

Child Support Report

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OFFICE OF CHILD SUPPORT ENFORCEMENT

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Annual NCSEA Conference: Commissioner Bean Highlights Child Support Collaborations, Asks for Input in Program's Future

In her remarks to a crowd of child support professionals and stakeholders at the National Child Support Enforcement Association's 57th Annual Conference & Expo, Aug. 4, in San Francisco, Commissioner Margot Bean expressed her thanks for their enthusiasm and partnership through the years.

The Commissioner then led the audience on a 20-minute (hypothetical) walk across bridges (pictured in a slide show on the auditorium screen), making analogies between the various types of bridges and national child support program collaborations.

The Commissioner highlighted the program's partnerships with employers, courts, and hospitals as examples of well-established bridges that help to connect services to child support customers. She also pointed out more recently built bridges, for example, with Tribal programs and with agencies that provide health care coverage or employment services to its customers. Still under construction—the international bridge, which includes The Hague Treaty designed to help connect child support services across countries.

The national PAID (Project to Avoid Increasing Delinquencies) initiative, another new bridge noted by the Commissioner, began about a year and a half ago. "PAID partnered OCSE with State IV-D Directors and staff to study root causes that prevent consistent child support payments and to construct a package of resources that could equip you with ways to increase child support collections and reduce arrears," she said. "Through your efforts, the PAID initiative has so far resulted in meeting our national targets for current collections and collections



Commissioner Margot Bean addresses the NCSEA audience in San Francisco.

**Photos from
NCSEA 57th Annual
Conference & Expo,
page 2**

on arrears, something we had not done over the past few years."

The Commissioner concluded by asking all for their perspectives as the national child support enforcement program

continues to strengthen those bridges mentioned and in such areas as technology and with faith-based and community organizations.

And she emphasized that "all of us need to listen to, and really hear, what our customers have to say."

An avid proponent of exercise, Commissioner Bean also encouraged the audience to "take care of yourselves, your co-workers, and your families, which can include that 20-minute walk I spoke about earlier, because the future of children and families is in your hands."

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U.S. Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement



Photos by Rebecca Coons (OCSE Region VII) and Kiera Dembowski (OCSE Region IX)





Amy Boughter



Amy Boughter thrives on chaos. Take, for example, 1 week last month, when more than the usual amount of calls streamed in to the Pennsylvania Bureau of Child Support Enforcement (BCSE) in response to a letter mailed to custodial parents the week before.

(The letter explained the Bureau's new \$25 fee, an optional requirement for State child support agencies under the Federal Deficit Reduction Act of 2005.)

Boughter, a Child Support Specialist with the Bureau for the past 5 years, and supervisor for the past 3, is "a firm believer that I am here to support the team, so I'll cover the phone if I need to." So she joined BCSE staff with an attitude of exhilaration at the prospect of helping customers understand their frustrations.

On Thursday of that week, Boughter wondered if her staff in the Division of Central Operations (DCO) could guess the number of calls the office had received. She wrote in an e-mail:

Name: Amy Boughter
Title: Child Support Specialist
Agency: Pennsylvania Bureau of Child Support Enforcement
Favorite Saying: "Don't sweat the small stuff."

- *The first week of July, DCO answered 440 calls.*
- *The second week of July, DCO answered 564 calls.*
- *The third week of July, DCO answered 547 calls.*
- *The fourth week of July, DCO answered ? calls.*

The answer for the entire fourth week was 4,041.

Then there was the time Boughter stepped in to mediate a situation between two workers in different counties who were opposing one another ("to put it mildly") on how to handle an intrastate case. Boughter demonstrated to each worker that she respected their complicated positions, "and within 15 minutes we had absolute resolution; we were able to get everything up and running."

While opportunities to apply her statistical and mediation skills keep the job exciting for Boughter, it is she who keeps it exciting for the staff, which seems to welcome some comic relief from the boss. During the

phone interview for this article, Boughter yelled out: "Hey, you guys better be good today or I'm telling the reporter how bad you are." They laughed.

At the same time, "It's entertaining for me that as a supervisor I need to be diplomatic.

The irony is that I'm an outspoken and blunt person. I'm not going to sugar coat it—that [diplomatic] attitude has been a challenge," says Boughter.

DCO staff responds to an average 2,000 calls per month. They are not a statewide call center, Boughter notes; rather, each of the 67 counties generally handles their own customer service line. "So [the 4,041] is huge for us," she says. They also function as the Central Registry and repository for all Voluntary Acknowledgement of Paternity forms filed in the State.

OCSE Public Affairs Specialists Jannice Butler Price (Washington, DC), who recommended Boughter to *Child Support Report*, and Jack Shaw (Philadelphia) agree that they can always count on Boughter for her thoroughness—and positive sense of humor—in helping to resolve difficult public and congressional inquiries in a timely manner.

And Boughter's supervisor, DCO Manager Debra Ranck, e-mailed this note after hearing about the recommendation: "Your good work pays off in many different ways and this is just one of them. I am very proud of you and so appreciate your diligence and hard work, too."

Yet, while she doesn't mind the praise from fellow child support workers, it is helping the customers that Boughter most appreciates. "Being able to mediate and resolve issues for parents is very satisfying for me," she says. "I feel successful when I can educate customers. They may not like my response, but I'll tell them the truth and they will have the understanding of what the county is really doing on their behalf."

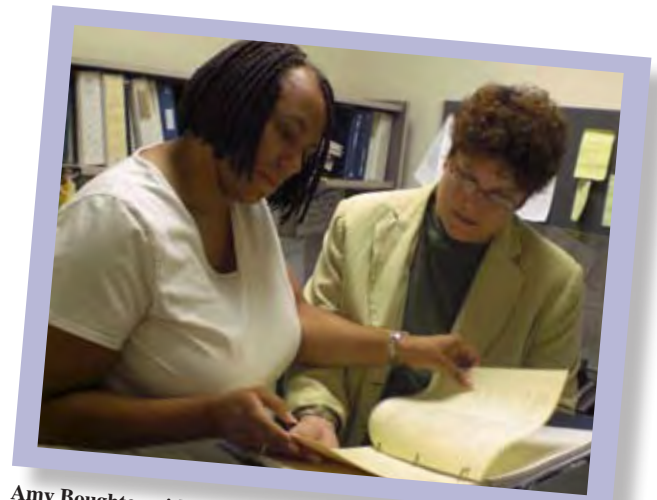
Even more gratifying is thanks from the customers, such as "Ya know, you're the first one who has taken the time

to explain that to me,'” quotes Boughter. “When you let people know that you understand their frustrations, and then provide them with information that they didn’t have previously, you help the caller to better understand the process and the system and assist them so they can more effectively advocate for themselves and their children.”

When asked for advice she would give any child support worker, Boughter says, “We should never lose sight of the customers we serve. And the work we do also should allow us to be considerate and treat each other with respect.” (Though she admits that at times she fails to live up to that advice.)

“Ultimately I’m truly blessed and I hope that I can convey that attitude with those whom I come into contact,” says Boughter, adding, “I am able to have fun and do what I do because of the fantastic support I have from our Specialist team members and the supervisory team. Two of the best people I have ever worked with are Deb Ranck and Ursula Holmes.”

And speaking of fun: When Butler Price recently e-mailed Boughter to ask for a fax number to send documents to regarding a particularly problematic case, Boughter replied:



Amy Boughter with fellow Child Support Specialist Supervisor Ursula Holmes

“Who are you and who is Amy Boughter? Due to ongoing budgetary constraints, we are no longer able to use our fax machine ; > Telephone and electricity have been cut and we are utilizing stone chisels and rock instead of computers, while we sit in the dark!!! Do I have to give it to you? (whine inserted in voice) Okay, our fax number is 717-787-0297.”

Suggestions for this “In Focus” column may be sent to elaine.blackman@acf.hhs.gov.

All Staff Trained to Create Positive Environment for Parents in Georgia

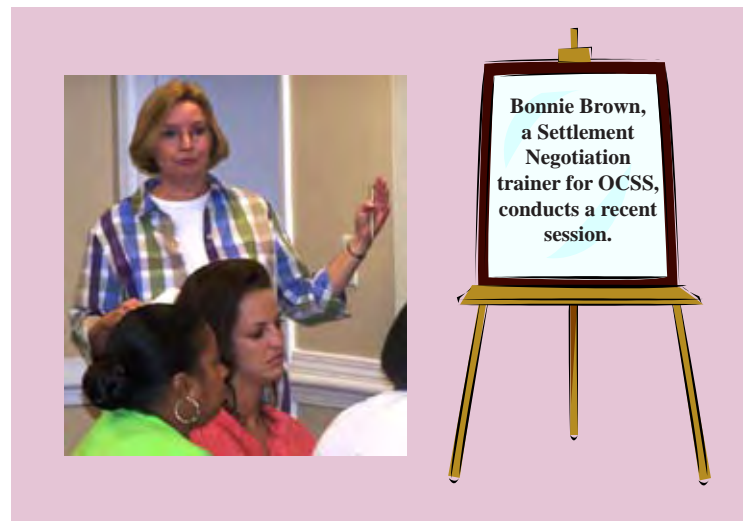
By Tammie Tyre

Georgia Office of Child Support Services

Georgia’s Office of Child Support Services (OCSS) recently provided its entire staff with “Settlement Negotiation” training, which included interviewing techniques and skill sets needed to facilitate a conciliatory environment when meeting with one or both parents.

OCSS staff is now better able to resolve conflicts related to child support issues, engage customers in focusing on the best interests of their children, and improve effectiveness when negotiating lump sum purge payments and ongoing repayment orders or agreements.

“I was not aware that some of the words I use daily may be generating a negative reaction from the customer,” said



one agent after the training. “This is a valuable option for both parents to have that gives them some input into the process and allows them to address issues that are personal and important to them.”

By giving both parents an opportunity to have input

in the support amount and by demonstrating how they contribute individually to the support and welfare of their children, OCSS believes that the likelihood of the parents supporting their children will be greatly improved.

The process has also proven to increase customer engagement with their agent and improve customer contact with one another. Parents who have gone through this process appear to be more understanding of the importance of treating one another with respect and dignity for the well-being of their children.

“In the past, I always felt that OCSS was a tool used against me, but after going through this process I am very comfortable with the agreement reached,” said one noncustodial parent.

Settlement Negotiation was piloted in the Augusta and Canton offices for a period of 6 months in 2007. The Augusta office is a large urban office and the Canton office is a smaller office. Having these two offices perform pilot events assisted OCSS in identifying areas of concentration for the process. As a result, a decision was also made to broaden the areas of concentration from the establishment process alone to include enforcement and the review and modification process.

All offices received training in the first half of 2008. The training material covered domestic violence, observing and managing conflict, effective communication skills, negotiation techniques, putting it all in context, and agent/case manager responsibilities.

For more information about Settlement Negotiation Training, contact Tammie Tyre, Manager of the Training and Staff Development Unit, 912-287-6665 or tctyre@dhr.state.ga.us.

Benefits to Custodial and Noncustodial Parents

- Receive your first child support payment faster;
- Avoid going to court;
- Receive help solving parental conflict;
- Improve communication with the other parent; and
- Receive information about other community services.



Benefits to Employees

- Ability to understand conflict styles and how they affect interviewing customers;
- Ability to develop communication skills that will promote or enhance cooperation;
- Learn techniques to negotiate with parents with a goal of obtaining agreements with them instead of using court intervention; and
- Ability to use skills to improve daily communication with coworkers, customers, and family.

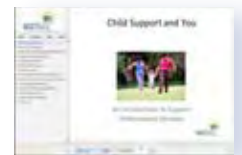
Challenges

- Communication breakdown between the agent and the parties and/or between the parties;
- One party takes an overly aggressive approach; and
- Ensuring staff utilize the concepts and embrace this communication style in their everyday work.

Louisiana Presents Consistent Voice to New Customers

By Elizabeth Morgan
Center for Support of Families

A Louisiana project called “Start Current – Stay Current” is aiming to improve the State’s performance in current child support collections. The project, in preliminary stages under an OCSE Section 1115 demonstration, utilizes a number of tools to implement an innovative, early intervention program with select cases.



Among those tools is a Web-based presentation about Louisiana’s program, accessible on the Internet. Knowing that parents’ understanding of child support processes is key to a good partnership between parents and the child support agency, providing a user-friendly, easy-to-follow presentation seemed like a logical first step to the project managers. The project’s child support analysts show the presentation to parents new to the program, providing a standardized method of conveying information about it, and allowing the analysts to focus on more specialized

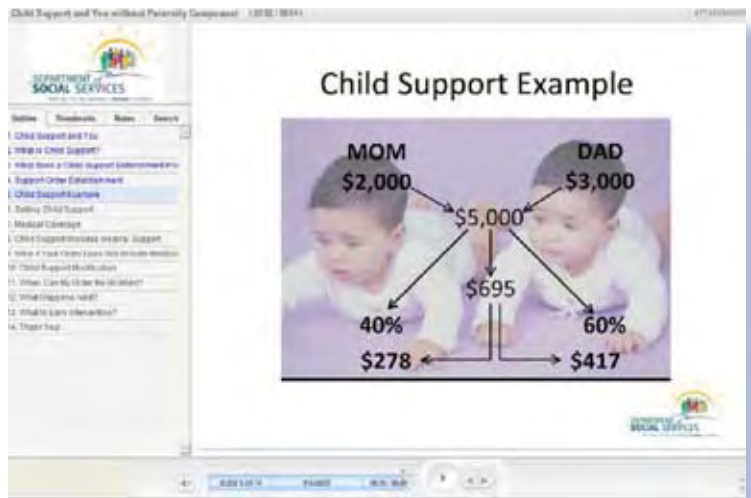
activities, such as calculating child support obligations.

The presentation is created in PowerPoint and software is used to synchronize the PowerPoint animations with the presentation's narration, providing a dynamic presentation that launches itself, once it is published. Because PowerPoint forms the basis of the presentation, the format and content can be modified easily to tailor the presentation to different jurisdictions within the State, and at low cost.

This platform may be used, for example, to walk through how child support is calculated using the income shares method. In the first screenshot at right, the presentation has walked through the mom's income and the dad's income to arrive at the basic child support obligation. The presentation concludes the child support obligation calculation showing each parent's proportion of the obligation.

Since the player for the presentation provides a menu for the different topics covered on the left side of the screen, users can jump around through the presentation, or return to different sections of the presentation, as needed.

For more information about the Web-based presentation, contact Elizabeth Morgan at emorgan@csfmail.org, or view the current presentation at the following link: <http://start-current-stay-current.articulate-online.com/p/6115245823>. For more information about Louisiana's "Start Current – Stay Current" demonstration project, contact Lisa Andry at landry@dss.state.la.us.



What Is Early Intervention?

- "Start Current – Stay Current"
- Benefits of Program –
 - Avoid court
 - Pay support through auto-withdrawal
 - Avoid garnishment
 - No 5% administrative fee if remain current

The slide also features a photograph of a man sitting and reading a book to a young child.

One Step at a Time Kansas CSE Partners with Department of Corrections to Reach Incarcerated Dads Early On

By Roberta Coons and Karen Anthony
OCSE

In Kansas, two Department of Corrections-funded initiatives are incorporating different approaches to working with incarcerated noncustodial parents. This article concerns the first, in which the El Dorado Correctional Facility is addressing child support issues in the early stages of incarceration. A future article will feature the second, the Sedgwick County Reentry Program.

The Kansas Child Support Enforcement (CSE) Agency and the Department of Corrections (DOC) teamed up in February 2008 to assist incarcerated parents with their child support matters. In just 6 months, both partners are seeing many positive results.

The El Dorado Correctional Facility, near Wichita in south central Kansas, houses the Reception and Diagnostic Unit where all newly incarcerated male offenders and 70 percent of Kansas parole violators pass through for processing. Inmates can expect to stay in this high security facility between 4 and 6 weeks, long enough for child support matters to be addressed.

First Steps: Interview and Data Entry

Donna Buntain is a CSE employee whose new position is funded by DOC and whose office is on-site in Reception and Diagnostic Unit. Each day she receives a

new inmate roster. Then, with list in hand, she completes a daily tour of the cell block and holds brief interviews with each new inmate, averaging 200 interviews a month.

Buntain asks each inmate if he has children. If so, she has him complete a simple questionnaire about the names and ages of the children, the name of the mother, what his present relationship with the mother is like, and any information he might have about his child support case.

Next, she enters the data to find case-specific information in the Kansas Automated Eligibility Child Support Enforcement System (KAECSES). Buntain welcomes this opportunity to correct data in the system—spellings and Social Security numbers in particular.

Once it's been determined that the inmate has a child support case, Buntain notifies the child support worker in the appropriate Kansas office and provides the inmate's identification number and current location, and offers assistance, if needed, to work the case. The worker then updates the case information on the multiple screens necessary to support the case. With the inmate's identification number, the assigned caseworker can track the inmate's location and release date with matches conducted with the Department of Corrections computer system.

Buntain also provides the offenders with information about pending cases, letting them know their obligations. In addition, she makes connections to case workers on the offenders' cases to begin addressing realistic ways to collect arrearages and future payments in a way that engages the offender in the process, but also allows him to have some means of becoming stabilized, through work release or market wage jobs available in prison or after his release. Buntain also facilitates connections between prisons across the State and local child support enforcement offices, so similar work can be done in other locations.

For interstate cases, Buntain brings the parent the necessary release forms to sign so she can contact the other State. With over 15 years in the child support program, she's had ample opportunity to develop colleagues in various States who are willing to assist. And she is pleased to reciprocate when she can, letting a neighboring State know that the man they have been trying to locate is in Kansas, or, as she did recently, by arranging for a genetic testing on behalf of another State.

Next Steps: Search and Research

Leaving nothing to chance, with her daily list in hand, Buntain also searches KAECSES for other inmates who might not have admitted to having children, or who simply did not know about the child support case. Quite often, men in the facility are learning for the first time that they have been named the father of a child.

Although the voluntary process to establish paternity has been in place since the start of the project, last month, the project began to include genetic testing, which

expedites the paternity process and frees up court time. Establishing legal parentage is very important to an inmate; without it, the child cannot be brought into the facility for a visit.

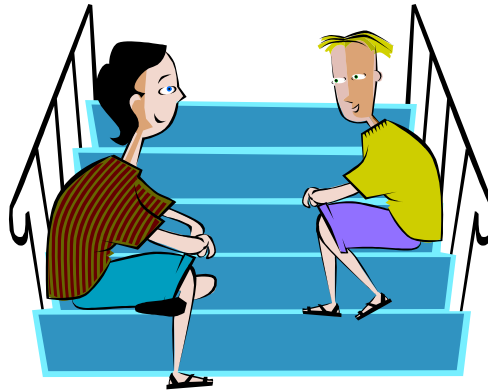
It should come as no surprise that these cases often have the highest arrearage. In 1 month alone, Kansas CSE determined that just 84 cases in the El Dorado facility accounted for \$968,340 in arrearage. "While developing this program," Buntain

comments, "many different and previously unknown inmate issues have been brought to our attention. We are fortunate in Kansas to have an "arrears management group." We simply channel the issues to the workgroup to do the research. If needed, it can then develop statewide policies on how to address these issues."

Partners Keeping In Step

In looking back over the past 6 months, Buntain says, "This started out as a cooperative effort between two agencies that each have their own priorities. But we are learning that we share a common goal, which is to have offenders who are released into the community become self-sufficient, working, addressing their obligations, and paying child support. We have learned that working directly with noncustodial incarcerated parents on their child support issues benefits them, Child Support Enforcement, the Department of Corrections, the children and families, and, ultimately, it will help the community."

Randall Lind and Donna Buntain contributed to this article. To learn more, contact Roberta Coons, 816-426-2268 or roberta.coons@acf.hhs.gov. (A Minnesota CSE/DOC partnership is featured in the April 2008 Child Support Report: <http://www.acf.hhs.gov/programs/cse/pubs/csrindex.html>.)



Project Save Our Children

Task Force Recovers Arrears for Families in Virginia, Iowa

Investigation and prosecution efforts by the national Project Save Our Children (PSOC) task force recently resulted in payments of arrears by two noncustodial parents in child support cases in Virginia and Iowa.

For the Virginia case, begun in 2001, the PSOC investigation revealed that the noncustodial parent had been gainfully employed until 2004, and then moved to South Carolina where he obtained a job as manager of a store chain. He would use prepaid calling cards in an effort to conceal his location from the custodial mother.

He was arrested in South Carolina nearly a year ago, and this June ordered to stay gainfully employed and pay restitution of \$56,747 for his two teen children. As part of the plea agreement, he signed an assignment of income statement, allowing the government to take

65 percent of his disposable income until payment of the arrearage was complete, and this assignment would transfer to any future employer. Since the investigation and arrest, the parent has been making regular payments through wage garnishments of approximately \$1,200 a month.

In March 2007, PSOC was called in to assist Iowa with investigation and prosecution of a father who had not made a child support payment for his two children since August 2002.

The same year, this parent was arrested in Arizona for misdemeanor charges related to traffic tickets and turned over to the US Marshal Service for the felony arrest warrants. He eventually submitted a support payment check for \$22,000, and then has made additional payments totaling \$4,000 since restitution was ordered this June.

For information about the national Project Save Our Children task force, contact Nick Soppa in OCSE at 202-401-4677 or nicholas.soppa@acf.hhs.gov.

e-IWO — The Way to Go!

By Kathy Miller
OCSE

How can your State increase collections and save money? The answer is: **e-IWO**. It's the way to go! States participating in the electronic Income Withholding Order (e-IWO) project have the ability to send income withholding orders (IWOs) to employers electronically and for employers to electronically notify States regarding the status of the IWOs, including terminations and lump sum payments.

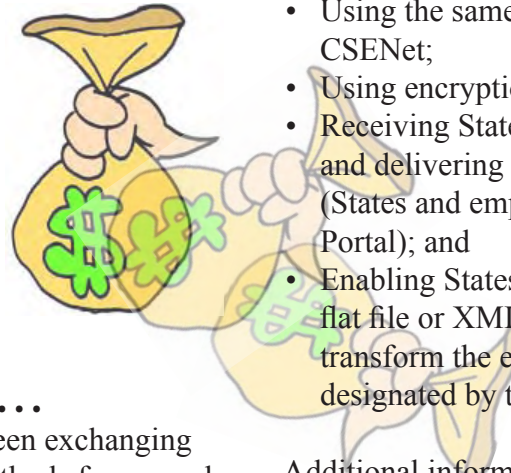
The e-IWO project is extremely successful. States



using e-IWO realize increased collections and on average receive the first payment 3 weeks earlier than using a paper IWO. States also save \$1 per document (cost of postage, paper, processing time, and printing) for each IWO sent to an employer electronically rather than on paper. Several large employers are participating in the e-IWO project, including the Defense Finance and Accounting Service (DFAS), US Postal Service, and Meijer Corporation. OCSE is working with more than 50 large employers, including ADP, Waste Management, and Verizon, that are in various stages of implementing e-IWO. OCSE is also working with several of the largest payroll software companies to integrate the e-IWO application into their products.

With the addition of many large employers to the project, States will realize substantial collections and

savings. Communication between States and employers is also improved. Imagine receiving notification immediately whether the IWO was or was not accepted. No more waiting weeks to see if the IWO will result in collections. Say good-bye to time-consuming follow-up with the employer to determine what happened to that paper IWO!



- Using the same transmission methodology as CSENet;
- Using encryption to ensure that files are secure;
- Receiving State and employer files, and rebatching and delivering them to the correct State or employer (States and employers only communicate with the Portal); and
- Enabling States and employers to choose either a flat file or XML schema format. (The Portal will transform the e-IWO file to the preferred format designated by the State or employer.)

And It Gets Better With a Portal . . .

Although States and employers have been exchanging e-IWOs through various transmission methods for several years, the recent implementation of a centralized internet portal enables States, Tribes, Territories and employers to easily and securely exchange e-IWO files.

The Portal's success is attributed to providing a communication solution that works well for both States and employers by:

Additional information, including the Software Interface Specification (SIS) document, may be found at http://www.acf.hhs.gov/programs/cse/newhire/employer/eiwo/eiwo_sis_gc.htm.

The SIS contains background information, as well as technical documentation for e-IWO. You may also contact Bill Stuart at william.k.stuart@lmco.com for information on joining the e-IWO project.

CSE Active in New Mexico Tribal-State Judicial Consortium



By Carl Rich
OCSE Region VI

On July 18, the New Mexico Tribal-State Judicial Consortium held a Regional Meeting to strengthen relationships and communications between Tribal and State judiciary. The meeting was held at the Zuni Pueblo and was co-hosted by the Honorable Sharon Begay-McCabe, Chief Judge, Zuni Pueblo Court, and the Honorable Henrietta Sandoval Soland, Judge, McKinley County Magistrate Court.

The 79 participants included 8 Tribal and 4 State Judges. Two New Mexico Tribes, the Pueblo of Zuni and the Mescalero Apache Tribe, are currently developing a Tribal Child Support Program. In addition to an overview of the Tribal Child Support Program, which included basic program development requirements and funding options, presentations focused on domestic violence orders of protection, the New Mexico DWI Initiative, and drug trafficking.

OCSE Region VI has been an active member and sponsor of the Consortium since 2001. In 2003 the Region



From left: Deborah Duncan, New Mexico Supreme Court; Carl Rich, OCSE Region VI; and co-hosts the Honorable Henrietta Sandoval Soland, Judge, McKinley County Magistrate Court, and the Honorable Sharon Begay-McCabe, Chief Judge, Zuni Pueblo Court

VI Tribal CSE Team was instrumental in the expansion of the Consortium's mission statement to include Child Support. This mission statement also addresses questions of jurisdiction and sovereignty, domestic violence, domestic relations and custody, child abuse and neglect, and juvenile justice.

For more information, contact Carl Rich at carl.rich@acf.hhs.gov or the New Mexico Tribal – State Consortium at aockbs@nmcourts.com.



Top **10** Reasons Parents Pay

By Rebecca Hamil
OCSE

Since 1998, the Passport Denial program has collected over \$146 million in voluntarily reported lump sum payments. Collections continue to pour in as the final phase of the Western Hemisphere Travel Initiative (WHTI) approaches in June 2009. At that time, most US citizens entering the United States at sea or land ports of entry will need a passport, passport card, or other WHTI-compliant document.

Have you ever wondered what other reasons motivate someone to settle their past due child support in order to receive a passport? There are countless reasons why, but here are the top 10:

1 Employment

- **California**—\$266,517: A contractor with work in Canada and Dubai paid off his arrearages in full from inheritance money.
- **Illinois**—\$74,948: A contractor needed a passport to work in Afghanistan for the Department of State.
- **Maine**—\$40,902: An independent contractor working in the Middle East needed to renew his passport.
- **Alabama**—\$31,263: An NCP employed in the oil fields of Nigeria needed to renew his passport.
- **Washington**—\$15,872: A restaurateur needed to fly to Cambodia to hire a chef for his new restaurant.

2 Western Hemisphere Travel Initiative (WHTI)

- **Connecticut**—\$52,068: A cosmetic account rep needed to fly to Canada for an important business meeting.
- **Ohio**—\$45,045: The NCP had nonrefundable tickets to fly to Mexico for a vacation.
- **South Carolina**—\$27,462: An NCP was flying to Antigua to visit his father.

3 Entertainment Industry/Sports

- **California**—\$40,793: A drummer working in Moscow for a rock band needed his Visa renewed.
- **Missouri**—\$14,000: A recording artist wanted to fly to Asia to begin an international tour.
- **Ohio**—\$8,270: A professional athlete needed to travel to Europe for physical rehabilitation. The football team took care of all of the arrangements including paying his child support arrears.
- **Indiana**—\$4,100: Lead singer for a country band had a video-shoot in Cancun.

4 Visit Family/Vacation

- **Alaska**—\$116,632: A building contractor needed to travel to Europe to visit his ailing grandmother.
- **New York**—\$77,211: Family vacation to Israel.

5 Weddings and Honeymoons

- **Maryland**—\$139,200: Due to the Passport Denial program, an NCP traveled with an invalid passport to the Caribbean Islands with his new wife for their honeymoon. He was stopped at Miami Dade Airport on an outstanding Maryland child support warrant when they returned to the US. Arrearages paid in full.
- **Rhode Island**—\$3,095: An NCP and his new bride were about to leave for their honeymoon when the puppy chewed his passport.

6 Pages Added

- **Montana**—\$29,210: An entertainer who travels often had his passport released in 2002 when he made an arrears payment of \$11,000. Montana released his passport again in 2008 for an arrears payment of \$18,210. Both times he needed pages added to his passport. Each of these payments paid the arrears in full.



7 Resides Abroad

- **Hawaii**—\$13,814: The NCP resides in Thailand and initially (February 2008) refused to pay his delinquent balance. He threatened to file a lawsuit against Hawaii and the State Department. He finally paid off his balance in June.
- **New York**—\$13,300: The NCP resides in Russia and needs his passport for ID.

8 Someone Else Pays for You

- **Washington**—\$29,374: The NCP's girlfriend, vacationing in Costa Rica, wired the payment to Washington so the NCP could join her.
- **Louisiana**—\$6,982: An NCP's mother-in-law paid off his child support debt in full so that the NCP can go on a trip—paid for by the in-laws.

9 Lost/Destroyed

- **Wyoming**—\$15,651: The NCP needed a new passport when his truck was stolen with his passport in it.

10 International Dating

- **Washington**—\$39,940: An NCP was traveling to the Ukraine to meet his internet girlfriend for the first time.

For the latest updates concerning the Western Hemisphere Travel Initiative, the passport application process for adults and children, and postings on foreign travel, visit the Department of State Web site at www.travel.state.gov. For more information on the Passport Denial program, or to report your own success story, contact Rebecca Hamil at rebecca.hamilton@acf.hhs.gov.

OCSE Awards Special Improvement (SIP) Grants for Fiscal Year 2008

OCSE recently awarded the following Special Improvement Project (SIP) grants for fiscal year 2008. For further information about each grant, please see the OCSE Web site: <http://www.acf.hhs.gov/programs/cse/grants/>

- **California**—Kern County Department of Child Support Services: "It (Pregnancy) Did Happen to Me" Young Adult and Teen Parental Outreach Project
- **California**—Santa Clara County Department of Child Support Services: The Collaborative Approach to Support Assistance at the 99 Notre Dame Superior Court Facility (CASA 99) Project
- **Center for Policy Research**—Debt Compromise Programs: Best Practices and Child Support Outcomes
- **Colorado**—Denver County Department of Human Services: Project Good to Know (GTK)
- **The Urban Institute**—New York Non-Custodial EITC: Can it Increase Compliance
- **Iowa**—Department of Human Services, Des Moines: Electronic Data Exchange Connection (EDEC)

- **North Carolina**—Administrative Office of the Courts (AOC), Raleigh: Problem-Solving Court Education and Expansion
- **Oklahoma**—Department of Human Services, Child Support Enforcement Division: Self-Help Information Portal (SHIP) Project: Expanding Web-Based Services for Child Support Customers

Child Support Report

<http://www.acf.hhs.gov/programs/cse/pubs/csrindex.html>

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Margot Bean
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