

Colorado Child Support Enforcement



**Annual Report
2010**

<https://childsupport.state.co.us>

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Child Support Enforcement Program — MISSION & VISION

**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**

**OUR
VISION**

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



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.

National Child Support Enforcement Program — HISTORY



NATIONAL CHILD SUPPORT PROGRAM

HISTORY

2010 marked the 35th Anniversary of the National Child Support Program. However, it was 60 years ago, back in 1950 that Congress first passed Federal child support enforcement legislation requiring State welfare agencies to notify the appropriate law enforcement officials when it became necessary to provide aid to dependent children who had been abandoned or deserted by a parent.

Amendments to the Social Security Act in 1965 allowed local and state welfare agencies to obtain information from the Secretary of Health, Education and Welfare regarding the address and place of employment of a non-custodial parent who owed support under a court order for support.

The year 1975 saw big changes not only for the collection of child support, but also for the enforcement of child support collection. When Title IV-D of the Social Security Act was signed into law on January 4, 1975, it allowed the Secretary of Health and Human Services (previously the Secretary of Health, Education and Welfare,) to establish a separate division, which would be mandated to oversee the operation of an Enforcement program.

This program would establish a parent locator service; state operational guidelines, and a plan for periodic review of cases. The primary responsibility for operating the Enforcement program was placed on each state. These provisions were to come into effect by July 1, 1975.

The next big year for child support laws was 1984, when the Child Support Enforcement Amendments were established requiring major improvements in both state and local Enforcement programs. First, all States were required to develop mandatory income withholding procedures as well as expedited processes for establishing and enforcing support orders (such as income tax refund interceptions and property liens.) In addition, states were allowed to report delinquent parents to consumer credit agencies.

Then in 1988, the Family Support Act of 1988 was enacted. This Act made several important changes to the child support program. Most significantly, the Act required the courts to use State guidelines when establishing support amounts. States were also required to review their guidelines every four years. Another important provision established with the Child Support Recovery Act of 1992, made it a Federal crime to willfully fail to pay past-due child support payments, with respect to a child who resides in another State.

TODAY

One of the most significant changes in support enforcement policy in recent years has been the shift towards addressing men's roles as fathers. Legislation enacted in 1996, the Personal Responsibility and Work Opportunity Reconciliation Act, contains significant revisions in child support legislation that call for the development of a number of social services programs aimed towards working with fathers.

Under this Act, states can apply for grants in the range of \$50,000 to develop programs that provide mediation and counseling services and encourage child visitation in families where the parents do not live together. (See *The Colorado Promoting Responsible Fatherhood Initiative* on page 3.)

The Personal Responsibility and Work Opportunity Reconciliation Act also allowed for the creation of the New Hires database, which requires all employers to report information about newly hired employees. This allows child support enforcement officials to track down obligors, even across state lines and retrieve payments through income withholding.

Child Support Enforcement Program – FATHERHOOD



INNOVATIVE PARTNERSHIPS

The bubble chart shown above is a visual aid developed by the Federal Office of Child Support Enforcement. It depicts the innovative partnerships and initiatives that state, county, and tribal child support programs (CSE) have developed to help parents improve their ability and willingness to support their children.

The ideas in the chart encourage local child support programs to intervene early to address the underlying reasons for non-support. By broadening our strategies and collaborating with other programs, CSE can do more to help assure that parents provide for children with financial and emotional support throughout their childhood.

It is in the spirit of collaboration that Colorado's Child Support Enforcement Division teamed with the Division of Colorado Works to help educate Colorado's Dads about the importance of providing financial support for their child(ren).



COLORADO'S PROMOTING RESPONSIBLE FATHERHOOD INITIATIVE

Back in October 2006, the Colorado Department of Human Services' Colorado Works Division was awarded a 5-year grant to help strengthen paternal relationships that would improve the well-being of Colorado's children. The Colorado Promoting Responsible Fatherhood Initiative (PRF) was developed through the use of these grant funds. The PRF distributes more than \$1 million each year to state, community, and faith-based organizations to assist them in providing direct services to fathers and families.

Utilizing funds from the grant, www.ColoradoDads.com launched its "**be there for your kids**" campaign. This informative website includes some important Child Support Resources to help fathers navigate through the child support system, and includes links to these important publications:

- A Father's Guide to Child Support — A handbook that is designed to help fathers understand how child support works
- Making and Receiving Child Support Payments — To help fathers learn more about acceptable Family Support Registry payments options
- Paternity Means Fatherhood: Three Easy Ways to Establish Paternity in Colorado
- Child Support Informational Brochure — Outlines the services that are available through the State Office of Child Support Enforcement (CSE).

Soon to be added to the site is an informational video entitled, "*Engaging Colorado Fathers in the Child Support System*;" it is scheduled for release in early 2011. Featuring fathers in the Jefferson County Fatherhood Program, along with staff from Jefferson County and the State CSE office, the video answers many questions fathers have about the child support system — order modifications, paternity establishment, arrears, and more.



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Child Support Enforcement Program — WEBSITE

eCSE ANNUAL REPORT

PARENTS

The Child Support website, <https://childsupport.state.co.us>, is a web portal designed to help individuals and families find the CSE resources they need. The website provides real-time information to give parents online access to their child support case and payment information. Parents who register to use the website can receive an email notification when a child support payment is disbursed. There is also a link to Western Union so obligors can make online payments of child support obligations. Current Child Support Enforcement Newsletters for Parents are available online in addition to many other publications and forms. CSE continues to work on a number of new enhancements, one of which is planned for release during the second quarter of 2011; it is the ability to complete and submit an application online for child support services.

EMPLOYERS

eCSE provides many interactive online features to help employers working with Child Support Enforcement. Employers, who register to use the website, will have the ability to view pending income-withholding orders, acknowledge receipt of the orders, and search for orders issued to their company. Employers may also report an employee lump sum or employment termination online. CSE is working on a number of enhancements for release during 2011, which will: 1) Allow employers to make online, one-time or recurring payments from their checking or savings account, and 2) Allow employers to reconcile employee information, so they may begin to submit payments electronically via the ACH network.

The screenshot shows the Colorado Department of Human Services (CDHS) website for Child Support Enforcement. The header includes the CDHS logo and the text "Colorado Department of Human Services people who help people". The main navigation bar has tabs for "Parents", "Employers", "CSE Workers", "Partner Agencies", and "My Information". Below the navigation bar, there is a mission statement: "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." There are sections for "What's New" and "Parents" with bulleted lists of links. A "Registered Users" section includes "Parent Registration" and "Employer Registration". A "CSE Site Search" box is present, along with a "Find County Offices" button and a search input field. The footer contains the website URL: <https://childsupport.state.co.us>.

PARTNER AGENCIES

Colorado Child Support Enforcement partners with other Colorado state agencies in the online sharing of real-time information on child support cases. This online partnership helps to expedite eligibility determination to qualify CSE clients for other state services. Additional agencies are planned for access in the coming year.

CHILD SUPPORT WORKERS

Colorado was one of the first 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 Colorado to share real-time case information with CSE workers in other participating states. Colorado CSE is working with the Federal Office of Child Support Enforcement to build upon the QUICK infrastructure to provide State workers with additional access to child support services via the new Federal Parent Locator Service (FPLS) State Services Portal (SSP) initiative. CSE plans to have the FPLS SSP online during the first half of 2011.

Early Intervention Alerts

Colorado's child support professionals are committed to ensuring that families can depend on the consistent payment of monthly current child support. To assist in that effort, we developed and implemented an "Early Intervention" alert that is generated by the Automated Child Support Enforcement System. This alert notifies the worker assigned to the case about those obligors who paid their full monthly payment due in a month and then stopped paying entirely the next month or only made a partial payment. The alert also provides a great deal of case and contact information to the child support professional to assist in their determining the best early intervention action to take with the obligor to get them back on track to paying their full monthly payment due.

The efforts of the county child support professionals to diligently work these Early Intervention alerts have resulted in a substantial number of the obligors resuming their payments. For example, the 4,307 Early Intervention alerts worked by county child support professionals in December 2010 resulted in 2,801 of these obligors making child support payments after the alerts were worked. This equates to 65% of the total alerts cleared, resulting in payments totaling \$1,538,777.

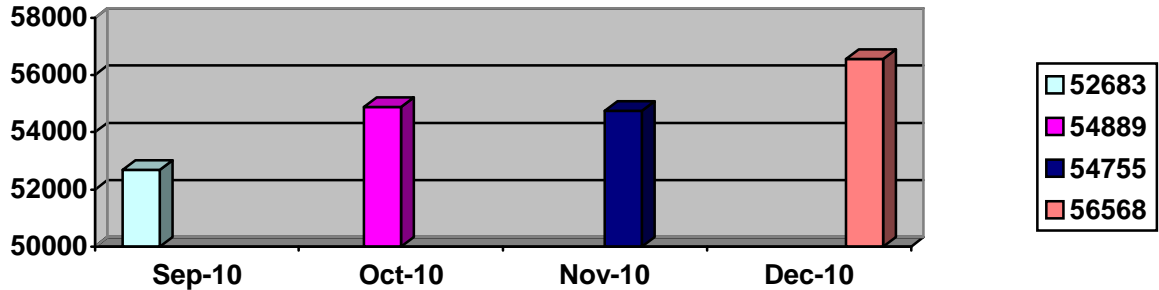
The charts on the next page illustrate statewide data for the time period of September 2010 through December 2010 for: 1) the number of obligors paying their full monthly payment due; 2) the number of obligors who went from paying their full monthly payment due to paying nothing the next month; and 3) the number of obligors who went from paying their full monthly payment due to paying a partial payment the next month.

- From September 2010 to December 2010 an additional 3,915 obligors paid their full monthly payment due. This is a real tribute to the work of the child support professionals in Colorado and means that 3,915 more families received the full amount of ordered monthly child support owed to them.
- Each month, approximately 8% of the obligors who paid their full monthly payment due the previous month pay either nothing or just a partial payment the next month. This demonstrates the importance of working the Early Intervention alerts to get the obligors back on track to making full payments.

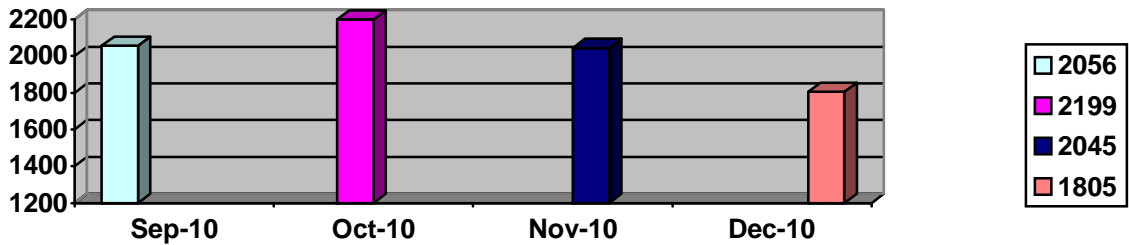
(See Page 6 for detailed charts that correspond to this article.)

Building Support for Colorado's Children — EARLY INTERVENTION

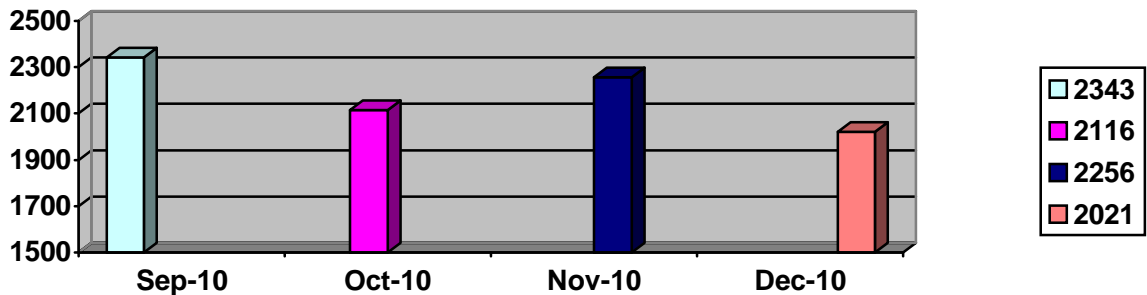
Statewide # of Obligor's Paying Their Full Monthly Payment Due



Statewide # of Obligor's Who Went From Paying Full Monthly Payment In One Month to Paying a Partial Payment the Next month



Statewide # of Obligor's Who Went From Paying Full Monthly Payment In One Month to Paying Nothing the Next Month



Strategic Plan Roll-Out

In 2010 the Child Support Enforcement Program developed its new Strategic Plan for 2011-2013. This Plan was shared with Colorado's child support professionals through 11 presentations throughout the state. At each of these presentations, input was solicited from attendees on the mission critical Action Steps the program should focus on over the time of the Strategic Plan in order to accomplish the statewide performance goals. All of the Action Steps that were identified will be reviewed in 2011 to determine those that can and should be worked on and monitor the progress to ensure they are implemented effectively. The 2011-2013 Strategic Plan is published on our website at <https://childsupport.state.co.us>.

The 2011-2013 Strategic Plan focuses on the following Strategic Goals for Colorado's Child Support Enforcement Program:

- Promoting the establishment of paternity for all children;
- Establishing financial support for all children in IV-D cases (IV-D refers to those cases that are worked by the county child support offices);
- Ensuring that all children in IV-D cases receive financial support from parents as ordered;
- Ensuring that all children in IV-D cases have medical support established and provided;
- Operating the IV-D program in an effective and efficient manner.

Listed below are the specific Performance Targets for 2011 for Colorado's Child Support Enforcement Program.

Performance Targets for 2011

Paternity Establishment Percentage (PEP)	90.0%
Percent of IV-D Cases with Support Orders	80.0%
Percent of Current Support Paid	63.9%
Percent of IV-D Cases with a Payment on Arrears	71.4%

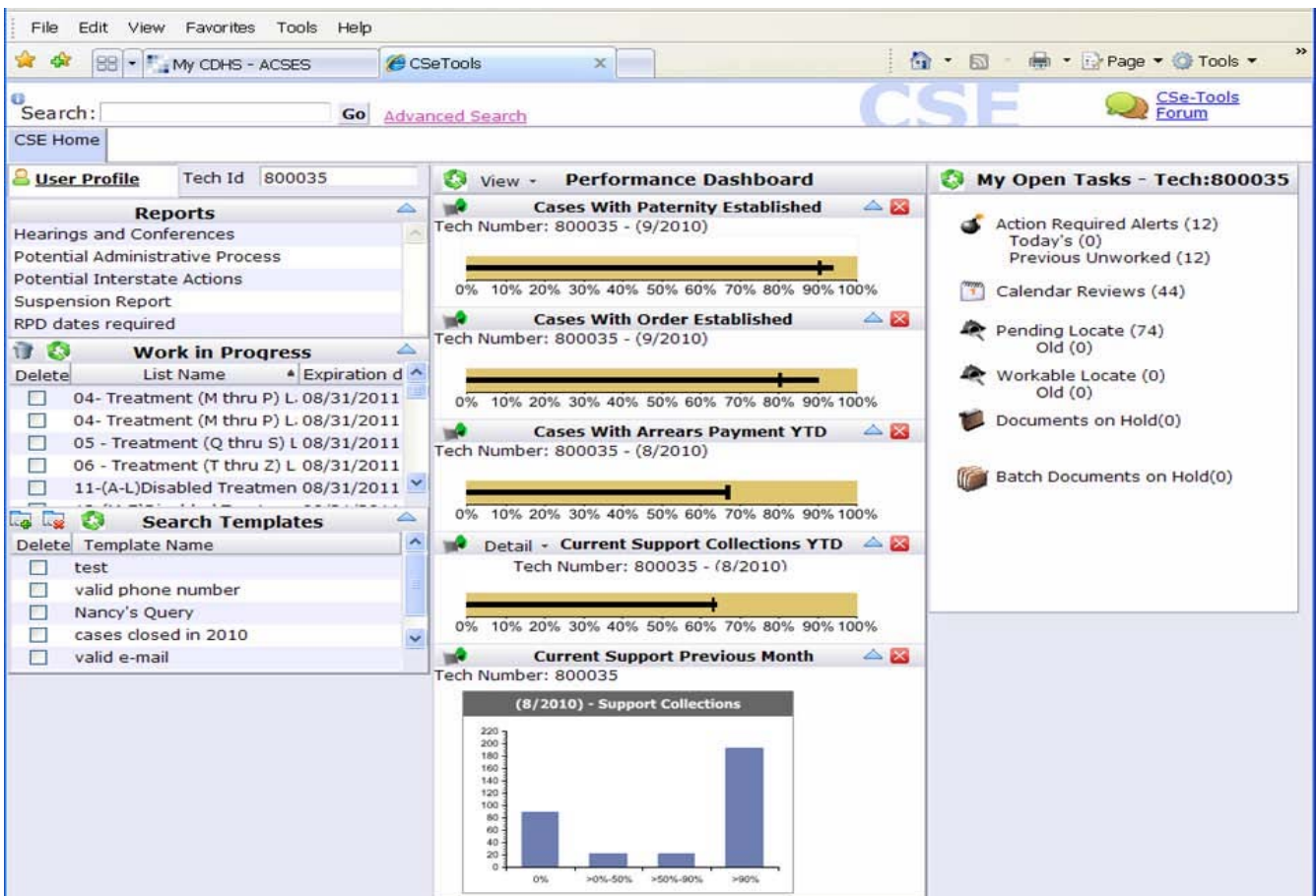


Case Management — Performance Dashboard

The Colorado Child Support Enforcement (CSE) program's approaches to case management and performance improvement are designed on the premise that compliance and performance have a synergistic relationship. Various tools, such as alerts, calendar reviews, and case management reports have been designed to ensure federally mandated timeframes are met, and mandated actions are taken on all cases. Through meeting these timeframes, and taking appropriate actions when needed, performance improvement should theoretically follow.

With the assistance of a federal grant, Colorado developed a case management Performance Dashboard to assist county and State CSE workers with caseload analysis capabilities specific to the CSE performance measures. The expectation was that individual and county caseload performance would improve based on compliance with federally mandated timeframes and required actions.

Despite the short time frame for the grant, Colorado CSE at all levels of the program saw the benefits of the Performance Dashboard. The Dashboard displays accurate and real-time case information, and gives workers the ability to 'drill-down' to case-level specific actions that can be taken to resolve existing or potential case issues. Statewide hands-on training will commence summer 2011, with both live and web-based trainings being offered.



2010 Program Performance — QUICK FACTS

Calendar Year 2010 Quick Facts

Collections

Total Collections	\$317,133,681
Non TANF Collections	\$293,640,673
TANF Collections	\$23,493,008

Collections Sources

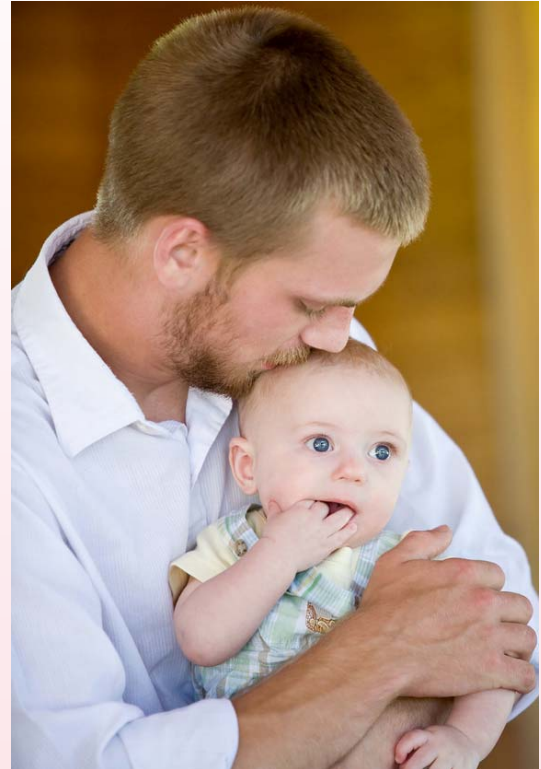
Income Assignments	\$167,115,073
Federal Tax Refund Intercepts	\$23,976,356
State Tax Refund Intercepts	\$3,532,743
Collections from other states	28,190,345
Workers Compensation Benefits	\$2,136,723
Unemployment Compensation	\$24,547,442
Financial Institution Data Match	\$1,643,047
Other (Gambling Intercepts, Lottery Intercepts, Credit Reporting, License Suspension, Voluntary Payments, etc.)	\$64,683,952

Cases

Total Caseload	142,585
Current TANF	13,469
Former TANF Caseload	22,315
Never Assistance Caseload	106,801

Service Performance

Paternity Establishment Percentage	95.5%
Percent of Caseload with Orders	87.7%
Percent of Cases Paying on Arrears	70.4%
Percent of Current Support Paid	62.9%
Cost Effectiveness Ratio	\$4.27



NEW GRANTS

Operation Access for Active Duty Military

This grant responds to Priority Area “Projects to Address Child Support Needs of Active Duty Military Members.” This collaboration between the El Paso County Child Support Enforcement Unit, active duty military installations, and military personnel proposes to improve service and to educate military personnel on matters of child support.

The major goals and objectives of the project are to develop: a structured and sustainable process for engaging active duty military and their families in the child support enforcement process in a way that meets the needs of the military installations, the El Paso County Child Support Enforcement Unit, and the needs of the military families they serve; a streamlined method of handling change of custody and review and adjustment for active duty military, and a resource list of family law legal resources in the area that are free or have adjusted fees and are readily available to military personnel.

To achieve these goals, the project will develop and design a sustainable service-of-process method for active duty military, presentation and handouts for use at on-site sessions for military personnel, and a sturdy, pocket-sized booklet with key information for use by active duty military.

They also plan to improve and expand secure communication methods for use by overseas military personnel and the content and use of the CSE website for delivery of CSE information and secure bi-directional communication.

Additionally, the grantee will identify and propose any needed policy changes or legislation that would remove barriers or enhance the provision of services to active duty military.

Triple Play: Three Paths to Success

This grant responds to Priority Area “How OCSE Grantees Can Support Building Assets for Fathers and Families (BAFF).” In collaboration with Mile High United Way (MHUW) and the Colorado Responsible Fatherhood Program (CRFP), the project will build on the established Assets for Independence (AFI) program that MHUW operates. The program has well-defined intake and eligibility criteria for participation; a financial literacy curriculum that is required for all participants; individualized, asset-building, counseling services offered through skilled providers, and other financial services (e.g., tax preparation, banking, and credit counseling).

Project implementation plans include:

- Develop and sustain collaboration with MHUW (AFI Grantee) and community partners for providing opportunities for non-custodial parents (NCPs) with IV-D cases;
- Develop NCP incentives to encourage successful participation in the AFI asset development program;
- Develop a business plan and an outreach plan to private for-profit and non-profit sectors in hopes of identifying and recruiting donors to support the program financially beyond the grant period;
- Create a referral process to identify and refer qualified NCPs to each entity in a manner that allows for minimum effort for those being served, modify the AFI financial education modules to include CSE-related program information; and
- Cross-train collaboration partners to develop in-house experts about the child support and AFI programs.

Proposed project outcomes are:

- Improved financial literacy in the areas of banking and savings (through the use of Individual Development Accounts (IDAs));
- Credit repair, debt management, and access to financial institutions (banking); and
- A choice between three asset-building paths for low-income NCPs with a IV-D child support enforcement case in two of the ten largest child support enforcement units in the state of Colorado, Adams and Jefferson Counties.

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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
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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

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**Office of Economic Security
Julie Kerksick, Office Director**

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