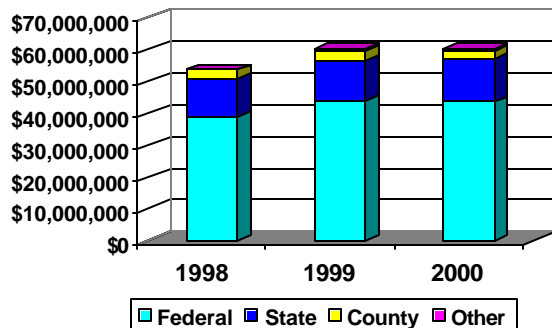


## Program Fact Sheet

# Department of Economic Security Division of Child Support Enforcement

**Services:** The Division of Child Support Enforcement administers Arizona's federally mandated child support program, which provides services to approximately 268,000 families. Program staff provide the following services: **1) Locate**—Find noncustodial parents whose whereabouts are unknown using information from a variety of sources including the Arizona Motor Vehicle Division and U.S. Postal Service; **2) Paternity establishment**—Obtain a legal determination of paternity for children born out of wedlock; **3) Support order establishment**—Obtain a court order that indicates the dollar amount the noncustodial parent must pay each month to help raise his or her child; and **4) Collection enforcement**—Ensure noncustodial parents pay their child support obligation by using various remedies such as income withholding and tax offsets.

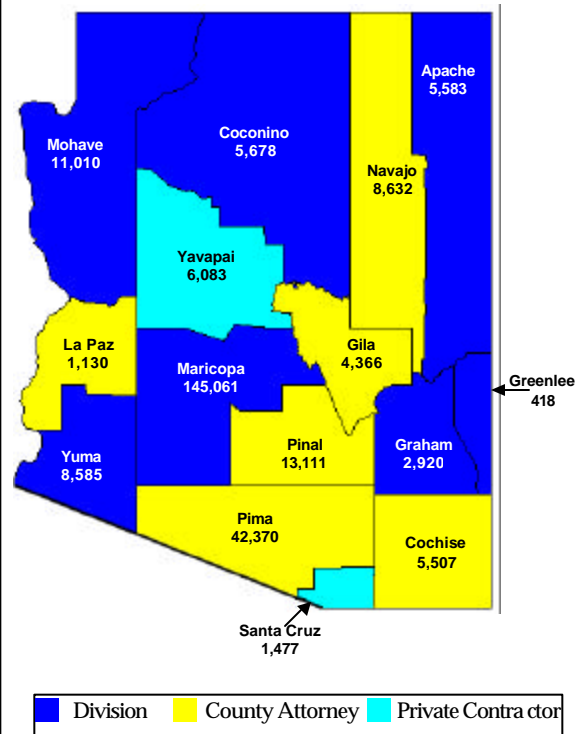
### Program Revenue: \$60.3 million (Estimated fiscal year 2000)



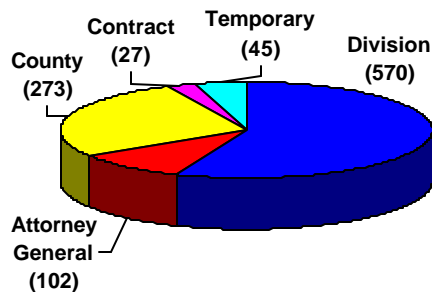
### Program Mission:

*"To provide effective and fair child support services."*

### Operating Entity and Caseload by County



### Personnel: 1,017 employees (as of September 30, 1999)



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**Facilities:** The program operates out of 17 offices located around the State. The Division leases facilities in Phoenix (4 locations), Flagstaff, Safford, Kingman, and Yuma at a cost of approximately \$2,500,000 in fiscal year 2000. The remaining offices are operated by the Division's county partners and private contractor (see state map on previous page).

**Equipment:** In addition to standard office equipment, the program also owns an interactive voice response system to provide its clients with access to a wide range of program and individual case information through the telephone.

**Program Goals (Fiscal Year 2000):**

1. To increase child support collections;
2. To increase customer satisfaction;
3. To improve the program's cost-effectiveness ratio;
4. To increase the number of paternity establishments for children born out of wedlock;
5. To increase the establishment of legal obligations of support; and
6. To increase compliance with court orders.

**Adequacy of Performance Measures:**

The program's six goals appear to be aligned with its mission. Its goals include 6 objectives and 31 performance measures, including quality, efficiency, and outcome measures. The program could improve its measures by also reporting the percentage of individuals/families needing services who receive those services; for example, the percentage of children needing paternity each year who had it established.