



*Bridging Bright
Futures for Families*

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2024**

Grand Rapids

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If I Ran the World – Improvements in Intergovernmental Case Processing

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Everyone has ideas about how to improve intergovernmental case processing. But what are some of these concepts? How would they be enacted? By whom? Are the changes legislative in nature, judicial, administrative, policy, or something else? Will newer workers expect updated technology?

In this workshop we are allowed to DREAM!!



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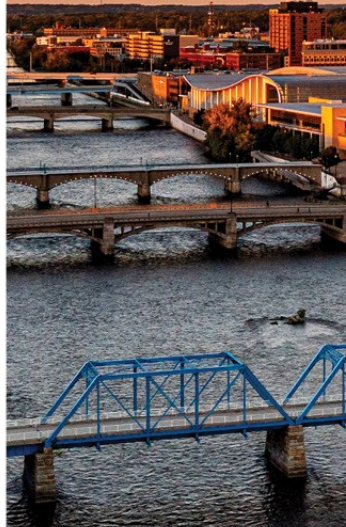
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If we were in charge here are some of the things we'd love to see changed

- Interest on unpaid child support
- Improved conflict resolution between jurisdictions
- More and better technology for completing interstate referrals
- National facilitation of obtaining birth/paternity records from Vital Statistics
- Mandatory withholding of support from unemployment insurance
- National Directory of New Hires



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Interest on Unpaid Child Support

- **Why change?**
- It is burdensome on many obligors, especially low-income payors
- Every state calculates interest differently
- Many interest formulas require a PhD to understand!
- Charging interest has not proven to be an incentive to ensure on-time payments



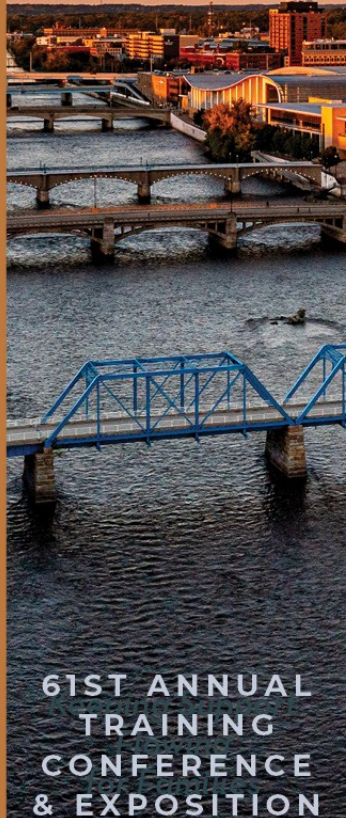
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Interest on Unpaid Child Support

- **Options for improvement?**
- Eliminate it from being applied to child support obligations
- Don't require IVD agencies to collect interest
- Replace with a set penalty amount in IVD cases
 - Example: If arrears owed on 12/31 > 6 months child support obligation, then a penalty = 1 month child support obligation is added to arrears total



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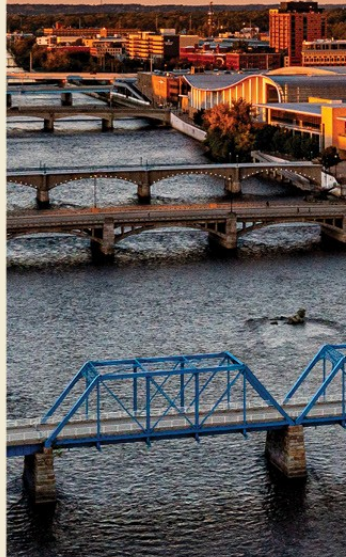
Improved conflict resolution between jurisdictions

- **Current Methods:**

- **IV-D Directors:** If a state has an ongoing issue with another statement in its treatment of a shared UIFSA case, the state taking issue usually moves it up the ranks in the state until the IV-D Director contacts the IV-D Director of the other state
- **OCSS Regional Representative:** If the IV-D Directors cannot resolve the issue, then a IV-D Director may contact their own OCSS regional representative and ask for assistance.
 - The OCSS regional representative will reach out to the second state and discuss the issue or bring the two states together to resolve the situation.



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Improved conflict resolution between jurisdictions

- **Why Change?**
 - Time
 - Education
 - Advocacy
- **Options for improvement?**
- Tribunal that makes decisions, issues advisory opinions on hypotheticals, etc.
- Public information that is available to child support professional organizations policy committees to monitor and problem-solve



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More and better technology for completing interstate referrals

- **Why Change?**

- Most states create the IG federal forms from their automated systems
- Some of the states have automated systems that are not programmed well
- States do not have the budget to make improvements
- There are a lot of details in preparing a successful outgoing packet for paternity/establishment/modifications
- Time is wasted
- Time is lost



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More and better technology for completing interstate referrals

- **Options for improvement?**
- MAGIC PORTAL: Enhance functionality of the OCSS Portal
- CSENet would die a natural death!
- *Dream.....*
 - Use QUICK to interface with the responding jurisdiction
 - Based on the OCSS Matrix, required forms would populate
 - IRG pop up box
 - EDE to send the packet
 - Use portal to send updates to interface with the diary/notes/narrative sections of each state's automated system



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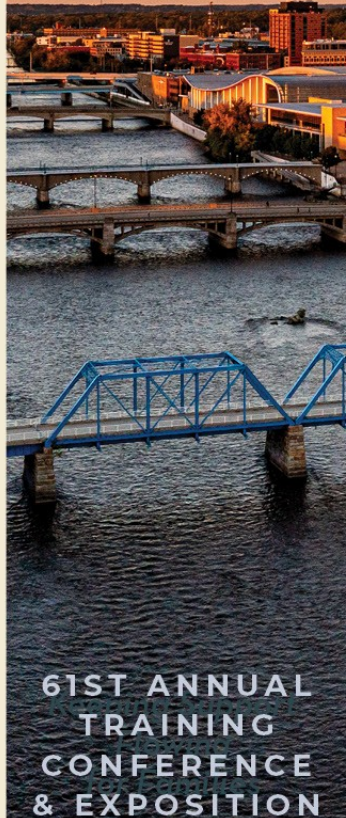
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National facilitation of obtaining birth/paternity records from Vital Statistics

- **Why Change?**
- Wide ranging situations regarding how state vital statistics offices interact (and more often don't interact) with the IVD world
- IVD actions depend on birth/paternity records to ensure appropriate actions are taken
- Many vital statistics offices will not accept requests from IVD, only parents
- Inability to easily obtain these documents can sink a referral



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National facilitation of obtaining birth/paternity records from Vital Statistics

- Options for improvement?
- National agreement between IVD and Vital Statistics to accept requests from IVD agencies for copies of birth/paternity records
- Preferably with no or limited fees
- Better yet, a national clearing house, one-stop-shop to coordinate requests from IVD to state vital statistics offices
- Each state IVD agency coordinate agreement with their vital statistics to provide requested documents to them, and they provide them to everyone else



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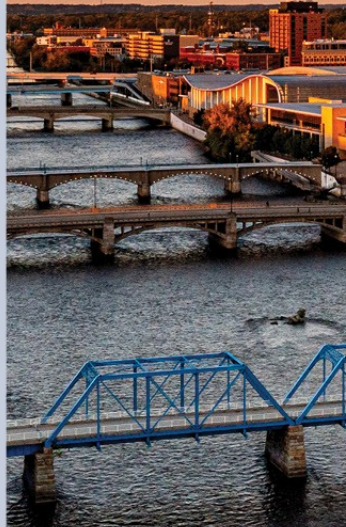
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Mandatory Withholding of Support from Unemployment Insurance

- **Why Change?**
- Unemployment insurance agencies are not required to comply with out-of-state income withholding notices
- Two-state case referrals waste valuable time given limited duration of benefits, resulting in children not receiving current support



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Mandatory Withholding of Support from Unemployment Insurance

- **Options for Improvement?**

- Enact federal legislation mandating that all state agencies that issue unemployment benefits honor income withholding orders issued by any state and to treat that order as if it were issued by a tribunal in the employer's state
- Same as rule for employers
- How? Add a new subsection (12) to 42 U.S.C. 666(b) to require state unemployment agencies honor other state's child support income withholding orders for unemployment insurance benefits to the same extent they honor intrastate orders for child support and spousal support



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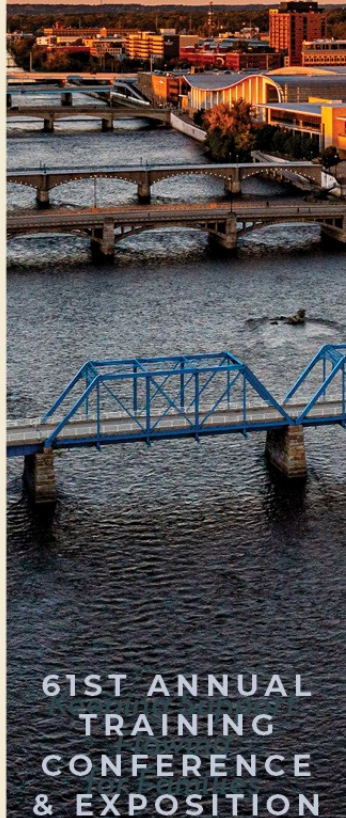
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National Directory of New Hires

- **Why Change?**
- Multi-state employers permitted to report all new employees in only one of the states where they do business
- Each State Directory of New Hires shares data with National Directory of New Hires, which is then shared with all the states - not most efficient process
- Employers want one national database instead of state databases
- With increasing gig workers, program needs mandatory independent contractor reporting by companies



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National Directory of New Hires

- **Options for improvement?**
- Enact federal legislation requiring multi-state employers to report new employees directly to the National Directory of New Hires
- Reporting directly to the National Directory will expedite the sharing of the new hire information to all other states, thereby streamlining the process and accelerating the receipt of support
- Require reporting of independent contractors



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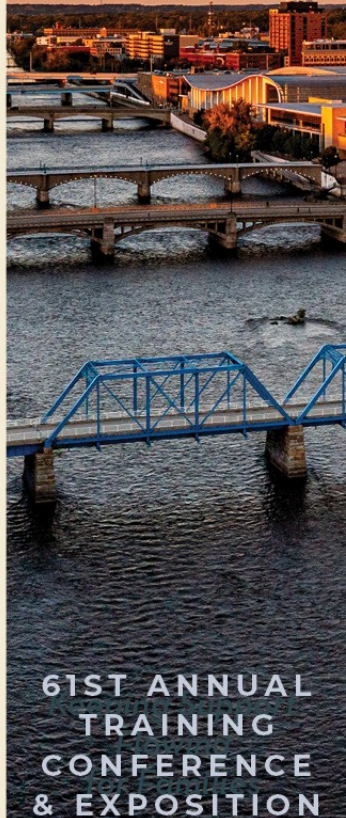
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So, if we ran the world....

- Interest on unpaid child support
- Improved conflict resolution between jurisdictions
- More and better technology for completing interstate referrals
- Better coordination with Vital Statistics agencies to obtain birth and paternity documents
- Mandatory withholding of support from unemployment insurance
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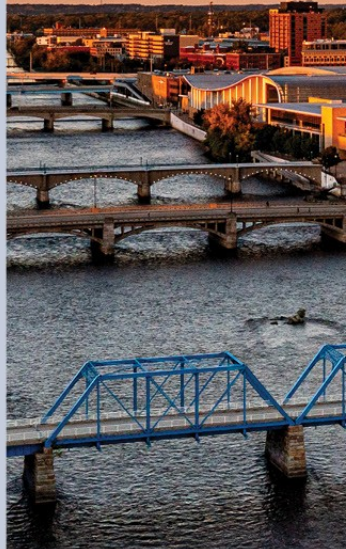
Do you have ideas? Questions?

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Thank you!



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