



ERICSA

1963 - 2023

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SAVANNAH

60TH ANNUAL TRAINING CONFERENCE & EXPOSITION

MONDAY, MAY 22 - FRIDAY, MAY 26, 2023

Improving Communication to Manage Intergovernmental Cases

Speakers: Susan Smith, Beth Dittus, Irene Curran
Moderator: Tanya Glenn



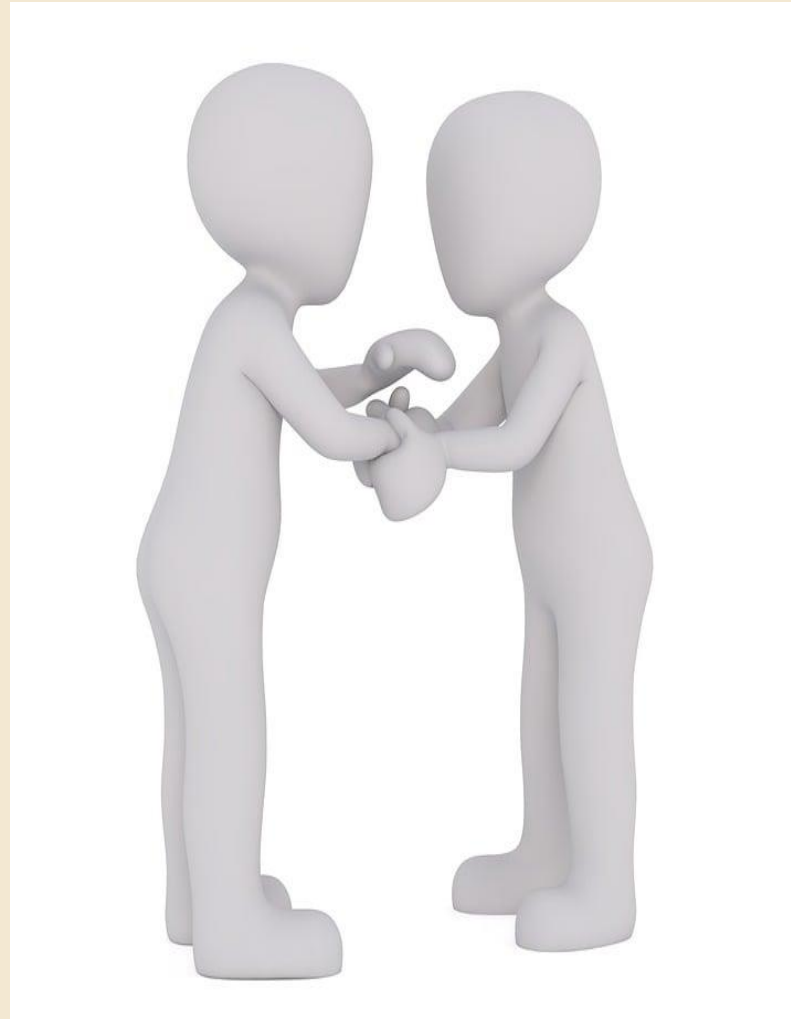
Tools for Communication



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Tools for Communication



CSENET

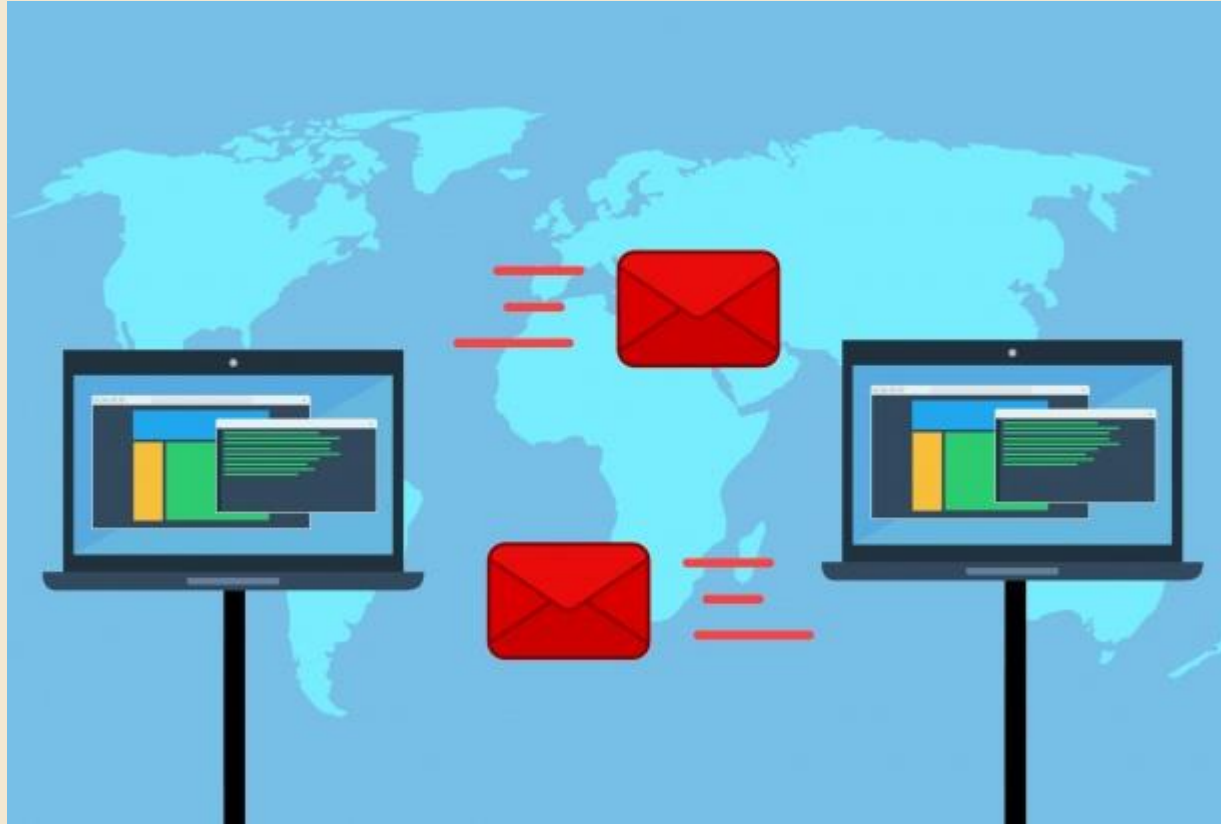
Child Support Enforcement Network



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CSENET



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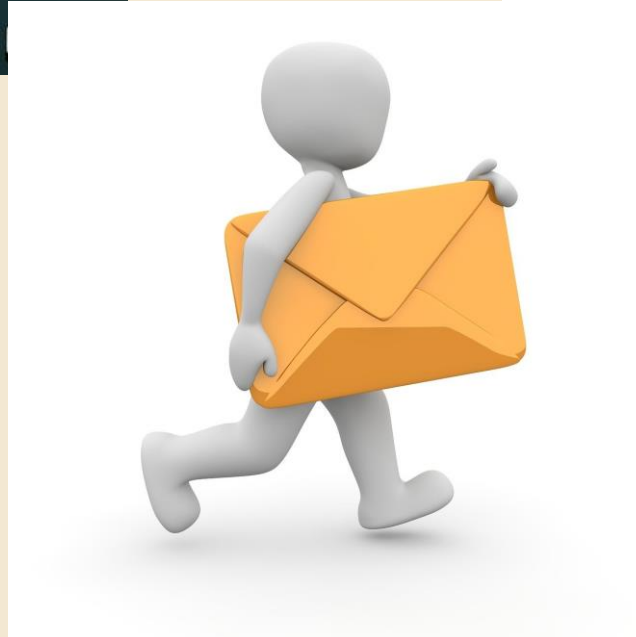
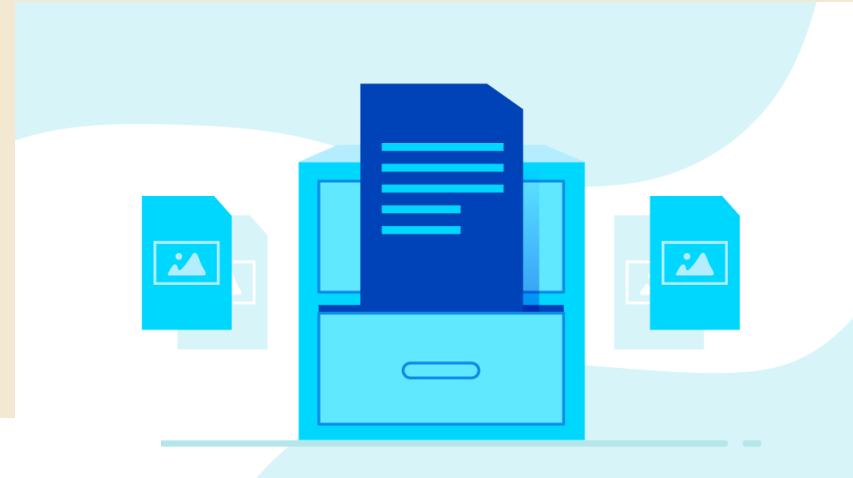
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EDE

Electronic Document Exchange



EDE

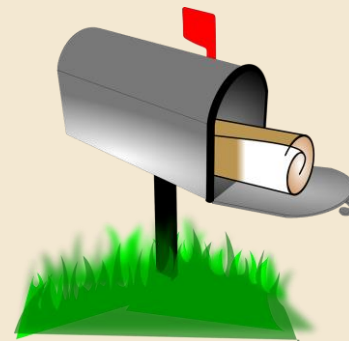


EDE



EDE (other uses)

- Sending documents to local offices
 - DRA Audit
 - Hearings & Appeals
 - Bankruptcy Documents
 - Unclaimed Property IW
 - Annual ICR Project
- Anything that would normally be mailed



EDE

- Stand Alone System
- No Programming
- Volume



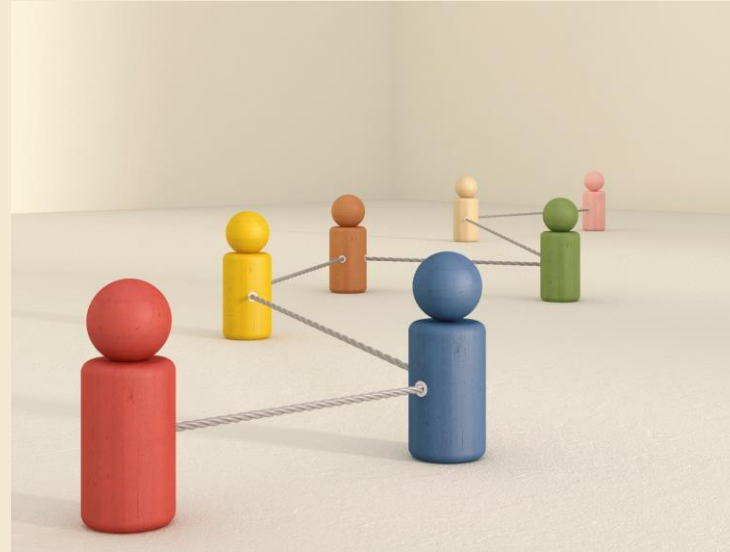
Communication Center



Communication Center



- 35 States
- 5 Tribes



- OCSE
- 3,800 Employers



Informational Tools



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Intergovernmental Reference Guide IRG

- Policy Questions Answered
- Program Information
 - Tribal
 - International
- Contact Information
 - State
 - County
 - Regionals
 - Tribal
 - OCSE
 - International



Intergovernmental Reference Guide IRG

Hyperlinks for State Statutes within Policy Section Responses

Hyperlinks to State Websites

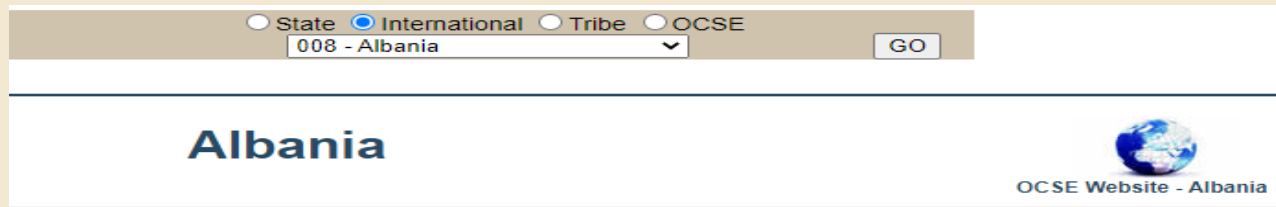
The screenshot displays the 'CHILD SUPPORT PORTAL' website. The header includes the title 'CHILD SUPPORT PORTAL' and the tagline 'Secured Environment'. Below the header is a navigation bar with links: HOME, PORTAL HOME, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, FEEDBACK, and LOGOUT. A search bar is located below the navigation bar, featuring radio buttons for 'State' (selected), 'International', 'Tribe', and 'OCSE'. The search bar also contains a dropdown menu showing '18 - Indiana' and a 'GO' button. Below the search bar, the word 'Indiana' is prominently displayed. To the right of 'Indiana' is a small orange map of Indiana and the text 'State Child Support Website'. At the bottom of the page, there is a footer with links for 'Profile', 'Contact', 'General Admin', and 'Audit Report'.



IRG

- Contact Information

- State
 - State Level / County Level / Regional Offices
- International
 - Hyperlink to the OCSE International Website



The screenshot shows a web interface with a search bar at the top. The search bar has four radio buttons: "State", "International" (which is selected), "Tribe", and "OCSE". Below the radio buttons is a dropdown menu showing "008 - Albania". To the right of the dropdown is a "GO" button. Below the search bar, the word "Albania" is displayed in a large, bold, blue font. To the right of "Albania" is a small globe icon and the text "OCSE Website - Albania".

- Tribal
- OCSE Regional Offices



Query Federal Case Registry FCR

Office of Child Support Enforcement

 Child Support Portal

CHILD SUPPORT PORTAL

Secured Environment

Portal Home

Feedback | Print | FAQ | Logout

FCR Query

Query By SSN

Query By Case ID

Help Desk Availability

Monday - Friday:
8:00 A.M. - 5:00 P.M. ET

*Welcome
to
FCR Query*

The FCR Query service enables authorized users to lookup case and participant information.





QUICK

Query Interstate Cases for Kids

Office of Child Support Enforcement > Child Support Portal Welcome Susan Smith  [Log Out](#)

CHILD SUPPORT PORTAL

Secured Environment

[SECURE HOME](#) [QUERY INTERSTATE CASES FOR KIDS](#) [FEEDBACK](#) [FAQ](#) [CONTACT US](#) [COMMUNICATION CENTER](#)

[State Status](#)

Welcome to Query Interstate Cases for Kids

[Find Case ID](#)

[Case Participants](#)

[Financial Information](#)

[Case Activities Summary](#)

[Contact Information](#)



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Think Outside the Box



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State and Tribal Communication



Intergovernmental Improvement Project

North Dakota and Three Affiliated Tribes



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Goals

- Improve Communication
- Reduce Duplication of Effort
- Develop procedures for each agency



Working Together

- Assessment
- Envision Session
- Data Match
- Handbooks



North Dakota Changes

- Specialized Tribal Unit
 - Direct point of contact established
- Developed and implemented enhanced procedures for managing tribal-related cases
- Semi-annual data match – reviewing cases and collaborating to reach agreed upon dispositions
- Initiated contact with Three Affiliated Tribes when an intergovernmental request from another jurisdiction is received, if the case might have a Three Affiliated Tribes connection.



Three Affiliated Tribes Changes

- Consistent use of ND's system access to screen cases
- Developed and implemented procedures for managing state-related cases.
- Semi-annual data match – reviewing cases and collaborating to reach agreed upon dispositions
- Developed a standardized training module for case managers on how to work intergovernmental cases to train new staff and provide a refresher for experienced staff.



Result: A little communication goes a long way...

- The number of cases requiring manual review decreased by **87%**.
- The number of shared cases decreased by **76%**.
- There were no longer any cases identified in which North Dakota showed an outgoing referral to Three Affiliated Tribes and Three Affiliated Tribes showed no open case.



Communication with Customers:

IV-D Attorneys: Who is the client?

- It is the view of OCSE that the IV-D attorney does not represent individual parties.
- The IV-D attorney represents *“the agency in court or administrative proceedings with respect to the establishment and enforcement of orders of paternity and support.”* (45 C.F.R. § 303.20(f)(1))
- Disclosure of representation is key.
- Communication with customers v. clients – what’s the difference?



Communication with Customers:

Getting the information we need to move the case along.

- Goal
 - Increase the number of appropriately completed intergovernmental forms to prevent delays in outgoing intergovernmental referrals



Communication with Customers:

Getting the information we need to move the case along.



Intergovernmental Forms

When North Dakota Child Support refers a case to another jurisdiction, certain federal forms are required to be completed:



General Testimony



Declaration in Support of Establishing Parentage



Communication with Customers:

Getting the information we need to move the case along.

Declaration in Support of Establishing Parentage Sample Form

Main Page

You can come back to the main page at the end of each section by clicking on the main page icon. 

Beginning: Declaration

Section I.

Section II.

Section III.

Section IV.

Section V.

GENERAL TESTIMONY

(Instructions should be provided to the petitioner as part of the form.)

THIS FORM CONTAINS SENSITIVE INFORMATION – DO NOT FILE THIS FORM IN A PUBLIC ACCESS FILE

The information on this form may be filed with the petition or pleading and may be disclosed to the parties in the case unless accompanied by a nondisclosure finding/affidavit.

If you are not the intended recipient, you are hereby notified that any use, disclosure, or copying of this form or its contents is strictly prohibited.

Personal Information Form for UIFSA § 311 must be attached.

Petitioner: Legal Name (first, middle, last, suffix)

Martha Smith

☒ Oblige ☐ Obligor

Tribal Affiliation (if applicable)

IV-D Case: ☐ TA

☐ IV

☒ Med

☐ Former Assistance

☐ Never Assistance

Respondent: Legal Name (first, middle, last, suffix)

Mark Stanl

☐ Oblige

Tribal Aff

Non-IV-D Case: ☐

Enter your name here. Do not leave this blank.

Pending IV-D Case Identifier: _____

Pending Tribunal Number: _____

NOTE:

Initiating IV-D Case Identifier: 12654-08

Initiating Tribunal Number: _____

☐ **Nondisclosure Finding/Affidavit attached**

☐ **This form sent through EDE**

I, Martha Smith, declare under penalty of perjury:

Legal Name (first, middle, last, suffix)

Section 1/1



If you receive this form directly from Child Support, this section will be completed for you.

If you did not receive the form from Child Support, contact Child Support for your case information.

Communication with Customers: Getting the information we need to move the case along.

NORTH Dakota | Child Support
Be Legendary.™ HUMAN SERVICES

(date)

Name Customer
102nd Test St SE Unit 3A
Hankinson, ND 58041 9803

**CASE UPDATE
No Action Required**

Dear Name Customer:

No action is required from you at this time – this is an update on recent activity on your child support case.

North Dakota has referred your case to the child support agency where the other parent lives. North Dakota does not have the authority to take necessary action on your case without the assistance of the other jurisdiction. Your case is now an intergovernmental case and the North Dakota caseworker will work together with the child support agency in the other jurisdiction.

Visit childsupportnd.gov to learn more about intergovernmental cases.

Your North Dakota caseworker will continue to serve you. Contact North Dakota Child Support with any questions and to provide updates.

North Dakota will continue to be your point of contact.

Contact North Dakota Child Support with questions and updates.

Your North Dakota caseworker will work with Child Support in the other jurisdiction.

Contact Child Support
Email: childsupport@nd.gov Phone: 701-328-5440 Fax: 701-328-6074
Address: Child Support PO Box 7190 Bismarck, ND 58507-7190

NORTH Dakota | Child Support
Be Legendary.™ HUMAN SERVICES

(date)

Name Obligor
102nd Test St SE Unit 3A
Hankinson, ND 58041 9803

Return to Child Support within 15 days:
• Completed forms signed and dated
• Last 3 pay stubs
• Recent tax return

Re: Establishment
Name Obligor vs. Name Obligor

Dear Name Obligor:

Additional information is needed to proceed with your case. Please complete the enclosed forms. You need to return the completed forms and required documents within 15 days of the date of this letter or else [certain public benefits may be suspended and] your child support case may be closed.

North Dakota does not have the authority to establish an order in this case, so it will be referred to the child support agency in the [state, tribe, country] where the other parent lives. The information you provide on the form will be forwarded to the other agency to use to establish [parentage] [and] [a child support amount].

Visit childsupportnd.gov for more information and help with the forms.
A short video and sample forms are available.
Call 701-328-5440 with questions.

Instructions:

- The forms must be completed thoroughly and accurately. Incomplete forms cannot be processed, and you will be contacted by Child Support to finish them.
- If you are unsure of the answer to a question, do not leave it blank – write "don't know" or "unknown". Do not use n/a.
- Return to Child Support within **15 days**:
 - Completed form – signed and dated
 - Copies of your last 3 pay stubs
 - Your most recent tax return.

The enclosed forms are also available at childsupportnd.gov. An electronic signature is required on the electronic forms (simply typing your name in the signature line is not acceptable). Photos of completed forms cannot be accepted. Save or scan your signed forms and attach them to an email to childsupport@nd.gov. Please note, intergovernmental actions such as this can take many months to complete. Contact North Dakota Child Support at any time with questions.

Contact Child Support
Email: childsupport@nd.gov Phone: 701-328-5440 Fax: 701-328-6074
Address: Child Support PO Box 7190 Bismarck, ND 58507-7190



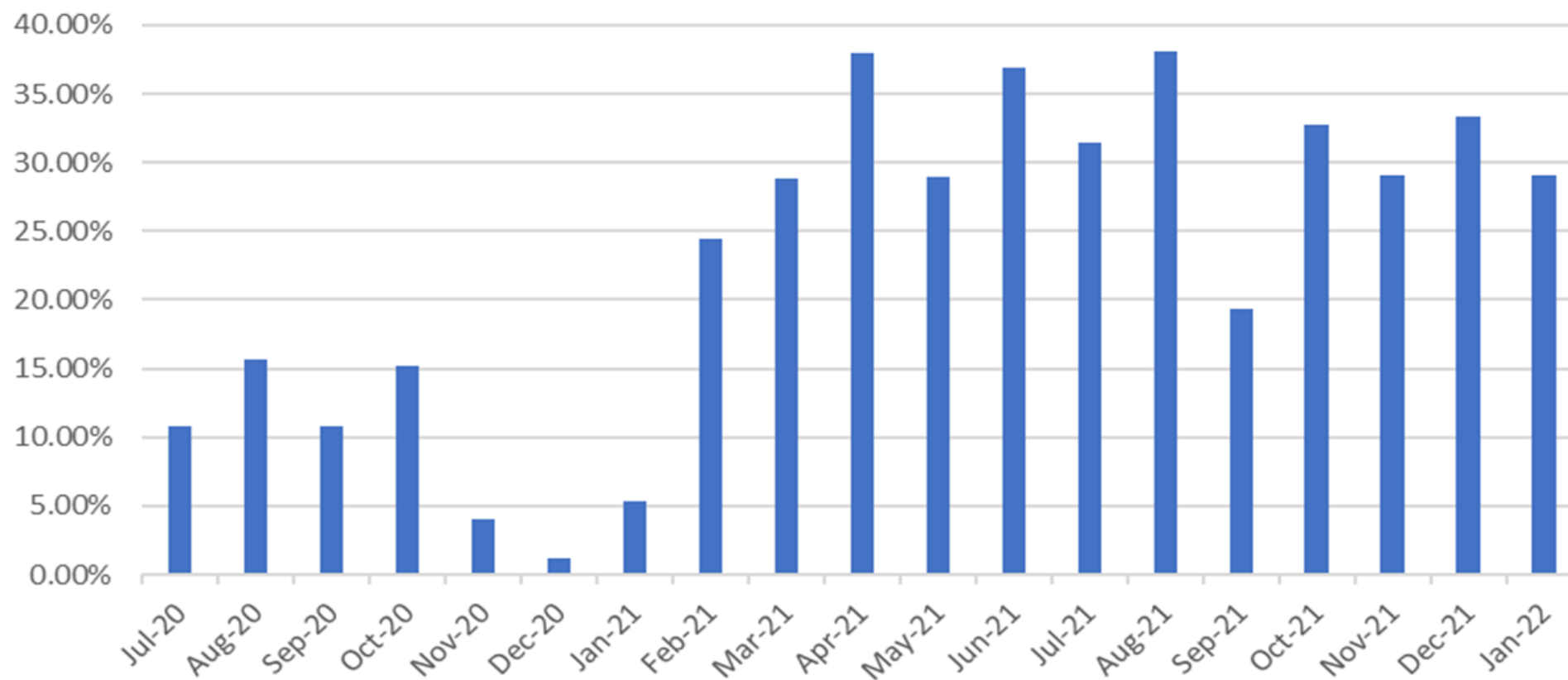
Text Messaging

- Day 1: intergovernmental forms mailed to customer (alert set for 5 days out)
- Day 5: text message reminder sent (alert set for 5 days out)
- Day 10: phone call to customer



Results

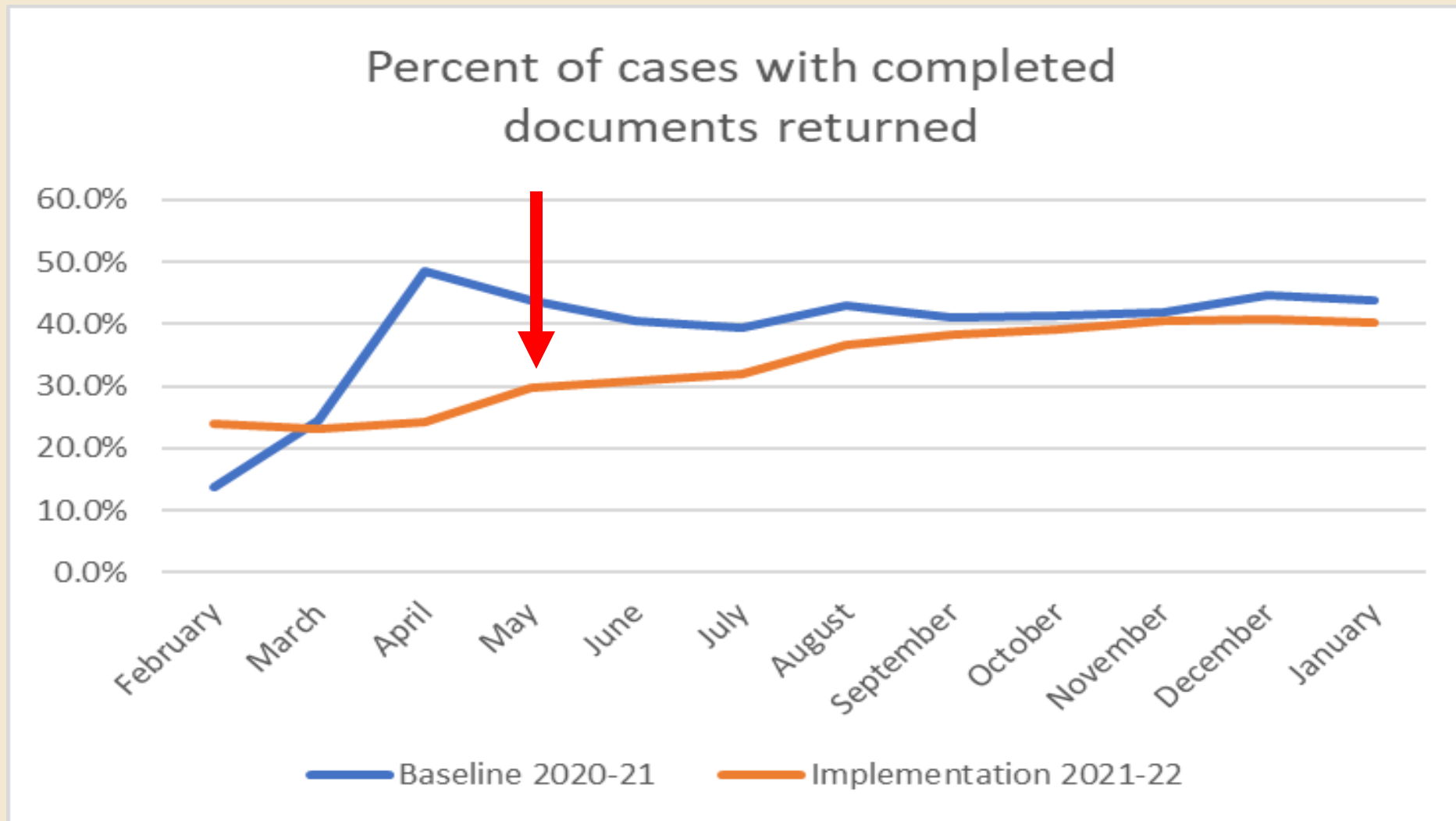
Percent of unique views of the Outgoing Intergovernmental page as part of whole site



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Results

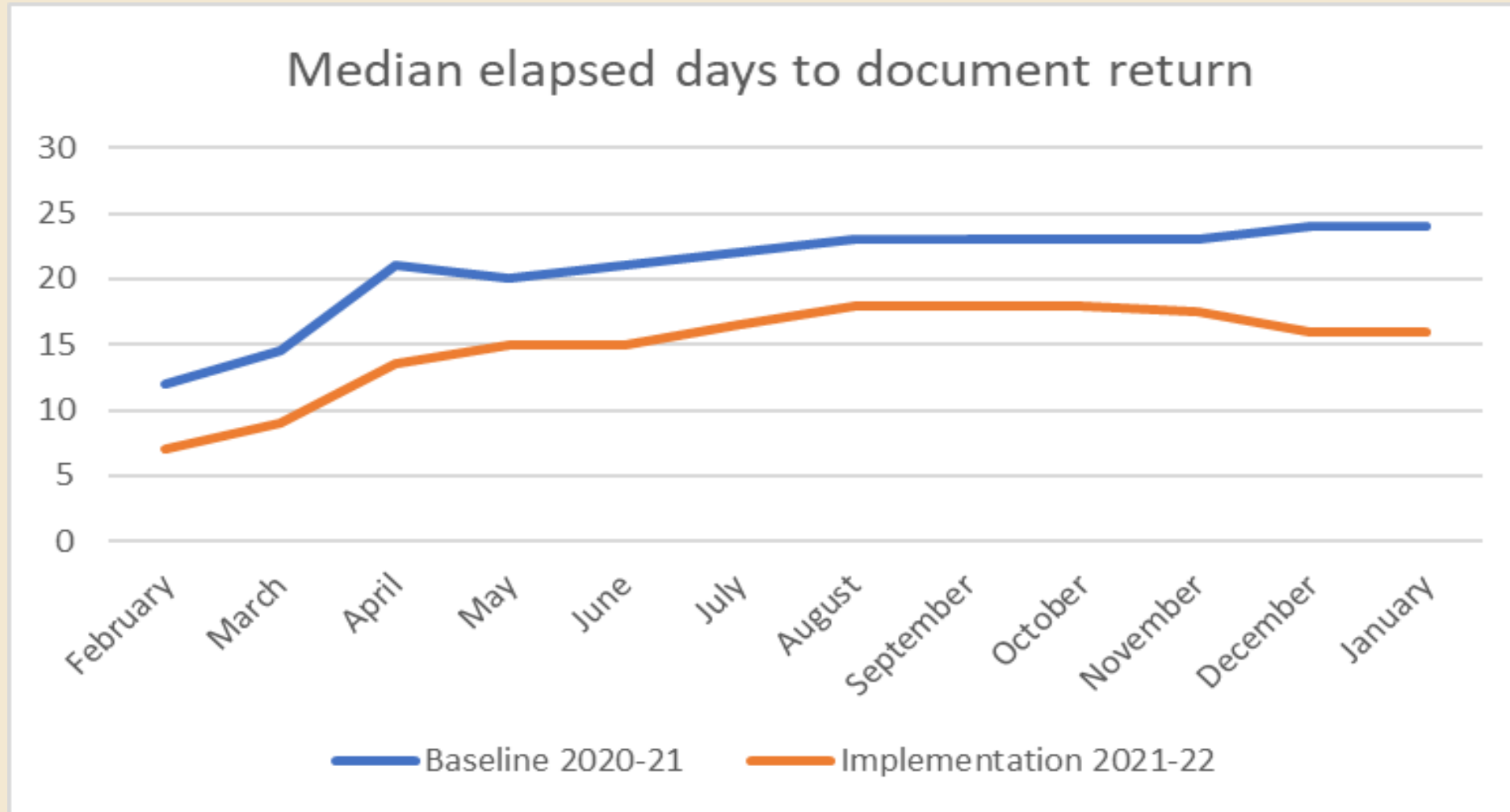


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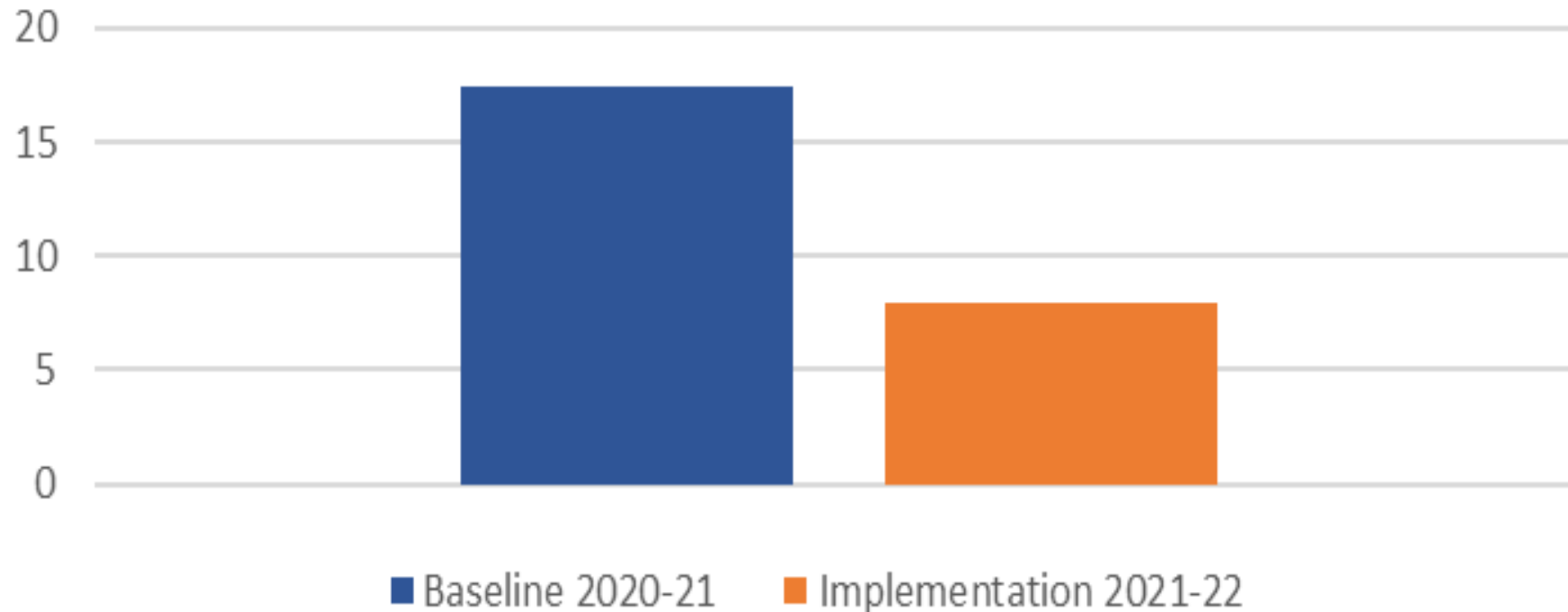
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Results



Results

Days from transfer to OIC until referral to
responding jurisdiction



Communication between states:

YOUR STATE

Needs an answer but can't get one

Receives a response, but it makes no sense

Just needs help!



The easy answer

- Go to the IRG-the IRG has contacts so that you can get some attention
- Contact the Central registry contact
- Send a CSNET, a Trans 2, an email or call the worker
- If the worker does not respond, Try to find the supervisor to get the information
- Call a colleague in the other state
- Contact your IV-D director
- As a last resort, contact your OSCE representative



What do you do when you don't understand why a referral is not moving

- State A asking State B why the case is not moving
 1. **Send** a transmittal, call, or email the worker
 2. **Ask** for a written explanation for the delay
 3. Ask for a meeting with the supervisor and the worker.
 4. Ask for an zoom or Webex meeting
- State B response to State A
 1. **Respond** to the State A
 2. Let them know why the case is not moving or that it is moving slowly
 3. Provide checklists and/or rejection sheets
 4. Provide the relevant statute



You need some advice

- You are about to change some policy or procedure.
- You want to find out what other state's are doing.
- So, you...
 - Poll your colleagues in the other states.
 - Share your ideas, your concerns, what works, what is not working.



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Join an intergovernmental group:

- NCSEA
- ERICSEA
- WICSEA
- Urban jurisdiction
- Domestic violence consortiums
- Participate in the IJ Fair
- Join committees



"The single biggest problem in communication is the illusion that it has taken place."

- George Bernard Shaw

som^{ee}cards
user card



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The Key to Success:

Communication

Ask, Respond, and Reply



Thank you!

Susan Smith

Intergovernmental IV-D Program Liaison

IN State Child Support Bureau

Susan.Smith@dcs.IN.gov

Beth Dittus

Policy Attorney

ND Department of Health and Human Services

bldittus@nd.gov

Irene Halkias Curran

Deputy Administrator

IL Field and Intergovernmental Operations

Irene.Curran@illinois.gov

Tanya Glenn

County Support Supervisor

North Carolina Division of Social Services, Child Support Services

tanya.glenn@dhhs.nc.gov

