



ERICSA

On the Road Again

A
VIRTUAL
ROAD
TRIP

MAY 24 – 26, 2021

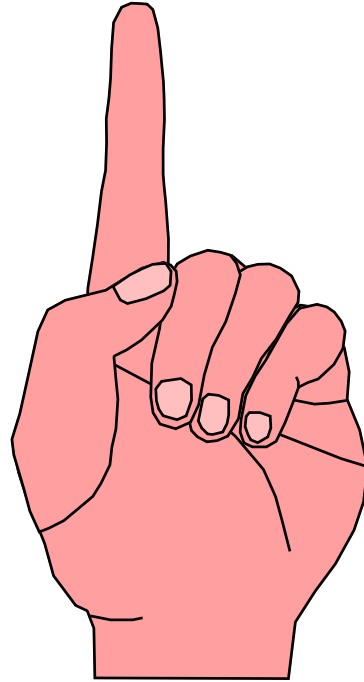
Success with Interstate – *Why Does That Other State Keep Messing Up My Case?!?*

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What To Do First?



What To Do First

- Determine what needs to be done
 - Consider one-state process whenever possible
 - Eliminates the need for the involvement of a second state
- When two-state is necessary
 - Gather all available information before sending to a second state



What To Do First

- Know what you are requesting before you forward the request to another state
 - Ensure that the other state is able to do the action your are requesting
 - Review the IRG and the federal OCSE Forms Matrix to determine what the other state requires



What To Do First

- Know which federal forms you must complete and send to the other state
 - Fill out all forms as completely as possible
 - Verify address and employment information prior to sending the case to the other state
 - Originals, notarizations and certified copies are no longer necessary
 - Exception – one certified copy for registration requests



UIFSA Forms

- Child Support Agency Confidential Information
- Child Support Locate Request
- Declaration in Support of Establishing Parentage
- General Testimony
- Letter of Transmittal Requesting Registration
- Notice of Determination of Controlling Order
- Personal Information Form for UIFSA §311
- Child Support Agency Request for Change of Support Payment Location Pursuant to UIFSA §319
- CSE Transmittal #1 – Initial Request
- CSE transmittal #1 – Acknowledgment
- CSE Transmittal #2 – Subsequent Actions
- CSE Transmittal #3 – Request for Assistance
- Uniform Support Petition



Next Steps

- Send all new requests to the other state's Central Registry
 - CSE Transmittal #1 – Acknowledgment
 - Provides the correct contact information that you can input into your system
- Follow-up and request updates from the appropriate local county/regional office
 - Review the IRG and QUICK and local contact lists for contact information if necessary



Customer Service



Customer Service

- Initial referrals – contact the Central Registry within 30 days
- Follow-up status requests – contact the local county/regional agency
 - If unable to obtain a response, contact the Central Registry
 - Responding jurisdiction sends all correspondence through the initiating jurisdiction (cc: to CP is optional)
 - Parties should contact their child support agency within their respective state



Points of Interest

- Paternity when CP is not the mother
 - Complete Declaration in Support of Establishing Parentage
 - Notarized statement from CP
- Voluntary Acknowledgment of Paternity vs. birth certificate
 - Constitutes legal proof of paternity
- Change of Payee
 - Varies from state to state
 - Administrative in some states while judicial in others



Points of Interest

- Redirection of Payments vs. Enforcement vs. Payment Forwarding
 - Payments Originally sent directly to CP and now sent to a SDU
 - Originally sent to one SDU and now sent to a new SDU
 - Transmittal #1 vs. Transmittal #3
- Enforcement, and forward payments
 - Varies from state to state
 - Use for administrative action requests



Points of Interest

- Certified copies of orders
- Registration for Modification Only – NCP filing
- Confidentiality forms
- Arrears calculations
 - State with controlling order determines balance
- Telephonic testimony
 - Varies from state to state, although now mandatory
 - Valuable tool in intergovernmental cases



Communicating with Another State

- Follow a “hierarchy”
- Utilize various communication tools
 - Transmittals
 - E-mail
 - Phone calls
- Federal tools: QUICK, CSENet, IRG, EDE
- Call centers vs. direct contact



Intergovernmental Reference Guide – IRG



Why Use the IRG?

- Informational resource tool that includes
 - Profiles of policies and statutory authorities
 - Location Codes and Addresses
 - International and Tribal points of contact
 - OCSE regional and central office
- Interactive website



What Do State and Tribal Profiles Contain?

- General/Program-At-A-Glance
- UIFSA
- Reciprocity (state-level)
- Age of Majority
- Statute of Limitations
- Support Details
- Income Withholding
- Paternity
- Support Order Establishment
- Support Enforcement
- Modification and Review/Adjustment
- Payments
- Insurance Match
- Case Closure
- Family Violence



IRG – Location Codes and Address Types

- State
- County
- Region
- Tribal
- Central OCSE
- Regional OCSE
- International
 - Hague
 - Reciprocal
- Provides the following information:
 - Names
 - Addresses
 - Telephone numbers
 - FAX numbers
 - E-Mail addresses



CSENet

- CSENet is an electronic communication tool that:
 - Serves to expedite intergovernmental case processing, and
 - Provides an avenue for improved intergovernmental communication
- OCSE created a standard language that all states utilize in order to share information through CSENet



CSENet

- With CSENet, states can:
 - Exchange information nightly on common case participants
 - Send, accept and process intergovernmental requests including:
 - Locating NCPs;
 - Establishing paternity and support obligations;
 - Enforcing support orders and collection of monies; and
 - Gathering additional case information



CSENet

- CSENet uses transaction types defined by OCSE that allows states to exchange data such as:
 - Information on new case referrals;
 - Requests to perform actions on behalf of another state;
 - Responses to requests via outgoing CSENet transactions; and
 - Updates from other states on existing cases



QUICK

- Query Interstate Cases for Kids is an electronic communication tool used by IV-D agencies that:
 - Improves the quality and timeliness of intergovernmental case processing and customer service responses
- QUICK is a browser-based application that allows an authorized user to view case data from another state in real time



QUICK

- Financial module:
 - Presents financial and basic case data
- Case Activities module:
 - Presents case status and contact information for the worker in the other state
 - Provides information on business actions taken by the other state, including locate, paternity, order establishment, and enforcement activities



QUICK

- What does QUICK do?
 - Facilitates timely data sharing through real-time access to another state's data
 - Provides states with a standard and secure user interface
 - Uses standardized data elements to share information
 - Presents data in a format with a similar "look and feel"



QUICK

- What does QUICK do?
 - Allows access to information in real time without involving a worker in the other state
 - Provides some information not available through other electronic means
 - Provides improved consistency of data definitions
 - Expedites case management by providing data when the worker needs it
 - Improves case processing - workers can take the next action faster
 - Saves time and money on the cost of paper, copying, faxing, telephone calls, and postage
 - Improves the quality and timeliness of customer service responses



EDE

- EDE is an application on the Child Support Portal that:
 - Provides a secure way for states to exchange child support documents and UIFSA forms electronically
 - Benefits states by:
 - Reducing the cost of postage and handling, and
 - Delivering documents to other states faster than standard methods

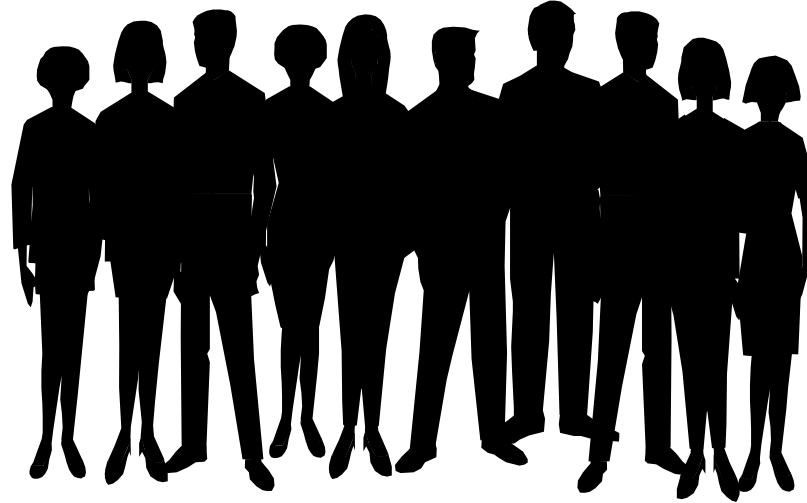


EDE

- Using EDE you can:
 - Request documents from another state participating in EDE
 - Respond to requests
 - View and download responses
 - Send unsolicited documents to an EDE participant in support of a CSENet transaction to open a case or to update documents for an existing case
 - Download unsolicited documents
 - View reports (restricted to a supervisor)



Central Registry



Central Registry in Every State

- Responsible for:
 - Receiving incoming intergovernmental cases
 - Responding to inquiries
 - Code of Federal Regulations – 45 CFR §303.7(b)(1 - 4)



Central Registry Timeframes

- Within ten working days of receipt of an intergovernmental IV-D case, the Central Registry must:
 - Review the request for completeness;
 - Forward the case for locate processing or to local agency for any action that can be taken;
 - Acknowledge receipt of the case and request any missing documentation; and
 - Inform the initiating agency where the case was sent for action



Central Registry Timeframes

- Within five working days of receiving a status request from an initiating agency, the central registry must:
 - Respond to the request, and
 - Provide assistance



Teamwork



Differing State Policies and Laws

- Policies
 - Caretaker cases
 - Foster care cases
 - Enforcing arrears only cases
 - Establishing TANF arrears and retroactive arrears
- Laws
 - Emancipation
 - Statute of limitations
 - Interest



Common Problems with Incoming Cases

- Missing documents
- Locate not recently verified
- Address and/or Employment information is old
- Other information incomplete or inaccurate
- If local or “optional” forms are needed, explain these to the initiating jurisdiction



Barriers with Incoming Cases

- Family Violence
- Action requested inaccurate
- ALL orders not included
 - Modifications
 - COLA



Tips for Completing Documents

- Reconcile arrears on all documents
- Pay close attention to case type (i.e., TANF, Medical Only)
- Provide a recently verified address for the obligor
- Request correct action (i.e., Collection of Arrears Only)
- Provide your direct contact information
- Provide e-mail address



Status Requests

- Status requests may be sent in one of the following ways:
 - CSE Transmittal #2 – Subsequent Actions
 - E-mail
 - Telephone
 - CSENet
 - FAX
- Central Registries must respond to initiating agencies within 5 working days of receipt of a status request – 45 CFR §303.7(b)(4)



Limited Services

- CSE Transmittal #3 – Request for Assistance
 - Copies of support orders or payment records
 - Assistance with service of process
 - Assistance with genetic testing
 - Assistance with telephonic testimony
 - Assistance with administrative review
 - Assistance with discovery
 - Assistance with AEI
 - Assistance with financial information
 - Provide case number
 - Payment Forwarding



THANK YOU

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