

ERICSA, WICSEC and NTCSEA Virtual IJ FAIR

“Growing Together Through Teamwork”

ERICSA, WICSEC and NTCSEA child support professionals have joined together to bring you this *Growing Together Through Teamwork* event to network, exchange contact information, and learn about the IV-D programs of other jurisdictions. “Ambassadors” from various county, state, tribal, and federal levels will be on the call to share best practices and attendees will be provided opportunities to chat with other child support professionals. Ambassador contact information will be provided to all attendees to optimize cooperation and eliminate barriers associated with multi-jurisdictional cases.



ZOOM ICONS - WHEN YOU HEAR

WICSEC

ERICSA

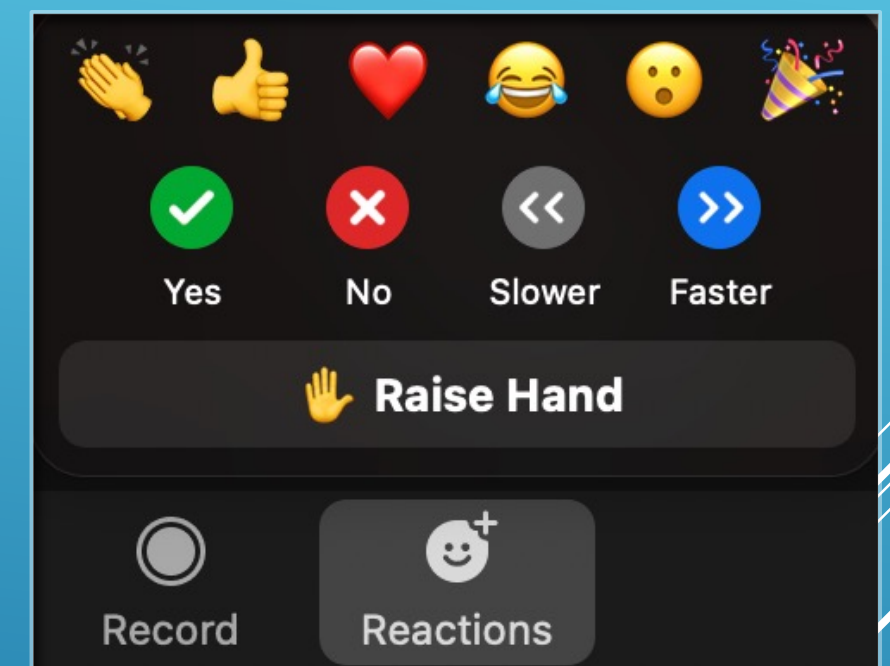
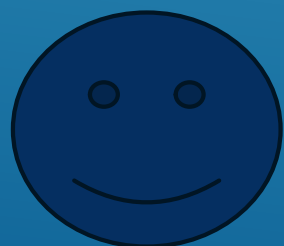
NTCSA

CLICK THE THUMBS UP

WHEN YOU HEAR IJ FAIR

CLICK THE HEART

HAVE FUN





Monday, September 8 - Friday, September 12, 2025

Registration is Open!

Save the Date



**NATIONAL TRIBAL
CHILD SUPPORT
ASSOCIATION**



**NATIONAL TRIBAL
CHILD SUPPORT
ASSOCIATION**

**25th Annual NTCSA Training Conference
Sept. 20-24, 2026**

Anchorage, AK • “North to the Future”

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

Follow us on 

A photograph of the Milwaukee skyline at dusk, featuring several skyscrapers with their lights on, reflected in the water. The sky is a mix of blue and orange from the setting sun. The text is overlaid on this image.

SAVE THE DATE

MAY 3-7, 2026

Milwaukee

W I S C O N S I N

Bulletin Board



We are thrilled to announce the launch of the Bulletin Board for ERICSA! This new platform, established as the Intergovernmental Community through our Facebook page, will be your go-to source for the latest news, updates, and essential information in the child support community.

Key Features:

- ▶ Upcoming Events
- ▶ State, Regional, Tribal, and International Community Insights
- ▶ Legislative Updates



We welcome any contributions at the following email address info@ericsa.org and will review them as soon as possible after they are received.

Please consider joining our community and sharing any important information regarding your jurisdiction!



Best Practices:

► ERICSA is in the process of gathering intergovernmental best practices from the states, territories, tribes, and our international partners, to disseminate to all of our members at future ERICSA events or through our website. Please use the email address info@ericsa.org and the heading “Intergovernmental Best Practices” in the subject field and please send us the top ideas you have seen different jurisdictions use when working interstate cases. We will gather and review your recommendations and send out all best practices as soon as possible! Thank you so much!



KEN PAXTON
ATTORNEY GENERAL *of* TEXAS



IJ Fair

WICSEC

Texas Fun Facts

- Texas is larger than any European Country
- 12 Professional Sports Teams
- Largest Music Festival (Austin City Limits)



IJ Fair History

- Started in 2005
- Purpose - It is a networking event where Child Support Professionals from all over the country share Intergovernmental case processing, best practices, and contact information.
- Held every year at the WICSEC conference



Follow WICSEC



Contact Information

Texas Office of the Attorney General – Child Support Division

- Alicia Franco – Human Center Change Management
- Email - Alicia.franco@oag.Texas.gov
- Phone – 512.588.4401



PENNSYLVANIA

TRICIA PALMER, DEPUTY DIRECTOR-DELAWARE COUNTY DRS

PA- ADMINISTRATIVE STATE

- ❖ **Allows for the Agency to make decisions.** *(Subject to Judicial review)*

- a. Expedited ability for scheduling/resolving Establishment and Enforcement

- ❖ **Two-tier Counties**

- a. Conference
 - b. Judge

- ❖ **Three-tier Counties**

- a. Conference
 - b. Hearing Officer
 - c. Judge

- ❖ **Proactive approach which enables workers take actions to prevent delinquency and encourage payments.**

- a. Make phone calls to NCP's, CP's, employers, Probation etc.

INTERGOVERNMENTAL UNIT

- ❖ Delaware County has moved back to a designated Intergovernmental Unit of caseworkers by letter. (Some PA counties are working cases by State)
- ❖ Unit processes/reviews all incoming requests received via mail and EDE for Petitions and Registrations to ensure all necessary documents are received.
- ❖ Conduct Est/ Enf/Mod Conferences for Intergovernmental cases
 - ✓ This ensures jurisdictions receive orders and updates.

CHILD SUPPORT GUIDELINES

- ❖ Income Shares Model- both parties income.
- ❖ Self Support Reserve is \$1063/month currently in PA
- ❖ NFOB (Non-Financial Obligations)- type of order entered when the NCP has no income/assets, attending a job program, incarcerated or have medical documentation of inability to work.

ENFORCEMENT OF ORDERS

- ❖ Case is reviewed, attempts are made to contact NCP, review all employers and obtain a payment/updated information from NCP. Contact CP/juris for any information.
- ❖ Contempt Conference
- ❖ Cite-back Conference
- ❖ Contempt Hearing
- ❖ Administrative Remedies in place
- ❖ License Suspension/Recreational/Professional require a hearing before a Judge.

PROVIDING DIRECT/APPROPRIATE CONTACT INFORMATION

- ❖ Ensures timely resolutions
- ❖ Quick responses
- ❖ When using the Communication Center you can direct your inquiry to the direct person instead of Central Registry. Central Registry will then forward inquiry to local office.

CONTACT DELAWARE CO, PA

❖ Patriciapalmer@pacses.com

❖ delawarecaseworker@pacses.com (will be sent directly to caseworker)

THREE AFFILIATED TRIBES

DIVISION OF CHILD SUPPORT ENFORCEMENT

PROGRAM OVERVIEW



The Three Affiliated Tribes consists of the Mandan, Hidatsa (Gros Ventres), and Arikara Tribes.

The tribes are located on the Fort Berthold Indian Reservation in North Dakota. The reservation was formed as part of the Fort Laramie Treaty of 1851, and by such lands as added by Executive of June 17, 1892.

Jurisdiction of the Three Affiliated Tribes – pursuant to the Constitution and by-laws extend to all persons and all lands, including lands held in fee, within the exterior boundaries of the Reservation.

THREE AFFILIATED TRIBES

Several white lines of varying lengths and angles are positioned in the bottom right corner of the slide, creating a modern, abstract graphic element.

THE THREE AFFILIATED TRIBES

(MANDAN, ARIKARA, AND HIDATSA)

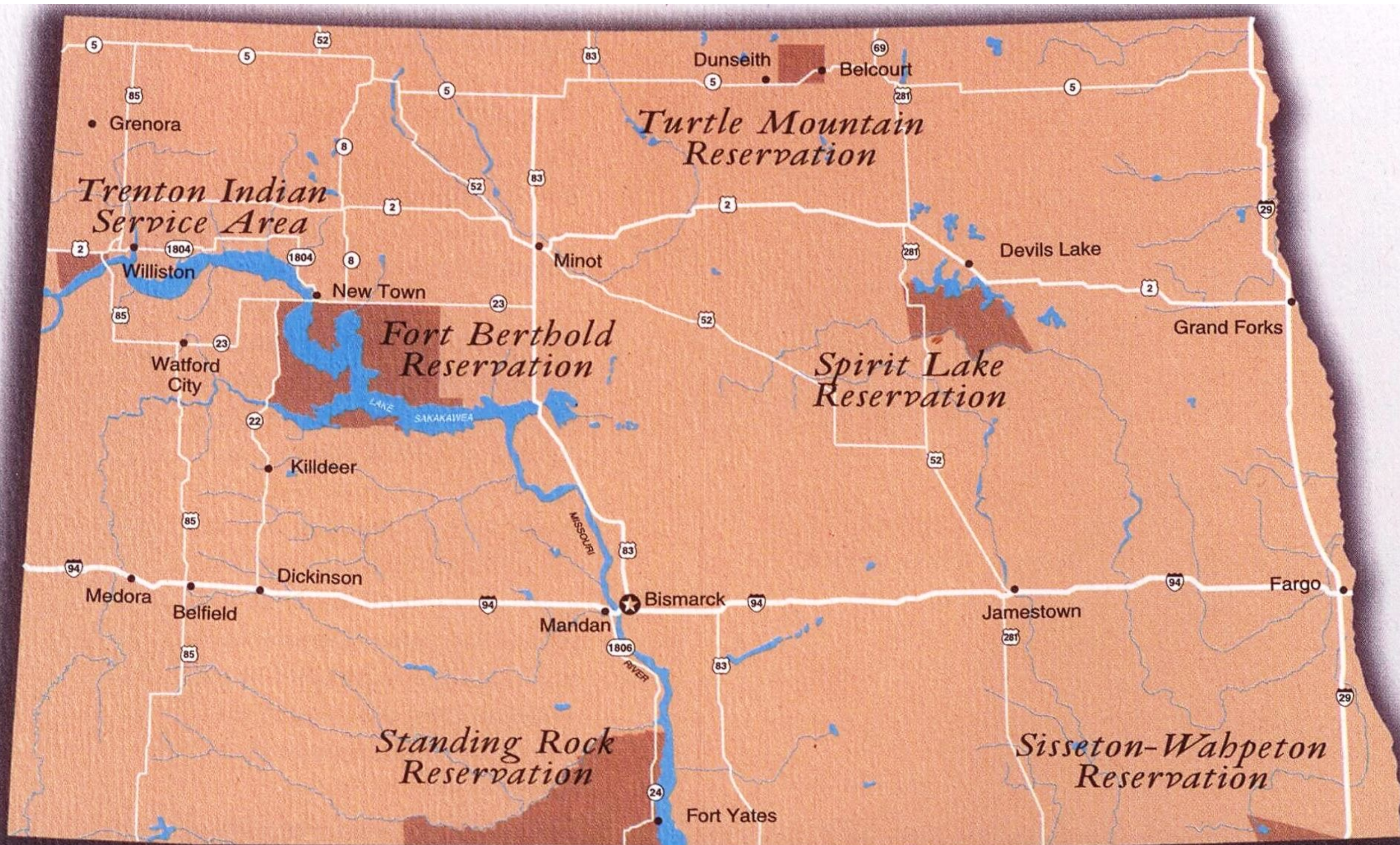
*by Joseph H. Cash
and Gerald W. Wolff*

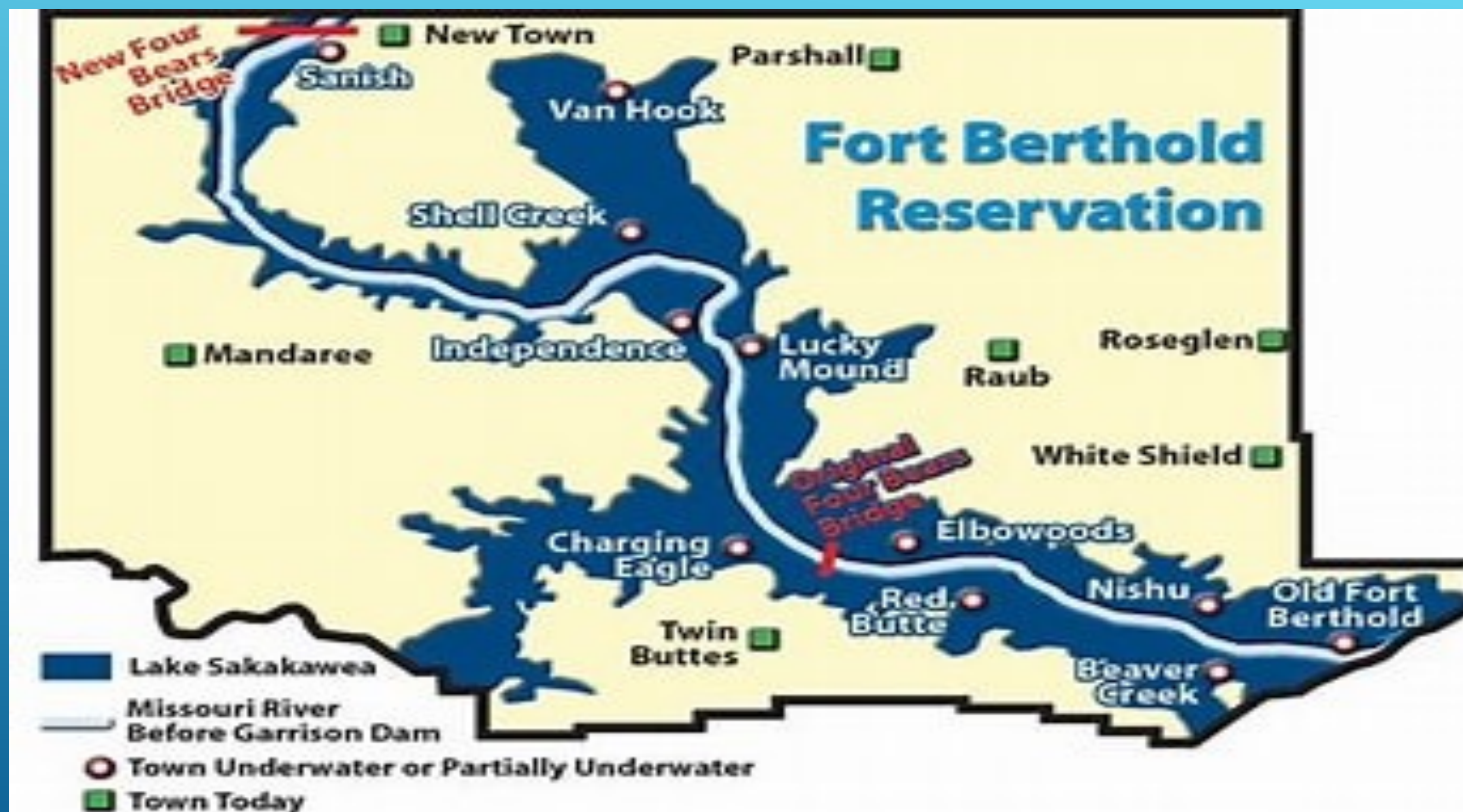
Scientific Editor: Henry F. Dobyns
General Editor: John I. Griffin

PUBLISHED BY INDIAN TRIBAL SERIES / PHOENIX

South Dakota Library
Industrial economy,
any grim periods
Idols."







Entering
Fort Berthold
Indian Reservation



Gender

Male – 8,455

Female – 9,099

Age 0-17 - 5,157

Age 18-59 - 10,501

Age 60+ - 1,896

Segment Population

New Town – 2,041

Mandaree – 820

Four Bears – 766

White Shield – 725

Parshall – 727

Twin Buttes – 382

OFF RESERVATION – 12,093

MEMBERSHIP

ENROLLMENT SUMMARY - FEB 5, 2025



Oil Activity



OIL & GAS - SIGNIFICANT CHANGES TO FORT BERTHOLD

- ▶ **OFFICE:** On January 30, 2024 our office facilities succumbed to a sewer break, which resulted in our office being relocated to another temporary location.
- ▶ We are still in the process of finding a permanent location, and have identified a building which was recently purchased on our behalf. But for now, we have been moved to the Tribal CHR building, giving us adequate space, and the location is more accessible to the public.
- ▶ The office settings allow for access to a full kitchen, which serves as a conference area, and allows staff opportunities for meals without having 10 minutes each way into New Town.
- ▶ The proposed permanent building location and structure is on main street in New Town, allowing immediate access to services, including the Courthouse, Correctional facility and Post Office. However, we are waiting for the Tribe to move forward with repairs, remediation, and design changes prior to occupation.

2024 PROGRAM HIGHLIGHTS - OFFICE

A





FUTURE HOME – TAT DCSE

STATUTE OF LIMITATIONS. The Tribal Business Council recently made a change to the Child Support Code, and passed a provision, which creates a statute of limitations. The new code would allow our Child Support office to focus on collectable debt, and eliminate arrears which are deemed uncollectable, having received no payments in over 4 years. We are in the process, of doing a plan Amendment in response to the code enactment.

DIGITALIZATION. Our Child Support program has devoted time and purchased equipment in order to digitize the case files. Of the 975 cases 400 have already been scanned

CREDIT/DEBIT CARDS. A card reader was installed and our program is now able to accept credit/debit cards as another form of payment. In the future, we intend to expand card services and offer an online portal system, which would eliminate the need for non-custodial parents to come into the office to make a payment. It is believed that such services will aid non-custodial parents in fulfilling their obligation. The portal is being created through a collaborative effort between our vendors SMI-One and Access and Data Solutions, LLC. The goal is to have the online portal system accessible to non-custodial parents in FY25.

2024 PROGRAM HIGHLIGHTS

2024 PROGRAM HIGHLIGHTS

AWARD. In June, our Staff Attorney Bill Woods received a second award and recognition for his dedication to the success of Tribal children. The Lucille Dawson Award for Professional Excellence was awarded to Bill in 2024 and the Presidents Award in 2025.





OFFICE STAFF POSITIONS

Program Director – Whitefishwoman

Staff Attorney – Bill Woods

Financial Specialist – Ashley Meade

Office Assistant – Pretty Star Beston

Lead Case Specialist – Cory Archambeau

Case Specialist - vacant

Case Specialist - vacant

Service Person/Investigator – vacant (using independent contractor)



STAFFING CONCERNS

At no point in FY24 were we operating at a full staff. Efforts have been made to hire certain positions, however no qualified candidates applied for open positions. Despite operating with a limited staff, we exceeded expectations, largely in part to our staff showing their commitment and dedication.

One of the positions which remained unfilled, was that of Process Server/Investigator. Duties of that position include the delivery of legal documents, including but not limited to, Summons, Petitions, Order to Show Cause, Motions, Affidavits, and Subpoenas to the person named on the documents to be served. We were able to find a suitable person and paid this person for each completed service. This enabled court proceedings to continue, in having more non-custodial parents appear in court, and leading to more collections.



HISTORICAL REPORT OF COLLECTIONS

2008

62 cases – Collected \$1,202.00

2013

1,210 cases – collected \$547,242.00

2018

801 cases – collected \$1,998,496.00

2023

791 cases – collected \$1,568,465.00

2024

743 cases – collected \$1,941,171.00



TAT DCSE sought to collect 50% or greater of the total due on current child support obligations in FY24

With a collection rate of 53%, on current child support obligations, this performance goal was met. (*Hats off to our staff*). Several Factors that contributed to a higher collection rate:

We have developed a streamlined method to allow unemployed non-custodial parents to do job searches, with listings of potential local employers.

We continue to seek to encumber BIA IIM accounts, where income from oil and gas revenues are available to meet child support obligations.

MORE IN DEPTH LOOK AT 2024
PERFORMANCE MEASURES



Collections on Child Support Arrears

TAT DCSE will strive to improve on our past due collection rate by 10% from the total amount of arrears due.

- ▶ In FY24, we set out to increase our collection amount from the previous year by 10%, which we were able to do, and surpassed expectations. The total amount collected in past due support for FY24 was \$920,612.09, which is 13% of the \$7,038,372.95 of the total amount due on arrears.

MORE IN DEPTH LOOK AT 2024
PERFORMANCE MEASURES



TAT DCSE will attempt to increase the average collections per case.

Another performance goal was attained in FY24. This year our collections per open case was in the sum of \$2,867.31. An increase of \$884.43/per open case from the previous year. As our collection per case in FY23 was \$1,982.88.

MORE IN DEPTH LOOK AT 2024
PERFORMANCE MEASURES



- ▶ Create, maintain, and sustain a working relationship with the BIA.
- ▶ TAT DCSE Staffing – have all staff positions filled.
- ▶ TAT DCSE will seek to collect 53% or greater of the total current obligations.
- ▶ TAT DCSE will strive to improve on our past due collection rate by 15% or higher from the previous year.
- ▶ TAT DCSE will strive to have no more than 15 pending cases in any given fiscal month.
- ▶ TAT DCSE seeks to have all open case files digitized by the end of FY24.
- ▶ TAT DCSE to relocate into our permanent building.
- ▶ TAT DC SE to have our online portal system operational and available to non-custodial parents

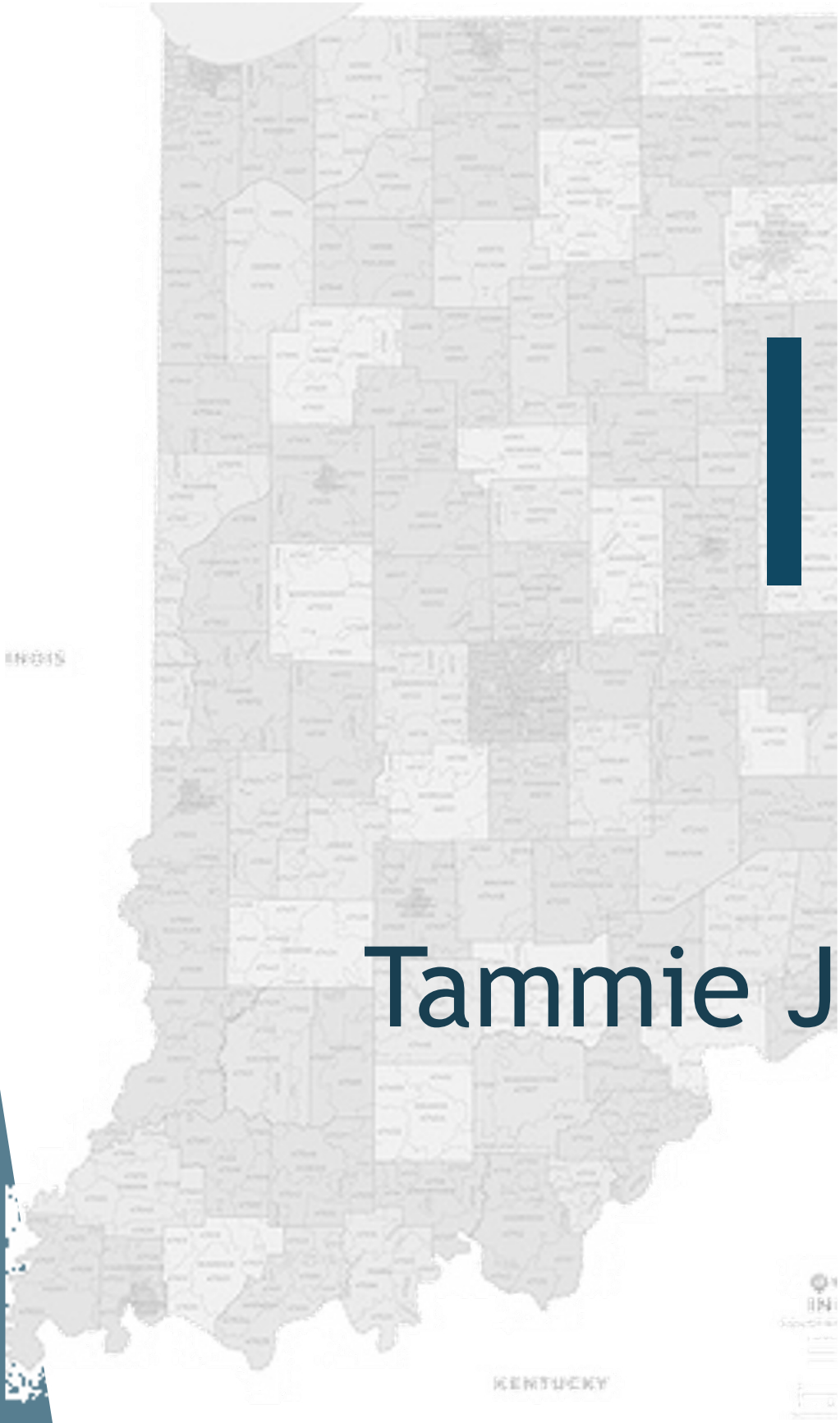
FY 2025 PROGRAM GOALS



- ▶ Whitefishwoman – Program Director
- ▶ whitefishwoman@mhanation.com
- ▶ (701) 421-0008

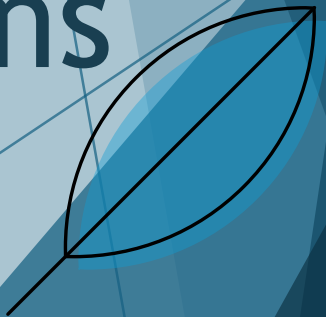
- ▶ Bill Woods – Staff Attorney/ sometimes acting director
- ▶ woods@mhanation.com
- ▶ (701) 421-8997

CONTACT INFORMATION

A detailed map of the state of Indiana, showing its county boundaries and names. The map is oriented vertically, with the top of the state at the top. It is positioned on the left side of the slide, partially overlapping the title text.

Indiana

Tammie Johnson and Tammy Williams

A stylized graphic of a leaf, rendered in a dark blue color with a black outline. It is positioned on the right side of the slide, overlapping the abstract geometric background.

Indiana-Fun Facts



Indiana Fun Facts

THE INDY 500 IS ONE OF THE LARGEST SPORTING EVENTS. NEARLY 400,000 IN ATTENDANCE IN 2024

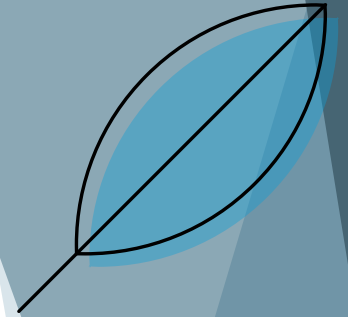
IN 1977, INDIANAPOLIS HOSTED ELVIS PRESLEY'S LAST CONCERT IN MARKET SQUARE

THE JACKSON 5 FOUND THEIR BEGINNINGS IN GARY, INDIANA BEFORE MAKING IT BIG



Indiana

Our Footprints



Indiana

- ▶ Judicial State
- ▶ Administration-County Level, State Child Support Bureau
- ▶ County Based
- ▶ 92 counties-contract with the State to enforce Child Support
- ▶ Each county has caseworkers/paralegals and deputy prosecutors to enforce child support

Indiana -Paternity Process

- ▶ IC 31-14-2-1: Paternity may ONLY be established by:
- ▶ Blood or Genetic Testing
- ▶ Paternity Affidavit
- ▶ Martial Presumption
- ▶ Verified written stipulation executed by Mom and Dad, then filed with the Court

Indiana-Establishment

Did you know?

- ▶ Indiana has a separate statute child support

I.C.31-16-2-2. Establishment of cause of action. A cause of action for child support is established.

- ▶ Even if parties are married, but not divorced, we can establish child support

Indiana-Emancipation

When duty of support ceases

(a) The duty to support ceases when the child becomes nineteen (19) years of age unless:

1. The child is emancipated before becoming nineteen (19) years of age.
2. The child is incapacitated.
3. The child:
 - is at least eighteen (18) years of age;
 - has not attended school for the prior four (4) months and is not enrolled, and
 - is or is capable of supporting themselves through employment.

ALL OF WHICH MUST BE DETERMINED BY COURT ORDER
Aka- something needs to be filed with the court

I.C. 31-16-6-6

Where to find information

<https://www.acf.hhs.gov/css/map/irg>

OFFICE OF CHILD SUPPORT SERVICES

An Office of the Administration for Children & Families



English



[About](#)

[Parents](#)

[Child Support Professionals](#)

[Employers](#)

[Partners](#)

[Policy](#)

[Data](#)

[Grants & Waivers](#)

[Resources](#)

[Home](#) > [Office of Child Support Services \(OCSS\)](#) > [Map](#) > [Intergovernmental Reference Guide \(IRG\) - Policy Profiles and Contacts](#)

 [PRINT](#)

Intergovernmental Reference Guide (IRG) – Policy Profiles and Contacts

▼

+
-



OFFICE OF CHILD SUPPORT SERVICES

An Office of the Administration for Children &

English



-----SELECT ALL-----

-----SELECT ALL-----

1. General Program-At-A-Glance

2. Duration Of Support

3. Statute Of Limitations

4. Support Details

5. Paternity/Parentage

6. Support Order Establishment

7. Income Withholding

8. Distribution

9. Enforcement

10. Modification And Review/Adjustment

11. Lump Sum Payments

12. Cost Recovery And Fees

13. Insurance Match

s: EDE, CSENET, QUICK?

Include the age of majority when the support obligation ends in the absence of
tion(s).

pated by the court. Neb. Rev. Stat. §43-2101 see also Neb. Rev. Stat. §42-371.01

child support automatically terminated as a matter of state law? Qualify, if

3. Does the date of the order determine the law that is applied to the duration of support? If yes, describe.

Yes, the age of emancipation at the time the order is entered governs.
For Additional Information - No Link Provided

4. Does your state law allow support to be paid beyond the age of majority under certain circumstances (for example, if the
child has a disability or is in college)? If yes, describe



OFFICE OF CHILD SUPPORT SERVICES

An Office of the Administration for Children & Families

www.acf.hhs.gov

[About](#)[Parents](#)[Child Support Professionals](#)[Employers](#)[Partners](#)[Policy](#)[Data](#)[Grants & Waivers](#)[Resources](#)

[Home](#) > [Office of Child Support Services \(OCSS\)](#) > [Form](#) > [Intergovernmental Child Support Enforcement Forms](#)

[PRINT](#)

Intergovernmental Child Support Enforcement Forms

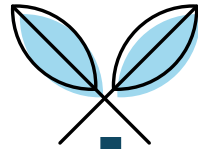
1. [Child Support Agency Confidential Information.pdf](#) (PDF) — Safeguards the privacy of individuals by providing a means to record their personal identifiable information on a separate document that is not to be filed with a tribunal or shared with the other party
2. [Child Support Locate Request.pdf](#) (PDF) — Used by a IV-D agency for requesting locate information from another state if a CSENet agreement is not in place
3. [Declaration in Support of Establishing Parentage.pdf](#) (PDF) [\(Spanish\)](#) (PDF) — Supplements the Uniform Support Petition when parentage is at issue in an intergovernmental case
4. [General Testimony.pdf](#) (PDF) [\(Spanish\)](#) (PDF) — Provides a framework for stating detailed information and evidence to support the action requested in the petition
[General Testimony Instructions.pdf](#) (PDF) [\(Spanish\)](#) (PDF) — Provides instructions for stating the detailed information and evidence to support the action requested in the petition
5. [Letter of Transmittal Requesting Registration.pdf](#) (PDF) [\(Spanish\)](#) (PDF) — Completed by initiating jurisdiction to request registration of an existing order for enforcement and/or modification
6. [Notice of Determination of Controlling Order.pdf](#) (PDF) — Provides a standard format for alerting entities in other jurisdictions about a controlling order determination
7. [Personal Information Form For UIFSA 311.pdf](#) (PDF) — Records, in a separate document, the personal identifiable information required by UIFSA § 311, eliminating repetition of the required personal identifiable information in the Uniform Support Petition, Declaration in Support of Parentage, and General Testimony
8. [Child Support Agency Request for Change of Support Payment Location Pursuant to UIFSA § 319.pdf](#) (PDF) — Used by a child support agency, under specific limited circumstances allowed under UIFSA § 319(b), to change the payment location of a support order issued by another state, or to respond to such a request
9. [Child Support Enforcement Transmittal #1 — Initial Request.pdf](#) (PDF) — A “cover letter” required to refer IV-D interstate cases to a responding state’s central registry



Allen County Prosecutor's Office Child Support Division



www.AllenCountyProsecutor.com


Thank you

Tammie Johnson

260-449-7039

Tammie.Johnson@csb.dcs.in.gov

Tammy Williams

260-449-3421

Tammy.Williams@csb.dcs.in.gov

GEORGIA ON MY MIND!

The state of Georgia is the home of Chick-Fil-A, THE HOME DEPOT, Coca-Cola, and THE UNIVERSITY OF GEORGIA BULLDOGS (GO DAWGS)!



What Makes Georgia Unique?

- Georgia does not process the following interstate requests:
 - Paternity Only
 - Modification only or modify and close
 - Establishment of support for children over age 18
 - Request for retroactive support
- When a child emancipates, Georgia prorates the amount of support due for the month of emancipation
- Georgia orders “follow the child”
- Georgia has 159 counties, with 55 local offices managing the cases.
- In addition to local offices, five specialized hubs support specific functions:
 - Gwinnett Employer Hub, Special Operations Section, Albany Intake/Interstate Hub, Dublin Hub, Central Registry



GEORGIA CENTRAL REGISTRY

- Consists of eleven staff (manager, supervisor, program assistant, eight agents)
- Receives an average of 562 Transmittal #1: Initial Requests each month via mail, EDE, communication center, and email.
- Reviews and assigns all documents and requests received via EDE to the local offices.
- Processes requests for locate, certified orders & payment histories.
- Requests for assistance with genetic testing and service of process are forwarded to local offices.



Contact Us:

Email: cenreg@dhs.ga.gov

Phone: 229-891-7225

Mail:

449 N Main St, Suite B
Moultrie, GA 31768

Central Registry Manager

Candis Hayes

Email: candis.hayes@dhs.ga.gov





stronger families

FOR A STRONGER GEORGIA



Rome Child Support Office

- Rome covers one judicial circuit (Rome) and one county (Floyd)
- As of July 2025, we are monitoring 2,606 cases
- We have a total current support collections of \$3.83 million.
- The Rome office consists of eight staff members and one Special Assistant Attorney General (SAAG)
 - One office manager
 - One administrative assistant
 - One intake agent
 - One establishment/review and modification agent
 - Three enforcement agents
 - One legal secretary

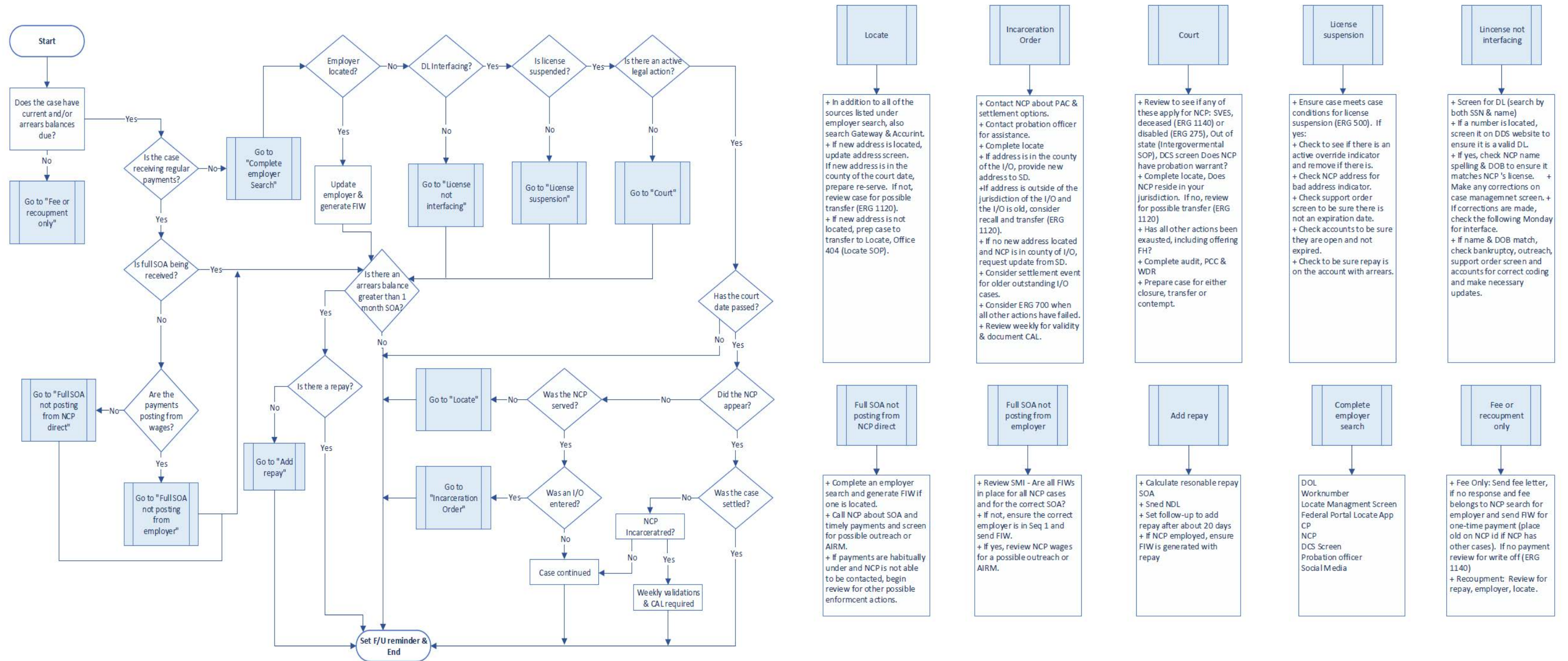


Best Practices

Rome Enforcement Team



Workflow Chart



Rome Enforcement Team

- The Rome Enforcement Team caseloads are split by Alpha with each of the three members holding an equal number of cases.
- While they are responsible for administrative work on their cases, they are also responsible for seeing walk-in customers daily as well as attending Superior Court every Monday.
- Even though they are each responsible for their own caseloads, they work together to see each other's customers to give each a member a protected day each month to work on administrative work, file contempt, or work on a special project.
- The Enforcement team will also set aside a protected day to work collaboratively on problematic cases or to file a large number of contempt. Utilizing this legal checklist adds an extra layer of confirmation that cases have been reviewed thoroughly and qualify for contempt actions per the Federal Final Rule.

NCP NAME:	
CASE #	
LEGAL CHECKLIST:	
PRIOR TO CONTEMPT	
REVIEW NCP IRN FOR OTHER CASES	
OUTREACH DATE:	
FINAL NOTICE DATE:	
APPT SCHEDULED DATE/DID NCP ATTEND:	
A&I COMPLETED AND BALANCE TO STARS:	
VERIFY CIVIL ACTION #	
REASSIGN CASE TO LEGAL ID	
PULL WDR PLACE IN FILE	
QUICK LOCATE COMPLETED PRIOR TO LEGAL FILING:	
ACCURINT:	
DOL:	
FPSL:	
GA VOTER REG:	
DOC:	
GATEWAY:	
FCR REQUEST:	
BEFORE COURT UPDATE:	
DL SUSPENDED	
PURGE REQUESTED ON FILE	
PAY SUMMARY/A&I PULLED	
COPY OF ORIGINAL COURT ORDER*	
AFTER COURT UPDATE	
UPDATE CAL FOR CP/NCP	
FIW SENT	
AFTER COURT UPDATE W/FILED ORDER	
ABA IF NEEDED	
A&I GRID UPDATED	
MOVE TO CORRECT ID IF NEEDED	
ACCOUNTS/SOA UPDATED	
FIW SENT	
CORRECT CIVIL ACTION # (OSAH to CV)	
ENTER CONTEMPT REVOCATION DATE	
ZERO COMPLIANCE BALANCE IF NEEDED	



Rome Enforcement Team

- The Enforcement team proactively works cases involving emancipating minors by utilizing both reports and system prompts. They dedicate the first week of each month to focus on emancipation reviews. This approach allows them to prorate accounts accurately and helps prevent errors or overdue emancipations.
 - Their efficiency has allowed them to assist another office with their emancipations for nine months.
- In times of vacancies in our office and others, they have also carried additional case loads.
- They work to develop a great rapport with employers (both local and out of state) and gather direct contact information for departments such as payroll or human resources to help expedite the process of implementing our income deduction orders.
- They work closely with outreach coordinators for non-custodial parents who may be facing barriers.
 - Access and Visitation, The Fatherhood Program, and The Parental Accountability Program (PAC)
- They keep updated community outreach information available for non-custodial and custodial parents



Rome Fun Facts!

A Roman invented Coca-Cola

Dr. John Pemberton, a native of Rome, created a drink known as Pemberton's French Wine Coca. This beverage later became known as Coca-Cola. The rights to Coca-Cola were later sold to Asa Candler.



Old Rome and New Rome

The city of Rome, Georgia, is named after Rome, Italy. The name was chosen because the city, like its Italian namesake, is built on seven hills. It was officially named in 1835 when the Georgia Legislature chartered the city. The Capitoline Wolf, a replica of the famous Etruscan Statue, sits in front of the city hall of Rome. The statue portrays Romulus and Remus, the mythical founders of Rome, Italy, who according to legend, were cast away as infants and raised by a wolf. The Italian government presented the replica as a gift from Ancient Rome to New Rome in 1929 as a forecast of prosperity and glory.



Contact Us!

Lauren Edwards, office manager

Rome Judicial Circuit

Division of Child Support Services

450 Riverside Pkwy, Suite 100

Rome, GA 30161

404-654-2926

lauren.edwards@dhs.ga.gov

or

romecse@dhs.ga.gov

1-877-423-4746





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.