

<b>Child Support Enforcement - Enhance Customer Service</b>		<b>Agency/Program #:</b> 6901-05-G2
		<b>Division:</b> Child Support Enforcement
		<b>Program:</b> Customer Service
<b>Agency Name:</b>	Department of Health and Human Services	
<b>Agency Contact:</b>	Lonnie Olson / Scott Sim	444-3338
<b>LFC Contact:</b>	Senator Cobb, Senator Williams	
<b>LFD Liaison:</b>	Marilyn Daumiller	444-5386
<b>OBPP Liaison:</b>	Erin Powers	444-3167

**Program or Project Description:**

The purpose of the Child Support Enforcement Division (CSED) is to pursue and obtain financial and medical support for children by establishing, enforcing, and collecting financial support owed by obligated parents. Program staff locates absent parents, identifies assets, establishes paternity, and ensures obligated parents maintain medical health insurance coverage for their dependent children. Child support payments are collected for families receiving public assistance and those not on assistance. Services are available to any applicant regardless of income level.

LFD Note: The following appropriation data is the budget for the division. There are not separate appropriations for the selected goals.

Appropriation, Expenditure and Source					
Fund Name:	2008		2009		Approp & Expenditure numbers are as of August 29, 2008
	Approp.	Expended	Approp.	Expended	
General Fund	3,852,526	3,605,733	4,404,279	572,640	
State Special	1,699,446	1,605,369	1,708,018	191,450	
Federal Funds	5,619,841	5,594,457	5,152,360	683,409	
<b>Total:</b>	<b>\$11,171,813</b>	<b>\$10,805,559</b>	<b>\$11,264,657</b>	<b>\$1,447,499</b>	

**Legislative Goal(s):**

Enhance customer service capabilities.

**Legislative Performance Measures :**

1. Offer an online method of paying child support electronically to parents and employers. The CSED will track the number of payments, as well as the dollar amount, received through this new online payment method.
2. Provide prompt, courteous and impartial responses to customer inquiries and concerns about CSED services. The CSED will track the number of customer inquiries received and responded to.
3. At the request of a tribal entity, provide training, support & guidance on creating a child support program

2009 Biennium Significant Milestones:		Completion Dates	
		Target	Actual
1	Implement the online payment and new hire systems in 2007		8/14 and 8/16 2007
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3			
5			

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**Performance Report:**

1. From its inception on 8/14/2007 through 8/29/2008, the online payment system received 3,910 payments from 2,263 employers and 1,647 individuals. Total online collections during this period were \$952,109.49.
2. Customer inquiries from 10/1/2007 through 8/29/2008 totaled 191, which averages to 47 per quarter. This is the same number per quarter as reported in our last report to the committee.
3. Regarding tribal child support programs, CSED will continue to respond to tribal requests as they are received. Currently, Rocky Boy is the only tribe set to begin their own child support program, with an estimated start date of 10/1/2008. We have met with them for training and discussion of common issues.

**LFD Narrative:**

LFD ASSESSMENT: On Track

DATA RELEVANCE: Yes

APPROPRIATION STATUS: Appropriation and expenditure data were provided. The \$366,254 total difference between the appropriation and the amount expended primarily reflects the amount of funds reverted at year end.

COMMENTS/ISSUES: The division continues its good work. In the larger scope of legislative interest in serving Montana's Native American population, the workgroup may wish to hear the division's efforts in out-reach to reservations and Tribal interest for CSED's services and consultations to reservations.

OPTIONS: No further review.



Version	Date	Author
6901-05-G2 BO-1	9/19/08	MD
6901-05-G2 BO-1	12/4/07	MD

Change Description
Added LFD Narrative
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