

Colorado Child Support Enforcement Program

Annual Report
2005

www.childsupport.state.co.us



Table of Contents

Colorado's Child Support Enforcement Program (CSE)

Mission/Vision	1
Strategic Values	2
Establishing Paternity & Support	3
Enforcement Remedies	3
Family Support Registry	4
Advantages of Using the Family Support Registry	4

Our Interactive Website

Electronic Wage Withholding Now Available	6
Interstate Cases Processed More Efficiently	6

Building Support for Colorado's Children

2006-2010 Strategic Plan	8
Old Goals / New Performance Measures	8
New Performance Measures for 2006	9
Default Order Project	10

Reviewing 2005 Program Performance

2005 Quick Facts	12
Top Accomplishments	12

Table of Contents

(continued)

Previewing 2006 Program Highlights

A Glimpse of What's Ahead 14

County Offices 16

Colorado Child Support Enforcement Program



MISSION

The mission of the Colorado Child Support Enforcement Program is to assure that parents support their children

This is accomplished by:

- ◇ Locating each parent
- ◇ Establishing paternity
- ◇ Establishing support obligations
- ◇ Enforcing those obligations

VISION

Children can count on their parents for the financial, medical, and emotional support they need to be healthy and successful.

Colorado Child Support Enforcement Program

STRATEGIC VALUES

- ◊ *High quality services*
- ◊ *Partnerships*
- ◊ *Well-being of children*
- ◊ *Equity/Fairness*
- ◊ *Efficiency: good use of resources*
- ◊ *Effectiveness*
- ◊ *Attainment of desired outcomes*
- ◊ *Parental responsibility*
- ◊ *Family Independence*



The CSE Program will put children first by helping both parents assume responsibility for the economic and social well-being, health and stability of their children. We recognize that children benefit from positive, ongoing relationships with both parents.

Colorado Child Support Enforcement Program

Establishing Paternity & Support

Establishing Paternity

Paternity means fatherhood. When the parents are not married, it is important that paternity be legally established. Otherwise, the child has no legal father.

Establishing Support

Establishing a child support order is a legal process that results in an order that sets a monthly amount of money to be paid by the noncustodial parent for the support of the child.

Enforcement Remedies

Colorado Child Support Enforcement (CSE) has been given legislative authority to collect current and past due child support through enforcement remedies. These remedies can be in the form of court actions as well as administrative actions. Administrative actions are actions that can be taken without formal court proceedings.

It is the responsibility of the parties to keep CSE updated with current address information so they can be notified about any enforcement action.

Colorado CSE uses the following enforcement remedies:

Income Related Enforcement

- Income Assignments Against Employment Wages
- New Hire Reporting (reporting of newly hired employees)
- Unemployment Compensation Benefits
- Worker's Compensation Benefits
- Credit Bureau Reporting

Suspensions/Denials

- Driver's License Suspension
- Professional Occupational License Suspension
- Recreational License Suspension
- Passport Denial

Intercepts

- Federal Tax Offset
- Colorado State Revenue Tax Offset
- State Vendor Offset
- Federal Administrative Payment Offset
- Lottery Winnings Intercept
- Financial Institution Data Match

Judicial Actions

- Judgments
- Liens
- Contempt of Court
- Rule 69's
- Garnishments
- Federal Prosecution

Colorado Child Support Enforcement Program

Family Support Registry

The Family Support Registry (FSR) is Colorado's centralized collection and disbursement unit for processing child support and maintenance payments. Federal law requires each state to operate a centralized state disbursement unit. The FSR processes payments for cases being enforced by the various county Child Support Enforcement (CSE) Units.

The FSR is responsible for activities associated with payment processing, such as:

- Address changes
- Payment inquiries
- Payment records

Advantages of Using the Family Support Registry

- Provides an accurate and easily accessible legal record of all payments received on your account
- State-of-the-art technology to ensure fast, efficient, and consistent processing of payments
- Access to payment information through the FSR's "Interactive Voice Response Unit" is available 24 hours a day in English and Spanish
- Customer service representatives are available to assist you Monday through Friday from 8:00 a.m. to 6:00 p.m. MST
- Easy to use coupons for those who remit payments
- Electronic payment options such as recurring automatic withdrawal and pay-by-phone
- Direct deposit of payments to your bank account or FSR Card

If you would like more information about the Family Support Registry, please visit our website at www.childsupport.state.co.us.





Colorado
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OUR INTERACTIVE WEBSITE

Colorado Child Support Enforcement Program

www.childsupport.state.co

NEW FOR EMPLOYERS

Electronic Wage Withholding Now Available

In 2005, the Division of Child Support Enforcement (CSE) enhanced eCSE to provide interactive on-line features for employers. Employers can now receive their income withholding orders (IWO) for child support electronically. By simply registering on the eCSE web site, employers will begin receiving e-mail notification of pending income withholding orders available on-line. The employer can then log on to eCSE and download their withholding orders from our website. This allows both the employer and the State of Colorado to avoid mailing costs and employers can see a significant improvement in their ability to process withholding orders for child support.

NEW FOR CSE WORKERS

Interstate Cases Now Processed More Efficiently

Colorado was one of nine states to participate in a federally sponsored project to develop an



interstate case query website (QUICK). It allows CSE Interstate workers in one state to have instant access to case information from other participating states.

This is a significant improvement for workers who previously had to mail requests to other states for case information and then wait for a response through return mail. In child support cases involving more than one state, parents receive the benefit of improved timeframes for setting up and processing cases where the QUICK website can be used.

The background is a solid light blue color. Scattered across the page are numerous handprints in three colors: white, dark blue, and pink. The handprints are of varying sizes and orientations, some appearing as if they were stamped or pressed. They are distributed around the central text, with some appearing in the corners and others more centrally placed.

*Colorado
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**BUILDING SUPPORT FOR
COLORADO'S CHILDREN**

Building Support for Colorado's Children

2006 – 2010 Strategic Plan

In early 2005, the Colorado Division of Child Support Enforcement (CSE) began discussions to implement a new strategic plan for 2006 – 2010. State and county CSE professionals, along with many of the Program's stakeholders, came together to embrace a plan to take the Colorado CSE Program to a new level in the next five years.

The Plan mirrors the mission of the Program by focusing on the establishment of paternity and support orders, and the enforcement of those orders, to bring consistent monthly payments to families. The Plan also includes a new focus on the establishment and enforcement of medical support.

State and county CSE professionals will continue to work closely together during the next five years to ensure that paternity is established for all children; that orders are established and modified timely and accurately; that consistent monthly payments for current support and arrears are received by families they are due to; and that medical support is ordered and provided to children.

Old Goals/New Performance Measures

The Child Support Enforcement (CSE) Program has access to an abundance of data to assist with establishing goals and tracking progress towards those goals. The available information helps us to define measurable and reasonable goals and objectives reflective of the mission and vision of the program. As Colorado moves towards perfecting their processes in establishing paternity and support orders, and enforcing those orders, new performance issues and concerns rise to the surface.

Reflective of the focus at the national level of the program, Colorado has incorporated new highlights, and implemented new performance measures, with the 2006 – 2010 Strategic Plan. A specific focus on interstate cases has been added, along with new goals and objectives related to the establishment and enforcement of medical support. Both of these additions reflect the additional awareness being placed on these program areas. New information will be added to ongoing monitoring reports to assist us in measuring our success in these areas.

(See New Performance Measures on Page 9)

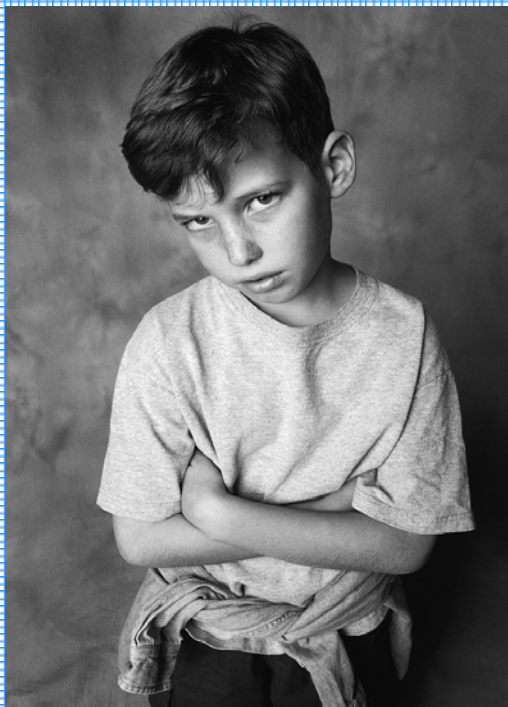
Building Support for Colorado's Children

Performance Targets for 2010

Paternity Establishment Percentage (PEP):	90%
Percent of IV-D Cases with Support Orders:	80%
Percent of IV-D Initiating Interstate Cases with Support Orders:	80%
Percent of IV-D Responding Interstate Cases with Support Orders:	80%
Percent of IV-D One-State Interstate Cases with Support Orders:	80%
Percent of Current Support Paid:	68%
Percent of Current Support Paid on IV-D Initiating Interstate Cases:	58%
Percent of Current Support Paid on IV-D Responding Interstate Cases:	68%
Percent of Current Support Paid on IV-D One-State Interstate Cases:	68%
Percent of IV-D Cases with a Payment on Arrears:	70%
Percent of IV-D Cases with Support Orders (excluding arrears-only cases) in which Medical Support is Ordered:	*
Percent of IV-D Cases with Support Orders (excluding arrears-only cases) in which Medical Support is Ordered and Provided:	*
Percent of IV-D Cases (excluding arrears-only cases) in which Medical Coverage is Provided from Any Source:	*
Cost Effectiveness Ratio (CER):	\$3.50

*Pending adoption of Federal Performance Measure

Building Support for Colorado's Children



DEFAULT ORDER PROJECT

Colorado's CSE Program received a grant in October 2004 to minimize the use of default orders and establish appropriate order amounts. A default order is an order established when the non-custodial parent fails to appear for a negotiation conference. The hope was that by lowering default orders a higher number of obligors paying their child support, increasing the number of orders established where the non-custodial parent was involved.

In May of 2005, Colorado's CSE began testing a variety of interventions or procedures aimed at reducing the number of default orders:

1. Enhanced personal service techniques,
2. Simplified legal notices,
3. Reminder calls and direct calls and letters to non custodial parents,
4. Multiple notices about hearings and legal proceedings, and
5. Making default orders provisional so that they can be changed if actual income information is presented within 10 days after the administrative process negotiation conference.



Through these procedures, the default order rate in the experimental group fell to 14%, compared to a statewide total of 33% in 2004. In addition, customer service increased dramatically. All of these obligors surveyed in the experimental group said they understood their child support order and over 90% understood they could modify their order if their circumstances change. Further, they understood how the automated enforcement remedies would work if they failed to comply. By early 2007, we will have the final results for the grant project. Based on our preliminary results, we anticipate it will show an increase in the amount and consistency of child support payments to families.



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**REVIEWING PROGRAM
PERFORMANCE**

Reviewing Program Performance

Calendar Year 2005 Quick Facts

Collections

Total Collections	\$280,588,347
Non TANF Collections	\$250,289,854
TANF Collections	\$30,298,493

Collections Sources

Income Assignments	\$127,923,232
Federal Tax Refund Intercepts	\$17,542,744
State Tax Refund Intercepts	\$2,905,203
Collections from other states	\$26,796,062
Workers Compensation Benefits	\$2,013,124
Unemployment Compensation	\$2,834,139
Financial Institution Data Match	\$1,558,637
Other (Lottery Intercepts, Credit Reporting, License Suspension, Voluntary Payments, etc.)	\$99,015,206

Cases

Total Caseload	141,558
Current TANF	14,278
Former TANF Caseload	28,112
Never Assistance Caseload	99,168

Service Performance

Paternity Establishment Percentage	95.6%
Percent of Caseload with Orders	86.2%
Percent of Cases Paying on Arrears	67.8%
Percent of Current Support Paid	57.9%
Cost Effectiveness Ratio	\$3.57

Top Accomplishments

- ◇ **Payment Remittance Through Western Union**
- ◇ **QUICK Pilot**
- ◇ **Development of the New Strategic Plan**
- ◇ **Awarded Two Federal Grants**
- ◇ **Passed the Data Reliability Audit**





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**Previewing 2006 Program
Highlights**

Previewing 2006 Program Highlights

A Glimpse of What's Ahead:

- *Re-procurement of The Family Support Registry (FSR) - The FSR is the contracted fiscal agent for processing all child support payments. It has been in existence since August 1991. When the new contract is let, it will be for a five-year period beginning in July 2007.*
- *Arrears Management Training—In an effort to continue to improve Colorado's performance in the collection of arrears, in 2006, the State will be conducting training to provide county child support workers with techniques and best practices with non-custodial parents on how to get them in the habit of paying support for their children.*
- *Financial Institution Data Match (FIDM)—Is the federal mandate requiring the State to do a periodic matches of non-custodial parents who owe arrearages to accounts maintained at financial institutions. During 2006, the Division of Child Support Enforcement will be implementing the second phase of the FIDM, which will lower the arrears threshold to be eligible for the remedy. This will include joint accounts in the lien and levy process.*





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CSE COUNTY OFFICES

CSE County Offices

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