



OHIO DEPARTMENT OF JOB AND FAMILY SERVICES OFFICE OF CHILD SUPPORT

ANNUAL REPORT SFY 01¹

State fiscal year 2001 was a year of transition for the Ohio Office of Child Support. A number of significant changes occurred in the child support operations that affected how both our 88 county offices and state central office provided services to our customers. We are pleased to report on the operation of the child support program in this SFY 01 Annual Report.

SETS Fully Implemented On October 1, 2000 all 88 counties fully converted to and began using a statewide automated tracking system that allowed child support workers across the state to enter and track establishment and enforcement activities on one single system. SETS, the Support Enforcement Tracking System, enhanced the ability to manage case activity and provided new management reports. The system continued to experience enhancements throughout the year to increase usability and functionality.

Centralized Collection and Disbursement With the implementation of SETS, Ohio was able to meet the federal mandate for a centralized collection and disbursement of all child support payments. The state assumed responsibility from the counties for billing child support obligors, collecting payments, and sending checks out to families. Child Support Payment Central (CSPC) was created to accomplish this activity and achieved the goal of disbursing child support checks within 2 business days. The state also assumed the accounting and reconciliation activities necessary to support this centralized process.

State Office Reorganization In order to respond to anticipated and emerging responsibilities related to centralized collections and disbursements, and to the increased federal requirements regarding monitoring performance and our identified need to provide more taxpayer accountability, the State Office of Child Support underwent major staff restructuring. Improvements such as state management control of the SETS project, creation of a Payment Analysis Center and Central Reconciliation bureau for the centralized payment, accounting and reconciliation, redesign and increased staffing of the customer call center, and overall administrative staffing modifications have all led to increased accountability and oversight of program requirements and outputs.

Program Reviews Two significant program reviews began this year and when completed in SFY 02, will yield significant and far reaching recommendations upon which to build a more responsive child support program in Ohio over the next several years. The Director of the Ohio Department of Job and Family Services created the Child Support Reform Shareholders Group with members from all of child support's partners in government, the private sector and the general public. In addition, The ODJFS Director asked the Auditor of State to conduct a program performance review looking at 13 key areas in ODJFS and the Office of Child Support. Both of these reviews will provide us with recommendations for improvements in operations efficiency and best practices for effective delivery of services to our customers. These major changes in SFY 01 did not hinder Ohio's ability to retain its leadership role in the collection of child support, establishment of paternity, or cases with orders.

¹ SFY01 - State Fiscal Year 2001 from July 1, 2000 through June 30, 2001

Selected highlights are as follows:

	SFY01	SFY00
Total Cases	915,797	847,246
Total Collections	\$1.81 billion	\$1.78 billion
Total Cases with Support Orders	618,831	369,847
Total Paternities Established	54,198	57,278
IRS Collections	\$78.9 Million	\$89.3 Million
Ohio Tax Collections	\$13.0 Million	\$11.6 Million

Significant Accomplishments

- ! 73% of IV-D cases have orders (up from 50% in SFY00)
- ! 68% of current IV-D support that is ordered is being collected (5th in the nation)
- ! 12,242,036 Checks were disbursed through CSPC (For calendar year 01, first year of operation)
- ! 1.1 million payments were in direct deposit
- ! On an average day, CSPC receives & processes approximately 46,000 payments by check and 1,085 EFT transactions

How Ohio Compares With Other States (FFY01 - October 2000 - September 2001))

- ! Ohio ranks 7th in total population
- ! Ohio ranks 6th in IV-D caseload size
- ! Ohio ranks 2nd in total IV-D collections distributed
- ! Ohio ranks 7th in total paternities established
- ! Ohio ranks 7th in the total number of children served (863,657)

Future

Ohio looks forward to 2002 and receiving full federal certification of SETS, focusing on performance goals and outputs, and continued improvements in our business operations to benefit all our child support customers.

Office of Child Support Mission

“The Office of Child Support is dedicated to providing, through collaborative efforts and partnerships, a network of services which will ensure every child’s right to the financial support of both parents.”