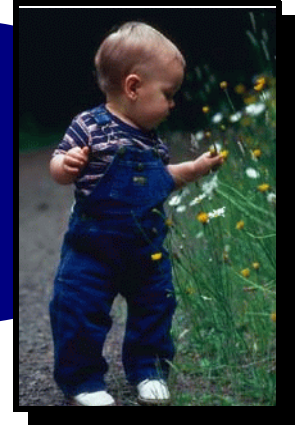


Licking County CSEA



98-99 Annual Report

The Past Year

The past year has been one of many advances for our Agency. With the creation of our Web site and Most Wanted Poster for outstanding warrants, we are sending our message across Licking County and across the World.

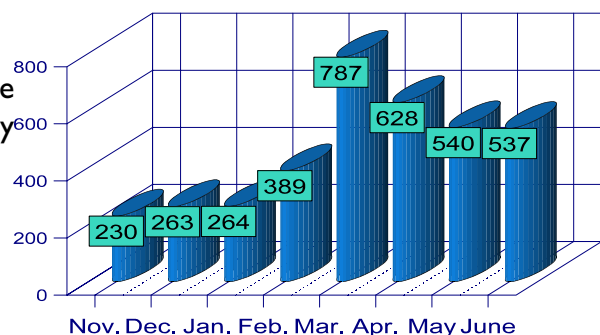
The Wanted Poster is not only available on our Web site, but we are also working in conjunction with the Advocate to have the poster printed in the newspaper each month. The creation of our tip line has been very beneficial in apprehending many of the obligors on the poster. The web page has been seen from as far away as California. So far 18 of the 45 obligors featured have been apprehended.

Since the creation of the poster the total number of new capias' issued each month has decreased. This success is due largely in part to the joint efforts of the Sheriff's Department, the Domestic Relations Court, the Advocate, our Agency and the callers who leave the tips. We have proven that by working together we

can all make a difference in the lives of the children.

With the creation of our Web site, at www.state.oh.us/odhs/county/licking, we are able to provide general information about our Agency, the basic services offered, SETS information, current and past Most Wanted listings, download capabilities of certain forms to print out at home and mail to the Agency, frequently asked questions, e-mail capabilities, links to other sites and other valuable information.

The following chart indicates the number of "hits" each month on our Web site since it was created in November of 1998.



Licking County Commissioners

Albert Ashbrook ★ Marcia Phelps ★ Jay Baird

Director

Kimberly C. Newsom Buckley



call centers to
e of phone calls
received. Our Agency created a specialized call
unit over 4 years ago to work in conjunction with
Agency staff. This unit now consists of 7
individuals who are trained to answer many of the
questions received and to identify issues that need
forwarded to another CSEA staff member for
resolution.

Since being active on the SETS system for over a
year, our public inquiry unit is better able to
service the customers during the phone
conversation largely due to the availability of the
computer comments that detail any actions taken
without having the physical file pulled. This service
creates more time for the case workers to actively
pursue enforcement and monitoring of their cases.

We are working on enhancing our phone system
to provide valuable information while customers
are on hold. Currently we average 9,200 to 10,500
phone calls a month, which is about 460 to 500
calls a day.

Walk-in Customers

Our Agency handles approximately 7,500 walk-ins
a year. Appointments account for

60% of the customers and 40% are seen by a
Public Inquiry Program Specialist who will discuss
their case in detail to resolve any issues they may
have, just as their case worker would do.

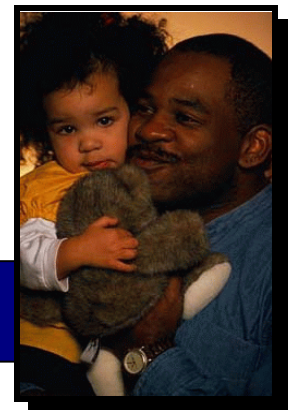
Employer Compliance

In dealing with over 4,000 employers and financial
institutions, we realized the need for the creation
of a position to work directly with the employers
to help some better understand the importance of
their job in remitting payments to our Agency in a
timely manner. This new employer compliance
position is also responsible for referring cases to
the legal division when employer contempt is
necessary.

Enhanced Seek Work Program

Our Agency and the Department of Human
Services are working in cooperation with the
courts to provide numerous resources in a single
location to help obligors access work and training
programs, including support and parenting skills
services. The Enhanced Seek Work Program
(ESWP) is designed to aid non-custodial parents
(obligors) who are either
underemployed or unemployed

and services to obligors aiding them in their search employment is





obtained, to help relay personally provided to customers without lengthy
[REDACTED] been
13.29 a

implementation of a [REDACTED] monthly has been collected.
wage withholding
order. Our goal is to
better the lives of the
child and obligor
through this project.

Private

Collection Contracts

Funding has been provided by the state for the use of a private collection agency. We have chosen to utilize the services of RSI. We submitted 165 cases to RSI for new and innovative services in the collection of child support. RSI has collected a total of \$112,536.29 (\$9,378.02 a month) for the children of Licking County.

In addition to working with RSI, our agency has also privately contracted with the National Child Support Center (NCSC) for cases in which we cannot locate the noncustodial parent, old TANF cases, cases with no payments for several months and when interstate activity is at a standstill. NCSC is able to provide litigation of cases through courts in other states, which is a service we cannot

Officials Group

This select group of elected officials and department heads has been meeting for over a year now. These meetings are an excellent tool for communication between the departments to discuss issues with all entities involved in one setting. Many issues have been worked on involving warrants, limited jail space, felony referrals as well as the addition of two deputies specially assigned to our Agency through a grant to work specifically on child support case activity.

Annual Round-up

In August of 1998, the CSEA participated in the 2nd Statewide Round-up. Child support agencies in cooperation with the Sheriff's offices across the State came together to attempt to apprehend obligors who were delinquent and had warrants for their arrest. During the round-up 7 obligors were picked-up, 5 turned themselves in and others called to work out a plan or to report an employer.

Total Collections and Disbursements

July 1, 1998 to June 30, 1999

Federal Tax Refund Collected \$1,496,717.45

Unemployment Compensation



Collections	182,710.66
Wage Withholding Collections	17,884,072.37
Workers Compensation Collections	114,994.53
Collections Made Through Other Means County	3,580,487.17
Collections from Other States	<u>479,218.23</u>

Total **\$23,704,921.17**

ADC	\$1,924,038.24
Non-ADC	13,905,225.30
Foster Care	12,940.10
Non IV-D	<u>7,862,717.53</u>

Total **\$23,704,921.17**