



Colorado Department of Human Services
people who help people



COLORADO CHILD SUPPORT ENFORCEMENT PROGRAM

ANNUAL REPORT 2007

www.childsupport.state.co.us

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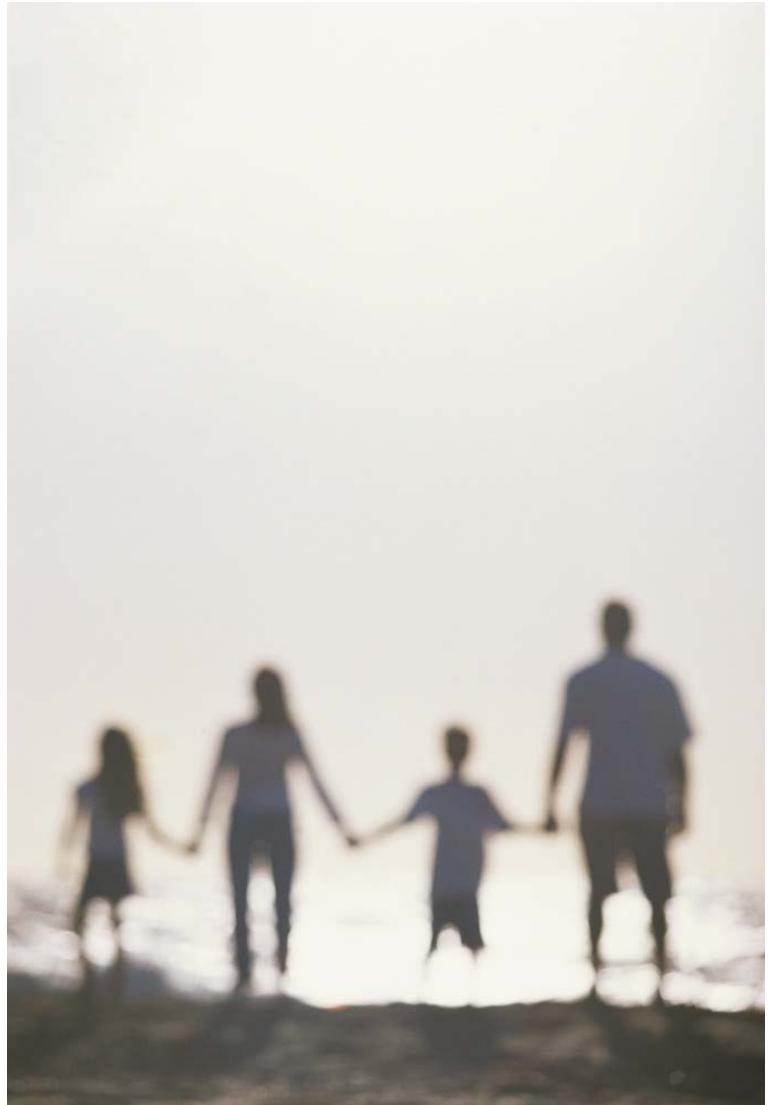
Colorado Child Support Enforcement Program

MISSION

The mission of the Colorado Child Support Enforcement Program is to assure children receive financial and medical support from each parent.

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

The Child Support Enforcement Community

Colorado has a state-supervised, county administered system for the traditional social services, including Child Support Enforcement. The State CSE Office provides quality supervision and guidance to 64 county CSE units. The State works with the County CSE units to foster continuous improvement in the effective delivery of all child support enforcement services to families that enhance their ability to become or remain self-sufficient.

The primary *customers* of the Child Support Enforcement Program are children in need of support. Secondary customers are the two parents of these children. It is important to recognize the different values and perspectives of those involved in children's lives and to acknowledge that, while interests may conflict, the physical and emotional needs of the child are paramount.



The Child Support Enforcement Program is a partnership. The *partners* operate the program and must work together to achieve results for Program customers. They would not be successful without the assistance of:

- Courts
- Employers
- State Legislature
- Other State Agencies (e.g., DOR, CDPHE, Regulatory Agencies)
- Private Vendors
- Hospitals
- Other State CSE Agencies

With everyone working together, the future looks bright for Colorado's Child Support Enforcement Program and for the children whose lives we all seek to improve.

Colorado Child Support Enforcement Program

REVIEW AND ADJUSTMENT Changing Your Child Support Order

Did you know that a child support order can be changed during the course of its lifetime to better suit the circumstances of the individuals concerned? Have you ever considered having your child support order reviewed for a possible modification and then decided not to bother because the process seemed too complicated or too expensive? If you believe that your child support order may need to be modified, here are some facts concerning the child support enforcement (CSE) office that should make the process easier to understand.

If your order is being enforced through the CSE office and there has been a change in circumstances for either parent, then either parent may submit a written request to the CSE office, asking that the child support order be reviewed for a possible modification. There is no charge for this service. The request should specify the reasons why the order may need to be changed. Some valid reasons for reviewing an order may include the following:

- A change in either parent's income such as that caused by unemployment or a job change
- Disability or other permanent health problems
- Emancipation of a child
- A change in the number of overnights spent with a child
- A change in daycare costs
- A change in health insurance

You may be required to provide proof of the change in circumstances proof of your income. Keep in mind that once a review and adjustment through the CSE office begins, you cannot later change your mind and cancel the process. Also, it is important to remember that a child support order can both be increased or decreased, based on the changes in either parent's circumstances.

If your child support order is not currently being enforced by CSE, either parent may apply for CSE services at the local county CSE office. If you would like more information, please contact your county CSE office.



Colorado Child Support Enforcement Program

PARENTS

CSE provides real-time case and financial information on its website for parents. In addition to having the child support case and payment information available at any time of the day or night, registered parents can receive an e-mail notification when a child support payment is sent to them. During the year many new publications of interest to parents were made available on the website. The agency continues to work on a number of new enhancements to bring new and useful information to parents.

EMPLOYERS

The eCSE website provides many interactive on-line features for employers. Employers are able to electronically receive income-withholding orders (eIWO) for child support by simply registering for secured access to the eCSE website. This allows both the employer and the State of Colorado to avoid mailing costs and delays in processing the IWO's. New enhancements are expected within the coming year to allow employers to receive electronic medical support notices from the website.

PARTNER AGENCIES

New this year, the eCSE website now provides interactive on-line features for other Colorado state agencies to obtain real-time information on child support cases. This will help those agencies obtain CSE case information when they need it to qualify CSE clients for other state services. Many new agencies are expected to be online within the coming year.

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Child Support Enforcement

Home | FAQ | Contact Us

Registered Users: Login

New Users: Parent Registration Employer Registration

CSE Site Search

Find County Offices

Enter County or City name:

Quick Links

Community Resources
Forms & Applications
Glossary of Terms
Other States Child Support Publications

What's New

- Child Support Newsletter
- Paternity means Fatherhood

Employers

- Family Support Registry
- New Hire Reporting
- Income Withholding
- Medical Support Notice

Parents

- Starting A Case
- Establishing Paternity & Support
- Calculating Child Support Payments
- Family Support Registry
- Making & Receiving Payments
- Enforcement Remedies
- Additional Support Services
- Forms & Applications

The **Mission** of the Colorado Child Support Enforcement Program is to assure that all children receive financial and medical support from each parent. This is accomplished by locating each parent, establishing paternity and support obligations, and enforcing those obligations.

The Child Support Enforcement 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 Department of Human Services • Division of Child Support Enforcement • eCSE Site Map • Contact Information
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CHILD SUPPORT WORKERS

Colorado is one of nine states in the country to participate in the 'Query Interstate Cases for Kids' (QUICK) network. QUICK is a Federal-sponsored internet portal that allows child support workers in other states to obtain real-time information on cases they share with Colorado, and Colorado CSE workers can access real-time case information in other participating states, as well. New enhancements within the coming year will provide additional case information.

CSE Workers within Colorado can also find a knowledgebase of information related to the business of CSE on the website. During the year a new arrears calculation tool was brought online along with online training and meeting capabilities to provide learning opportunities and reduce travel costs.

Building Support for Colorado's Children

The 2007 \$300 Million Roundup

When it appeared that the Colorado CSE Program might reach \$300 million in annual collections for the first time, to achieve this milestone, the Division created the \$300 Million Roundup and looked at a variety of strategies that State and county CSE staff could employ to reach the goal. These procedures and best practices were reinforced with daily and weekly e-mails and through trainings. Ultimately, it was the hard work of all of the CSE professionals and our many partners throughout the state that enabled us to reach this goal. While \$300 million is an impressive figure, what it means in assistance to children to help pay for food, clothing, shelter, medical care, school supplies, and other needs are what is truly humbling. It is also what drives everyone in the CSE program to continue the work that has led to consistently improved performance outcomes each year for over thirty years.

And so it was that the Colorado Child Support Enforcement Office collected just short of \$300 million in child support payments during 2007! Some of that money was returned to the state budget, to help repay and refund public assistance programs. But the vast majority was paid out to parents or other caretakers, thus ensuring that children in Colorado and in other states received the support to which they are entitled. It is a source of great satisfaction to parents to know that they have taken care of their children in such a large way, and Colorado Child Support Enforcement is proud to have helped make that happen.

Fatherhood Programs

Child support enforcement agencies have seen the benefit of programs that provide non-custodial fathers with training, employment and ancillary services that help them become self-sufficient and, in turn, more consistent payers of child support. This correlation between efforts to help fathers and increased child support payments has been seen in El Paso County's Parent Opportunity Program for a number of years.

In 2007, the Colorado Works Fatherhood Grant program provided grants to new CSE Fatherhood Programs in Jefferson and Larimer counties. At the same time, other county CSE units were developing fatherhood programs utilizing other resources. These counties have formed an informal consortium and are sharing expertise and best practices with one another and working collaboratively with State CSE, TANF, Workforce Development, Community Corrections and a myriad of other community agencies to design, implement and grow their programs. These programs help the participants, their children, and their communities.

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

Gambling Payment Intercept Act

Throughout 2007, the Division of Child Support Enforcement (CSE) worked with staff from the Department of Revenue (DOR) to implement the process whereby gambling and racetrack winnings above a certain threshold could be withheld to satisfy child support arrearages.

In December 2007, CSE and DOR involved representatives from Colorado.gov to help finalize a work order so that programming could begin as required in January to implement the Gambling Payment Intercept Act. The work order required that the entire process be electronic, from the initial data match between winning gamblers and delinquent child support obligors to the final receipt of any money that would be intercepted. The intercept process will be set up to occur via the Colorado.gov website.

This important collaboration between State agencies will help Colorado children receive the support of non-custodial parents who have chosen to gamble with their money rather than pay to support their children.

This legislation will take effect July 1, 2008, and the State Office continues to receive inquiries from other states that are anxious to follow Colorado's lead in implementing this enforcement remedy.



COLORADO'S
CHILDREN
ARE THE
REAL
WINNERS!



Building Support for Colorado's Children

2007 RESEARCH

Colorado's CSE Program continued five Federal 1115 Demonstration Grants in 2007. Two of the grants, "Reducing Default Orders" and "Integrating Access and Visitation", ended during this time period. The final reports for these two grants were placed on our website, www.childsupport.state.co.us. Once in this website and clicking on "Publications", the display of all of the completed grants will appear, you can chose the two reports completed in 2007 and read the detail. The most definitive findings from the "Reducing Default Orders" grant are that orders established by default, meaning without the participation of the obligor, dropped significantly, from 45% to 12% and orders stipulated through administrative process increased to 71% on all cases established, and 81% of the experimental cases paid some amount of child support whereas only 61% in the control group paid some amount of child support over a 12 month period following the intervention comparison. Regarding the "Integrating Access and Visitation" grant the findings showed that when a parenting time agreement is reached child support payments increase and children benefit, it also revealed that the parties of child support cases opinion of the CSE Program improves. But it also revealed that there are a good number of issues that keep obligors from succeeding in obtaining access to their children. These issues must be addressed before parenting time can occur.

Three other demonstration grants ran throughout 2007. The first of these grants is entitled "Partner Up". It continued to test various curriculum designed to improve communication, commitments and parenting between parents that could lead to healthy marriage, or at least, positive co-parenting. Five Colorado Family Resource Centers are offering such curriculum, two in the inner city of Denver, one in the mountain town of Conifer, and two in the southwest area of our state. This grant will end in December 2008.

The "Early Intervention" grant is the 2nd longest running active grant and it will end in July of 2008. Similar to the "Reducing Default Orders" grant in that improved communication between CSE and the parties to a child support case are being tested. The difference is that the child support order has already been established and the case is in a category called "enforcement". In the grant, if an obligor stops payments they are quickly contacted and asked what the child support office can do to assist them in returning to regular payments. Also non paying cases are called upon and offered the same assistance, such as a review and adjustment of their order, a referral to the Work Force Center or an opportunity to mediate their parenting time order.

The latest grant awarded to Colorado is entitled the "Data Information SHaring (DISH)" grant. In 2007 the grant formulated the technical and business methodologies needed to move from the paper driven process of exchanging child support order information to and from the courts to a paperless electronic exchange. The importance of this grant is that it is a national forerunner to this concept and is being looked upon by the federal Office of CSE as the model for other states to follow. It will be piloted and then rolled out to all the county CSE offices in 2009.

2007 Program Performance

Calendar Year 2007 Quick Facts

Collections

Total Collections	\$299,920,055
Non TANF Collections	\$272,626,348
TANF Collections	\$27,293,707

Collections Sources

Income Assignments	\$163,698,052
Federal Tax Refund Intercepts	\$18,620,081
State Tax Refund Intercepts	\$3,159,144
Collections from other states	\$28,106,432
Workers Compensation Benefits	\$2,443,016
Unemployment Compensation	\$3,221,837
Financial Institution Data Match	\$2,212,624
Other (Lottery Intercepts, Credit Reporting, License Suspension, Voluntary Payments, etc.)	\$78,458,869

Cases

Total Caseload	143,150
Current TANF	10,557
Former TANF Caseload	25,557
Never Assistance Caseload	107,036

Service Performance

Paternity Establishment Percentage	94.8%
Percent of Caseload with Orders	87.2%
Percent of Cases Paying on Arrears	70.3%
Percent of Current Support Paid	60.9%
Cost Effectiveness Ratio	\$3.88

NEW PUBLICATIONS

The following reports were produced in 2007 and can be accessed online at the CSE web-site--www.childsupport.state.co.us/do/home/resources:

- Colorado Parenting Time / Visitation Project, Center for Policy Research, September 2007, Colorado Department of Human Services
- Colorado Default Project Final Report, Center for Policy Research, September 2007, Colorado Department of Human Services

Previewing 2008 Program Highlights

A Glimpse of What's Ahead:

2008 is looking to be a big year of changes for the CSE Program. First and foremost, we are proposing an ACSES feasibility study, which is the first required step on the path to a new computer system. We believe it is time to replace the current system, because the existing system is over 20 years old (which is an extremely long life for computer technology), and there is a question as to the ability to maintain the current system with existing software. Since a full system migration project will take years to transition, we must start now with the feasibility study.

Another item we are busy preparing for is the anticipated Final Federal Regulation regarding medical support. In 2006, a Notice of Proposed Rule-Making was submitted by the federal Office of Child Support Enforcement (OCSE) stating their objective to mandate that all support orders in the IV-D program address health care coverage for children. The potential impact of this regulation could be quite substantial, both for families without health coverage as well as how it might effect existing child support orders. It may also require significant system and case processing changes.

As to legislation, there are a number of possible proposals, such as, administrative liens on insurance settlements, liquidation of securities, removal of social security numbers on orders, a unified procedure for adding a subsequent-born child to an existing child support order, prevention of imputation of income for incarcerated parents, and clarification that a private company is not considered a collection agency when contracted with a county agency for the sole purpose of collecting child support. There may also be efforts to replace a \$3.2 million funding shortfall to counties for their CSE programs as a result of federal legislation.



CSE County Offices

Adams County 7190 Colorado Blvd. Commerce City, CO 80022 Tele (303) 227-2233 Fax (303) 227-2239	Alamosa County P.O. Box 1310 Alamosa, CO 81101 Tele (719) 589-2581 Fax (719) 589-9794	Arapahoe County 14980 E. Alameda Dr., #38 Aurora, CO 80012 Tele (303) 752-8900 Fax (303) 752-8901	Archuleta County P.O. Box 240 Pagosa Springs, CO 81147 Tele (970) 264-2182 Fax (970) 264-2186
Baca County 772 Colorado Street Springfield, CO 81073 Tele (719) 523-4131 Fax (719) 523-4820	Bent County 215 - 2nd Street Las Animas, CO 81054 Tele (719) 456-2620 Fax (719) 456-2945	Boulder County 529 Coffman St, Ste 190 Longmont, CO 80501 Tele (303) 678-6300 Fax (303) 678-6309	Broomfield County 6 Garden Center Broomfield, CO 80020 Tele (720) 887-2261 Fax (720) 294-9677
Chaffee County P.O. Box 1007 Salida, CO 81201 Tele (719) 539-6627 Fax (719) 539-6430	Cheyenne County P.O. Box 146 Cheyenne Wells, CO 80810 Tele (719) 767-5629 Fax (719) 767-5101	Clear Creek County 3500 Illinois Street, Ste 1300 Golden, CO 80401 Tele (303) 271-4300 Fax (303) 271-4091	Conejos County P.O. Box 68 Conejos, CO 81129 Tele (719) 376-5455 Fax (719) 376-2389
Costilla County P.O. Box 249 San Luis, CO 81152 Tele (719) 672-4131 Fax (719) 672-4141	Crowley County 631 Main Street Ste 101 Ordway, CO 81063 Tele (719) 267-3546 Fax (719) 267-9959	Custer County P.O. Box 929 Westcliffe, CO 81252 Tele (719) 783-2371 Fax (719) 783-9085	Delta County P.O. Box 290 Delta, CO 81416-0290 Tele (970) 874-2063 Fax (970) 874-2069
Denver County 1200 Federal Blvd. Denver, CO 80204 Tele (720) 944-2960 Fax (720) 944-2660	Dolores County P.O. Box 485 Dove Creek, CO 81324 Tele (970) 677-2240 Fax (970) 677-2859	Douglas County 4000 Justice Way #2525A Castle Rock, CO 80104 Tele (303) 814-7145 Fax (303) 814-7014	Eagle County P.O. Box 660 Eagle, CO 81631 Tele (970) 328-8840 Fax (970) 328-8829
Elbert County P.O. Box 6 Simla, CO 80835 Tele (719) 541-2369 Fax None	El Paso County 30 E. Pikes Peak Ste 203 Colorado Springs, CO 80903 Tele (719) 457-6331 Fax (719) 457-6340	Fremont County 172 Justice Center Rd Canon City, CO 81212 Tele (719) 275-2318 Fax (719) 269-2339	Garfield County 195 W. 14th Street Rifle, CO 81650 Tele (970) 625-5282 Fax (970) 625-0927
Gilpin County 3500 Illinois Street, Ste 1300 Golden, CO 80401 Tele (303) 271-4300 Fax (303) 271-4091	Grand County P.O. Box 204 Hot Sulphur Spgs, CO 80451 Tele (970) 725-3331 Fax (970) 725-3696 metro (303) 572-3821	Gunnison County 225 N. Pine St, Ste A Gunnison, CO 81230 Tele (970) 641-3244 Fax (970) 641-3738	Hinsdale County 225 N. Pine Street Ste A Gunnison, CO 81230 Tele (970) 641-3244 Fax (970) 641-3738
Huerfano County 121 W. 6th Street Walsenburg, CO 81089 Tele (719) 738-2810 Fax (719) 738-2549	Jackson County P.O. Box 204 Hot Sulphur Spgs, CO 80451 Tele (970) 725-3331 Fax (970) 725-3696	Jefferson County 3500 Illinois Street, Ste 1300 Golden, CO 80401 Tele (303) 271-4300 Fax (303) 271-4091	Kiowa County P.O. Box 187 Eads, CO 81036 Tele (719) 438-5541 Fax (719) 438-5370

CSE County Offices

Kit Carson County
P.O. Box 70
Burlington, CO 80807
Tele (719) 346-8732
Fax (719) 346-8066

Las Animas County
204 S. Chestnut Street
Trinidad, CO 81082
Tele (719) 846-2276
Fax (719) 846-4269

Mineral County
P.O. Box 40
Del Norte, CO 81132
Tele (719) 657-3381
Fax (719) 657-2997

Morgan County
P.O. Box 220
Fort Morgan, CO 80701
Tele (970) 542-3530
Fax (970) 542-3415

Phillips County
127 E. Denver Ste A
Holyoke, CO 80734
Tele (970) 854-2280
Fax (970) 854-3637

Rio Blanco County
345 Market Street
Meeker, CO 81641
Tele (970) 878-9640
Fax (970) 878-4893

San Juan County
1060 E. 2nd Avenue
Durango, CO 81301
Tele (970) 382-6144
Fax (970) 498-6310

Teller County
P.O. Box 6688
Divide, CO 80814
Tele (719) 687-5572
Fax (719) 686-9127

Lake County
P.O. Box 884
Leadville, CO 80461
Tele (719) 486-4155
Fax (719) 486-4164

Lincoln County
P.O. Box 37
Hugo, CO 80821
Tele (719) 743-2404
Fax (720) 743-2879

Moffat County
595 Breeze Street
Craig, CO 81625
Tele (970) 824-8282
Fax (970) 824 -9552

Otero County
P.O. Box 494
La Junta, CO 81050
Tele (719) 383-3100
Fax (719) 383-3102

Pitkin County
195 W. 14th Street
Rifle, CO 81650
Tele (970) 625-5282
Fax (970) 625-0927

Rio Grande County
PO Box 40
Del Norte, CO 81132
Tele (719) 657-3381
Fax (719) 657-2997

San Miguel County
1200 N. Grand Avenue #C
Montrose, CO 81401
Tele (970) 252-4200
Fax (970) 252-4210

Washington County
P.O. Box 395
Akron, CO 80720
Tele (970) 345-2238
Fax (970) 345-2237

La Plata County
1060 E. 2nd Ave
Durango, CO 81301
Tele (970) 382-6144
Fax (970) 385-5269

Logan County
P.O. Box 1746
Sterling, CO 80751
Tele (970) 522-2194
Fax (970) 521-0853

Montezuma County
109 W. Main #203
Cortez, CO 81321-3179
Tele (970) 565-3769
Fax (970) 565-0172

Ouray County
P.O. Box 530
177 Sherman St, Unit 104
Ridgway, CO 81432
Tele (970) 626-2299
Fax (970) 626-9911

Prowers County
P.O. Box 1157
Lamar, CO 81052
Tele (719) 336-7486
Fax (719) 336-7198

Routt County
P.O. Box 772790
Steamboat Spgs, CO 80477
Tele (970) 870-5256
Fax (970) 870-5260

Sedgwick County
P. O. Box 27
Julesburg, CO 80737
Tele (970) 474-3397
Fax (970) 474-9881

Weld County
P.O. Box A
Greeley, CO 80632
Tele (970) 352-6933
Fax (970) 346-7663

Larimer County
1501 Blue Spruce Dr.
Fort Collins, CO 80524
Tele (970) 498-6483
Fax (970) 498-6310

Mesa County
P.O. Box 20000
Grand Junction, CO 81502-5035
Tele (970) 248-2780
Fax (970) 248-2883

Montrose County
1200 N. Grand Avenue #C
Montrose, CO 81401
Tele (970) 252-4200
Fax (970) 252-4210

Park County
P.O. Box 1007
Salida, CO 81201
Tele (719) 539-6627
Fax (719) 539-6430

Pueblo County
212 W. 12th Street
Pueblo, CO 81003
Tele (719) 583-6160
Fax (719) 583-6946

Saguache County
P.O. Box 215
Saguache, CO 81149
Tele (719) 655-2537
Fax (719) 655-0206

Summit County
P. O. Box 869
Frisco, CO 80443
Tele (970) 668-9160
Fax (970) 668-4115

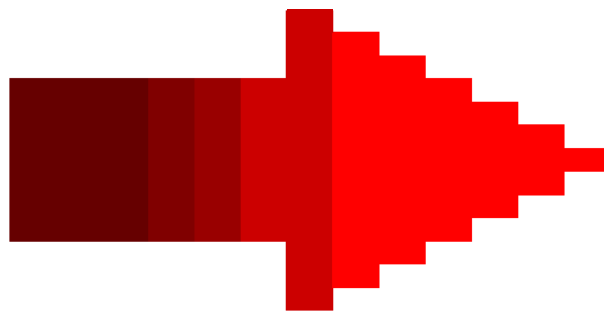
Yuma County
340 S. Birch
Wray, CO 80758
Tele (970) 332-4877
Fax (970) 332-4978

Beginning in 2008

We will transition from our old logo and slogan:



Building a child's future



To our new logo and slogan:





Colorado Department of Human Services
people who help people



Colorado Department of Human Services
Karen L. Beye, Executive Director

Office of Self Sufficiency
Pauline Burton, Director

Division of Child Support Enforcement
John Bernhart, Director
1575 Sherman Street, 5th Floor
Denver, Colorado 80203
(303) 866-4300

www.childsupport.state.co.us

2007 Annual Report Project Manager:
Margie McIntyre

