



2024 ERICSA – WICSEC – NTCSA Joint Virtual IJ Fair



ERICSA, WICSEC, and NTCSA are pleased to present...
Creating Connections & Expanding Possibilities

This is a free event!





“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”





ERICSA
EASTERN REGIONAL INTERSTATE
CHILD SUPPORT ASSOCIATION

INTERGOVERNMENTAL TRAINING EVENT

Wednesday, September 11, 2024

10:00am – 4:00 pm (EST)





23rd Annual NTCSA Training Conference

June 16 – 20, 2024

Harrah's Cherokee Casino Resort

777 Casino Drive, Cherokee, NC 28719

828-497-7777 • <https://www.caesars.com/harrahs-cherokee/hotel>



www.supporttribalchildren.org • Watch website for more details! Follow us on 





WICSEC 2024 Annual Training Conference

September 29 – October 3, 2024
Tahoe Blue Event Center
Lake Tahoe, Nevada





Illinois Central Registry

Creating Connections &
Expanding Possibilities

Martin Kren - Presenter



Creating Connections Multiple Ways

- Within Illinois Central Registry
- With Our Local Offices
- With Other States





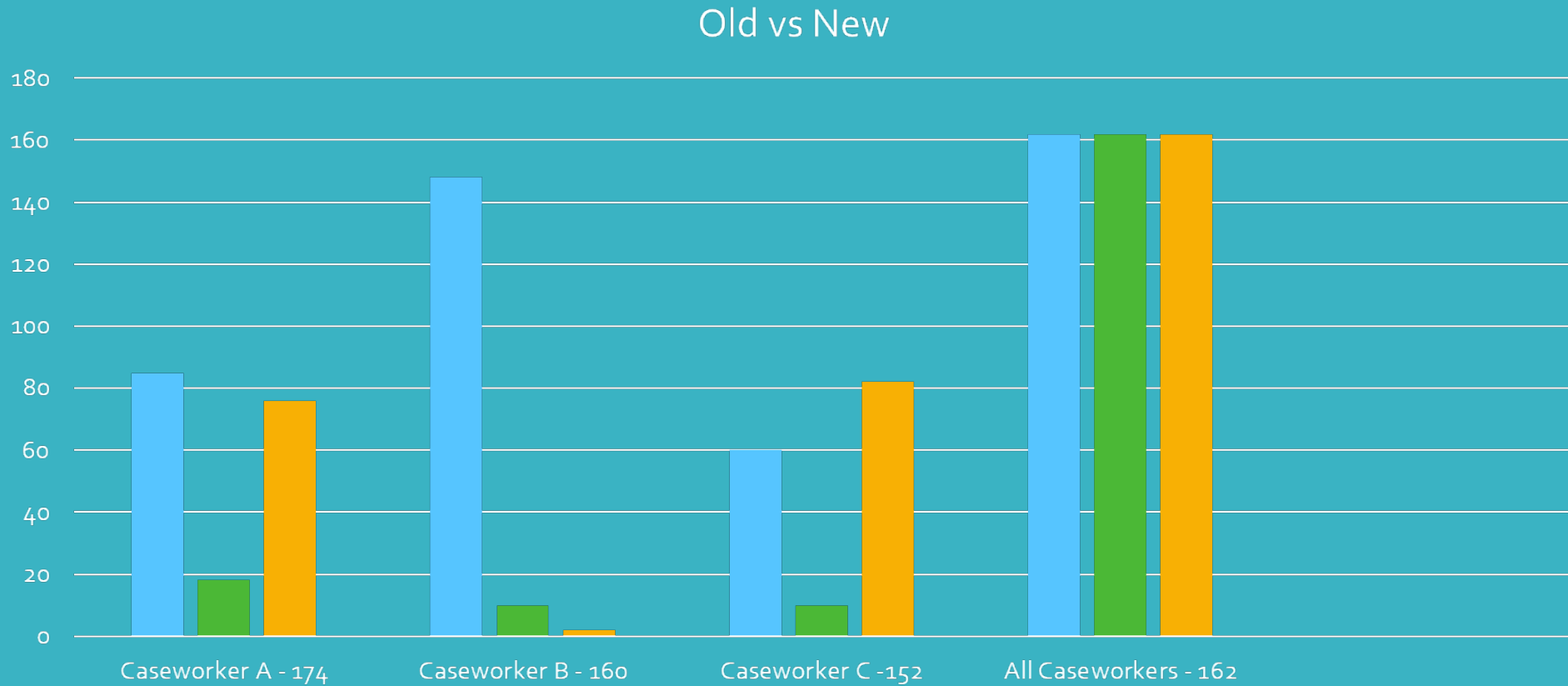
Dissolving 'Traditional' State-based Caseloads

- Incoming UIFSA packets split equally among caseworkers
- No need to cobble together caseloads covering multiple States
- No one 'expert' – everyone will know everything
- Nothing held up due to extended absence
- Designated trainer will ensure uniformity in case processing





Dissolving State-based Caseloads





Cross Training with Springfield Regional Office

- Three-month, three staff pilot program
- Learn the regional office processes and practices
- Understand the role of the regional office in child support
- Facilitate solutions between units in case processing





Interstate Communication

- Central Registry is the hub of the wheel
- EDE - initial requests to Central Registry - 000
- ICR inbox – HFS.DCSSICRU@illinois.gov
- PO Box 19405, Springfield, IL 62794-9405





Department of
Human Services





Documentation Requirements for Establishing or Modifying Child Support Obligations

Tennessee's Child Support guidelines are based on an Income Shares model that establishes the dollar amount of Child Support obligations based on the amount of parents' combined adjusted gross income and the number of children for whom the Child Support order is being established.

To receive credit, both parties must provide documentation that verifies their income, child expenses, and Child Support payments for other children:

- **Income:** Verification may be in the form of paycheck stubs, income tax returns, employer statements, or an earnings statement from the Social Security Administration. Verification representing a minimum of two (2) years is required unless the employment history is less than two (2) years,
- **Child Expenses:** Verification documents may be medical bills, or receipts from day care centers or educational institutions.
- **Child Support Paid for Additional Children:** Verification documents must include a copy of the Child Support order and proof of payments made for the last 12 months.





How to Obtain a Tennessee Pay Record for a Case in Common

Pay records can be viewed online at <https://Apps.TN.Gov/TCSES>. Pursuant to T.C.A. §24-7-121, this payment record may be used as legal evidence in a child support hearing. *Please note: Financial activity may occur after printing which will not be reflected on this document and it is a Class A misdemeanor to knowingly alter information used for purposes of establishing, enforcing, or modifying child or spousal support or defending such actions, or for the purposes of defending or prosecuting any contempt action involving child or spousal support.*



Applications Tennessee Caseworkers Can Access in the State Services Portal:

Communication Center, Electronic Document Exchange (EDE), FCR Query, Intergovernmental Reference Guide (IRG), QUICK, and Locate.





How to Get Help If a Caseworker's Name or Contact Information Cannot Be Located

Contact information for each local office can be found in the Intergovernmental Reference Guide (IRG). The telephone number and email address for each local office can also be found at:

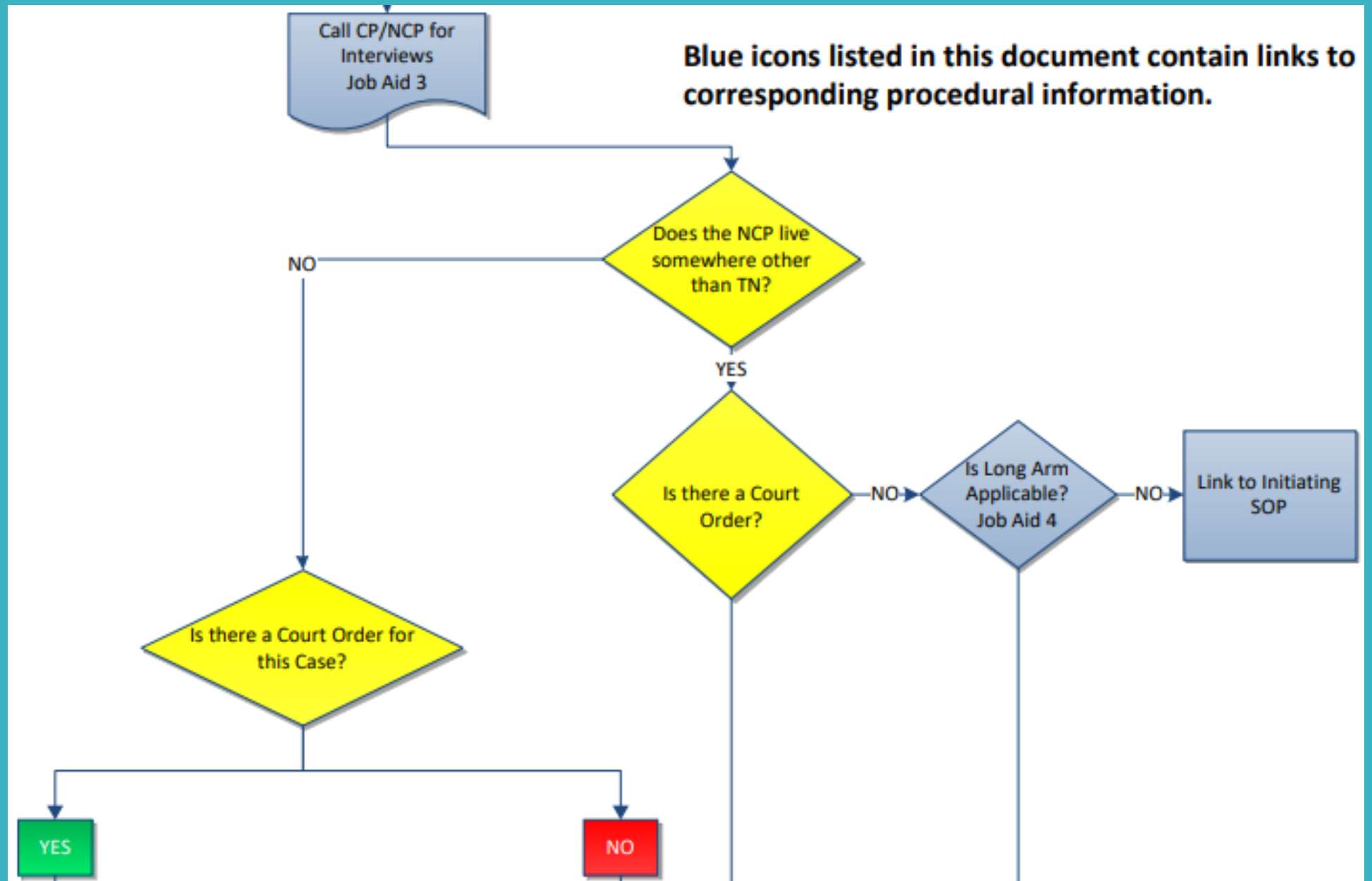
[TN.Gov/HumanServices/For-Families/Child-Support-Services/Child-Support-Office-Locator.html](https://www.tn.gov/human-services/for-families/child-support-services/child-support-office-locator.html)

Who to Contact After Three Reasonable Attempts to Resolve an Issue with the Local Tennessee Office:

Email **IntergovernmentalUnit.DHS@tn.gov**, or contact a Tennessee Central Registry Program Specialists based on the states/countries/tribe assignment:

- **A -Idaho:** Jessica King Jessica.D.King2@tn.gov (731) 228-0340
- **IL - MS:** Natherline Tucker Natherline.Tucker@tn.gov (615) 313-5651
- **MO - Z:** Shawana Majors Shawana.Majors@tn.gov (615) 360-4230

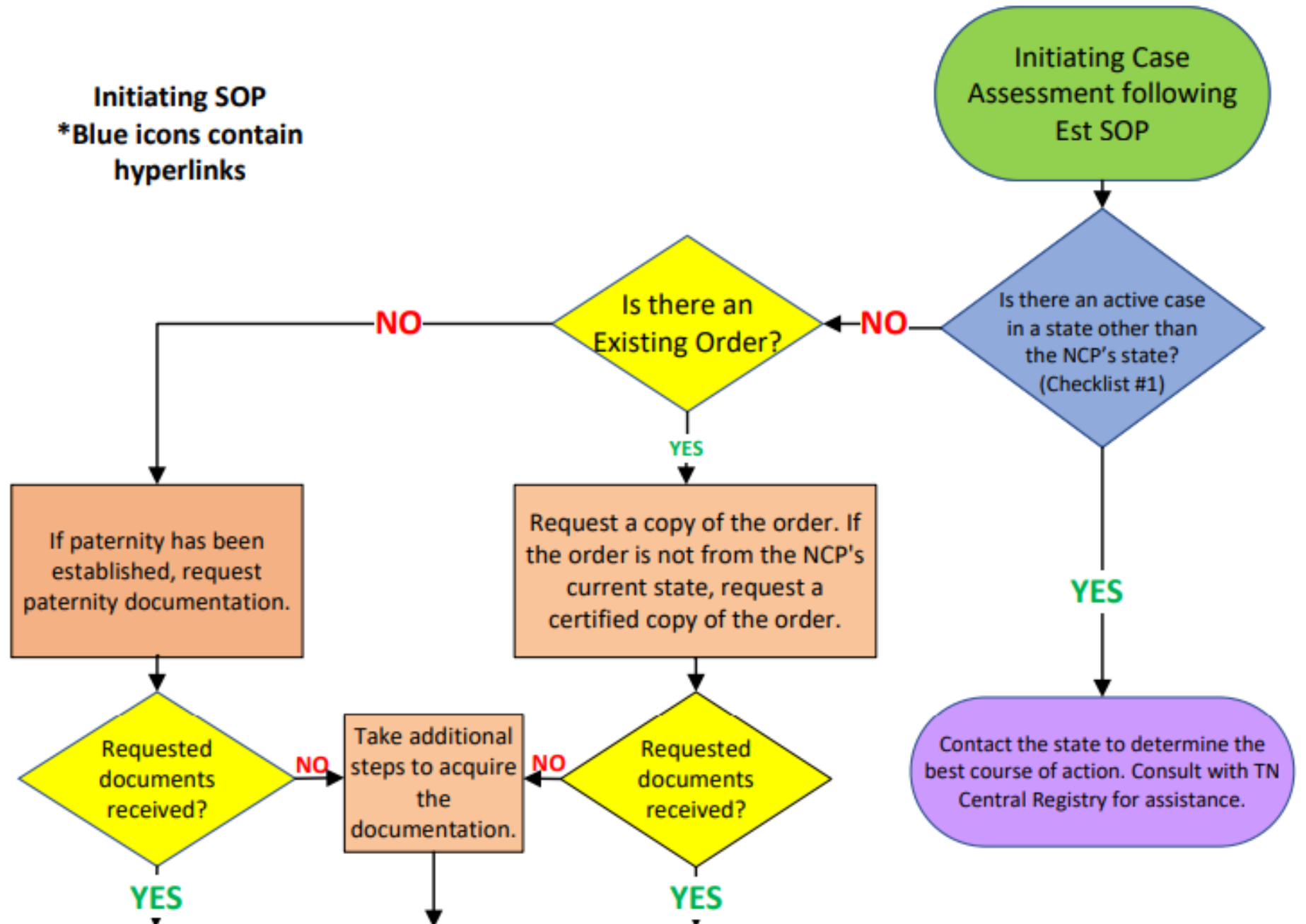


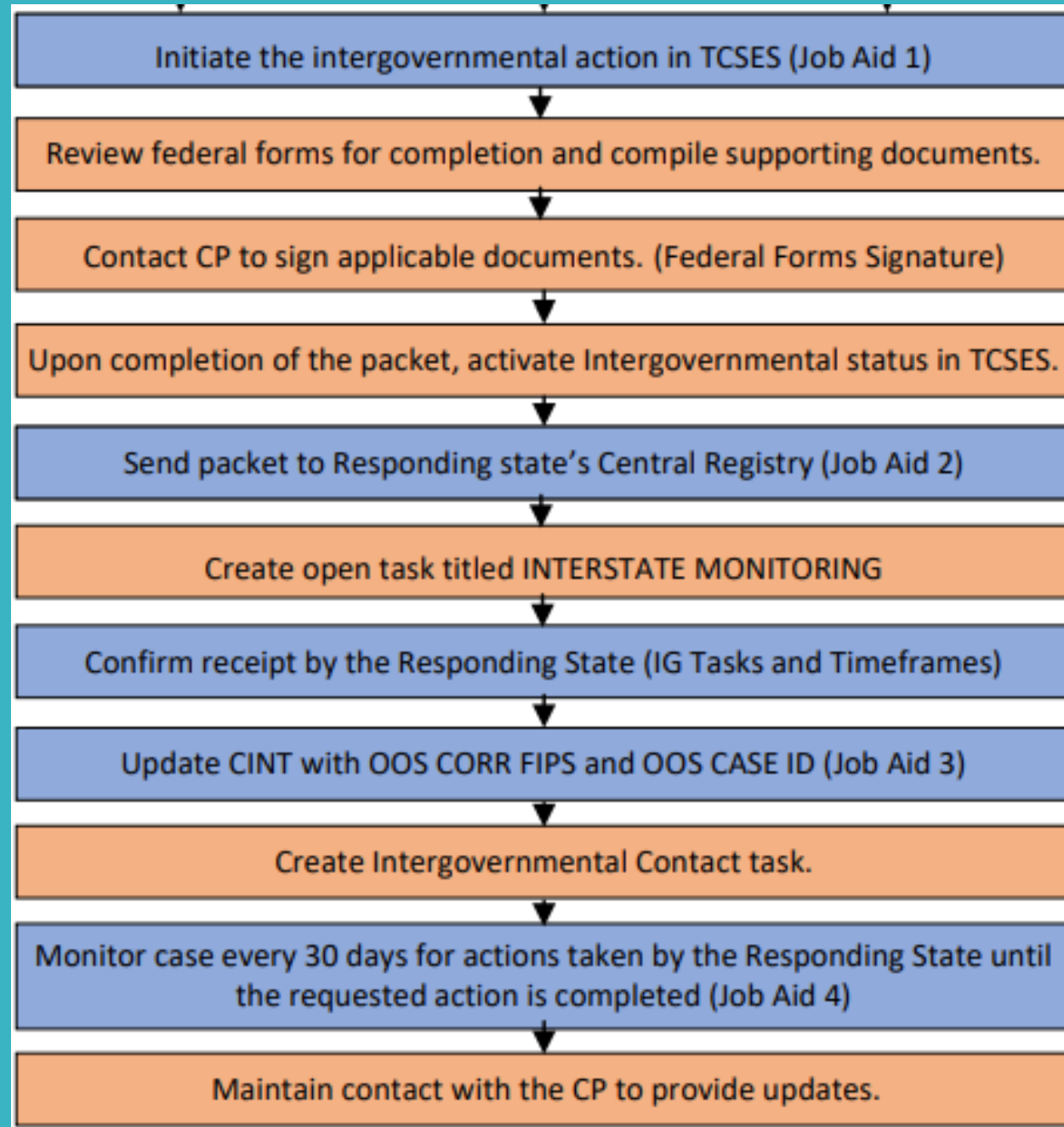




Initiating SOP

*Blue icons contain hyperlinks







Detroit



Grand Rapids

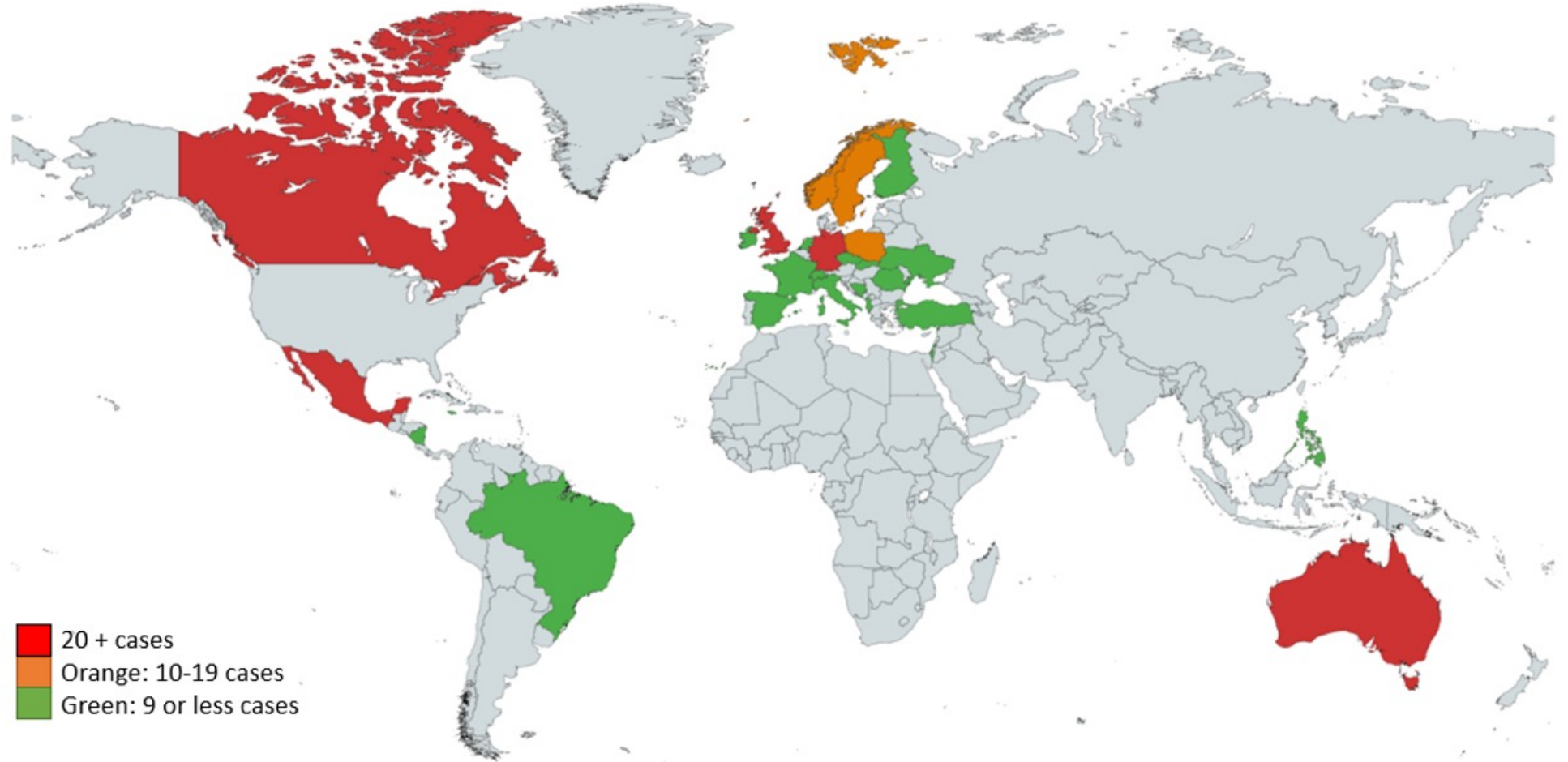
Michigan Child Support Program



Michigan



MICHIGAN'S INTERNATIONAL CASELOAD



Michigan



MICHIGAN'S CHILD SUPPORT PARTNERSHIP





MICHIGAN



- 78 FOC OFFICES
- 27 "COMBINED" OFFICES



- IV-D TRIBAL PROGRAM



- PRIMARILY NORTHERN





MICHIGAN

- Primarily a judicial state
- Some administrative aspects – mainly for enforcement



MICHIGAN OFFICE OF CHILD SUPPORT

01

CAP PROGRAM

Pilot state
Expanded use

02

IFORMS

Effective January
2024

03

HUMAN-CENTERED DESIGN

Moving to a more
"human centered
organization"

03

DEI & ANTI RACISM

Redesigning business
processes





MICHIGAN SUPREME COURT FRIEND OF THE COURT BUREAU



CHILD SUPPORT FORMULA

- FORMULA STUDY
- 2025 FORMULA PREPARATION



SAVES

- REDESIGN OF COURT PROCESS
- TRAUMA-INFORMED APPROACH



TRAINING

- REGIONAL & STATEWIDE
- MICRO TRAININGS





TEAMWORK

INTERGOVERNMENTAL WORK IMPROVEMENT TEAM

01

Group of child support professionals representing all partners that handle requested system updates

INTERGOVERNMENTAL USER GROUP

02

Monthly "troubleshooting" and information-gathering meeting open to all intergovernmental workers in Michigan. Hosted by users, for users.

CENTRAL REGISTRY CONTACTS

03

Direct Central Registry Contact person for counties to contact if they need assistance.



Michigan





Conversations

Search conversations within mcsintergov@g...

★ Michigan Child Support Program Intergovernmental Workgroup

322 members

1-30 of 1507

MCSIntergov@googlegroups.com is a member-only discussion group for all Michigan child support program workers interested in finding information about handling intergovernmental cases.

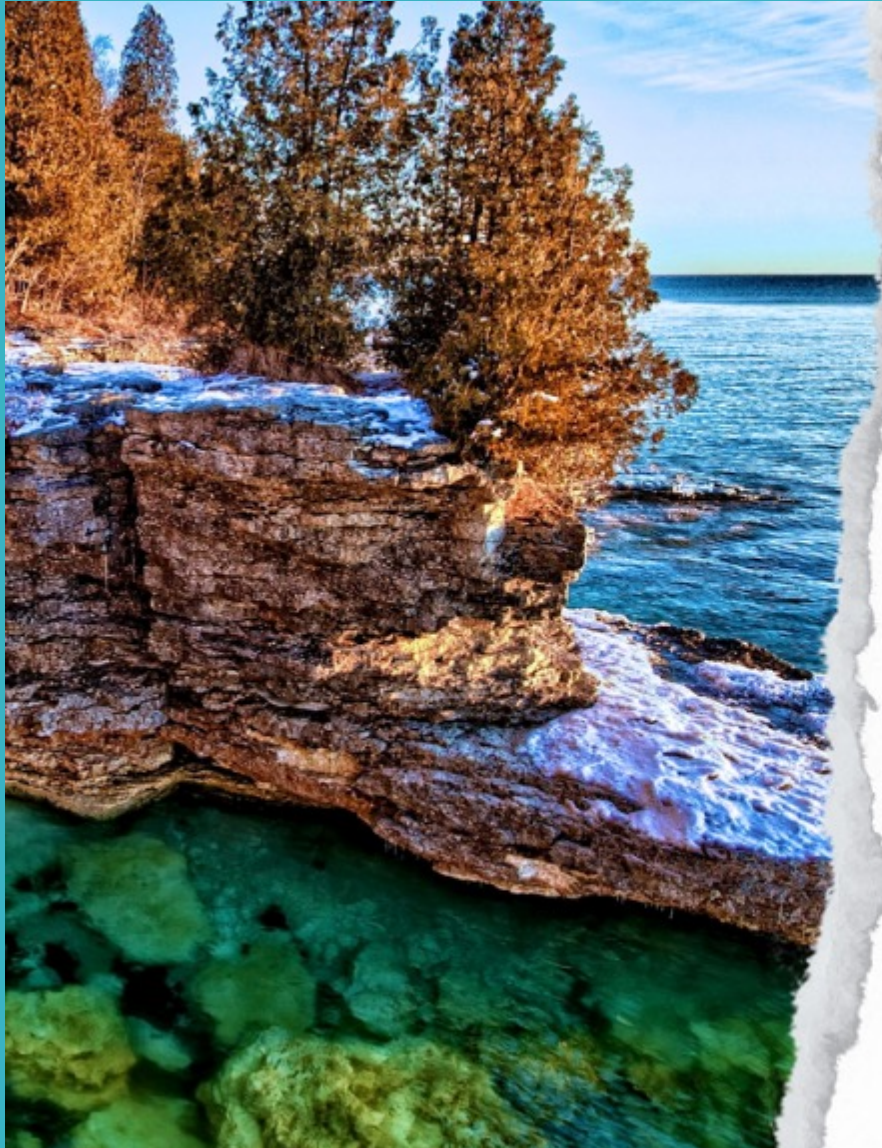
Here are a couple of rules to reduce unnecessary group email and clean up.

Rule 1: Omit personal identifying information (PII): When posting, DO NOT include confidential IV-D or identifying information (customer names, DOB, SS#, etc).

Rule 2: Look First -- Before asking others to spend time answering your question, please search for the answer in earlier posts.

	sieff...@co.muskegon.mi.us	Intergov Google Group Meeting 05/17/2024 CANCELED — I am sorry for any inconvenience but the Int...	☒	May 16	☆
	sieff...@co.muskegon.mi.us	Intergov Google Group Zoom Mtg Friday May 17th — I am working on putting together the agenda for ...	☒	May 14	☆
	123mye...@gmail.com	Add a Member — Could someone please add Saginaw County's Interstate Clerk, Chelsea Dupuis CDup...	☒	May 14	☆
	asmith2ea...@gmail.com	UF case issue. — So 2 years ago I got a referral to set up this UF case and get money coming in. I got ...	☒	May 10	☆
	kw...@calhouncounty... , ... monica.hu... 4	another good one.... — I would probably start by telling him he needs to file for a change of custody fo...	☒	May 10	☆
	kw...@calhouncou... , ... msa...@miott... 4	Tribal court instead of FOC? — Just as a follow up - I spoke with the Tribal Legal Department yesterda...	☒	May 8	☆
	sieff...@co.muskegon.mi.us	MICES/OCs Training Team Position — If you haven't heard, Jamie Eichenberg is leaving the MICES/...	☒	May 8	☆
	Lisa Harris, FOCB Mgmt Asst 2	MFSC Trainings — Please share ideas and suggestion with Lisa Harris, FOCB Management Assistant ...	☒	May 6	☆
	kr...@co.huro... , hoe...@vanburencou... 2	UIFSA and ROPA — I would call TN (the jurisdiction where he lives) and ask them. Amanda Hoefle Inte...	☒	Apr 26	☆

INTERGOVERNMENTAL GOOGLE GROUP



TIPS FOR WORKING WITH MICHIGAN



ICR Contact: Jennifer Reed (ReedJ5@michigan.gov)



Orders “follow the child” - no new IV-D case needed if the child goes into foster care



Overpayments: Our system can only hold one month's extra support obligation, otherwise the amount is refunded to the payer, NOT to the other state.



Michigan's statute allows for parenting time to be established in IV-D support cases as long as Michigan has the jurisdiction to do so.



We don't charge interest on support except in extreme cases (“surcharge”)



We will enforce another state's interest, but our system can't calculate it- we have to manually add interest amounts to the system.



TIPS FOR WORKING WITH MICHIGAN



Michigan counties do not require a different financial affidavit to be completed beyond the general testimony; it is very important for the custodial parent's financial information to be accurate and inclusive.



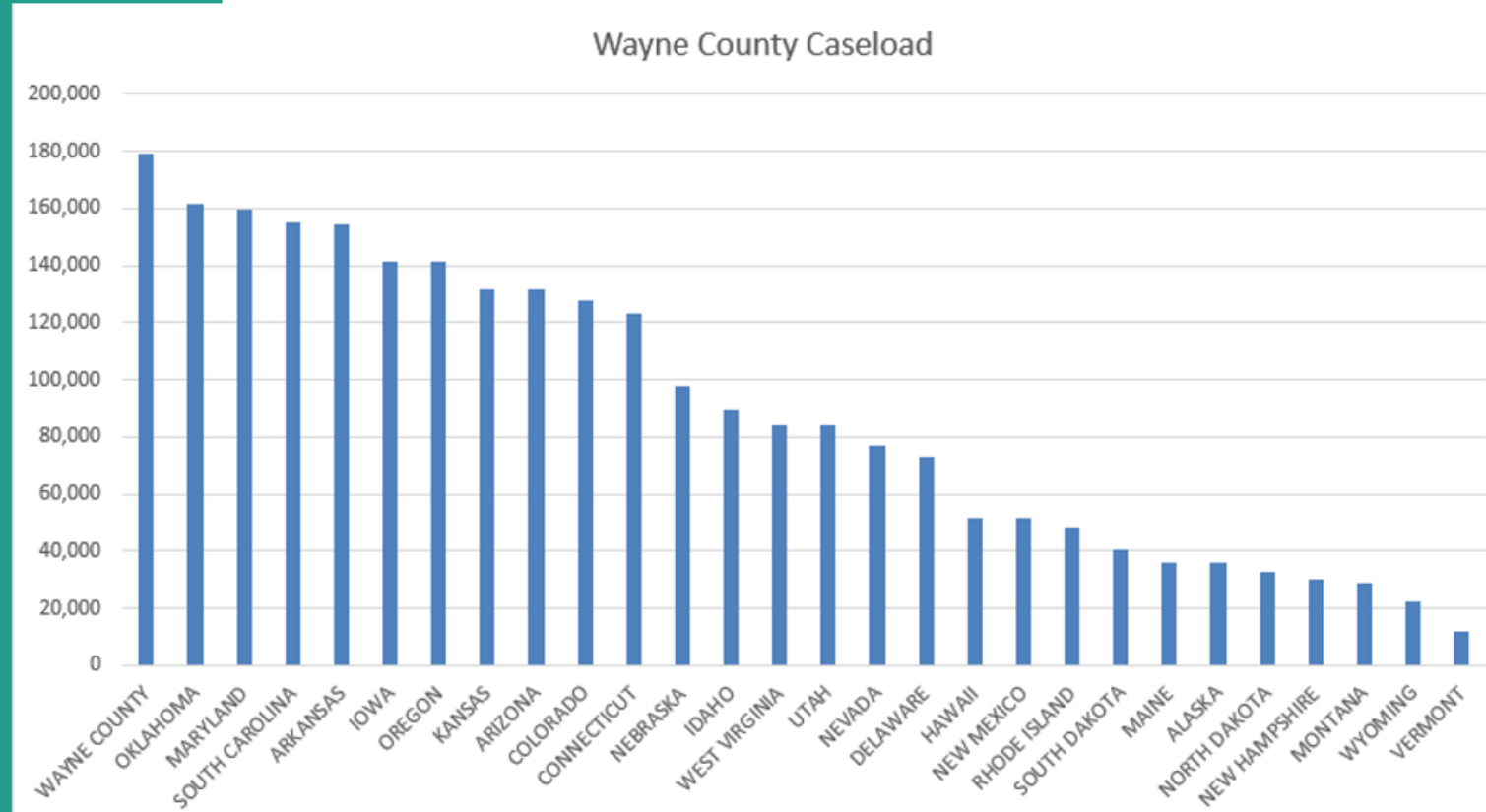
Please attach pay stubs, day care verifications from day care providers, mandatory deductions from their income, and any other income documents.



In initiating cases where a state enters a temporary order, it will be likely that the state will be working with both the FOC and the Prosecuting Attorney's Office in the relevant county; the prosecutor's office will still pursue the final court order and the FOC will enforce the temporary order.

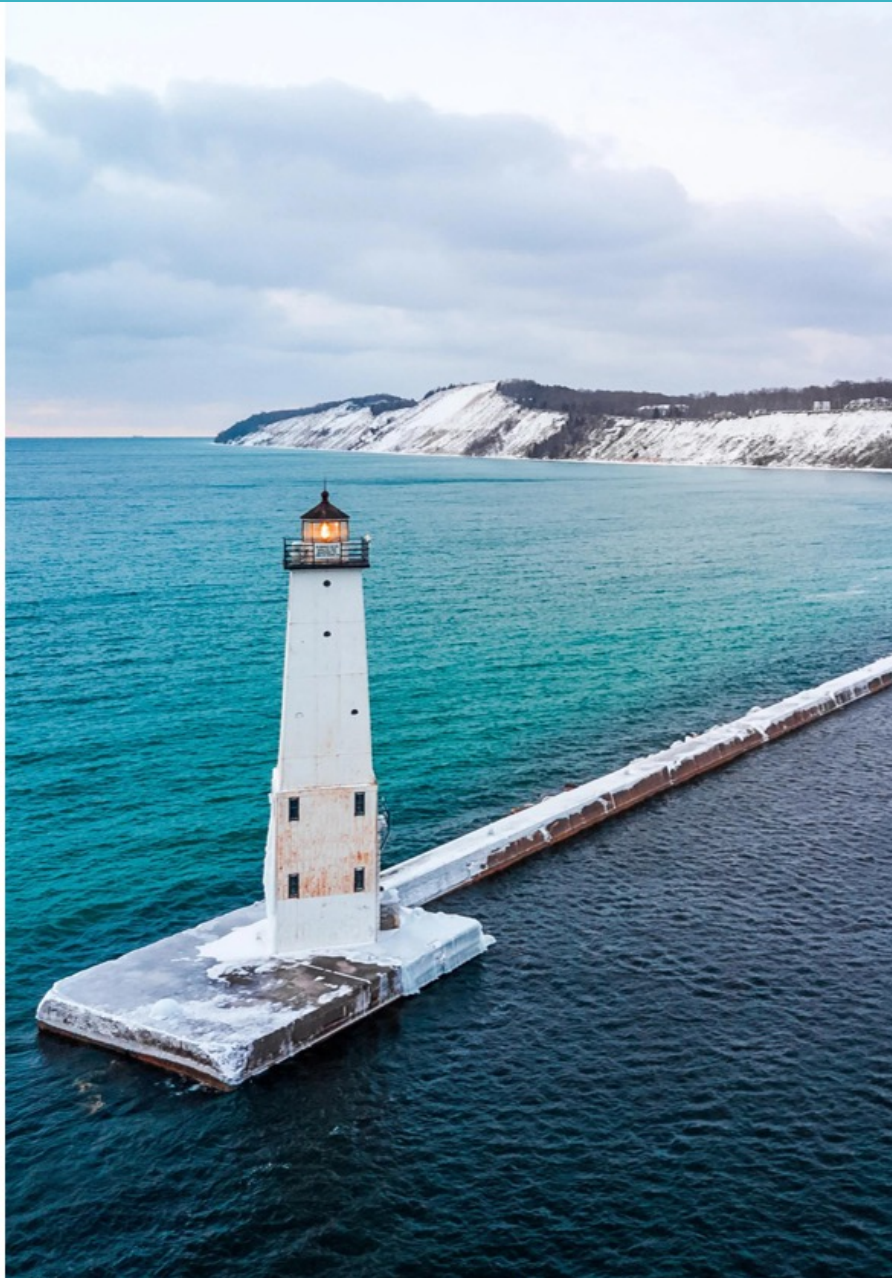


24%
OF
MICHIGAN'S
CASELOAD



WAYNE COUNTY

Michigan



Michigan

CONTACTS

Interstate Central Registry:
MDHHS-ICRregister@michigan.gov
(517) 335-3030

Liz West
SCAO - Friend of the Court Bureau
WestE@courts.mi.gov

Kerrie Ann Shannon
MDHHS - Office of Child Support
ShannonK2@michigan.gov



Thank you!





Kansas Fun Fact

Pizza Hut was launched on May 31, 1958, by two brothers, Dan and Frank Carney, both Wichita State students, as a single location in Wichita, Kansas. Six months later they opened a second outlet, and within a year they were operating six locations.





Kansas Child Support Services

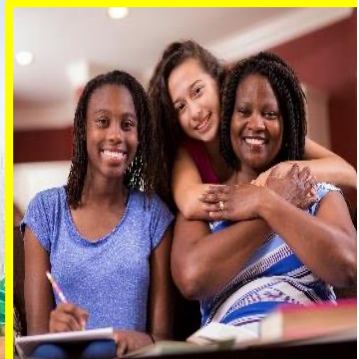
CSS IV-D Program

- Serves any family who requests services.
- Accepts families as they are regardless of economic situation or family composition.
- Establishes legal parentage when unknown.
- Recommends to the court realistic monthly child support amounts relying on verifiable income at time of order.
- Works to collect child support from payor's attachable financial resources.
- Provides outreach services and State arrears incentive program to assist families and payors of support.
- Limited by the ability to find parents.
- Unable to guarantee collection of child support.



CHILD SUPPORT SERVICES

IV-D Guide



Child Support Services (CSS) helps any family who asks or may be told they must have a child support case open to receive benefits. IV-D services are provided at no cost to parents and non-parents who have a minor child(ren) in their household.

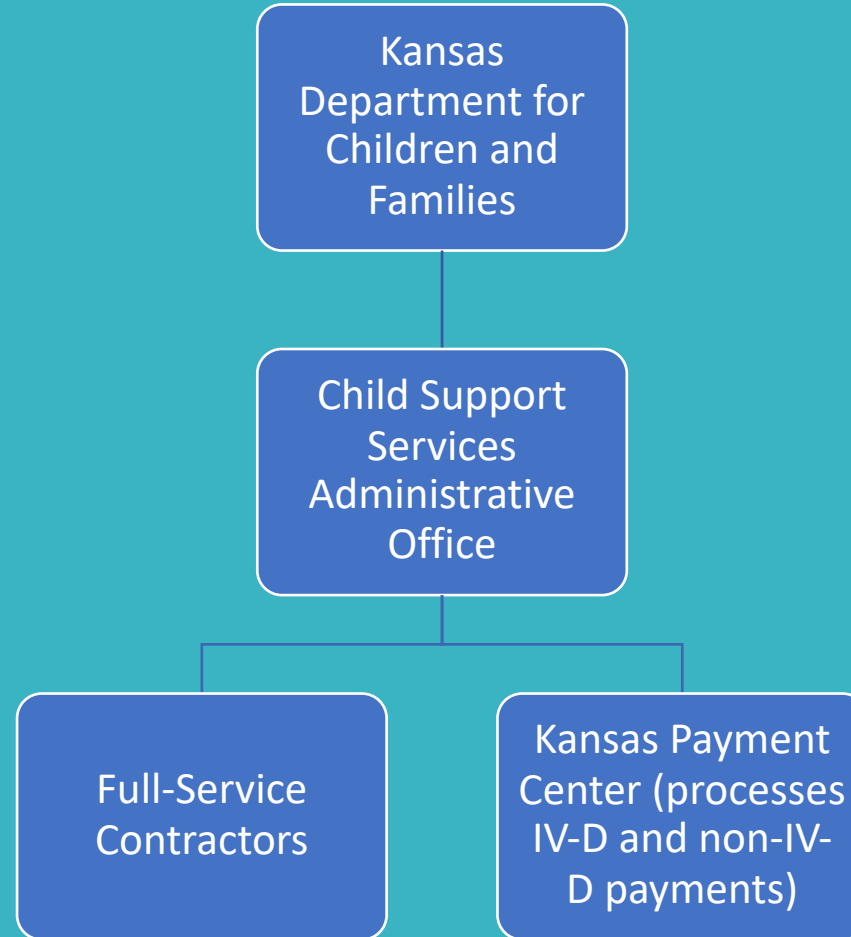
IV-D services are services that are provided by law by the Kansas Department for Children and Families (DCF).



AUGUST IS CHILD SUPPORT AWARENESS MONTH

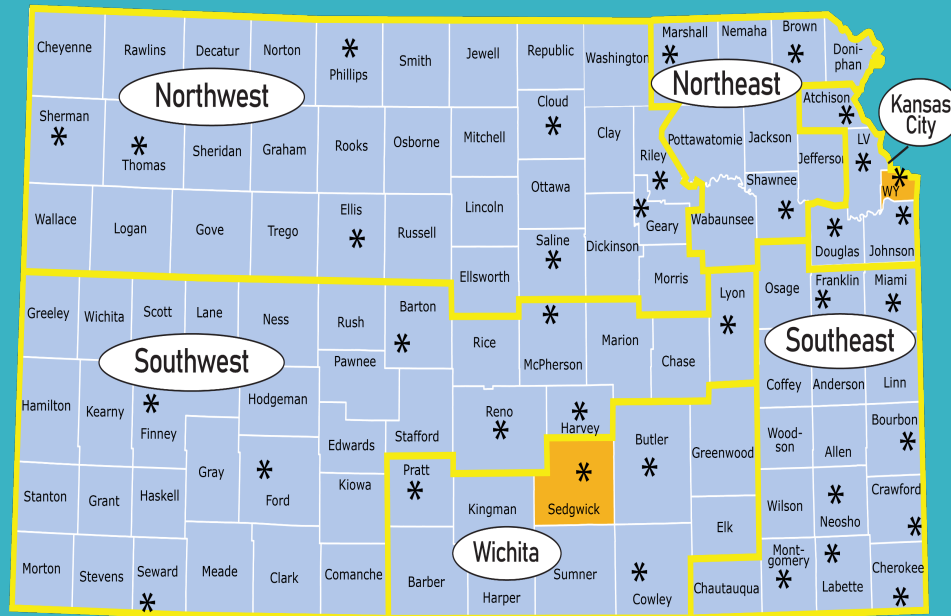


CSS Organizational Structure



CSS Vendors

Child Support Services Contracts



Maximus Human Services Inc.	* DCF Service Center
YoungWilliams	

 Toll free number for Case Inquiries: 888.757.2445



2 Full-Service Contractors

YoungWilliams CSS

Maximus

Kansas Payment Center (KPC):

- 1-877-572-5722
- <http://kspaycenter.com>

CSS Contact Center:

- Open Monday-Friday, Business hours
- **1-888-757-2455**
toll-free number, call for case inquiries





CSS Communication

- Toll Free 1-888-757-2445
- Standalone call center eliminated.
- Each contractor will have customer service representatives available from 7am to 6pm; Monday – Friday.
- Allows the customer to contact the child support program on their schedule and enable them to work directly with the contractor who is responsible for their case.
- Calls should be handled and resolved during initial contact. In some cases, call backs may be necessary due to attorney unavailability or if further research is needed. Customers will be asked to provide a time that is most convenient to them.





Kansas Payment Center

- Newly updated to review payment history, make a payment, update or modify court order information, and update information.
- The sites are now compatible with the most commonly used web browsers (Edge, Chrome and Safari) and are accessible from any device – computer, tablet or mobile device. There is no “app” required.
- Significant enhancements have been made to the employer roster, registration and profile pages making it easier and more intuitive to manage your organization’s active and terminated employees and their associated court orders. Additionally, the employer roster can now be maintained and managed independent of making payments.
- Toll Free Parents: 1-877-572-5722
- Toll Free Employers: 1-877-729-6367

<http://kspaycenter.com>





Child Support Services

- Establish legal parentage
- Locate non-custodial parents
- Establishment a child support order including medical support
- Enforcement of a support obligation including modification
- Outreach Services
- Incentives





CSS Caseload

Cases are received in three ways:

Temporary Assistance for Needy Families (TANF), Childcare Assistance, Supplemental Nutritional Assistance Program (SNAP) recipients, children in juvenile custody or children in foster care:

- When a child's custodian applies for TANF, Childcare Assistance, SNAP (also referred to as Food Assistance) or a child enters State custody, that child's support rights are assigned to the State.

Non-TANF Applicants:

- Federal law requires CSS to serve any family, regardless of income, that applies for support enforcement services. Additionally, a noncustodial parent can also apply to establish paternity or request a modification of his/her child support obligation.

Referrals from other IV-D Agencies:

- Kansas will establish and enforce orders at the request of other IV-D agencies when the noncustodial parent resides in Kansas (intergovernmental cases).



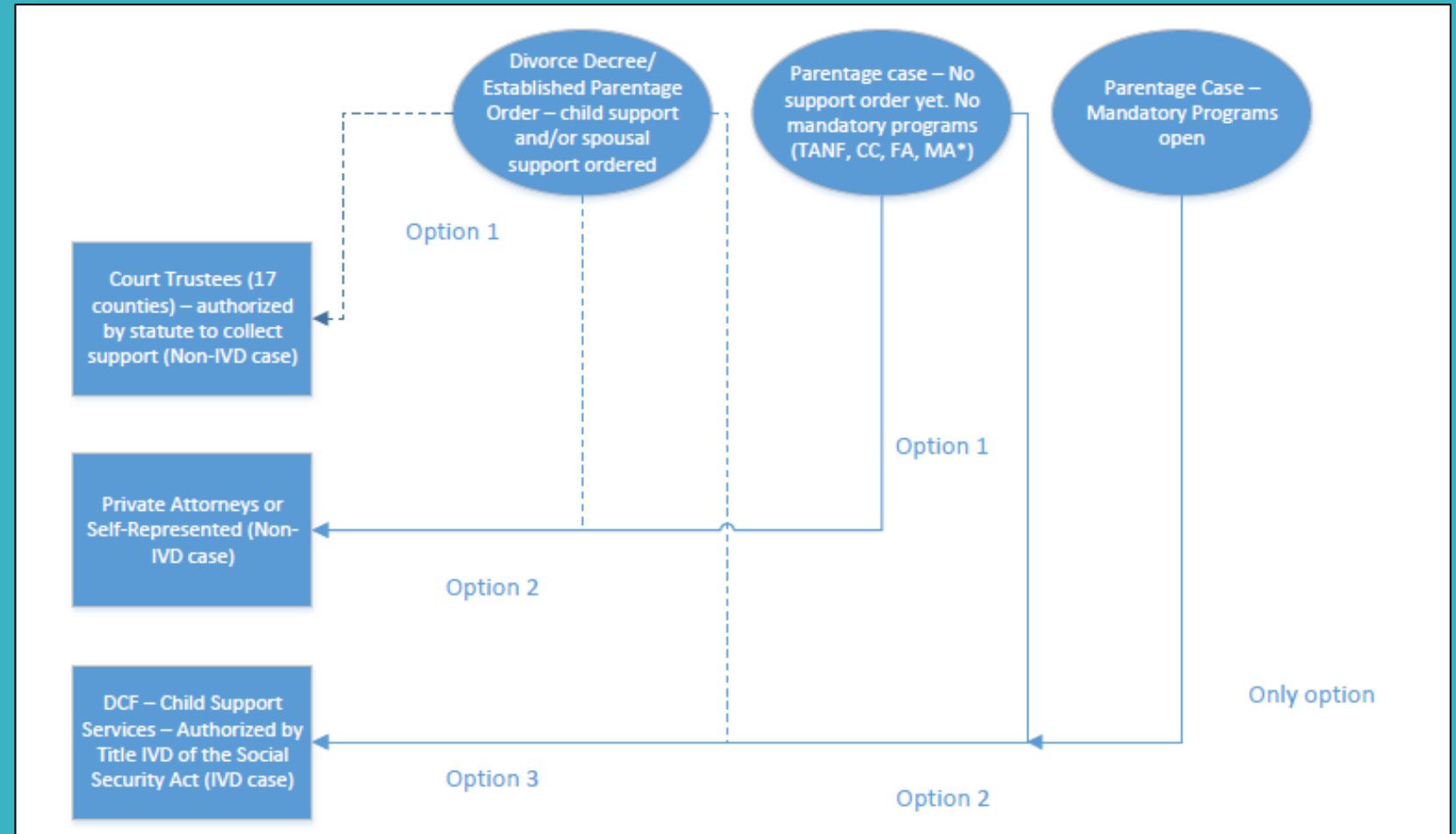


Non-IVD Cases (not handled by DCF/CSS)

Only enforces support orders

Funded by fees charged as a percentage of the child support collected

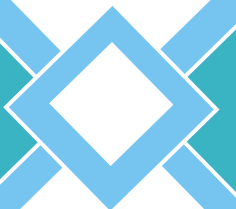
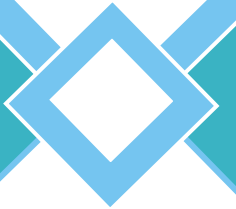
Limited enforcement remedies





Central Registry

- Central Registry accepts UIFSA's via EDE and Mail
- Once Central Registry processes the packet, it is sent to the field via EDE so they can receive it the same day.
- When establishing an order, Kansas can go back 5 years for retroactive support.
- All outgoing UIFSA cases are handled in the field.





Central Registry - Best Practices

- Make sure to review QUICK prior to sending the UIFSA packet to make sure Kansas is not enforcing the same order for another state.
- Make sure to send all required documents in a UIFSA packet.
- When family violence is marked on the UIFSA packet, please be sure to include the Affidavit of Non-Disclosure.
- Make sure UIFSA documents are signed and dated within 6 months of Kansas receiving the UIFSA packet.
- Make sure all orders and pay history are certified.
- Kansas needs a physical address for a non-custodial parent and not just a P.O. Box due to having to serve the non-custodial parent.
- Please include contact information such as phone numbers and email addresses.





WHAT'S NEW?

Applying for Services



Online Application - <https://cssapply.dcf.ks.gov/>

- Anyone can receive services at no cost
- No income or residency requirements



**Apply for
Child Support
Online!**

NOW AVAILABLE

All Kansans can now quickly and easily apply
for child support online.

Scan the QR code below with a smart device, create an
account, and complete your application.



cssapply.dcf.ks.gov





Incentives

Kansas Child Support Services offers an incentive program to anyone owing arrears to the State of Kansas. The focus of the incentive program is to work with payors to achieve stable employment. CSS offers two types of incentive programs to non-custodial parents who have State Owed Arrears:

- Education and Certification Programs
- Classes and Miscellaneous Programs

CSS does not have the authority to reduce arrears owed to the custodial parent, caretaker/relative, or other CSS State agencies under these incentives, only Kansas State Owed Arrears.

The incentive amounts are based on the Educational and Certification programs.





Contact Information

Courtney Sweeney
IRG Adoption Manager/Ombudsman
Courtney.Sweeney@ks.gov



Raynora Charles
Program Trainer
Raynora.Charles@ks.gov







*the
Chickasaw
Nation*

Department of Family Services
Family Support Division
Child Support Services



Child Support Services

- Assists Native American children,
- Serves Chickasaw and Choctaw families,
- First tribe to receive direct federal funding.





Five Primary Mandates

- Paternity establishment
- Establishment of child support orders
- Modification of child support orders
- Enforcement of child support orders
- Locate absent parents





Child Support Services Units

- Case Intake
- Finance
- Case Management
- Legal





SERVICE AREA

- The CNCSS has jurisdiction over any defendant who is Chickasaw Citizen or who is Native American residing within the Chickasaw Nation 13.5 counties and any non-Citizen parent of a Indian child needs to consent to the jurisdiction.
- These 13.5 counties include:
 - * Carter, Garvin, Johnston, Love, McClain, Marshall, Murray, Pontotoc, Grady, Bryan, Coal, Jefferson and Stephens.





Continue - SERVICE AREA

- Per the Agreement, CNCSS also extends jurisdiction to the Choctaw Nation's 10.5 counties which includes:
 - * Atoka, Choctaw, Haskell, Latimer, Leflore, McCurtain, Pittsburg, Pushmataha; as well as, parts of Bryan, Coal, and Hughes Counties.





EXCITING NEW UPDATES!!

- Our website chicksaw.net/childsupport was updated last year several new items:
 - Online application
 - PDF version application is available
 - Q & A section for Paternity questions
 - Added our new child support video





Chickasaw Nation Child Support Services
730 Colony Drive
Ada, OK 74820
(580) 436-3419
(866) 431-3419

Website: Chickasaw.net/Childsupport

Email: Robertw.harrison#@chickasaw.net





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.



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



Thank you... 

