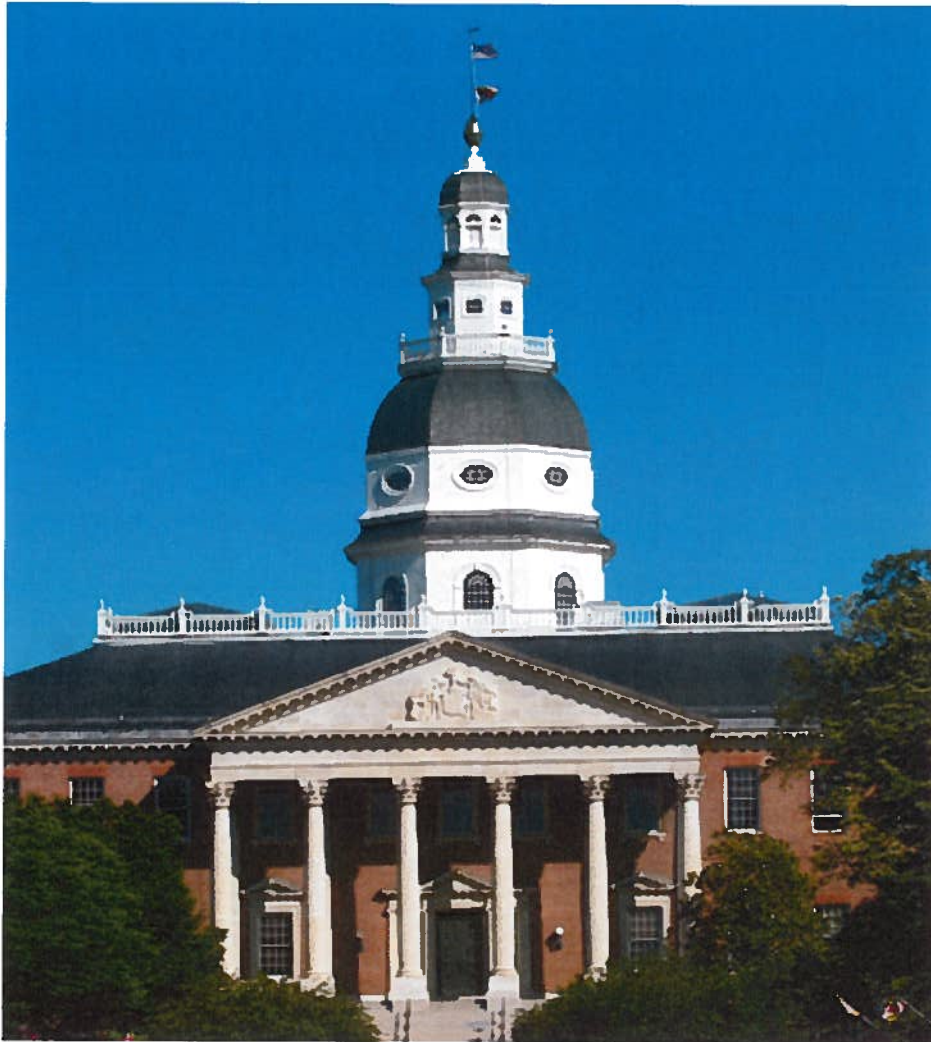


**MARYLAND CHILD SUPPORT PROGRAM  
SELF-ASSESSMENT REPORT  
FEDERAL FISCAL YEAR 2009**



**D E P A R T M E N T   O F   H U M A N   R E S O U R C E S**

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**C H I L D   S U P P O R T   E N F O R C E M E N T   A D M I N I S T R A T I O N**



**REVIEW PERIOD  
10/1/2008–9/30/2009**

**MARYLAND  
12<sup>TH</sup> ANNUAL STATEWIDE SELF-ASSESSMENT REVIEW**

**Brenda Donald  
Secretary, Department of Human Resources**

**Joseph A. Jackins, Jr.  
Executive Director, Child Support Enforcement Administration**

**MARYLAND CHILD SUPPORT ENFORCEMENT PROGRAM  
MISSION STATEMENT**

The Maryland Child Support Enforcement Program enables, encourages and enforces parental responsibility through innovative programs, partnerships, and technology, thereby contributing to child and family wellbeing.

**MARYLAND CHILD SUPPORT ENFORCEMENT PROGRAM  
VISION**

We positively change the lives of children and families and are, as a result, national leaders among Child Support Professionals.

***Maryland  
Self-Assessment FFY 2009***

***Maryland Child Support Enforcement Self-Assessment Report***

**State: *Maryland***

**For Federal Fiscal Year Ending: *September 30, 2009***

**I. Executive Summary**

**A. Introduction**

The Maryland Child Support Enforcement Administration (CSEA) is a judicial based program within the Department of Human Resources (DHR) that is used to facilitate the following case related functions within DHR: (1) establish, (2) modify and (3) enforce child support orders. Services provided by the program are administered through twenty-four (24) local jurisdictions which consist of twenty (20) local Department of Social Services offices and four (4) freestanding Metropolitan Offices located throughout the State of Maryland. For Federal Fiscal Year 2009 (FFY 2009), CSEA was responsible for the management of 252,030 child support cases and collected \$ 397,510,951 payments which were subsequently distributed directly to Maryland families.

The CSEA Self Assessment for FFY 2009 covers the twelve month period from October 1, 2008 to September 30, 2009, and represents, Maryland Child Support Enforcement Administration's twelfth annual Self Assessment for the period. CSEA exceeded the federal requirements for each of the eight (8) federally required review criteria.

The purpose of the Child Support Enforcement, Self Assessment Review is to provide a State with the opportunity to assess whether it is meeting Federal requirements for providing the very best child support services possible for its clients. It is used as a management tool, to help evaluate its program and assess its performance. The Child Support Enforcement, Self Assessment Review is required by the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA). PRWORA requires states to annually assess their compliance with federally required case processing activities and timeframes in eight program categories. The criterion for the State Self Assessment Report is established in 45 Code of Federal Regulations (CFR), Part 308.1(e) (2) under standard of eight required program criteria. The following Self – Assessment Table (A1) outlines the percent of compliant cases by category:

**B. Self-Assessment Results Table**

**TABLE A1: Maryland Self-Assessment Results**

<b>CRITERION</b>	<b>CASES WHERE ACTIVITY OCCURRED OR SHOULD HAVE OCCURRED</b>	<b>CASES WHERE ACTIVITY OCCURRED WITHIN TIMEFRAME</b>	<b>EFFICIENCY RATE (CONFIDENCE LEVEL OF SAMPLE)</b>	<b>FEDERAL MINIMUM STANDARD</b>	<b>PREVIOUS YEAR'S EFFICIENCY RATES FOR FFY 2008</b>
Case Closure	91	89	98%	90%	98%
Establishment	92	87	95%	75%	86%
Enforcement	92	86	93%	75%	97%
Disbursement	75	70	93%	75%	99%
Medical	70	69	99%	75%	93%
Review and Adjustment	100	100	100%	75%	99%
Interstate	89	89	100%	75%	93%
Expedited Process 6 Month	73	73	100%	75%	N/A
Expedited Process 12 Month	95	95	100%	75%	100%
<b>TOTAL</b>	<b>777</b>				

**C. Summary**

The Maryland Child Support Enforcement Administration exceeded the federal compliance standard in all eight categories, henceforth, no corrective action plan is required. Details of the case review results are contained within the text of this report.

## **II. Methodology**

### **A. Introduction**

In accordance with the criteria outlined in 45 CFR 308, 1(a); 1(d); and 1(e) (2) (iii), of the Federal Regulations, CSEA used the “focused sample,” as the State’s sampling methodology to conduct the Annual Self Assessment review for the period of October 1, 2008 to September 30, 2009. The “focused sample” entailed the review on each of the following eight self assessment criterion: (1) Case Closure, (2) Establishment of Paternity and Support Orders, (3) Enforcement of Orders, (4) Disbursement of Collections, (5) Securing and Enforcing Medical Support Orders, (6) Review and Adjustment, (7) Interstate Services, and (8) Expedited Process

### **B. State Self Assessment Coordination**

This review was coordinated and conducted by using a combination of cases reviewed by the Audit and Program Review Team in conjunction with the Child Support Enforcement System (CSES) an automated case review tool. The Audit and Program Review Team reviewed the Self Assessment cases by using the Agency’s automated Child Support Enforcement System (CSES) as the primary source of information. Additional information was also extracted from hard copy data which was supplied by recent court orders and also applications submitted by clients for child support services. The tool used to collect the data was developed from the review instrument designed by the Federal Self Assessment work group and modified by the CSEA Audit and Program Review Team. Modifications to this instrument consisted of the inclusion of comprehensive instructions that addressed case compliance issues. In instances where applications were not available, (such as Temporary Cash Assistance cases), the electronic referral date was used to determine the date of application.

After the review, preliminary case compliance results were provided to each of the twenty – four (24) local jurisdictions for review and comments. The local jurisdictions responded by submitting comments and additional information to the Audit and Program Review Team on those cases that were out of compliance. Afterwards, exit conferences were conducted with each jurisdiction to discuss the result of the reviews and final results were tabulated for the final report.

### **C. The Universe Definition and Sampling Procedure**

In accordance with the criteria outlined in 45 CFR 308.1 (b) and (c) of the Federal Regulations, the Maryland Child Support Enforcement Administration (CSEA) conducted the Annual Self Assessment review by using the “focused sample” as the State’s sampling methodology. This method enabled the Administration to extract cases that were used for each of eight (8) Self Assessment criteria for each of the twenty-four (24) local jurisdictions. It gave the Agency the ability to capture a larger sampling by category versus expending efforts to review cases which did not contain the appropriate data. It also provided a more accurate picture on the actual status of each jurisdiction, based on the caseload size.

### **C. The Universe Definition and Sampling Procedure, (con't)**

The Child Support Enforcement System (CSES) was used to help determine the population size of each of the eight self assessment criterions. The sample size was determined by using a percentage, based on the caseload size in each of Maryland's twenty four (24) local child support offices. The percentage that each jurisdiction represented statewide was used to calculate the number of cases that would be pulled for each jurisdiction review. A total of seven hundred and seventy-seven (777) cases, were reviewed.

Finally, by using a focused sample formula, a case sampling was developed for review in each of Maryland's twenty-four (24) jurisdictions. The sample was designed to achieve a 90% level of confidence +/- .05% significant level. The formula provided a 90% assurance that the sample is representative of the universe of all cases.

Each case selected was reviewed for a particular criterion. Therefore, only the activity required within a case during the review period was measured. If the required actions were not taken during this period, the case did not meet case compliance in the category under review.

## **III. Self Assessment Results**

### **A. Introduction the Self Assessment Results**

This report covers the twelve month period from October 1, 2008 to September 30, 2009, and represents the twelfth annual Self Assessment. The Administration has exceeded the federal requirements for each of the following eight (8) criteria: (1) Case Closure, (2) Establishment of Paternity and Support Orders, (3) Enforcement of Orders, (4) Disbursement of Collections, (5) Securing and Enforcing Medical Support Orders, (6) Review and Adjustment, (7) Interstate Services, and (8) Expedited Process.

The Self Assessment Review was conducted by utilizing a focused sample as the State's sampling methodology. This review was coordinated by the use of a combination of cases reviewed, by the Child Support Enforcement Administration's Audit and Program Review Team in conjunction with an automated case review tool (CSES) which provided the primary source of information. Additional information was obtained from the hard copy data supplied by recent court orders and applications for child support services. The enclosed Self -Assessment Table outlines the overall performance of CSEA by each category:

**B. Self –Assessment Results Table**

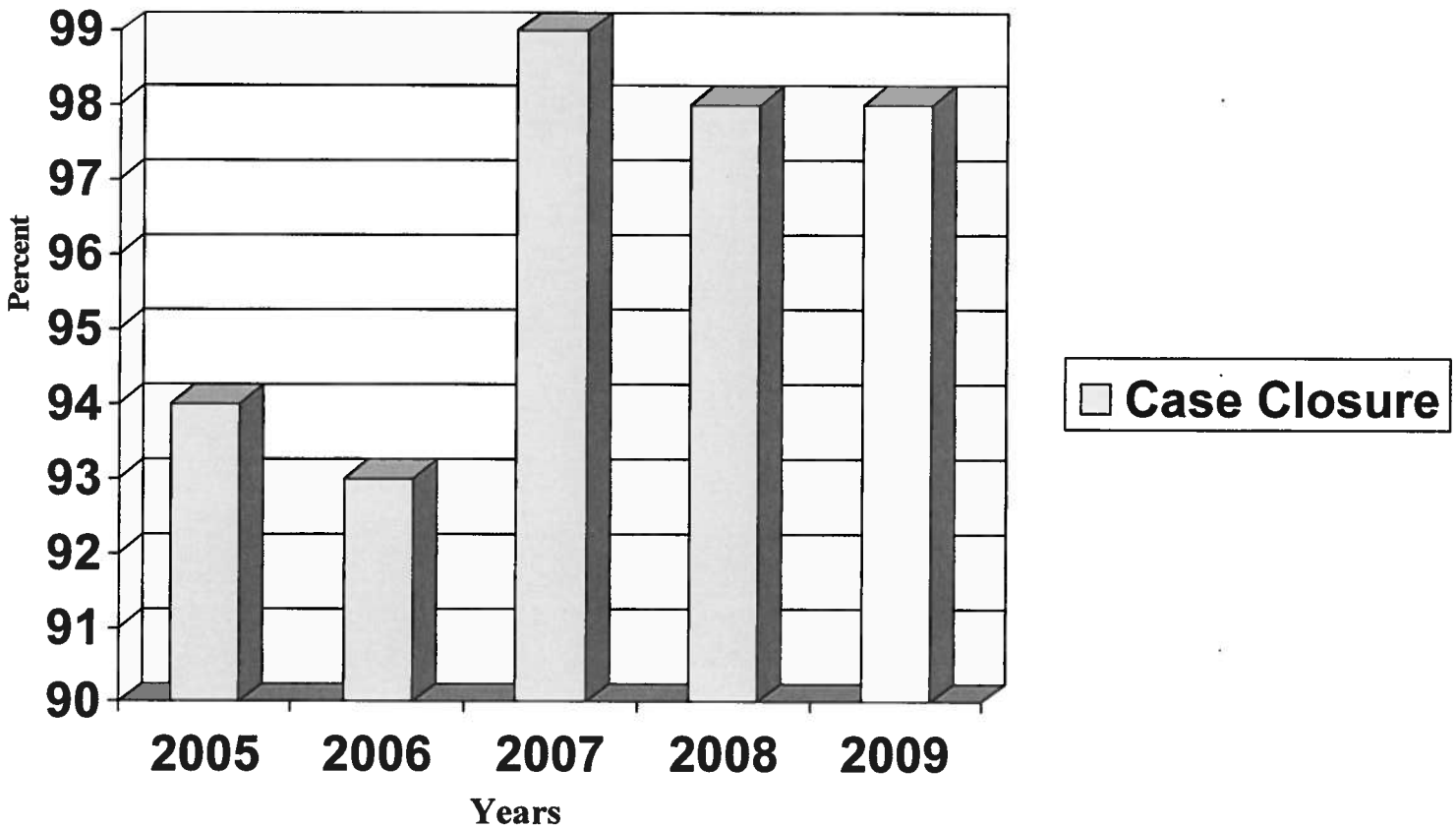
**Table A1: Maryland Self Assessment Results**

<b>CRITERION</b>	<b>CASES WHERE ACTIVITY OCCURRED OR SHOULD HAVE OCCURRED</b>	<b>CASES WHERE ACTIVITY OCCURRED WITHIN TIMEFRAME</b>	<b>EFFICIENCY RATE (CONFIDENCE LEVEL OF SAMPLE)</b>	<b>FEDERAL MINIMUM STANDARD</b>	<b>PREVIOUS YEAR'S EFFICIENCY RATES FOR FFY 2008</b>
Case Closure	91	89	98%	90%	98%
Establishment	92	87	95%	75%	86%
Enforcement	92	86	93%	75%	97%
Disbursement	75	70	93%	75%	99%
Medical	70	69	99%	75%	93%
Review and Adjustment	100	100	100%	75%	99%
Interstate	89	89	100%	75%	93%
Expedited Process 6Month	73	73	100%	75%	N/A
Expedited Process 12Month	95	95	100%	75%	100%

**C. Discussion of Self –Assessment Results N/A**

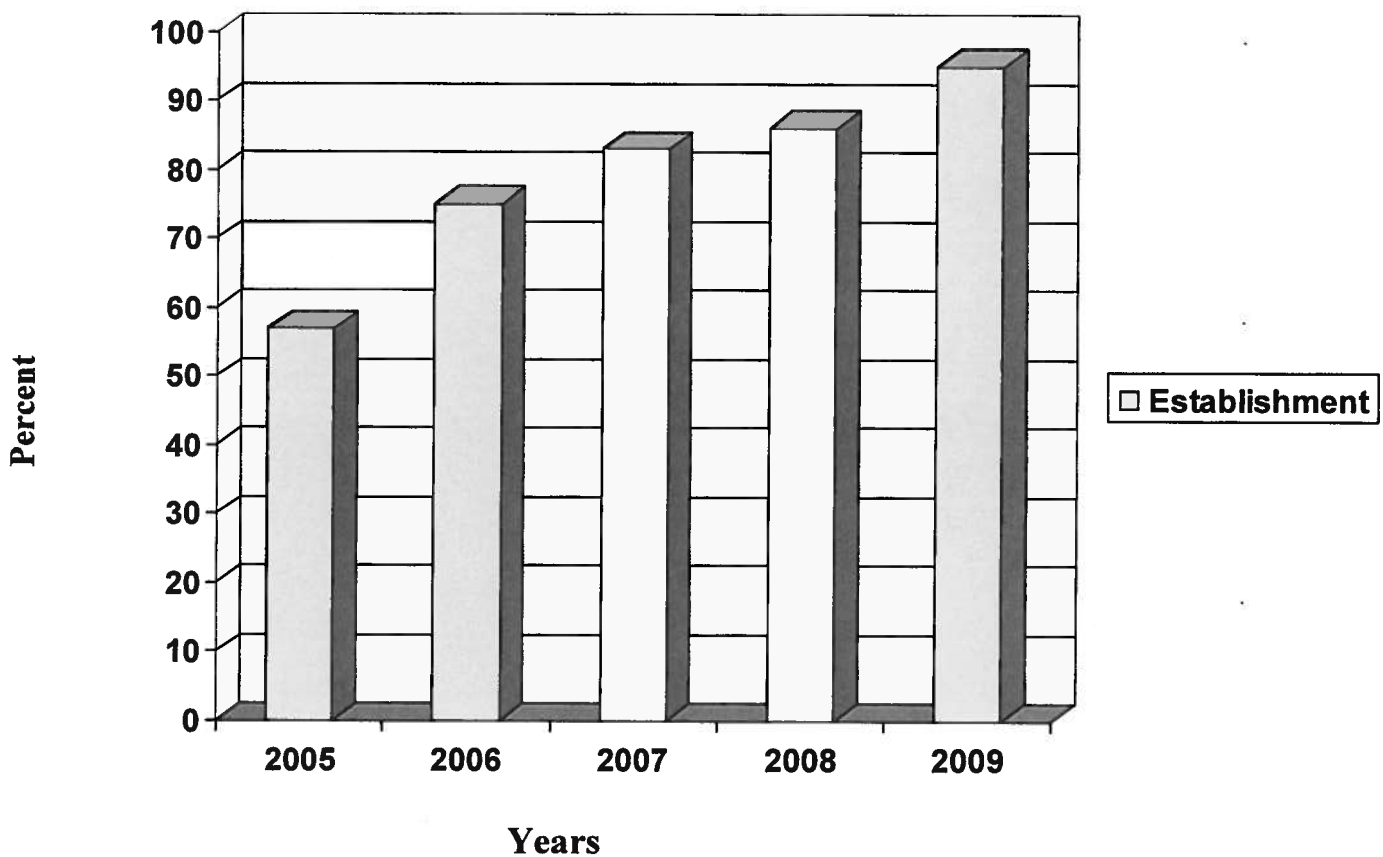
**Case Closure:** Analysis was done by CSEA staff to determine if cases were closed using the appropriate case closing criterion as outlined in CFR §303.11. Of the 91 cases reviewed, there were 2 cases with errors. The standard for compliance established by federal guidelines is 90%. Maryland’s rate of compliance is 98%. The five year average efficiency rate for Maryland is 97%. *There was no corrective action required for this criterion.*

**Case Closure  
Table A2**



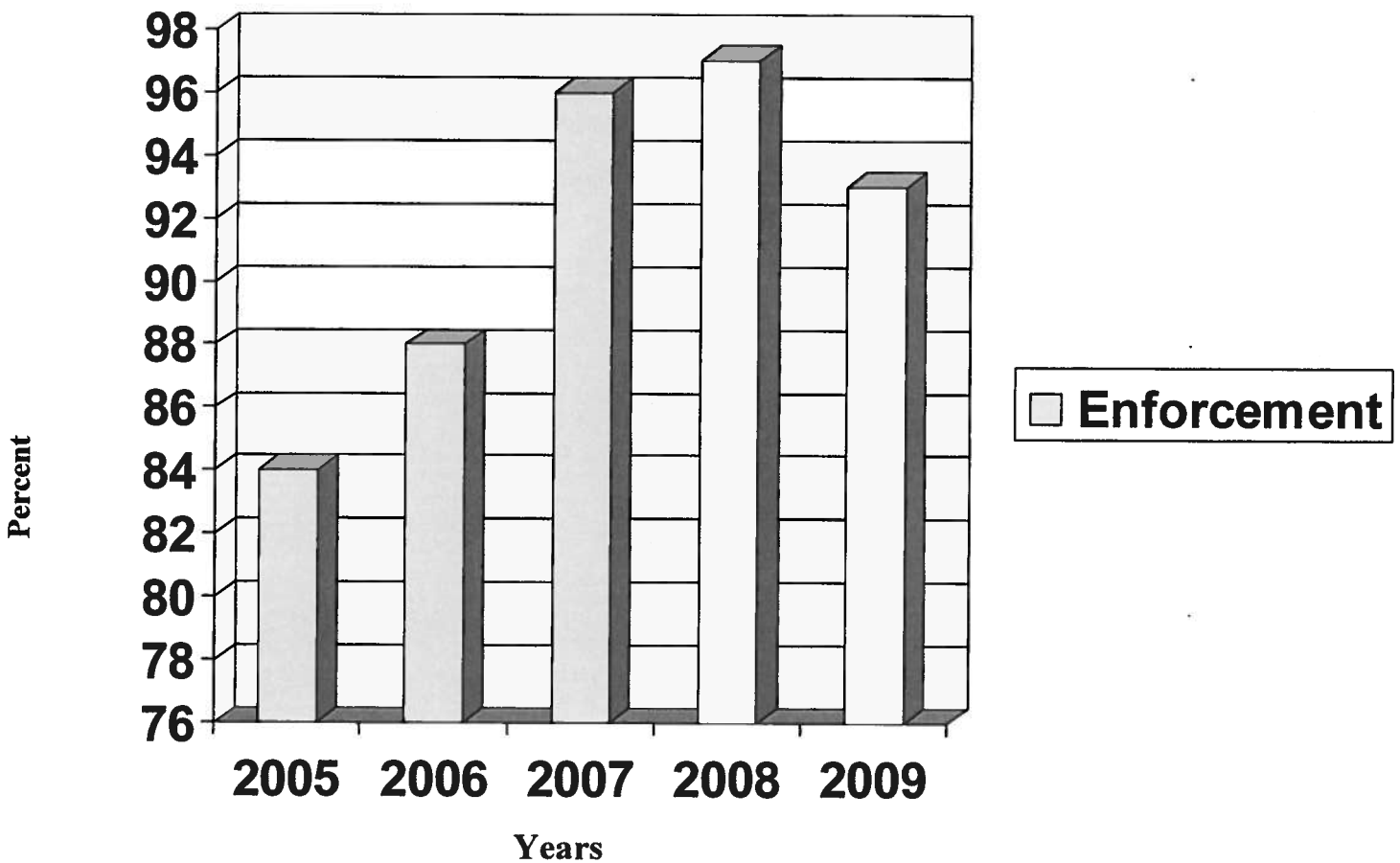
**Establishment of Paternity and Support Orders:** Analyzed to determine if the State established orders within the review period or completed service of process necessary to commence proceedings within time frames specified by CFR §§303.4 and 303.5. Of the 92 cases reviewed, there were 5 cases with errors. The standard for compliance established by federal guidelines is 75%. Maryland's rate of compliance is 95%. The five year average efficiency rate for Maryland is 79%. *There was no corrective action required for this criterion.*

**Establishment  
Table A3**



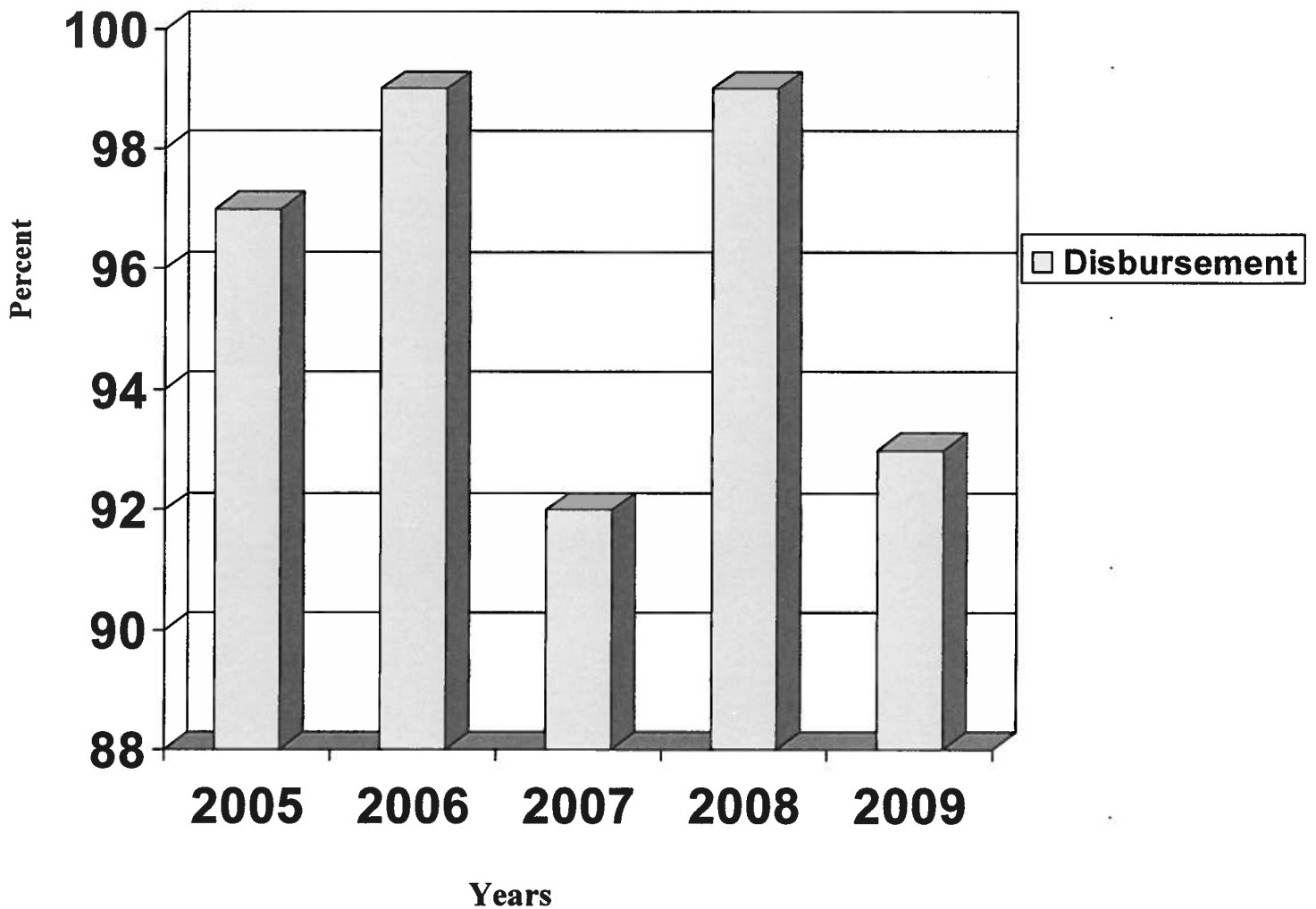
**Enforcement of Orders:** Analyzed to determine if the State took new and or repeated enforcement actions, including Earnings Withholding Orders, within the review period, within the time frames as specified in CFR §303.6. Of the 92 cases reviewed, there were 6 cases with errors. The standard for compliance established by federal guidelines is 75%. Maryland's rate of compliance is 93%. The five year average efficiency rate for Maryland is 92%. *There was no corrective action required for this criterion.*

**Enforcement  
Table A4**



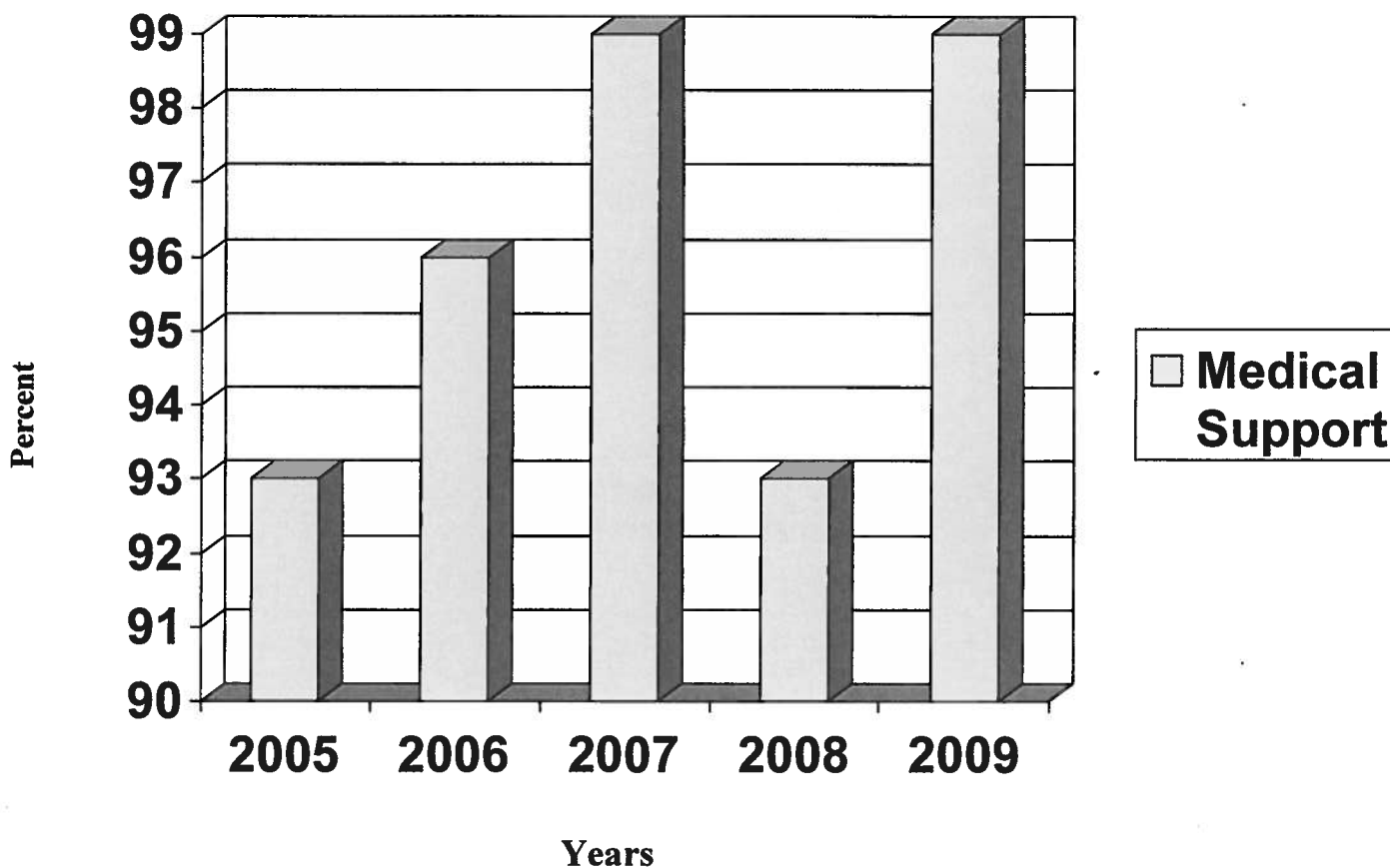
**Disbursement of Collections:** Analyzed to determine if the State distributed collections received within the review period, within time frames specified by §454B of the Act. Of the 75 cases reviewed, there were 5 cases with errors. The standard for compliance established by federal guidelines is 75%. Maryland's rate of compliance is 93%. The five year average efficiency rate for Maryland is 96%. *There was no corrective action required for this criterion.*

**Disbursement  
Table A5**



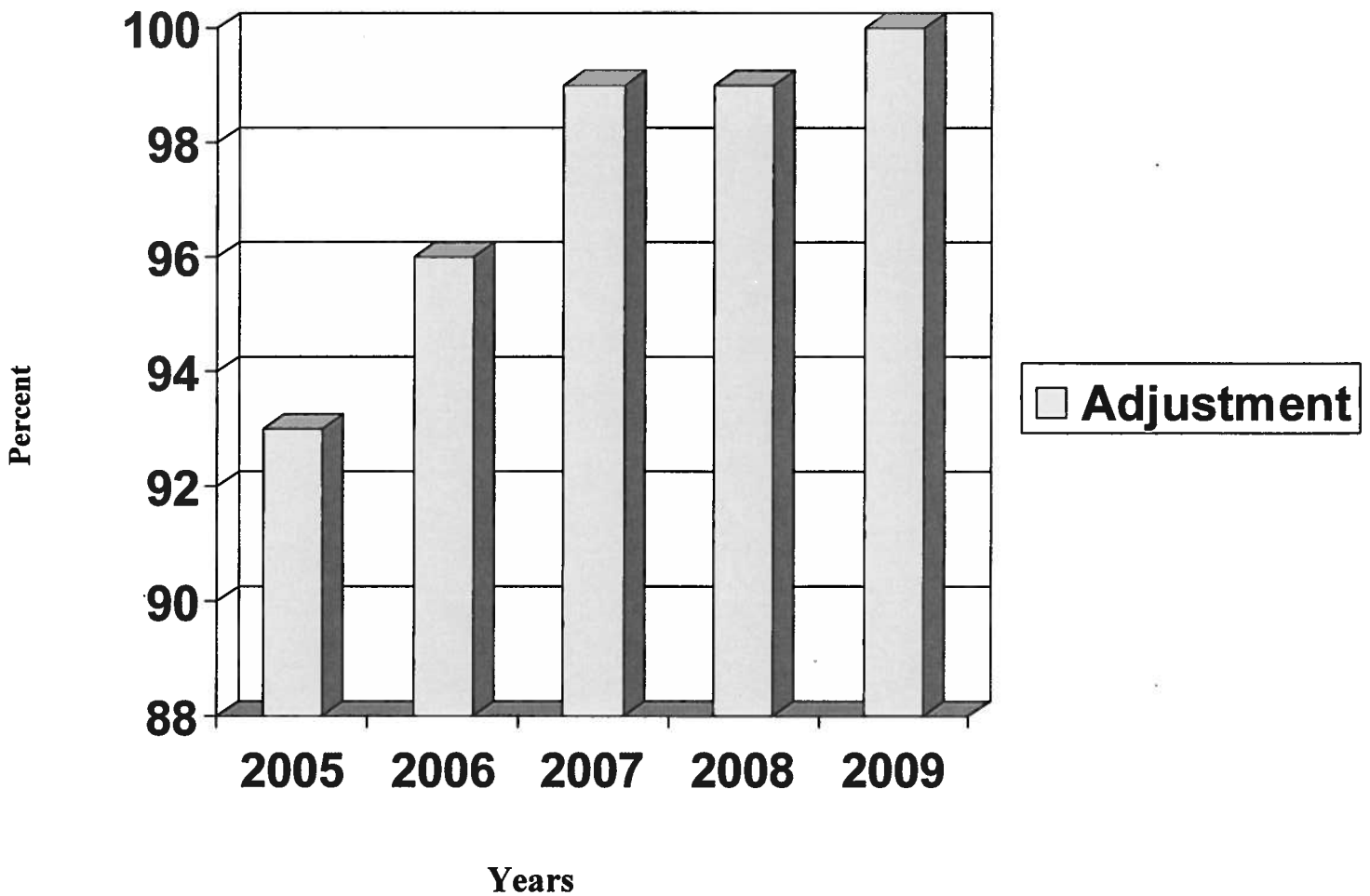
**Securing and Enforcing Medical Support:** Analyzed to determine if support orders passed within the review period contained provisions for medical support and that the medical support clause was being enforced, as per CFR §§303.30 and 303.31. Of the 70 cases reviewed, there was 1 case with an error. The standard for compliance established by federal guidelines is 75%. Maryland's rate of compliance is 99%. The five year average efficiency rate for Maryland is 96 %. *There was no corrective action required for this criterion.*

**Medical Support  
Table A6**



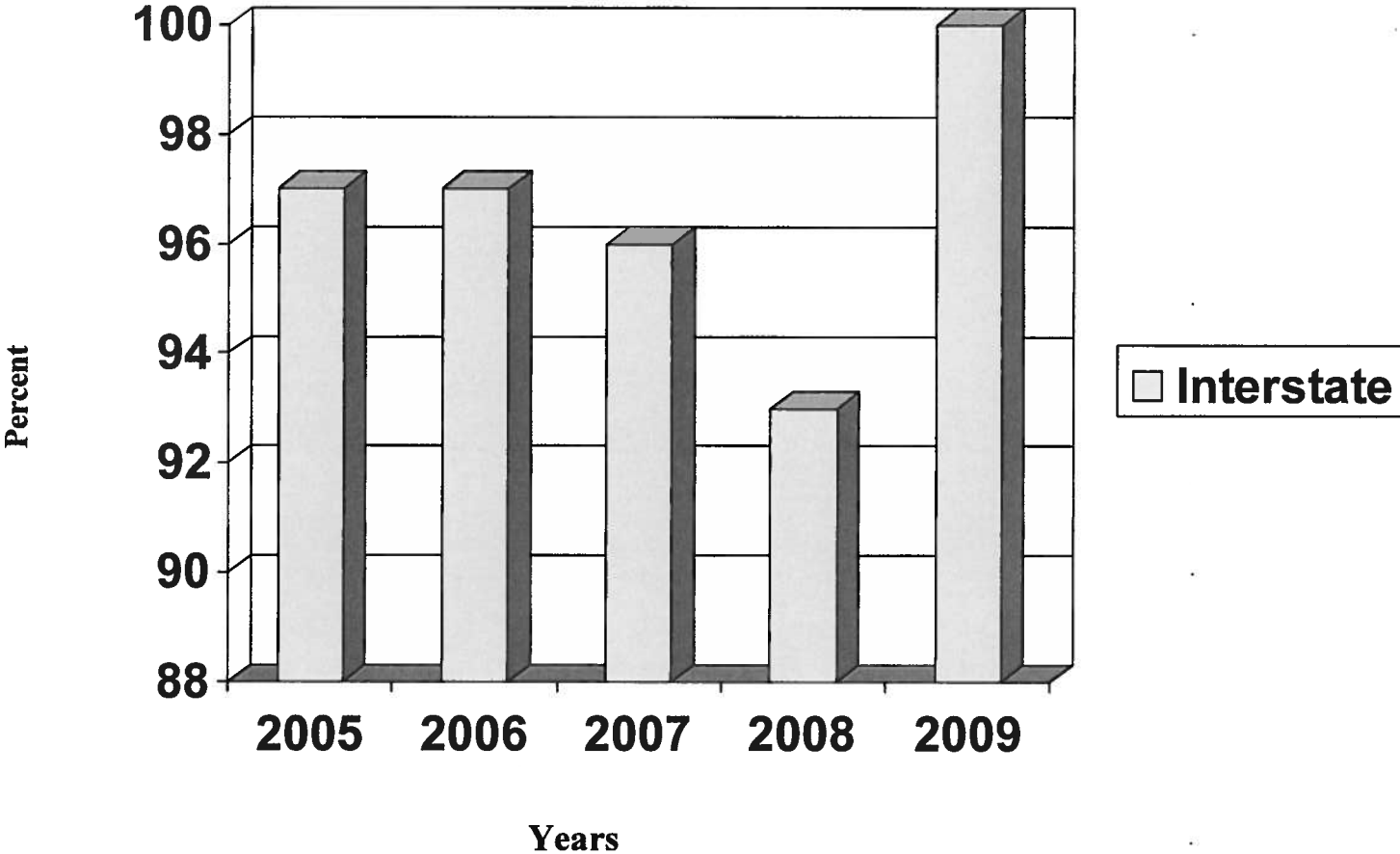
**Review and Adjustment:** Analyzed to determine if the State conducted case reviews and made adjustments in the support obligation amount as specified in §303.8 and §466(a) (10) of the Act. Of the 100 cases reviewed there were no errors. The standard for compliance established by Federal guidelines is 75%. Maryland's rate of compliance is 100%. The five year average efficiency rate for Maryland is 97%. *There was no corrective action required for this criterion.*

**Review and Adjustment  
Table A7**



**Interstate Services:** Analyzed to determine if the State provided all appropriate child support services within the review period, and that all applicable time frames were met as specified in CFR §§ 303.30 and 303.31. Of the 89 cases reviewed, there were no cases with errors. The standard for compliance established by federal guidelines is 75%. Maryland's rate of compliance is 100%. The five year average efficiency rate for Maryland is 97%. *There was no corrective action required for this criterion*

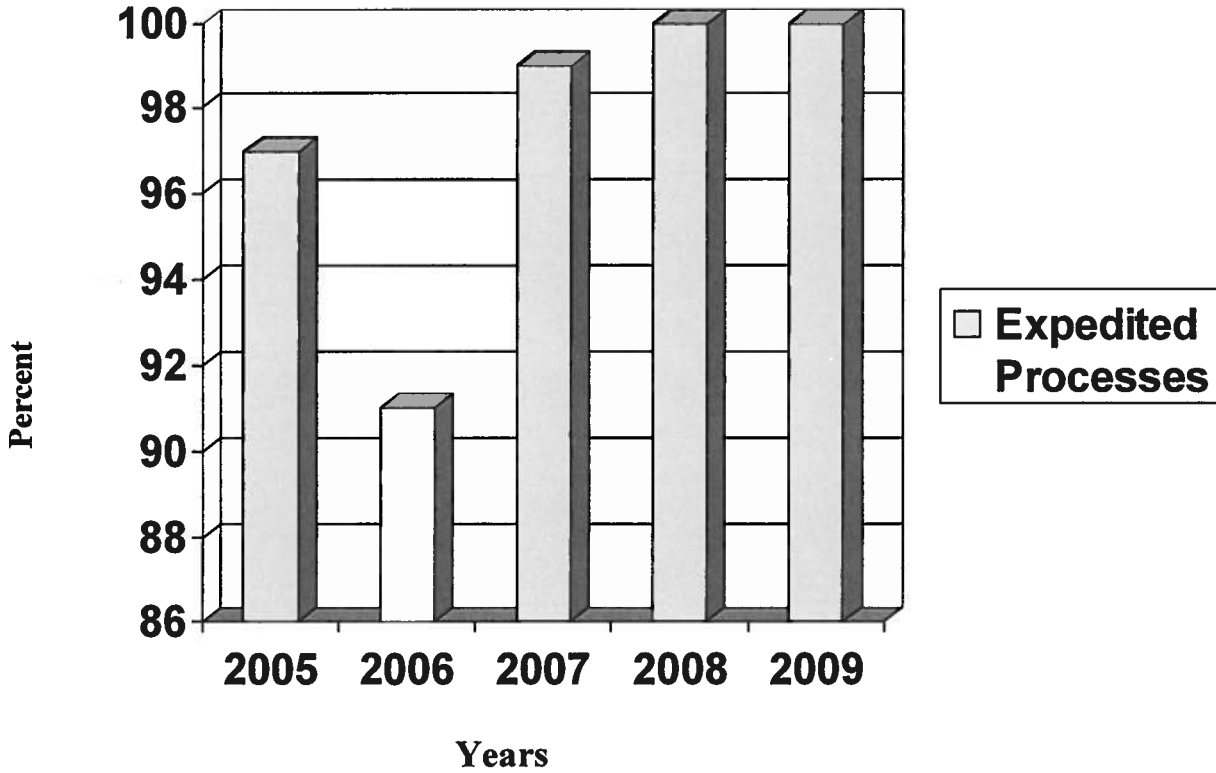
**Interstate  
Table A8**



**Expedited Processes –6 months:** Analyzed to determine if, for cases needing support obligations did the State complete actions to establish support orders, in % of cases from the date of service of process, to the time of disposition within 6 months. Of the 73 cases reviewed, there were no cases with errors. The standard for compliance established by federal guidelines is 75%. Maryland's rate of compliance is 100%. There is no five year history to determine an average efficiency rate for Maryland. ***There was no corrective action required for this criterion***

**Expedited Processes – 12 months:** Analyzed to determine if, for cases needing support obligations, did the State complete actions to establish support orders, in % of cases from the date of service of process, to the time of disposition within 12 months as specified by CFR § 303.101(b)(2)(i) Of the 100 cases reviewed, there were no cases with errors. The standard for compliance established by federal guidelines is 75%. Maryland’s rate of compliance is 100%. The five year average efficiency rate for Maryland is 97 %. *There was no corrective action required for this criterion*

**Expedited Process 12 Month  
Table A10**



#### **IV. Self Assessment Analysis and Corrective Action Plan**

For FFY 2009 review period, the Administration is in compliance with the federal requirements for each of the (8) eight criteria. Consequently, *there was no corrective action required.*

#### **V. Program Direction**

For FFY 2009, CSEA encountered three (3) major barriers that resulted in the following operational challenges: (1) an increase in staff vacancies, (2) managing in a complex IT environment and (3) managing data integrity.

##### **Staff vacancies:**

All Departments within the Maryland State Government were and still are under a hiring freeze and unable to fill vacant positions. CSEA has an aging work force and approximately 32%, of the Administration's work force is eligible for retirement. These factors have caused the staffing rate within the Administration to plummet.

To help alleviate these problems, since there is a hiring freeze, DHR has an in house training program "Striving to Empower People for Success" (STEPS). STEPS is a joint venture training program with DHR designed to provide training to interns that will ultimately prepare and empower them for employment. In some cases upon completion of STEPS, if DHR is looking to fill a vacancy, and there is a qualified intern in the STEPS program, DHR can recruit from the program to hire contractually. This creates a wining situation, as it benefits both DHR and the intern.

##### **Managing in a complex IT environment:**

CSEA's ability to expedite system enhancements and new IT initiatives are affected by the fact that the Department of Human Resources Intelligence (DHR/IT) Department is shared by three (3) other major programs; Family Investment (FIA), Social Services (SSA), and the Child Support Administration (CSEA). These three (3) major programs also umbrella a substantial number of other service operations that are heavily dependent on the use of technology. The DHR/IT Department is called the Office of Technology and Human Resources (OTHS). Although CSEA has staff assigned to work with CSES, the actual programming of the system is done through OTHS and vendors. Some vendors are not necessarily educated in the child support program and/or systems, and require training that creates time restraints and ultimately causes delays. Since OTHS provides a shared service, CSEA is in a position of competing for IT services.

##### **Managing Data Integrity:**

As a result of federal initiatives for FFY 2009, Maryland CSEA was required to allocate a significant amount of resources in funds and staff to enhance its data integrity. The focus for these initiatives was on data cleanup in the areas of (1) Interstate Case Reconciliation (ICR), (2) Medical Support Enforcement, and (3) Un-distributable Collections. Accurate data equals performance improvement; and these cleanup initiatives are intended to ensure that data within CSES and the information contained in the case files are accurate and synchronized according to Federal guidelines. However, with staffing vacancies and the lack of other resources, attempting to maintain data integrity has created an operational challenge within the Agency during FFY 2009.

**Interstate Case Reconciliation (ICR):**

The ICR is a federal initiative that matches the Interstate case information of all fifty states and the territories. The match provides to each state a list of child support cases with discrepant information. Maryland currently has over 7,000 child support cases with discrepant information that must be resolved.

**Medical Support Enforcement:**

The Medical Support Enforcement initiative became a federal performance measure in FFY 2009, with sanctions and incentives anticipated to be in place in 2014. Maryland is estimating to review and clean up of over 250,000 child support cases with discrepant medical information. Cleanup on these cases began this year. .

**Un-distributable Collections:**

The Administration is also working on major cleanup with Un-distributable Collections on child support cases. Un-distributable Collections occur when the Agency receives child support payments, but cannot identify or locate the custodial or noncustodial parent. When efforts to return these funds to the custodial or noncustodial parent are unsuccessful, they are to be forwarded to Abandoned Property. The work on this cleanup project began in FFY 2008. This cleanup project will be done in three phases, with the final phase completed by FFY 2012.

## **VI. Program Service Enhancements**

CSEA continues to evaluate and reengineer its business processes to ensure efficiency in providing services to its clients. The programs below represent in part, some of the areas of improvement for FFY 2009.

### **Non Custodial Parent Employment Program (NPEP):**

NPEP is a cooperative effort between the Family Investment Administration (FIA) and CSEA, Designed to focus on noncustodial parents who are unemployed or underemployed. Non custodial parents enter NPEP voluntarily or they are ordered by the court to participate in NPEP. Collaborative efforts between the two (2) programs have successfully resulted in seven thousand and two (7,002) non custodial parents enrolled in NPEP since April 2006. Payments from those non custodial parents enrolled in the program are tracked by CSEA, \$16,101,061 has been paid to Maryland's child support agencies by non custodial parents enrolled this program.

### **Direct Deposit and Cash Pay:**

States are required to accept and transmit payments automatically using the EFT processes. In January 2003, the Child Support Enforcement Administration began offering Direct Deposit and Cash Pay as an option to all of its clients who receive or have received support payments within the last 90 days. Both are new forms of electronic payment of child and spousal support deposited into the client's bank account. Direct Deposit requires the client to have a checking account with a financial institution. Cash Pay is a VISA<sup>®</sup> ATM debit card, issued by Bank of America that requires no credit check. Clients need to apply for these services at their local child support office and complete a brief enrollment form mailed to them by CSEA. Clients who sign up for EFT receive their support payments faster because mailing time is no longer a factor; they also avoid paying check cashing fees and the risk of having their checks lost or stolen.

### **Managing Child Support Arrearages:**

Child Support Guidelines: The Child Support Enforcement Administration (CSEA) continues to research and advocate for changes to Maryland's schedule of basic child support obligations. The guidelines are reviewed every four years as mandated by Federal and State laws to ensure that child support obligations are fair and equitable. These reviews indicate that low income noncustodial parents pay a higher percentage of their income compared to middle and upper income noncustodial parents. The current schedule is based on outdated economic data resulting in inappropriate support awards. The schedule provides for an inadequate self support reserve for low income noncustodial parents. A self support reserve is the minimum amount needed to support the obligor himself. This update would increase the self support reserve to reflect the current poverty level.

### **Paternity Establishment:**

Maryland has successfully implemented the Paternity Affidavit Law which provides that an executed affidavit of parentage constitutes a conclusive finding of paternity 60 days after it is signed. CSEA also produced a paternity establishment video and brochure in English and Spanish. Having this law allows the child support program to proceed with a court order based on the affidavit and develop paternity acknowledgment procedures in hospitals, in the Department of Vital Records and in various community based organizations.

**Administrative Earnings Withholding:**

State child support programs must have administrative procedures to issue a withholding notice, which directs an employer to withhold support payments from a non custodial parent's earnings. The notice must be issued on a standard form developed by the federal government. The 2001 Maryland General Assembly adopted legislation to provide for the administrative withholding process as required by federal law. Under the law, CSEA has the authority to issue an Earnings Withholding notice to employers to collect current support and to apply an additional amount toward any arrears that accrued since the issuance of the last court order. In March 2002, CSEA implemented the automated withholding process. Child support obligors who are subject to withholding are compared to employment information contained in a variety of state and federal databases. When a match occurs, the system automatically generates a notice that is mailed to the obligor's employer, directing the employer to withhold support from the obligor's pay. Simultaneously, the obligor receives a copy of the notice by regular and certified mail. The obligor has the right to contest the withholding based on a mistake of fact in two ways: the obligor may ask CSEA to investigate or file a motion for stay with the circuit court.

**New Hire Registry:**

States must have a central registry where all employers must report newly hired or rehired employees within 20 days of their first day of work. Maryland employers are required to report the following information within this period: employee's name, address, Social Security number and first day of work. Additionally, they must submit the employer's name, employer's address, Federal Employer Identification Number (FEIN) and the State Unemployment Insurance Account Number. As of October 1, 2001, employers must submit new employees' starting salaries to the New Hire Registry and indicate whether health benefits are available. Employers are advised to transmit employee information by electronic file transfer; however, the following methods may also be used: mail, telephone, fax, e-mail or magnetic media. In addition, Maryland employers are encouraged to note the gender, and date of birth for all new employees.

**National Medical Support Notice:**

State child support programs must enforce the health care coverage provision in a child support order through the use of the National Medical Support Notice (NMSN). States must have laws requiring the use of the NMSN in IVD cases where the noncustodial parent is ordered to provide health care coverage. The 2002 Maryland General Assembly passed legislation authorizing the use of the NMSN; this law became effective July 1, 2002. CSEA has entered into an agreement with the Department of Health and Mental Hygiene (DHMH) whereby DHMH's third party liability vendor will assist CSEA in the implementation of the NMSN. The vendor will identify cases in which the noncustodial parent is under a court order to provide health insurance and, if the parent is employed, issue the NMSN to the employer. The NMSN directs the employer to enroll the child (ren) in a health care plan if one that provides dependent care coverage is available, and to deduct the cost of the insurance premiums from the noncustodial parent's pay.

The vendor will follow up to ensure employer compliance with the NMSN and also ensure that, once the child (ren) is/are enrolled, insurance information goes to the custodial parent. The noncustodial parent has a right to contest the withholding based on a mistake of fact. He or she may request an investigation by the child support agency. If the obligor disagrees with the results of the investigation, the noncustodial parent may appeal the findings to the Office of Administrative Hearings.

**Administrative Liens:**

States must have the administrative authority to issue a lien on bank accounts and seize assets for past due child support. In 2002, Maryland Legislative Assembly passed a law authorizing CSEA to administratively seize and attach the assets of one or more accounts of an obligor delinquent in child support payments.

**Query Interstate Cases for Kids (Quick):**

Quick is an OCSE interface that displays real time access to financial and interstate case information between states. In October 2008, CSEA united with other states that support the mission of improving the quality of services to families with interstate cases by launching the Query Interstate Cases for Kids (QUICK). CSEA and the Office of Technology for Human Services launched Quick. Quick helps CSEA case workers through expediting interstate communication and case processing, by reducing the need to use other tools to obtain data, such as telephone calls, faxes, and emails. To date, Quick is currently being used by 75% of the local Child Support Offices in the State.

**VII. Conclusion**

Upon completion, Maryland’s Self Assessment results are submitted to the Department of Health and Human Services, Office of Child Support Enforcement Commissioner (OCSE), and a copy to the Region III Child Support Enforcement Office, located in Philadelphia, PA

CSEA is compliant for the FFY 2009 Self Assessment. This Administration’s compliance is attributed to the outstanding efforts of the Administration’s (24) twenty four local Child Support Offices, and the work of the Internal Audit and Program Review Team. CSEA recognizes the work of the Internal Audit and Program Review Team for collecting and compiling information used to obtain the results for this review and also for assisting with drafting this FFY 2009 Self Assessment Report.

**Internal Audit and Program Review Team**

- Bernard Chesman
- Carla Corbett-Fisher
- Frances DuPlayee
- Charles Gaskins, Jr.
- Linda Laster
- Fran E. Johnson
- Arlette Thomas-Fletcher
- David Walton, CPA
- E. Pearl Bowden, Editor

If you have any questions about the Maryland Self Assessment Report, please contact Ms. Fran E. Johnson at [fejohnso@dhr.state.md.us](mailto:fejohnso@dhr.state.md.us) or Ms. Linda Laster at [llaster@dhr.state.md.us](mailto:llaster@dhr.state.md.us).

**LIST OF APPENDIX**

## Review Criteria

The tables below provide information on how each of Maryland's local jurisdictions performed.

### Case Closure

Jurisdiction	Cases where Required Activity Occurred or should have Occurred	Cases Where Required Activity Occurred within Time frame	Efficiency Rate
<b>Allegany</b>	3	3	100%
<b>Anne Arundel</b>	8	8	100%
<b>Baltimore City</b>	11	11	100%
<b>Baltimore County</b>	11	11	100%
<b>Calvert</b>	4	2	50%
<b>Caroline</b>	2	2	100%
<b>Carroll</b>	2	2	100%
<b>Cecil</b>	-	-	-
<b>Charles</b>	2	2	100%
<b>Dorchester</b>	-	-	-
<b>Frederick</b>	2	2	100%
<b>Garrett</b>	1	1	100%
<b>Harford</b>	2	2	100%
<b>Howard</b>	2	2	100%
<b>Kent</b>	2	2	100%
<b>Montgomery</b>	6	6	100%
<b>Prince George's</b>	23	23	100%
<b>Queen Anne's</b>	-	-	-
<b>St. Mary's</b>	2	2	100%
<b>Somerset</b>	1	1	100%
<b>Talbot</b>	-	-	-
<b>Washington</b>	5	5	100%
<b>Wicomico</b>	1	1	100%
<b>Worcester</b>	1	1	100%
<b>Statewide</b>	<b>91</b>	<b>89</b>	<b>98%</b>

### Establishment of Paternity and Support Obligations

<b>Jurisdiction</b>	<b>Cases where Required Activity Occurred or should have Occurred</b>	<b>Cases Where Required Activity Occurred within Time frame</b>	<b>Efficiency Rate</b>
<b>Allegany</b>	-	-	-
<b>Anne Arundel</b>	9	8	89%
<b>Baltimore City</b>	32	30	94%
<b>Baltimore County</b>	14	14	100%
<b>Calvert</b>	-	-	-
<b>Caroline</b>	-	-	-
<b>Carroll</b>	-	-	-
<b>Cecil</b>	2	2	100%
<b>Charles</b>	4	2	50%
<b>Dorchester</b>	-	-	-
<b>Frederick</b>	2	2	100%
<b>Garrett</b>	-	-	-
<b>Harford</b>	2	2	100%
<b>Howard</b>	-	-	-
<b>Kent</b>	-	-	-
<b>Montgomery</b>	6	6	100%
<b>Prince George's</b>	15	15	100%
<b>Queen Anne's</b>	-	-	-
<b>St. Mary's</b>	3	3	100%
<b>Somerset</b>	-	-	-
<b>Talbot</b>	-	-	-
<b>Washington</b>	-	-	-
<b>Wicomico</b>	3	3	100%
<b>Worcester</b>	-	-	-
<b>Statewide</b>	<b>92</b>	<b>87</b>	<b>95%</b>

### Enforcement of Support Obligations

<b>Jurisdiction</b>	<b>Cases where Required Activity Occurred or should have Occurred</b>	<b>Cases Where Required Activity Occurred within Time frame</b>	<b>Efficiency Rate</b>
<b>Allegany</b>	-	-	-
<b>Anne Arundel</b>	5	5	100%
<b>Baltimore City</b>	28	22	79%
<b>Baltimore County</b>	10	10	100%
<b>Calvert</b>	0	0	100%
<b>Caroline</b>	-	-	-
<b>Carroll</b>	-	-	-
<b>Cecil</b>	2	2	100%
<b>Charles</b>	2	2	100%
<b>Dorchester</b>	3	3	100%
<b>Frederick</b>	1	1	100%
<b>Garrett</b>	1	1	100%
<b>Harford</b>	7	7	100%
<b>Howard</b>	-	-	-
<b>Kent</b>	-	-	-
<b>Montgomery</b>	6	6	100%
<b>Prince George's</b>	14	14	100%
<b>Queen Anne's</b>	3	3	100%
<b>St. Mary's</b>	4	4	100%
<b>Somerset</b>	1	1	100%
<b>Talbot</b>	-	-	-
<b>Washington</b>	3	3	100%
<b>Wicomico</b>	2	2	100%
<b>Worcester</b>	-	-	-
<b>Statewide</b>	<b>92</b>	<b>86</b>	<b>93%</b>

### Disbursement of Collections

<b>Jurisdiction</b>	<b>Cases where Required Activity Occurred or should have Occurred</b>	<b>Cases Where Required Activity Occurred within Time frame</b>	<b>Efficiency Rate</b>
<b>Allegany</b>	-	-	-
<b>Anne Arundel</b>	5	5	100%
<b>Baltimore City</b>	10	5	50%
<b>Baltimore County</b>	10	10	100%
<b>Calvert</b>	-	-	-
<b>Caroline</b>	-	-	-
<b>Carroll</b>	-	-	-
<b>Cecil</b>	2	2	100%
<b>Charles</b>	2	2	100%
<b>Dorchester</b>	3	3	100%
<b>Frederick</b>	1	1	100%
<b>Garrett</b>	1	1	100%
<b>Harford</b>	7	7	100%
<b>Howard</b>	3	3	100%
<b>Kent</b>	-	-	-
<b>Montgomery</b>	7	7	100%
<b>Prince George's</b>	11	11	100%
<b>Queen Anne's</b>	3	3	100%
<b>St. Mary's</b>	4	4	100%
<b>Somerset</b>	1	1	100%
<b>Talbot</b>	-	-	-
<b>Washington</b>	3	3	100%
<b>Wicomico</b>	2	2	100%
<b>Worcester</b>	-	-	-
<b>Statewide</b>	<b>75</b>	<b>70</b>	<b>93%</b>

### Securing and Enforcing Medical Support Obligations

<b>Jurisdiction</b>	<b>Cases where Required Activity Occurred or should have Occurred</b>	<b>Cases Where Required Activity Occurred within Time frame</b>	<b>Efficiency Rate</b>
<b>Allegany</b>	-	-	-
<b>Anne Arundel</b>	5	5	100%
<b>Baltimore City</b>	2	1	50%
<b>Baltimore County</b>	10	10	100%
<b>Calvert</b>	-	-	-
<b>Caroline</b>	-	-	-
<b>Carroll</b>	-	-	-
<b>Cecil</b>	2	2	100%
<b>Charles</b>	2	2	100%
<b>Dorchester</b>	3	3	100%
<b>Frederick</b>	1	1	100%
<b>Garrett</b>	1	1	100%
<b>Harford</b>	7	7	100%
<b>Howard</b>	3	3	100%
<b>Kent</b>	-	-	-
<b>Montgomery</b>	7	7	100%
<b>Prince George's</b>	14	14	100%
<b>Queen Anne's</b>	3	3	100%
<b>St. Mary's</b>	4	4	100%
<b>Somerset</b>	1	1	100%
<b>Talbot</b>	-	-	-
<b>Washington</b>	3	3	100%
<b>Wicomico</b>	2	2	100%
<b>Worcester</b>	-	-	-
<b>Statewide</b>	<b>70</b>	<b>69</b>	<b>99%</b>

### Review and Adjustment of Orders

<b>Jurisdiction</b>	<b>Cases where Required Activity Occurred or should have Occurred</b>	<b>Cases Where Required Activity Occurred within Time frame</b>	<b>Efficiency Rate</b>
<b>Allegany</b>	-	-	-
<b>Anne Arundel</b>	5	5	100%
<b>Baltimore City</b>	33	33	100%
<b>Baltimore County</b>	10	10	100%
<b>Calvert</b>	-	-	-
<b>Caroline</b>	-	-	-
<b>Carroll</b>	-	-	-
<b>Cecil</b>	2	2	100%
<b>Charles</b>	2	2	75%
<b>Dorchester</b>	3	3	100%
<b>Frederick</b>	1	1	100%
<b>Garrett</b>	1	1	100%
<b>Harford</b>	7	7	100%
<b>Howard</b>	3	3	100%
<b>Kent</b>	-	-	-
<b>Montgomery</b>	7	7	100%
<b>Prince George's</b>	14	14	100%
<b>Queen Anne's</b>	3	3	100%
<b>St. Mary's</b>	4	4	100%
<b>Somerset</b>	1	1	100%
<b>Talbot</b>	-	-	-
<b>Washington</b>	3	3	100%
<b>Wicomico</b>	2	2	100%
<b>Worcester</b>	-	-	-
<b>Statewide</b>	<b>100</b>	<b>100</b>	<b>100%</b>

**Provision of services in Interstate IVD Cases**

<b>Jurisdiction</b>	<b>Cases where Required Activity Occurred or should have Occurred</b>	<b>Cases Where Required Activity Occurred within Time frame</b>	<b>Efficiency Rate</b>
<b>Allegany</b>	3	3	100%
<b>1 Anne Arundel</b>	8	8	100%
<b>Baltimore City</b>	13	13	100%
<b>Baltimore County</b>	8	8	100%
<b>Calvert</b>	-	-	-
<b>Caroline</b>	-	-	-
<b>Carroll</b>	2	2	100%
<b>Cecil</b>	3	3	100%
<b>Charles</b>	-	-	-
<b>Dorchester</b>	2	2	100%
<b>Frederick</b>	2	2	100%
<b>Garrett</b>	1	1	100%
<b>Harford</b>	3	3	100%
<b>Howard</b>	1	1	100%
<b>Kent</b>	1	1	100%
<b>Montgomery</b>	6	6	100%
<b>Prince George's</b>	25	25	100%
<b>Queen Anne's</b>	-	-	-
<b>St. Mary's</b>	2	2	100%
<b>Somerset</b>	1	1	100%
<b>Talbot</b>	2	2	100%
<b>Washington</b>	4	4	100%
<b>Wicomico</b>	2	2	100%
<b>Worcester</b>	-	-	-
<b>Statewide</b>	<b>89</b>	<b>89</b>	<b>100%</b>

**Expedited Processes 6 – Month**

<b>Jurisdiction</b>	<b>Cases where Required Activity Occurred or should have Occurred</b>	<b>Cases Where Required Activity Occurred within Time frame</b>	<b>Efficiency Rate</b>
<b>Allegany</b>	-	-	-
<b>Anne Arundel</b>	-	-	-
<b>Baltimore City</b>	33	33	100%
<b>Baltimore County</b>	16	16	100%
<b>Calvert</b>	-	-	-
<b>Caroline</b>	-	-	-
<b>Carroll</b>	-	-	-
<b>Cecil</b>	-	-	-
<b>Charles</b>	4	4	100%
<b>Dorchester</b>	-	-	-
<b>Frederick</b>	-	-	-
<b>Garrett</b>	-	-	-
<b>Harford</b>	2	2	100%
<b>Howard</b>	-	-	-
<b>Kent</b>	-	-	-
<b>Montgomery</b>	-	-	-
<b>Prince George's</b>	15	15	100%
<b>Queen Anne's</b>	-	-	-
<b>St. Mary's</b>	3	3	100%
<b>Somerset</b>	-	-	-
<b>Talbot</b>	-	-	-
<b>Washington</b>	-	-	-
<b>Wicomico</b>	-	-	-
<b>Worcester</b>	-	-	-
<b>Statewide</b>	<b>73</b>	<b>73</b>	<b>100%</b>

### Expedited Processes 12 – Month

<b>Jurisdiction</b>	<b>Cases where Required Activity Occurred or should have Occurred</b>	<b>Cases Where Required Activity Occurred within Time frame</b>	<b>Efficiency Rate</b>
<b>Allegany</b>	-	-	-
<b>Anne Arundel</b>	9	9	100%
<b>Baltimore City</b>	33	33	100%
<b>Baltimore County</b>	16	16	100%
<b>Calvert</b>	-	-	-
<b>Caroline</b>	-	-	-
<b>Carroll</b>	-	-	-
<b>Cecil</b>	2	2	100%
<b>Charles</b>	4	4	100%
<b>Dorchester</b>	-	-	-
<b>Frederick</b>	2	2	100%
<b>Garrett</b>	-	-	-
<b>Harford</b>	2	2	100%
<b>Howard</b>	-	-	-
<b>Kent</b>	-	-	-
<b>Montgomery</b>	6	6	100%
<b>Prince George's</b>	15	15	100%
<b>Queen Anne's</b>	-	-	-
<b>St. Mary's</b>	3	3	100%
<b>Somerset</b>	-	-	-
<b>Talbot</b>	-	-	-
<b>Washington</b>	0	0	100%
<b>Wicomico</b>	3	3	100%
<b>Worcester</b>	-	-	-
<b>Statewide</b>	<b>95</b>	<b>95</b>	<b>100%</b>