



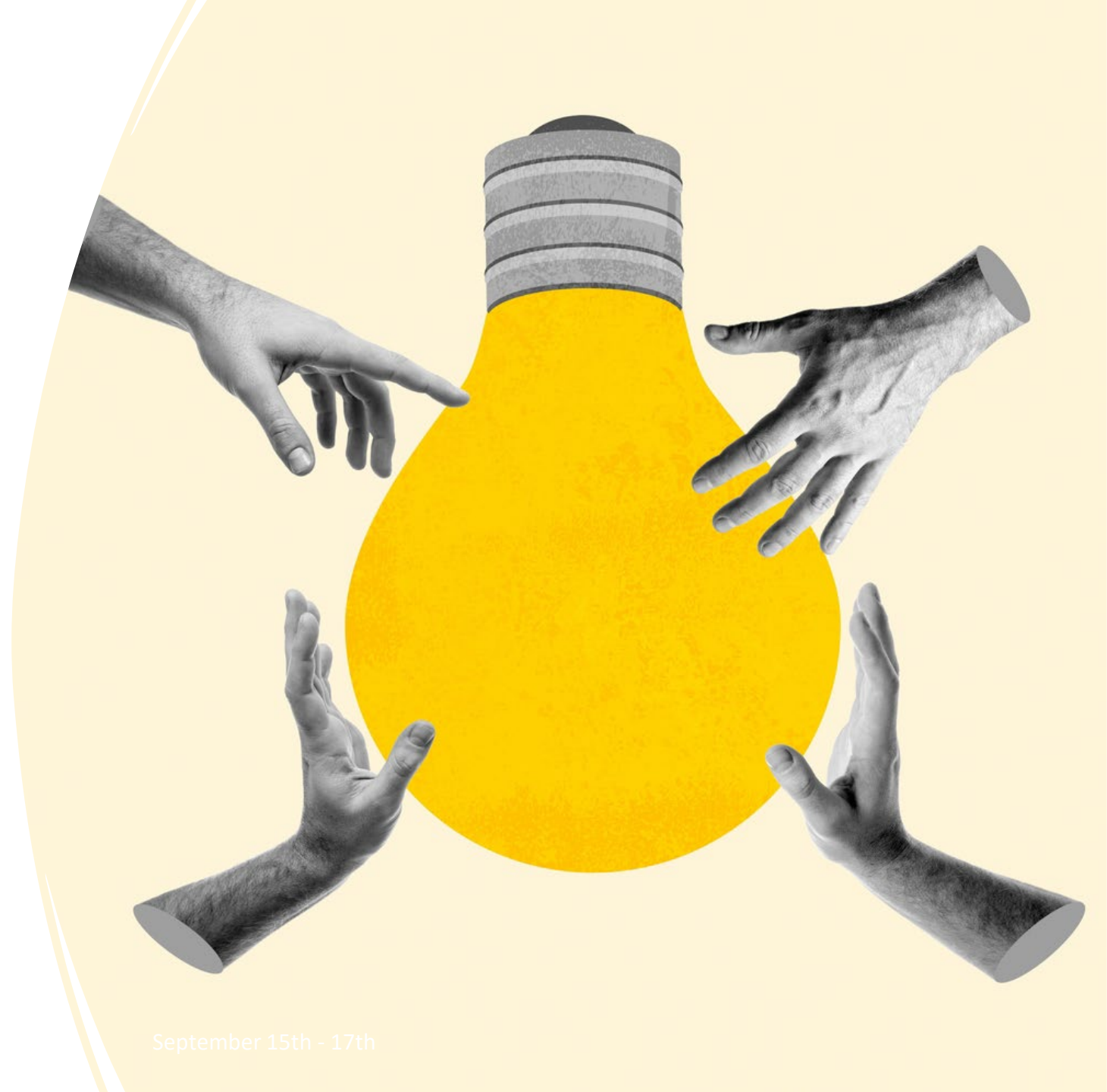
Improving the Customer Experience in Intergovernmental Cases



Activity

- Answer the question on the paper on your seat
- Using the template, fold it into a paper airplane
- Wait for launch instructions

Intergovernmental Case Processing Grant



September 15th - 17th



Virginia



THREE STATE
INNOVATION

MD ★ VA ★ NC



Why These States

- ★ **Maryland:** judicial, state supervised and both state and county administered
- ★ **North Carolina:** judicial, state supervised county administered
- ★ **Virginia:** administrative, state supervised



Our Project

- Project Goals
- Planning
- Assessment
- Recommendation
- Envision
- Implementation
- Evaluation/Lessons Learned



Project Goals

- Increase the collection percentage of current child support due on cases in the Project Offices
- Decrease the median number of days between an incoming intergovernmental referral and the establishment of a new order
- Increase the customer service experience for parents on the intergovernmental caseload in the Project Offices
- Increase customer service in Project Offices



Additional Research Questions

- Did the interventions allow Project Offices to outperform in-state peers with respect to Intergovernmental case processing?
- Did the Partner States experience similar gains?
- Was there an increase in the overall use for EDE?



Phase One - Planning

- Assessment
- Recommendations
- Envision



Phase Two - Implementation

- Three State Reference Guide-3RG
- Pledge
- Intersect Event
- Training
- Customer Service



Three State Reference Guide – 3RG

1. Contact Information
2. Questions
3. Training Links



PLEDGE

I agree to support the Three-State Intergovernmental Project with my time, focus, tenacity, and commitment to the case processing actions below on cases with the Partner States. I believe that I have the power to change the lives of families, and I choose to use my power to respectfully promote the well-being of children and self-sufficiency of families by fairly, effectively, and efficiently using these processes to establish, modify, and enforce child support orders.



INTERSECT

- Held monthly
- Hosted via online meeting platform
- Each state took a turn presenting
- Networking and training opportunity



Other Training

- Electronic Document Exchange (EDE)
- Encourage participants to attend any additional offerings either internal training and participate in NCSEA/WICSEC/ERICSA events
- Intergovernmental Case Closure



Customer Service

- Letter sent to all new customers
- PowerPoint, Recorded Presentation



Phase Three - Evaluation

- Analyzing the data
- Outcomes
- Lessons Learned



Outcomes of Project Goals



Was there an increased amount of collections of current child support (CSUP)?

Average Percent Change of CSUP Collected in for Initiating (I) and Responding (R) Caseloads During Baseline and Implementation			
State/Office	Avg Reported CSUP Collected		% Change
	Baseline	Implementation	
I - VA - PO (MD)	56.64%	54.81%	-3.24%
I - VA - NPO (MD)	57.38%	55.61%	-3.09%
R - VA - PO (MD)	58.07%	57.25%	-1.42%
R - VA - NPO (MD)	58.07%	57.83%	-0.41%
I - VA - PO (NC)	55.24%	53.51%	-3.13%
I - VA - NPO (NC)	52.09%	54.23%	4.12%
R - VA - PO (NC)	59.74%	58.17%	-2.63%
R - VA - NPO (NC)	58.73%	56.75%	-3.37%
I - MD - PO (VA)	61.18%	60.16%	-1.68%
I - MD - NPO (VA)	58.35%	57.11%	-2.13%
R - MD - PO (VA)	60.93%	56.59%	-7.12%
R - MD - NPO (VA)	66.88%	61.89%	-7.46%
I - MD - PO (NC)	52.54%	53.30%	1.45%
I - MD - NPO (NC)	54.18%	56.34%	4.00%
R - MD - PO (NC)	62.95%	58.22%	-7.53%
R - MD - NPO (NC)	71.78%	67.04%	-6.59%
I - NC - PO (VA)	59.34%	57.72%	-2.73%
I - NC - NPO (VA)	57.97%	56.97%	-1.73%
R - NC - PO (VA)	58.01%	60.59%	4.46%
R - NC - NPO (VA)	61.59%	62.09%	0.81%
I - NC - PO (MD)	63.14%	67.62%	7.10%
I - NC - NPO (MD)	64.19%	63.66%	-0.83%
R - NC - PO (MD)	53.33%	55.50%	4.07%
R - NC - NPO (MD)	58.69%	63.36%	7.96%



Was there reduced number of days between referral and order?

Change in Average Median Number of Days Between Order and Establishment during Baseline and Implementation for Responding Caseloads			
State/Office	Avg Reported Median		Change
	Baseline	Implementation	
VA - Statewide	215.56	272.08	56.52*
VA - All PO	277.90	427.83	149.93
VA - All NPO	210.17	266.92	56.75*
VA - PO (MD)	265.53	248.08	-17.45
VA - NPO (MD)	224.15	280.17	56.02
VA - PO (NC)	382.93	444.31	61.38
VA - NPO (NC)	267.35	309.00	41.65
MD - Statewide	299.77	414.96	115.19*
MD - All PO	427.52	569.71	142.19*
MD - All NPO	244.42	250.71	6.29
MD - PO (VA)	490.76	607.83	117.07
MD - NPO (VA)	340.10	441.00	100.90
MD - PO (NC)	438.21	624.91	186.70
MD - NPO (NC)	213.67	324.67	111.00
NC - Statewide	171.77	143.04	-28.73*
NC - All PO	279.50	203.04	-76.46*
NC - All NPO	141.60	130.58	-11.02
NC - PO (VA)	291.15	162.82	-128.33
NC - NPO (VA)	147.52	130.08	-17.44*
NC - PO (MD)	316.43	297.57	-18.86
NC - NPO (MD)	207.10	245.95	38.85



Was there improved communication in Project Offices with the parents on each case?





Was there improved communication between the Project Offices in each Partner State?

Field Survey Response Percentages on Improvement of Communications			
	Improved Better/Faster More contact	Gotten worse Worse/Slower Less contact	Stayed the same
Do you think your response time with case workers in the Project Offices has improved, gotten worse, or stayed the same since you last took the survey?	25.00%	8.33%	55.56%
Since you last took the survey, do you think CSENET messages with case workers in Project Offices have gotten better/faster, stayed about the same, or gotten worse/slower?	25.00%	2.78%	61.11%
Do you think you have had more, less, or about the same contact with case workers in the Project Offices using direct contact information since last you took the survey?	25.00%	8.33%	50.00%



Outcome of Research Questions



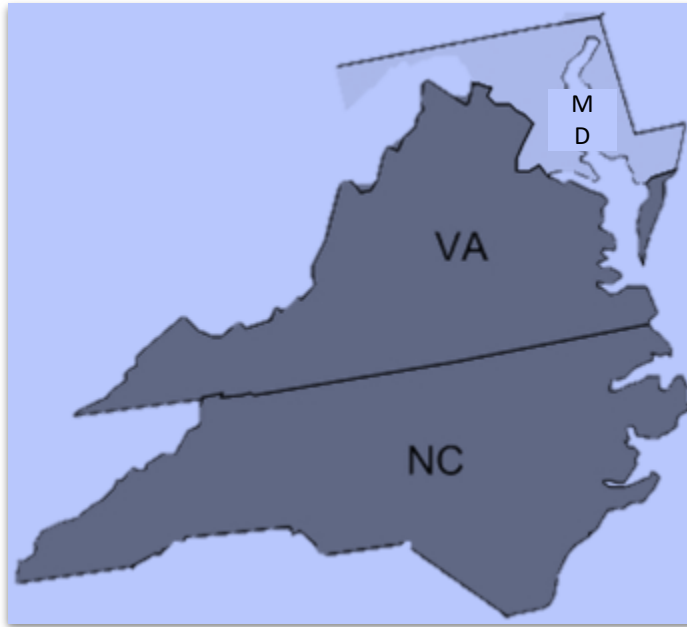
Did the interventions allow Project Offices to outperform in-state peers with respect to Intergovernmental case processing ?

Collections

Order Establishment



Did the Partner States experience similar gains?





Was there an increase in the overall use for EDE?

Average % Change from Baseline to Implementation Periods for	
Reported Unsolicited Documents Sent via EDE	
State/Office	Avg Percent Change
VA - Statewide	115.15%
VA - All PO	75.80%
VA - All NPO	167.74%
VA - PO (NC)	-7.38%
VA - NPO (NC)	22.82%
NC - Statewide	349.04%
NC - ALL PO	420.00%
NC - All NPO	417.07%
NC - PO (VA)	284.62%
NC - NPO (VA)	253.85%



Lessons Learned

- Communication is key
- Stay Flexible
- We still have a lot to learn



THREE STATE
INNOVATION

MD ★ VA ★ NC



North Dakota



Goals

- **Build** more complete incoming case file and streamline process.
- **Increase** autonomy over cases.
- **Remove** barriers to progress in outgoing cases.
- **Reduce** duplication of effort in shared ND and TAT cases.



Timeline

Planning and Analysis

September 2019 –
January 2021

Implementation

February 2021 – January
2022

Evaluation

February 2022 – June
2022



Mitigating Circumstances

- COVID
- Reorganization
- Data



The Road to Intervention

- Assessment
- Compiling the data
- Project team
- Outcome measures
- Baseline period: February 2020 – January 2021
- Implementation period: February 2021 – January 2022



Customer Service and Website Enhancement

- Goal: Increase the number of appropriately completed forms and decrease the timeframe in which the forms are returned.
- Intervention: Introduce changes to the information provided to parents regarding the intergovernmental process and provide meaningful assistance to parents completing intergovernmental forms.

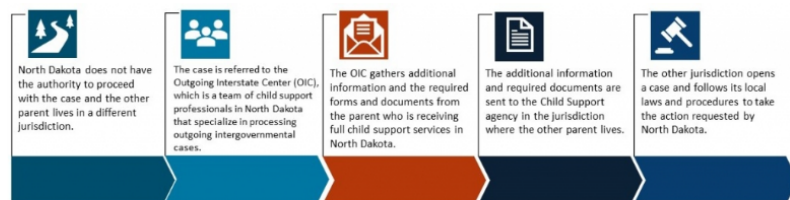


Outgoing Intergovernmental Webpage

Outgoing Intergovernmental Case

If North Dakota cannot proceed with a case because one of the parents lives in a different jurisdiction, North Dakota will refer the case to the Child Support agency in the jurisdiction where the other parent lives. This is called an [outgoing intergovernmental case](#). There are many [federal laws and rules](#) governing intergovernmental case management to ensure families receive similar services wherever they live.

Progression of an Outgoing Intergovernmental Case



Videos and Sample Forms with Instructions

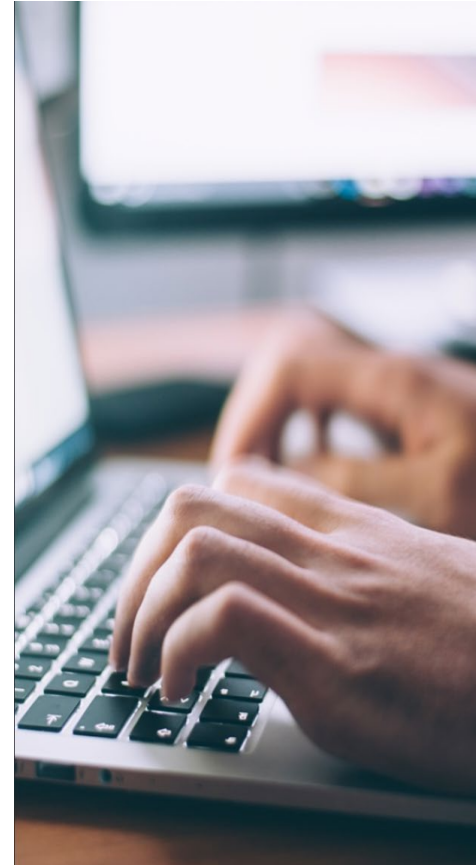
Outgoing Intergovernmental Case Video Guide	Intergovernmental Forms Video Guide	General Testimony Sample Form	Declaration in Support of Establishing Parentage Sample Form
Video	Video	Sample Form	Sample Form
Intergovernmental Child Support	Completing Forms	General Testimony	Declaration Establishing Parentage

FAQs

What does the Outgoing Interstate Center (OIC) do?	+
Why does another jurisdiction need to be involved in my child support case?	+
Will I be notified when the OIC becomes involved in my case?	+
Who do I contact if I have questions about my case?	+
I received forms from the OIC that need to be completed. Why do I need to complete these forms?+ Is there help available?	
After the forms are completed and returned to Child Support, what happens next?	+
There is a court order for the parent that lives in the other jurisdiction to pay support, but that parent is not paying. When will the case become an intergovernmental case?	+
Can parentage be established if the other parent lives in a different jurisdiction?	+
Can a child support amount be established if the other parent lives in a different jurisdiction?	+
Can the child support amount be reviewed if the other parent lives in a different jurisdiction?	+
When will I start receiving payments?	+
What additional enforcement action can the other jurisdiction take?	+
How will I know what is happening with my intergovernmental case?	+



Tutorials on the Website



Intergovernmental Forms

When North Dakota Child Support refers a case to another jurisdiction, certain federal forms are required to be completed:



General Testimony



Declaration in Support of Establishing Parentage



Sample Forms on Website

Declaration in Support of Establishing Parentage Sample Form

Main Page

You can come back to the main page at the end of each section by clicking on the main page icon. 

Beginning: Declaration

Section I.

Section II.

Section III.

Section IV.

Section V.

Section II. To Be Completed by the Petitioner (complete

- ☒ 1. I assert that the respondent, Henry Adams
- The following facts support my allegations of parentage: (If an
- a. I lived with the respondent. ☐ Yes ☐ No ☐ Not
- b. I told the respondent that he/she is the parent of the child. ☒ Yes ☐ No
- c. The respondent admitted being the parent of the child. ☒ Yes ☐ No
- d. The respondent communicated about the pregnancy and/or about the child. ☐ Yes ☒ No ☐ Copies of communications attached
- e. The respondent was present at the birth of the child. ☐ Yes ☒ No
- f. The respondent visited the child at the hospital following birth. ☐ Yes ☒ No
- g. The respondent offered to pay abortion expenses. ☐ Yes ☒ No
- h. The respondent offered to pay/paid medical expenses. ☐ Yes ☒ No
- i. The respondent offered to pay/paid birth related expenses. ☐ Yes ☒ No
- j. The respondent claimed the child on a tax return. ☐ Yes ☒ No ☐ Don't know
- k. The respondent provided food, clothing, gifts, or financial support for the child. ☐ Yes ☒ No
- l. The respondent lived with the child. ☐ Yes ☒ No
- m. The respondent visited the child. ☐ Yes ☒ No
- n. The child resembles the respondent. ☒ Photo attached ☒ Yes ☐ No

In Section II. Enter information in either #1 or #2, **not both**.

- #1. (this page) if you are declaring the respondent as the other parent.
- #2 (next page) if you did not give birth to the child but you are declaring yourself as a parent of the child.

Section 1/2



New Procedures

- Improved correspondence



(date)

Name Customer
102nd Test St SE Unit 3A
Hankinson, ND 58041 9803

CASE UPDATE
No Action Required

Dear Name Customer:

No action is required from you at this time – this is an update on recent activity on your child support case.

North Dakota has referred your case to the child support agency where the other parent lives. North Dakota does not have the authority to take necessary action on your case without the assistance of the other jurisdiction. Your case is now an intergovernmental case and the North Dakota caseworker will work together with the child support agency in the other jurisdiction.

Visit childsupportnd.gov to learn more about intergovernmental cases.

Your North Dakota caseworker will continue to serve you. Contact North Dakota Child Support with any questions and to provide updates.



Contact Child Support
Email: childsupport@nd.gov Phone: 701-328-5440 Fax: 701-328-6074
Address: Child Support PO Box 7190 Bismarck, ND 58507-7190



(date)

Name Oblige
102nd Test St SE Unit 3A
Hankinson, ND 58041 9803

Re: Establishment
Name Oblige vs. Name Obligor

Dear Name Oblige:

Additional information is needed to proceed with your case. Please complete the enclosed forms. You need to return the completed forms and required documents within 15 days of the date of this letter or else [certain public benefits may be suspended and] your child support case may be closed.

North Dakota does not have the authority to establish an order in this case, so it will be referred to the child support agency in the [state, tribe, country] where the other parent lives. The information you provide on the form will be forwarded to the other agency to use to establish [parentage] [and] [a child support amount].

Visit childsupportnd.gov for more information and help with the forms.
A short video and sample forms are available.
Call 701-328-5440 with questions.

Instructions:

- The forms must be completed thoroughly and accurately. Incomplete forms cannot be processed, and you will be contacted by Child Support to finish them.
- If you are unsure of the answer to a question, do not leave it blank – write "don't know" or "unknown". Do not use n/a.
- Return to Child Support within **15 days**:
 - Completed form – signed and dated
 - Copies of your last 3 pay stubs
 - Your most recent tax return.

The enclosed forms are also available at childsupportnd.gov. An electronic signature is required on the electronic forms (simply typing your name in the signature line is not acceptable). Photos of completed forms cannot be accepted. Save or scan your signed forms and attach them to an email to childsupport@nd.gov. Please note, intergovernmental actions such as this can take many months to complete. Contact North Dakota Child Support at any time with questions.

Contact Child Support
Email: childsupport@nd.gov Phone: 701-328-5440 Fax: 701-328-6074
Address: Child Support PO Box 7190 Bismarck, ND 58507-7190

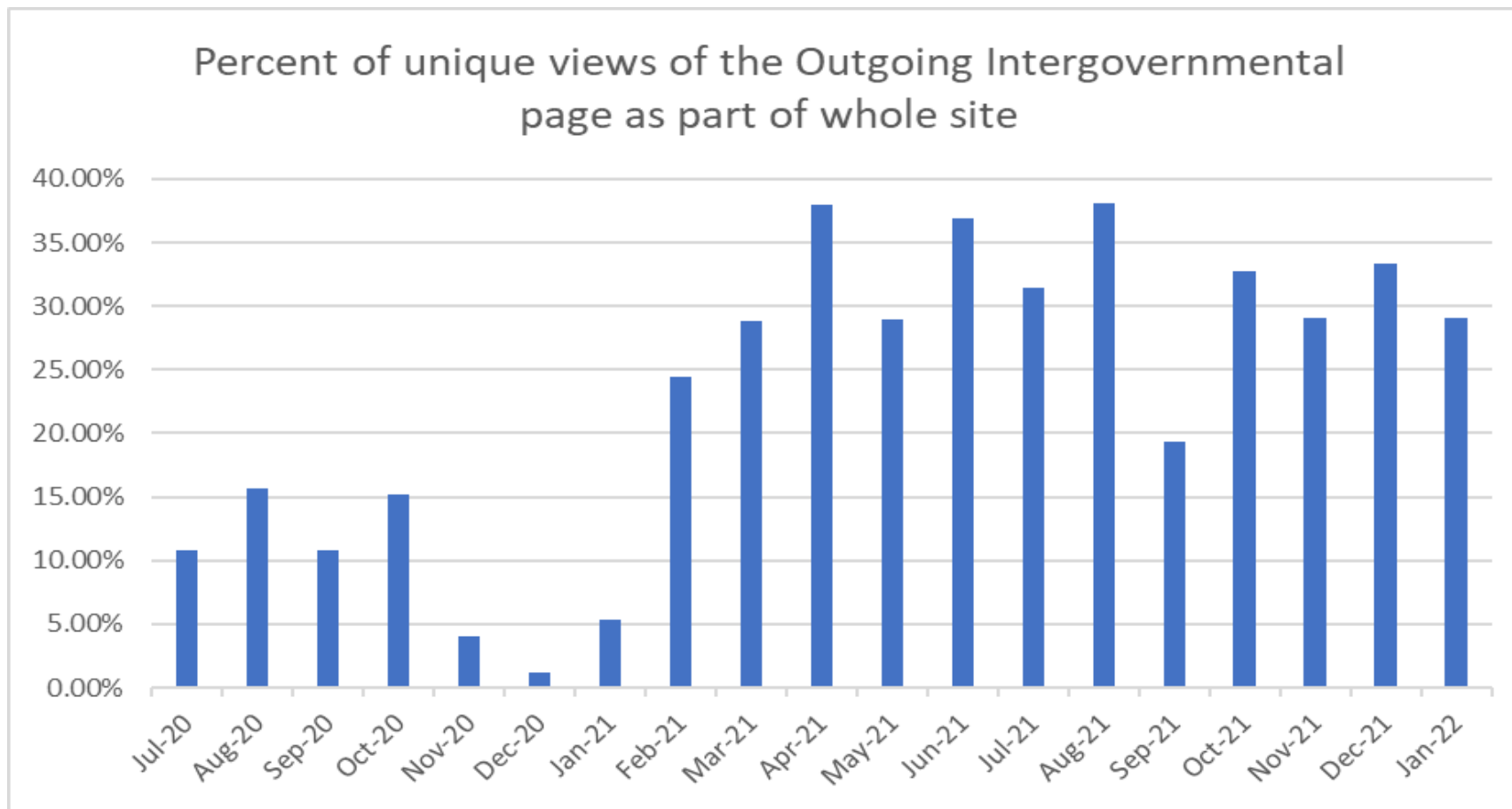


New Procedures

- Customer reminders to complete the form(s) at strategic intervals:
 - Five days after mailing form(s), a text message is sent reminding the customer to complete the form(s), with links to the webpage.
 - Ten days after mailing form(s), the Outgoing Interstate Lead Case Manager calls the customer as an additional reminder and offer to help.



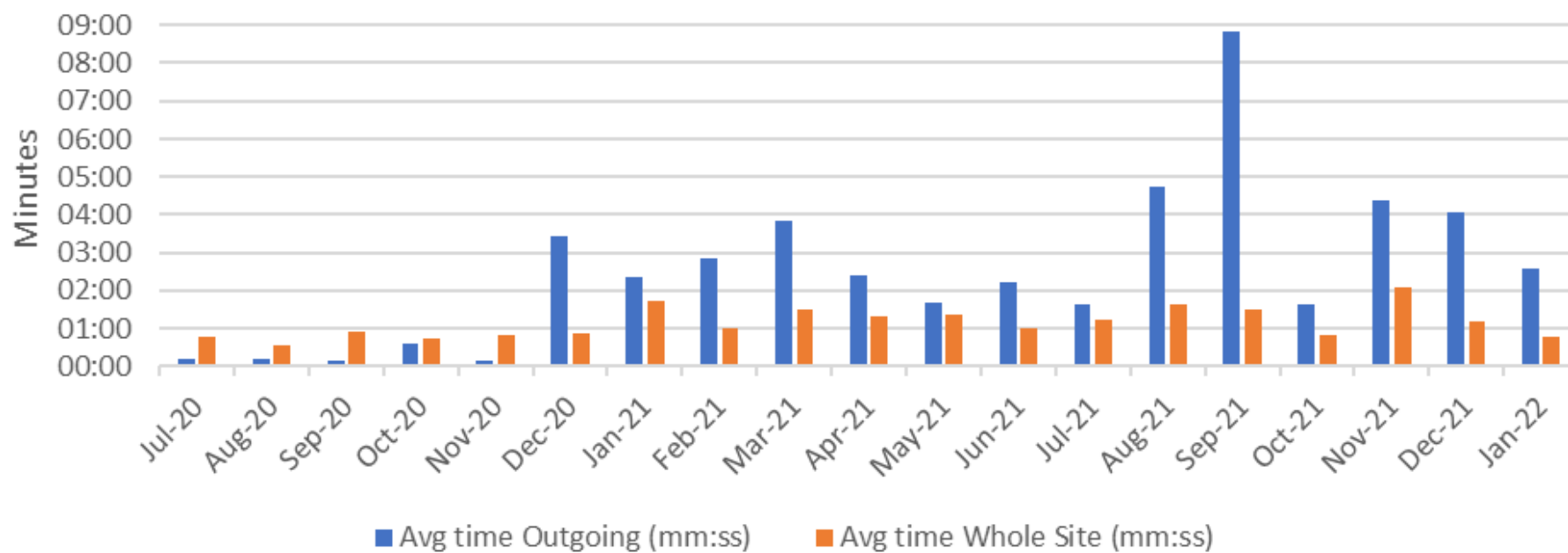
Results





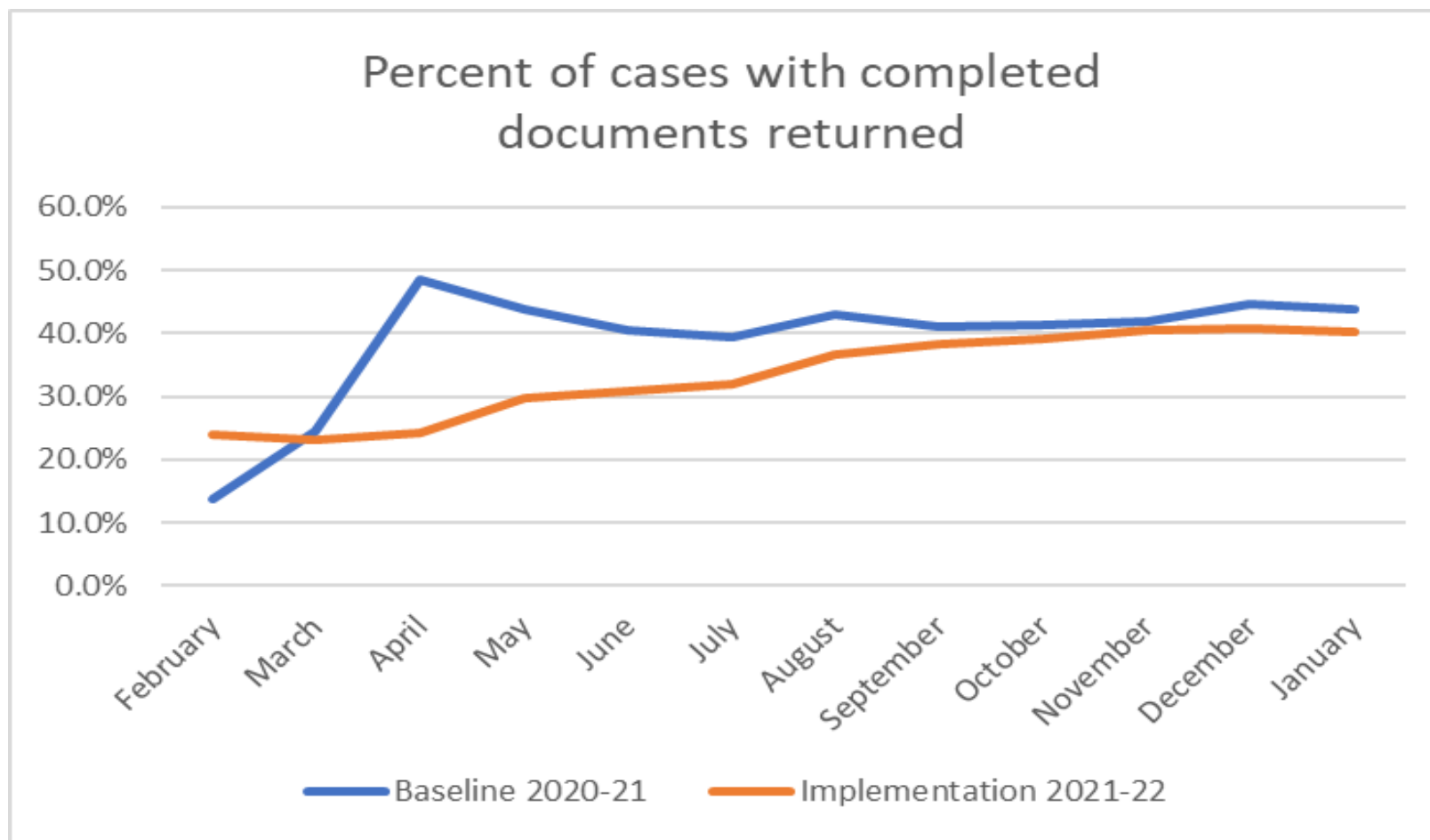
Results

Average time (minutes and seconds) spent in whole site vs Outgoing Intergovernmental page



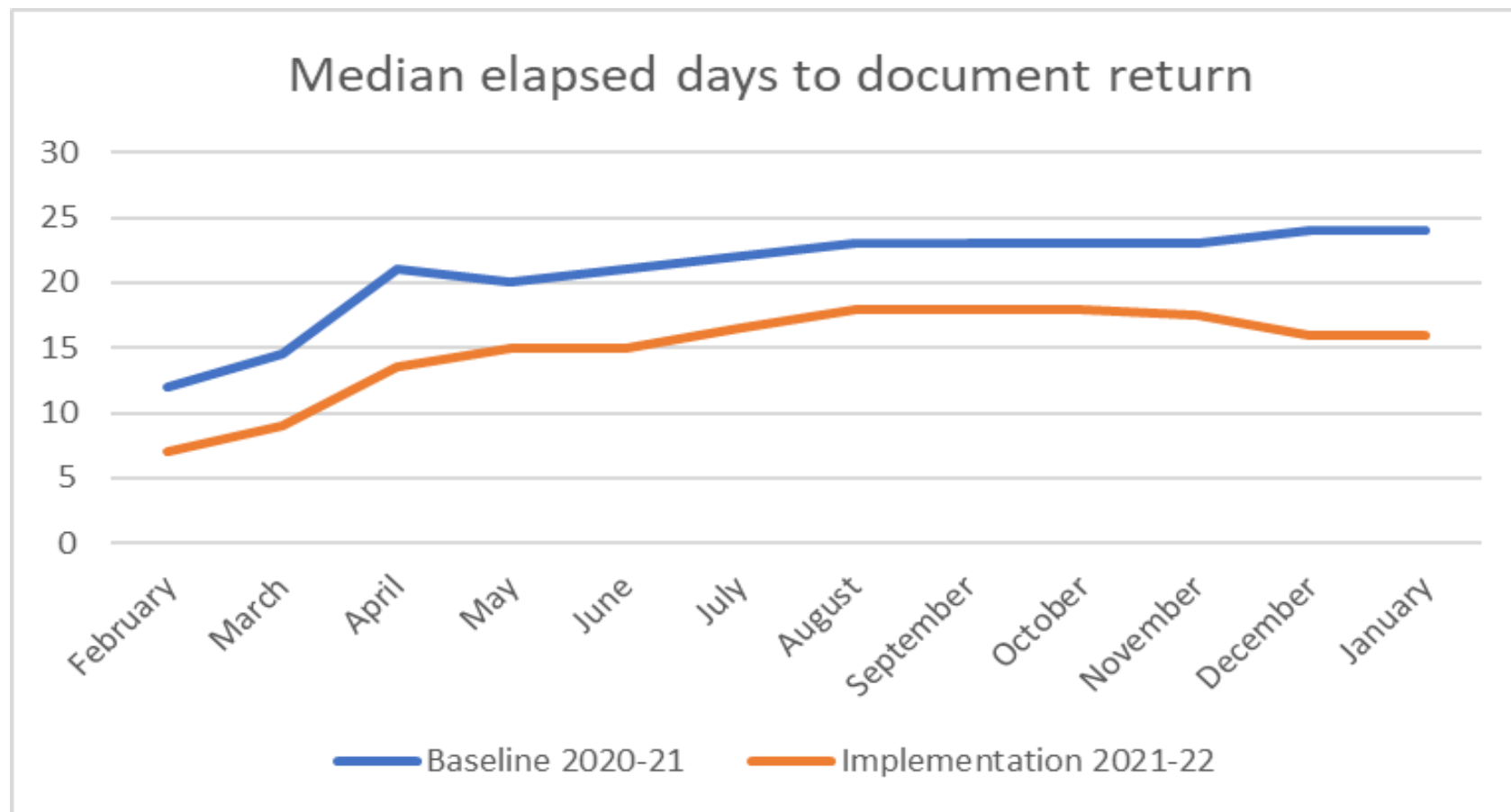


Results



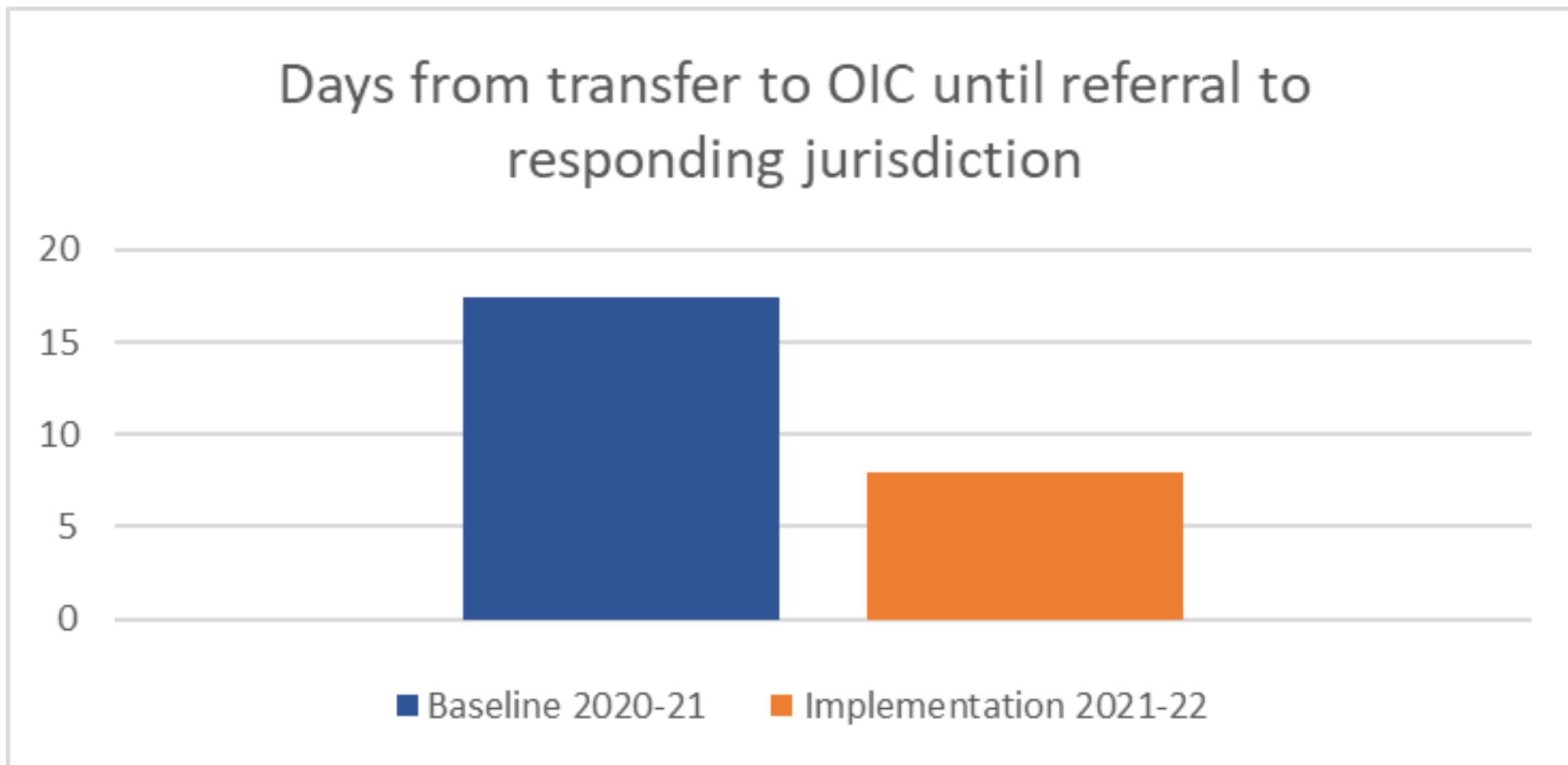


Results





Results





California



e-UIFSA Development & Deployment

DCSS

Bryanna McAdams
Victor Inneh
Alexis Ramirez

Pilot LCSAs

Dora Muro - Sonoma
Domenique Mitchell - Sacramento
Kimberly Townsend - San Diego
Raquel Yeang - Los Angeles

Development – June – October 2021

- User experience – user interface development
- Hover tips & sub headers
- Business process design & automation
- User acceptance testing
- Platform training for staff

Deployment – October 2021

- Platform training for staff



e-UIFSA Data*

Declaration in Support of Establishing Parentage		General Testimony	
Sent	Received	Sent	Received
310	178	428	211

*data is through September 19, 2022



What do Child Support Professionals Think?

60 % of survey participants review more than 13 intergovernmental cases a month. These are active users experienced with intergovernmental case work

70% of survey participants would recommend the e-UIFSA solution. 25% percent were neutral

Users have reported issues but appreciate the rapid updates and overall support

“This is a game changer for IG work and so beneficial to our customers.”



e-UIFSA Forms Demo

Declaration in Support of Establishing Parentage



5

Contact Info

- Virginia – Lisa White,
lisa.white@dss.virginia.gov
- North Dakota – Beth Dittus,
bldittus@nd.gov
- California – Alexis Ramirez,
alexis.ramirez@dcss.ca.gov

