

Self-Assessment Report



South Sister from Sparks Lake in Deschutes County, Oregon

Federal Fiscal Year 2025

Prepared by the Research Analysts
March 2026

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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 27th annual self-assessment. It covers the 12-month period from October 1, 2024, through September 30, 2025. The assessment reviewed the following 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 Family Support Legal Section of the Civil Enforcement Division was newly established and focuses exclusively on providing legal services to the Division of Child Support and Oregon Child Support Program. The Department also contracts with 17 county District Attorney (DA) offices to assist in providing child support services (as of August 1, 2025, the number is 15). While active in state courts, the program primarily uses administrative processes to establish, modify, and enforce child support orders. The following tables are synopses of Oregon’s child support caseload and staffing as of September 30, 2025.

Table 1 – Program Information

Caseload Size		Types of Cases		Program Staffing	
DCS Caseload	97,702	Current Assistance	15,951	DCS Employees	538
DA Caseload	23,013	Former Assistance	67,433	DA and Contracted Employees	221
Program Caseload	120,715	Never Assistance	37,331	Program Employees	759

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	411	394	95.86%	90%	97.32%
Establishment	312	274	87.82%	75%	73.76%
Enforcement	417	412	98.80%	75%	99.55%
Disbursement	74,464	74,069	99.47%	75%	99.47%
Medical	392	392	100%	75%	99.75%
Review & Adjustment	429	407	94.87%	75%	96.89%
Intergovernmental	763	739	96.85%	75%	97.28%
Expedited Process 6-month	380	373	98.16%	75%	97.67%
Expedited Process 12-month	380	380	100%	90%	100%
TOTAL:	77,948				

C. Summary

Oregon surpassed eight 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 categories to determine compliance with 45 CFR 302 and 303 and the Social Security Act (Section 454B(c)(1)).

To conduct a statistically valid assessment and meet 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
- á = 1 – confidence interval
- p = probability
- q = 1 – p
- E = tolerable error rate

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.

To ensure that a case was included in the review for a single category – only, each category sample was run separately from the others, except for Disbursement. 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.

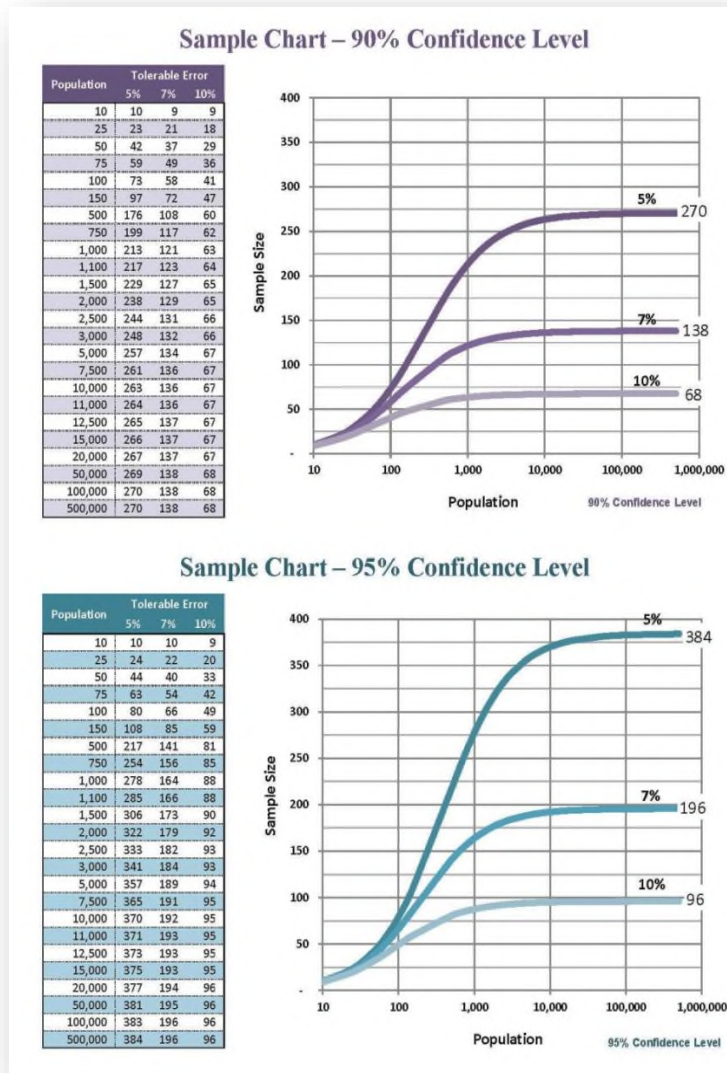


Figure 2 – Confidence Level Chart

This process reduced the total available population for subsequent categories; therefore, the population sizes for most categories do not reflect the actual number of cases.

B. State Self-Assessment Coordination

Program Compliance Criteria

Oregon uses the March 1998 Self-Assessment Core Workgroup Report model to conduct case assessments. With Oregon's child support system, Origin, all cases receive an automated review. Cases with identified errors go through an additional review by analysts in seven categories. The research analysts reviewed all sample cases this year in the establishment and case closure categories.

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 the 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 and responding reciprocal interstate cases are reviewed separately.
- If an outcome is pending or not 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 no other action was required.
- 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. The business analyst team participated in this process when Oregon upgraded its computer system, which includes automation of actions that are reviewed. This process is used every year, providing many benefits to the Oregon Child Support Program:

1. The program efficiency rating increases when the field offices provide sufficient documentation validating a case action that was previously considered not in compliance.
2. Program confidence in the reported outcomes improves because of field office participation in the determination of the outcomes.
3. Program awareness of the review categories and related criteria is increased.
4. The understanding of federal requirements is increased in both the Division of Child Support and District Attorney offices.
5. System errors are identified, enabling the business analysts to prioritize and resolve them efficiently.

Prior to Field Services (including DA offices) and Technical Services review, the system analyzes the cases and determines whether the outcome qualifies as an “action” (appropriate action taken) or an “error” (failed 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 the respective field office representatives or the business analyst team for additional review. The representatives either concur with, 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 office representatives or business analysts. The outcomes are then finalized, and the report is published and submitted to OCSE.

In response to the Concur Case Review Process this year, 7 of 15 offices did not concur with analyst findings. Of the errors identified for the concur process, 32% went to field offices and 68% to business analysts. Based on information provided during the concur process, the research analysts determined that 21% of reviews had sufficient documentation to reverse the error findings.

The concur process allows for engaging the expertise of employees who are doing the work to help the research analysts refine the review criteria.

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 – 2025 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.	36,560	271	411	411	411
Establishment	Any case in which a new administrative paternity-only order or support order was needed, in process, or finalized during the review period.	15,561	268	312	312	312
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.	86,903	272	417	417	158
Disbursement	Any case with a payment during the review period. Analysis is conducted on the last payment received for each case.	74,464* *Represents only the last disbursement per case	272* *Based on population of last disbursement per case	74,464	74,464	0
Medical	Any case with a support order established or modified during the review period.	5,640	260	392	392	124
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.	8,361	264	429	429	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.	21,851	269	763	763	349
Expedited Process	Any case with an administrative support order established during the review period.	2,034	241	380	380	104

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 all the required federal compliance benchmarks in the eight program areas for the review period October 1, 2024, through September 30, 2025.

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	411	394	95.86%	90%	97.32%
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TOTAL:	77,948				

C. Discussion of Self-Assessment Results

The following section looks at different categories to see how well cases were managed in 2025. It compares the efficiency rate concluded from the sample to the federal benchmarks.

Oregon utilized a 95% confidence interval for the sample selection. Using a sample selection with a smaller and randomized selection of cases provides the means to conduct a thorough case review. Confidence interval demonstrates 95% (or 90%) confidence that the sample is representative of the true population. That means if every case in the total population was reviewed, the efficiency rate result would be the same as the sample selection.

It is important to note that the error count in the sample is not the error count in the total population. The true error count in the total category population can be found by multiplying the case category's error rate found in the sample by the number of cases in the category's total population.

Case Closure Review

Table 5 – 2025 Case Closure Efficiency

2025 Case Closure Efficiency		95.86%
Federal Benchmark		90%
Population Size		36,560
Cases Sampled		411
Cases Reviewed		411
Cases Met Federal Benchmark		394
Error Description	CFR Reference	Errors
Closure Notice was required but not sent	45 CFR 303.11(d)(1)	4
Did not qualify for closure	45 CFR 303.11(b)(1)-(21)	12
Did not wait 60 calendar days to close case after sending closure notice	45 CFR 303.11(d)(1)	1
Total Case Closure Errors		17

Oregon is functioning well above the federal benchmark at 95.86%. When compared to last federal fiscal year, the program has experienced a 1.46 percentage point decrease in efficiency. Cases that did not qualify for closure made up 71% of the errors. Other errors were caused by using incorrect closure reasons. This creates errors in not sending appropriate closure notices as well as closing a case prematurely. Although the program is well above the federal benchmark, review of the efficiency rate over the last five years shows a declining trend. To address this concern the program implemented mandatory refresher case closure training. It focused on when and how to analyze if a case qualifies for closure and determining the most appropriate closure reason. Another action taken by the program was adding additional staff resources to procedures so employees can confidently serve the families of Oregon as well as improve the program’s overall performance.

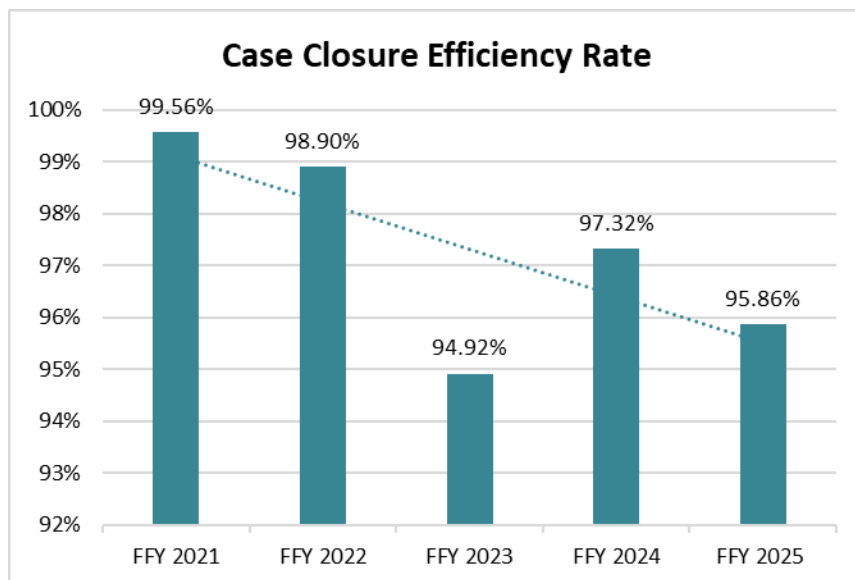


Figure 3 – Case Closure Efficiency Rate

Establishment Review

Table 6 – 2025 Establishment Efficiency

2025 Establishment Efficiency		87.82%
Federal Benchmark		75%
Population Size		15,561
Cases Sampled		312
Cases Reviewed		312
Cases Met Federal Benchmark		274
Error Description	CFR Reference	Errors
Did not complete case opening procedures within the required 20 calendar days	45 CFR 303.2(b)(1)	8
Did not complete service within the required 90 calendar days from date Parent Who Pays Support located, or unsuccessful service (diligent effort) was not documented on the case	45 CFR 303.4(d)	30
Total Establishment Errors		38

Oregon surpassed the federal benchmark standard by 12.82 percentage points this federal fiscal year, increased efficiency percentage points by 14.06 from last federal fiscal year and by 35.32 percentage points from FFY 2023. The final efficiency rate of 87.82% can be attributed to the dedication of employees in implementing the corrective action plan. The program continues to analyze process improvements and apply new ideas to achieve engagement with participants during the establishment process. Managers continue to determine priority task alerts in the business process and monitor efficiency and training needs.

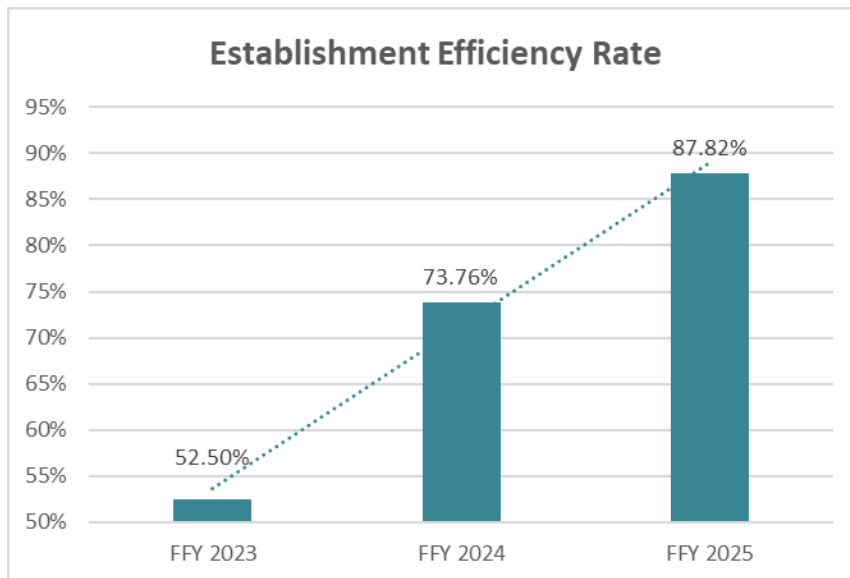


Figure 4 – Establishment Efficiency Rate

When comparing the total number of errors in the establishment category from FFY 2023 to this federal fiscal year, Oregon reduced the total count of errors by 77%.

Review of individual errors confirm that implementation of new business processes for case opening has achieved a reduction in errors by 93%. Defect resolution for automated locate needs has improved the periodic locate need error by 100%.

The error in meeting the 90-day timeline to serve or document unsuccessful service to the paying parents has seen an increase of 43%. Focused effort in prioritizing service on proposed orders as well as additional monitoring is needed to improve efficiency for this error. Defect resolution on compliance task ES467 will also assist in improving efficiency in establishing an administrative order.

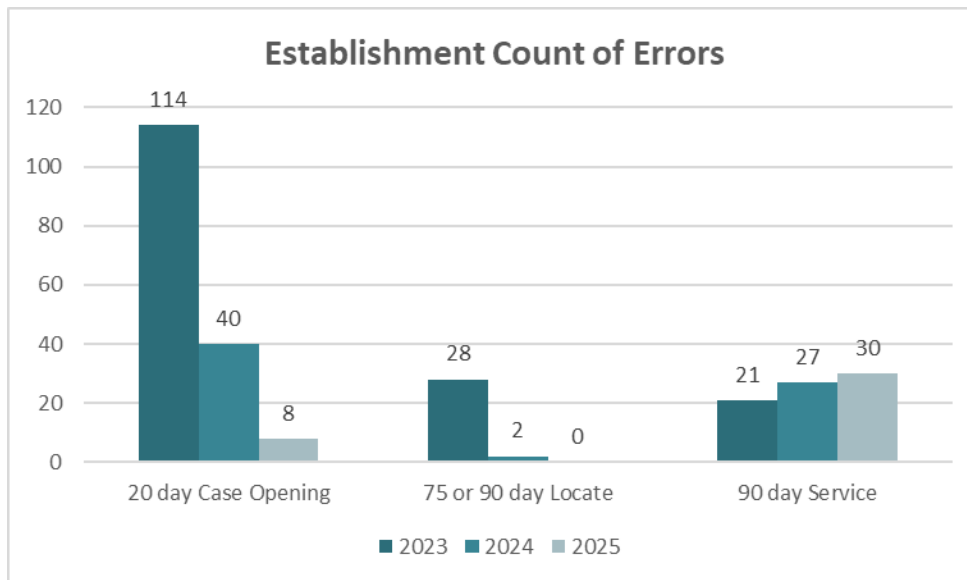


Figure 5 – Establishment Count of Errors

Enforcement Review

Table 7 – 2025 Enforcement Efficiency

2025 Enforcement Efficiency	98.80%	
Federal Benchmark	75%	
Population Size	86,903	
Cases Sampled	417	
Cases Reviewed	417	
Cases Met Federal Benchmark	412	
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	45 CFR 303.6(c)(2)	5
Total Enforcement Errors		5

Oregon experienced less than a one percentage point decrease in efficiency for the enforcement category compared to the prior fiscal year and remains well above the benchmark at 99.55%.

There were five cases identified that qualified for license suspension where action was not taken or not taken within 30 calendar days. Oregon continues to remain well above the federal benchmark, achieving 24 percentage points higher than required for FFY 2025.

Disbursement Review

Table 8 – 2025 Disbursement Efficiency

2025 Disbursement Efficiency		99.47%
Federal Benchmark		75%
Population Size		77,464
Cases Sampled		77,464
Cases Reviewed		77,464
Cases Met Federal Benchmark		77,069
Error Description	CFR Reference	Errors
Did not disburse collection within two working days after receipt	45 CFR 308.2(d)(1)	395
Total Disbursement Errors		395

Oregon’s efficiency remains unchanged from the last federal fiscal year. The program continues to maintain an efficiency of 99% for the last four years. Oregon’s modernized automated system continues to perform consistently, keeping the program’s efficiency rate well above the federally required 75% efficiency rate. This federal fiscal year exceeded the required efficiency rate by 24 percentage points.

Medical Review

Table 9 – 2025 Medical Efficiency

2025 Medical Efficiency		100%
Federal Benchmark		75%
Population Size		5,640
Cases Sampled		392
Cases Reviewed		392
Cases Met Federal Benchmark		392
Total Medical Errors		0

Oregon has stayed between a 99.75% and 100% efficiency rate since 2019 in the medical category and has achieved 100% for this federal fiscal year. Employees continue to meet all requirements in gathering private health care coverage information and including it in the child support guidelines when establishing or modifying an order.

Oregon’s automated system, Origin, generates a request for health care information to the parent’s employer as well as the National Medical Support Notice (NMSN) to the ordered providing party’s employer when an order is established or modified. New employer information also triggers Origin’s automated system to generate the NMSN.

Review and Adjustment (Modification) Review

Table 10 – 2025 Review and Adjustment (Modification) Efficiency

2025 Review and Adjustment (Modification) Efficiency		94.87%
Federal Benchmark		75%
Population Size		8,361
Cases Sampled		429
Cases Reviewed		429
Cases Met Federal Benchmark		407
Error Description	CFR Reference	Errors
Modification not completed within required timeframe	45 CFR 303.8(e)	18
Parents not notified of their right for modification every three years	45 CFR 303.8(b)(7)(i)	4
Total Modification Errors		22

Oregon obtained a 94.87% efficiency rate and continued to surpass the 75% benchmark in the review and adjustment (modification) category. When compared to last federal fiscal year, Oregon decreased in this category by 2.02 percentage points. Errors for not notifying a parent of their right to a modification every three years were 18%, while the remaining 82% were due to not completing the modification within 180 days.

Reviews of actions which caused delays in finalizing a modification within 180 days show that, of the cases determined by this error, 67% had actions which caused a delay.

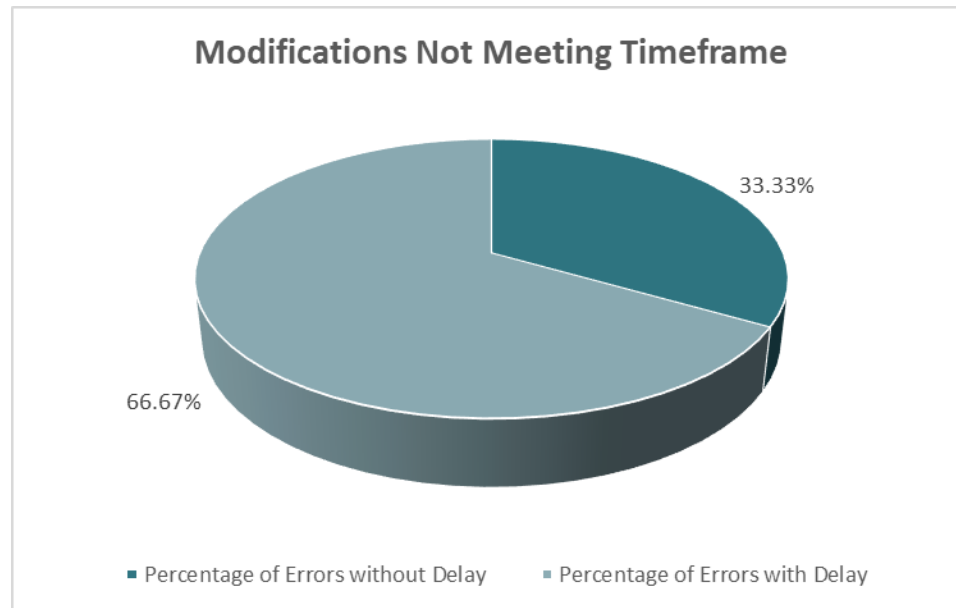


Figure 6 – Modifications Not Meeting Timeframe

44% of the cases not meeting the timeframe had amendments to the modification. When a modification is amended and served, the parties to the action have 30 days to request an administrative hearing. Each time an amendment is needed, an additional 30 days is added for due process which delays finalization.

Cases referred to Office of Administrative Hearings (OAH) made up 11% of cases not meeting the timeframe. Cases reviewed determined a delay between 2 – 4 months from date of referring case to OAH to receipt of the administrative hearing modification.

Another reason for delay in finalizing the modification is unsuccessful service attempts which made up 11% of cases in this error.

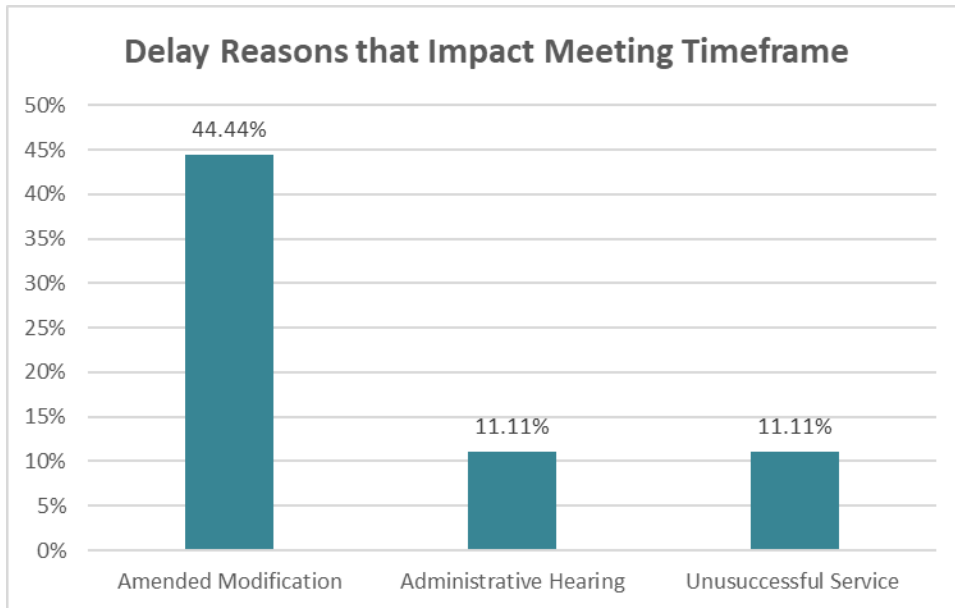


Figure 7 – Delay Reasons that Impact Meeting Timeframe

Intergovernmental Review

Table 11 – 2025 Intergovernmental Efficiency

2025 Intergovernmental Efficiency		96.85%
Federal Benchmark		75%
Population Size		22,851
Cases Sampled		763
Cases Reviewed		763
Cases Met Federal Benchmark		739
Error Description – Initiating Intergovernmental	CFR Reference	Errors
Did not notify responding state of case closure and provide reason for closure within required timeframe	45 CFR 303.7(c)(11)	9
Did not notify the responding state of new information received within required timeframe	45 CFR 303.7(a)(7)	1
Did not provide requested information to the responding state within required timeframe	45 CFR 303.7(c)(6)	1
Did not refer case to responding state’s central registry within required timeframe	45 CFR 303.7(c)(4)	1
Total Initiating Intergovernmental Errors		12
Error Description – Responding Intergovernmental	CFR Reference	Errors
Did not close case or withdraw IWO within required timeframe	45 CFR 303.7(d)(9)	9
Did not notify initiating jurisdiction of new information received within required timeframe	45 CFR 303.7(a)(7)	3
Total Responding Intergovernmental Errors		12
Total Intergovernmental Errors		24

Oregon’s efficiency rate in the intergovernmental category decreased by less than a percentage point (0.43%) when compared to last federal fiscal year (FFY). Most of the errors in both initiating and responding intergovernmental cases relate to not taking the appropriate action or meeting the required timeline when closing an intergovernmental case.

The number of errors notifying the responding state of case closure remained the same count as in FFY 2024. A change to an automatic CSENet code that contributed last year to this error was released into production in April 2025. Additional updates to procedures are being implemented to provide employees directions to improve this error.

Expedited Process Review 6-month

Table 12 – 2025 Expedited Process 6-month Efficiency

2025 Expedited Process – 6-month Efficiency		98.16%
Federal Benchmark		75%
Population Size		2,034
Cases Sampled		380
Cases Reviewed		380
Cases Met Federal Benchmark		373
Error Description	CFR Reference	Errors
6-month federal timeframe to establish an administrative order	45 CFR 303.101(b)(2)(i)	7
6-Month Expedited Process Errors		7

The program increased efficiency in FFY 2025 to 98.16% in the Expedited Process – 6-month exceeding the efficiency rate of 97.67% in FFY 2024 which was the highest rate in this category achieved in a decade. The improvements implemented to increase efficiency in the establishment category can be attributed to the increase for the expedited process category as it aligns with the business process in establishing administrative orders.

The chart displays the efficiency rate in the Expedited Process – 6-month category since federal fiscal year (FFY) 2020 at the onset of the pandemic which caused a decline in efficiency. Oregon not only has recovered since the pandemic but has exceeded efficiency prior to this timeframe.

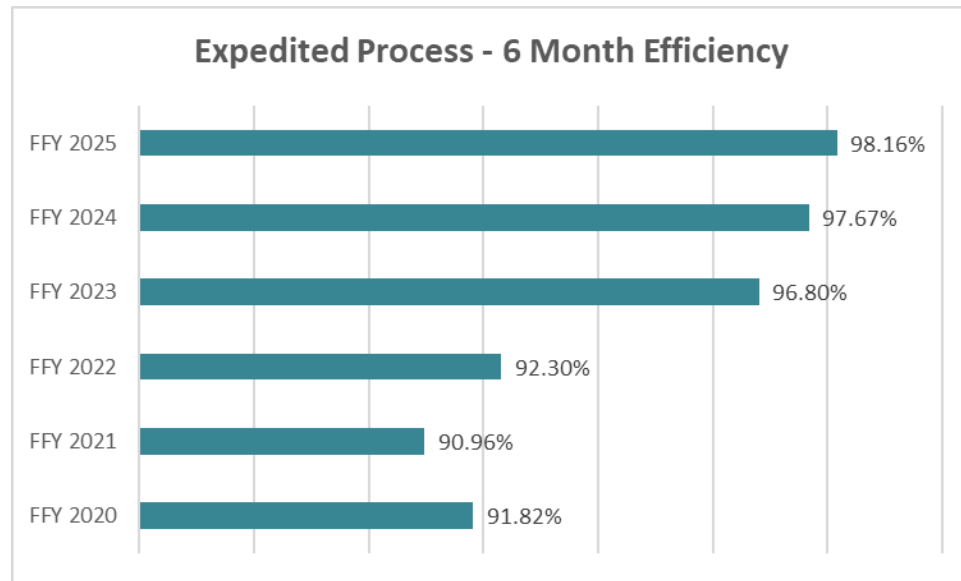


Figure 8 – Expedited Process 6-Month Efficiency

Expedited Process Review 12-month

Table 13 – 2025 Expedited Process 12-month Efficiency

2025 Expedited Process – 12-month Efficiency	100%
Federal Benchmark	90%
Population Size	2034
Cases Sampled	380
Cases Reviewed	380
Cases Met Federal Benchmark	380
12-Month Expedited Process Errors	
	0

Oregon maintained its 100% efficiency rate for the expedited process 12-month category in FFY 2025. The 12-month efficiency aligns with what was achieved in the 6-month category when comparing efficiency from FFY 2020.

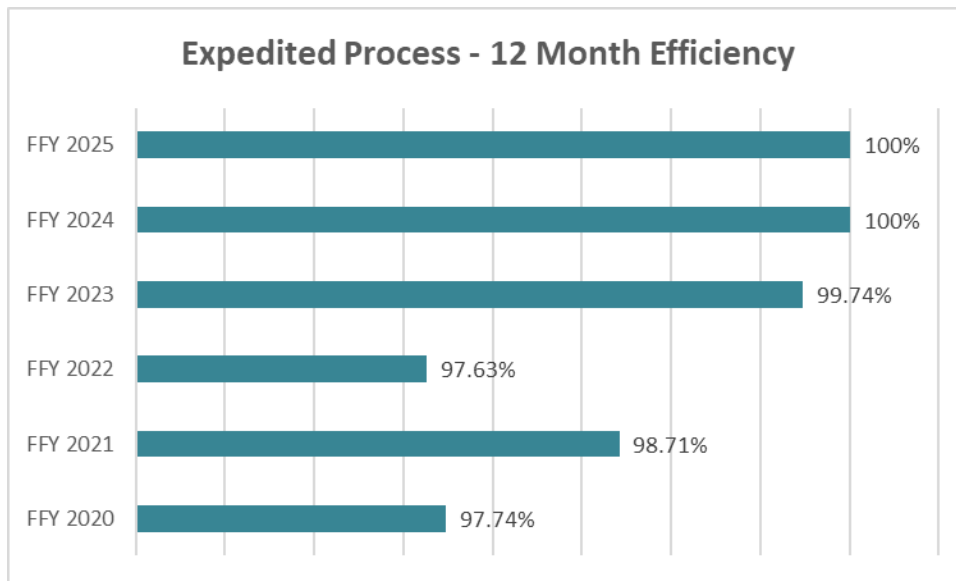


Figure 9 – Expedited Process 12-Month Efficiency

The charts and figures in this section indicate that actions were required on 3,104 cases, excluding the disbursement category, within the review period. The program decreased its overall errors by .43% compared to FFY 2024 and by 6.37% compared to FFY 2023.

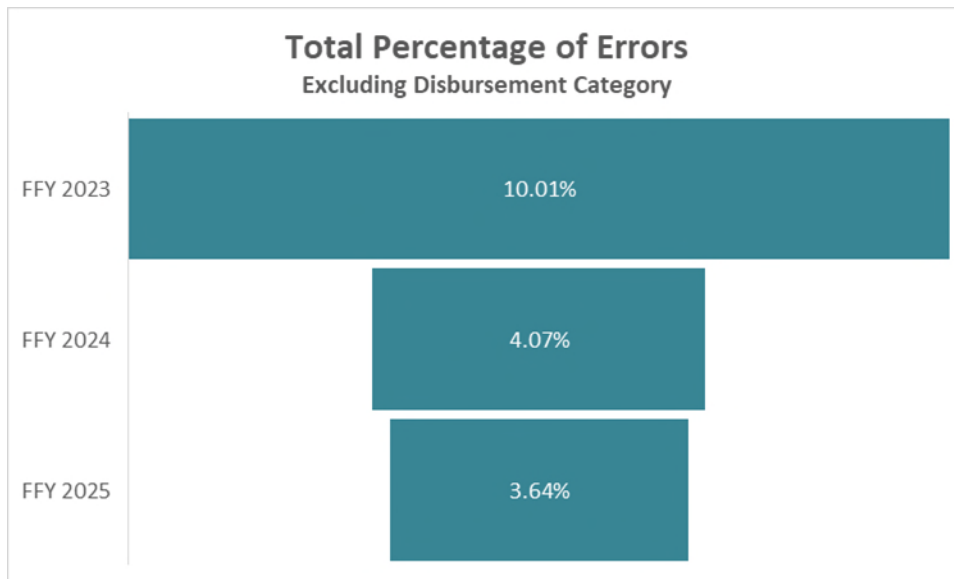


Figure 10 – Total Percentage of Errors Excluding Disbursement Category

D. Summary of Self-Assessment Results

Oregon surpassed the required federal compliance benchmarks in all required program areas. Six categories showed an increase or decrease in efficiency from the prior review period by less than a percentage point. The modification category efficiency decreased by 2.02 percentage points and the case closure category by 1.46 percentage points. The largest impact was seen in the increased efficiency of 14.06 percentage points in the establishment category. Oregon’s efficiency rates since federal fiscal year 2021 and by FSA category are displayed below in Table 14.

Table 14 – Self-Assessment Results Over Five Years

Criterion	2021	2022	2023	2024	2025	Percentage Point Change from Previous Year
Case Closure	99.56%	98.90%	94.92%	97.32%	95.86%	-1.46%
Establishment	100%	100%	52.20%	73.76%	87.82%	14.06%
Enforcement	99.34%	98.67%	97.09%	99.55%	98.80%	-0.75%
Disbursement	98.70%	99.37%	99.37%	99.47%	99.47%	0.00%
Medical	100%	99.75%	100%	99.75%	100%	0.25%
Review & Adjustment (Modification)	98.83%	95.75%	96.59%	96.89%	94.87%	-2.02%
Intergovernmental	96.41%	96.37%	87.79%	97.28%	96.85%	-0.43%
Expedited Process 6-month	90.96%	92.33%	96.88%	97.67%	98.16%	0.49%
Expedited Process 12-month	98.71%	97.63%	99.74%	100%	100%	0.00%

IV. Conclusion

Oregon surpassed the required federal compliance benchmarks in all areas and has made a remarkable improvement in the establishment category. Field Services created four focused workgroups to improve efficiency in this category: Discovery Workgroup, Quality Assurance Workgroup, Task Enhancement Workgroup, and Tools and Reports Workgroup. These workgroups review business processes, training materials, system functionality, and monitoring for compliance. They also have open discussions about challenges employees endure and how the program can improve with topics such as participant engagement. Employee refresher training, updates to procedures, and standardized monitoring, as well as recommendations for system improvements, are just some of the actions taken to help employees best serve the families of Oregon and improve efficiency.

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: 1,130KB
- Uploaded on: 03/16/2026