



Tech Debt | Automated Child Support Enforcement System (ACSES) Project FAQ

This FAQ is a living document and will continue to be updated as more information becomes available. If you have a question not answered in this FAQ, please email Sean Kennedy at sean.kennedy@state.co.us.

General Information

1. What is the Automated Child Support Enforcement System (ACSES) Project?

The Colorado Department of Human Services (CDHS) ACSES system is a 40-year-old computerized network used in most jurisdictions throughout Colorado to collect and redistribute child support. As part of our ongoing process of eliminating technical debt for the State, we are modernizing the ACSES system to ensure the technology meets security standards - and so that the system can continue to be updated with functionality most needed to deliver child support services.

2. Why is OIT doing this?

Modernizing the ACSES system will increase reliability, efficiency, maintainability, and security. This includes updating the system's technology so that the ACSES website can meet new security and accessibility standards. This will also improve the user experience as the website will be mobile-friendly, giving users more opportunity and efficiency when using a mobile device to access the ACSES system.

Security enhancements will include updated compliance with the Internal Revenue Service (IRS) and its policies on handling and safeguarding Federal Tax Information (FIT). We need to comply with IRS requirements, and we also want to ensure that we protect the personal information of all Coloradans utilizing the ACSES system.

Modernization will include upgrading the system's tools to improve the system's ability to produce Adobe PDF documents for viewing and printing. The system's allocation of child support funds will be updated to make that process easier, ensuring more straightforward access to funds for Coloradans relying upon the ACSES system for child support payments.

As a result of the ACSES modernization, the Colorado Department of Human Services (CDHS) will be able to set long-term use goals for the system, allowing us to move forward with improvements and enhancements that they would like to add to this website over time. This, too, will constantly improve the experience of state and county child support workers and partners when using this system to assist Coloradans with their child support needs.

3. Who is affected?

These changes will affect the Colorado Department of Human Services (CDHS) in the following state and county areas:

- County child support workers
- Custodial and non-custodial parties in child support cases

CDHS is working with the OIT project team to test and ensure functionality before the new system is released to end users. This further ensures that the changes do not significantly impact users of the ACSES system.

The CDHS and the Colorado Department of Corrections (DOC) users will see positive changes due to this work. The ACSES website updates will improve security, but the users should expect to see only minor changes to the visual aspects of the site. There are no anticipated impacts on the use and functionality.

The website will look different for mobile users - the website will now be mobile-friendly and meet accessibility standards. Coloradans can now easily access the ACSES system on a personal computer or mobile device.

4. When will this happen?

The estimated project completion date is scheduled for June 2024.

For more information about the OIT Tech Debt Remediation effort, please visit the [ReimagineIT website](#).