



ERICSA

2022

**Jazzin' It Up
for Children
and Families**

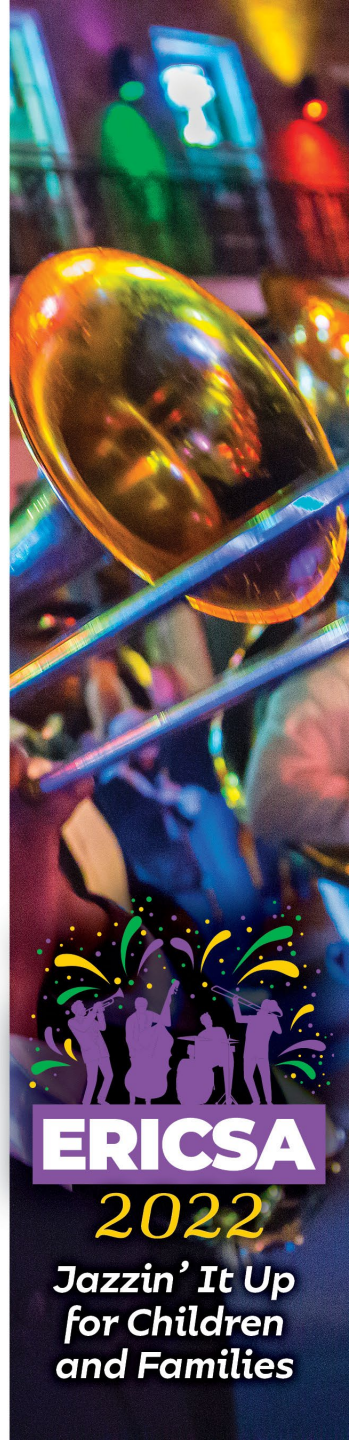
New Orleans

May 22 – 26, 2022

**59TH ANNUAL
TRAINING CONFERENCE
& EXPOSITION**

Maintaining Harmonious Relationships:

The Customer, Child Support, and You
By Roshonda Baines & Elizabeth West



Relationships:

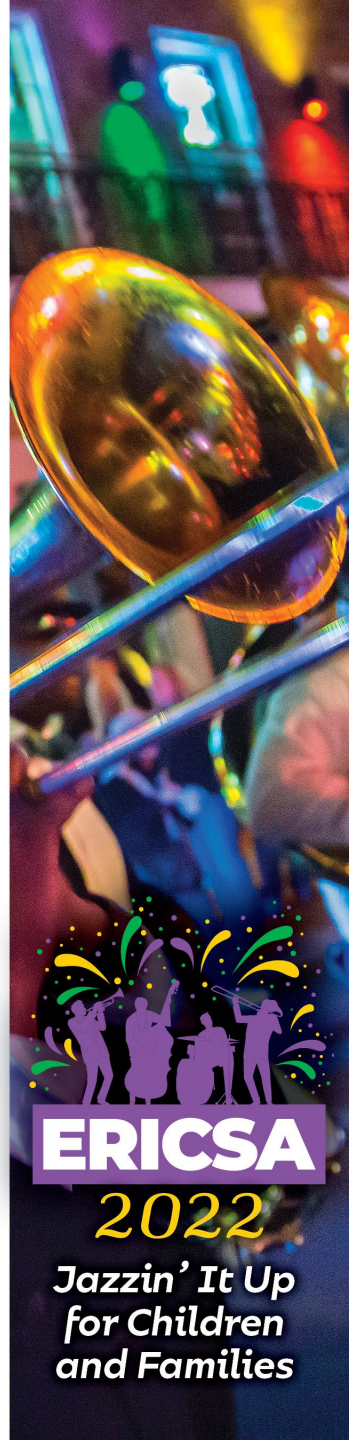
The Customer, Child Support, and You



Like the a chord progression in a fast-paced jazz song, working with customers in a child support setting can range from a simple beat to a complex composition involving multiple moving pieces. When faced with a complex customer experience, we must appreciate the delicate intricacies of all parties and learn to improvise to meet our customer's needs. This session will delve into the more challenging side of the customer service experience, including working with sovereign citizens, cases involving

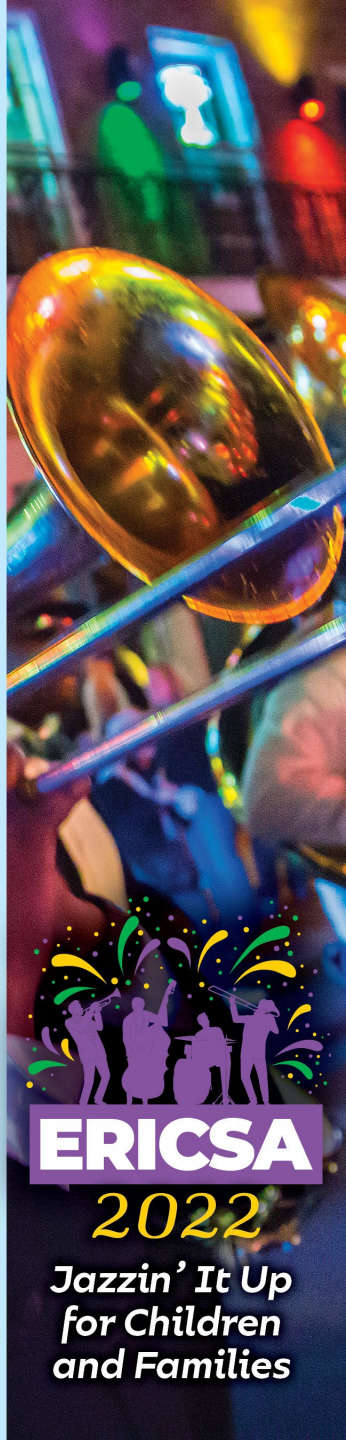


Sponsor Slide



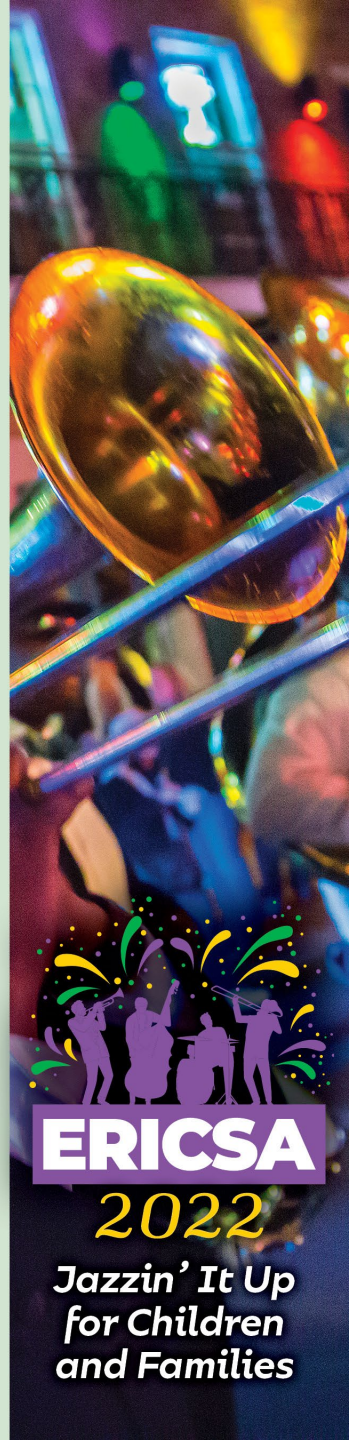
Customer Service 101

- Be respectful
- Have a desire to help
- Be warm and inviting
- Exercise patience
- Be considerate



What is Culture?

An umbrella term that encompasses the customs, arts, social institutions, and achievements of a particular nation, people, or other social group.



Culture & Community

- Sovereign Citizens
- Military Personnel
- Observances/Celebrations



Sovereign Citizens

- Viewpoint based on the tenet that US citizenship and government authority are illegitimate
- Deeply rooted sense of autonomy
- Diverse, nationwide movement



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Common Document Submission Methods



Sovereign Citizens – How do we respond?

- Remain calm and respectful
- Refrain from taking statements personally
- Control your reactions
- Avoid engaging in a battle of wits over policies or procedures
- If while on a call, the party is using profane or demeaning language, advise the call will need to be disconnected and can continue at a better time.
- If written correspondence is received, refer to legal team.



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Sovereign Citizens – How do we respond?

VA Legal Team:

- Review the correspondence received to determine appropriate response.
- If the party files a pleading, a judicial response is required. Failure to respond will result in a default loss for the division.
- Most VA judges are experienced with the specific types of motions typically filed and are able to resolve the motions without additional input from the division.
- Initial petitions or motions to amend that achieve successful service may have default orders entered.
- Show cause petitions have an attorney appointed. If the parties are uncooperative, the courts may find them in contempt.





Military Personnel

- ✓ Be familiar with Servicemembers Civil Relief Act (SCRA)
- ✓ Have a working knowledge of the organization
- ✓ Remember there are different branches and components
- ✓ Refrain from stereotyping
- ✓ Understand the core values are honor and integrity
- ✓ Consider deployments and other schedule variances
- ✓ Alternative means to communication



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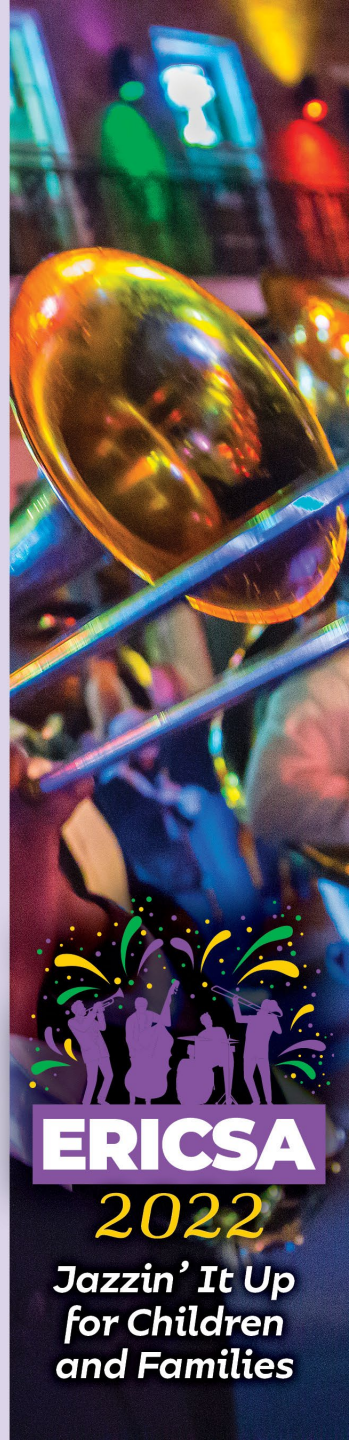
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Holidays

Hanukkah, Christmas, Kwanzaa, Indigenous Peoples' Day, Passover, Ramadan, Diwali, Juneteenth

- Be mindful of major holidays
 - Respect boundaries
 - Be empathetic
- Refrain from stereotyping



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VA Caseload Demographics – Communication Assistance Cases

Custodial Parents

- Language .34%
- Hearing .03%
- Vision .02%
- Other, not specified .05%

Noncustodial Parents

- Language .20%
- Hearing .02%
- Vision .01%
- Other, not specified .03%



Language Barrier

- Remember language goes both ways
- Speak slowly and clearly
- Be patient and respectful
- Be willing to go the extra mile
- Consider additional methods of communication
- Use available technology



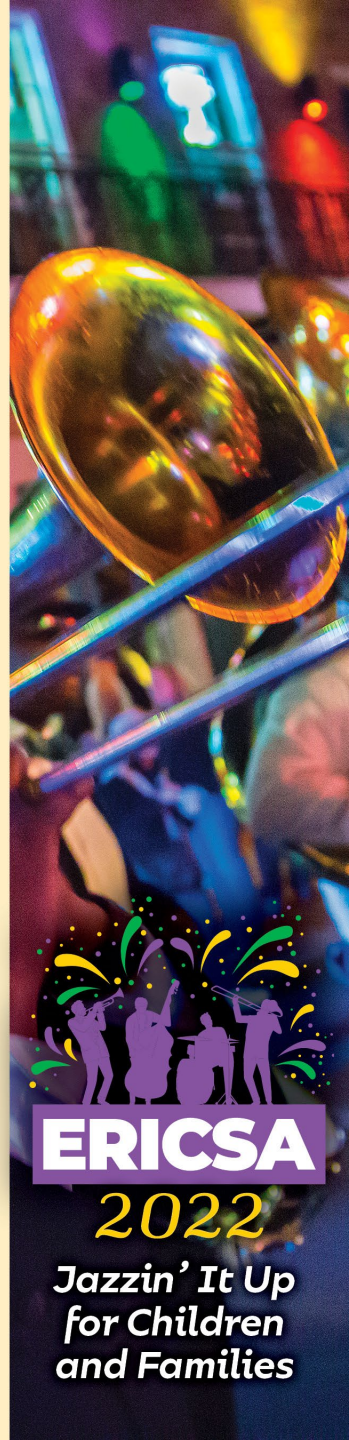
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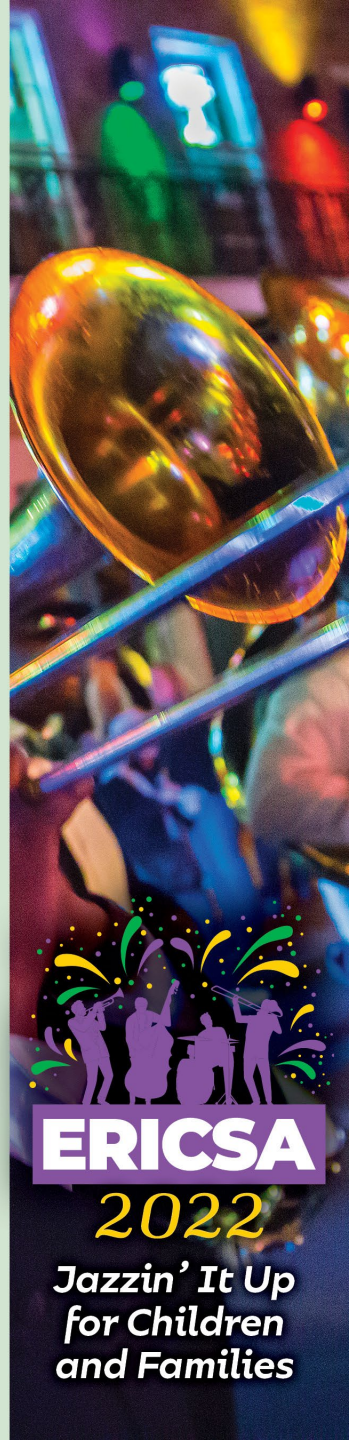
Hearing Impaired

- Check your body language
- Face the person directly
- Speak slowly and clearly
- Refrain from gesturing with hands unless using American Sign Language
- Check for visual cues of understanding
- Utilize alternative methods
- Use available technology
- If utilizing an interpreter, remember you are talking to the client, not the interpreter



Visually Impaired

- Identify yourself and anyone else who may be present
- Do not speak louder
- Remember to use your words
- Offer to read aloud any printed documents



RESOURCES



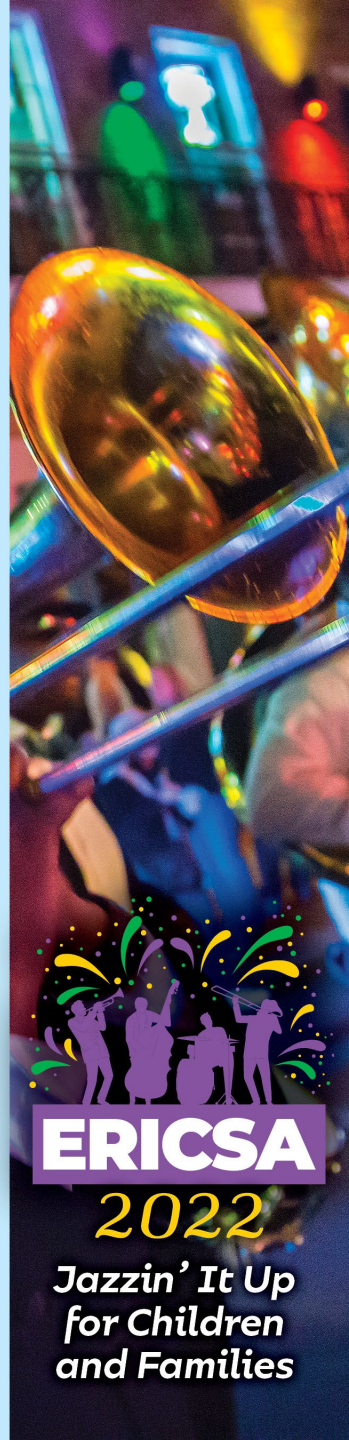
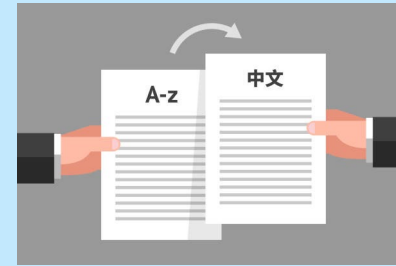
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Current Contracted Services Available for Communication Assistance Cases

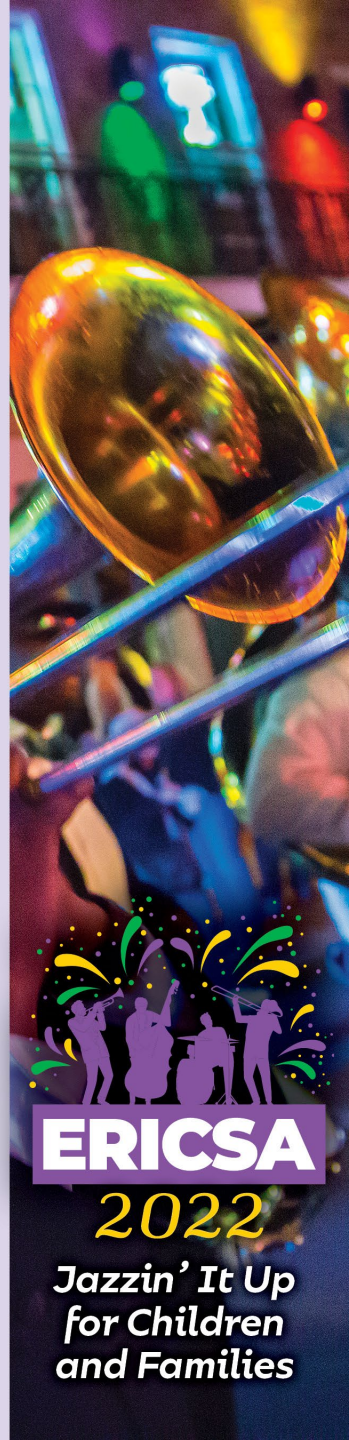
- Telephonic interpretation
- On-site interpretation
- Document translation
- Video conference



My Child Support Portal

Provides customers, employers, and third parties access to a variety of online child support services, including:

- ☐ Apply for child support services
- ☐ View and update case information
- ☐ Obtain and manage payment information
- ☐ Make payments
- ☐ Send messages to the caseworker
- ☐ Receive messages from the caseworker
- ☐ Upload/download documents





The MyChildSupport portal provides the following services for:

Parents/Guardians

Apply For Child Support Services

Either parent or a legal guardian can apply for child support services. Apply now to receive/pay child support or request low-cost paternity testing.

Case Information

View up-to-date case and payment information at any time.

Schedule Child Support Payments

Make child support payments that can be drafted from your bank account via eCheck.

Manage Payments

View, cancel, and report on payments that you've made through the MyChildSupport portal.

Send Income Verification

Request child support payment information for income verification.

Upload Documents

Upload case specific documents.

Request Case Documents

Request copies of case documents.

Send and Receive Messages

Send and receive messages through the MyChildSupport Portal.

Update Contact Information

Update contact information and contact preferences.

Employers

Others

! Notices

System Maintenance

MyChildSupport will be in maintenance mode from 8:00PM for potentially a few hours. Some functionality will not be available during that time. Thanks for your patience during this time.

Sign In

Username

Password

[Sign In for Case Information or to Make Payment](#)

Don't have an account?

[Register for Account](#)

[\\$ Guest Payment](#)

[Online Application](#)

You can now apply for child support services online! To start process, click [here](#) or select "Online Application" button above.

- You will be taken to a secure website where you can enter information necessary to complete an application.
- Please plan to take 15-20 minutes to complete all of the required fields of the online application, as this information will not be saved for completion at a later time.



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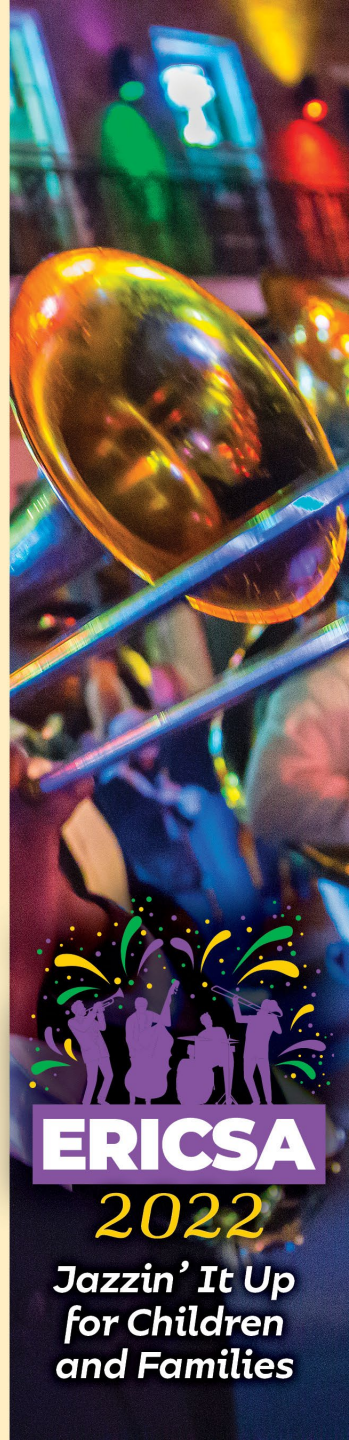
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Customer Relationship Management (CRM)

System established to standardize processes utilized by VDSS to manage citizen inquiries, requests, and/or issues as well as provide customers with the ability to check the status of submitted inquiries.

Types of inquiries:

- Customer complaints about a service or an interaction with an agency employee
- FOIA and Data Subject requests
- Legislation suggestions
- Questions about available services



Home

Recent

Pinned

My Work

Dashboards

Queue Items

Customers

Accounts

Constituents

Inquiries

Activities

Data

Data Requests

Data Sharing Agree...

Approval Requests

Organization

Departments

Programs

Data Request Depart...

LEGIS

Email Messages

Service

Save As + New X Clear Default Refresh All

Executive Inquiry Dashboard

Due or Overdue Inquiries

New Inquiry

Search this view

Subject	Due Date	Owner	Inquiry Stat...
Constituent Letter ██████ S-DCSE	4/25/2022 5:0...	██████	Pending
DCSE	4/26/2022 5:0...	██████	In Process

ABC 1 - 2 of 2

My Active Inquiries

New Inquiry Refresh See all records

Search this view

No data available.

All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

0 - 0 of 0

Inquiries Last 30 Days

Inquiries by Account

(blank) Valley District Office Eastern Virginia DCSE Newport News DCSE Suffolk DCSE Ab

Inquiries Last 30 Days

Inquiries by Region

DCSE - Central DCSE - East DCSE - West Home Office

Active Programs

Inquiries by Program



Contact Information

Roshonda Baines

Program Coordinator Senior, Program Services

Virginia Department of Social Services

801 East Main Street, Richmond, VA 23219

(804) 726-7982

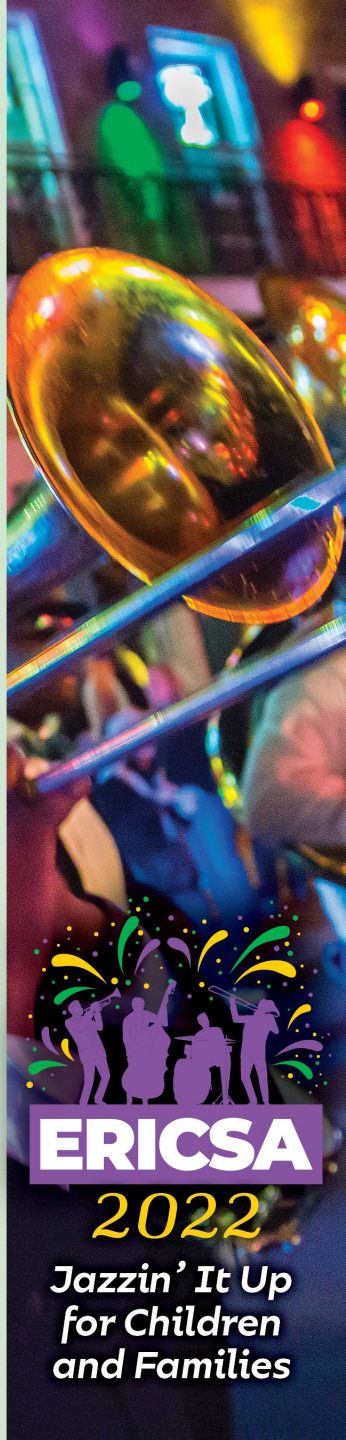
roshonda.baines@dss.virginia.gov

www.dss.virginia.gov



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

DCSE Division of Child
Support Enforcement



DOMESTIC VIOLENCE



- **Trigger Warning**
- **Terminology**
- **Acknowledgement of Gender Roles**



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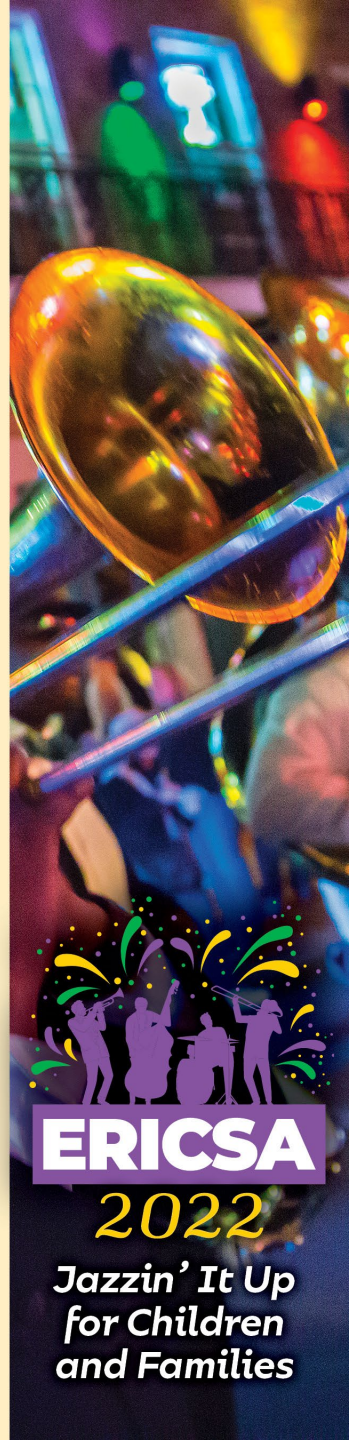
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Domestic Violence – Power and Control Wheel



Image from Deaf Hope



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Domestic Violence

Post-Separation Power and Control Wheel

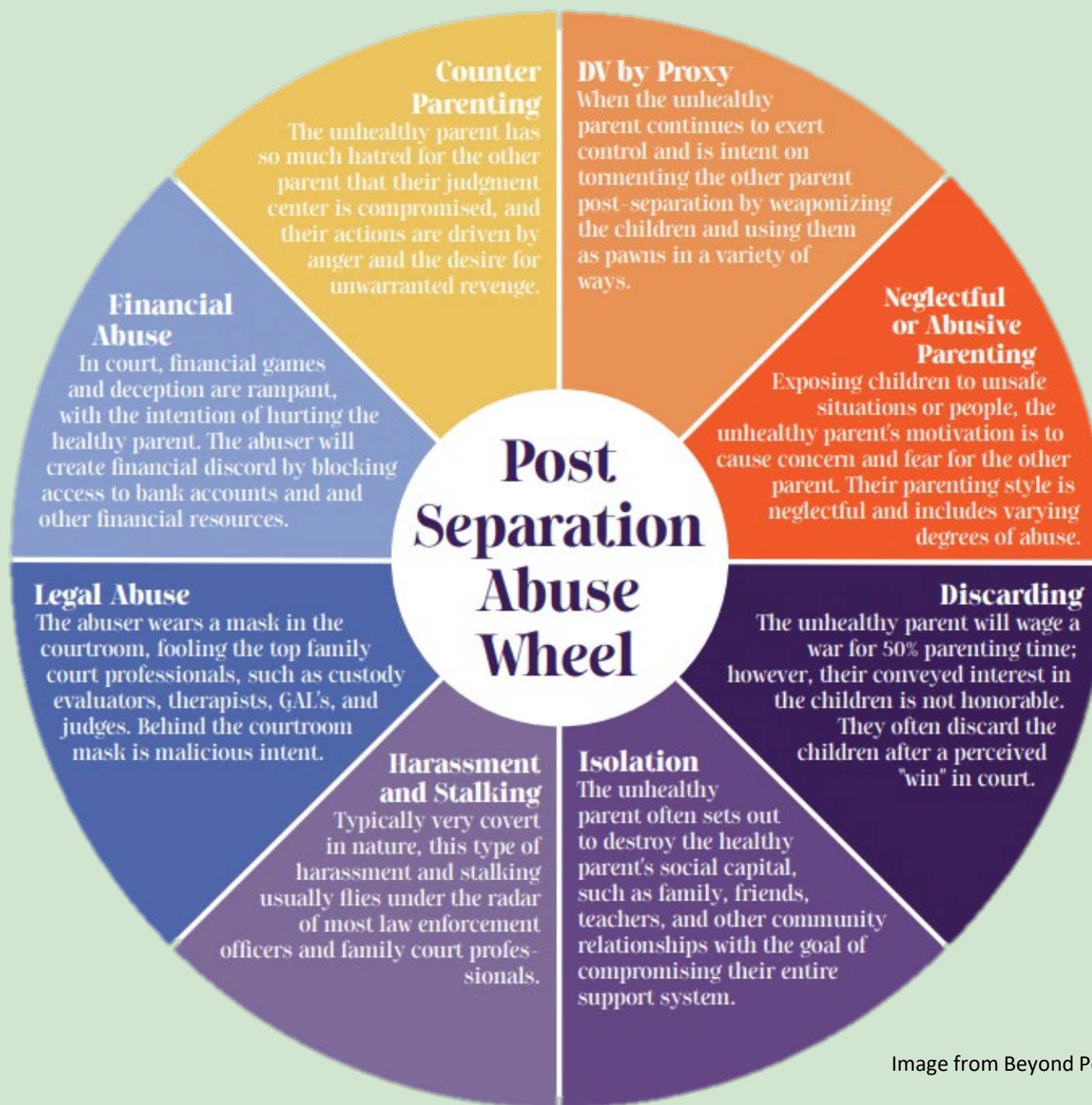
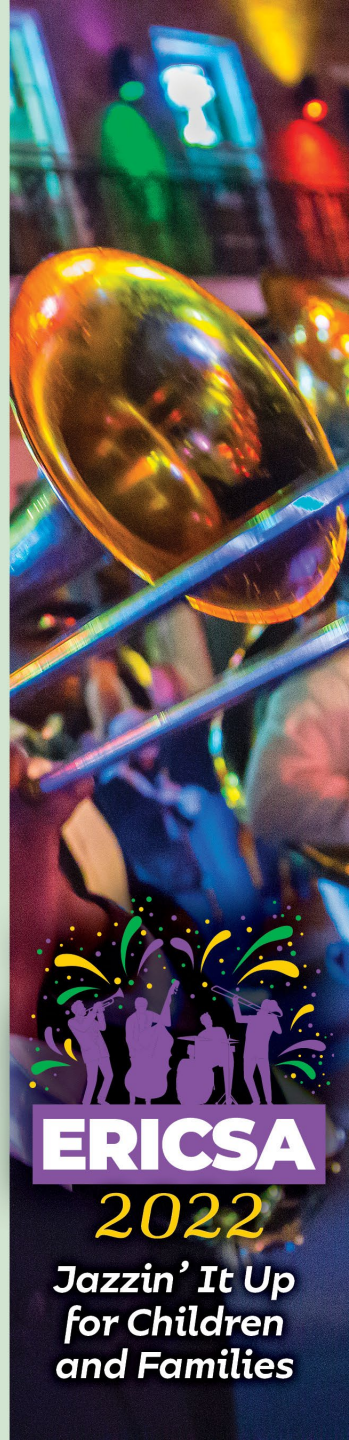


Image from Beyond Power and Control



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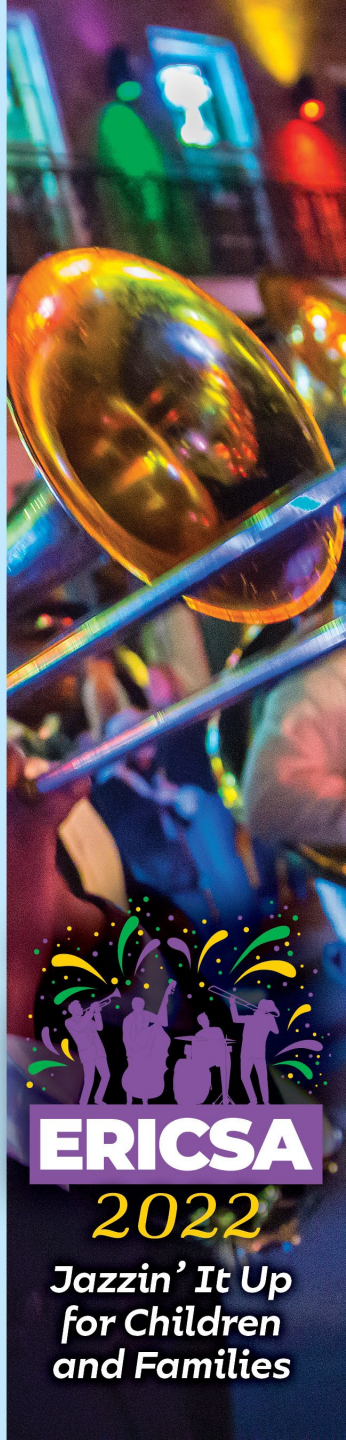
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SPECIFIC CHILD SUPPORT RISKS

- Retaliation
- Knowledge of whereabouts
- Re-entry
- Threats to seek/change custody

90%

**WOULD PURSUE CHILD
SUPPORT IF DONE SAFELY**



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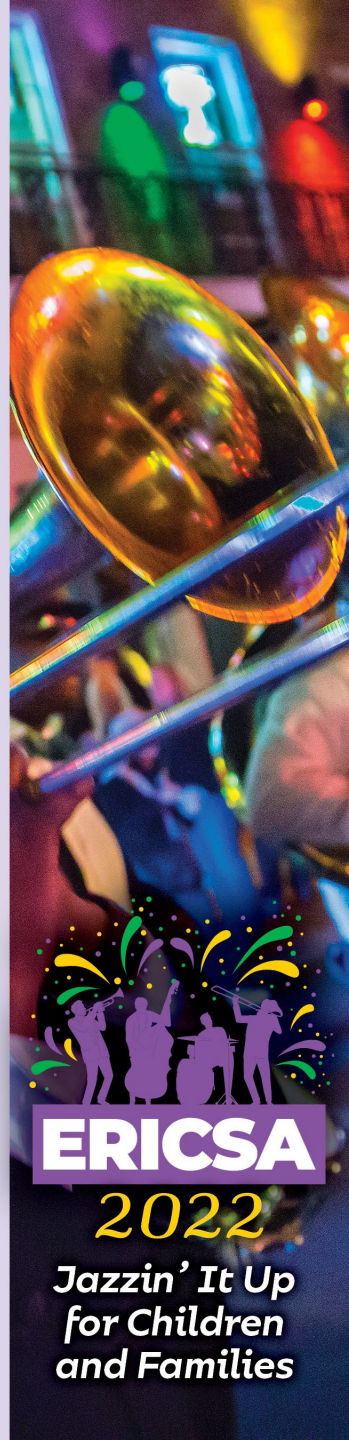
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WHAT DO WE KNOW?



- Leaving an abusive relationship *rarely* leads to the reduction or end of the violence.
- After separation, perpetrator tactics change to account for the new situation.
- Leaving is the most dangerous time for abuse survivors.
- Abuse also occurs during pregnancy and shortly after birth, when paternity establishment and child support issues emerge.



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IMPORTANCE OF SCREENING

We don't know what we don't know.



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CHECK ADDRESS

May be marked
"Confidential"

FVI

If turned on, assume DV
is continuing.

ARRIVAL
TOGETHER

Parties arrive at same
time, have same
address

Quick Screening

SCREENING
LETTER

Review responses!

LOOK FOR SIGNS

Verbal expressions,
fear, poor eye contact

NOTES

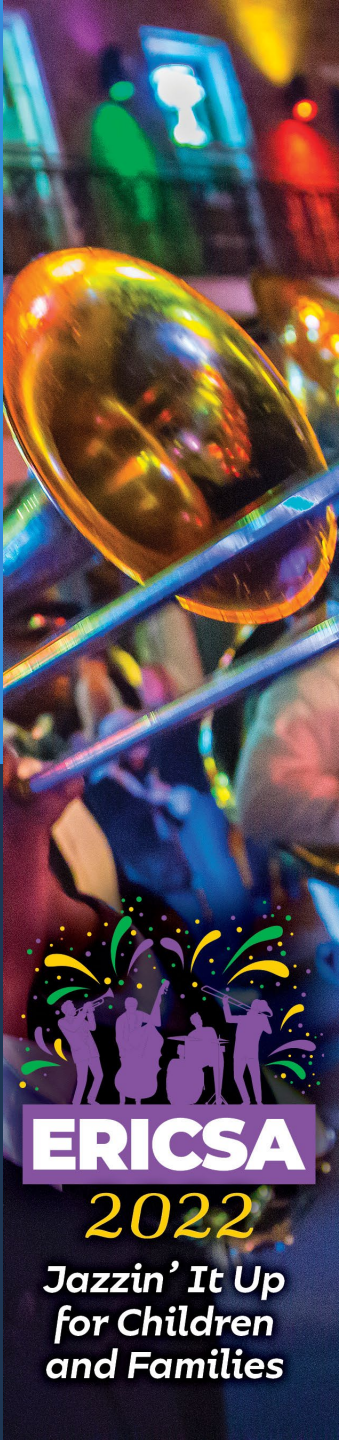
Past notes, frequent
calls by 1 party
(perpetrator)



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SCREENING TOOLS MICHIGAN

SCAO DOMESTIC VIOLENCE BEST PRACTICE GUIDE

Released 2020, Set
for biannual updating

SCAO ADR DOMESTIC VIOLENCE SCREENING TOOL

2 versions
(Long and Short)

DOMESTIC VIOLENCE SCREENING LETTER

Sent on all cases
to *all* parties



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SCREENING TOOLS NATIONAL

OCSE EXPERT-
INFORMED MODEL
SCREENING

August 2019

Script and guidance

CENTER FOR COURT
INNOVATION DV
BENCHBOOK

2015

Judicial focus

ABA
COMMISSION ON
DOMESTIC &
SEXUAL
VIOLENCE

Publications

Comprehensive Issue

Spotting Document



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HOW TO PROVIDE SERVICE

DISCLOSURE

Provide information at every stage.

SAFE ENVIRONMENT

Create safe and confidential opportunities to disclose.

CONFIDENTIALITY

Maintain survivor confidentiality.

PARTNERSHIP

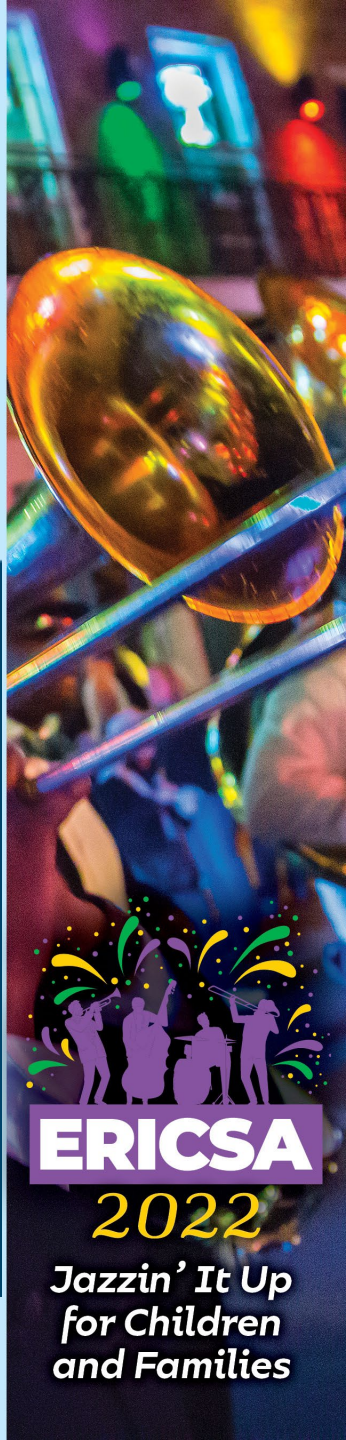
Partner with local community resources.



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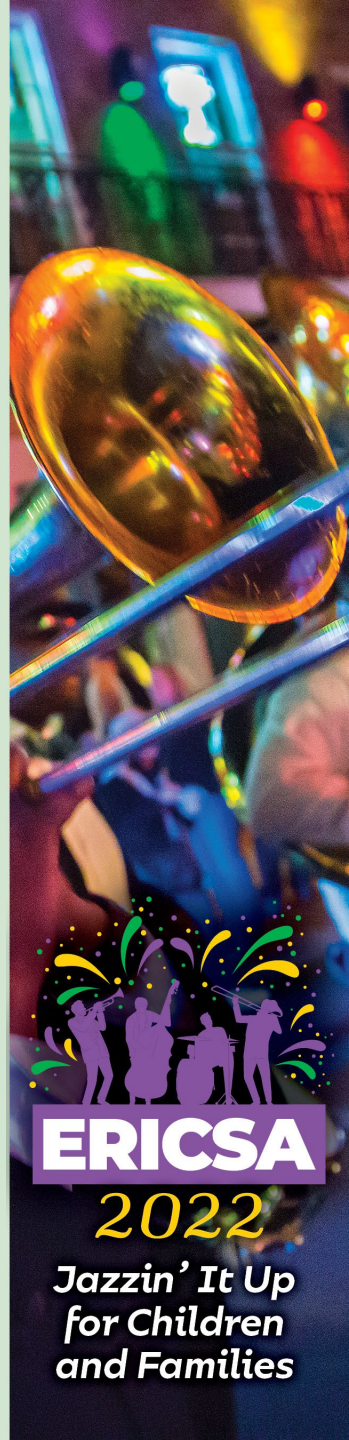
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DISCLOSURE

- Support and encourage disclosure without forcing
- Disclosure works both ways- tell the survivor what to expect!
- Provide multiple opportunity to disclose.



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SAFE ENVIRONMENT

- Waiting area
- Counter
- Office security



 CHILDREN & FAMILIES

Are you worried about how the other parent will react to child support?

The child support program can help.

Ask your child support worker about getting child support safely.

Everyone deserves to live free from fear. Confidential and personal help is available 24/7/365 at 1-800-799-SAFE (7233) (TTY 1-800-787-3224) or online at <https://thehotline.org>



CALL 1-800-799-SAFE (7233) TEXT 50408 TO 800-799-SAFE (7233) CHAT THEHOTLINE.ORG

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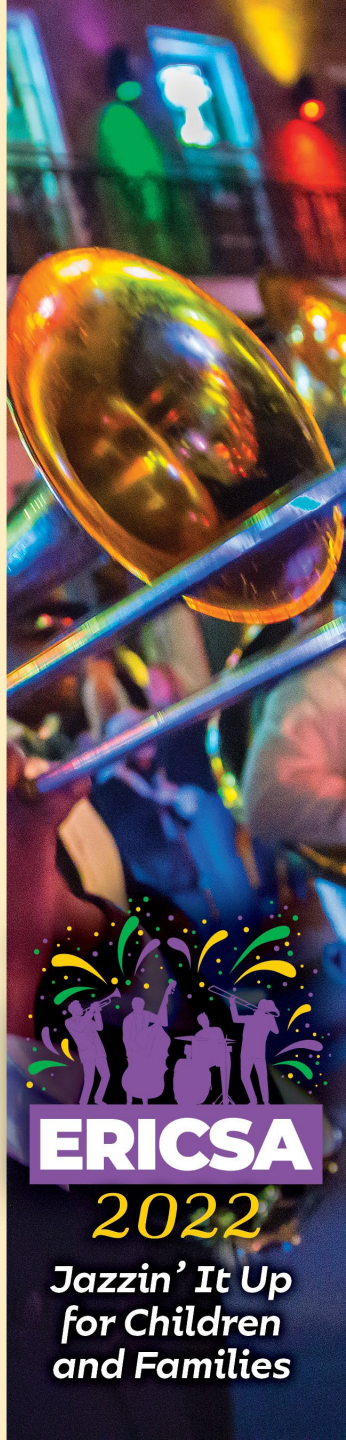
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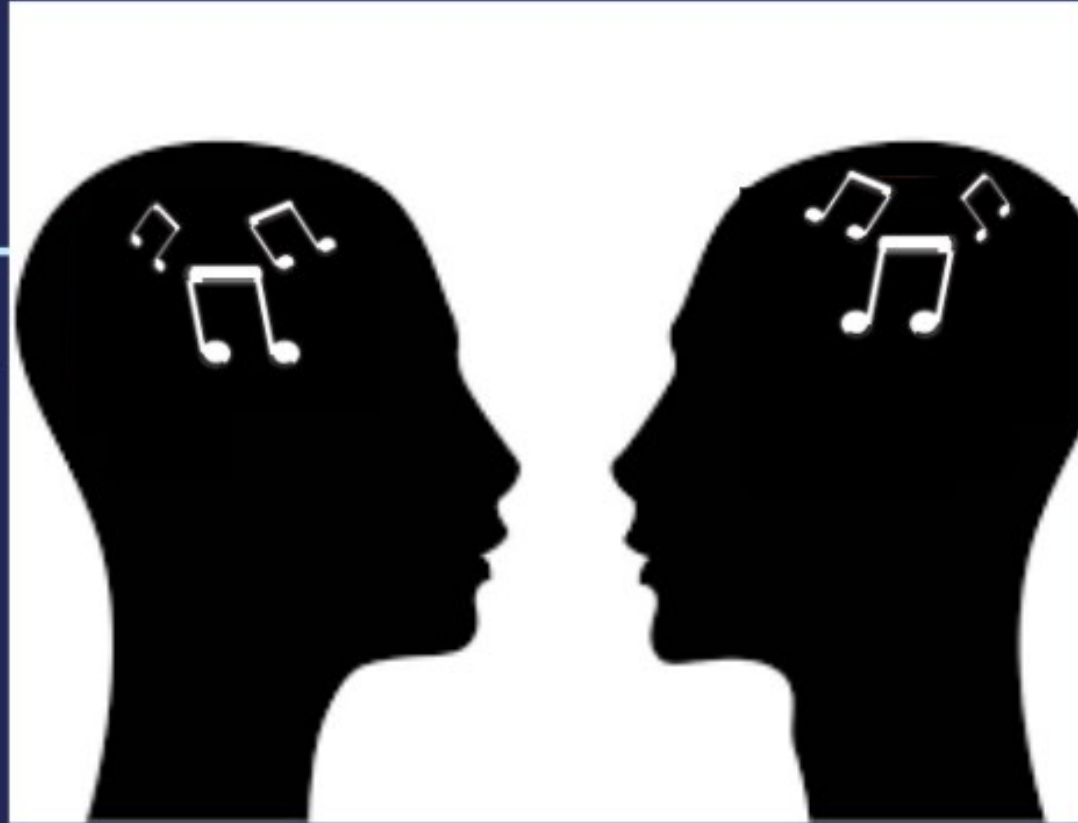
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CONFIDENTIALITY

- Explain what is and what isn't confidential
- How information is kept confidential

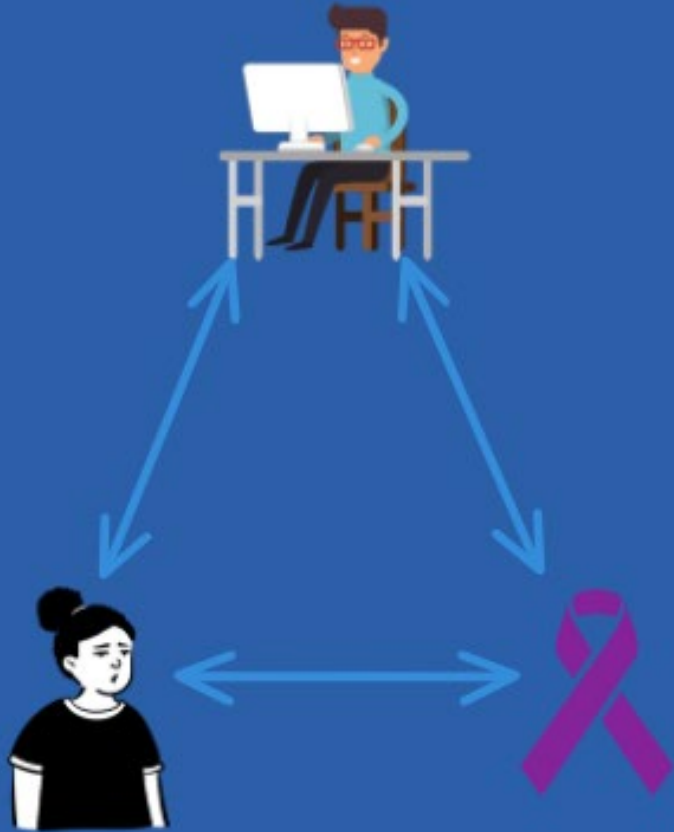


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Partnership



- Tell survivor what to expect
 - Hearings
 - Case documents
 - Enforcement
- Mitigate risks
- Community partnership



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SECURITY THREATS



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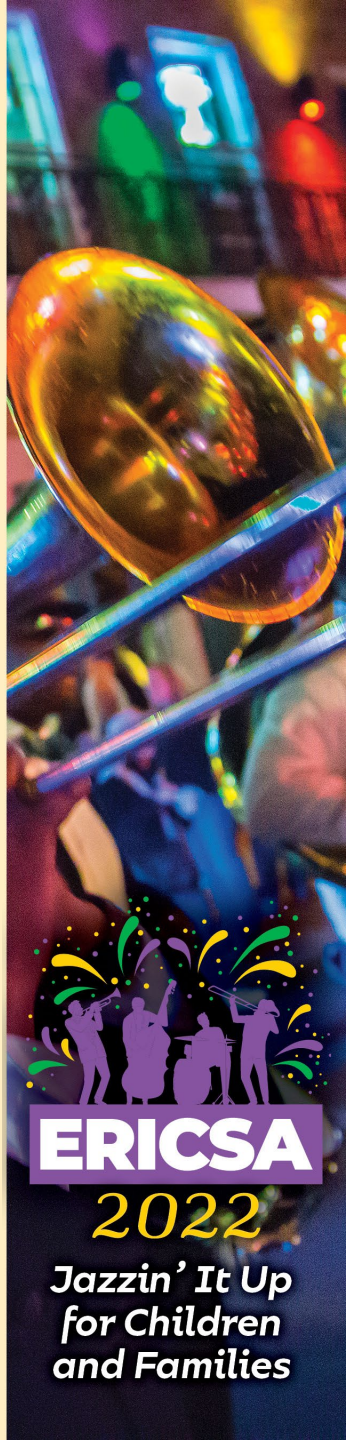
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PHYSICAL SECURITY

Securing building and ensuring staff and customer safety

- Security manual
- Alarms
 - Fire
 - Tornado
 - Other
- Building perimeter
- Exterior (windows, doors)
- Access control
- Security and weapon screening



MICHIGAN PROCESS

**Say yes to
Michigan!**



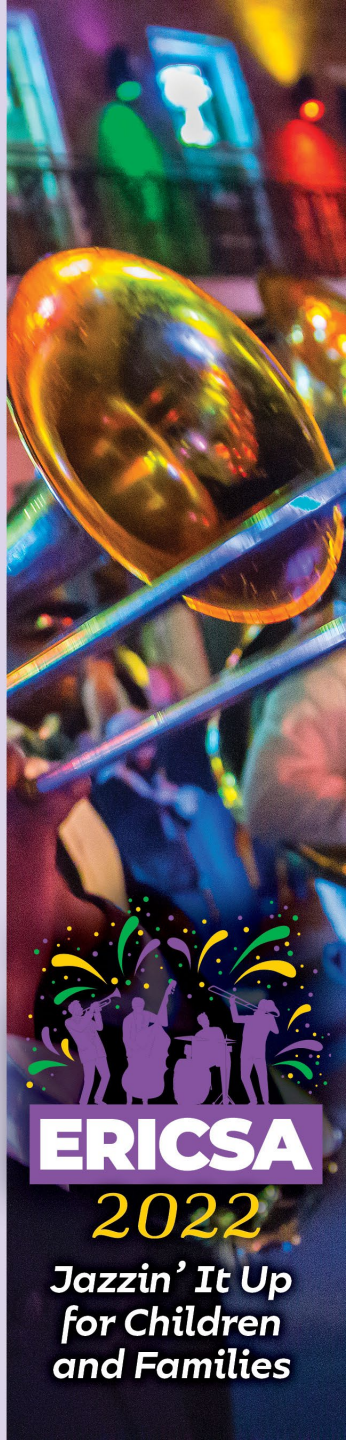
- Court Security Manual
- Local Administrative Order – Court Security Counsel
- SCAO Trial Court Security
- IV-D Security Regulations and MAPS



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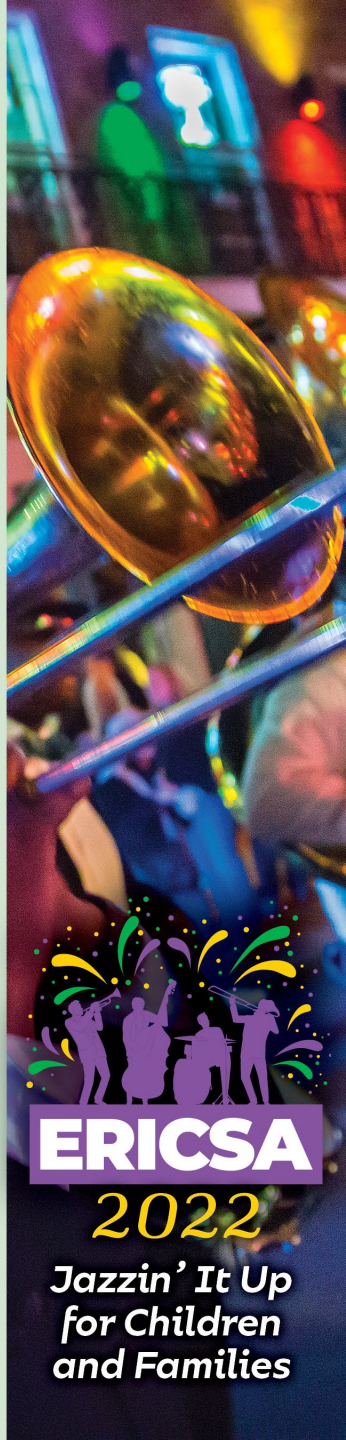
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COMPUTER SECURITY



- External security threats
 - System outages
 - Hackers
 - Remote work
- Internal security threats
 - Unattended work stations



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EXTERNAL IT SECURITY CONSIDERATIONS

- Protocols for system outages
- Vigilance and training
- Secure connection while remote
- Zoom/Teams security measures



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Internal IT Security



- Lock workstation
- Clean desk
- If working remote, choose neutral backgrounds
- Headphones



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