

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.