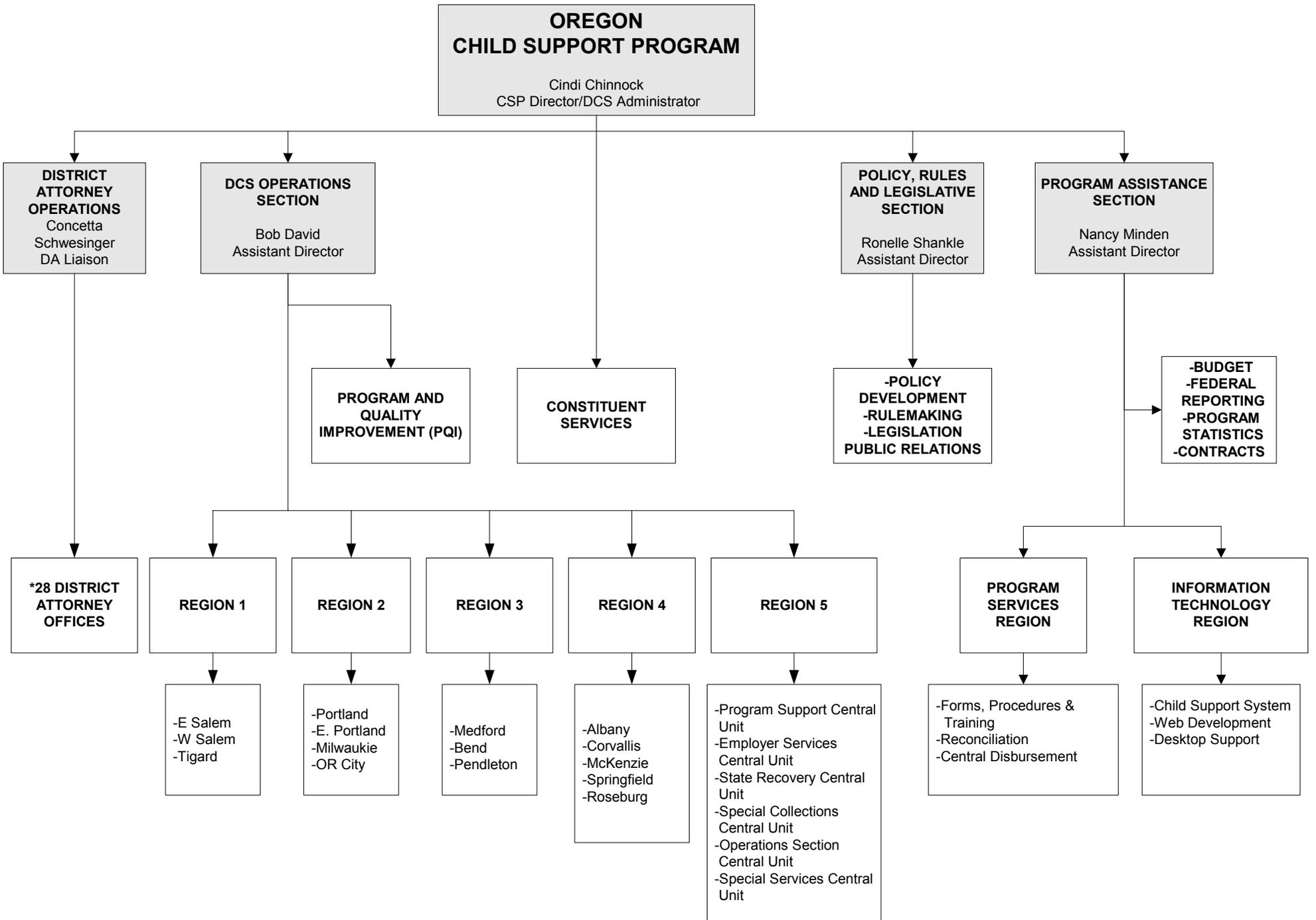
45 CFR 308 establishes standards and criteria for state self-assessment review and report processes. States must conduct an annual review of the eight required program criteria. The results of the self-assessment are to be submitted to the Office of Child Support Enforcement (OCSE) Regional Office and the Commissioner of the Office of Child Support Enforcement no later than six months after the end of the review period.

Oregon's IV-D Director's Office, including program policy and program performance staff, was transferred and consolidated with the Division of Child Support (DCS) under the Department of Justice (DOJ) effective July 1, 2003. Contracts with County District Attorney offices to provide child support services continue and the contractual relationship was transferred to the Department of Justice, Division of Child Support (DCS). (*See Program Organization Chart on next page*).

Of Oregon's 36 counties, 28 County District Attorney offices currently provide support services to non-assistance families and some families receiving medical coverage through the Department of Human Services (DHS). DCS provides support services for public assistance and former public assistance families and support services to non-assistance families through contracts with the remaining eight counties. DCS also provides program-wide services including the Child Support Enforcement Automated Systems (CSEAS), bankruptcy, garnishments identified by the Financial Institution Data Match (FIDM), Employer Reporting (ER), State Parent Locator Services (SPLS), accounting services, distribution services, and Central Registry (CR).

In October 1999, Oregon established a permanent Child Support Program Assessment Team (currently called Program and Quality Improvement Unit) in the State IV-D Director's Office. This is the fifth annual self-assessment completed by the team. It covers the twelve-month period beginning October 1, 2002 and ending September 30, 2003. The assessment was completed reviewing the following eight categories:

- Case Closure
- Disbursement of Collections
- Enforcement of Orders
- Establishment of Paternity and Support Orders
- Expedited Process
- Interstate Services
- Medical Support Enforcement
- Review and Adjustment (Modifications)



*The eight other counties receive services from DCS Operations

OREGON CHILD SUPPORT PROGRAM

MISSION

To help children receive financial support from both parents, and to foster the strengthening of families by connecting them to community services

PRINCIPLES

- ❖ We are guided by the *Best Interests of Children*.
- ❖ We provide *Quality Customer Service* that helps families meet their needs and responsibilities with dignity and respect.
- ❖ We are dedicated to improving the Self-Sufficiency, Health and Emotional Well-being of families.
- ❖ We respect and value the *Diversity* of the Oregon child support professionals as our program strength.
- ❖ We recognize fostering and maintaining effective *Partnerships* are essential to the success of our mission.

METHODOLOGY

Oregon's review process is based on the review criteria outlined in 45 CFR 308. Oregon randomly reviewed a focused sample group of child support cases in seven categories to determine compliance with the corresponding citations in the Code of Federal Regulations (45 CFR 302 and 303) and the Social Security Act (Section 454B(c)(1)). For Disbursement of Collections, all payments received were reviewed to determine compliance.

Oregon reviewed the eight required categories:

- Case Closure
- Disbursement of Collections
- Enforcement of Orders
- Establishment of Paternity and Support Orders
- Expedited Process
- Interstate Services
- Medical Support Enforcement
- Review and Adjustment (Modifications)

To conduct a statistically valid assessment and select a sample that would achieve a 90% confidence interval, focused samples were utilized. Once population sizes were identified, Oregon determined the size of the samples using 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

α = 1 – confidence interval

p = Probability

q = 1 – p

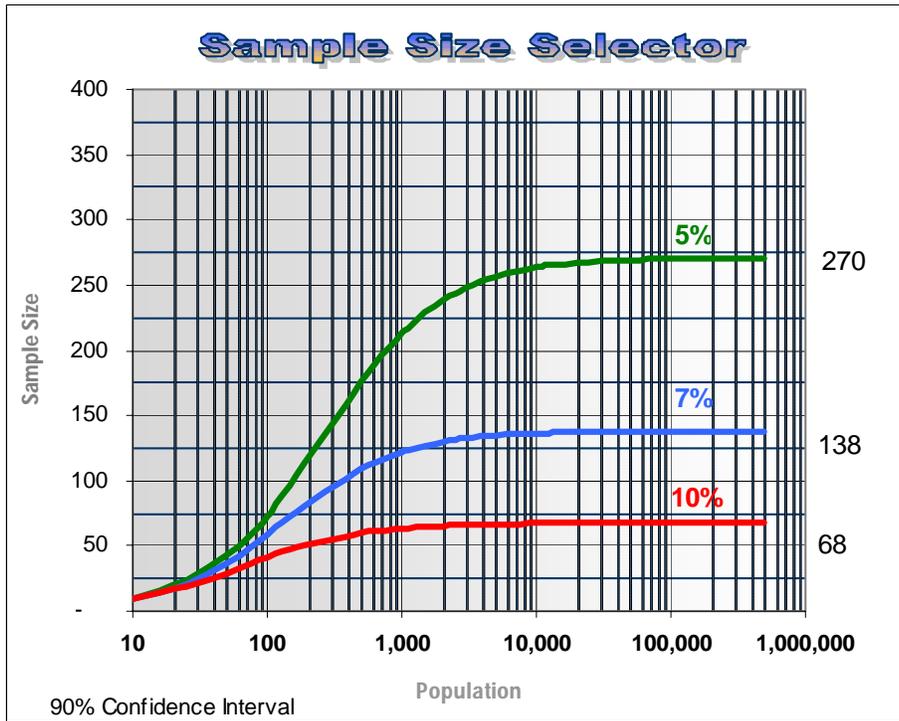
E = Tolerable error rate

Oregon's desired tolerable error rate is 5%. A presumed probability of 50-50 was used (50% chance the desired result would occur and 50% chance the desired result would not occur). Utilizing a 90% confidence interval, a table was created to indicate the number of cases required for review per identified population. A comparative table for a 95% confidence interval was also created to determine the number of cases to sample in order to achieve the 90% confidence level (*See Confidence Interval Charts on next page*).

Sample Chart 90% Confidence Interval

Tolerable Error

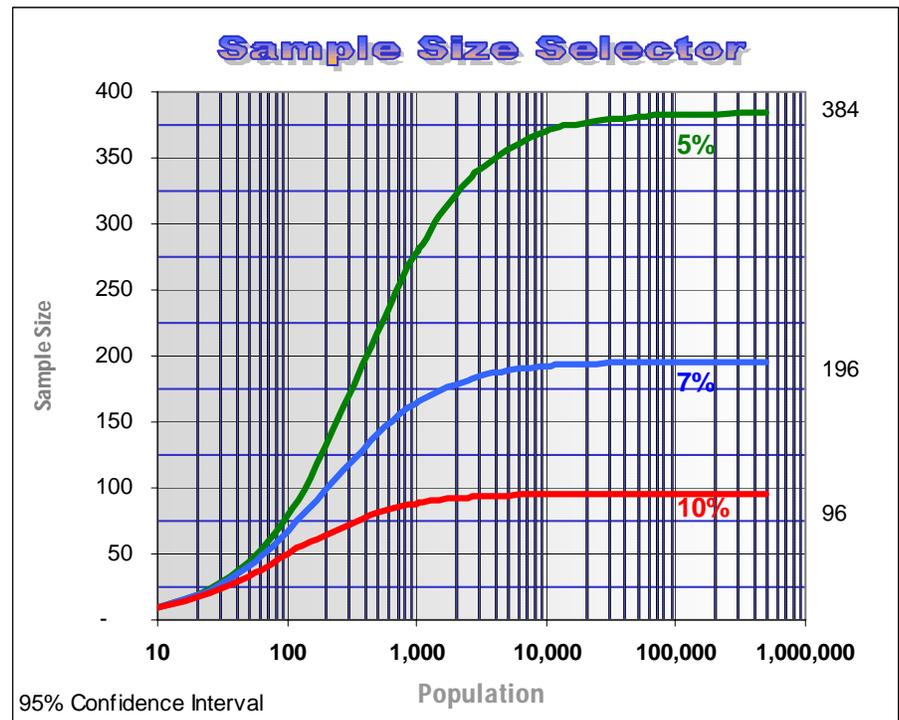
Population	5%	7%	10%
10	10	9	9
25	23	21	18
50	42	37	29
75	59	49	36
100	73	58	41
150	97	72	47
500	176	108	60
750	199	117	62
1,000	213	121	63
1,100	217	123	64
1,500	229	127	65
2,000	238	129	65
2,500	244	131	66
3,000	248	132	66
5,000	257	134	67
7,500	261	136	67
10,000	263	136	67
11,000	264	136	67
12,500	265	137	67
15,000	266	137	67
20,000	267	137	67
50,000	269	138	68
100,000	270	138	68
500,000	270	138	68



Sample Chart 95% Confidence Interval

Tolerable Error

Population	5%	7%	10%
10	10	10	9
25	24	22	20
50	44	40	33
75	63	54	42
100	80	66	49
150	108	85	59
500	217	141	81
750	254	156	85
1,000	278	164	88
1,100	285	166	88
1,500	306	173	90
2,000	322	179	92
2,500	333	182	93
3,000	341	184	93
5,000	357	189	94
7,500	365	191	95
10,000	370	192	95
11,000	371	193	95
12,500	373	193	95
15,000	375	193	95
20,000	377	194	96
50,000	381	195	96
100,000	383	196	96
500,000	384	196	96



SAMPLES

To obtain focused samples, the seven non-automated categories were broadly defined and separate populations identified for cases meeting the specified definitions. The probability existed that some cases would be included within a defined population that should have been excluded due to coding errors and ambiguity in definitions. In addition, an exclusion rate was anticipated because each category was broadly defined to avoid systematic exclusion of a population subset. Therefore, within each category, there was a higher probability that a specific population was actually smaller than the population identified. Due to these probabilities, an exclusion rate was anticipated within each sample. Therefore, a sample was pulled based on the 95% confidence interval in order to achieve the 90% confidence interval. If the exclusion rate was high and the required number of cases was not obtained, a second sample was pulled to meet the required number of cases.

SAMPLING CRITERIA

Case Closure was defined as any case closed during the review period, even if it was subsequently reopened. A population of 36,904 cases was identified. A total of 381 cases were randomly selected to meet the required 269 cases.

Disbursement of Collections was defined as any payment received and disbursed between October 1, 2002 and September 30, 2003. Since this category was automated, a total of 1,973,707 payments were reviewed.

Enforcement of Orders was defined as on-going support or judgment only cases and cases pending legal action during the review period with a child support order coded on the system. A population of 129,870 cases was identified. A total of 383 cases were randomly selected to meet the required 270 cases.

Establishment of Paternity and Support Orders was defined as any case in which a support order was completed during the review period, any open case in which a support order was needed or an order of support that was pending within legal function. A population of 67,016 cases was identified. A total of 463 cases were randomly selected to meet the required 270 cases.

Expedited Process was defined as cases where an order had been established during the review period. A population of 6,815 cases was identified. A total of 365 cases were randomly selected to meet the required 261 cases.

Interstate Services was defined as no order, on-going support, or judgment only cases coded "RECIP" on the system during the review period and in which the responding state code was not Oregon (State Code 41). A population of 31,327 cases was identified. A total of 405 cases were randomly selected to meet the required 269 cases.

Medical Support Enforcement was defined as on-going support cases within Enforcement with a child support order dated within the review period or cases pending legal action to establish or modify. A population of 19,009 cases was identified. A total of 398 cases were randomly selected to meet the required 267 cases.

Review and Adjustment (Modification) was defined as on-going support cases with an order dated within the review period coded with a modification action or cases either in Enforcement or pending a legal action to modify. A population of 11,019 cases was identified, including modifications based on periodic reviews and on change of circumstance. A total of 373 cases were randomly selected to meet the required 265 cases.

PROGRAM COMPLIANCE CRITERIA

Oregon's review process for all eight categories is based on the review criteria outlined in 45 CFR 308. Oregon also used the Core Work Group Report model to conduct case assessments. Flowcharts were created for the seven non-automated categories based on the federal review criteria (*Appendix 1-8*). A database was created with data input forms designed around the flowcharts (*Appendix 9*). Macros eliminated manual calculations and determinations and increased 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.

Relevant definitions:

- 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. Each case can only receive one action or one error.
2. A case was reviewed for only the criteria in which it was sampled.
3. Credit was not given for an action taken prior to or after the review period.
4. Time standards for Interstate cases were reviewed separately.
5. If an outcome was pending, the last required action was evaluated.
6. If an outcome was pending and the time frame expired before the review period, the last required action that should have been taken 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.
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 must be explained).

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:

$$\text{Efficiency} = \frac{\text{Cases with appropriate action}}{\text{Total number of cases with required action}}$$

RESULTS

CASE CLOSURE

	Population Size	36,904
	Cases Sampled	381
	Cases Reviewed	363
Figure 1	Cases that met at least one federal requirement for closure	332
	Efficiency Rate	91.46%
	Cases with an error	31
	Error Rate	8.54%
Met Federal Benchmark?		YES
<hr/>		
Figure 2	<i>Non-compliant cases</i>	<i>31</i>
	Did not qualify for case closure	21
	Did not interview custodial parent about unknown father	1
	Did not send contact letter to unreachable custodial parent	6
	Did not send closure notice to custodial parent	1
	Did not wait 60 days between sending contact letter and sending closure notice to unreachable custodial parent	2
	Did not wait 60 days to close case after sending closure notice	0

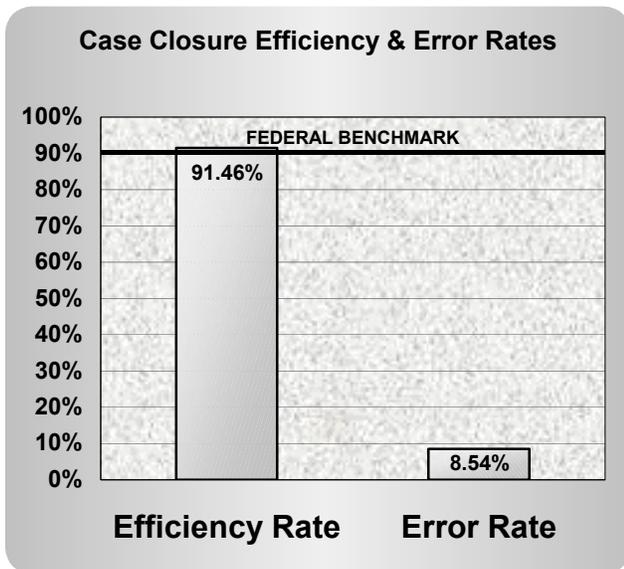


Figure 1

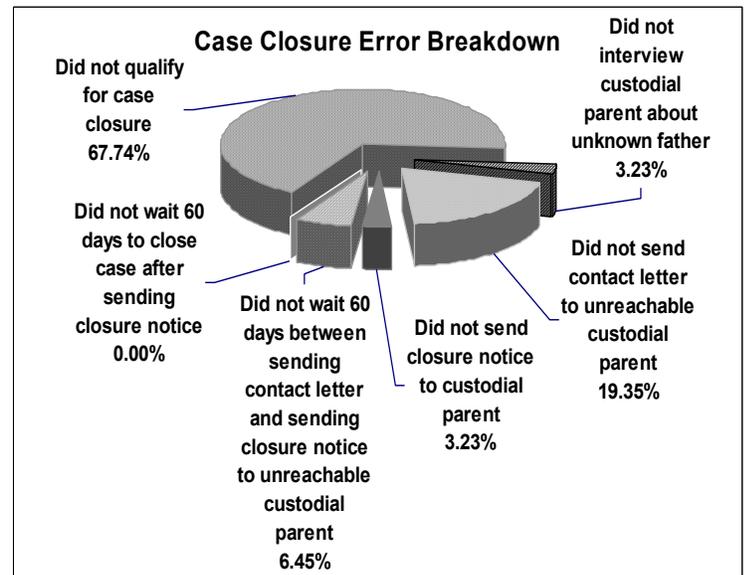


Figure 2

DISBURSEMENT OF COLLECTIONS

	Population Size	1,973,707
	Cases Sampled	1,973,707
	Cases Reviewed	1,973,707
Figure 1	Cases meeting federal requirement	1,806,854
	Efficiency Rate	91.55%
	Cases with an error	166,853
	Error Rate	8.45%
	Met Federal Benchmark?	YES

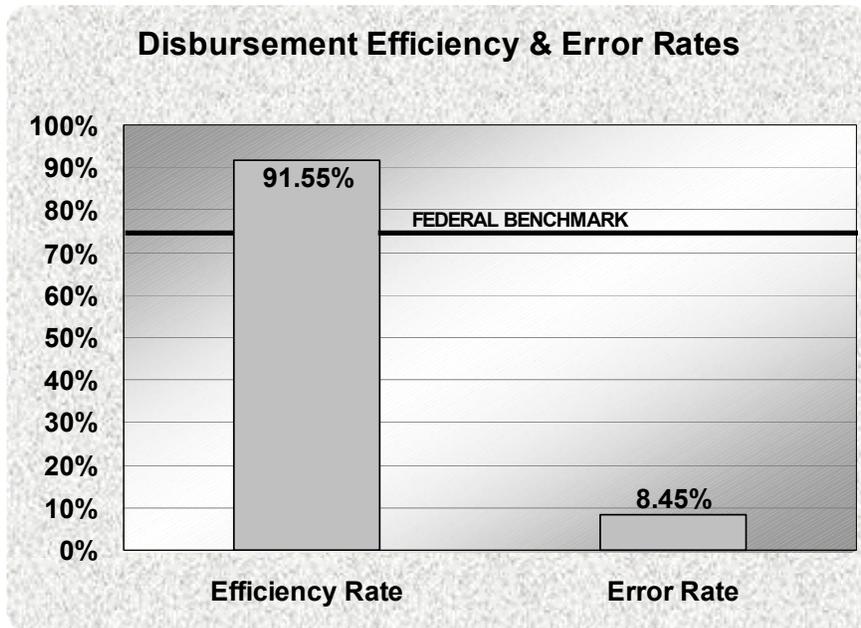
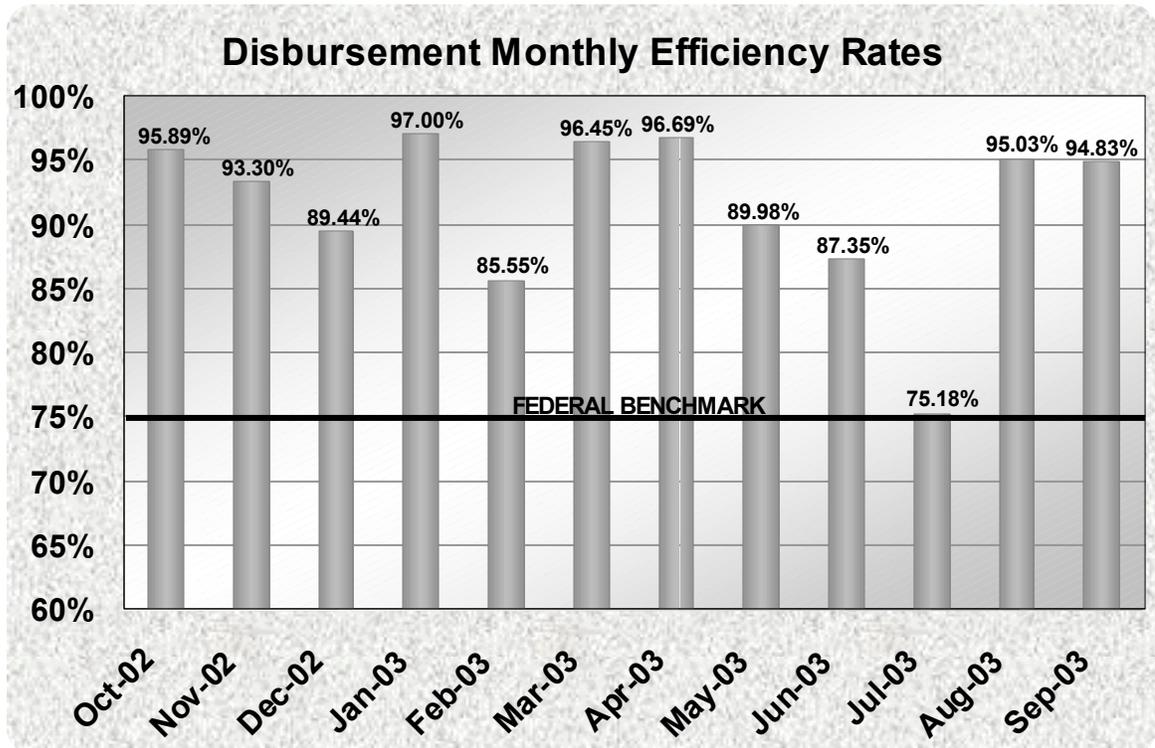


Figure 1

DISBURSEMENT DETAIL

Month	Total Disbursed Receipts	Total Disbursed Within 2 Days	Total Not Disbursed Within 2 Day	Efficiency Rate	Error Rate
October 2002	161,211	154,579	6,632	95.89%	4.11%
November 2002	152,741	142,510	10,231	93.30%	6.70%
December 2002	120,689	107,948	12,741	89.44%	10.56%
January 2003	197,148	191,240	5,908	97.00%	3.00%
February 2003	152,898	130,800	22,098	85.55%	14.45%
March 2003	176,224	169,964	6,260	96.45%	3.55%
April 2003	167,708	162,160	5,548	96.69%	3.31%
May 2003	171,359	154,189	17,170	89.98%	10.02%
June 2003	175,913	153,662	22,251	87.35%	12.65%
July 2003	165,873	124,701	41,172	75.18%	24.82%
August 2003	161,241	153,223	8,018	95.03%	4.97%
September 2003	170,702	161,878	8,824	94.83%	5.17%
TOTALS	1,973,707	1,806,854	166,853	91.55%	8.45%



ENFORCEMENT OF ORDERS

	Population Size	129,870
	Cases Sampled	383
	Cases Reviewed	307
Figure 1	Cases meeting federal requirement	297
	Efficiency Rate	96.74%
	Cases with an error	10
	Error Rate	3.26%
	Met Federal Benchmark?	YES
Figure 2	<i>Non-compliant cases</i>	<i>10</i>
	Withholding not issued timely	5
	Other enforcement action not taken	2
	Locate not timely	1
	Not submitted for tax offset	2
	Case opening procedures not timely	0

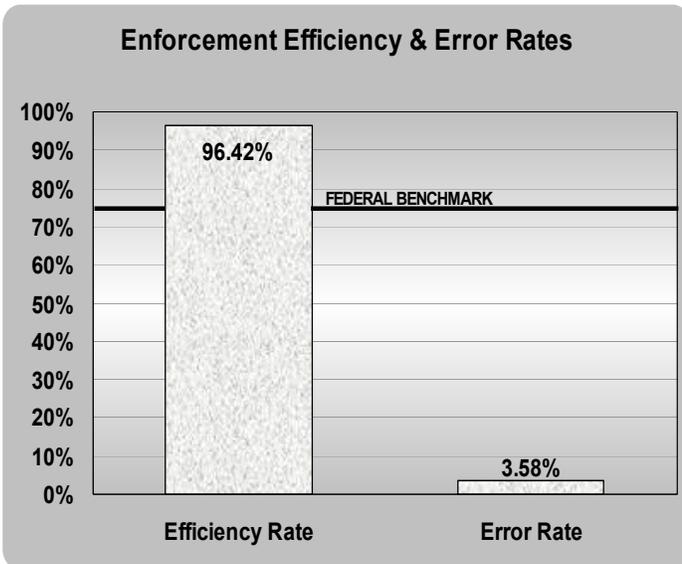


Figure 1

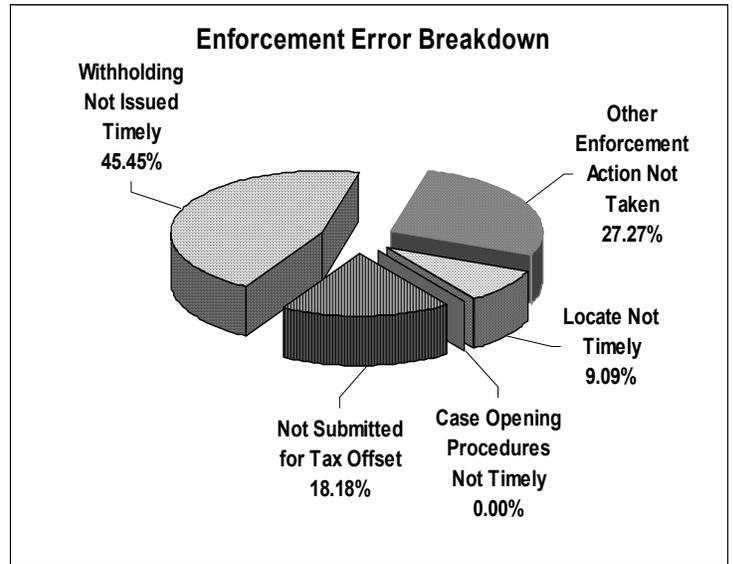


Figure 2

ESTABLISHMENT OF PATERNITY AND SUPPORT ORDERS

	Population Size	67,016
	Cases Sampled	463
	Cases Reviewed	275
Figure 1	Cases meeting federal requirement	217
	Efficiency Rate	78.91%
	Cases with an error	58
	Error Rate	21.09%
	Met Federal Benchmark?	YES
	<i>Non-compliant cases</i>	58
Figure 2	Service not timely	48
	Locate not timely	9
	Case opening procedures not timely	1

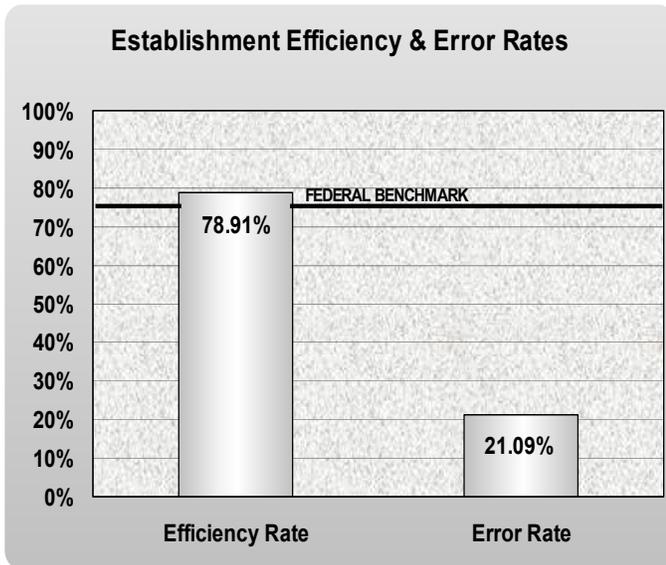


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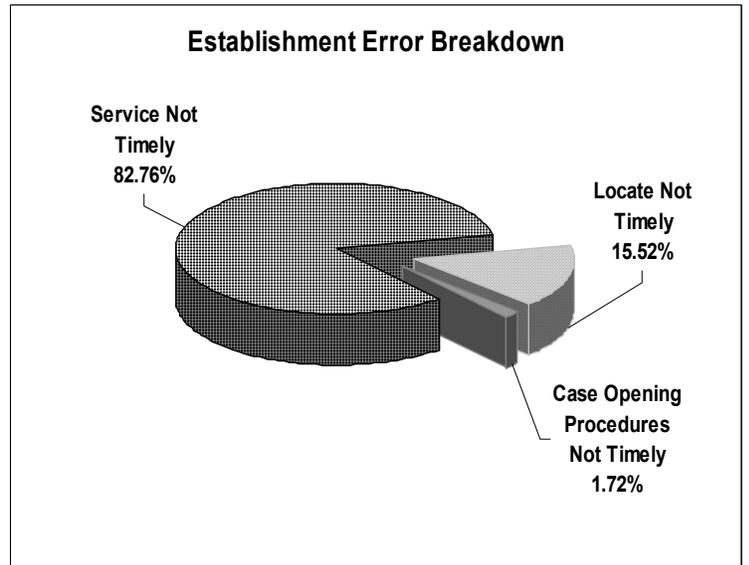


Figure 2

EXPEDITED PROCESS

Figure 1

Population Size	6,815
Cases Sampled	365
Cases Reviewed	263
Cases completed within 6 months	233
Efficiency Rate	88.59%
Met Federal Benchmark?	YES
Cases completed within 12 months	259
Efficiency Rate	98.48%
Cases not completed within 12 months	4
Error Rate	1.52%
Met Federal Benchmark?	YES

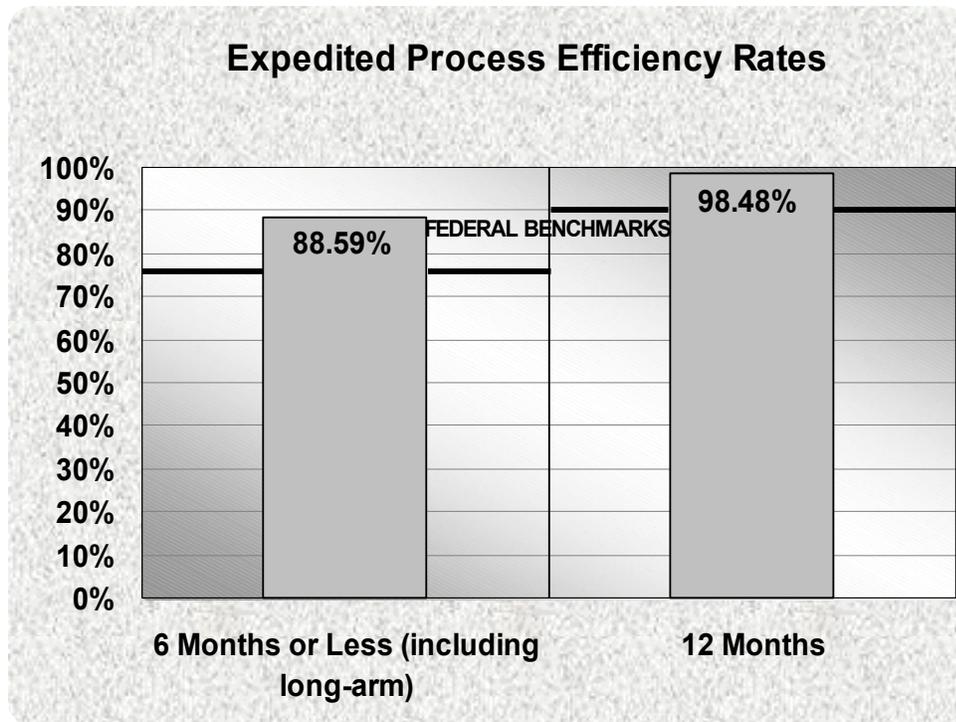


Figure 1

INTERSTATE SERVICES

	Population Size	31,327
	Cases Sampled	405
	Cases Reviewed	274
Figure 1	Cases meeting federal requirement	235
	Efficiency Rate	85.77%
	Cases with an error	39
	Error Rate	14.23%
	Met Federal Benchmark?	YES
<i>Total Non-compliant Cases</i>		39
Figure 2	<i>Non-compliant Responding Reciprocal Cases</i>	24
	Did not forward case and inform initiating state after receiving documentation	0
	Did not respond to inquiries from initiating state	7
	Did not notify initiating state of non-custodial parent's location in another state	1
	Did not notify initiating state of non-custodial parent's location in another jurisdiction	1
	Did not notify initiating state of new information received	15
	<i>Non-compliant Initiating Reciprocal Cases</i>	15
	Did not refer case to responding state's interstate central registry	4
	Did not provide information upon request to responding state	2
	Did not notify responding state of new information received	9
Did not forward modification request to responding state	0	

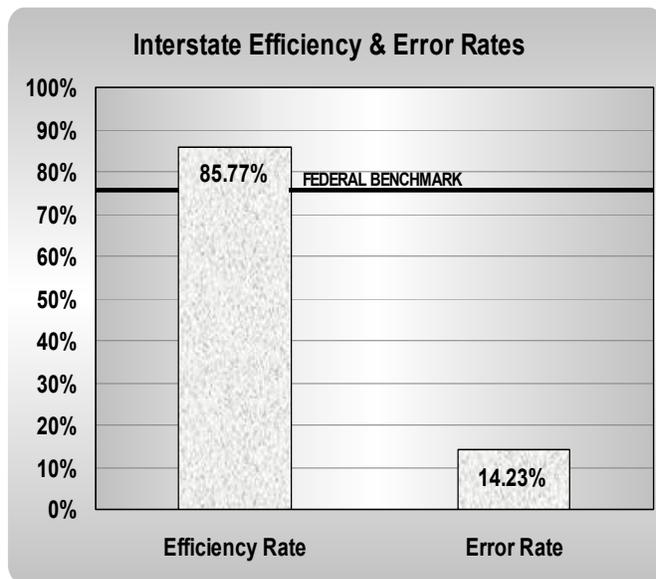


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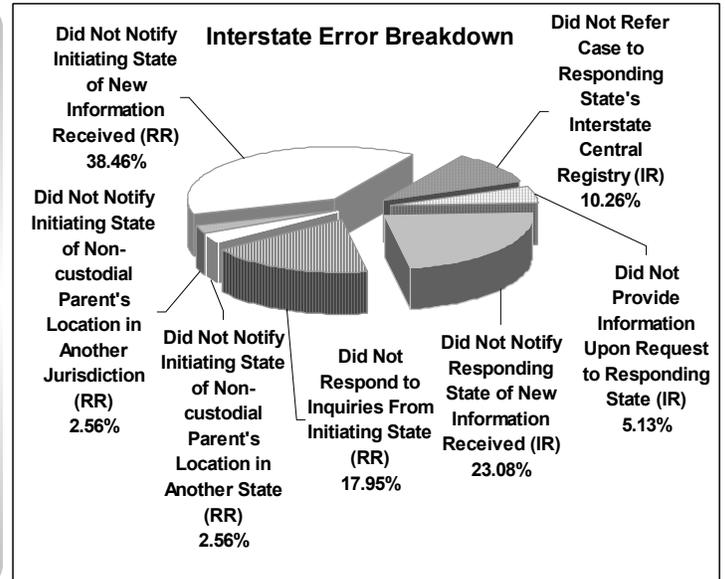


Figure 2

INTERSTATE: RESPONDING RECIPROCALLS

	Cases Reviewed	123
Figure 1	Cases meeting federal requirement Efficiency Rate	 99 80.49%
	Cases with an error Error Rate	 24 19.51%
	Met Federal Benchmark?	YES
	<i>Non-compliant cases</i>	24
Figure 2	Did not forward case and inform initiating state after receiving documentation	0
	Did not respond to inquiries from initiating state	7
	Did not notify initiating state of non-custodial parent's location in another state	1
	Did not notify initiating state of non-custodial parent's location in another jurisdiction	1
	Did not notify initiating state of new information received	15

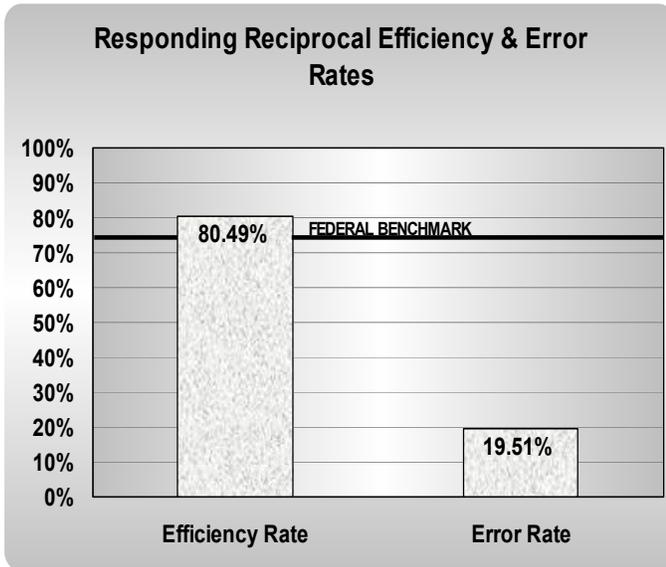


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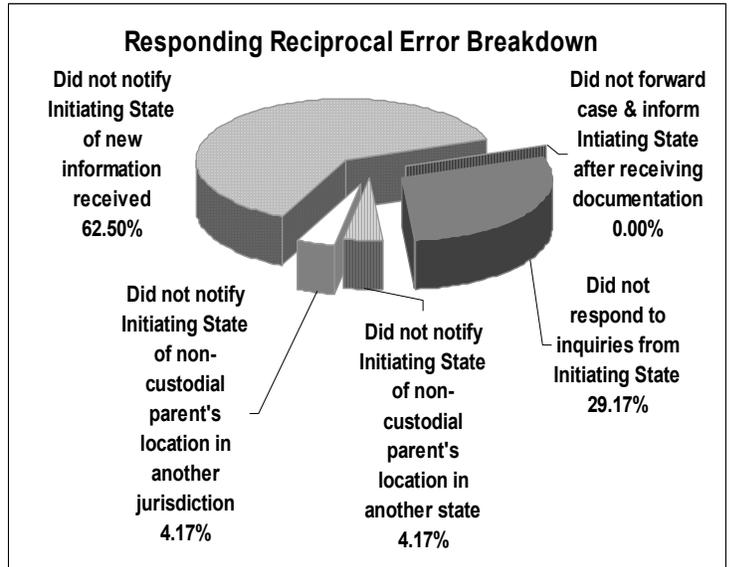


Figure 2

INTERSTATE: INITIATING RECIPROCALLS

	Cases Reviewed	151
Figure 1	Cases meeting federal requirement	136
	Efficiency Rate	90.07%
	Cases with an error	15
	Error Rate	9.93%
	Met Federal Benchmark?	YES
	<i>Non-compliant cases</i>	15
Figure 2	Did not refer case to responding state's interstate central registry	4
	Did not provide information upon request to responding state	2
	Did not notify responding state of new information received	9
	Did not forward modification request to responding state	0

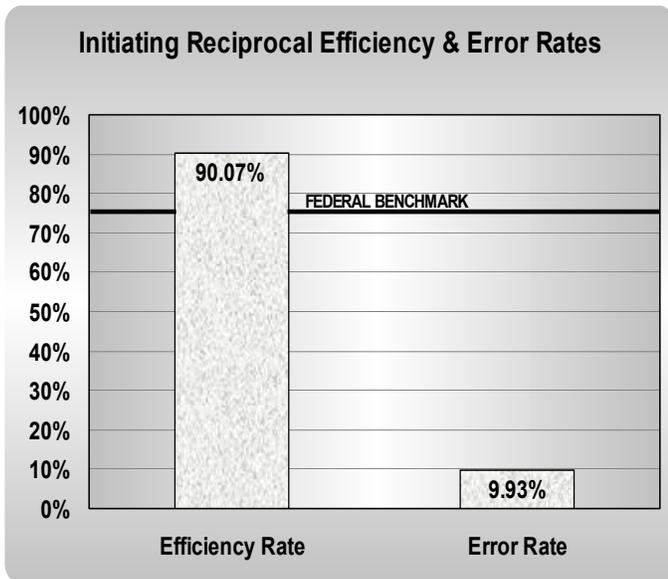


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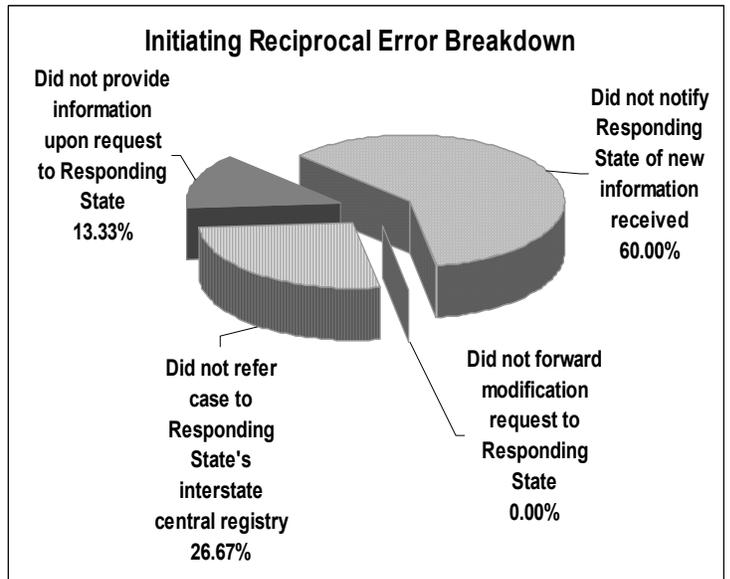


Figure 2

MEDICAL SUPPORT ENFORCEMENT

	Population Size	19,009
	Cases Sampled	398
	Cases Reviewed	273
Figure 1	Cases meeting federal requirement	256
	Efficiency Rate	93.77%
	Cases with an error	17
	Error Rate	6.23%
	Met Federal Benchmark?	YES
	<i>Non-compliant cases</i>	<i>17</i>
Figure 2	Medical support not ordered or in petition	0
	Steps not taken to determine if medical support available	10
	Medical support available, steps not taken to enforce	1
	Medical support obtained, OHP not notified	5
	Medical support obtained, custodial parent not notified	1
	Notice of medical support not sent to non-custodial's employer	0

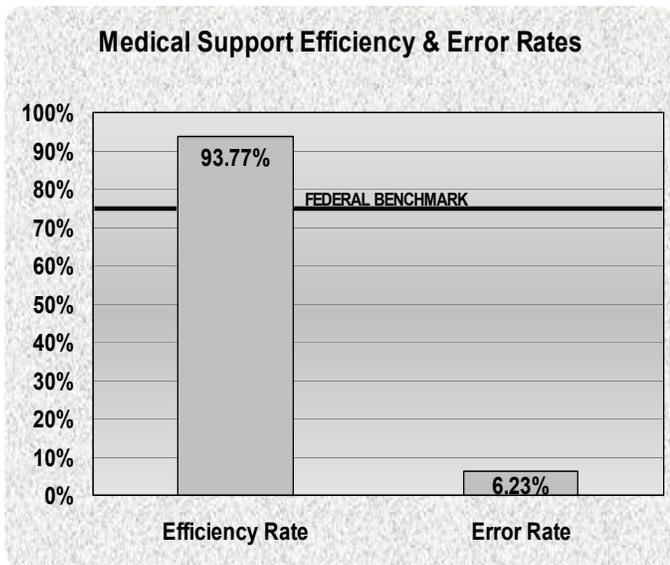


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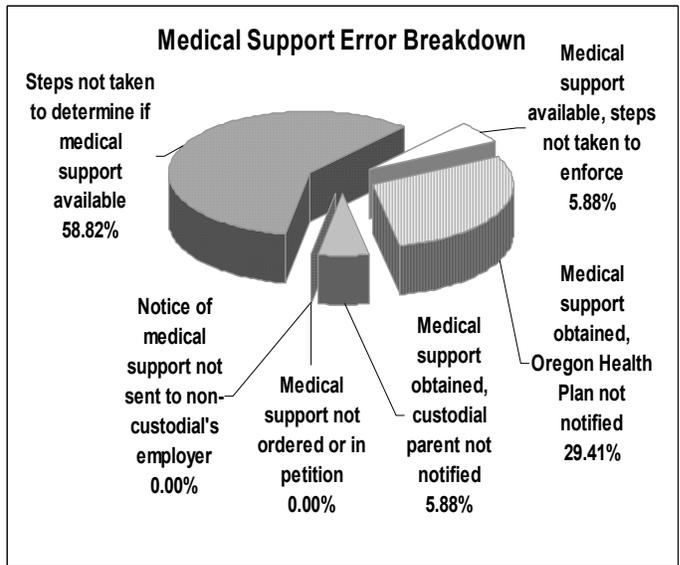


Figure 2

REVIEW AND ADJUSTMENT (MODIFICATIONS)

	Population Size	11,019
	Cases Sampled	373
	Cases Reviewed	363
Figure 1	Cases meeting federal requirement	361
	Efficiency Rate	99.45%
	Cases with an error	2
	Error Rate	0.55%
	Met Federal Benchmark?	YES
	<hr/>	
Figure 2	<i>Non-compliant cases</i>	2
	Both parties not allowed 30 days to contest adjustment	0
	Modification not conducted timely	2
	Locate not timely	0
	Parties not notified of their right for modification every 3 years	0

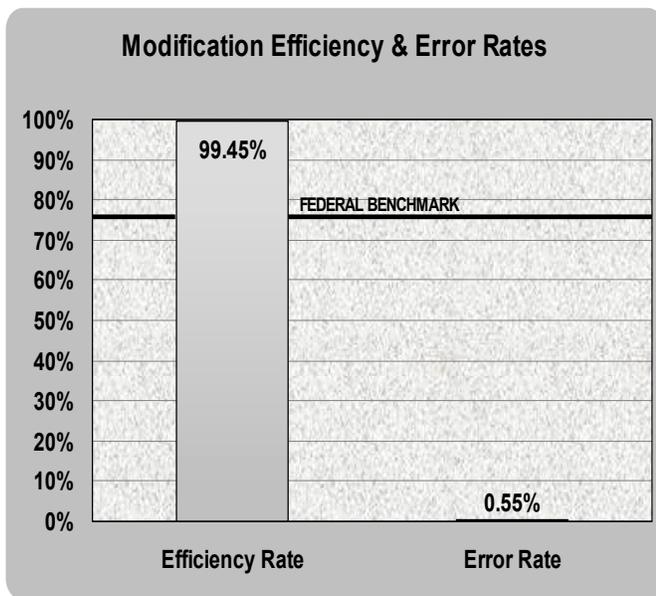


Figure 1

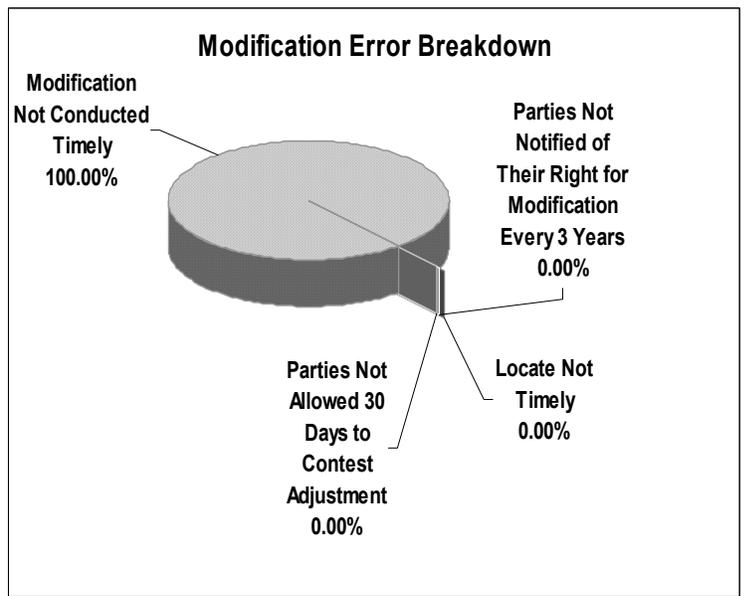
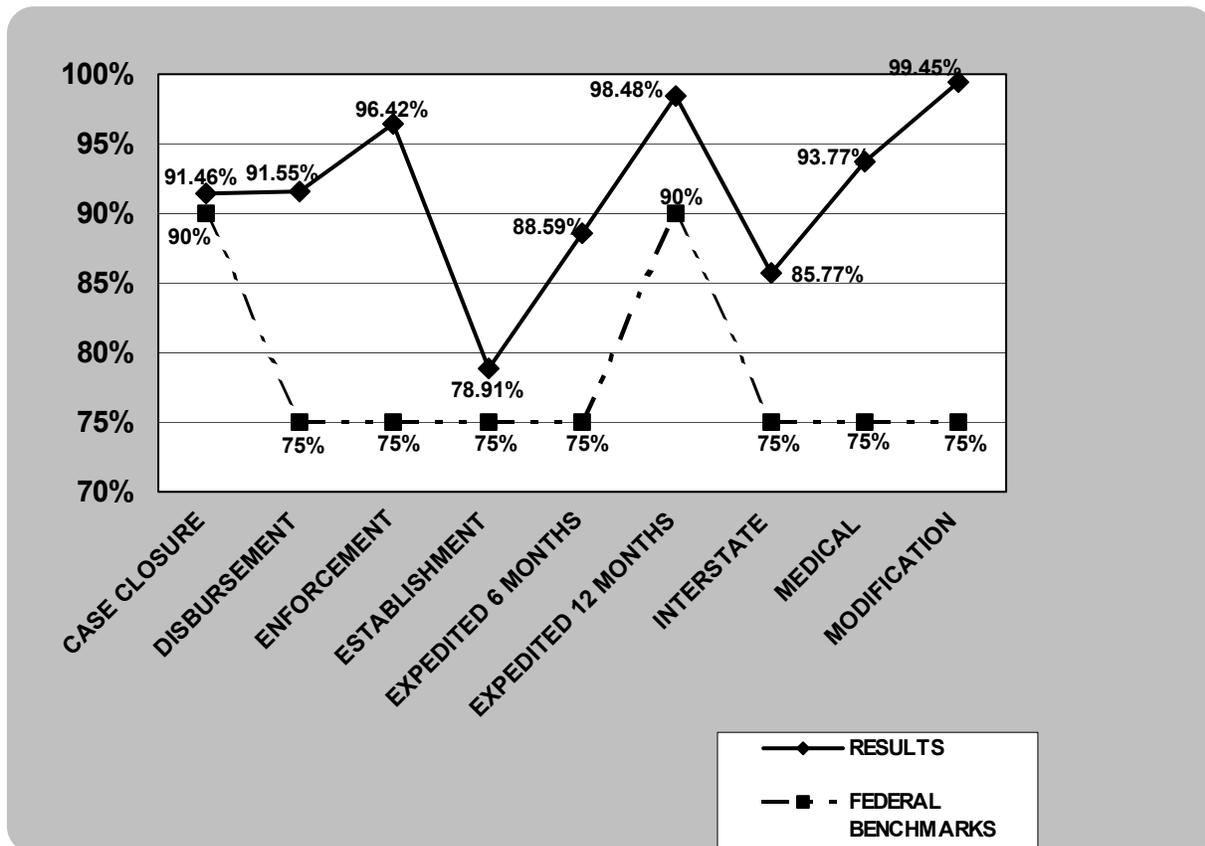


Figure 2

ANALYSIS/CONCLUSION

Oregon surpassed the federal benchmarks in all eight categories. Due to an aggressive corrective action plan for case closure that was put into place after the 2002 Federal Self-Assessment, Oregon showed over a 10% increase in efficiency over the 2002 review. Oregon's efficiency rate did decline in four of the eight categories last year. We believe the following factors impacted our performance:

During the review period, Oregon's average unemployment was 8.1% with a high of 8.7% during June and July 2003. In an attempt to balance the budget Oregon's Governor imposed a hiring freeze which was implemented January 2003. By September 2003, the vacancy factor for the Division of Child Support reached 11.64%. The vacancy factor in DCS impacts overall program performance in that we provide vital infrastructure services to all DA and DCS cases statewide.



PROGRAM SERVICE ENHANCEMENTS

National Medical Support Notice

Oregon has implemented the National Medical Support Notice. The new federally mandated form is now available on the DCS web page, as is other information. Included on the web is a frequently asked questions page for employers and a power point training presentation for staff. The program's automated system began issuing these notices on October 1, 2003. Oregon's web page can be found at <http://dcs.state.or.us>.

Program Enhancements and Innovations

- The Child Support Case Manager (CSCM) Audit Tool was developed to standardize a process for auditing casework. The audit tool contains separate questions related to the Establishment, Enforcement, Interstate and Accounting areas. An efficiency report is printed when the audit is completed. The tool also helps managers quickly identify areas of strength and areas where additional training may be needed.
- The Direct Income Withholding (DIW) process has been automated. The system now automatically initiates all withholdings to out-of-state employers, resulting in a time saving for case manager who previously had to manually process the withholding.
- A new screen, System Automated Coding Order (SACO), was created for coding new orders. The purpose of this screen is to allow a new order to be coded onto the Child Support Enforcement Automated System (CSEAS) by entering data into one screen. The system then automatically populates case specific information onto 13 additional screens which were previously manually entered. Phase 2 of SACO, coding modifications, will start March 2004. The modified order information will be entered into one screen. The system will then automatically update and adjust the financial screens based on the date of the order and whether it was modified up or down.
- Phase 2, the final phase, of the Electronic Payment Withdrawal (EPW) for payment of child support by obligors was completed by Mainframe in May 2003. During Phase 2, a "user friendly" screen was created and made available statewide allowing workers to send out the EPW information, Obligor application and Obligee consent forms. Automating this process has resulted in a quicker response to customer requests and a time saving for case managers.
- The Alert Reduction Committee was formed to scrutinize alerts, how they are being used and how often they are being used. Currently there are 1202 case action codes. Of the 1202 codes, 309 are worker generated. Ultimately the goal is to significantly reduce the number of codes workers must know in order to work a case, while maintaining the necessary action codes and alerts.

- User analysts hold a monthly forum in person and through the use of video conferencing to address problems faced by users and to offer helpful instruction for getting the best use out of the child support automated system. These regular meetings have provided a consistent exchange of information statewide.
- A user analyst question mailbox has been developed to answer user questions concerning the automated system. Posting the questions and their answers in this mailbox has served to reduce duplicate questions and provide consistent answers, helping staff become more efficient and effective.
- Oregon has completed the first two phases of its Imaging Project. Phase 1 included a contractor's review of the CSP requirements for an imaging system and their recommendation for meeting those requirements. Phase 2 consisted of the contractor's written outline of the development and implementation of the imaging system. The goal of the finished project is to design and implement a system which will allow case managers the ability to retrieve documents instantly rather than the current process of requesting the documents be retrieved from microfilm.
- The program has recently added an on-line resource for customers whereby an obligor or obligee can obtain order and payment information about their case using the internet. The web site also provides basic case status information not only to the families we serve, but also to attorneys, mortgage/lending companies and other public and private partners who are also serving these families. The obligor or obligee must provide the case number, date of birth and social security number in order to access this information via the Division of Child Support's (DCS) web page.
- A new screen has been created and implemented (SESR), which allows child support personnel the ability to search by employee's assigned security ID number (RACF ID), by caseload, by employee name, by branch or employee title. This screen is used to display employees' RACF ID, caseloads, phone and fax numbers, mailing address, date of last update to the information and notation of who made the last update. Having all this information consolidated onto one screen has allowed staff to quickly locate the assigned case manager to route phone call. Partners can also quickly access information on a case resulting in better customer service.

Guidelines

In 2003, the program did its regular four-year review of child support guidelines. The review included obtaining two new economic studies which ultimately resulted in substantial changes to the scale and formula. Other significant changes included:

- , Changed the regular, split custody and shared custody rules into one calculation that takes into consideration gradual credit for parenting time in all cases
- , Repealed the "minimum order" rule

- , Repealed the “temporary income” rule and instead clarified the potential income rule
- , Created a new low-income adjustment to the calculated support obligation
- , Created a dollar for dollar credit for social security or veteran’s benefits paid to a child or representative payee due to an obligor’s disability or retirement

Oregon will be convening another guidelines advisory group to address continuing issues with 50/50 parenting time, child attending school (Oregon law requires support to age 21 if a child is attending school and this raises parenting time issues since the child is with neither parent), and whether a modification of a parenting time agreement/order constitutes a change of circumstances if the parties fail to address the support issue at the same time.

Blended Case Management for DCS

Blending: Simply stated, the vision for blended services is “one case, one case manager.” It is our goal that a customer may contact a case manager and receive the information or services needed without being referred to another office or even another case manager for topical information as in the past. This movement toward holistic case management services supports our mission. It is reflected in our strategic plan and our continuing efforts to localize services. It is a product of the need for effective case management and outcome of our commitment to improve the quality of our customer service.

Partnerships

Highlights of Oregon’s partnership efforts include:

- The Employer New Hire Reporting Team participated in Portland Community College's annual Small Business Fair. There were three objectives met with regards to participating in the fair 1) inform and remind employers of the federal requirement to report new hires, 2) confirm that there are still many employers who are unaware of the federal requirement, and 3) network with other public and private agencies who might help raise awareness of the new hire program. The program maintains a centralized Employer Assistance Desk providing ongoing outreach and to serve as a daily resource to employers.
- Each year, qualified Alaska residents are eligible to receive a share of the Alaska Permanent Fund (PFD) earnings that come from the sale of state property such as oil, gas, timber & coal. Alaska matches PFD applicants against child support cases for States that wish to participate in this project. On eligible cases, the non-custodial parent’s dividend is intercepted and applied to outstanding child support arrears. For the review period, Oregon’s Central Registry team reviewed 493 child support cases to see if they qualified for a referral. Out of the 493 cases, 172 were submitted to Alaska for collection. We received money back on 106 PFD cases. In addition, Oregon received money

back on 174 Initiating Reciprocal cases for a total of 280 cases for a total collection of \$193,662.88.

- Hispanic Awareness Training was conducted. DCS has a specialist dedicating 50% of the time to Hispanic outreach and coordinating services for Limited English Proficiency (LEP) customers. Through outreach, we provide employees with the law and expectations in serving our LEP customers, share some demographic information, cultural characteristics and myths about Hispanics as they relate to our service delivery. This training includes instructions for staff on the use of the Language Line and in serving all non-English speaking customers for interpreters as well as information on program translation services. In partnership with Legal Aid Services of Oregon, the program has developed a standing statewide committee on LEP services. An initial report of targeted areas for service improvements was provided to the Child Support Program Leadership Team. This is a focus area for the program and work will proceed during the second half of the biennium to implement LEP recommendations.
- We continue outreach and partnering efforts with the nine Oregon Tribes. Of particular note, representatives from the Confederated Tribes of Siletz Indians visited the Albany Branch office. The purpose of the meeting was to establish a relationship and to begin discussions around developing a process to effectively report Siletz TANF cases to the Division of Child Support. The meeting went very well. A very promising partnership was formed and a process to report Siletz TANF cases to DCS was developed. The program partnered with the Siletz Tribe to get more dollars out to eligible tribal families through intercept of tribal dividends, a per capita distribution that occurs annually. The Siletz Tribal Court identified tribal members from an EZ-Trieve Report provided by DCS. The tribal court offered affected members the opportunity to request a hearing to contest the interception, and held these hearings prior to the disbursement of the per-capita dollars. Final orders from the hearings were also issued prior to the disbursement, and the tribal court did not allow appeals to these final orders. The efforts resulted in collection of \$16,096.87, representing 35 cases. Of the total collection, \$12,651.83 was forwarded to families, \$800 to other states, and the remainder to reimburse state assistance in Oregon.
- A Child Support Program (CSP) overview was provided to Head Start personnel of Klamath/Lake and Jackson/Josephine Counties. The purpose of the outreach was to provide CSP information and resources to staff that work most directly with the families we serve. Each two-hour presentation included a Power Point CSP overview, followed by a hands-on application of the process, a review of services and resources, and a question and answer period. This presentation further strengthened the partnership and developed positive working relationships between DCS and local Head Start program staff.

Localization

Oregon set out in Fall 1999 to accomplish a vision of localized, full service DCS offices throughout the state within three to five years. At that time, only establishment

services were offered in local DCS offices. Enforcement and initiating interstate services were performed by centralized teams. Additionally, all program accounting and locate services were available through specialized, central branches in DCS locations in Salem. The localization vision was successfully accomplished by DCS in Fall 2003.

At the outset of planning, division leadership expected localization of services would result in improved customer service to both families and partners, more resources available in each region and branch as well as increased service delivery effectiveness through streamlining and maximized flexibility for staffing needs. Feedback received directly from customers, employers, staff, DA partners and Legal Aid Services of Oregon supports leadership's predictions. Customers are getting faster and more complete service than ever before with one visit or phone call to their local office. Legal Aid has officially complimented the division on improvements in service.

Legislation

As a result of partnering with other entities and agencies, the Program was also able to introduce and implement several pieces of legislation in 2003. The most notable enhancements were House Bills 2114, 2711, 2277 and 2645.

- Previously Oregon's garnishment process only allowed garnishment for one case at a time. This meant that if the obligor had multiple cases, any garnished funds would go to whichever writ of garnishment was processed by the financial institution first. HB 2114 allows us to issue a single writ for multiple cases to a financial institution. The CSP then follows the regular distribution scheme for dividing the money between all of the obligor's cases.
- In a previous session, Oregon passed legislation to allow redirection of funds to a private collection agency (at obligee request) if the private collection agency (PCA) complied with certain restrictions. Oregon found that these restrictions were too limiting in that it was not financially feasible for PCA's to take these cases. In partnership with the PCA's and legislators we found a sponsor for HB 2711 to amend the law in an effort to provide more options to our customers, to lessen the restrictions on PCA's and to provide sufficient consumer protection for customers.
- The Oregon CSP operates mainly using administrative processes. Our administrative orders have the same force and effect as a judgment. However, Oregon law did not address what should happen when overlapping administrative and judicial orders are entered. The CSP partnered with judges, private sector attorneys and court staff to establish an Oregon Law Commission workgroup to address these issues. HB 2277 addresses up front discovery by requiring both CSP staff and private parties or attorneys to check for pre-existing orders or pending actions. HB 2645 addresses a process to identify a "governing child support order" when two orders are entered for the same obligor, same child(ren) and same time period and the later order is not a modification of the prior order. This process is substantially similar to a controlling order determination.

- The Oregon CSP worked closely with the Oregon Department of Transportation to pass legislation to require the gathering of social security numbers on all drivers' license numbers on all drivers' license applications. Passage of this law brought the Oregon CSP State Plan into federal compliance.

Below is some detail on child support legislative issues dealt with during the 2003 Legislative Session in Oregon:

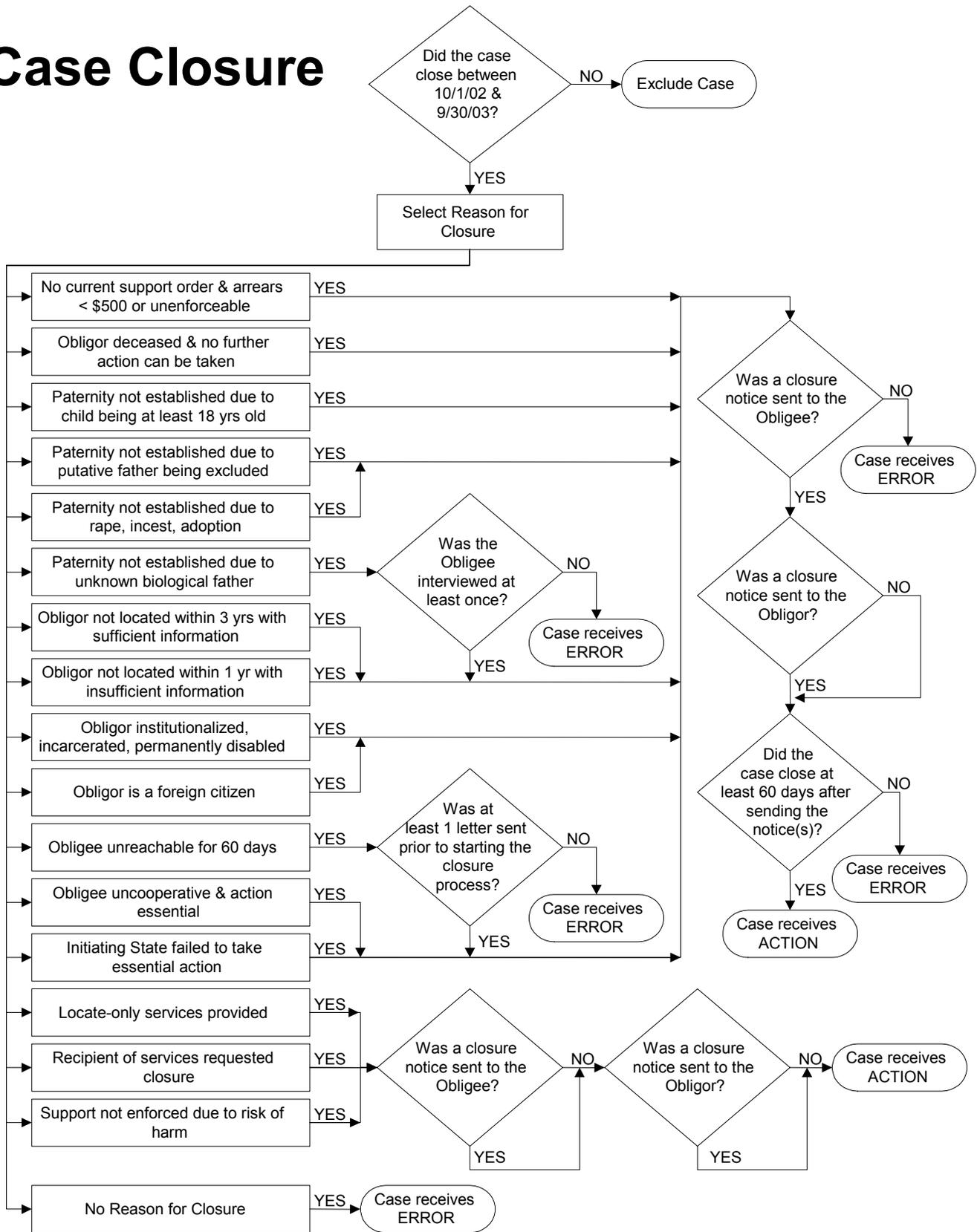
2003 Legislation Summary

Bill	Topic/Description	Effective Date	Oregon Chapter Law
HB 2095	National Medical Support Notice: federal mandate legislation	10/1/2003	Ch 637
HB 2110	Housekeeping: temporary suspension of enforcement on pending modifications; dollar for dollar credit for social security & VA benefits	1/1/2004	Ch 572
HB 2111	Effective date of mods and credit for physical custody	1/1/2004	Ch 419
HB 2113	Confidentiality of child support records & access to FPLS	1/1/2004	Ch 450
HB 2114	Single writ of garnishment for multiple cases	1/1/2004	Ch 373
HB 2274	Technical amendments to garnishment statutes (clean up)	1/1/2004	Ch 85
HB 2277	Requires certificate to be filed with all administrative and judicial motions/petitions for support to inform the court of other existing orders or pending legal actions (to avoid multiple orders)	1/1/2004	Ch 116
HB 2305 HB 2306 HB 2307	Health Insurance Portability Accountability Act (HIPAA): federal mandate legislation (decision was that the child support program is not a covered entity or business associate)	5/24/2003	Ch 86 Ch 87 Ch 88
HB 2332	Private accounting services: allows exception to income withholding when support paid to licensed escrow agent	1/1/2004	Ch 210
HB 2340	Consolidation: completes transfer of the Oregon Child Support Program from the Department of Human Services to the Department of Justice	7/1/2003	Ch 73
HB 2526	Hearings bill: makes a permanent state Office of Administrative Hearings; renames hearings officers to administrative law judges	5/22/2003	Ch 75
HB 2645	Multiple orders: creates process for identifying governing child support order (similar to determination of controlling order) and reconciling arrears	1/1/2004	Ch 146
HB 2646	Judgments: general rewrite of judgments law concerning how judgments are titled and filed and their lien effect	1/1/2004	Ch 576
HB 2783	SSN on driver's license: clean up of previously missed requirement for federal compliance	1/1/2004	Ch 610
HB 3015	SSN's: protects SSN's on some dom rel orders	6/16/2003	Ch 380

LIST OF APPENDICES

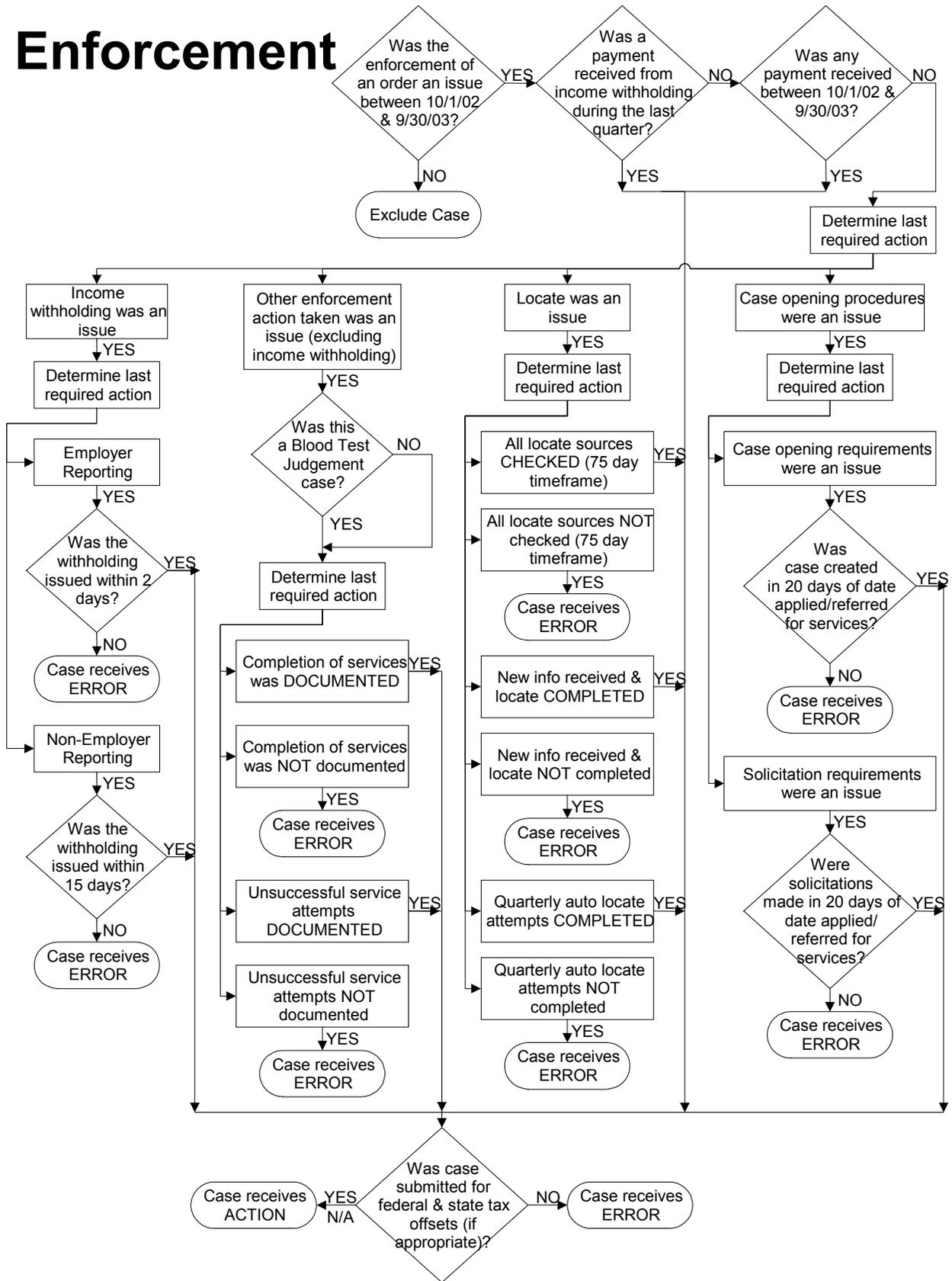
1. Case Closure Audit Process Flow Chart
2. Enforcement Audit Process Flow Chart
3. Establishment Audit Process Flow Chart
4. Expedited Audit Process Flow Chart
5. Interstate – Responding Reciprocals Audit Process Flow Chart
6. Interstate – Initiating Reciprocals Audit Process Flow Chart
7. Medical Support Enforcement Audit Process Flow Chart
8. Review and Adjustment (Modification) Audit Process Flow Chart
9. Example of Template used for all audit categories

Case Closure



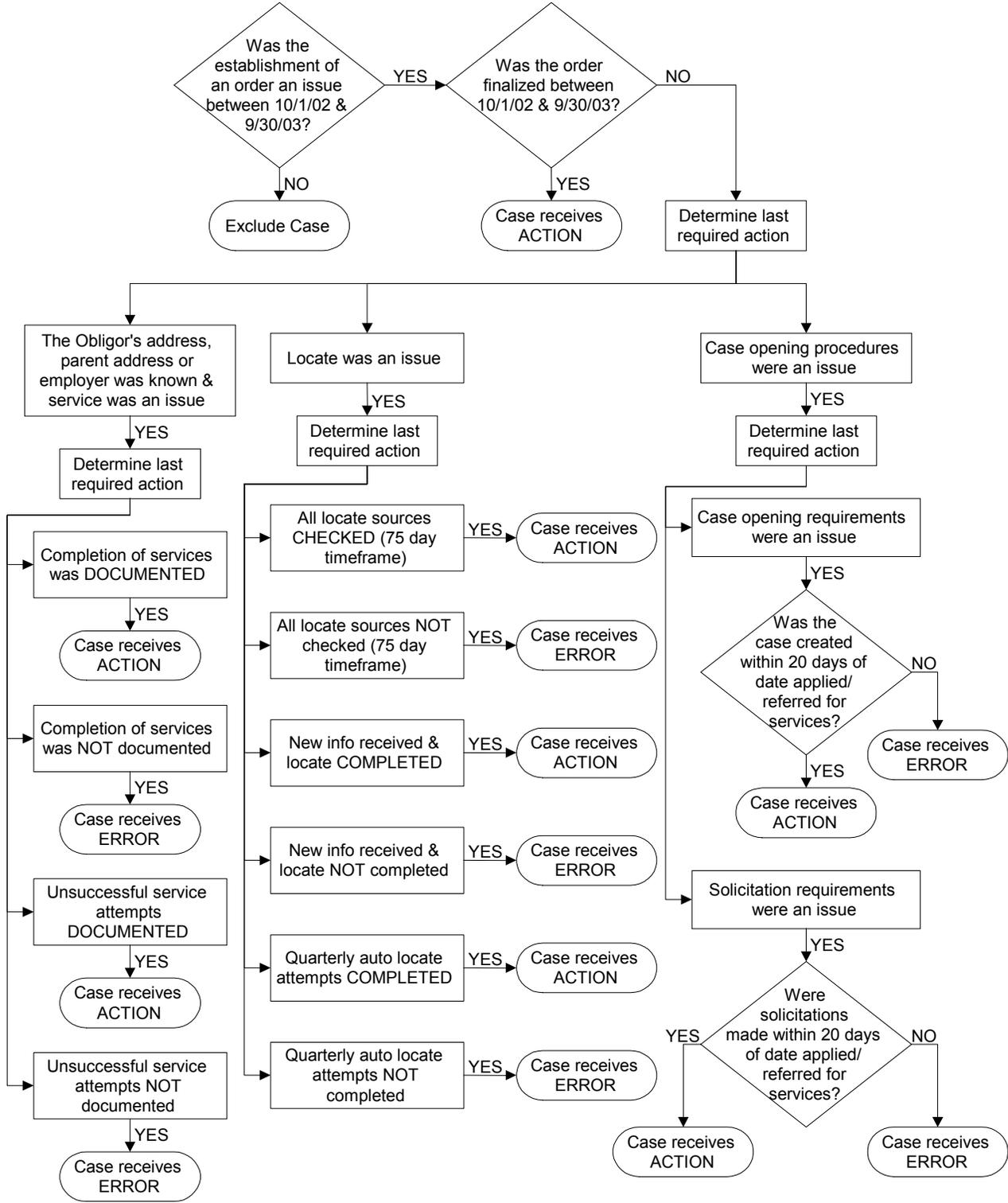
Appendix 1

Enforcement



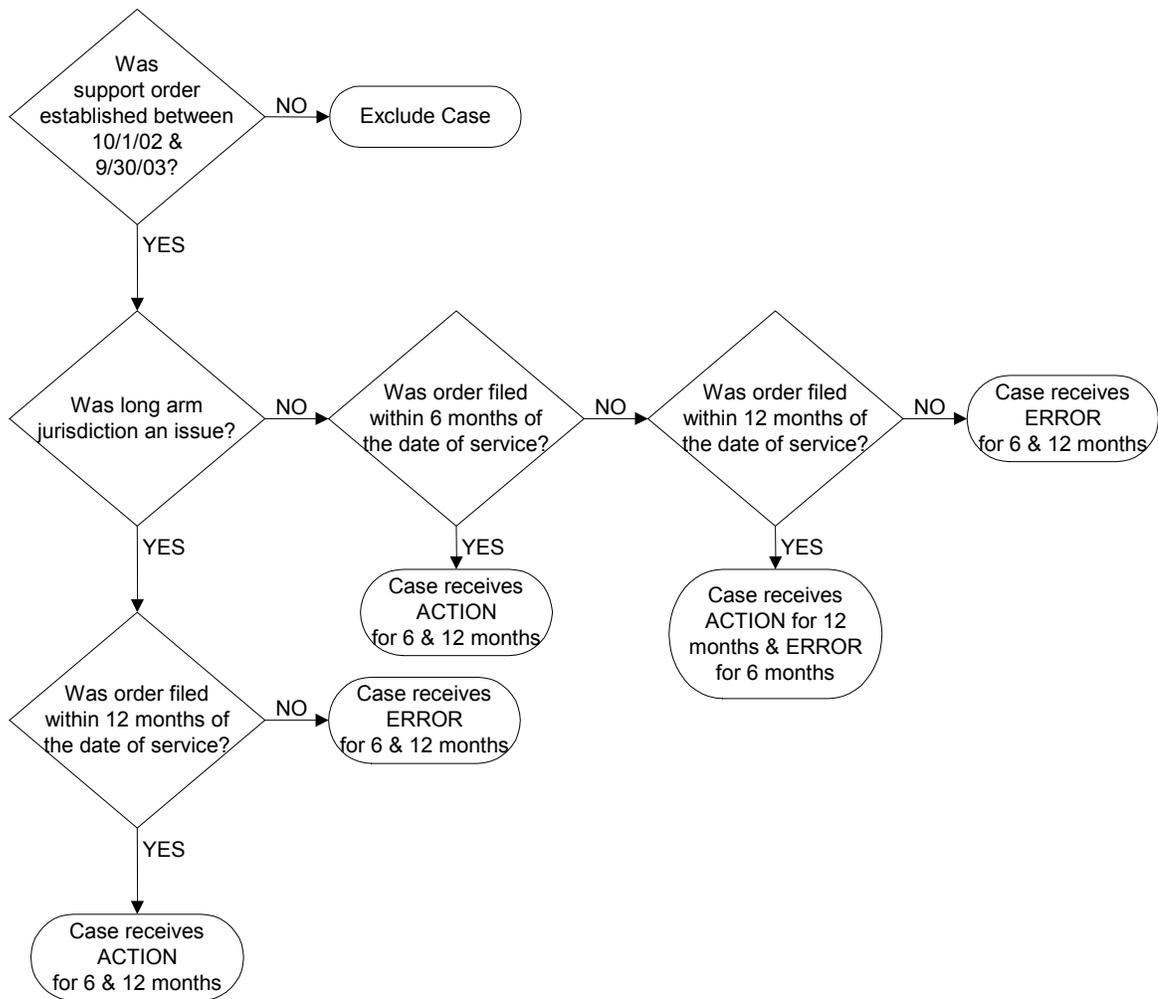
Appendix 2

Establishment



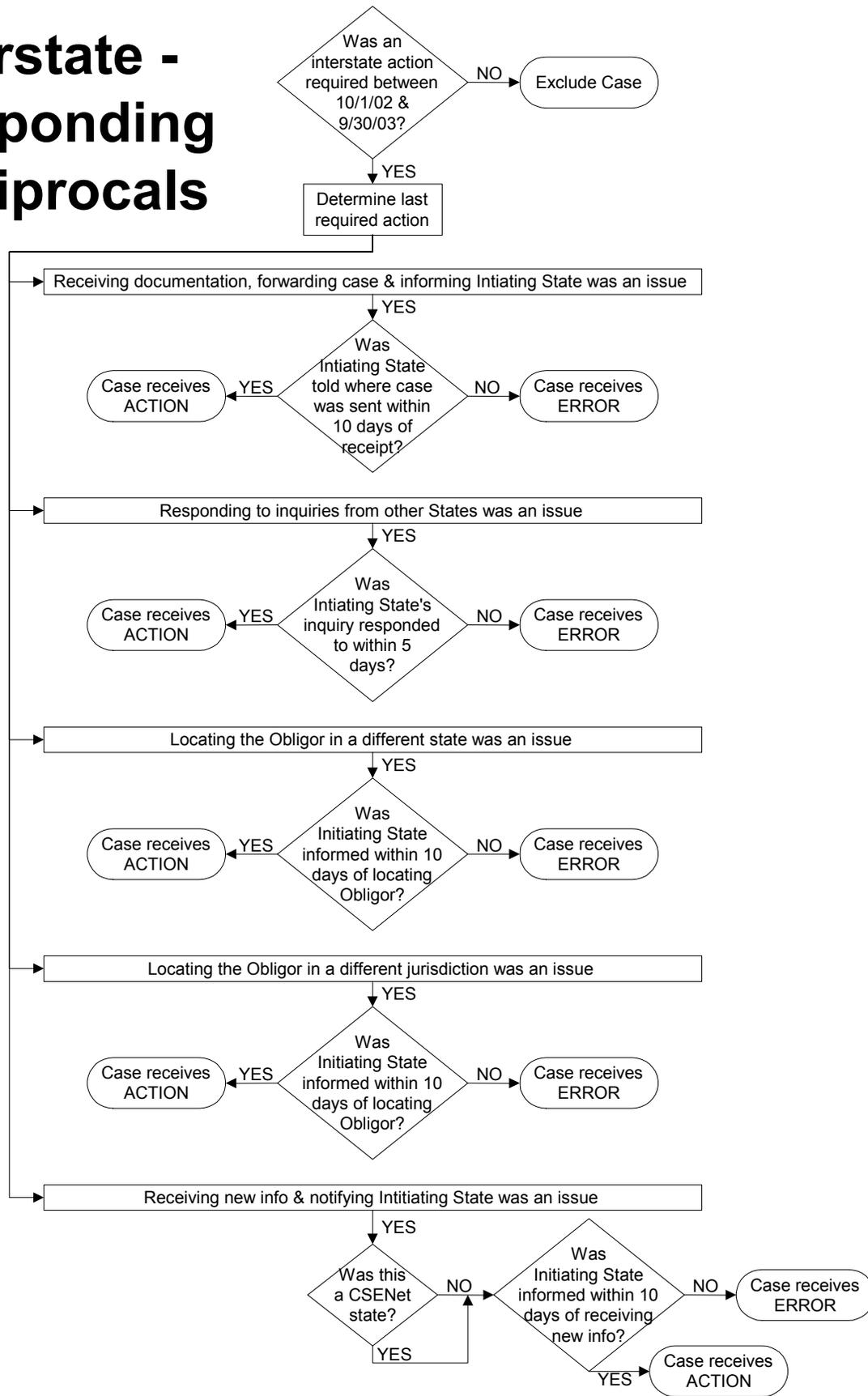
Appendix 3

Expedited Process

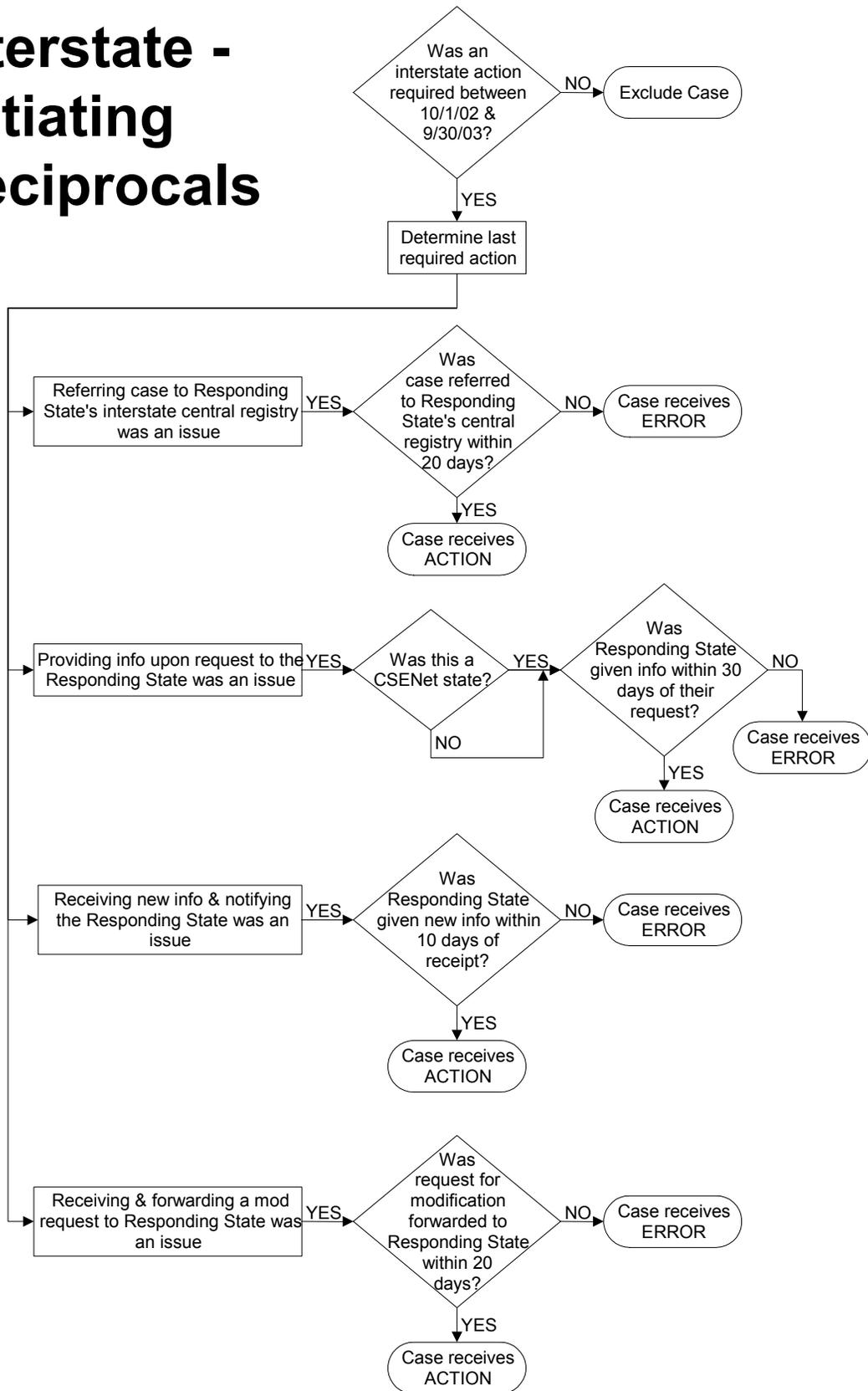


Appendix 4

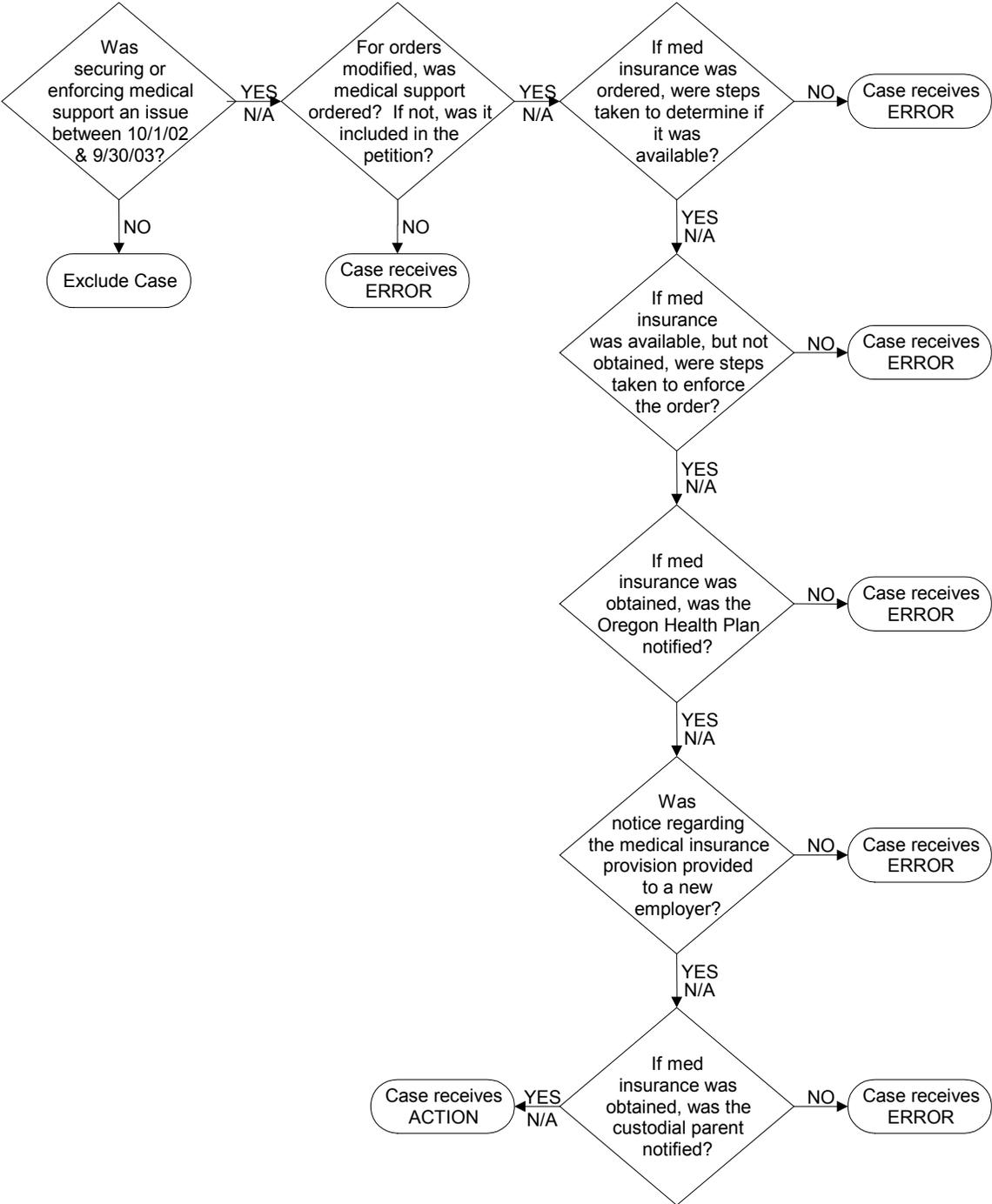
Interstate - Responding Reciprocals



Interstate - Initiating Reciprocals

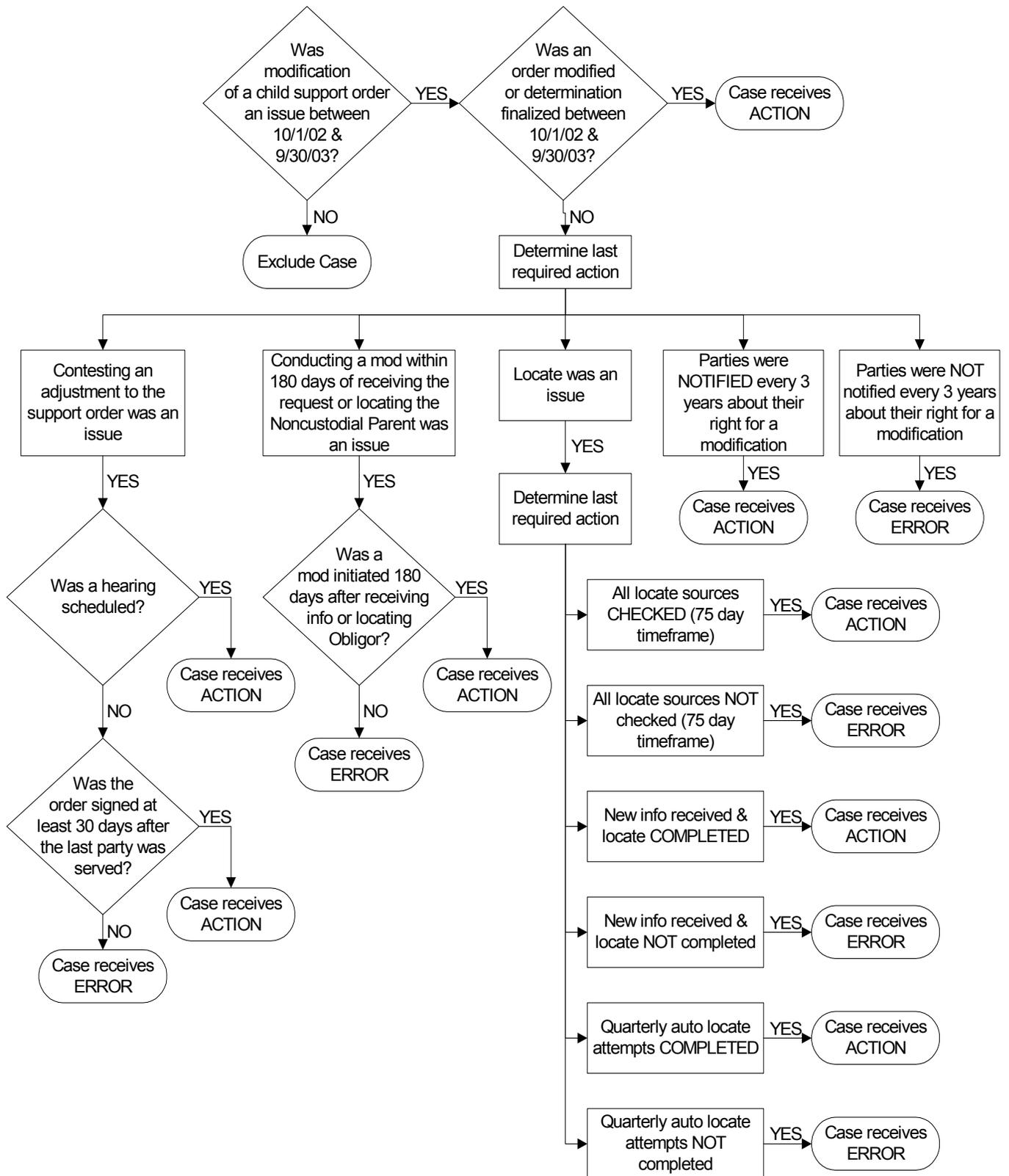


Medical



Appendix 7

Modification



Microsoft Access - [Case Closure Data]

File Edit View Insert Format Records Tools Window Help

Arial 12 B I U

Case Closure

In accordance with 45CFR 303.11

Last Name First Name Criteria

Branch

DHS#

Reviewer

Was the case closed during the review period?

Reason

Was a 60-day closure notice sent to the Obligee?

Was a 60-day closure notice sent to the Obligor?

Date Notice Sent to Obligee Date Case was Closed Total Days Passed

Comments

Record: 1 of 359

Form View

Appendix 9