



*Bridging Bright
Futures for Families*

**ERICSA
2024**

Grand Rapids

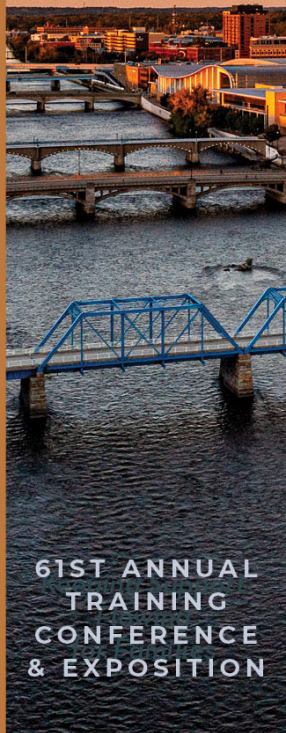
**ERICSA 61ST ANNUAL
TRAINING CONFERENCE & EXPOSITION
APRIL 7-11, 2024**

Why Do Those Other States Do That!?

Irene Curran, J.D. IL, Deputy Administrator, Child Support Services
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David Morris, J.D., IN, Indiana Prosecuting Attorneys Council
Petrina Travers, Ramsey County, MN, Moderator



Culture clashes exist from state to state. Are your conflicts based on processes, how the other states approach their cases, differing state laws, or something else? How do different jurisdictions handle interest on interstate cases? What are some of the unique practices that some states use, both administrative and judicial? Please come prepared to share how your policies and procedures impact how you work your intergovernmental child support cases.



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Agenda

- Introduction of Speakers
- Introduction of Jurisdictions
- Varying Procedures
 - Central Registry
 - Paternity and Establishment
 - Enforcement
 - Registrations
 - Courts
 - Communications
- Examples of Intergovernmental Casework Tools
- Q&A/Discussion



Introduction of Jurisdictions



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Illinois

- State Administered/State run
- Agency is called Child Support Services
- Judicial State for establishing orders/using both administrative and judicial enforcement tools
- Has a statewide caseload handled by Child Support Specialists
- Has a call center staffed by Office specialists
- Uses Attorney General and some county prosecutors for judicial actions.



Indiana

- State Administered / County Run
- Agency is called the Child Support Bureau
- Judicial state for establishing orders; Simultaneous judicial and administrative enforcement
- Has a county-wide caseload interfaced through a state system; professionals are called caseworkers
- Most calls handled by county caseworker
- Uses county prosecutors for all judicial actions



Missouri

- State Administered / State Run
- Agency is called the Family Support Division
- Uses administrative process, judicial process when administrative remedies are exhausted
- Has statewide caseload; professionals are called Benefit Program Technicians
- Task Operating System assigns staff work
- Has a call center staffed by CS professionals
- Uses county prosecutors for most judicial actions and the Attorney General's Office for specific relief.



Does your state have specialized units that do certain functions?

- **Illinois** – ICR (Central Registry) Field operations (Casework), Central operations (enforcement) Customer service
- **Indiana** – ISETS Help Desk, INSCCU, CEU, UDC, etc.
- **Missouri** – Central Registry, Intake Center, CSCC, FRS, CS Legal Team, Outreach Unit, Engagement Office, Central Locate Unit



Varying Procedures



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Central Registry

- How much does your state's central registry review an incoming referral before sending it to the county with jurisdiction?
 - **Illinois** – significant review, except for Cook county referrals- those are sent directly to the legal partners per agreement.
 - **Indiana** – significant review; incomplete /erroneous transmittals are returned to I/J
 - **Missouri** – Intake Center Case Initiation team processes the incoming referral/opens and reviews/screens case. Then tasked out to financial skilled staff in statewide caseload - not county based.



Support Convention countries require different forms. See [FC-17-09](#) for information about Hague Convention forms.

Action Requested	Federal Forms Required
Establish parentage* and establish and enforce a support order for • Current support • Retroactive child support • Medical support only	1. Child Support Enforcement Transmittal #1 – Initial Request (Check action 1; also check 2.A and/or B or C.) 2. Child Support Agency Confidential Information Form 3. Uniform Support Petition 4. General Testimony 5. Personal Information Form for UIFSA § 311 6. Declaration in Support of Establishing Parentage (for each child)
Establish and enforce a support order for • Current support • Retroactive child support • Medical support only	1. Child Support Enforcement Transmittal #1 – Initial Request (Check action 2.A and/or B or C.) 2. Child Support Agency Confidential Information Form 3. Uniform Support Petition 4. General Testimony 5. Personal Information Form for UIFSA § 311
For cases with existing responding tribunal orders: • Enforce • Enforce arrears only • Change person/entity entitled to receive funds and enforce	1. Child Support Enforcement Transmittal #1 – Initial Request (Check action 3.A, D, or E.) 2. Child Support Agency Confidential Information Form
For cases with existing responding tribunal orders: • Modify and enforce • Modify then close the intergovernmental IV-D case	1. Child Support Enforcement Transmittal #1 – Initial Request (Check action 3.B or C.) 2. Child Support Agency Confidential Information Form 3. Uniform Support Petition 4. General Testimony 5. Personal Information Form for UIFSA § 311
For cases with existing orders from another jurisdiction (not the responding state): • Register and enforce • Register and enforce arrears only	1. Child Support Enforcement Transmittal #1 – Initial Request (Check action 4.A or D.) 2. Child Support Agency Confidential Information Form 3. Letter of Transmittal Requesting Registration
For cases with existing orders from another jurisdiction (not the responding state): • Register, modify, and enforce • Register, modify, then close the intergovernmental IV-D case	1. Child Support Enforcement Transmittal #1 – Initial Request (Check action 4.B or C.) 2. Child Support Agency Confidential Information Form 3. Letter of Transmittal Requesting Registration 4. Uniform Support Petition 5. General Testimony 6. Personal Information Form for UIFSA § 311



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Central Registry

- Who handles transmittals that are missing important information? Central registry? Local IV-D office?
 - **Illinois** – if it is simple request, the central registry, otherwise the request is made by the region it belongs to.
 - **Indiana** – Mostly central registry. However, case specifics may require local IV-D agency to make request
 - **Missouri** – Intake Center Case Initiation team requests missing information/documentation at case opening; however, after forwarded to field, staff will additionally review; PA offices will likely request updated documents if the agency first proceeded administratively because of the time lag



Central Registry

- How does your office handle decrees that are in a foreign language?
 - **Illinois** – Central registry checks the incoming packet for original and translated orders-Regional offices request and obtain translated copy of the documents.
 - **Indiana** – central registry checks incoming packet for original and translated orders. Local IV-D agency obtains translated copy before sending out, either by local staff or third party.
 - **Missouri** – Incoming intergovernmental referral should include an original and translated order. MO uses a vendor service to translate written documents for outgoing referrals when necessary.



Enforcement

- How does your office set up a case in which the nonresident respondent has an employer in the other state from which your office can send i/w? Or do you just send an outgoing transmittal to have them send the i/w?
 - **Illinois** – if Illinois case, Illinois will send the i/w. If not, transmittal will be sent for i/w
 - **Indiana** – If no local order exists, ask R/J to register and send i/w
 - **Missouri** – issues direct IWO administratively when possible. If the obligor contests the IWO or it is not successful, MO sends a Trans #1 enforcement referral.



Enforcement

- What does your office do with transmittals where interest is mandated under the issuing state's general laws, but the order itself is silent as to interest?
 - **Illinois** – if requested by transmittal, Illinois will collect
 - **Indiana** – unless specifically requested by transmittal, it is not collected
 - **Missouri** – If IJ requests it be enforced, then MO requests a sum-certain judgment of interest from the order state as of a date certain before adding it to the case and enforcing in MO.



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Enforcement

- Does your state have an automatic COLA? How does your office handle administrative cost of living increases in the CEJ state?
 - **Illinois** – no automatic COLA; file notice with court to register the increase
 - **Indiana** – No automatic COLA; File notice with the court of COLA increase with copies to all parties
 - **Missouri** – No automatic COLA. If the CEJ state has a COLA law and forwards a COLA Notice or Order, MO updates the obligation and enforces. No further administrative process is necessary. PA office treats it as a modification, so that if case is with the PA, it gets registered before it can be enforced with a contempt.

Registration

- If your state uses administrative process, do they administratively register foreign judgments first before enforcing?
 - **Indiana** – all registrations are judicial. Then, admin and judicial remedies are employed simultaneously
 - **Illinois** – all registrations are first registered administratively, then referred to court for judicial enforcement
 - **Missouri** – Issue Notice of Administrative Enforcement to obligor, If contested, OOS order then must be registered. If not contested, MO can enforce administratively. Most registrations are judicial after administrative remedies have been exhausted; so, that's why there is a lag and updated info needed from the IJ



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Registration

- How does your office ensure that the system reflects the proper age of emancipation on a registered foreign order (not the same as your state's emancipation age)?
 - **Illinois** – Illinois State Registry will set the date, when they create the case.
 - **Indiana** – local caseworker manually sets date in the system and then follows up with I/j
 - **Missouri** – CS System generates alert when dependent on case with OOS order will be 18 in 90 days. Alert is tasked to staff who consult IRG for Age of Majority and contact other state agency usually via CSENet.



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Registration

- Does your office as a responding agency require the arrearage to be adjudicated in the CEJ state before registering for enforcement
 - **Illinois** – No
 - **Indiana** – No
 - **Missouri** – No, not for the principal



Courts



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Courts

- Does your office as a responding jurisdiction notify the nonresident party of a hearing directly (in addition to notifying the initiating jurisdiction)?
 - **Illinois** – not always. A notice is sent to the responding jurisdiction. If the party is required, then a notice is sent to the responding jurisdiction to ensure the parent is available
 - **Indiana** – varies by county (but the answer should always be yes)
 - **Missouri** – Administrative hearings, both the parties and initiating jurisdiction are notified (majority). For court hearings, notifies the applicant by sending correspondence and notice to the referring agency; we avoid direct contact until we need CP to testify; CP on IG case should work through the initiating jurisdiction and not contact MO directly

Courts

- Do you see many issues with courts not accepting the OCSS intergovernmental forms?
 - **Illinois** – some counties prefer in addition to the UIFSA petition, an additional motion to be included
 - **Indiana** – varies by county, but mostly no problem
 - **Missouri** – personally, no, but there may be some counties that have judges with concerns.



Courts

- Does your state have courts that will not allow the out of state party to appear telephonically, despite UIFSA Section X?
 - **Illinois** – Courts allow the party to appear via zoom. They are more hesitant to allow a party to appear via telephone
 - **Indiana** – No, except for occasional rogue judge
 - **Missouri** – Yes for courts. However administrative hearings are generally conducted with parties participating via telephone conference



Communications



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Communications

- Does your automated system print out the IG forms with the worker's name, direct phone, and direct email?
 - **Illinois** – the general number or the email for the unit is usually provided
 - **Indiana** – the caseworker can prompt the system to generate name, other info must be manually entered
 - **Missouri** – No



Communications

- How does your office primarily communicate with the corresponding jurisdiction? (EDE- electronic document exchange, phone call, mailed letters/transmittals?)
- **Illinois** – EDE, phone call, email, csnets and transmittals
- **Indiana** – Primarily through transmittals that are sent via EDE and through email
- **Missouri** – CSENet, EDE, mail, phone calls, encrypted email. PAs are not familiar with EDE and using it so phone calls and emails are most popular for PAs



Scenarios



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Scenario #1

- Julie formerly received TANF in Illinois and Indiana but has since moved to Wisconsin, where she does not receive TANF. Indiana, then Illinois, sent a referral to Missouri, where Father resides, to request that Missouri collect their TANF arrearages. How does Missouri decide which state gets paid and how much?



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Scenario #2

- Sally wants support from Fred for her child, Wayne, who was born out-of-wedlock in Indiana. Indiana sends requests for support to Missouri. Indiana includes Wayne's birth certificate, on which Fred is listed as the father; no affidavit of paternity was included. Will Missouri file a petition to establish support with only the birth certificate (i.e., without the paternity affidavit)?



Scenario #3

- Sally lives in Chicago, Illinois, where she gave birth to Rebecca. Sally alleges that Rebecca's father lives in Gary, Indiana, about 15 miles from Sally. Sally wants paternity and support established. Does Illinois use long-arm or prepare a UIFSA petition to get Sally some support?



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Intergovernmental Case Work Tools



Tools

- Forms
- IRG
- QUICK
- ERICSA Website

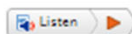


Forms

- On the OCSS Website:
<https://www.acf.hhs.gov/css/form/intergovernmental-child-support-enforcement-forms>
- Matrix
- https://www.acf.hhs.gov/sites/default/files/documents/ocse/intergovernmental_forms_matrix.pdf



Intergovernmental Child Support Enforcement Forms



OMB 0970-0085

Publication Date: February 13, 2023 **Current as of:** December 20, 2023

States are required to use the federally approved standard intergovernmental forms in intergovernmental actions. The **OCSS intergovernmental forms matrix** (PDF) specifies which forms to use according to the specific action requested in the case.

States need to use the English forms for transmitting information. We have four Spanish forms available for reference. These are the most commonly used forms for customers.

(For processing international cases under the Hague Convention, please see alternative forms on the OCSS **Hague Convention forms** webpage. For processing cases with Foreign Reciprocating Countries that are not Hague countries, see the appropriate Caseworker Guide on the **International webpage**.)

1. **Child Support Agency Confidential Information.pdf** (PDF) — Safeguards the privacy of individuals by providing a means to record their personal identifiable information on a separate document that is not to be filed with a tribunal or shared with the other party
2. **Child Support Locate Request.pdf** (PDF) — Used by a IV-D agency for requesting locate information from another state if a CSENet agreement is not in place
3. **Declaration in Support of Establishing Parentage.pdf** (PDF) **(Spanish)** (PDF) — Supplements the Uniform Support Petition when parentage is at issue in an intergovernmental case
4. **General Testimony.pdf** (PDF) **(Spanish)** (PDF) — Provides a framework for stating detailed information and evidence to support the action requested in the petition
General Testimony Instructions.pdf (PDF) **(Spanish)** (PDF) — Provides instructions for stating the detailed information and evidence to support the action requested in the petition
5. **Letter of Transmittal Requesting Registration.pdf** (PDF) **(Spanish)** (PDF) — Completed by initiating jurisdiction to request registration of an existing order for enforcement and/or modification
6. **Notice of Determination of Controlling Order.pdf** (PDF) — Provides a standard format for alerting entities in other jurisdictions about a controlling order determination
7. **Personal Information Form For UIFSA 311.pdf** (PDF) — Records, in a separate document, the personal identifiable information required by UIFSA § 311, eliminating repetition of the required personal identifiable information in the Uniform Support Petition, Declaration in Support of Parentage, and General Testimony
8. **Child Support Agency Request for Change of Support Payment Location Pursuant to UIFSA § 319.pdf** (PDF) — Used by a child support agency, under specific limited circumstances allowed under UIFSA § 319(b), to change the payment location of a support order issued by another state, or to respond to such a request
9. **Child Support Enforcement Transmittal #1 — Initial Request.pdf** (PDF) — A "cover letter" required to refer IV-D interstate cases to a responding state's central registry
10. **Child Support Enforcement Transmittal #1 — Acknowledgment.pdf** (PDF) — Provides a standard format for a responding child support agency to acknowledge receipt of a Transmittal #1 request and to notify the initiating agency of any additional forms or information needed
11. **Child Support Enforcement Transmittal #2 — Subsequent Actions.pdf** (PDF) — Used by the initiating or responding jurisdiction to request/provide additional information in previously referred cases
12. **Child Support Enforcement Transmittal #3 — Request for Assistance/Discovery.pdf** (PDF) — Used when the requesting jurisdiction is working its case locally and needs limited assistance from another jurisdiction
13. **Uniform Support Petition.pdf** (PDF) **(Spanish)** (PDF) — Legal pleading needed for the responding state to initiate action

INTERGOVERNMENTAL FORMS MATRIX

Requests to Open an Intergovernmental IV-D Case

Intergovernmental forms: <https://www.acf.hhs.gov/css/resource/uifsa-intergovernmental-child-support-enforcement-forms>

Intergovernmental forms requirements are listed below. Additional documents may be required, depending on the case circumstances and responding state requirements. Check the [Intergovernmental Reference Guide](#) (IRG), contact the responding state, or do both to determine requirements before sending a case. International cases with Hague Child Support Convention countries require different forms. See [AT-17-06](#) for information about Hague Convention forms.

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Establish and enforce a support order for - Current support - Retroactive child support - Medical support only	- Child Support Enforcement Transmittal #1 – Initial Request (Check action 2.A and/or B or C.) - Child Support Agency Confidential Information Form - Uniform Support Petition - General Testimony - Personal Information Form for UIFSA § 311
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* While UIFSA section 402 allows for the establishment of parentage only, parentage establishment is not a stand-alone request in an intergovernmental IV-D case, but must be part of a request to establish and enforce an order.



CHILD SUPPORT PORTAL

Secured Environment

HOME PORTAL HOME EXCHANGE AGREEMENTS PROFILE QUERY DOWNLOADS RESOURCES FEEDBACK LOGOUT

☒ State ☐ International ☐ Tribe ☐ OCSE

29 - Missouri

GO

Missouri



State Child Support Website

Profile

Contact

Program Category: ----- Select All -----

Updated On: 25 Apr 2022

Certified On: 08 Mar 2024

Download Profile

1. General Program-At-A-Glance

1. How many local child support offices are in your state excluding agencies with cooperative agreements?

The Family Support Division (FSD) has 18 local state-run IV-D offices. In Audrain, Buchanan, Clay and Jackson counties, the prosecuting attorney and her/his staff perform the same functions as a state-administered child support office except the employees are not state employees. FSD refers cases to local county prosecuting attorney offices when judicial processes (the

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29 - Missouri

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Missouri



State Child Support Website

Profile

Contact

Type: ☒ State
☐ County
☐ Region

Address Type: -Select-

City: -Select-

Zip Code: -Select-

Last Name: -Select-

Search

First Name	Last Name	Address Type	Department	Phone
☒		Automated Interstate Case Payment Requests Contact	Automated Interstate Case Payment Requests	8002250530
☐		Bureau of Vital Statistics Contact	Bureau of Vital Records	5737516387
☐ Katherine	McKenna-York	Central Registry Contact	Family Support Division	5737514224
☐		Collection and Distribution Contact	Family Support Division	5737513221
☐ Joan	Kuhn	Continuing Exclusive Jurisdiction Contact	Policy Development Unit	5735263546
☐ Circuit Clerk		Copy of Order Contact		0000000000
☐ Joan	Kuhn	CSENet Contact	Family Support Division	5735263546
☐		Customer Service Contact	Family Support Division	8663139960
☐ Donna	Morgan	Direct Deposit Contact		5737619399
☐		Domestic Violence Contact	Coalition Against D & SV	5736344161
☐ Katherine	McKenna-York	Electronic Document Exchange Contact	Family Support Division	5737514224
☐ Windy	Venable	Electronic Funds Transfer Contact	Financial Resolutions Section	5735228162

CHILD SUPPORT PORTAL

Secured Environment

HOME PORTAL HOME EXCHANGE AGREEMENTS PROFILE QUERY DOWNLOADS RESOURCES FEEDBACK LOGOUT

Must make a selection to proceed

☐ State ☐ International ☒ Tribe ☐ OCSE

----Select----

GO

----Select----

830 - Alabama-Coushatta Tribe of Texas
A61 - Aleutian-Pribiloff Islands Associations, Inc.
201 - Blackfeet Nation
S02 - Central Council Tlingit And Haida Indian Tribes Of Alaska
905 - Cherokee Nation
906 - Chickasaw Nation
205 - Chippewa Cree Tribe
181 - Coeur D'Alene Tribe
808 - Comanche Nation of Oklahoma
203 - Confederated Tribes of Salish and Kootenai
101 - Confederated Tribes of the Colville Reservation
143 - Confederated Tribes of the Umatilla Indian Reservation
914 - Delaware Tribe of Indians
001 - Eastern Band of Cherokee Indians
282 - Eastern Shoshone
434 - Forest County Potawatomi Community
204 - Fort Belknap Indian Community
439 - Ho-Chunk Nation
810 - Kaw Nation

Profile

Contact

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☐ State ☐ International ☐ Tribe ☒ OCSE

Intergovernmental Reference Guide ▼

GO

Intergovernm

Guide

Contact

Address Ty

First Name	Last Name	Address Ty
☒ Angela	Kasey-Henry	Technical Suppo

-----Select-----
Central
Access and Visitation
CSENET
Data Transmission
Division of State and Tribal Systems
Employer Services
Intergovernmental Reference Guide
Interstate Case Reconciliation
MSFIDM
National Directory of New Hire
Passport Denial
Tax Offset
Region 1 - Boston
Region 2 - New York
Region 3 - Philadelphia
Region 4 - Atlanta
Region 5 - Chicago
Region 6 - Dallas
Region 7 - Kansas City

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ce Guide	2024015568

CHILD SUPPORT PORTAL

HOME

QUERY INTERSTATE CASES FOR KIDS ▾

FEEDBACK

FAQ

CONTACT US

State Status

Welcome to Query Interstate Cases for Kids

Query State

Find Case ID

* Requesting State Case ID



* State you want to query

-SELECT-



* Responding State Case ID



* Data you want to view

-SELECT-



Case ID Matrix

Submit

Clear



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Intergovernmental Improvement ▾

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Intergovernmental Improvement Committee Survey

Intergovernmental Improvement

WICSEC – ERICSA Interjurisdictional Pledge

ERICSA has joined WICSEC's interjurisdictional cooperation effort! The Intergovernmental Fair is an event held at the annual

Session Recap

- Intergovernmental cases vary because states are bound by their state laws, policies, and automated systems
- Even though UIFSA 2008 is mandated in every state, the states do things differently because of those state laws
- Automated systems control the generation of the intergovernmental forms
- Give grace and information to the other state
- Make new friends at ERICSA!!



**ANY
QUESTIONS?**

A stylized illustration of a hand holding a rectangular sign. The sign is cream-colored with a thick black border and contains the text 'ANY QUESTIONS?' in a bold, black, sans-serif font. The hand is depicted with a black outline and a white interior, with a jagged line representing the thumb. The background is a solid red color with a subtle pattern of small, light red dots. The entire image is framed by a blue border.

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