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STATE OF ARIZONA  
OFFICE OF THE  
**AUDITOR GENERAL**

WILLIAM THOMSON  
DEPUTY AUDITOR GENERAL

August 14, 2002

The Honorable Roberta L. Voss, Chair  
Joint Legislative Audit Committee

The Honorable Ken Bennett, Vice Chair  
Joint Legislative Audit Committee

Dear Representative Voss and Senator Bennett:

Our Office has recently completed an 18-month followup of the Arizona Department of Economic Security—Division of Child Support Enforcement regarding the implementation status of the 14 audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in January 2001 (Auditor General Report No. 01-01). As the attached grid indicates:

- 14 of the 14 recommendations have been implemented.

Since all of the audit recommendations have been implemented and unless otherwise directed by the Joint Legislative Audit Committee, this report concludes our follow-up work on the Arizona Department of Economic Security—Division of Child Support Enforcement.

Sincerely,

Debbie Davenport  
Auditor General

Attachment

cc:	Mr. John Clayton, Director Department of Economic Security	JLAC Members
	Senate Family Services Members	House Human Services Members
	Ms. Barbara Guenther Senate Committee Analyst	Ms. Marianne Hardy House Committee Analyst
	Ms. Nadine Sapien Senate Research Analyst	Ms. Tami Stowe House Research Analyst

**AZ DEPARTMENT OF ECONOMIC SECURITY**  
**Division of Child Support Enforcement**  
**18-Month Follow-Up Report To**  
**Auditor General Report No. 01-01**

**FINDING I: Program Effectiveness Improving, but Additional Enhancements Needed**

<b>Recommendation</b>	<b>Status of Implementing Recommendation</b>	<b>Explanation for Recommendations That Have Not Been Implemented</b>
This finding has no recommendations.		

**AZ DEPARTMENT OF ECONOMIC SECURITY**  
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**FINDING II: Program Needs To Improve Its Paternity Establishment Performance**

<b>Recommendation</b>	<b>Status of Implementing Recommendation</b>	<b>Explanation for Recommendations That Have Not Been Implemented</b>
1. The program, in conjunction with its stakeholders, should explore expanding its administrative authority to establish paternity.	<b>Implemented at 12 months</b>	
2. The program should close those paternity cases meeting federal closure criteria to allow paternity caseworkers to focus their efforts on remaining cases.	<b>Implemented at 18 months</b>	
3. The program should develop a procedure requiring supervisors to routinely review caseworker caseloads and redistribute cases as needed to ensure caseloads are manageable.	<b>Implemented at 12 months</b>	
4. The program should consider temporarily expanding its use of contract paternity caseworkers statewide to increase the number of paternities established.	<b>Implemented at 6 months</b>	
5. The program should explore the possibility of establishing a specialized unit of paternity caseworkers to resolve difficult paternity cases.	<b>Implemented at 6 months</b>	

# AZ DEPARTMENT OF ECONOMIC SECURITY

## Division of Child Support Enforcement

## 18-Month Follow-Up Report To

# Auditor General Report No. 01-01

## **FINDING II: Program Needs To Improve Its Paternity Establishment Performance (Concl'd)**

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
6. The program should seek to expand its use of alternative sites for executing voluntary paternity acknowledgements.	<b>Implemented at 6 months</b>	
<p>7. The program should continue to expand its use of automation by exploring the feasibility of:</p> <ul style="list-style-type: none"> <li>■ Conducting periodic matches of its paternity caseload with neighboring states' birth records to uncover paternity acknowledgements filed in other states; and</li> <li>■ Providing caseworkers with direct, automated access to Arizona's birth records so they can conduct their own birth record searches.</li> </ul>	<p><b>Implemented at 6 months</b></p> <p><b>Implemented at 12 months</b></p>	

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**FINDING III: Program Needs To Continue To Improve Its Performance in Establishing Child Support Orders**

<b>Recommendation</b>	<b>Status of Implementing Recommendation</b>	<b>Explanation for Recommendations That Have Not Been Implemented</b>
1. The program, in conjunction with its stakeholders, should explore seeking administrative authority to establish child support orders for cases where both the custodial and noncustodial parent agree with the program's calculated dollar amount.	<b>Implemented at 18 months</b>	
2. The program should ensure that it provides full due process rights as a part of its administrative process.	<b>Implemented at 18 months</b>	
3. The program should continue to close cases according to federal case closure criteria.	<b>Implemented at 18 months</b>	
4. The program should ensure that caseworkers are monitoring their closure worklist items and closing cases.	<b>Implemented at 12 months</b>	

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**FINDING IV: Collection Enforcement Actions Can Be Targeted To Increase Effectiveness**

<b>Recommendation</b>	<b>Status of Implementing Recommendation</b>	<b>Explanation for Recommendations That Have Not Been Implemented</b>
1. The program should explore the feasibility of developing a framework for sorting enforcement cases. This framework should be used to help the program target its enforcement actions and make referrals to supportive services.	<b>Implemented at 12 months</b>	
2. The program should also establish a work group to determine if the State could benefit from establishing forgiveness policies.	<b>Implemented at 18 months</b>	

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**FINDING V: Program Has Successfully Established Statewide Automated System**

<b>Recommendation</b>	<b>Status of Implementing Recommendation</b>	<b>Explanation for Recommendations That Have Not Been Implemented</b>
This finding has no recommendations.	Not applicable	