

Outcomes from the Intergovernmental Grants

9/27/2023

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Intergovernmental Case Processing Innovation Demonstration

Intergovernmental Grant Project Goals

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Increase collections on
intergovernmental
cases; AND

Improve case
processing procedures
to increase efficiency
and enhance customer
service.

Grant Approach

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Test innovations to improve intergovernmental case processing using a variety of approaches such as

- Improved communication
- Advancements in technology
- Trainings
- Relationship building

Grant Requirements

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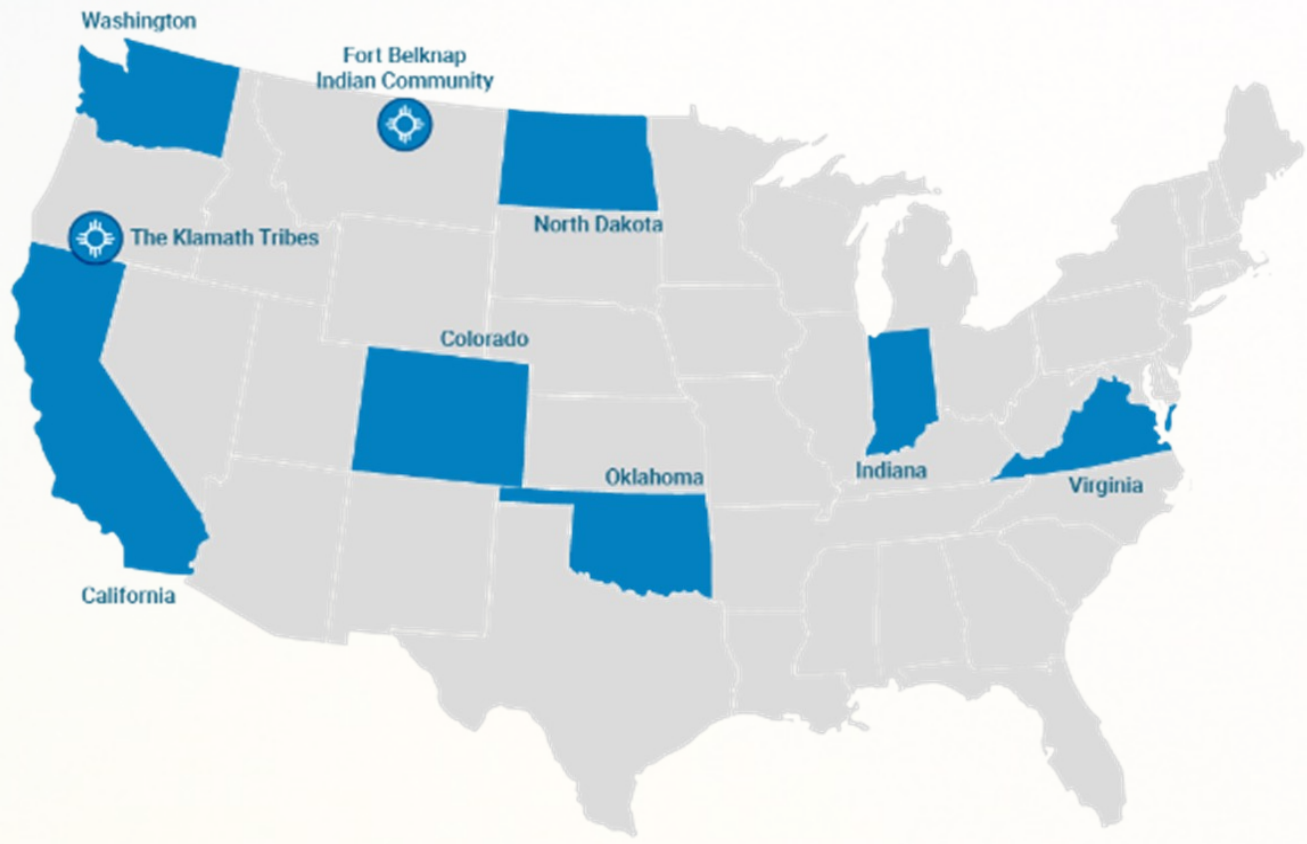
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- All grant projects must incorporate procedural justice principles, behavioral economics concepts, and enhance communication strategies to accomplish the project objectives.
- Grants may also be used to acquire and/or enhance technical capabilities that could improve intergovernmental case processing.
- The grantees can test improvements to system automation, staffing, data analysis, and system analysis.
- Tribal grantees may also use the funding to complete the technical steps required to gain access to the national parent location computer network operated by the Office of Child Support Services (FPLS).

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Thank you!

For more information:

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<https://www.acf.hhs.gov/css/grants>

Intergovernmental Improvement Project

North Dakota and Three Affiliated Tribes



Goals

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- **Build** more complete incoming case file and streamline process.
- **Increase** autonomy over cases.
- **Remove** barriers to progress in outgoing cases.
- **Reduce** duplication of effort in shared ND and TAT cases.

Timeline

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Planning and Analysis

**September 2019 –
January 2021**

Implementation

**February 2021 – January
2022**

Evaluation

**February 2022 – June
2022**

Mitigating circumstances

- Covid
- Reorganization
- Data

Roadmap to Four Interventions

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- Assessment
- Compiling the data
- Project teams
- Outcome measures
- Baseline period: February 2020 – January 2021
- Implementation period: February 2021 – January 2022

#1 Central Registry Specialization

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- **Intervention:** Transfer responsibility of in-depth review of incoming referrals from field staff to Central Registry.
- **Goal:** Central Registry plays a more proactive role in incoming case review so that cases are as ready as possible for next case management task when transferred to the casework unit.
- **Technical Assistance Documents:** Central Registry Enhanced Procedures Handbook

Results

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- Slight overall increase in number of incoming cases that received a payment.
- Seven-day reduction in median days from receipt of incoming case to first payment.
- Significant reduction in requests for additional information from field.
- Inappropriate referrals identified and returned.

#2 Customer Service and Website Enhancements

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- **Intervention:** Introduce changes to the information provided to parents regarding the intergovernmental process and provide meaningful assistance to parents completing intergovernmental forms.
- **Goal:** Increase the number of appropriately completed forms and decrease the timeframe in which the forms are returned.

Enhanced Website

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Outgoing Intergovernmental Case

If North Dakota cannot proceed with a case because one of the parents lives in a different jurisdiction, North Dakota will refer the case to the Child Support agency in the jurisdiction where the other parent lives. This is called an **outgoing intergovernmental case**. There are many **federal laws and rules** governing intergovernmental case management to ensure families receive similar services wherever they live.

Progression of an Outgoing Intergovernmental Case



Videos and Sample Forms with Instructions

 Outgoing Intergovernmental Case Video Guide	 Intergovernmental Forms Video Guide	 General Testimony Sample Form	 Declaration in Support of Establishing Parentage Sample Form
Video Intergovernmental Child Support	Video Completing Forms	Sample Form General Testimony	Sample Form Declaration Establishing Parentage

FAQs

What does the Outgoing Interstate Center (OIC) do?	+
Why does another jurisdiction need to be involved in my child support case?	+
Will I be notified when the OIC becomes involved in my case?	+
Who do I contact if I have questions about my case?	+
I received forms from the OIC that need to be completed. Why do I need to complete these forms? Is there help available?	+
After the forms are completed and returned to Child Support, what happens next?	+
There is a court order for the parent that lives in the other jurisdiction to pay support, but that parent is not paying. When will the case become an intergovernmental case?	+
Can parentage be established if the other parent lives in a different jurisdiction?	+
Can a child support amount be established if the other parent lives in a different jurisdiction?	+
Can the child support amount be reviewed if the other parent lives in a different jurisdiction?	+
When will I start receiving payments?	+
What additional enforcement action can the other jurisdiction take?	+
How will I know what is happening with my intergovernmental case?	+

Tutorials

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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

Sample Forms on Website

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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

☒ Obligor ☐ Oblige

Tribal Affiliation (if applicable)

IV-D Case: ☐ TA

☐ IV

☒ Med

☐ Former Assistance

☐ Never Assistance

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

Mark Stan

☐ Obligor

Tribal Aff

Non-IV-D Case: ☐

Initiating IV-D Case Identifier: _____

Responding Tribunal Number: _____

NOTE:

Initiating IV-D Case Identifier: 12654-08

Initiating Tribunal Number: _____

☐ Nondisclosure Finding/Affidavit attached

☐ This form sent through ECE

I, Martha Smith, declare under penalty of perjury:

Legal Name (first, middle, last, suffix)

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.

Enter your name here. Do not leave this blank.

Section 1/1



Improved and Consistent Correspondence

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(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.



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



(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

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Text Messaging



- Forms sent: alert set out for 5 days out to send text message reminder.

- 5 days after text message reminder sent, phone call is made to the customer.

- 5 days after phone call, the customer should have returned the documents. (Total of 15 days.)

- Text messages are sent the same day request is received unless it is after 4pm, then it will be sent the next day.

- 160 characters.



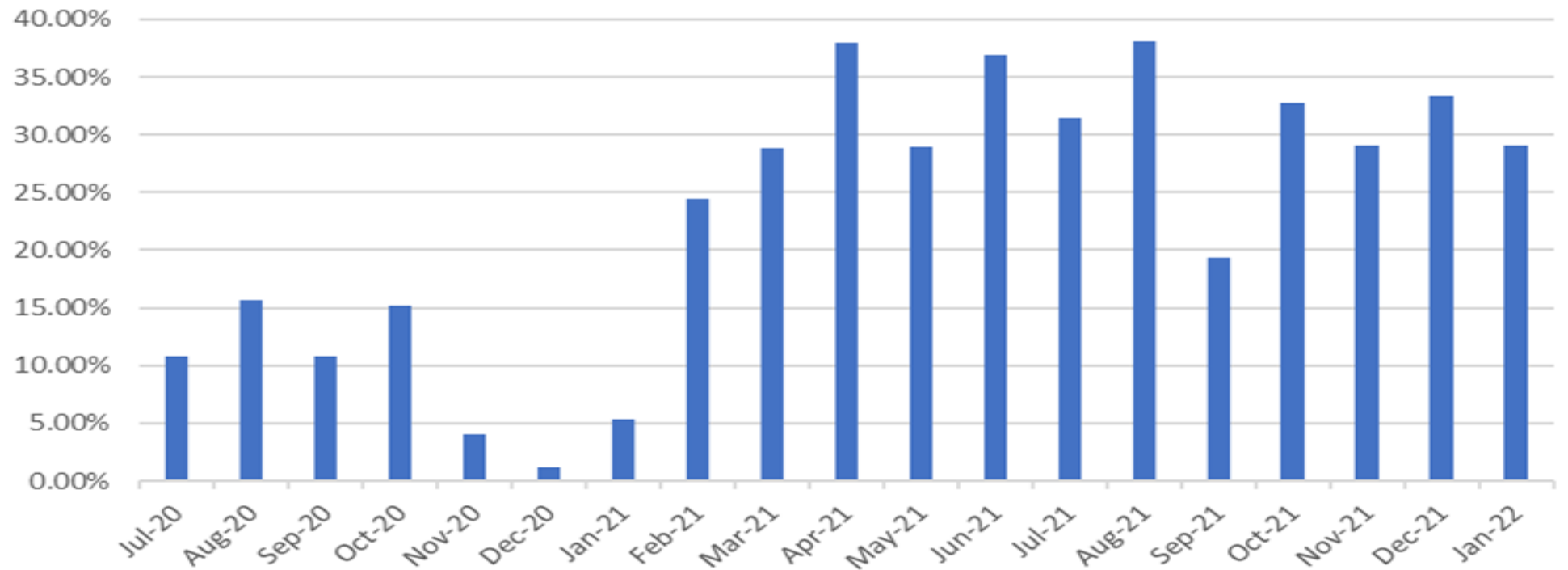
Results

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



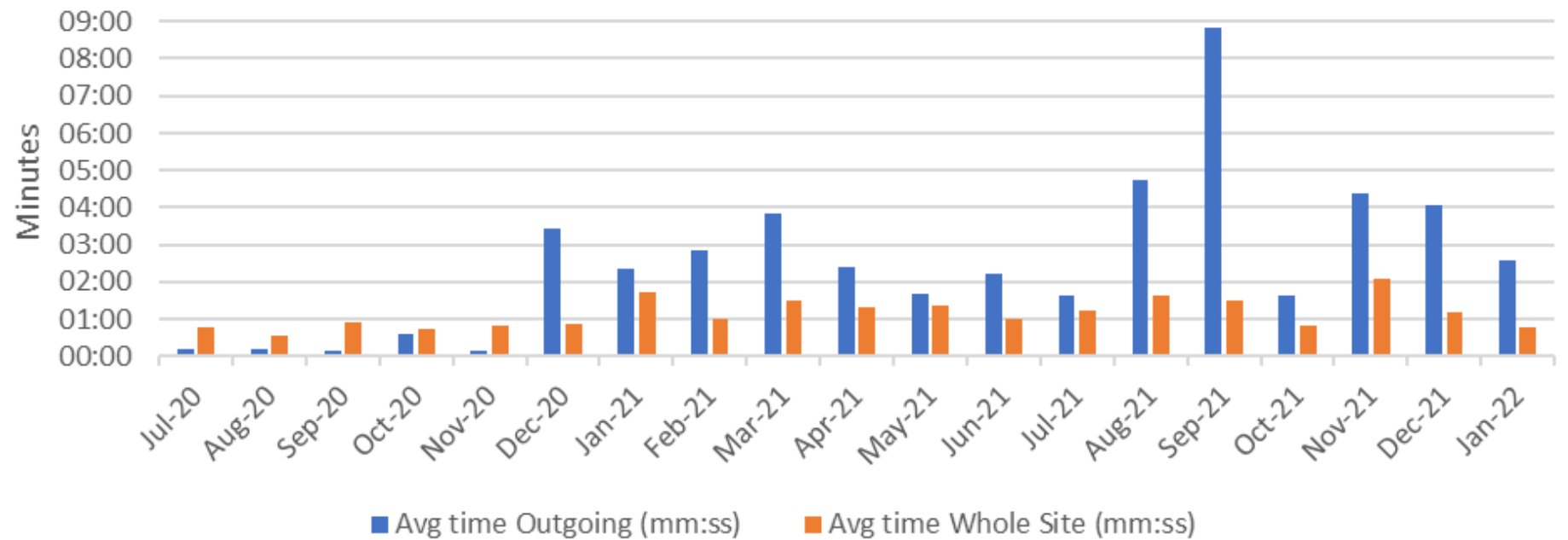
Results

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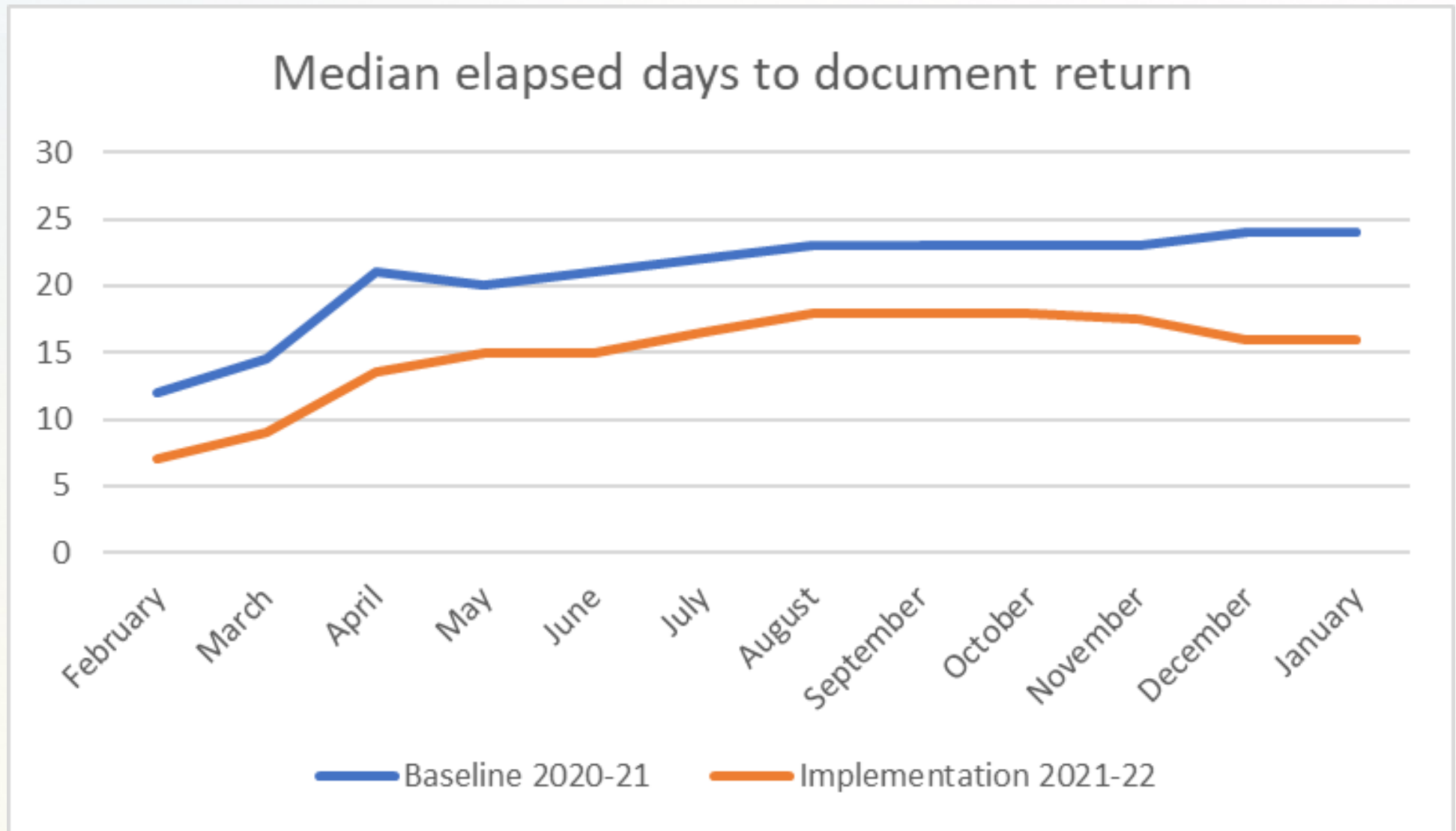
Average time (minutes and seconds) spent in whole site vs Outgoing Intergovernmental page



Results

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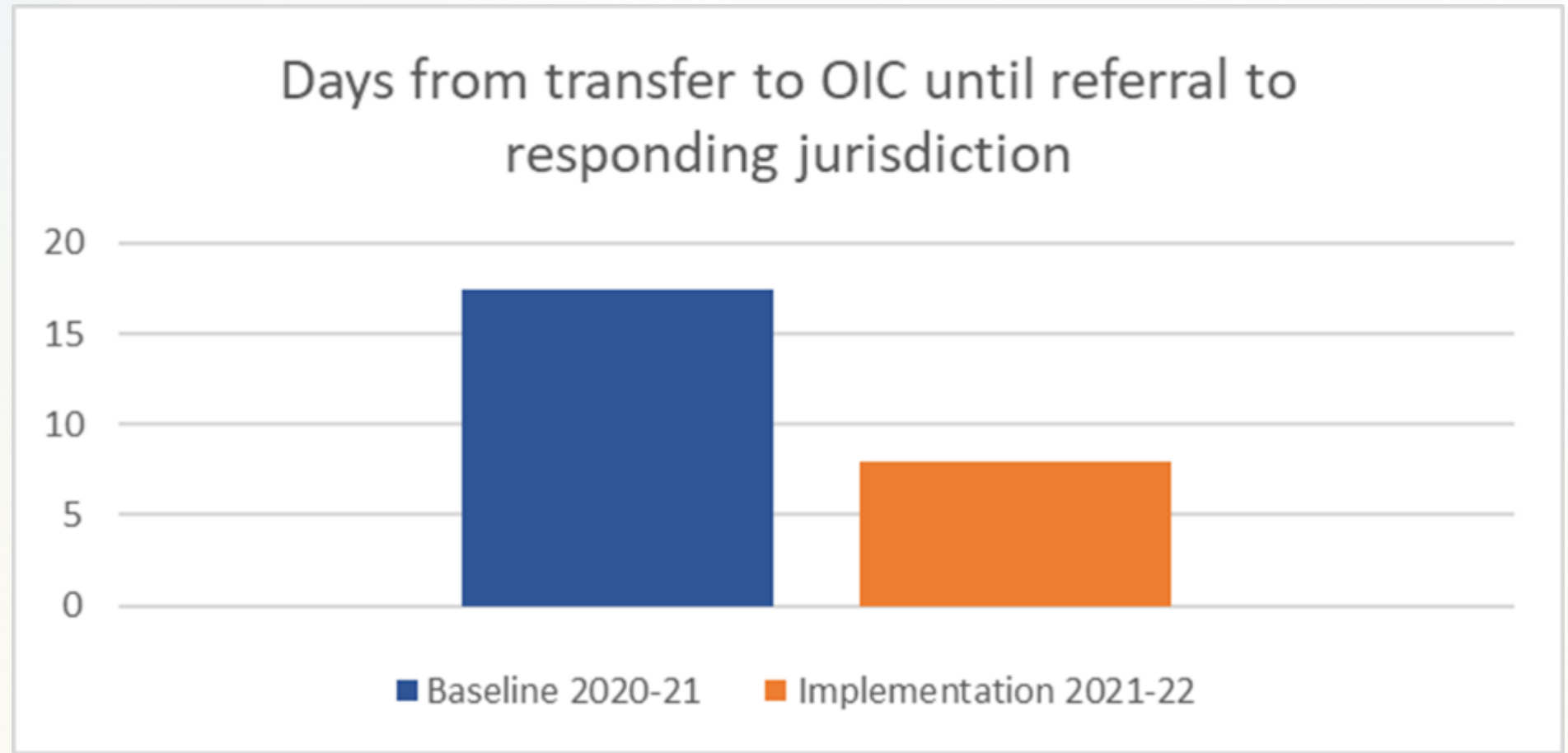
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Results

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#3 Re-engineered OIC Case Transfer Process

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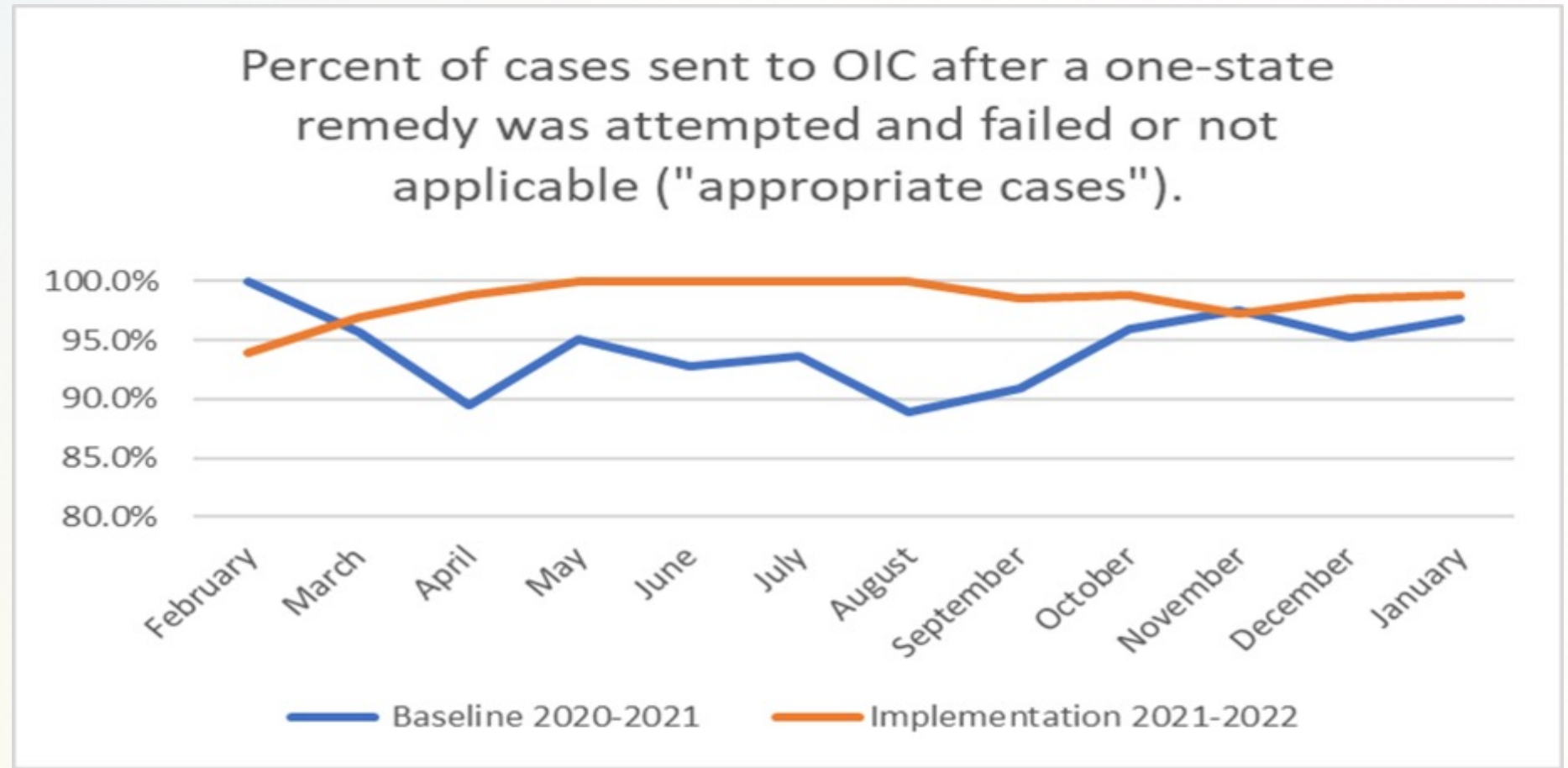


- **Intervention:** Defined prerequisites in work aid met prior to case transfer to OIC.
- **Goal:** Increase number of cases that were appropriately screened prior to transfer to the OIC and reduce the number of rejected transfers.
- **Technical Assistance Documents:** OIC Transfer Checklist.

Results

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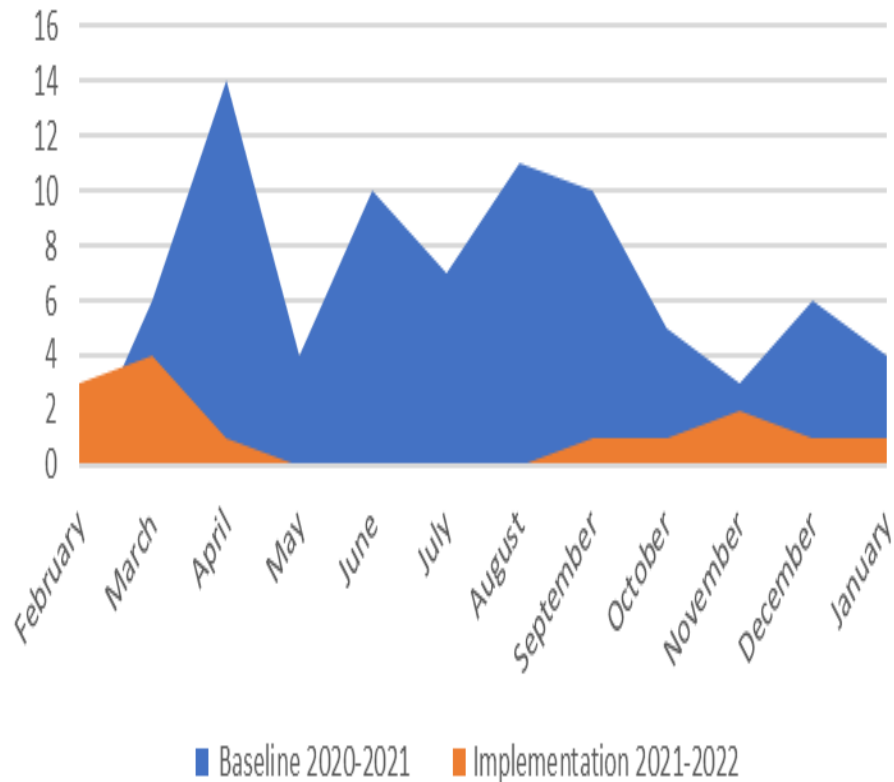
Results

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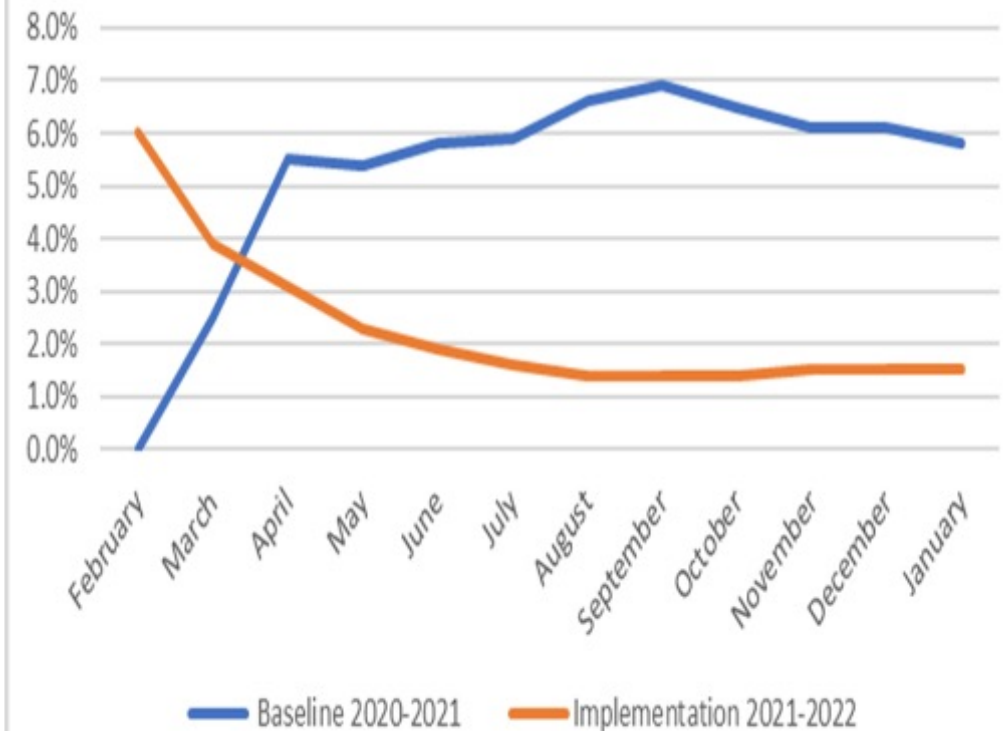
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Cases returned to the field by OIC



Cumulative percent of cases returned to field
staff from OIC



#4 Re-engineered ND and TAT Case Management Process

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- **Intervention:** Semi-annual data matches to identify mismatched cases and implementation of protocols and procedures that clarify case responsibility.
- **Goal:** Improve intergovernmental communication and collaboration between ND and TAT.
- **Technical Assistance Documents:** ND Tribal-Related Cases Enhanced Procedures Handbook and TAT State-Related Cases Enhanced Procedures Handbook

Results

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- By the final data match...
 - 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.

What did we keep?

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- All of it!
 - Stand-alone v. incorporate into policy
 - Refining processes as we get smarter
 - Continued data matches
 - Implementing similar processes with other jurisdictions

Questions?

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Thank you!

Beth Dittus

North Dakota Child Support

bldittus@nd.gov

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CLE CODE



The Three-State Intergovernmental Project:

Virginia, Maryland, and North Carolina Child Support
Intergovernmental Case Processing Innovation Demonstration

THREE STATE
INNOVATION

MD ★ VA ★ NC

Project

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PLANNING



IMPLEMENTATION



EVALUATION

Project Success Metrics

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- Increase the collection percentage of current child support
- Decrease the median number of days to order
- Increase customer service

Evaluation

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Research questions:

1. Did the interventions allow Project Offices to outperform their peers within the state with respect to processing intergovernmental cases?
2. Did the Partner States experience similar gains?

Collections Results

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Percent Change of Average Reported CSUP Collected for Initiating (I) and Responding (R) Caseloads During Baseline and Implementation

State/Office	Average Reported CSUP Collected		Change
	Baseline	Implementation	
I - VA - PO (MD)	56.64%	54.81%	-1.84%
I - VA - NPO (MD)	57.38%	55.61%	-1.77%
R - VA - PO (MD)	58.07%	57.25%	-0.82%
R - VA - NPO (MD)	58.07%	57.83%	-0.24%
I - VA - PO (NC)	55.24%	53.51%	-1.73%
I - VA - NPO (NC)	52.09%	54.23%	2.14%
R - VA - PO (NC)	59.74%	58.17%	-1.57%
R - VA - NPO (NC)	58.73%	56.75%	-1.98%
I - MD - PO (VA)	61.18%	60.16%	-1.03%
I - MD - NPO (VA)	58.35%	57.11%	-1.24%
R - MD - PO (VA)	60.93%	56.59%	-4.34%
R - MD - NPO (VA)	66.88%	61.89%	-4.99%
I - MD - PO (NC)	52.54%	53.30%	0.76%
I - MD - NPO (NC)	54.18%	56.34%	2.17%
R - MD - PO (NC)	62.95%	58.22%	-4.74%
R - MD - NPO (NC)	71.78%	67.04%	-4.73%
I - NC - PO (VA)	59.34%	57.72%	-1.62%
I - NC - NPO (VA)	57.97%	56.97%	-1.00%
R - NC - PO (VA)	58.01%	60.59%	2.59%
R - NC - NPO (VA)	61.59%	62.09%	0.50%
I - NC - PO (MD)	63.14%	67.62%	4.48%
I - NC - NPO (MD)	64.19%	63.66%	-0.53%
R - NC - PO (MD)	53.33%	55.50%	2.17%
R - NC - NPO (MD)	58.69%	63.36%	4.67%

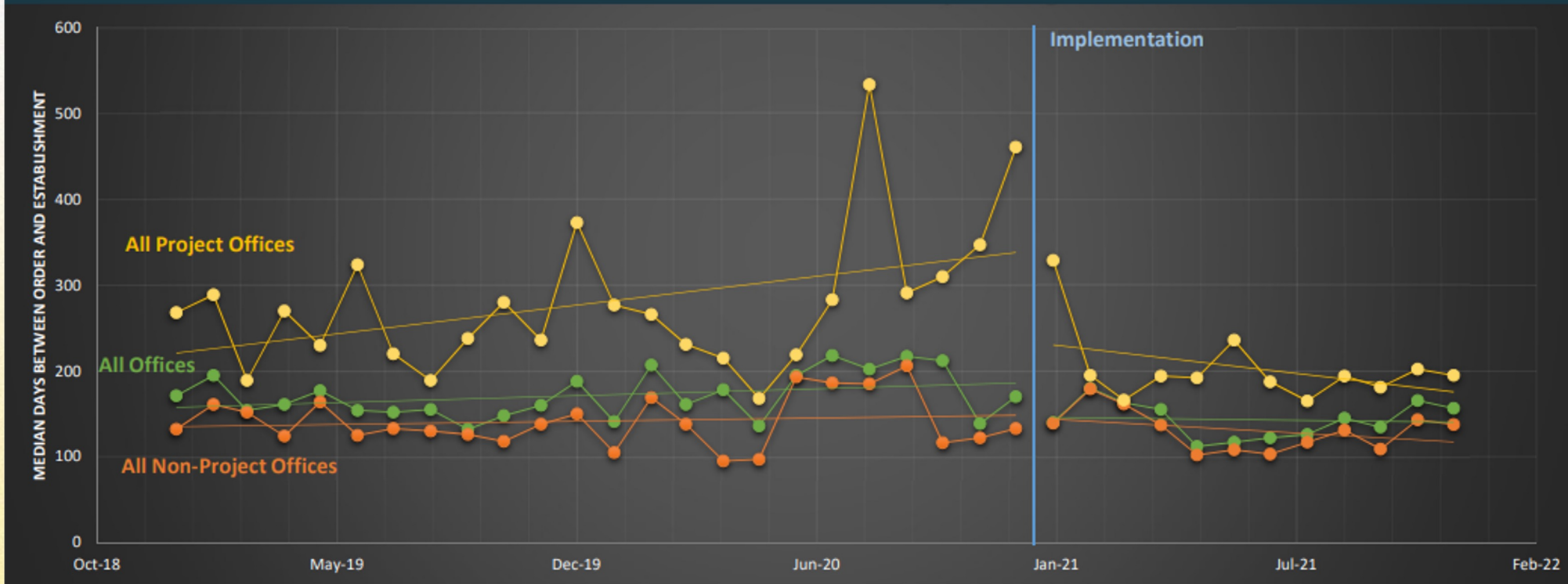
Order Establishment Results

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North Carolina Statewide Offices - Median Days
Between Order and Establishment - Responding Caseloads



EDE

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Average Percent Change from Baseline to Implementation Periods for Reported Unsolicited Documents Sent via EDE	
State/Office	Average Percent Change
VA - Statewide	115.15%
VA - All PO	75.80%
VA - All NPO	167.74%
VA - PO (NC)	-7.38%
VA - NPO (NC)	22.82%
NC - Statewide	349.04%
NC - ALL PO	420.00%
NC - All NPO	417.07%
NC - PO (VA)	284.62%
NC - NPO (VA)	253.85%

Key Takeaways

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- Results indicate a more satisfying customer service experience for parents and caseworkers working intergovernmental cases.
- In some states, the median number of days between incoming intergovernmental referral and new order establishment decreased.
- Updating written instruments and providing video options increased communication with parents about Intergovernmental Cases.

What now?

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Networking

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Customer Service

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Manual Letter

Recorded Powerpoint

Notification of Another State's Involvement in Your Child Support Case

We understand that there are many things about child support that are complex and at times you may not always understand what is happening with your case. We are here to help you.

The [AGENCY NAME] believes that children need both financial and family support to grow and thrive. Our dedicated staff are committed to helping you support your child(ren). This letter contains information about what to expect next on your case as well as case information and how to contact us. We have learned that the other parent in your case lives in another state. While this requires additional steps in order to provide the services you are requesting, the good news is that our office works with child support offices in every state to coordinate services. This means that the other state's child support agency will help us try to get the monetary support you deserve.

WHAT IS AN INTERGOVERNMENTAL CHILD SUPPORT CASE?

Your Guide for What to Expect

THREE STATE
INNOVATION
MD ★ VA ★ NC



For the future

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- Sharing our findings in settings like this one
- Continue relationships building
- Using results to inform decisions about new system
- Entertaining the idea of networking events

[Intergovernmental Grant Synopsis.pdf \(virginia.gov\)](#)

Questions?

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Thank you!

Mariellen Keely

Virginia Child Support

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[Child Support Grants - Virginia Department of Social Services](#)

[Intergovernmental Case Processing Innovation Project Summaries |
The Administration for Children and Families \(hhs.gov\)](#)