



2023 ERICSA – WICSEC – NTCSA Joint Virtual IJ Fair



ERICSA, WICSEC, and NTCSA are pleased to present...
Mini Virtual IJ Fairs Throughout 2023

This is a free event!
Our theme this year is:
Embracing Change/Moving Forward





MY PLEDGE

Whereas child support professionals have a common purpose and mission: to enhance the well-being of children;

Whereas child support professionals across the nation already manage a large volume of cases, and must rely on their counterparts in other child support agencies to forward appropriate and complete Interjurisdictional cases;

Whereas we recognize that one strategy to help us achieve our mission is to optimize cooperation and eliminate barriers associated with multijurisdictional cases:

I Pledge:

- To communicate timely, and professionally with my colleagues in other jurisdictions by:
 - Returning phone calls and emails promptly.
 - Using CSENet whenever possible.
 - Leaving clear and concise messages when calling or emailing my fellow child support professionals.
 - My messages will include my name; return direct phone number (as agency policy permits) and relevant case information: names of parties; initiating and responding jurisdiction case numbers; and a description of the information I am requesting or providing.
 - Providing requested information that is timely and complete.
 - Explaining my rationale for undertaking a certain course of action, when asked.
 - Sending correspondence that is clear and concise:
 - I will avoid acronyms and agency specific terms.
 - I will make sure that all hand written information is legible, and include my name and contact information on all correspondence.
 - I will ensure that my requests for information are reasonable and allow sufficient time for the other caseworker to respond.
 -
- If I am the child support professional in the initiating jurisdiction, I am responsible and accountable for communicating with the case applicant. I will not advise the applicant to contact the responding jurisdiction, pass on the responding case manager's email address or phone numbers, nor will I disparage the handling of the case by the other jurisdiction. I will provide the responding jurisdiction with all information necessary for the referral, including a verified address to facilitate case processing.
- If I am the child support professional in the responding jurisdiction, I am responsible and accountable for communicating with the party living in my jurisdiction. I am responsible for working the responding case to the same extent I would work a case within my own jurisdiction. I will timely provide the initiating jurisdiction status information that is requested. I will not disparage the handling of the case by the other jurisdiction.
- To work with other child support professionals in a cooperative manner that best serves our common goal by taking the "extra" step that will make a positive difference in the case.



“Clap” at **introductions** to welcome the speaker



= **Got it!**



= **Love it!**



= **LOL!**



= **I had no idea!**



= anytime someone says "NTCSA"
“WICSEC”, “ERICSA” or “IJ Fair”





SAVE THE DATE

APRIL 7-11, 2024

Grand Rapids

ERICSA 61ST ANNUAL
TRAINING CONFERENCE & EXPOSITION



WICSEC 2024 CONFERENCE LAKE TAHOE, NV SEP 29 – OCT 3





23RD ANNUAL NTCSA TRAINING CONFERENCE

Save the Date

JUNE 16 - 20, 2024

HARRAH'S
CHEROKEE
CASINO RESORT
CHEROKEE, NC





Navigating the IRG (Intergovernmental Referral Guide)





On March 1, 1990, OCSS sent an action transmittal to the states, informing them the IRG had been automated so that states would have accurate address and telephone information of their counterparts.



Automation of the IRG would enable changes to be made as often as necessary; thus, making current information readily available for facilitation of intergovernmental case processing.





States were required to complete the initial updating of the information by April 27, 1990.



A critical element for the initial automated guide was to ensure a FIPS (Federal Information Processing Standard) code was associated with each local address.





After this initial processing of contact information, OCSS decided, if we have better information to contact states and we are all processing interstate cases, we probably all have some of the same questions.



It was decided to send the states several questions on topics such as paternity/parentage, support order establishment, modification and review/adjustment, etc.





Let's take a look at some of these questions:

[IRG State Profile Questions | The Administration for Children and Families \(hhs.gov\)](#)





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Connecticut

Richard Julius

Supervisor of CT Central Registry





Fun Facts About Connecticut

- The first hamburger was made in Connecticut – Louis Lassen created the hamburger in his restaurant, Louis' Lunch in the year 1900. Grilled ground beef sandwiched between toast. Still being served today!
- The first dictionary was published in Connecticut. The author, Noah Webster, was born and raised in CT and his birthplace is an historic landmark.
- The Hartford Courant began in 1764 and is the United States' oldest newspaper that is still being published today.
- Mystic Seaport is the largest maritime museum in the world.
- World famous sports channel ESPN was started in Bristol, CT in 1979.
- The first PEZ candy manufacturing facility opened in 1973 in Orangs, CT.
- The birthplace of lollipops is CT – they were invented here by George Smith in 1878.



Connecticut Central Registry “Early Years”

CT Central Registry duties and responsibilities were limited to those noted under 45CFR 303.7(b)

-Within 10 working days of receipt of an intergovernmental IV-D case, the Central Registry MUST:

- ◊ Determine that the packet is complete and request any missing documentation
- ◊ Enter case demographic information into the Connecticut Child Support System
- ◊ Assign a docket number to the case
- ◊ Generate an acknowledgement to the issuing state and provide field office contact information
- ◊ Forward packet to the field office for further case processing

-Respond to the initiating agency within 5 working days of receipt of a request for case status or information





Connecticut Central Registry Early Years cont...

- Our original Central Registry model was designed to meet the minimum requirements under 45CFR 303.7(b).
- A simple depository, time stamp, case set-up and out the door to the field office for further case processing design!
- Limited case assessment, functions and duties.
- The critical decision-making, assessment and “high-level” data-entry was left up to the individual field offices statewide.





Connecticut Central Registry Embracing Change!

- Connecticut's goal was to expand the duties and responsibilities of the Central Registry staff to include functions that exceed the minimum requirements under 45CFR 303.7(b)
- In October 2021, NEW resources in the form of experienced workers were added to the Central Registry team to assist with staff development, high-level training and oversight.





Connecticut Central Registry 2023

- Incoming EEO requests along with requests to Establish an order are now processed by one CR staff member A-Z !
- Incoming requests to Register a foreign order are processed by a separate CR staff member A-Z!
- Central Registry staff now create and/or update their respective cases completely. This includes, but may not be limited to:
 - Full IGOV case assessment
 - Completing all required data fields properly and consistently
 - Issuing an IWO as needed
 - Immediately assigning Support Petitions directly to the Support Services Investigator for expedited SOP and assignment of court date
 - Provide concentrated training and IGOV case management assistance to all field level staff as needed.





Connecticut Central Registry 2023

- Initial case assessment and decision making will continue to be performed at the Central Registry.
- Includes assessment for enforcement, review and adjustment, locate, etc.
- Connecticut Central Registry also began e-filing Registrations in August 2018 and have initiated and e-filed approximately 1676 cases to date.
- Central Registry workers can directly e-file registrations and support petitions in any UIFSA Tribunal location in Connecticut
- Upon receipt of a request to register a modified/COLA order from the initiating jurisdiction, Central Registry will review the file for completeness, register the new order, update the required data elements and dispositions in our system before forwarding the case to the field office.



Connecticut Central Registry 2023 and Beyond

- Central Registry staff serve as a substantive resource for field office staff and also assist with intergovernmental training for new employees
- Implemented a pilot program involving centralizing and working CSENET diaries for several of our larger offices, including training and oversight for members of the Central Registry team
- Central Registry serves as the main contact for the State Disbursement Unit (SDU) for handling and resolving intergovernmental refund payments
- During the past year, Central Registry staff have worked numerous reports in an effort to “clean-up” Connecticut’s statewide intergovernmental caseload (initiating and responding) in preparation for the rollout of a new child support computer system which is currently in the design phase





Contact Information

- **Richard Julius, Supervisor**
- **Connecticut Central Registry**
- **Richard.Julius@jud.ct.gov**
- **860.566.4098 Ext 307**





Fun Facts- State of MN/White Earth Nation

State of Minnesota

- * There are 11 Tribes in the State of MN, 4 Tribal Nations Operate their own IV-D Program; White Earth Nation, Mille Lacs Band of Ojibwe, Leech Lake Band of Ojibwe, and Red Lake Nation.
- * Lieutenant Governor Peggy Flanagan is a White Earth Band Member

White Earth Nation

- * White Earth Nation is Minnesota's Largest and most populous reservation, encompassing 1,300 square miles and serving as the homeland for over 18,000 band members
- * White Earth Nation Child Support Program became a Comprehensive IV-D program in June 2008.





Intergovernmental Cases (IJ Cases)

- White Earth Nation strives to collaborate with other tribal and state (county) IV-D Agencies. White Earth honors income withholding requests from other IV-D agencies.
- The Income Withholding process will vary by tribal nation
- NCP subject to employment under the White Earth Tribe's jurisdiction, All income withholding requests for employers under their jurisdiction will be received and processed by White Earth Child Support





Documents Needed-White Earth Nation

- Federal Tribal Child Support Transmittal #1- (initial request form requesting to registers and enforce other jurisdiction court order and income withholding.
- F0209 Registration Statement
- F0023 Income Withholding for Support (IWO)
- Certified Copy of the most recent Support Order and subsequent Cost-of-Living Adjustments (COLA's if applicable)





Next Process

- Once all required documentation is received, a case file is opened, and a motion is filed with Tribal Courts to register court order and IWO for Full Faith & Credit
- Pending the docket, court can be scheduled within 2-4 weeks upon filing of motion.
- Payments are disbursed based on the SDU information received by the State/Tribe on the transmittal request.
- White Earth processes and distributes payments by EFT. If we do not have SDU information set up already for your state, WEN will work with your SDU for payment processing, for Tribal programs a check is disbursed and mailed to address provided on the transmittal request.





Intergovernmental Workgroup

- MN/Tribal Intergovernmental workgroup
- Workgroup discusses intergovernmental procedures, UIFSA documents, international cases and child support portal applications (IEG and EDE) to identify barriers.
- The group collaborate to come up with solutions and assist CSD in making improvements based on the needs of the interstate workers.
- Meetings are virtual –using WebEx or MS Teams
- Meetings are held monthly





Point of Contacts/Information

- White Earth Nation Child Support
PO BOX 387 White Earth, MN 56591
PH: 218-983-4641 Fax: 218-983- 3101
- IRG (Intergovernmental Referral Guide)
- FPLS Communications Center (Federal Parent Locator Service)
- Find more information about our program on our website
https://whiteearth.com/divisions/human_services/services#support



For information about other tribal IV-D programs refer to the IRG or contact that tribal agency directly.



Raegan Hendrickson
Manager

White Earth Nation
Child Support Program

PO BOX 387

White Earth, MN 56591

218-983-4641 ext 5761

[Raegan.Hendrickson@
whiteearth-nsn.gov](mailto:Raegan.Hendrickson@whiteearth-nsn.gov)





MICHIGAN

Jessica Cheney
Interstate Support Specialist
Oakland County Friend of the Court





FUN FACT: Michigan

Michigan has over three thousand miles of shoreline and 11,000 inland lakes. Providing lots of fun during the summer months and plenty of sight seeing during the rest of the year!





Oakland County Facts:

- Second largest county for child support cases in Michigan
- Oakland County has 49,432 open IVD child support cases at the end of FY 2023 for the 4th quarter
- We have 3,123 open intergovernmental IVD cases involving all 50 states, some countries and tribes!
- We have 7 members on the intergovernmental team – 6 support specialists and 1 case assistant (opener)





Embracing Change & Moving Forward:

- Workers are always accessible via telephone
 - All workers have been given county cell phones and laptops
 - We use single number reach – for calls to ring on our county cell phones & desk phones
- Microsoft TEAMS to communicate





Hearings and Documents:

- Most referee hearings are held via zoom, occasionally in office if necessary
- New Document/Correspondence submission tool on our website
- <https://www.oakgov.com/government/courts/friend-of-the-court>
- Court forms that can be both completed and submitted online
- Implemented use of the OneDrive where access to letters and forms can be utilized within the team





Communication:

- Electronic Document Exchange (EDE) – Interstate unit has been increasing our usage
 - Certified documents, pay histories, and other correspondences
- Communication Center – Minimal usage currently
- Email – Encrypted emails to out of state workers and clients
- MiChildSupport – Clients can send requests about enforcement, reviews, change in personal information and get a response





Communication continued & Enforcement:

- Oakland County is reaching out to clients for enforcement in different ways
 - Sending text messages thru MiChildSupport
 - For hearing reminders
 - Payment being due
 - Update personal information or employer information
 - We send pre-enforcement notices to non-custodial parents
 - To engage conversation due to lack of payment
 - If no response after these attempts a contempt hearing is scheduled





Contact:

Julie Gorman – Interstate Support Supervisor

248-858-5507

gormanj@oakgov.com

Jessica Cheney – Interstate Support Specialist

248-858-5509

cheneyj@oakgov.com





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"Thank you for being a part of the event. Your enthusiasm and support made it an incredible experience for everyone involved."



Thank you... 