



2024 ERICSA – WICSEC – NTCSA Joint Virtual IJ Fair

**ERICSA, WICSEC, and NTCSA are pleased to
present...**

Mini Virtual IJ Fairs Throughout 2024

This is a free event!

Our theme this year is: *Creating Connections & Expanding Possibilities*



COURTLAND[®] CONSULTING

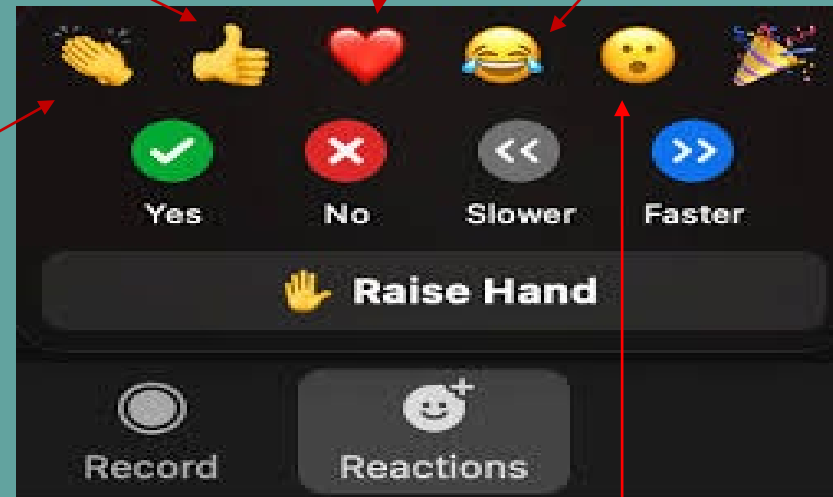


Got It

Love It

LOL

Clap



anytime some says
“ERICSA”. “NTCSA”,
“WICSEC” or “IJ FAIR”

I had no idea!



SAVE THE DATE
MAY 18-22, 2025
NORFOLK

**ERICSA'S 2025 ANNUAL
TRAINING CONFERENCE & EXPOSITION**

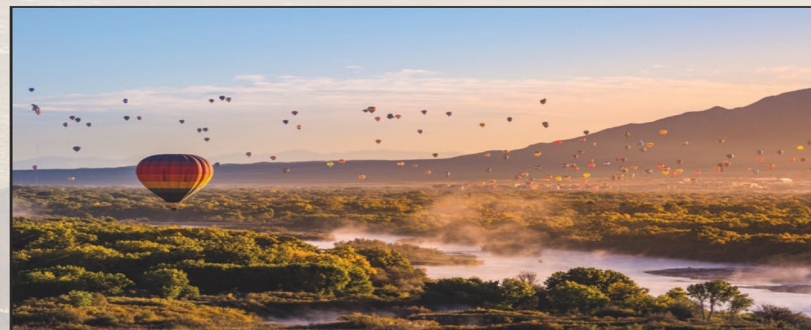




**NATIONAL TRIBAL
CHILD SUPPORT
ASSOCIATION**

24TH ANNUAL NTCSA TRAINING CONFERENCE **JUNE 15-19, 2025**

The Clyde Hotel
Albuquerque, NM • “Land of Enchantment”
505-302-6930 • clydehotel.com



www.supporttribalchildren.org • watch website for more details!

Follow us on 





California DCSS Update

OWEN DUDLEY – CA INTERGOVERNMENTAL SERVICES



Newly-recognized Tribal IV-D Program

Recognize

Bear River Band of
Rohnerville
Rancheria

Leverage

Leverage existing
experience

Learn

Learn how child
support works for
them



International Electronic Disbursements

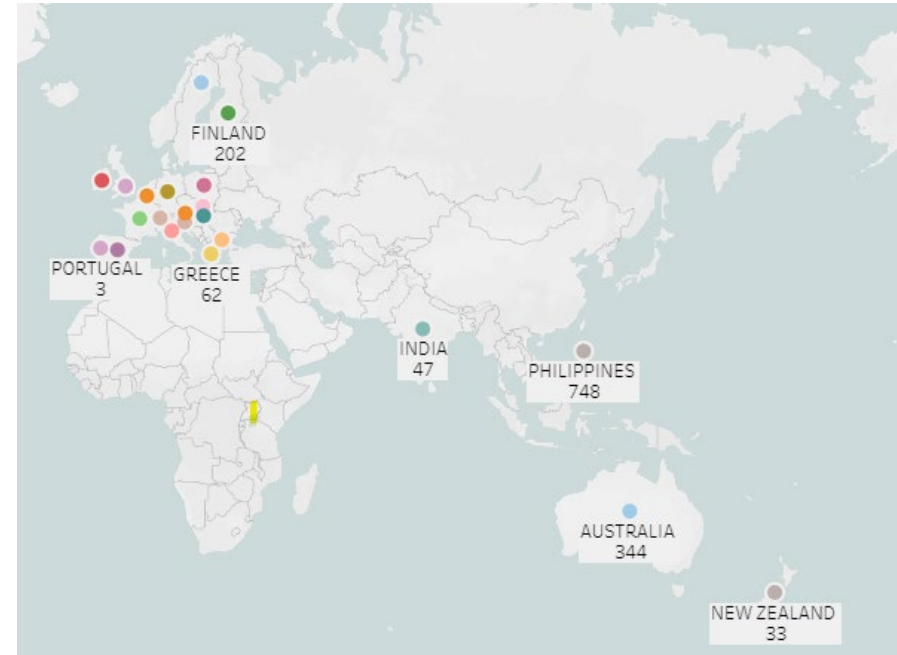
Began utilizing electronic disbursement with international jurisdictions in 2017.

Manual ACH transactions to the Swiss Embassy.

Developed a system to automate recurring disbursements to partner jurisdictions.

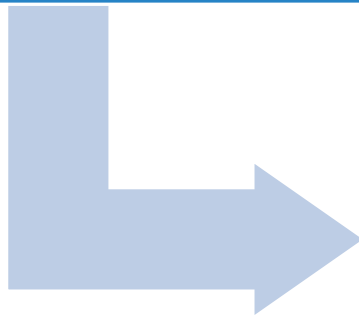
Send funds directly to participants.

OCSS Central Authority Payment Service (CAP).



International Electronic Disbursements

MANY JURISDICTIONS HAVE
DIFFICULTY NEGOTIATING
PHYSICAL CHECKS.



CALIFORNIA IS PLEASED TO
DISCUSS POTENTIAL
OPTIONS WITH INTERESTED
JURISDICTIONS.



International Electronic Disbursements

IAT (CALIFORNIA ONLY)

- Austria
- Finland
- Germany
- New Zealand
- Slovak Republic
- Slovenia
- Switzerland (manual ACH)

CAP (OCSS SOLUTION)

- Sweden
- Czech Republic
- Portugal (no active cases)



California IGS Contact Info

- International Team
DCSSInternational@dcss.ca.gov
- Tribal Contact
DCSStribalcasemanager@dcss.ca.gov
- California Central Registry
DCSSIGS@dcss.ca.gov



Oregon Child Support Program

Central Registry and Intergovernmental Processes Creating Connections & Expanding Possibilities

Presenter: Marci Hamilton, Policy Analyst

marci.hamilton@doj.oregon.gov



Oregon Child Support Program

11 DOJ Division of Child Support offices

- Albany, Bend, Eugene, Gresham, Hillsboro, Medford, North Salem, Oregon City, Pendleton, Roseburg, South Salem
- 2 central offices in Salem

17 County district attorney offices

- Baker, Clackamas, Clatsop, Columbia, Coos, Crook
- Jackson, Lane, Lincoln, Malheur
- Marion, Morrow, Multnomah, Polk
- Wallowa, Washington, Yamhill



Services Provided by the Oregon Child Support Program

Both state (DCS) and county (DA) offices provide the same services, with a few exceptions

- ✓ Establishment of paternity (including paternity only)
- ✓ Establishment, modification, enforcement, and accounting for cash child support and medical support for intrastate and intergovernmental cases
- ✓ Locating absent parents
- ✓ Child support services for Oregon orders for children attending school
- ✓ Limited services for spousal only support cases in limited circumstances



Central Registry

Central Registry is part of Case Intake and is the point of contact when an intergovernmental request is received.

If all necessary documentation is received, the request is forwarded to the appropriate office, and the Initiating State is notified.

Oregon handles the following limited services requests:

- Assistance with discovery
- Copies of court records
- Assistance with genetic testing
- Paternity only
- Modification only
- Administrative Enforcement
 - Unemployment Withholding
 - Worker's Compensation Withholding



How Oregon Works Intergovernmental Cases



- Each office decides how to handle their caseload
- Some offices take a more focused approach:
 - Case managers handle only Responding Reciprocal cases
 - Case managers handle only Initiating Reciprocal cases
 - Case managers handle both Initiating and Responding Reciprocal cases
- Other offices handle all aspects of a case.
 - Case managers handle Establishment, Enforcement, and Intergovernmental cases



Working with Oregon on Intergovernmental Cases

- On both Responding and Initiating requests, audits or month-by-month calculations must show billing, payments, a running balance, and have orders that support the timeframes.
- Multiple ways to communicate with states and Tribes: CSENET, EDE, OCSS Communication Center, email, and phone

INITIATING

- We verify the out-of-state addresses before sending a request
- We will contact the out-of-state participant to attempt compliance or gain employment information for sending direct income withholding
- We will contact the out-of-state participant to attempt consent to jurisdiction before sending a request to establish an order

RESPONDING

- On registrations, make sure dates and total arrears calculation match
- Contempt Actions – Oregon needs the unredacted case logs for contempt that includes any contact you have had with any party or employer and any enforcement actions



Oregon Contact Information

General Information

Visit OregonChildSupport.gov for more info

Find a list of Oregon Child Support Program office [locations here](#)

See OregonChildSupport.gov/Tribal for Tribal liaison contact info

Payments ONLY Address

Oregon Child Support Program
PO Box 14506
Salem, OR 97309

Central Mail Address

Oregon Child Support Program
PO Box 14680
Salem, OR 97309

Customer Service

Available Monday through Friday, 7:00 a.m. – 5:15 p.m.

800-850-0228

TTY: 800-735-2900

ChildSupportCustomerService@doj.oregon.gov

Central Registry

ChildSupportCentralRegistry@doj.oregon.gov

Phone: 503-986-0556



Muscogee (Creek) Nation

Muscogee Creek Nation is a self-governed Native American tribe with headquarters in Okmulgee, Oklahoma. Muscogee (Creek) Nation is one of the 5 Civilized Tribes and is the fourth largest tribe in the U.S., with 102,015 citizens. The reservation cover eleven –county area covering roughly three million acres.



Best Practices

Case Initiation-

1. One person in our office is dedicated to making sure all information and documentation required is obtained
2. Reviewing all applications and making sure the parties meet the jurisdictional requirements for our program
3. Making sure the case gets assigned to the proper office and case specialist
4. Periodic reviews of the application with the director and attorney.



Best Practices

Case Specialist-

1. Each case specialist in our office has an equal caseload
2. splitting cases evenly gives the case specialist the opportunity to work every case
3. periodic meetings with the attorney to make sure cases are being handled in accordance with the law



Best Practices

Legals-

1. Cases our divided among three paralegals in our office
2. Dividing the cases makes the work more manageable
3. Our office appears in Tribal and State Court on a regular basis



Best practices

TAIP Program-

1. We have a program within our office that is an alternative to incarceration
2. The program helps non-custodial parents locate employment
3. Accountability for the non-custodial parent



Best Practices

Muscogee Nation Pathways 1115 Waiver

1. Muscogee (Creek) Nation was granted an 1115 waiver in August 2024.
2. The waiver lasts five years and is intended to help non-custodial parents and custodial parents
3. Implementing programs: Fatherhood and Motherhood is sacred, Suicide prevention, Employment and Training, Driver's License reinstatement, reintegration programs, drug and alcohol assessments, Counseling and other various programs
4. Collaborating with different programs within our tribe and utilizing their programs to help serve our citizens.



Best Practices

Benefits projected from waiver for children and families served by our program:

1. Strengthen the community by increasing the individual strengths of parents and children
2. Find individualized approaches to service that clarify the pathways for each participant
3. Reduce unemployment and under-employment problems that widely affect members of the Muscogee Creek Nation, especially those connected to the Muscogee Creek Nation Child Support Program.



Best Practices

Contact Information:

April Buck

Director/Attorney

abuck@mcnchildsupport.com

(918) 295-0800

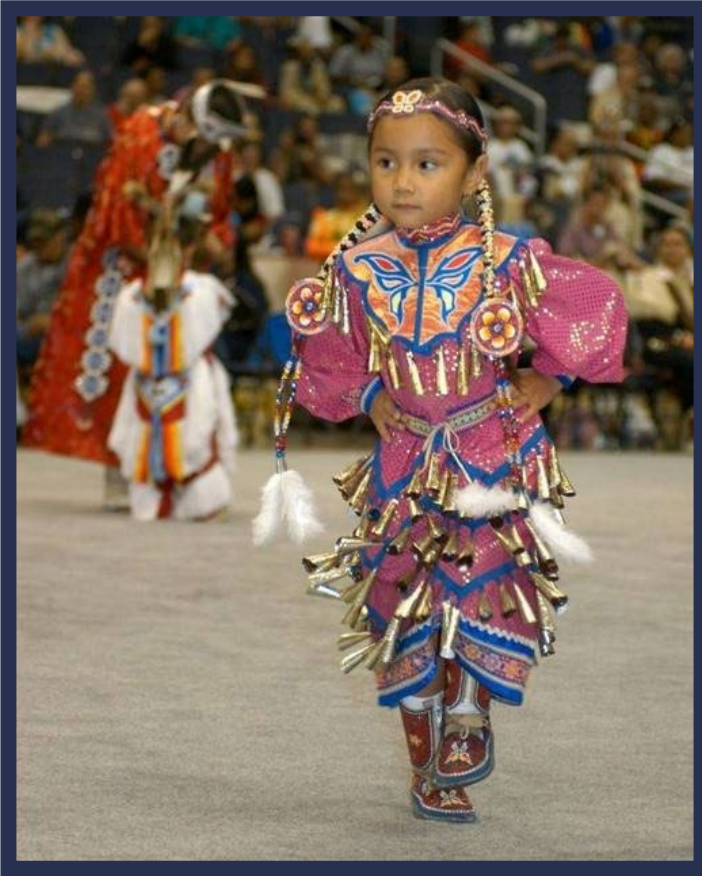




Eastern Band of Cherokee Indians



Creating Connections and Expanding Possibilities



- In 2010 our office opened on the Qualla Boundary with 710 cases.
- Within the first year we had a 28% growth and increased our caseload to 938.
- Having our office on the Qualla Boundary allowed us to connect with elders who were raising their grandchildren.
- To date we currently have 1509 cases that serve 1577 children.



EBCI Tribal TANF

- Clients can apply for Tribal TANF which give them a temporary cash benefit until a child support order can be established and put into place.
- Clients can also receive supportive services such as clothing assistance, rent deposits, & daycare assistance if needed.
- Education & Job Assistance.



Collections Increased

- EBCI Tribal Council passed legislation allowing Tribal Child Support to garnish Per Capita to satisfy arrears, current support, and six months into the future.

- In 2010 our total collections were \$1,795,250.00

- In 2024 our total collections were \$3,648,772.00



Expanded Connections

SATELLITE OFFICE

EBCI lies in 5 different counties in Western North Carolina. Part of the Qualla Boundary is very secluded, and transportation is a major issue.

We felt that it was important to establish a satellite office giving clients in that portion of the boundary access to services.

In 2013 we opened our satellite office in the Snowbird Community in Graham County. This office serves Cherokee County as well.

FAMILY SAFETY PROGRAM

EBCI established their IV-E program in 2015 strengthening the connections to our children all over the country.

Tribal Child Support works closely with this program to establish paternity and accurate lineage for Enrollment.



Contact Information

Sandy Cloer, Division Director

Tribal Child Support & TANF

Phone # 828-497-4317 or 828-736-4301

Email: sandcloe@ebci-nsn.gov

Mailing address: PO Box 427 Cherokee, NC 28719



New Mexico

Land of Enchantment

HEALTH CARE AUTHORITY

On behalf of all colleagues at the Health Care Authority, we humbly acknowledge we are on the unceded ancestral lands of the original peoples of the Pueblo, Apache, and Diné past, present, and future.

With gratitude we pay our respects to the land, the people and the communities that contribute to what today is known as the State of New Mexico.

THE NAVAJO NAME FOR THE PEAK, TSÉ BIT'A'Í, "ROCK WITH WINGS", REFERS TO THE LEGEND OF THE GREAT BIRD THAT BROUGHT THE NAVAJO FROM THE NORTH TO THEIR PRESENT LANDS. THE NAME "SHIPROCK" DERIVES FROM THE PEAK'S RESEMBLANCE TO AN ENORMOUS 19TH-CENTURY CLIPPER SHIP.



Child Support Services Division



Julie L. W. M. Garoutte

CSSD - Central Registry

PO Box 2348

Santa Fe NM 87504-2348

505-231-7911

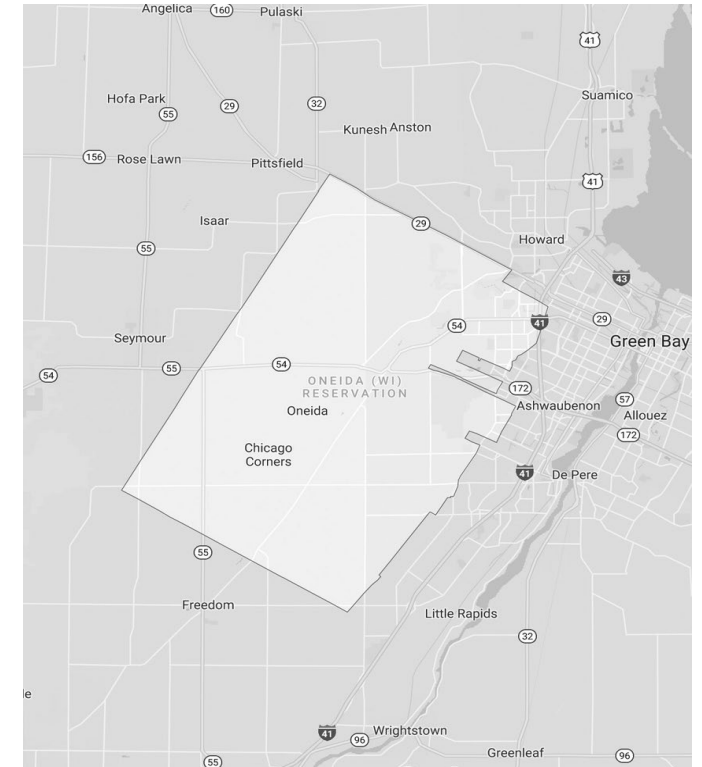


Oneida Nation

Taylor Smith



- Located in Brown and Outagamie County in Wisconsin
- Reservation population around 27,000



Oneida Nation Child Support Agency

On April 4, 2008, the Oneida Nation Child Support Agency (ONCSA) application for a comprehensive child support services grant was approved by the US Department of Health & Human Services/Office of Child Support Enforcement

On June 24, 2009, the Nation permanently adopted the Child Support Law

FY 2023 – 2,846 total cases



Oneida Nation Child Support Agency – What Makes Us Unique

Non-cash payments may be used to satisfy current support

Child support orders are reviewed every 2 years

No interest is charged on child support arrears

No fees are charged

No access to CSENET, EDE, or most utilities of the Child
Support Portal

Not required to follow UIFSA



Oneida Nation Child Support Agency Events

Co-Parenting Workshop

Summer back to school event

Mother's Day, Father's Day, and National Parent's Day
events

Traditional crafts & history



Contact Information

Taylor Smith, Case Manager

tsmith1@oneidanation.org

(920) 490-3700

<https://oneida-nsn.gov/resources/child-support/>



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 attending the IJ Fair!



DON'T FORGET TO TAKE THE PLEDGE!

