



DEPARTMENT OF THE ATTORNEY GENERAL

News Release

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STATE AUDITOR COMMENDS IMPROVEMENTS AT CSEA

Agency Finds Recommendations A Solid Platform

HONOLULU-Attorney General Mark Bennett commented today on the release of the Child Support Enforcement Agency's (CSEA) 2002 legislative audit. Overall, the Attorney General was pleased in part with the outcome of the audit report, as the State Auditor acknowledged improvements that were made since the Agency's last audit in 1999. The Attorney General also recognized, as did the Auditor, that further improvement is necessary in a number of areas including staff training, the telephone voice response system, and strategic planning.

The State Auditor reflected positively upon the Agency's financial management and controls, as well as reporting processes and bank account reconciliation. As noted in the audit, the CSEA was recognized for receiving federal certification, being only one of fifteen states in the country to receive such certification at the time of the audit. The Agency was also recognized by the federal Office of Child Support Enforcement for surpassing its reliability ratio to achieve 100% reliability for Federal FY2001. This Cost-Effectiveness-Ratio, which represents a performance factor measuring dollars spent over child support collections, shows that the Agency has tight controls over spending, yet is able to maximize its total child support collection efforts.

The child support enforcement process is complex, as many cases require paternity establishment, in addition to location, support orders, collections, and disbursement of support payments. Case management is an ongoing effort, as is the accounting of funding and payments. The State Auditor acknowledged the complexity of the Agency's workload, and the large growth in new cases each year.

In several sections, the audit also noted that customer service has been added to the CSEA philosophy, and that the implementation of customer service objectives is a natural progression. "As with any customer oriented business, the CSEA will strive to establish and maintain a high level of customer service," said Arnold Enoki, Administrator for the Child Support Enforcement Agency.

Attorney General Bennett is fully aware of the critical service provided by the Agency and is fully committed to address the challenges cited in the audit report. "The work we do is, first and foremost, to benefit our keiki. We cannot lose sight of that fact," Bennett said. Like many other State agencies, the CSEA faces resource limitations, ever-increasing responsibilities, and numerous

other obstacles. "We will use the audit to assist us in achieving Agency objectives...and we understand that many of the people we serve rely on the job that we do; to them we are committed to excellence," Bennett added.

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