

Child Support Report

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OFFICE OF CHILD SUPPORT ENFORCEMENT

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Getting it Right North Dakota Child Support, Child Welfare Programs Collaborate to Improve Results

By Barbara Siegel

ND Child Support Enforcement Division

The North Dakota Child Support Enforcement (CSE) program has long-standing policies for servicing Foster Care cases. However, its leaders felt that more should be done to recognize the unique and sensitive nature of these cases. Therefore, in 2006, North Dakota obtained funding, through a 3-year Section 1115 demonstration grant, to increase collaboration between CSE and Child Welfare.

An advisory committee, whose members represent key functions of both programs, helps steer the grant efforts. These efforts initially included development of a detailed diagram of the current case management process. After members took the time to learn about each other's programs and understand the current process, they were able to identify areas in which the programs could improve collaboration through both reengineered processes and enhanced automation. This article highlights four of those areas.

Foster Care Early Notification

The delay between a child being placed in Foster Care and CSE receiving a referral means that CSE sends child support payments received during the interim to the custodial parent, rather than retaining the payment under assignment to the State.

Under an automated pre-referral process implemented last August, information entered by a Child Welfare case manager into the Comprehensive Child Welfare Information and Payment System (CCWIPS) for children



meeting established criteria is matched nightly with information on the Fully Automated Child Support Enforcement System (FACSES). The match identifies children who are covered by an existing child support order. When a match occurs, the civil file is flagged with a Foster Care early notification record.

After the notification and prior to the referral, CSE credits the noncustodial parent for payments received, but suspends disbursing the payment. The automation is sophisticated enough that, if there are multiple children covered by a support order, only the portion of the payment attributable to the Foster Care child is suspended.

A nightly match also identifies children who have left the placement and for whom the Foster Care early notification record is still active.

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

Foster Care, Child Welfare Access to FPLS

The grant project streamlined and customized the process for Child Welfare to request Federal Parent Locator Service (FPLS) information. The Child Welfare case manager completes a form and, after the regional supervisor's approval, the form is e-mailed to State Parent Locator Service (SPLS). The SPLS enters the request in a new module in FACES, and the request is submitted to FPLS. The SPLS worker receives FPLS responses as e-mails and then combines them into one e-mail response to the regional supervisor, which is then forwarded to the Child Welfare case manager.

Implemented January 1, the process is working well. The committee will follow up to evaluate the usefulness of the information for Child Welfare purposes.

Foster Care Referral Changes

To define when CSE actions would facilitate children's permanency goals, the advisory committee recommended pilot-testing Foster Care referral changes in one county for a 9-month period, beginning last October.

In addition to the existing good cause criteria, the pilot includes two new criteria:

- Cases in which adoption is the child's primary permanency goal.
- Cases in which reunification is the child's primary permanency goal and is expected to occur within 12 months of placement. In these situations, good cause applies only to the parent(s) for whom reunification is the goal.

The Child Welfare case manager reviews the good cause finding after each quarterly Child and Family Team meeting. If the good cause criterion is no longer valid (for example, the primary goal is no longer adoption or reunification), CSE is informed and takes appropriate action. In addition, adoption good cause is lifted if the



Grant Advisory Committee: (*Front row, from left*) Terry Peterson, Child Support Enforcement (CSE) central office; Barb Siegel, CSE central office; Tara Muhlhauser, Children and Family Services (CFS) central office; (*middle row*) Rita Weisz, CFS regional office; Paulette Westrum, CFS central office; Wendy Jacobson, County Social Services; Mike Schwindt, State CSE Director; (*back row*) Leila Brucker, CSE central office; Kevin Janes, Information Technology Services; Heidi Ahl-Quanbeck, CSE regional office; David Price, PSI. **Not pictured:** Dean Sturn, CFS central office; Lisa Bjergaard, Division of Juvenile Services; Adair Boening, CSE regional office; Diana Shull, Emeline Burkett, and Pam Ormand, County Social Services.

court denies the Termination of Parental Rights petition; reunification good cause is lifted if it does not occur within 12 months. To further reduce debt among families, CSE will establish a child support order only back to the date CSE is notified good cause is lifted in these situations.

In addition to the expansion of good cause, the pilot eliminates Foster Care referrals in certain short-term placement situations.

Treatment of Foster Care Excesses

In North Dakota, Foster Care excesses (the amount of current support that exceeds the Foster Care payment for that month) are sent to the Foster Care child's legal custodian, usually county social services or the Division of Juvenile Services.

A survey of legal custodians showed possible benefits to developing guidelines for the treatment of Foster

Care excesses. Newly drafted, these guidelines include considering the child's age (16 or older—placing the money in an account for independent living activities; under 16—placing the money in an account to be paid to the custodial parent or child after the child leaves Foster Care), unless the child has current needs not met by maintenance payments.

Conveying the feelings of all involved in the grant

project, Child Support Director Mike Schwindt says, “We are already seeing positive outcomes from this project. We expect improved results for both programs and, most importantly, for children needing long-term and stable placements.”

For more information, please contact Barbara Siegel at bsiegel@nd.gov or 701-328-7532.

New Link to Help with Hispanic Outreach

A new link on the OCSE [homepage](#)—Hispanic Child Support Resource Center—connects users to several resources designed to help child support agencies reach out to Hispanic customers and partner with community organizations that offer services to the Hispanic population.

Posted on the site are details about OCSE's new Hispanic marketing toolkit—a DVD that includes brochures, posters, slide presentations, and TV and radio spots designed for agencies and organizations to easily download and customize with their contact information. Child support offices and community organizations may obtain the DVD through State and Tribal child support agencies.

OCSE developed the toolkit DVD in response to the National Hispanic Workgroup's recommendations to help child support agencies better meet the needs of this customer population. For further information about the toolkit DVD or the National Hispanic Workgroup, please contact Ja-Na Bordes at 202-401-5713 or jana.bordes@acf.hhs.gov.

The OCSE Web site also offers FAQs and a Hispanic Child Support Handbook. Print copies of the handbook are available through the Web site or by contacting the National Reference Center at 202-401-9383 or OCSENationalReferenceCenter@acf.hhs.gov.

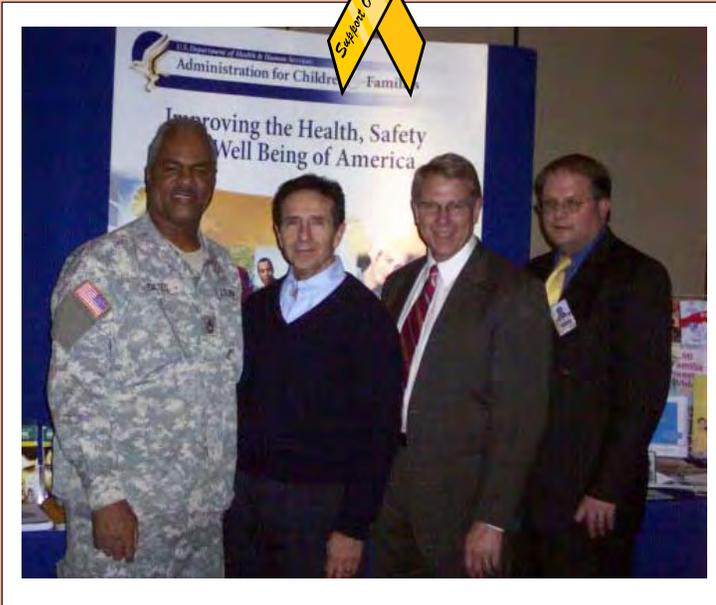


The Hispanic toolkit DVD includes these posters and other downloadable marketing material.



Region III, Maryland Assist at 'Yellow Ribbon' Event

Even before the *Child Support Report* ran an article last month about DOD's Yellow Ribbon Reintegration Program, staff in OCSE Region III had arranged to attend one of its events as an opportunity to offer information to veterans returning from war. Standing in front of the table sponsored by the Administration for Children and Families, on March 28 in Baltimore, are (from left) an Army Chaplain assisting at the event; Carl Montoya, Associate Regional Administrator for Region III; Joseph A. Jackins, Jr., Maryland Child Support Enforcement Program Executive Director; and Kevin Webb, Deputy Director, Baltimore County Office of Child Support Enforcement. To view the article about the Yellow Ribbon Reintegration Program, see <http://www.acf.hhs.gov/programs/cse/pubs/2009/csr/csr0904.pdf> (page 4).



Preliminary Data for Fiscal Year 2008 Released

By Nehemiah Rucker
OCSE

Preliminary performance data submitted by States for FY 2008 reveals continuing progress toward making child support a reliable source of income for many children and families in the Title IV-D caseload.

A few highlights follow; the full report is available on the OCSE Web site at: http://www.acf.hhs.gov/programs/cse/pubs/2009/reports/preliminary_report_fy2008/

Paternity/Support Order Establishment: Totals increased in both paternitys established or acknowledged and support orders established. Paternitys established or acknowledged increased 3.1 percent, from 1.73 million in FY 2007 to 1.78 million in FY 2008. Support orders established increased 1.3 percent, from 1.18 million to 1.19 million.

Distributed Collections: A record \$26.6 billion in total child support payments was collected and distributed during FY 2008, a 6.9 percent increase over the \$24.9

billion in FY 2007. Of the \$26.6 billion, over \$24 billion was distributed to families or Foster Care agencies.

Medical Support: In FY 2008, there were 7.5 million open cases in which medical support was ordered (76.8 percent of cases with orders), compared to 7.3 million in FY 2007 (74.4 percent of cases with orders). Likewise, in FY 2008, there were 2.7 million open cases in which medical support was both ordered and provided (28.1 percent of cases with orders), compared to 2.2 million in FY 2007 (22.4 percent of cases with orders).

Collections Per Full Time Equivalent (FTE) Staff: In FY 2008, 59,995 FTE staff worked in the CSE program nationwide compared to 60,104 in FY 2007. Thus, nationally, the amount of child support collected per FTE was over \$443,000, compared to \$414,000 per FTE in FY 2007, a 7.1-percent increase.

Cost Effectiveness: The Cost Effectiveness Ratio of nationwide CSE operations in FY 2008 (total dollars collected per \$1 of expenditure) was \$4.79, exceeding the \$4.73 in FY 2007.



OCSE Begins Intercept of Economic Recovery Payments

This month, OCSE began intercepting the one-time, \$250

Economic Recovery payments from eligible Social Security, Supplemental Security Income, Railroad Retirement Board, and Veterans' Compensation and Pension beneficiaries who owe past-due child support. The timeline for this intercept process follows:

- **February 17:** President Obama signed into law the American Recovery and Reinvestment Act of 2009, authorizing one-time Economic Recovery payments of \$250 to an estimated 60 million recipients of Social Security (SSA), Supplemental Security Income (SSI), Railroad Retirement Board (RRB) and Veterans' Compensation and Pension benefits (VA). The Economic Recovery payments are not considered a benefit payment or cash benefit and all amounts paid are subject to Federal administrative offset to collect delinquent debts.
- **March 26:** OCSE distributed an Action Transmittal (AT-09-01) to State child support agencies, which

provides the Economic Recovery payment offset process. It is posted on the OCSE Web site at: <http://www.acf.hhs.gov/programs/cse/pol/AT/2009/at-09-01.htm>

- **April 16:** OCSE posted FAQs about the Economic Recovery payment process on the Web site at: http://faq.acf.hhs.gov/cgi-bin/acfrightnow.cfg/php/enduser/std_alp.php
- **Late April:** Financial Management Service began issuing Economic Recovery payments to eligible recipients.
- **May:** Financial Management Service began intercepting Economic Recovery payments from eligible noncustodial parents owing past-due child support.

For further information about the Economic Recovery payment process, please visit the Financial Management Service Web site at: <http://www.fms.treas.gov/recovery/questions.html>

Arizona DCSE 'SEaLs' the Deal with Maricopa County Sheriff's Office to Collect Child Support Owed by Inmates

By Sherry Seaman

AZ Division of Child Support Enforcement

One of several specialized teams created by the Arizona Division of Child Support Enforcement (DCSE) is proving that two government offices—one civil and one law enforcement—can accomplish a lot with mutual respect, collaboration, and dedication to the welfare of children.

The DCSE team, called the Specialized Enforcement and Locate (SEaL) Unit, was designed to provide outstanding customer service to clients—both internal (Department and Division staff) and external (custodial and noncustodial parents, courts, other jurisdictions)—using a flexible and innovative approach that allows line



staff to concentrate on their specific areas of expertise.

A primary objective of SEaL was to develop enforcement processes in collaboration with outside entities not usually associated with child support programs but who nonetheless have an interest in child support enforcement.

Intercepting New Inmate Account

For several years, DCSE had collaborated with the Maricopa County Sheriff's Office on its annual "round-ups," which focused on child support arrest warrants. Then in January 2008, the SEaL Unit was offered the opportunity to create a method for intercepting money from suspects who had child support cases with arrears. The SEaL Unit was informed that, during the "book-in" procedure conducted at local jails, money carried on a

suspect's person was confiscated and deposited into an "inmate account."

Limited Income Withholding Orders

Arizona law authorizes DCSE to issue Limited Income Withholding Orders (LIWOs) to employers, payers, or holders of nonperiodic or lump-sum funds against obligors owing child support. At this time, LIWOs are processed manually with a very short window of time during which they can be honored. "Initial Appearance" court proceedings must be completed within 24 hours of arrest, when the accused may well be released upon personal recognizance or may post bond. Normally, Initial Appearance proceedings occur within a few hours of the book-in process.

Role of Sheriff, DCSE Officers

Each morning, the Sheriff's Inmate Account Officer e-mails a list of names (with dates of birth) and book-in numbers to several members of the SEaL Unit. This Officer sends about 75 names of inmates daily. The Child Support Enforcement Officer assigned to this project, Rosemary Hernandez, researches each name in the DCSE database for open enforcement cases with arrearages. Hernandez normally reviews 1,000 to 1,500 names per month. She may generate 40 to 100 Inmate LIWOs, faxing a copy to the Sergeant in charge as well as to the Inmate Account Officer. Other SEaL Unit team members may assist with initial research and other segments of the process as needed.

Hernandez also tracks the Inmate LIWOs on a spreadsheet and monitors for responsive payment. She attaches a "suspense code" to each Inmate case to hold funds, providing sufficient time to complete and send an administrative review request. If no response is filed, she removes the suspense code and the funds are released to the case.

Payments, Projections Going Up

Since January 2008, the SEaL Unit has generated 1,265 Inmate LIWOs resulting in total payments (as of March 4, 2009) of \$165,623. The largest single interception to



SEaL Unit team members (from left): Gary Sexton, Lori Gonzales, Herminia Martinez, Sonia Rojas, Chris Arnell (in back), Debra Moring, Vickie Saenz, and Rosemary Hernandez

date was \$9,482, applied to the obligor's two cases. (The smallest was \$7.) The team leaves \$20 in the inmate's account for personal purchases.

DCSE Systems and Automation is currently extending the Inmate LIWO project to automation, converging with the Arizona Department of Corrections, which manages the Arizona prison system. Projected statistics indicate that about 1,100 inmates in Arizona prisons have child support cases with arrearages. Preliminary reports project potential collections of \$474,920.

The Inmate LIWO project demonstrates the influence of administrative authority. It also provides inmates an opportunity to contribute to the support of their children while illustrating the importance of legal obligations.

For further information, please contact Sherry Seaman, Legal Services Administrator, at: SSeaman@azdes.gov

Albuquerque 'In-House' Court Hearings: Faster, More Convenient

By Lila Bird and Susan Sullivan
NM Child Support Enforcement Division

In New Mexico, child support orders are established exclusively by the courts. Several District Courts employ Child Support Hearing Officers who hear all child support matters and submit recommendations to District Court Judges for final action. In addition, two District Courts hold child support hearings at the offices of the Human Services Department's Child Support Enforcement Division (CSED)—the Fourth Judicial District Court in Las Vegas and the Second Judicial District Court in Albuquerque. This article focuses on "in-house" child support hearings held in Albuquerque.

New Mexico's Second Judicial District Court serves two CSED offices, Albuquerque North and Albuquerque South. In 2004, the South office, in collaboration with the Second Judicial District Court, established "in-house" court hearings to increase the number of child support orders and to better meet the needs of its customers.

By 2007, both Albuquerque offices were hosting in-house child support hearings on an average of 100 hearings per month in each office. The success of the program has expedited turn-around time for both the establishment and enforcement of child support orders.

Many hearings, however, remain at the courthouse. These include cases that require a court-certified interpreter, involve domestic violence, and have a party represented by private counsel. The latter is subject to individual attorney requests.

Nuts and Bolts of In-House Hearings

In-house hearings remain a judicial proceeding so the rules of civil procedure apply.

In establishment cases, after the petition is filed with the Court Clerk and served upon the respondent, all subsequent court proceedings can be scheduled for in-house hearings. In enforcement cases, all motions, including modifications and Orders to Show Cause can be set for in-house hearings.

Multiple hearings are scheduled for morning and

afternoon sessions on an in-house hearing day. The parties arrive at the CSED office and are ushered into a large conference room filled with tables and chairs. The parties first meet with a CSED Child Support Legal Assistant to discuss the possibility of a settlement agreement. Several Office of General Counsel-CSED (OGC-CSED) attorneys are on-hand to provide assistance.

Standardized, fill-in-the-blank court orders are completed during the meetings. These forms contain



all of the necessary elements of a court order and often require a simple checkmark. If a stipulated agreement is reached between the parties, the order is faxed to the District Court for review and filing.

If a stipulated agreement cannot be reached, an OGC-CSED attorney takes the parties to a

hearing room—a designated conference room in each CSED office equipped with a speaker telephone. A Child Support Hearing Officer appears via telephone to conduct the hearing. The Court Monitor, who accompanies the Hearing Officer, maintains the court file. Service documents and exhibits are faxed to the Hearing Officer.

User-Friendly and Productive

"Our in-house hearings program is a convenient, productive way to serve our customers," says New Mexico CSED Director Charissa Saavedra. "We are able to schedule more hearings in one day in our offices, without transporting staff and case files to the court, which helps to increase overall productivity. More parties seem to be willing to stipulate to an order which reduces work and stress for all involved."

In-house child support hearings continue to evolve as the success of the program depends on a collaborative relationship with the District Court. For example, a Child Support Hearing Officer is present for in-house hearings on some hearing days. The District Court and CSED have worked out a method to transport child support case court files to CSED for use by the Hearing Officer.

One advantage of holding hearings at the CSED office is the immediate availability of the CSED County Director and other CSED personnel. All necessary information and authority for obtaining a settlement are within arm's reach. Overall, CSED found in-house hearings to be an efficient and user-friendly alternative to the traditional courthouse setting.

For more information, please contact Lila Bird by mail: Lila Bird, Chief Counsel, NM CSED, P.O. Box 25110, Santa Fe, NM 87502; phone: 505-827-1302; or e-mail: Lila.Bird@state.nm.us



Guide to Web-Friendly Customer Service

The new “Web-Based Child Support Customer Services for Parents, Promising Practices Guide” is posted on the OCSE Web site at <http://www.acf.hhs.gov/programs/cse/pol/DCL/2009/dcl-09-11a.pdf>.

The guide is designed to encourage CSE agencies to consider ways the Internet can improve customer service. According to State-conducted parent surveys, the greatest benefit of Web-based customer services is the “self-service” feature. Parents want the convenience of conducting child support business on their own schedule.

The guide includes examples of how to:

- Allow access to payment information;
- Offer e-mail notification;
- Provide help via online glossaries and pop-up help text;
- Ensure caseworkers have access to the same information viewed by parents;
- Prepare for staffing changes and information updates;
- Adopt practices of the online banking industry to secure confidential information;
- Provide online child support calculators; and
- Adapt code from another State and write easy-to-share code.



Although many CSE customers are low income, many have access to the Internet, as suggested by the number of visits to State Web sites. OCSE hopes the guide will help CSE agencies improve customer service as the number of Internet users continues to grow.

For further information, please contact Susan Greenblatt at susan.greenblatt@acf.hhs.gov or 202-401-4849.

ERICSA Conference Covers It All

The Eastern Regional Interstate Child Support Association (ERICSA) held its 46th annual conference March 29 to April 2, in Myrtle Beach, SC. More than 400 attended from 41 States and Territories, 5 Tribes, and Australia. This year’s theme: “Working Together for Children – A ‘Shore’ Thing.” The event offered interactive, multimedia sessions, including its popular mock trial. The 2010 conference is scheduled for May 2 to 6 in Lexington, KY.



On a panel are (from left) Dr. Kathleen Hayes, Director, South Carolina Department of Social Services; Julie Armstrong, South Carolina Clerk of Court; OCSE Acting Commissioner Donna Bonar; and Larry McKeown, South Carolina Child Support Director.

Georgia Statewide Call Center Virtually Serves Customers, Reduces Costs

By LeCretia Johnson
GA Office of Child Support Services

As the first point of contact for customers, Georgia's Office of Child Support Services (OCSS) Contact Center is the agency's "Voice of Child Support." The Contact Center Agents strive to ensure each caller's experience is positive and leads to improving their ability to help themselves and their children.

What makes this call center unique is that over 94 percent of the staff "telework" full time. In Georgia, this has put OCSS at the forefront of government agencies successfully providing services while significantly reducing capital and ongoing expenses.

The center went live in October 2005, serving only 7 out of the State's 59 local offices and handling 271,407 calls the first year. Staff was housed in two different offices. As the center expanded and call volume increased, it needed more staff, however, no additional space was available.

Because the center utilized a telework-compatible system, OCSS was able to have 16 newly hired agents test the telework arrangement. Many problems arose, such as dealing with the various Internet service providers, and ensuring staff members correctly installed software and that the Internet speed was sufficient to handle the programs. However, the center's management team met the issues head on and quickly became proficient at troubleshooting each one. After determining the new hires were able to successfully telework, all interested agents were allowed to migrate from office to home.

Today the Contact Center serves all of Georgia's local OCSS offices and manages approximately 1.6 million calls a year.

The benefits from implementing teleworking include:

- Expanded employment pool for new-hire selection
- Increased employee satisfaction
- Capital and ongoing cost savings
- Eco-friendly (reduces "carbon footprint")

The benefits for the Contact Center include:

- Low attrition rate averages about 3 percent monthly (The industry standard is 10.10 percent monthly.)
- Increased worker productivity
- Increase in number of calls answered per hour
- Decrease in percent of calls abandoned

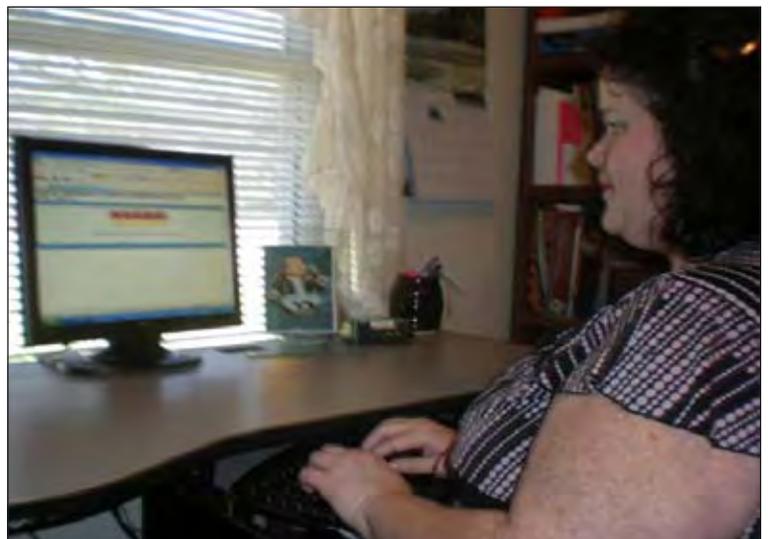
The Contact Center Agents feel there are many benefits to being allowed to telework. "Not many telework jobs provide employee benefits," stated Lynn Gilbert. "This is one of the biggest pros for teleworking. There are numerous other cost benefits for me. I don't spend as much on gas, lunch, etc."

"You avoid constant interruptions from office noise and coworkers," stated Raquel Lerma, who feels she is more productive teleworking. She added that it is a far more comfortable environment because she can control her office temperature.

In 2008, the OCSS Contact Center was awarded a Governor's Commendation for Customer Service Excellence for its efforts as the first virtual State government call center in Georgia, as well as the Office of Child Support

Enforcement Commissioner's award for Exemplary Customer Service. In January 2009, the Governor awarded the Contact Center with the Customer Service Excellence Commendation for leadership.

LeCretia Johnson is manager of the Office of Child Support Services Contact Center in Georgia. She can be reached at lejohanson@dhr.state.ga.us or at 404-656-5793.



Julie Bailey, Georgia OCSS Contact Center Agent, teleworks from her home, where she is able to spend less time commuting and more time with her 4-year-old son.

Look Again: San Francisco Collections Grow by EPIC Proportions

By Karen Roye, Director
SF Department of Child Support Services

San Francisco County began its Enhanced Parental Involvement Collaboration (EPIC) project in 2004 to test early intervention on child support cases. As reported in the March 2007 *Child Support Report*, EPIC, under an OCSE Special Improvement Project grant, emphasized personal contact with noncustodial parents, easy-to-understand written communication, and decreasing the large number of cases in which imputed or presumed income was used to establish child support orders.

When the grant ended in 2006, EPIC had proven its worth—collections increased and default rates decreased. As a result, in July 2007, San Francisco County adopted EPIC as standard operating procedure countywide.

Now the county is continuing to witness the project's success: In FY 2008, the percent of current support collected was 64.9 percent. It was 46.6 percent for non-EPIC cases during the EPIC project that ran from June 2004 to June 2006. Likewise, the percent of cases with arrears collected has increased to 69.2 percent, up from 45.8 percent for non-EPIC cases during the project period. The default rate dropped to an all-time low of 10.58 percent from its height of nearly 61 percent in 2004. (See chart below.)

The EPIC solution promotes an early intervention model that capitalizes on the window of opportunity to engage, educate, and assist a noncustodial parent at the onset of their relationship with the program. Creating a strong, respectful relationship early on reduces the anxiety that noncustodial parents sometimes experience when contacted by the agency. Changes can and do occur during the life of a child support case. Parents change jobs, lose jobs, and gain employment throughout the life of a case. Creating a relationship that promotes self-reporting to the agency guarantees that child support and medical support orders are appropriately aligned with family needs and expectations. The direct communication between the child support professional and the noncustodial parent pays off throughout the life of the case and reduces the dependence on locate solutions.

The earlier *Child Support Report* article about EPIC is posted at <http://www.acf.hhs.gov/programs/cse/pubs/2007/csr/csr0703.pdf> (page 6). For further information about the EPIC project, please contact Director Roye, at karen.roye@sfgov.org or 415-356-2919.

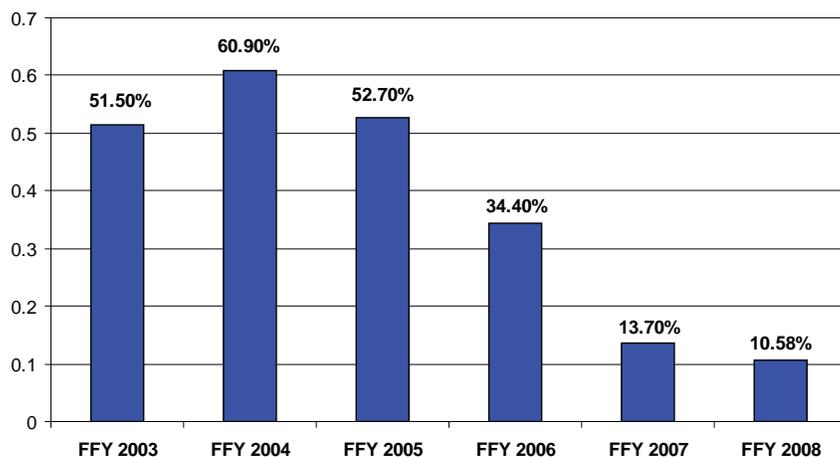


EPIC Idea!

State child support agencies may find the San Francisco Enhanced Parental Involvement Collaboration (EPIC) project a useful example to improve early intervention on child support cases—one of five focus areas under the national Project to Avoid Increasing Delinquencies (PAID). The overall goal of the PAID initiative is to increase national collections on both current support and arrears.

For a description of resources available as part of the PAID initiative, please log on to the OCSE Web site at: <http://www.acf.hhs.gov/programs/cse/resources/paid/>

Historical Default Rate



Western Hemisphere Travel Initiative Effective June 1

The Western Hemisphere Travel Initiative (WHTI) for Land and Sea (including ferries) will be implemented on June 1, 2009. Only passports or WHTI-compliant documents will be acceptable for entering the United States.

These are: passport, passport card, trusted traveler program card (NEXUS, SENTRI, or FAST), enhanced driver's license (EDL), Military ID with official travel orders or Merchant Mariner Document when traveling on official maritime business.

For further WHTI information, see: Department of Homeland Security at www.dhs.gov or Department of State at www.travel.state.gov.



Mark Your Calendar!

The OCSE 19th National
Child Support Enforcement
Training Conference
November 2 - 4, 2009
Washington, DC

New this year:
Free Registration!



**“Dollars and Sense:
Child Support in a
Changing Economy”**

Contact for information:

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Child Support Report

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

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