



Oregon Department of Justice

Oregon Child Support Program

Supporting Parents to Support Children

Self-Assessment Report



South Sister from Sparks Lake in Deschutes County, Oregon

Federal Fiscal Year 2022

Prepared by the Research Analysts

March 2023

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I. Executive Summary

A. Introduction

The standards and criteria for state self-assessment review and report processes are established in the Code of Federal Regulations, Title 45, Chapter III, Part 308 (45 CFR 308). It specifies that states must conduct an annual review of eight required program criteria. Oregon submits its self-assessment results to the Office of Child Support Enforcement (OCSE) Region 10 Office of Regional Operations and to the OCSE Commissioner through the automated Self-Assessment Reporting System no later than six months after the review period.

This is Oregon’s 24th annual self-assessment. It covers the 12-month period from October 1, 2021, through September 30, 2022. The assessment reviewed eight categories:

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

Background

In 1975, the state legislature established the Oregon Child Support Program as required by Title IV-D of the Social Security Act. The Oregon Department of Justice has administered the program since 2003. The Department’s Division of Child Support (DCS) maintains offices around the state and works with the Civil Recovery Section of the Department’s Civil Enforcement Division on certain judicial actions. The Department also contracts with 20 county District Attorney (DA) offices to assist in providing child support services (that number is now 19 as of January 1, 2023). While active in state courts, the program primarily uses administrative processes to establish, modify, and enforce child support orders. The following tables show Oregon’s child support caseload and staffing as of September 30, 2022.

Table 1 — Program Information

Caseload Size		Types of Cases		Program Staffing	
DCS Caseload	108,933	Current Assistance	17,904	DCS Staff	549
DA Caseload	31,802	Former Assistance	82,994	DA Staff	125
Program Caseload	140,735	Never Assistance	39,837	Program Staff	674

B. Self-Assessment Results

Oregon’s efficiency rates and corresponding federal benchmarks are displayed below in Table 2.

Table 2 — Self-Assessment Results

Criterion	Cases Where Required Activity Occurred or Should Have Occurred	Cases Where Required Activity Occurred within Timeframe	Efficiency Rate (Confidence Level of Sample)	Federal Minimum Standard	Previous Year's Efficiency Rates
Case Closure	454	449	98.90%	90%	99.56%
Establishment	450	450	100%	75%	100%
Enforcement	450	444	98.67%	75%	99.34%
Disbursement	86,521	85,974	99.37%	75%	98.70%
Medical	395	394	99.75%	75%	100%
Review & Adjustment	424	406	95.75%	75%	98.83%
Intergovernmental	827	797	96.37%	75%	96.41%
Expedited Process 6-month	378	349	92.33%	75%	90.96%
Expedited Process 12-month	379	370	97.63%	90%	98.71%
TOTAL	90,278				

C. Summary

Oregon surpassed the required federal compliance benchmarks in all program areas for the self-assessment review period. Therefore, a corrective action plan is not necessary.

II. Methodology

A. Introduction to Methodology

Oregon reviewed a focused sample group of child support cases in seven of the eight categories to determine compliance with the corresponding citations in 45 CFR 302 and 303 and the Social Security Act (Section 454B(c)(1)).

To conduct a statistically valid assessment and select a sample that would achieve a 90% confidence level, Oregon utilized focused samples. Oregon used the statistical equation in Figure 1 to achieve the 90% confidence level requirement.

$$n = p * q / (E/Z)^2$$

$$S * P / (S + P - 1)$$

Figure 1 — Confidence Level Statistical Equation

The formula for Oregon’s statistical equation to achieve its confidence level states:

- n = the sample size
- Z = the z score
- p = probability
- q = 1 – p
- E = tolerable error rate
- S = sample size
- P = population

Oregon’s desired error rate is 5% or less. A presumed probability of 50-50 was used (50% chance the desired outcome would occur, and 50% chance the desired outcome would not occur). Using the formula above and assuming a 90% confidence level, a table was created to indicate the number of cases required for review per identified population. A comparative table for a 95% confidence level was also used to determine the number of cases to sample to achieve the 95% confidence level as shown above in Figure 2.

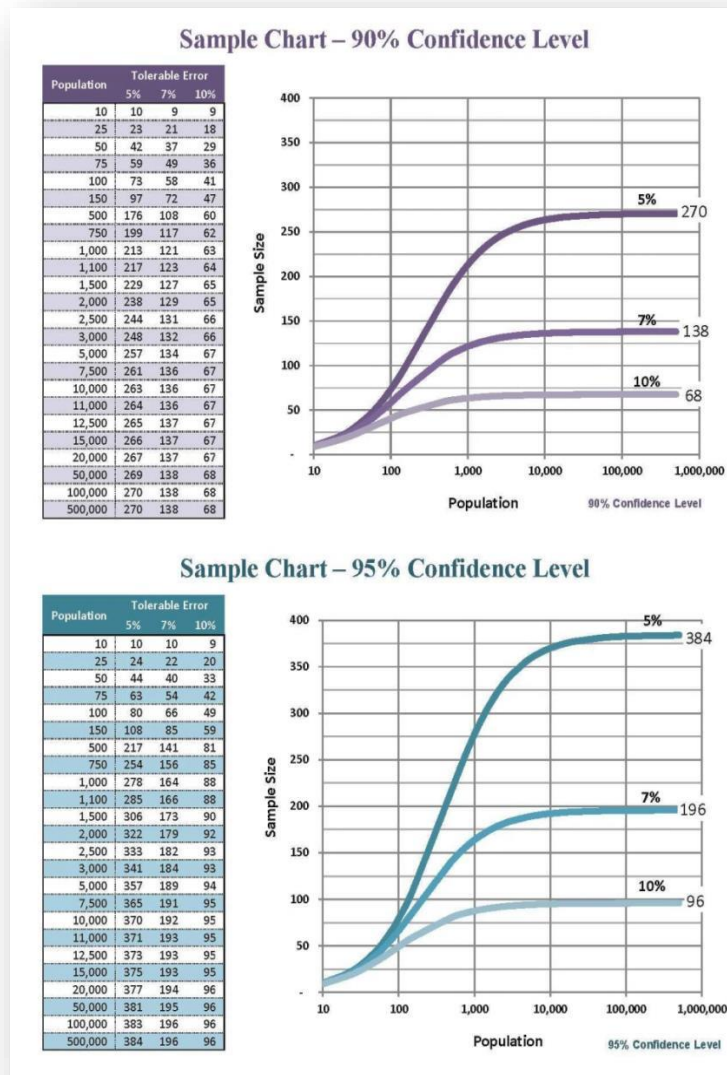


Figure 2 — Confidence Level Chart

To ensure that a case was included in the review for a single category only, except for Disbursement, each category sample was run separately from the others. Cases selected for the first category sample were not considered in the next category sample and so forth until the final category sample was pulled. This process resulted in a reduction of the total available population for the subsequent categories; the population sizes for most categories therefore do not reflect the actual number of cases.

B. State Self-Assessment Coordination

Program Compliance Criteria

Oregon continues to use the March 1998 Self-Assessment Core Workgroup Report model to conduct case assessments. Based on the design of Origin, Oregon's child support system, all cases receive an automated review, and all cases receiving an error from Origin go through an additional review conducted by analysts.

To establish an efficiency rate, Oregon used the formula specified in the Self-Assessment Core Workgroup Report:

$$\text{Efficiency} [\text{Cases with appropriate action} / \text{Total number of cases with required action}]$$

Case Review – General Rules

The assessment is performance-based, focusing on outcomes rather than processes. Each category is reviewed for compliance with corresponding federal regulations established in 45 CFR 308. The following relevant definitions apply:

- 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 is based on four general case-evaluation rules:

- A case is reviewed only on the criteria for which it was sampled.
- A case receives only one action or error in the category for which it is sampled.
- Compliance timeframes for initiating reciprocal and responding reciprocal interstate cases are reviewed separately.
- If an outcome is pending or not successfully completed due to the timeframe expiring after the review period, the previous required action is evaluated.

Cases are initially screened for possible exclusion. A case is excluded if:

- No action was necessary during the review period.
- The action was completed prior to or after the review period.
- There was insufficient time to take the last required action, and no other actions were previously required.
- The case qualified for closure pursuant to 45 CFR 303.11, and it was not in the sample for compliance with case closure criteria.
- Other reasons relevant to unique criteria exist.

Concur Case Review Process

Oregon implemented the Concur Case Review Process during the 2004 Self-Assessment as an enhancement to the case review process. This process is used every year, providing many benefits to the program:

- The program efficiency rating increases when the field office provides sufficient documentation validating a case action that was previously considered not in compliance.
- Program confidence in the reported outcomes improves because of field office participation in the determination of the outcomes.
- Program awareness of the review categories and related criteria is increased.
- The understanding of federal requirements is increased in both the DCS and DA offices.

Prior to field office review, the system reviews the cases and determines whether the outcome qualifies as an “action” (appropriate action taken) or an “error” (failure to take required action or system unable to evaluate). A research analyst reviews the error cases to determine the last required action and whether the outcome can be changed to an action. Cases still labeled as errors after research analyst review are referred to their respective field office representatives for additional reviews. The representatives either concur or do not concur with the analyst’s determination and provide additional information to support their determination.

The analysts consider any additional information provided by the field office and make a final determination regarding compliance. This determination considers the applicable federal regulations associated with each of the review categories. The outcome of the determination is shared with the respective field representatives. The outcomes are then finalized, and the report is published and submitted to OCSE.

In response to the Concur Case Review Process this year, two field offices did not concur with analyst findings. Based on information provided by case managers in the field, analysts were able to determine that two cases previously marked as errors had sufficient documentation to reverse the findings.

C. Universe Definition and Sampling Procedures

To obtain focused samples, categories were broadly defined to avoid the systematic exclusion of a population subset. Separate populations of cases were identified for each category based on the specified definitions. The population samples included cases that were excluded due to definition ambiguity or because of human error during data entry. For this reason, an exclusion rate was anticipated within each sample. Sample sizes were based on the number of cases required to achieve 95% confidence level, ensuring that the final review resulted in the minimum sample size required for a 90% confidence level.

D. Summary of Methodology

Table 3 provides descriptions of the unique sample data extracted for each criterion. The population size varies each year and determines the minimum number of cases needed to achieve the 90% confidence level. For each criterion, the program exceeded the minimum number of cases required.

Table 3 – 2022 Self-Assessment Sample Details

Criterion	Sample Data Description	Case Population	# Cases to Achieve 90% Confidence Interval	Sample Size	System Reviewed	Manually Reviewed
Case Closure	Any case qualifying for closure or closed during the review period.	39,914	269	454	454	84
Establishment	Any case in which a new administrative paternity-only order or support order was needed, in process, or finalized during the review period.	16,621	267	450	450	100
Enforcement	Any case with an ongoing income withholding in place. Also includes cases where a new or repeated enforcement action was required during the review period.	97,582	270	450	450	96
Disbursement	Any case with a payment during the review period. Analysis is conducted on the last payment received for each case.	86,521* *Represents only the last disbursement per case	270* *Based on population of the last disbursement per case	86,521	86,521	0
Medical	Any case with a support order established or modified during the review period.	5,425	258	395	395	132
Review & Adjustment (Modification)	Any case with an order that can be modified. Also includes cases with a modification action initiated no more than 6 months prior to the review period, or the modification was finalized or denied during the review period.	6,429	260	424	424	63
Intergovernmental	Any case coded with a responding or initiating state Federal Information Processing Standards (FIPS) code other than Oregon during the review period. Also includes any case with a possible need for an initiating reciprocal.	23,353	268	827	827	331
Expedited Process	Any case with an administrative support order established during the review period.	2,089	240	379	379	107

III. Self-Assessment Results

A. Introduction to Self-Assessment Results

Federal regulations require each state to meet a minimum compliance benchmark of 75% for each required program category except for Expedited Processes (12-month) and Case Closure. These two program categories must meet a minimum compliance benchmark of 90%.

Oregon surpassed the required federal compliance benchmarks in all program areas for the review period October 1, 2021, through September 30, 2022.

B. Self-Assessment Results

Table 4 – Self-Assessment Results

Criterion	Cases Where Required Activity Occurred or Should Have Occurred	Cases Where Required Activity Occurred within Timeframe	Efficiency Rate (Confidence Level of Sample)	Federal Minimum Standard	Previous Year's Efficiency Rates
Case Closure	454	449	98.90%	90%	99.56%
Establishment	450	450	100%	75%	100%
Enforcement	450	444	98.67%	75%	99.34%
Disbursement	86,521	85,974	99.37%	75%	98.70%
Medical	395	394	99.75%	75%	100%
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Intergovernmental	827	797	96.37%	75%	96.41%
Expedited Process 6-month	378	349	92.33%	75%	90.96%
Expedited Process 12-month	379	370	97.63%	90%	98.71%
TOTAL:	90,278				

C. Discussion of Self-Assessment Results

The following section provides a detailed breakdown by review category of the population, sample size, cases reviewed, and errors found during the 2022 Self-Assessment.

It is important to consider that the error breakdown shows the percentage of errors found in the sampling reviewed. When the percentage of errors is compared to the total population of cases, the resulting figure represents the number of errors that would reasonably be found if the entire program caseload had been reviewed. For example, if the Case Closure category had a 96% efficiency rate, using the error rate of 4% and multiplying it by the total population of closed cases within the review period (39,914*0.04), there is a reasonable potential for 1,597 total case closure errors within the program caseload. However, since duplicate cases are removed from the populations prior to the sample extraction, not all populations are representative of an accurate error rate.

Case Closure Review

Table 5 – 2022 Case Closure Efficiency

2022 Case Closure Efficiency	98.90%	
Federal Benchmark	90%	
Population Size	39,914	
Cases Sampled	454	
Cases Reviewed	454	
Cases Met Federal Benchmark	449	
Error Description	CFR Reference	Errors
Did not send closure notice	45 CFR 303.11(d)(1)	4
Did not qualify for closure	45 CFR 303.11(b)(9)	1
Total Case Closure Errors		5

There was one case reviewed that did not qualify for closure during the review period. The other error was related to sending the closure notice to the participant’s last known address. This is automated in our system, Origin, and was corrected in February 2022. Oregon continues to exceed the benchmark in the case closure category.

Establishment Review

Table 6 - 2022 Establishment Efficiency

2022 Establishment Efficiency	100%	
Federal Benchmark	75%	
Population Size	16,621	
Cases Sampled	450	
Cases Reviewed	450	
Cases Met Federal Benchmark	450	
Total Establishment Errors		0

Oregon maintained a 100% efficiency rate for the establishment category. Manual review was conducted on 100 of the sample cases to ensure the cases in the sample qualified for evaluation in the category and met all the requirements. These cases all qualified and there were no exclusions. Origin’s automation functionality in locate, creating cases, and sending discovery has assisted in maintaining the efficiency rate. Research analysts continue to work with business analysts and developers to ensure all qualifying cases are pulled into this category.

Enforcement Review

Table 7 - 2022 Enforcement Efficiency

2022 Enforcement Efficiency		98.67%
Federal Benchmark		75%
Population Size		97,582
Cases Sampled		450
Cases Reviewed		450
Cases Met Federal Benchmark		444
Error Description	CFR Reference	Errors
An enforcement action was necessary (that did not require service) but it was not completed within the required 30 calendar days of delinquency.	45 CFR 303.6(c)(2)	5
Did not complete locate activities within the required 75 or 90 calendar days, or immediately upon receiving new locate information.	45 CFR 303.3(b)(3)	1
Total Enforcement Errors		6

The efficiency rate for the enforcement category in Oregon decreased slightly by a 0.67 percentage point change compared to the prior fiscal year. In five of the reviewed cases, staff neglected to reach out to the parent who pays support to discuss why the program had not received child support payments. One case identified a glitch in the automated locate activity currently being worked. There were no errors found in the automated enforcement actions. Oregon continues to remain well above the required efficiency rate for this category.

Disbursement Review

Table 8 - 2022 Disbursement Efficiency

2022 Disbursement Efficiency		99.37%
Federal Benchmark		75%
Population Size		86,521
Cases Sampled		86,521
Cases Reviewed		86,521
Cases Met Federal Benchmark		85,974
Error Description	CFR Reference	Errors
Did not disburse collection within two working days after receipt	45 CFR 308.2(d)(1)	547
Total Disbursement Errors		547

Oregon's Disbursement has a slight percentage point increase by 0.67 from last year and continues to achieve an efficiency well above the federal benchmark with less than 1% of collections reviewed with errors.

Medical Review

Table 9 - 2022 Medical Efficiency

2022 Medical Efficiency		99.75%
Federal Benchmark		75%
Population Size		5,425
Cases Sampled		395
Cases Reviewed		395
Cases Met Federal Benchmark		394
Error Description	CFR Reference	Errors
When establishing or modifying an order, steps were not taken to determine if private health care coverage is accessible, available, and reasonable in cost during the discovery process.	45 CFR 303.31(b)(1)	1
Total Medical Errors		1

The automation in Origin has proven successful in increasing Oregon’s efficiency in gathering health care information when establishing an order. All cases reviewed included appropriate health care information in the guideline calculations. The single error identified for the medical category occurred while gathering information over the phone from the parent who receives support and not documenting whether health care information was gathered. The error caused a slight percentage point decrease of 0.25 from last year when Oregon achieved 100%.

Review and Adjustment (Modification) Review

Table 10 - 2022 Review and Adjustment (Modification) Efficiency

2022 Review and Adjustment Efficiency		95.75%
Federal Benchmark		75%
Population Size		6,429
Cases Sampled		424
Cases Reviewed		424
Cases Met Federal Benchmark		406
Error Description	CFR Reference	Errors
Modification not completed within required timeframe	45 CFR 303.8(e)	18
Total Modification Errors		18

Oregon saw a 3.08 percentage point decrease in efficiency for review and adjustment (modification) during the 2022 review year. All identified errors were related to not completing a modification within 180 days. Of the errors, 72% were delays in finalizing the modification due to administrative hearing requests, amending the initial modification, and serving the non-requesting party timely after locating a current address.

Intergovernmental Review

Table 11 - 2022 Intergovernmental Efficiency

2022 Intergovernmental Efficiency		96.37%
Federal Benchmark		75%
Population Size		23,353
Cases Sampled		827
Cases Reviewed		827
Cases Met Federal Benchmark		797
Error Description – Initiating Intergovernmental	CFR Reference	Errors
Did not notify the responding state within 10 working days that the initiating state has closed its case and the basis of closure	45 CFR 303.7(c)(11)	6
Did not notify responding state of new information within 10 business days	45 CFR 303.7(a)(7)	1
Did not refer case to responding jurisdiction within 20 calendar days	45 CFR 303.7(c)(4)	2
Did not provide requested information or notify responding jurisdiction within 30 calendar days	45 CFR 303.7(c)(6)	2
Total Initiating Intergovernmental Errors		11
Error Description – Responding Intergovernmental	CFR Reference	Errors
Did not close case or withdraw IWO within 10 working days	45 CFR 308.2(g)(2)(vii) 45 CFR 303.7(d)(9)	13
Did not notify initiating jurisdiction of new information received within 10 business days	45 CFR 303.7(a)(7)	2
Central Registry did not forward case and provide acknowledgement to initiating state within 10 working days	45 CFR 303.7(b)(2)	4
Total Responding Intergovernmental Errors		19
Total Intergovernmental Errors		30

Oregon maintained a 96% efficiency rate in the intergovernmental category during the 2022 review period. The manual process of closing and withdrawing an income withholding on a responding reciprocal case within 10 working days was the cause of 43.44% of the errors. Additionally, in 20.00% of the errors, the cases fell short in notifying the other jurisdiction after the case was closed. The technical team is actively working to correct the automated action to notify other jurisdictions after a case has closed.

Expedited Process Review 6-month

Table 12 - 2022 Expedited Process - 6-month Efficiency

2022 Expedited Process – 6-month Efficiency		92.33%
Federal Benchmark		75%
Population Size		2,089
Cases Sampled		378
Cases Reviewed		378
Cases Met Federal Benchmark		349
Error Description	CFR Reference	Errors
6-month federal timeframe to establish paternity and to establish, modify, and enforce support orders	45 CFR 303.101(b)(2)(i) and 308.2(h)(1)(i)	29
6-Month Expedited Process Errors		29

The 6-month expedited process efficiency rate in Oregon is showing a percentage point increase of 1.37 in efficiency, recovering from the last two-year decline. In 44.83% of these cases with errors, finalizing the support order was delayed by genetic testing and administrative hearings. In 69.23% of the cases that did not meet the 6-month timeframe, the orders were finalized before the 12-month timeframe.

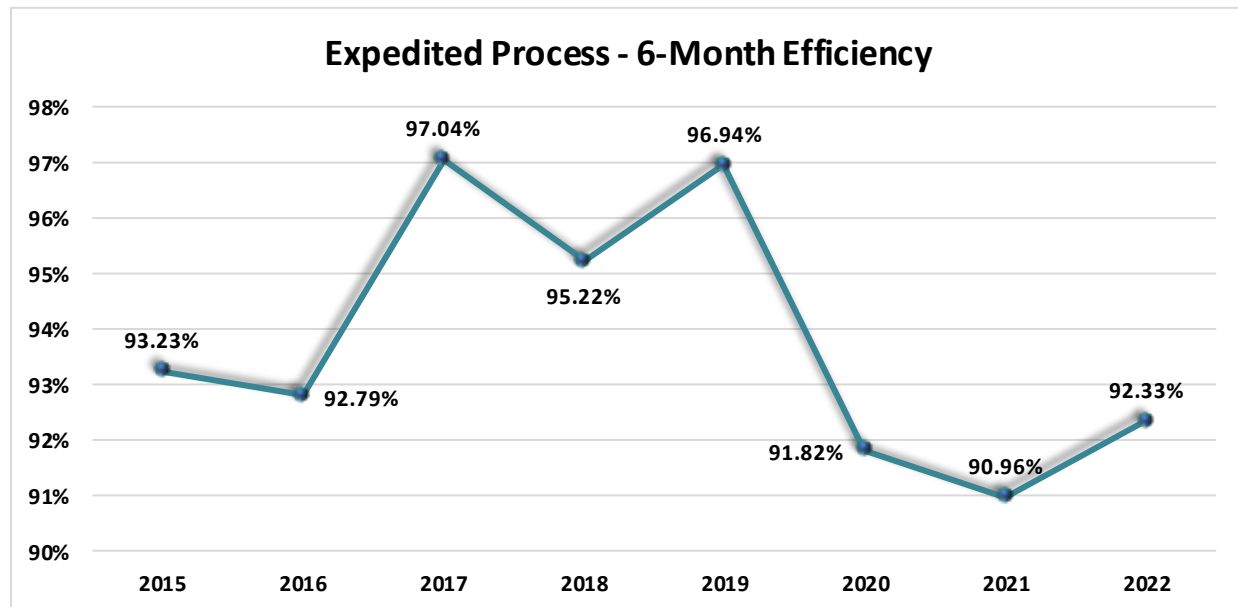


Figure 3 - Expedited Process 6-Month Efficiency

Expedited Process Review 12-month

Table 13 - 2022 Expedited Process – 12-month Efficiency

2022 Expedited Process – 12-month Efficiency		97.63%
Federal Benchmark		90%
Population Size		2,089
Cases Sampled		379
Cases Reviewed		379
Cases Met Federal Benchmark		370
Error Description	CFR Reference	Errors
12-month federal timeframe to establish paternity and to establish, modify, and enforce support orders	45 CFR 303.101(b)(2)(i) and 308.2(h)(1)(i)	9
12-Month Expedited Process Errors		9

The efficiency for the expedited process 12-month category dropped by 1.08 percentage points compared to the 2021 review period. In 69.23% of these errors, delays in finalizing the order were caused by genetic testing, missed appointments for testing, and requests for an administrative hearing. Despite the efficiency drop, Oregon continues to perform well above the 90% federal benchmark for expedited process 12-month efficiency.

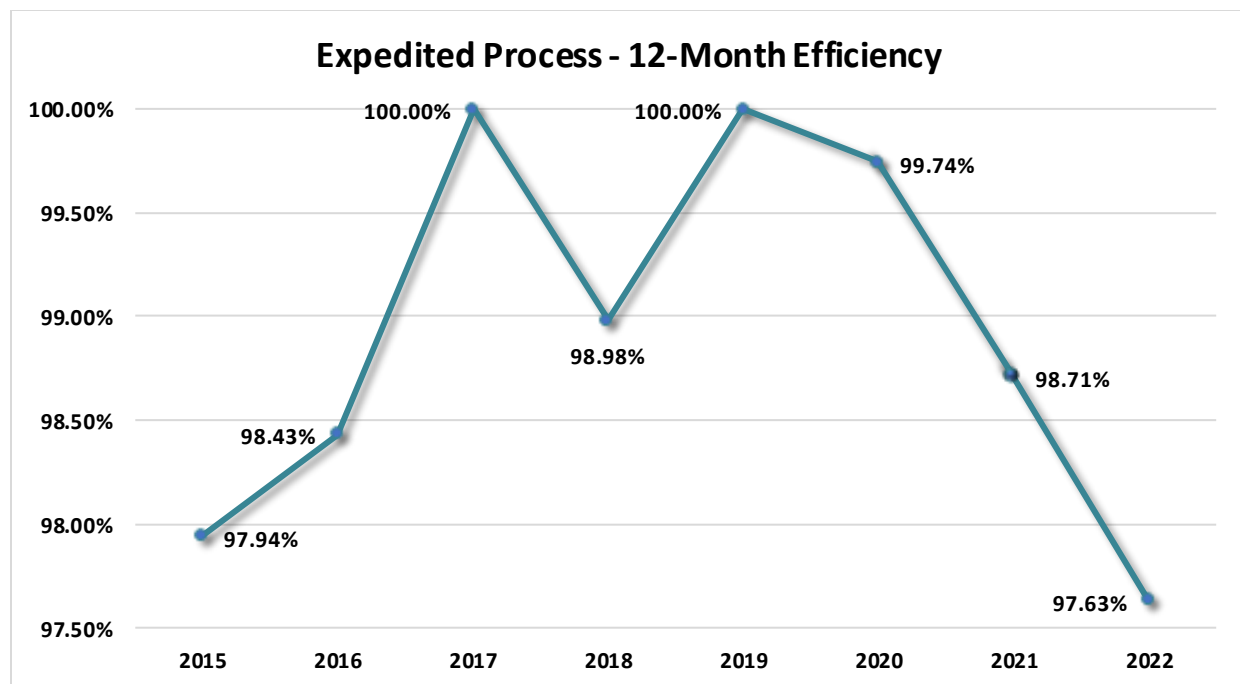


Figure 4 – Expedited Process 12-Month Efficiency

The charts and figures in this section indicate actions were required on 3,659 cases, excluding the disbursement category, within the review period. There were 98 errors across the categories. Based on the ratio of errors to cases requiring actions, Oregon experienced a 0.5 percentage point increase in overall errors compared to last year (2021=2.1%; 2022=2.61%). The review and adjust (modification) category had the greatest increase in the error rate at 3.08 percentage points. All other categories varied less than 0.70 percentage points except for expedited process – 12 months, which decreased by 1.08 percentage points.

D. Summary of Self-Assessment Results

Oregon surpassed the required federal compliance benchmarks in all eight required program areas. Three categories showed an increase in efficiency from the prior review period, and five categories showed decreases. Prior years of program efficiency rates by FSA category are displayed below in Table 14.

Table 14 – Self-Assessment Results Over Five Years

Criterion	2018	2019	2020	2021	2022	Percentage Point Change from Previous Year
Case Closure	98.70%	96.81%	99.52%	99.56%	98.90%	-0.66
Establishment	88.22%	100%	100%	100%	100%	0.00
Enforcement	99.27%	81.19%	99.78%	99.34%	98.67%	-0.67
Disbursement	97.65%	99.68%	99.41%	98.70%	99.37%	0.67
Medical	94.76%	100%	99.76%	100%	99.75%	-0.25
Review & Adjustment (Modification)	94.83%	98.98%	98.58%	98.83%	95.75%	-3.08
Intergovernmental	90.63%	97.26%	99.22%	96.41%	96.37%	-0.04
Expedited Process 6-month	95.22%	96.94%	91.82%	90.96%	92.33%	1.37
Expedited Process 12-month	98.98%	100%	99.74%	98.71%	97.63%	-1.08

The largest decrease in efficiency was in the review and adjust (modification) category with a 3.08 percentage point decline. Case reviews indicate that actions such as amending the modification and service of process caused delays in finalizing the modification. Evading service and non-acceptance of certified mail also affected the timeframe. Review of the date of service to an administrative hearing date varied from two to seven months. To the exception of FFY 2019, Oregon’s efficiency rate is aligning with pre-pandemic percentages. Despite the decline in efficiency, the program performed well above the federal requirement.

Figure 5 below illustrates the changes in the review and adjust (modification) efficiency over the last eight years.

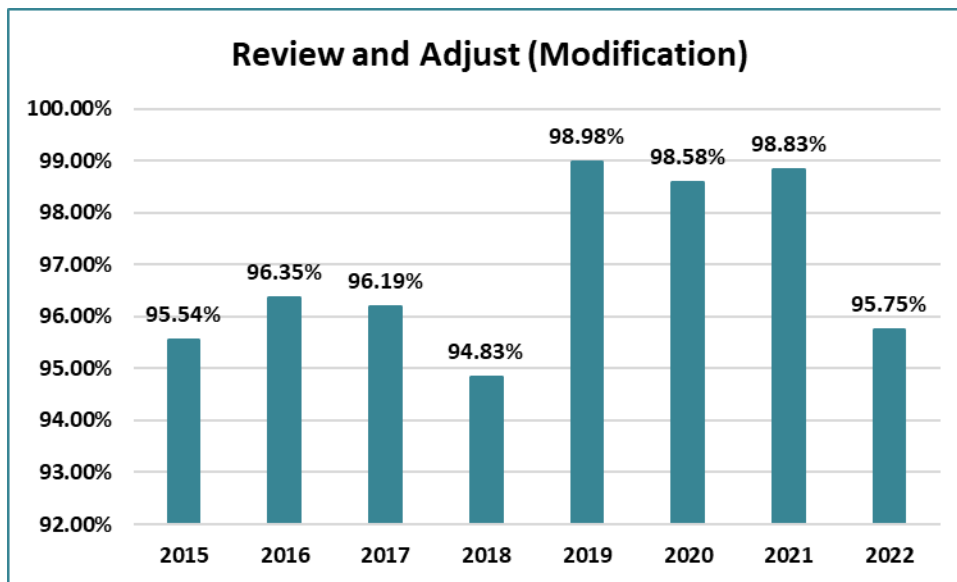


Figure 5 — Review and Adjust (Modification) Efficiency Rate: 2015-2022

Oregon’s efficiency rate increased in the Disbursement and Expedited Process – 6-month categories during FFY 2022. Both increases in performance were less than 1.5 percentage points.

IV. Conclusion

Oregon surpassed the required federal compliance benchmarks in all program areas and increased the 6-month efficiency rate for Expedited Process. As employees return to the office on a hybrid schedule after two years of global pandemic remote work, they maintain a level of efficiency and commitment to serve Oregon families.

V. The Paperwork Reduction Act of 1995

Public reporting burden for this collection of information is estimated to average four hours per response, including the time for reviewing instructions, gathering, and maintaining the data needed, and reviewing the collection of information.

VI. Attachments

A. Appendix 1 - Tables and Figures

- File size: 570 KB
- Uploaded on: 03/28/2023