



***Colorado
Child Support
Enforcement
Program***

Annual Report 2009

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Colorado Child Support Enforcement Program — MISSION

OUR 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**



The Colorado Child Support Enforcement Program will put children first by helping both parents assume their 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 — ENFORCEMENT



OUR VISION

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

New Enforcement Strategies

Colorado is at the forefront nationally in the breadth and scope of remedies we use to ensure the payment of current child support and arrears. For example, ours was the first state to allow the intercept of gambling winnings and that fully automated the attachment of banks accounts to pay past due support. While pleased with the success of these and other remedies, we continually look for new strategies that will enable us to increase the payment of support to children. Some of the strategies currently under review are:

- Top 10 Arrears Report – We currently provide counties with an ad-hoc report of their cases with the ten (10) highest arrears amounts. This has proven effective in collecting on or reducing arrears where appropriate. To ensure maximum results, we intend to formalize this process along with recommended procedures for working the report.
- Payment by Credit Card – We currently accept child support payments through Western Union, which can be by credit card; however, there is an \$8-12 fee per transaction. We are investigating how to enable direct payment by credit card, while keeping the fee down. This has proven successful in increasing collections in other jurisdictions.
- Insurance Liens – We would like to attach other insurance settlements, as we currently attach Workers Compensation payments. We were not successful in getting legislative authority to do so in 2008 and are working to develop support for a new proposal. It would bring in over \$2 million in collections annually.

Colorado Child Support Enforcement Program – AUTOMATION

Child Support and State Judicial Collaborative Grant Project

The Division of Child Support Enforcement (CSE) has reached a long awaited milestone to roll out the Data Information SHaring (DISH) system. DISH was developed in a three-year collaboration with the Judicial Department (Judicial) to provide a statewide automated data exchange between both entities for the purpose of developing a streamlined process to establish child support orders through administrative process (APA). APA is used to establish approximately 70% of Colorado child support orders, and this roll out will make Colorado one of only a handful of states with this automated capability.

CSE and Judicial successfully implemented the DISH system in two pilot counties—Weld County and Jefferson County. Weld was implemented May 4, 2009, and Jefferson was implemented in July 2009. Each implementation was preceded by an extensive, all-day training, which brought personnel from both CSE and Judicial to the same location. The morning session provided agency-specific training to each entity, and the afternoon session brought staff from both agencies together to participate in a *live* data exchange session which demonstrated in real time the outcomes of actions taken on both sides of the process. This demonstration was followed by a group discussion where staff from both sides could ask questions and address concerns. Throughout the day, DISH staff documented suggestions for improvements and enhancements to the system.

Based on evaluations, the system has been well received and considered usable and time saving by both CSE and Judicial staff. Each agency reported that DISH not only meets their need for functionality and data reliability but it is a system that employees are willing to use. The early success and positive outcomes have drawn interest and attention from other state child support agencies and from the federal Office of Child Support Enforcement (OCSE). If the trend continues through the statewide rollout, the project is likely to become a model of interagency collaboration both from a project design and a system development perspective. Success for the project is due in large measure to the fact that both agencies dedicated staff that worked face-to-face and shoulder-to-shoulder not only for design and development but to develop a true interest and understanding of the needs of the other agency. This approach provided an environment where the best solution for problems could be found.

The five-stage, statewide rollout began in August and ran through November 23, 2009. Staff from both agencies were available to monitor and assist the counties through the implementation process.



Colorado Child Support Enforcement Program — WEBSITE

eCSE ANNUAL REPORT

PARENTS

CSE provides real-time case and financial information on its website for parents. In addition to having access to child support case and payment information at any time, registered parents can receive an e-mail notification when a child support payment is disbursed. The website also provides a link to Western Union for on-line payment of child support obligations. A current Child Support Enforcement newsletter is now available as well. CSE continues to work on a number of new enhancements, one of which will be the ability to complete and file an application for child support services on-line.

EMPLOYERS

The eCSE website now 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. By doing so, both the employer and the State of Colorado can avoid mailing costs and delays in processing the IWOs. In addition, a growing number of employers who carry on business in multiple states have begun using a national employer portal where they can receive income withholding orders from various states in one central place. Colorado continues to expand its participation in this national employer portal.



PARTNER AGENCIES

The eCSE website 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. During this past year, several agencies were given access, and in the coming year other agencies will be added.

CHILD SUPPORT WORKERS

Colorado is one of 22 states in the country to participate in the 'Query Interstate Cases for Kids' (QUICK) network. QUICK is a federally-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. Through an enhanced search feature, workers have the ability to find appropriate policy and procedure documents. Also, new on-line training was made available for key CSE business processes for workers to access from their own desktop.

Building Support for Colorado's Children — PATERNITY

Statewide Paternity Establishment Percentage (PEP)

In 2009, the Colorado Child Support Enforcement Program continued its work to increase the number of children born out of wedlock in the state for whom paternity is established. The Statewide Paternity Establishment Percentage, or PEP, pertains to all children born in the state, not just those in the child support caseload. The Statewide PEP for the time period of October 1, 2008 through September 30, 2009 was 92.8%. A PEP of 90% or greater has to be achieved in order to avoid a potential loss of \$1 million on Colorado's TANF block grant.

The Statewide PEP is calculated by dividing the total number of children for whom paternitys were processed by the Colorado Department of Health and Environment for the federal fiscal year of October 1, 2008 through September 30, 2009 (15,825), divided by the number of Children Born Out of Wedlock for the prior federal fiscal year of October 1, 2007 through September 30, 2008 (17,043). The 15,825 paternitys established consisted of:

- 11,721 voluntary Acknowledgments of Paternity completed by the parents after the birth of their child and before leaving the hospital (Acknowledgments of Paternity were completed on 71% of the children born out of wedlock for this time period compared to 69% for the prior year);
- 1,405 voluntary Acknowledgments of Paternity completed by the parents at some point after leaving the hospital following the birth of their child;
- 2,699 Reports of Paternity Determination completed by a variety of entities (county child support offices, courts, county child welfare agencies, etc.).

This high level of performance in PEP is the result of outstanding collaboration involving:

- County child support professionals who establish paternity and process the Reports of Paternity Determinations;
- State child support professionals who train and monitor the performance of hospital staff, educate the community on the benefits of paternity establishment and ensure that the Reports of Paternity Determinations are accurately completed;
- Hospital staff responsible for educating parents of children born out of wedlock on the benefits of paternity establishment and assisting them with completing the Acknowledgments of Paternity forms;
- Vital Records Division of the Colorado Department of Public Health and Environment staff who process the Acknowledgments of Paternity and Reports of Paternity Determinations.

The most important result of the high level of performance in the PEP is that 15,825 children born out of wedlock will grow up knowing whom their fathers are.

Building Support for Colorado's Children — PERFORMANCE

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 — CHILD SUPPORT GUIDELINES

THE CHILD SUPPORT COMMISSION

The Child Support Commission was created pursuant to Colorado Revised Statute §14-10-115(18)(a). The statute states that the Commission is to review the guidelines and general child support issues and make recommendations for changes to the Governor and to the General Assembly.

The review conducted by the Child Support Commission also meets the requirements of the Family Support Act of 1988, which mandates that states must review their guidelines every four years [45 CFR 302.56]. Furthermore, the review is consistent with federal regulations, which require that the review must include an assessment of the most recent economic data on child-rearing costs and a review of case data to ensure that deviations from guidelines are limited [45 CFR 302.56].

Following appointment of its members by Governor Ritter, the 2009 Child Support Commission held its first monthly meeting in September 2009 and will continue to meet in 2010. All Commission meetings are open and advertised under the Colorado Open Records Act.

Pursuant to its statutory charge, the Commission is required to review the child support guidelines and related issues every four years. The 2009 Commission has reviewed a lot of data including several studies to be used as a basis for updating not only the basic schedule of support but also the formula used for low-income families. The Commission has recognized that this formula is linked to the minimum wage rate that has increased significantly in the decade since the guideline schedule was last updated. The Commission has reviewed the current federal poverty level and has considered creating a self-support reserve amount that would be used in calculating an obligor's child support obligation. The review of data regarding low-income families has also included a review of the minimum order amount while also considering the monthly amount of money an obligor on an order needs to meet his/her basic needs.

In addition to the above issues, the Commission is also examining other issues, such as addressing the effect of lump sum social security disability payments received for a child on any arrears owed by the disabled obligor, the availability and calculation of the credit for supporting other children, clarifying definitions of what is income where the obligor is self employed, and many other mandatory and discretionary issues.

The Commission continues to uphold the tradition of addressing very important child support issues with the goal of making informed and carefully thought out recommendations. These recommendations will be contained in a final report issued by the Commission in December 2010.

Building Support for Colorado's Children — PROGRAM



**State of Colorado
Division of Child Support Enforcement Staff**

The dedicated professionals of the State office work tirelessly to ensure that Colorado's children receive the support they deserve.

Colorado continues to maintain a positive and proactive attitude in dealing with the economic recession. State staff, as well as county CSE staff, have been quick to adjust program services to accommodate the increase in requests for modifications, and to search out innovative ways to assist obligors in meeting their support obligations.

Colorado is also gearing up for a modernized automated system that will provide a reliable and user-friendly system for CSE staff throughout the state to use. As is customary with any child support endeavor in Colorado, all stakeholders are being included in discussions to make sure that all critical needs are addressed.

2009 Program Performance

Calendar Year 2009 Quick Facts

Collections

Total Collections	\$312,964,370.57
Non TANF Collections	\$257,917,029.45
TANF Collections	\$25,047,341.06

Collections Sources

Income Assignments	\$166,700,024.73
Federal Tax Refund Intercepts	\$23,298,341.33
State Tax Refund Intercepts	\$3,300,498.42
Collections from other states	\$27,969,385.42
Workers Compensation Benefits	\$2,848,458.13
Unemployment Compensation	\$19,196,994.70
Financial Institution Data Match	\$1,915,226.82
Other (Gambling Intercepts, Lottery Intercepts, Credit Reporting, License Suspension, Voluntary Payments, etc.)	\$67,735,440.96

Cases

Total Caseload	140,799
Current TANF	13,264
Former TANF Caseload	22,393
Never Assistance Caseload	105,142

Service Performance

Paternity Establishment Percentage	95.4%
Percent of Caseload with Orders	87.9%
Percent of Cases Paying on Arrears	70.3%
Percent of Current Support Paid	61.9%
Cost Effectiveness Ratio	\$3.46

DID YOU KNOW...

...1 in 4 children in the United States participates in the child support program, and the program serves half of all poor children?

...the child support program lifts 1 million people out of poverty each year and provides about 30% of income for the poor families who receive it?

Source: Administration for Children and Families

BECAUSE WE CARE ABOUT KIDS

Over the past 14 years, the Division of Child Support Enforcement (CSE) has partnered with the Denver County Department of Human Services by participating in the annual Adopt-A-Family Program. Over the years, CSE has adopted approximately 48 families, including 112 children.

Using a wish list from each child, CSE selects and purchases appropriate gifts for each family member. CSE then meets over a pre-set lunch hour and wraps each gift. The gifts are either delivered directly to the families or are passed to the family's social worker for delivery.

The contributions made by the staff members of CSE help to make the holidays much brighter and more comfortable for families in need.

Previewing 2010 Program Highlights

New Strategic Plan 2011—2013

Early in 2010, the Child Support Enforcement (CSE) Program will work to develop its new Strategic Plan for 2011-2013. In the past, the plans have been for five-year increments. However, with the uncertainty created by the recession, and flat performance in 2009, it has been determined that a shorter-range plan will provide more flexibility.

During 2009, some measures such as the percent of arrears cases paying declined, and total collections decreased for the first time since the program began. In response, the Program set a more modest goal of 63% for current support collections during 2010, after 2 years of performance at 61.9%. The fact that this particular measure did not decline during 2009 is a testament to the hard work of all of the child support staff across the state who focused on getting support to families while also dealing with a surge in requests for the adjustment of orders as parents faced job and income losses. Their proactive work with these individuals is a major reason that current support collections did not decline.

Partners and Stakeholders

The CSE Program is a partnership. The partners operate the program and must work together to achieve results for program customers.

Program partners include:

- Federal, state, and local child support enforcement agencies;
- Courts, law enforcement agencies, Colorado Works, Child Welfare, Department of Labor and Employment, Department of Regulatory Agencies, Judicial Department, Department of Revenue, Department of Natural Resources, Department of Public Health & Environment, Department of Corrections, and Department of Public Safety;
- Employers, financial institutions, hospitals, the insurance community, and program contractors.



Previewing 2010 Program Highlights

Many other groups have a legitimate interest in how our customers are served. These stakeholders make a contribution toward, and benefit from, a well-run child support enforcement program. They include national interest groups and community-based organizations that help serve the interests of program customers and partners, family law practitioners, congress, state legislators, taxpayers, and the general public.

Strategic Goals

- Promote establishment of paternity for all children
- Establish financial support for all children in IV-D cases
- Ensure that all children in IV-D cases have financial support from parents as ordered
- Ensure that all children in IV-D cases have medical support established and provided
- Operate the IV-D program in an effective and efficient manner

Strategies to Meet Goals

- Maximize use of technology
- Develop a critical thinking approach to case management
- Collaborate with other agencies and stakeholders
- Strengthen and expand locate toolbox (manual and automated)
- Emphasize the prevention of arrears and early intervention
- Expand and improve enforcement tools
- Explore health coverage options for children

Specific Targets and Action Plans

The specific targets for the performance measures will be developed in the fall of 2010, when there is more data concerning 2010 performance. Action plans will also be developed later in the year.



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Colorado Department of Human Services
people who help people



COLORADO

SUPPORT OUR CHILDREN

SUPPORT OUR FUTURE

CHILD SUPPORT ENFORCEMENT

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