



Child Support Report

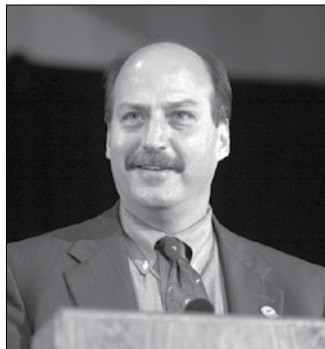
OFFICE OF CHILD SUPPORT ENFORCEMENT

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16th National Training Conference Opens Doors To Future Progress

By Elaine Blackman
CSR Editor

Dr. Wade Horn, Assistant Secretary for Children and Families, spoke about challenges and promises of the Deficit Reduction Act of 2005 at OCSE's 16th National Training Conference. Commissioner Margot Bean opened the conference by reflecting on 9/11 at OCSE's 11th National Training Conference. She went on to discuss positive strides and potentials for progress through automation, and thanked conference attendees for their teamwork and commitment to children.



progress through technology at every level of the program, and urged attendees to explore opportunities to improve programs through automation.

See pages 4 and 5 for more photos and list of award winners

Plenary sessions and workshops offered dynamic speakers that intrigued the audience with details about successful projects and research findings.

See 16th NATIONAL, page 2

Friendly smiles, warm handshakes, and serious discussions streamed through the 16th National Training Conference in Crystal City, VA, Sept. 11-13, when some 400 child support enforcement professionals and experts assembled to exchange ideas and experiences in the program.

In her keynote, OCSE Commissioner Margot Bean honored the fifth anniversary of the Sept. 11 hijackings, reflecting on the OCSE conference that day, also in Crystal City and in sight of the Pentagon. She recognized the selfless deeds of Americans, and likewise, lauded the consistent record of teamwork and commitment to families among child support enforcement professionals.

The Commissioner further reflected about

VA Celebrates 'Higher Heights'



Nick Young, Director, Virginia Division of Child Support Services, and OCSE Commissioner Margot Bean reflected on the Division's exemplary performance, at the State's third annual Best Practices Summit, titled "Achieving Higher Heights," Aug. 9 and 10 in Roanoke. Commissioner Bean lauded the Division for its advances in automated systems and congratulated all in attendance for being named Best Child Support Program at this summer's annual NCSEA (National Child Support Enforcement Association) conference. The State also was presented with the OCSE Commissioner's Award for Innovative Partnership, at OCSE's 16th National Conference, for its work on the Virginia Cell Phone Initiative.

NTCSA Conference Highlights Progress, Plans For Nation's Tribal Children

OCSE Commissioner Margot Bean spoke about her early experiences with interstate tribal child support cases, and the years of progress through automation and cultural



understanding, when she addressed the Sixth Annual National Tribal Child Support Association (NTCSA) Training Conference, Aug. 15 in Milwaukee.

Sponsored by the Forest County Potawatomi Tribal Child Support Program, the 4-day event brought together representatives from over 30 Tribal Nations, along with State and Federal representatives from across the United States.

During her remarks, Commissioner Bean thanked the nine comprehensive tribal child support programs for their collections totaling more than \$37 million, and for laying the groundwork for the other programs that have followed. She updated attendees on federal work with tribal IV-D grantees to develop the design for a model tribal system, and work on tribal identifier codes.

The Commissioner thanked outgoing NTCSA executive officers Jerry L. Sweet (President), Misty Gibney (Vice President), Tami J. Lor-

Tracey Littledave, from the Cherokee Nation, delivers her first speech as President of the National Tribal Child Support Association.



Wes Martin of the Menominee Nation, located in Central Wisconsin, appeared as Head Dancer for the mini pow-wow held after the conference awards banquet.



becke (Secretary), and Linda Tresaugue (Treasurer) for their “leadership and grace in coming together as a group, standing shoulder to shoulder in your relationship with the Federal Government. You have educated us in innumerable ways.” **CSR**

16th NATIONAL, *from page 1*

Recipients of the Commissioner’s annual awards expressed their satisfaction for the opportunity to work in a program that helps children. They also stressed the importance of communication and teamwork as key factors in program success.

Referring to the conference theme, Opening Doors for Children, Commissioner Bean told the audience, “When you think about what a closed door means—I’m not here, I’m not interested, I’m not going to help—go away! How wonderful it is to be able to show that we are here, we are interested, and we are going to work together to help children.” **CSR**

Enhancing Review and Adjustment Automation

By John Cheng
OCSE

The Office of Child Support Enforcement (OCSE) has prepared a tool kit to support state efforts to improve the effectiveness of the review and adjustment process in the Child Support Enforcement (CSE) system. Entitled *Automated Systems for Child Support Enforcement: A Guide for Enhancing Review and Adjustment Automation*, the tool kit provides valuable information for analyzing and developing



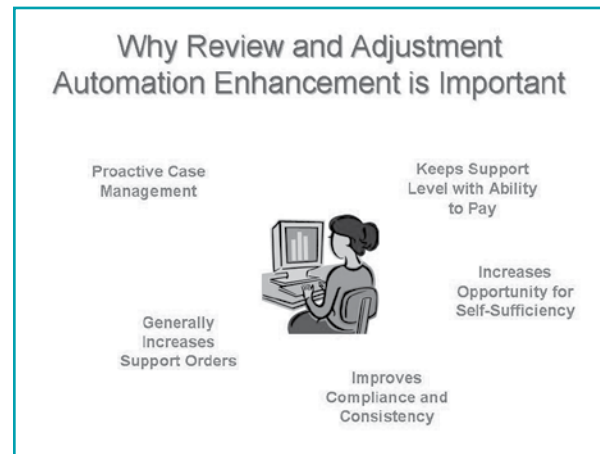
system enhancements related to the review and adjustment process, and detailed case studies. The tool kit is designed for state CSE technical, policy, and program operations personnel and their contractors, and Federal OCSE technical assistance staff.

The release of this guide is timely, as the recent Deficit Reduction Act of 2005, signed into law in February, reinstated a mandatory requirement for review and adjustment of child support orders for families receiving TANF effective October 1, 2007.

Since 2000, some states have enhanced their review and adjustment system functionality beyond that specified in the certification guide, some using Section 1115 grant money. Three states (Alaska, Maine, and Vermont) have developed automated interfaces with state and Federal databases that provide current wage information for noncustodial (NCP) parents. Once new wage data is received, the state system automatically searches for an NCP match in the current caseload. If a successful match is found, the systems also conduct a preliminary calculation to determine if the current support amount would change based on the new

wage data. The net effect of the enhancements in each state has been to make a traditionally reactive process more proactive through the use of technology.

Minnesota employs a cost-of-living adjustments (COLA) process for increasing support amounts every two years. Minnesota has developed an automated COLA process that significantly reduces caseworker involvement.



The tool kit includes the following information and analysis and design aids:

- Level of automation initiative overview
- History of review and adjustment
- Federal legislation, regulations, and certification guide requirement related to the review and adjustment process
- Workflow diagram
- Comparison of review and adjustment enhanced automation (for the four case-study states)
- Discussion guide
- Good practices
- Case studies

The guide is available online at: www.acf.hhs.gov/programs/cse/stsys/tab11.htm, or from the OCSE Reference Center at 202-401-5605. **CSR**

Recipients of Commissioner's Awards

Tawanna Williams (D.C.)
Craig Goellner (Colorado)
Marilyn Ray Smith (Massachusetts)
Anne Miller (OCSE)
Brian Owens (Wal-Mart)
Connie White (Virginia)
Daniel Richard and Jay Poe (Pennsylvania)
**Alicia Key, Hayley Hall, Arvind Kom-
 arla, Janis Mahaney, and Kevin
 Colquitt (Texas)**

**Virginia DCSE, with partners Cingular
 and Verizon**
**David Gillen, Fred Ray, Sean Forehand,
 and Pete Connelly (Florida)**
**Lori Bengston, Judy Manhas, Margaret
 Ewing, and Janet Gill (Nebraska)**
**Region V OCSE: Linda Lawrence, Geneva
 Bishop, Ed Donoghue, Mike Vicars,
 Denise Montgomery, Tome Schindler,
 Gale Quinn, Sally Kolanowski, Helene
 Stoffey, Joyce Jackson, and Gene
 Niewoehner**

16th National Training Conference



Discussing tribal child support business are, from left, Deborah Yates, from Osage Nation in Oklahoma; Jerry Sweet, from Modoc Tribe of Oklahoma; and Mary C. Chavarillo, from Pueblo of San Felipe in New Mexico.



JoAnne Loretti, from the Project Save Our Children program in Region I, entertained the audience with her singing of "America the Beautiful," during opening ceremonies on Sept. 11.

Representing various functions in the D.C. Child Support Services Division, are, from left, Elizabeth Cepha, Clive Dorvil, and Diane Stokes-Peak. Several staff members from the D.C. office participated in the conference, including Tawanna Williams, who received the Commissioner's Individual Award for Exemplary Customer Service.

First-time OCSE conference attendee Barbara Feeney, from the State child support agency in Wisconsin, was "impressed to learn about all the things going on around the country, especially the work with noncustodial parents."





Lori Bengston, left, and Judy Manhas joined coworkers Margaret Ewing and Janet Gill in receiving the Commissioner's Teamwork Award for Exemplary Customer Service, given in recognition of Nebraska's Customer Service Call Center.

Bridget Brennan, a healthy marriage educator from Missouri, comments during the Q&A session following a panel on responsible fatherhood and fragile families projects. Presenters included Scott Cade of New York, Ronald Mincy of Columbia University, and Michael Hayes of Texas.



Lisa Schwartz, left, and Jodi Van Cuyk, from the Oneida Tribe in Wisconsin, attended the conference to learn more about the program.



Delaware Division of Child Support Enforcement attendees discuss which workshops to attend in an effort to cover all aspects of the program. From left are Heather Morton, Guy Perrotti, and first-time conference participant Debra Stokes.

During a break, Connie White, left, from Virginia, introduces herself to Sonia Larson from the U.S. Attorney's Office in Sioux Falls, SD. Commissioner Margot Bean presented White with the Commissioner's Award for Lifetime Achievement. White reiterated, as did other awardees, her appreciation for the teamwork and support of coworkers.



Oklahoma Celebrates Child Support Awareness Month

By **Laura Eaton and Deborah Williams**
*Oklahoma Child Support
Enforcement Division*

Child Support Awareness Month each August means different things to different people. In Oklahoma, it's about spreading an awareness of the services we provide, educating our communities about the importance of community involvement, creating new partnerships, and celebrating our accomplishments.

In preparing for this year's Child Support Awareness Month, Oklahoma's Child Support Enforcement Division (CSED), in the State Department of Human Services, asked each office to share what they have done in the past year to further the division's goals and mission. No activity or project was too small. Their activities, ideas, and stories were posted on the Oklahoma CSED Child Support Awareness Intranet page. A couple of examples follow.

On Aug. 4, merchants and patrons of Fairview donated over \$1,800 for the very successful 14th Annual Judge's Youth Conference. This day is special for all children in the custody of OKDHS or the Office of Juvenile Affairs.

The Fairview Child Support office's Paint Your Own T-Shirt booth was a favorite for all the children attending, and their contribution was recognized with a special award for raising the most money in the area.

A 10-minute testimonial video DVD was created that all child support offices in Oklahoma are able to take and share when they do outreach in their communities. All testimonials on the DVD are from actual Oklahoma cases. A copy of this testimonial DVD is available upon request.

Oklahoma CSED Director Gary Dart says, "We're not interested just in the dollar figures. We want to provide a positive influence in putting families together. While we want to collect all the money due to children, the final outcomes are most important. To this end, we are constantly looking to improve the way we do business and the way we interact with all our customers."

For more information, contact the Child Support Enforcement Division at www.okdhs.org/childsupport or call the CARE line at 1-800-522-2922. **CSR**

Participating in Oklahoma's Child Support Awareness Month in August were, from left, Shannon Rodenberg, Marilyn Sellars, Brianna Overstreet, Christi Overstreet Park, Shelby Rodenberg, Carole Rodenberg, Kayley Mitchell, Kinsey Mitchell, and Rachel Mitchell.



Working in Harmony

PA Benefits From Three Employment Report Sources

By John Clark, *Region III OCSE*

Harry Werner

Pennsylvania Child Support Program

When workers in the Pennsylvania Child Support Enforcement System examined new employment records for noncustodial parents added this May, what they found was surprising—the sources for the additional 25,000 records indicated a child support program effectively utilizing three major sources to establish new hire reports.

The result: over \$1 billion in wage withholdings distributed to the children in Pennsylvania during 2005.

The research showed that customers reporting employment information in Pennsylvania is a major source of new employer information, with approximately 33 percent of all employment records from new employer reports provided by the custodial parent (18 percent) or noncustodial parent (15 percent). The customer reports are usually provided by contacts with

the child support offices directly (via phone, letter, or personal contact) or through Internet reports provided to the Pennsylvania Child Support Web site.

Research conducted by child support workers uncovered 10 percent of the noncustodial parents' new employers. This involves examining other data resources (drivers' license records, various worker sources, court appearances, etc.). The State's children benefited from this worker diligence with over 2,500 new hire reports this May.

The final major source is the combination of State Directory of New Hires and National Directory of New Hires. Combining state new hire reports (38 percent) with national new hire reports (18 percent), these programs provided 56 percent of the new employment records.

The Pennsylvania new hire/employer reporting process is like orchestrating a symphony that brings together various resources—customers, workers, and automated reports. The result is a new employer reporting process that produces beautiful music for children as they receive the support they deserve.

Dan Richard, Director of the Pennsylvania Child Support Program, says, "The ability to identify and access the income of noncustodial parents with an ability to pay helps to ensure that the family's income from child support is reliable."

For more information, contact Harry Werner at 717-705-5160 or harrywerner@pacses.com. CSR



Bill Cermele and Jean Greene-Brown work in the Philadelphia Family Court – Support Compliance Unit on resolving double wage attachments, employer enforcement, facilitating wage attachment by contacting the employer, and submitting new employers to the data base.

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Health and Human Services**

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In Memoriam

Jim Fox, long-time Director,
National Computer Center,
passed away Aug. 27, 2006.
His friends and colleagues
at OCSE will miss him.

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