

Child Support Report

OFFICE OF CHILD SUPPORT ENFORCEMENT

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Commissioner's
VOICE
Blog

**New OCSE Fact Sheets on
the Military and Veterans**
(details on page 3)

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

Honoring Our Veterans

Men and women in the military make sacrifices for our country and their families. This month, several articles feature child support services that help parents in the military and veterans to be better able to pay child support and get other individual and family-related services. The articles highlight projects from a personal perspective in Texas and Delaware, and initiatives in OCSE, the Department of Health and Human Services and the White House.

Everyday Heroes in Texas: A Day in the Life of the Child Support Attorney Responding to Parents in the Military

By Noelita Lugo
Texas Child Support Division

The typical work day for an attorney in the Texas HEROES program starts like it does for most child support professionals—checking phone messages:

(Beep) “Hello, my JAG attorney told me about HEROES and gave me your number. You see, I was blown up in Iraq and being treated at Walter Reed Hospital when I learned my wife had divorced me. I didn’t even know she had filed. Then, I got shipped to California and my child support was set based on my military income that included a high housing allowance. Now that I’m in Texas, my housing is much lower but child support hasn’t changed. California says they can’t modify the amount because the custodial parent doesn’t live there anymore. And, I haven’t seen my kids in over a year. I need help. Please call me at...”



Help to Navigate Both Systems

In 2009, the Texas Child Support Division received a federal grant to determine the unique needs of military families when accessing child support services and to test how enhancing child support service delivery can help former and current service members overcome barriers to meeting their children’s emotional and financial needs. The project is known as HEROES—**H**elp **E**stablishing **R**esponsive **O**rders and **E**nsuring **S**upport for Children in Military Families.

Why is HEROES important? Many child support cases that involve military parents flow easily through the child

continued on next page

support system. But the cases of some military families require special attention because frequent changes of residence and multiple deployments complicate the child support process. A service member's physical injuries or mental health issues (e.g., traumatic brain injury, post-traumatic stress disorder) bring additional stress and compound child support and custody issues.

Navigating the sometimes confusing child support system weighs heavily on service members as they face the all too real risks of military service. The HEROES attorney is an important source of help for military parents who are trying to move through the child support system and resolve child support and parenting-time issues. But more, the HEROES attorney knows the military system and understands how to navigate through it as well. A HEROES attorney can offer specialized casework for service members, veterans and dependents.

Answering the Call for Help

On any given day, a HEROES attorney responds to calls from military parents who need answers about parenting time (custody/visitation), establishing paternity, adjusting wage garnishments, modifying support orders and enforcing child support.

Recently, a National Guardsman who was 30 days from deployment called about establishing paternity for his newborn son. The HEROES attorney pointed the guardsman to the online application, provided details about the review process, checked the system to ensure the application was received, and coordinated with the field office assigned to the case.

Together, the HEROES attorney and field office were able to establish an order within 20 days of initial contact. The military dad secured benefits for his baby and knew his child support payments would be accounted for through the state disbursement unit.

At least once a week, each HEROES attorney attends child support court to handle cases that involve one party (or more) who is a service member or veteran. A recent case concerned an unemployed veteran with trouble paying his child support. The judge asked the HEROES attorney to meet with the military parent, connect him to resources and report back to the court. The attorney referred the parent to the Texas Workforce Commission's Veterans Resource and Referral Specialist and offered the parent employment support services. At the subsequent hearing, the judge had enough information to determine whether the parent was making a good-faith effort to find employment and pay support.

Uniting to Serve Parents

The HEROES program works with the military's Judge Advocate General's Corps (JAG) at Fort Hood in Killeen,

Joint Base San Antonio, and Fort Bliss in El Paso to hold monthly Parenting Order Legal Clinics to discuss child support, paternity and parenting-time issues. The clinics are open to service members, veterans and military family members. HEROES attorneys, along with JAG officers, provide legal information and schedule follow-up appointments.

At one clinic, a military mom asking for help to enforce child support explained that she had paid hundreds of dollars to a document preparation service to file an original petition, which yielded no results and ignored jurisdictional rules (there was a prior order from another state). The HEROES attorney detailed how the Child Support Division could help with interstate enforcement, and the military mom applied for services.

Requests for assistance on military cases come from child support field offices across Texas. One field office recently asked a HEROES attorney for help to locate and serve the military parent to enforce a case. The HEROES attorney used her contacts within the military to locate the parent's unit, establish contact, and obtain the parent's cooperation to accept service.

All in a Day's Work

A HEROES attorney's day includes appointments with service members that range from simple fact finding (e.g., obtaining "leave and earnings statements," proof of allotment payments) to multi-step problem solving, such as removing internal log-jams and addressing issues of multiple states, international jurisdiction, or child protective services.

Last month a custodial parent ready to deploy met with a HEROES attorney to discuss the impact of a family care plan and child support order that were not aligned. Although the military parent was unable to modify custody through the Child Support Division, the HEROES attorney explained how to modify orders independently and connected her to other legal resources to complete the process.

Just when you think the work day is done, one more call comes in. A veteran, after years of homelessness, was headed back to the streets because an excessively high garnishment made it impossible to pay rent. After some fact finding, the HEROES attorney learned that the veteran's sole income was Social Security, he owed

\$20,000 in arrears, and he could not afford to buy food or other necessities because of his child support garnishment. The HEROES attorney worked with the field office and determined that an adjustment would be appropriate. The veteran was able to pay his arrears and his rent.

For more information, contact Noelita.Lugo@cs.oag.state.tx.us or 512-460-6261.



Welcoming Back Parents in the Military



Over the past decade, the child support program has come to view both parents as its customers. We can't do right by children unless we extend a helping hand to those mothers and fathers who need it. This

is particularly the case for military families who have put themselves on the line for our country.

In her article on page 4, Gwen Anderson, military liaison for Delaware's child support program, talks about this changing approach to noncustodial parents. Gwen personifies the commitment to collaboration that we share in our program. As Gwen says, collaboration with military and veteran organizations "can offer great rewards for the child support agency, both parents, and most importantly, the children."

The story about Delaware is one of several in this newsletter about projects that demonstrate that the child support program is becoming a place where military families can turn to for help with child support-related concerns.

I am proud to see child support professionals around the country reach out to military and veteran parents. You

may be a specialized military liaison, attorney, caseworker, call-center staff, or receptionist. Whatever your role, the time you invest in helping parents manage their child support cases and related family issues is time invested in children.

We've added a new section on the OCSE website—[Working with our Military and Veteran Parents](#)—that links to three new fact sheets and other resources. The fact sheets (*described below on this page*) are part of a broader OCSE initiative to reach out to parents who are currently deployed or returning to civilian life. Over the coming months, we will continue to develop information that we hope will be useful to you, military and veteran organizations, and families.

Please submit a comment on this [blog](#) to share examples of your agency working with military and veteran families in the child support program.

Vicki Turetsky



Working with our Military and Veteran Parents

A new section on the OCSE website—[Working with our Military and Veteran Parents](#)—displays three new fact sheets to help child support professionals work with military and veteran parents in the child support program. In addition to the fact sheets, the new section offers links to resources for military and veteran parents.

"Veterans in the Child Support Caseload"

The number of noncustodial parents who are veterans in the child support caseload ranges from 600 in the Virgin Islands to nearly 61,000 in Texas; about half the states have more than 10,000 veterans in their child support caseload. Learn more to help improve services for veterans.

"Military Services and Child Support Partnerships"

Read about a broad outreach campaign with the National Guard to educate guardsmen and their advocates through national training and material. The fact sheet includes

common myths about federal and state child support program services and typical questions from military parents during times of pre-deployment, deployment and post-deployment.

"Ending Homelessness Among Veterans – OCSE-VA-ABA Collaboration Project"

A collaboration among OCSE, the Department of Veterans Affairs and the American Bar Association may soon expand its projects that work with homeless veterans and their families trying to reintegrate into civilian life. See lessons learned from nine pilot sites that launched the projects.

Rewards of Working with Military Parents

By **Gwen Anderson, Military Liaison**
Delaware Division of Child Support Enforcement

As Military Liaison in the Delaware child support program, I conduct outreach and deliver customer service to deploying National Guardsmen and Reservists who face a sudden drop in household income when they deploy. Since my start in 2002, I have discovered another significant issue for deploying National Guardsmen and Reservists—they need help making sure their child support continues when their military status changes from “citizen soldier” to “deployed soldier”.

I also discovered that these patriots are proud to serve their country and their family.



Sam's Story

I often tell the story of Sam, a noncustodial parent (citizen soldier) whose experience exemplifies the challenges of so many others. He was dedicated to his children, yet struggled to take care of them when he was deployed. Sam was being deployed in the Delaware Army National Guard for the second time. One month before he deployed, Sam learned he could obtain customer service and reached out to make sure his child support payments continued while he was away.

Even though he had low expectations of DCSE because of his experience during his first deployment, Sam gave us a second chance. DCSE issued an income wage withholding order to the Defense Finance and Accounting Service (DFAS), completing the transition of his payment status from citizen soldier to deployed soldier.

Before Sam deployed, he had been paying his full child support obligation on time, but by the second month into his deployment, I discovered that, although the income withholding order to DFAS was timely, the DFAS payment disbursement schedule caused Sam's child support case to become eligible for tax offset. Sam's child support payment status hadn't transitioned from citizen soldier to deployed soldier as planned. Through voicemail messages, I kept Sam up-to-date on his case while he was in Iraq. Eventually Sam's case transitioned to deployed soldier.

Sam's story is real. He and I felt more like “battle buddies” making sure his children received child support while he was in Iraq. He also believes he is one of many noncustodial parents who need help from the child support agency, but either don't realize it or are afraid of us due to our negative reputation.

If you think about it, it is hard to believe that an agency whose reputation was built on getting “deadbeat dads” is genuinely concerned about the welfare of the deploying noncustodial parents and their children. DCSE learned critical lessons from Sam's experience, which may help others in our greater child support community to better serve our citizen soldiers.

I work in three outreach activities during pre-deployment and within 30 days of reintegration (post-deployment), as follows.

National Guard Family Readiness Program

I set up a close working relationship with the Delaware National Guard's State Family Program Director, who is also the Region III Advisory Council Representative for the Chief of Family Programs/National Guard Bureau for Delaware, Virginia, West Virginia, Pennsylvania, Maryland and D.C.

I discussed with the director how child support and paternity information could be integrated into an event called the Soldier Readiness Process and the director agreed to have her team of Family Assistance Coordinators mention relevant child

support and paternity issues while discussing the status of the member's Family Care Plan.

DCSE found that the Family Care Plan is a natural place to introduce child support and paternity matters because it outlines how a service member's

legal dependents—including children both in and outside of the home—will be cared for in the event that the member deploys.

The coordinators may encourage the parent to use a special DCSE form for deploying guardsmen. Based on the information on the form, I'm able to offer comprehensive services. For example, I might notify the child support client about how the noncustodial parent's military status is likely to impact their child support case, contact DFAS and, when necessary, alert an out-of-state child support office of the member's impending deployment.

If you think about it, it is hard to believe that an agency whose reputation was built on getting 'deadbeat dads' is genuinely concerned about the welfare of the deploying noncustodial parents and their children.

Yellow Ribbon Program

I participate in two [Yellow Ribbon Program](#) events: the pre-deployment briefing and the 30-day reintegration briefing. The Yellow Ribbon Program offers information to all family members. Spouses and parents of service members can learn about services available to them and their service member by attending a Yellow Ribbon event, and family members can meet other unit members and their families and form a bond that helps them through the deployment cycle as well. Many Yellow Ribbon events also offer activities for children or younger siblings that can help children better understand the emotional cycles of deployment.

At the pre-deployment briefing, I make a brief presentation on the challenges deploying noncustodial parents will likely face as they transition from a citizen soldier to a deploying soldier. I also set up a table so interested members can ask child support and paternity questions in a comfortable environment.

The Yellow Ribbon's 30-day reintegration briefing occurs 30 days after the service member has returned home. I make a brief presentation to remind returning members of the importance of terminating the income withholding order from DFAS, and of ensuring that the income withholding order has remained in effect at the civilian employer.

Inter-Service Family Assistance Committee

I serve as a committee member on Delaware's active Inter-Service Family Assistance Committee (renamed Military and Community Partners in Delaware). The committee is a resource for military members, families and veterans with programs and services that promote self-sufficiency, readiness and access to resources. It offers an excellent community-outreach

opportunity for a military liaison to meet face-to-face with members of the military community and those who support them.

Recommendations to Child Support Agencies

Based on our experience, DCSE recommends that other state child support agencies take these steps to provide effective customer service to our military community:

- Designate a military liaison within the state/local child support office.
- Provide outreach to your state's National Guard family program director.
- Request to participate in Yellow Ribbon briefings as a service provider.
- Reach out to your state's Inter-Service Family Assistance Committee.

Whenever possible, designate as your military liaison someone who is affiliated with the military community and who understands and respects military culture. Both organizations can work together to produce positive results when there is mutual trust and a positive working relationship.

I have seen firsthand how collaboration can offer great rewards for the child support agency, both parents, and most importantly, the children. I recently called Sam to let him know that his dedication to his children inspired me to tell his story to others in the child support community. I also thanked him for serving his country, and I was humbled when he expressed his gratitude for the support I provided him during his deployment and for recognizing him as a responsible dad.

To learn more about Delaware's military outreach program, contact Gwen.Anderson@state.de.us.

White House Initiatives to Employ Veterans



The Veterans Job Bank is a search tool for veterans to access jobs. Agencies can display the Veterans Job Bank [Widget](#) on their website to help streamline the job search process for the military and veteran communities. Employers committed to hiring veterans can tag job listings in the [JobPosting](#) schema to ensure that those listings will be discoverable through the Veterans Job Bank.



The Department of Health and Human Services is involved in two White House initiatives to help employ veterans. The first initiative challenges Community Health Centers to hire 8,000 veterans within three years. HHS will ask the centers to report on the number of veterans employed and will partner with Defense, Labor and Veterans Affairs to connect veterans to the health clinics' job openings. The second initiative will give grants to physician assistant programs that train veterans and build on previous military medical experience. See the [White House Fact Sheet](#).

From Prison to Empowerment San Francisco Project Changes Parents' Hearts and Minds—and Arrears



By **Nicolas Alvarenga**
and **Freda Randolph Glenn**

San Francisco Department of Child Support Services

In 2007, the San Francisco Department of Child Support Services (DCSS) partnered with the county sheriff to create the County Jail Outreach Project. It grew out of a commitment in DCSS to ensure that incarcerated parents have access to child support services and have a chance to fully participate in their case management and arrears prevention. Since then, the project has empowered more than 1,900 inmates—owing \$17 million—throughout California.

The County Jail Outreach Project helps to empower parents and reduce their arrears in several ways: by modifying current support obligations; enrolling eligible inmates in local employment referral projects upon their release (such as the Noncustodial Parent Employment and Training Program and Job Support); and addressing the balances “assigned to the state” for welfare recoupment through California’s Compromise of Arrears Program.

The project has the added benefit of changing misconceptions about the child support program. Many inmates are now working with DCSS to address their child support matters instead of running from their obligations.

The project outreach team is changing the hearts and minds of parents every week as the team members meet with individual inmates to answer case-specific questions and offer valuable child support information.

As part of the process for referring incarcerated parents to other services, parents fill out a special form that captures their concerns. Team members research these issues and bring responses and options to parents during the following week’s visit.

This revolving-door process of “collect and provide” has allowed DCSS to not only establish a trusting relationship with our law enforcement partners, but also has given us an opportunity to educate our incarcerated customers and empower them to make decisions and participate in their child support case while in custody.

To find out more about our County Jail Outreach Project, please contact George Smith or Nicolas Alvarenga at 415-356-2900.



“Upon my release from prison, I became aware I had a large child support balance. I felt my freedom was not complete due to this barrier. I went to the child support office for assistance and they provided me with the proper tools on how to deal with this hurdle. With the assistance of the child support [office] and the court, I am now debt free and able to move on in my life.”

—a parent (not pictured) who participated in the County Jail Outreach Project

Puerto Rico the First to Offer Federal Modification Process to Inmates

Last March, Puerto Rico became the first jurisdiction to implement an MOU (Memorandum of Understanding) between a state child support program (the Administration for Child Support or ASUME) and the Federal Bureau of Prisons (specifically, the federal Metropolitan Detention Center in Guaynabo, Puerto Rico, or MDC). The MOU represents a collaboration to provide comprehensive child support information—with a focus on

modifications based on substantial changes in circumstances—to all inmates during the intake process and to those already incarcerated.

The inmates get the information through ASUME flyers and pamphlets in a new section on child support in their Admission and Orientation handbook and directly from MDC case and unit managers. Inmates also can contact ASUME by mail or email to request modification or other child support services.

The child support agency has received more than 30 requests for modifications and successfully processed several. After receiving a request, ASUME mails respective documents back to the inmate for completion and submission; and while a majority of inmates have not yet completed and returned the required documentation that initiates an administrative



Pamphlet for inmates

modification of the order, ASUME and MDC are identifying and resolving potential barriers to processing.

Has the MOU already changed caseworker and inmate perceptions about child support? Yes! First, it raised MDC staff awareness about the potential negative impact child support arrears can have on an inmate's ability to successfully reenter society and the importance of addressing child support obligations during the intake process due to the statutory prohibition against retroactive order modifications.

Second, inmates with support obligations now view ASUME as more than just an enforcement agency as they receive valuable information on a subject that was largely ignored during intake and incarceration. So, while the MOU may not specifically mention the OCSE bubble chart (*pictured on this page*) or use family-friendly phraseology, it is, in fact, a successful outcome of our child support community's new commitment to provide family-centered child support services.

In conjunction with the MOU, which also indirectly benefits federal inmates from the Virgin Islands who are all initially processed at MDC, ASUME and OCSE (Region II)

have participated in several training outreach events at the MDC facility to further inform intake and reentry specialists, community-based organizations and half-way houses, as well as inmates, about the importance of addressing a parent's obligation to support their children both during and after incarceration.

For further info, please contact OCSE Region II program manager at Jens.Feck@acf.hhs.gov.

What's the Bubble Chart?

The OCSE bubble chart illustrates the child support program's core mission and family-centered approach to delivering innovative services across six interrelated areas.



Promising Practices

Making it Our Own: Napa County Embraces Case Stratification

By Janet Nottley, Director
Napa County, CA, Child Support Services

There I was, at a conference in 2009, listening to a presentation about Missouri's case stratification model and wondering if a small county in California could adopt a similar one. The Missouri child support program assigns cases by the obligor's willingness and ability to pay, but our California automated system is not designed for this type of case assignment. Still, I saw the potential and I decided the extra work of manual case assignment was worth it.

In Napa County, we used the basic Missouri model of assigning cases divided into *willing and able*, *unwilling and able*, *willing but unable* and *other* as the first step in the new approach. Second, we matched workers to the teams by their interest, personality and skills. The workers reviewed all cases and assigned them to the teams.

As part of the process, case managers were given responsibility for implementing new programs that serve their team's customers, with the goal of increasing customer service, collections, and partnering with agencies that fall within the OCSE bubble chart (*pictured on this page*). The teams reached out to resources in the community that serve their target caseload and implemented various new projects. The management team was asked to step back and allow the workers to develop the requirements for moving cases from one team to another and the new program tracking.

In addition to their regular work, caseworkers enthusiastically

Napa County case managers Lourdes Plancarte and Steve Vasquez explain the benefits of the child support system to a couple.



developed and implemented projects to serve the special needs of their customers. Here are two examples of team projects:

The *Willing and Able* team partnered with the Family Court to develop a process to market our services to the non-child support population. A "Cooperating Parents Team" attends court hearings, assists the court and customers, and offers the department's services to potential customers by identifying their specific needs.

Their goal is to have one or both parents request services and involve the parents early in the process to increase the likelihood of compliance. The program has been a success with over 80 percent of the non-child support cases signing up for services, with many couples signing up as a team. The court typically directs non-child support customers to meet with child

support staff as part of the court hearing process.

The *Willing but Unable* team partnered with the workforce agency and the court to give delinquent obligors a chance to reduce their obligation while attending job search and skills training, substance abuse counseling, and parenting classes. This team also works with Napa County Corrections Department to educate inmates about their rights and responsibilities. They are working on partnering with C.O.P.E., an agency that helps parents become involved with their children emotionally and financially, to provide comprehensive case management in financial planning and asset building, including meeting their support obligation.

Napa has seen positive results from case stratification, including increases in child support collections (up 3 percent from last year), performance on the federal measures (despite

staff cutbacks and additional workload), customer satisfaction and employee morale.

Unexpectedly, agencies such as the Public Defender, Farm Worker's Housing, and the drug and alcohol rehabilitation centers are enthusiastically becoming partners—helping Napa to move toward a family-centered program envisioned in the bubble chart.

This September, we were honored to receive the Innovation in Child Support Award from California's Child Support Directors Association, as well as a Merit Award from the California State Association of Counties. We expect that case stratification will make further improvements in Napa's performance this coming year.

For more information, contact janet.nottley@countyofnapa.org or 707-253-4250.

Tech Talk



Cook County Puts Tablet Computers in the Courtroom

By Durman Jackson

Cook County, Illinois, Child Support Enforcement Division

The Cook County Child Support Enforcement Division (CSED) takes pride in staying at the forefront of technology. Years before the advent of the Illinois statewide child support system (known as K.I.D.S.), CSED created a proprietary Foxpro database to track all child support matters. This database, later transitioned to Microsoft Access, helps the CSED monitor nearly 1 million child support case files housed at CSED headquarters in downtown Chicago.

In addition, CSED ran a pilot project that placed laptops and portable printers in courtrooms to generate court orders. Unfortunately, this pilot was not a success, as portable printers were too slow at that time to keep up with the heavy demands of the Cook County courtrooms.

About five years ago, CSED revisited the use of laptops and printers in the courtroom. This pilot project used much more powerful laptops than the first pilot, and substituted desktop laser printers for the portable inkjet printers used in the first one. The second pilot was a success, but proved cost prohibitive with then-existing technology. CSED could not fund the Windows-based laptops and laser printers for the more than 20 courtrooms and eight hearing rooms that handle child support matters daily. As a result, the pilot was never implemented division-wide.

This year, to improve efficiencies within budgetary limitations, CSED office manager Kyle Mallon, along with the division's deputy supervising Assistant State's Attorneys Christopher Johnson and Durman Jackson, created a new pilot project that uses Apple iPad tablet computers and HP wireless inkjet printers in CSED courtrooms and hearing rooms.

They selected iPad and HP wireless printers due to their low cost in comparison to an equivalent laptop-printer combination. In fact, CSED found that an iPad and printer cost less than a laptop without a printer. Even when compared to a bargain basement laptop, the iPad was more cost effective due to the significantly lower cost of iPad software (apps) versus Windows software.

CSED has acquired 12 iPads and eight printers, and has deployed the iPads in some courtrooms in the Daley Center in downtown Chicago and in the suburban court districts of Cook County. Assistant State's Attorneys and CSED court assistants generate court orders on iPads, and after explaining the terms of the orders, instruct the litigants to sign the iPads. Yes, the iPad software that creates the court orders allows parties to sign electronically, something that also would not have been possible with an inexpensive laptop.

The attorneys' signatures are also electronic, except that they only sign the iPads once a day, as their signatures are then "pasted" onto the court orders. Once orders are signed by the litigants and attorneys, the attorneys or court assistants send print commands to the wireless printers from the iPads. Judges are then presented the orders for their handwritten signatures.



Rachel Garcia in Cook County CSED

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Passport Denial Program – Year-End Highlights



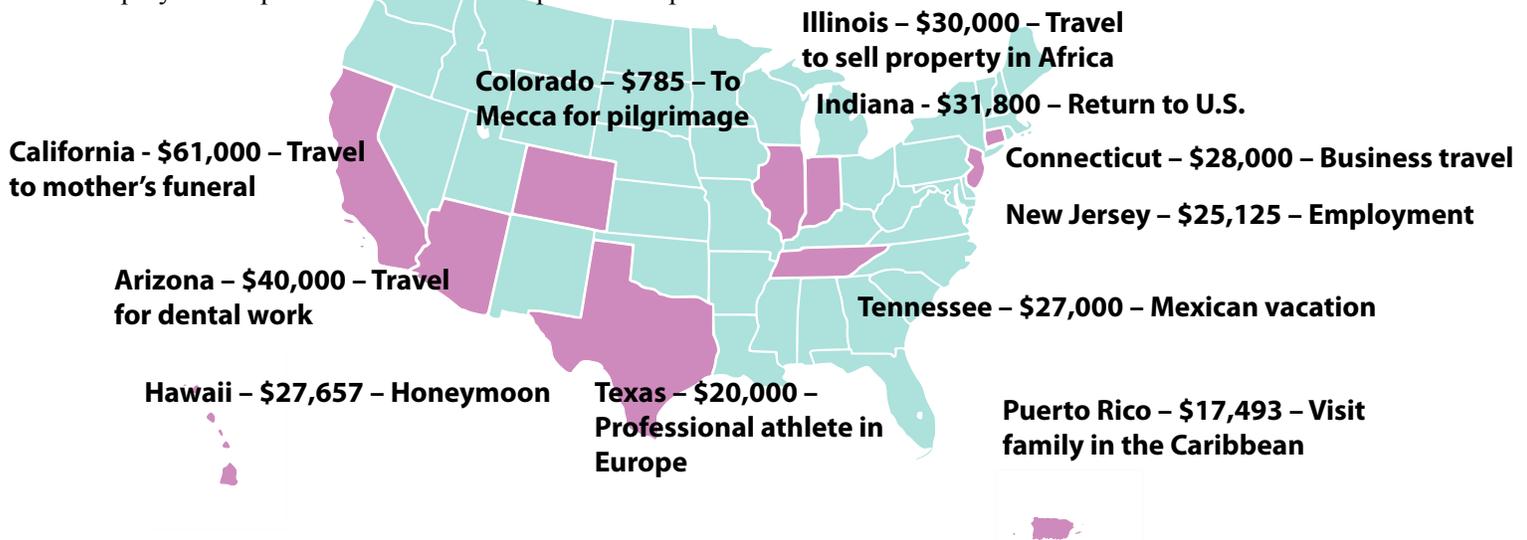
As 2011 comes to a close, we celebrate all of the payments collected for families through the OCSE Passport Denial Program. Noncustodial parents made most of the payments; in some cases, it was an employer or friend.

One employer paid more than \$158,000 to New York for a noncustodial parent to travel to Southeast Asia for missionary work. A film-industry employer paid \$60,000 to California for a choreographer to work in Europe. Illinois collected \$12,000 from an employer who paid for a noncustodial parent to repair

boats in the Mideast. A friend of another noncustodial parent living in China paid their debt—\$52,232.

A noncustodial parent and performer paid Illinois \$15,000 and agreed to have his band withhold 20 percent of his earnings while on tour. The reaction from the custodial parent: she never thought she would ever get that much money and will use it to pay for her son's college tuition.

The map shows additional collections reported by states in the past few months.



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After the judges sign the orders (and the clerks file-stamp them), the orders are scanned on the wireless printers. The scanned copies of the orders are saved as portable document files or PDFs on secure digital (SD) cards to provide an electronic backup. At the end of the day, the SD cards' contents are downloaded to the CSED database, which then allow an Assistant State's Attorney to view to the orders from his or her desktop computer immediately.

It goes without saying that this pilot has met with great success. All of the participants, including the judiciary, have fully embraced this initiative. One judge in particular, Judge Barbara Meyers, has indicated that she is going to spend her own money to buy the exact same setup so that the private bar can create orders in the same manner. (Judge Meyers is also going to buy a second setup for her own use.)

CSED is well into the pilot. Supervising Judge Martha Mills has expressed great enthusiasm for this pilot and looks forward to the use of iPads in her courtrooms and hearing rooms. When funds permit, CSED intends to expand the pilot to all of its courtrooms and hearing rooms.

For more information, contact Durman Jackson at 312-345-2254 or durman.jackson@cookcountyl.gov.

Editor's note: While OCSE does not endorse specific brands, we believe the Cook County experience may be valuable to child support professionals as we drive technology and improve our services to parents in the program.

Child Support Report



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