The State's System for Processing Child Support Enforcement and Public Assistance Cases

The following boxes illustrate the State's system for processing child support enforcement and public assistance cases. The top set of boxes shows the activities of the judicial branch and the Department of Social and Rehabilitation Services in providing assistance to those who request it. The bottom two sets of boxes show how the Comprehensive Automated Eligibility and Child Support Enforcement System (CAECSES) has changed the way the information is handled, stored, and maintained.

Judicial Branch

Child Support Enforcement Assistance
- issue and modify child support orders
- accept support payments
- court trustees enforce court orders
- provide applicable information to the Child Support Enforcement Program

BEFORE CAECSES
- information on court orders, payments, and enforcement actions was provided to the Child Support Enforcement Program, primarily by paper transfer

AFTER CAECSES
- the transfer of information remains unchanged
- the judicial branch declined to use CAECSES terminals to record and transfer information. It began developing a separate system, which has never been completed.

Department of Social and Rehabilitation Services

Child Support Enforcement Assistance
- get information from the client
- locate the absent parent
- determine paternity if necessary
- establish the obligation to pay child support
- enforce court order for payment of support
- initiate modification of support orders

Public Assistance
- get information from client
- determine which types of assistance programs the client is eligible for
- determine the level of benefits to be provided
- verify client-reported information
- refer applicable cases to the Child Support Enforcement Program
- distribute cash payments and medical and food stamp benefits

BEFORE CAECSES
- all information about a case was recorded, processed, and calculated manually and maintained in paper files (this included determinations of eligibility and the level of benefit to be provided)
- staff handling Child Support Enforcement and Public Assistance programs created and maintained separate files, sometimes recording the same information
- all payment information had to be entered into the Central Payment system to print benefit checks
- all communications with clients were handled by the staff

AFTER CAECSES
- staff enter client information directly into the computer System, and only once
- case information is stored in a centralized data base, so it is available to both staffs instantaneously, without paper flow or need for referral
- the System automatically performs calculations, determines eligibility, and generates and distributes benefits
- the System automatically generates notices and bills to clients (for such things as overpayments)
- the System helps ensure that eligibility determinations are handled consistently
- the System automatically crossmatches and verifies data, and searches for employment and location information