Hitting the High Notes on Intergovernmental Child Support

Tuesday, September 9, 2025

Bankruptcy

William Purcell

Florida Department of Revenue

Title IV-D Mandate

42 U.S.C. §651 (2015) – Child Support Enforcement Act

"For the purpose of enforcing the support obligations owed by noncustodial parents to their children and the spouse (or former spouse) with whom such children are living, locating noncustodial parents, establishing paternity, obtaining child and spousal support, and assuring that assistance in obtaining support will be available under this part to all children …"

The State IV-D Agency is charged with collecting on behalf of the children and families in need when they need it most; now. Bankruptcy cannot be the way the non-custodial parent of a 13-year-old seventh grader can go without paying support until the child is an 18-year-old senior and out of school.

Notice

Parent/Debtor is obligated to serve Notice upon the Child Support Creditor. How Notice is received:

1. Mail
2. Parent
3. Automation
4. BNC – Bankruptcy Noticing Center

   https://bankruptcynotices.uscourts.gov/

Proof of Claim Basics

Federal Rule of Bankruptcy Procedure 3001(a) requires a claim be:

1. in writing;
2. set forth the creditor's claim;
3. be executed by the creditor or an authorized agent;
4. attach writings on which a claim, or an interest in the debtor's property that secures the claim, is based; and
5. attach documents substantiating the perfection of the security interest.

Appearance

Child Support Creditors appear in Bankruptcy Court without need for pro hac vice admission or fee. 11 U.S.C. §501 Historical and Statutory Notes includes adoption of Pub. L. 103-394, Title IV-D §304(g)
Child Support Creditors or Their Representatives; Appearance Before Court …"Child support creditors or their representatives shall be permitted to appear and intervene without charge, and without meeting any special local court rule requirement for attorney appearances, in any bankruptcy case or proceeding in any bankruptcy court or district court of the United States if such creditors or representatives file a form in such court that contains information detailing the child support debt, its status, and other characteristics."

Jurisdiction, Sovereign Immunity and Abstention

Jurisdiction regarding the determination of domestic support obligations is generally reserved to State courts by virtue of the doctrine of the domestic relations exception to federal jurisdiction. See *Ex Parte Burrus,* 136 U.S. 586; 10 S. Ct. 850 (1890) and abstention pursuant to 28 U.S.C. §1334(c)(2). The doctrine is applicable in bankruptcy proceedings as acknowledged by the United States Supreme Court in *Marshall v. Marshall,* 547 U.S. 293; 126 S. Ct. 1735 (2006).

11 U.S.C. §101(14A) DSO

“The term "domestic support obligation" means a debt that accrues before, on, or after the date of the order for relief in a case under this title, including interest that accrues on that debt as provided under applicable non-bankruptcy law notwithstanding any other provision of this title, that is —“ (emphasis added)

“(A) owed to or recoverable by—

(i) a spouse, former spouse, or child of the debtor or such child's parent, legal guardian, or responsible relative; or

(ii) a governmental unit;

(B) in the nature of alimony, maintenance, or support (including assistance provided by a governmental unit) of such spouse, former spouse, or child of the debtor or such child's parent, without regard to whether such debt is expressly so designated;

agreement, …

(C) established or subject to establishment before, on, or after the date of the order for relief in a case under this title, by reason of applicable provisions of—

(i) a separation agreement, divorce decree, or property settlement agreement;

(ii) an order of a court of record; or

(iii) a determination made in accordance with applicable non-bankruptcy law by a governmental unit; and

(D) not assigned to a nongovernmental entity, unless that obligation is assigned voluntarily by the spouse, former spouse, child of the debtor, or such child's parent, legal guardian, or responsible relative for the purpose of collecting the debt."

Note that DSO includes interest and items that are in the nature of support as contained in a separation agreement. Eg. Health Insurance, Life Insurance, Alimony, Property Settlements

DSO claims bear a First Priority status. They must be provided for in Chapter 13 cases. DSO's must be honored to receive Discharge.

11 U.S.C. §507(a) The following expenses and claims have priority in the following order:

(1) First:

(a) Allowed unsecured claims for domestic support obligations that, as of the date of the filing of the petition in a case under this title, are owed to or recoverable by a spouse, former spouse, or child of the debtor, or such child's parent, legal guardian, or responsible relative, without regard to whether the claim is filed by such person or is filed by a governmental unit on behalf of such person, on the condition that funds received under this paragraph by a governmental unit under this title after the date of the filing of the petition shall be applied and distributed in accordance with applicable non-bankruptcy law.

Further, 11 U.S.C. §1322(a)(2) of the Bankruptcy Code requires that the chapter 13 plan provide for payment in full of all claims entitled to priority under section §507, unless that party agrees otherwise.

§1322. Contents of plan

(a) The plan—

(1) shall provide for the submission of all or such portion of future earnings or other future income of the debtor to the supervision and control of the trustee as is necessary for the execution of the plan;

(2) shall provide for the full payment, in deferred cash payments, of all claims entitled to priority under section 507 of this title, unless the holder of a particular claim agrees to a different treatment of such claim;

In order to get a plan confirmed, section 11 U.S.C. §1325(a)(1) requires that Debtor's plan comply with 11 U.S.C. §507(a)(1), §1322(a)(2) and all other applicable provisions of Title 11.

§1325. Confirmation of plan

(a) Except as provided in subsection (b), the court shall confirm a plan if—

(1) The plan complies with the provisions of this chapter and with the other applicable provisions of this title;

……

(8) the debtor has paid all amounts that are required to be paid under a domestic support obligation and that first become payable after the date of the filing of the petition if the debtor is required by a judicial or administrative order, or by statute, to pay such domestic support obligation;

Upon the filing of a Petition in Bankruptcy generally, as repeat filers can lose their right to a stay, all creditors come under the automatic stay provisions (11 U.S.C. §1201, §1301, §524, §362 & §105) that allow a debtor some breathing room as they get control of their debts. **Most actions to collect a debt must cease.**

11 U.S.C. §362. Automatic stay

(a) Except as provided in subsection (b) of this section, a petition filed under section 301, 302, or 303 of this title, or an application filed under section 5(a)(3) of the Securities Investor Protection Act of 1970, operates as a stay,…”

However, there are specific exceptions regarding the collection of DSO's.

11 U.S.C. §362(b) The filing of a petition under section 301, 302, or 303 of this title, or of an application under section 5(a)(3) of the Securities Investor Protection Act of 1970, does not operate as a stay—

….

(2) under subsection (a)—

(A) of the commencement or continuation of a civil action or proceeding—

(i) for the establishment of paternity;

(ii) for the establishment or modification of an order for domestic support obligations;

(iii) concerning child custody or visitation;

(iv) for the dissolution of a marriage, except to the extent that such proceeding seeks to determine the division of property that is property of the estate; or

(v) regarding domestic violence;

Stay Exceptions cont'd

(B) of the collection of a domestic support obligation from property that is not property of the estate;
(C) with respect to the withholding of income that is property of the estate or property of the debtor for payment of a domestic support obligation under a judicial or administrative order or a statute;
(D) of the withholding, suspension, or restriction of a driver's license, a professional or occupational license, or a recreational license, under State law, as specified in section 466(a)(16) of the Social Security Act;
(E) of the reporting of overdue support owed by a parent to any consumer reporting agency as specified in section 466(a)(7) of the Social Security Act;
(F) of the interception of a tax refund, as specified in sections 464 and 466(a)(3) of the Social Security Act or under an analogous State law; or
(G) of the enforcement of a medical obligation, as specified under title IV of the Social Security Act;

Stay Exception – A Final Word

The exceptions to §362 allow DSO creditors to continue various activities.

However, DSO creditors should avoid collection efforts that may be harmful to the estate.

If a stay violation occurs the Court may award Sanctions. Sanctions for Violation of Stay are limited as against governmental entities. Under 11 U.S.C. §106 (a)(3) punitive damages may not be awarded. Fees are largely limited to $125.00 per hour pursuant to 28 U.S.C. §2412d2A.
11 U.S.C. §106 (a)(3).

11 U.S.C. §1328. Discharge

(a) Subject to subsection (d), as soon as practicable after completion by the debtor of all payments under the plan, and in the case of a debtor who is required by a judicial or administrative order, or by statute, to pay a domestic support obligation, after such debtor certifies that all amounts payable under such order or such statute that are due on or before the date of the certification (including amounts due before the petition was filed, but only to the extent provided for by the plan) have been paid, …

11 U.S.C. §523. Exceptions to discharge

"(a) A discharge under section 727, 1141, 1228(a), 1228(b), or 1328(b) of this title does not discharge an individual debtor from any debt—

…

(5) for a domestic support obligation;"

Questions?

Contact for more information:

William “Bill” Pursell Chief Assistant General Counsel Child Support Program State of Florida Department of Revenue

ph. (850) 617-8608
2450 Shumard Oaks Blvd
Tallahassee, FL 32312

Join Google Group

If there is someone you know that would like to be added they should send a request to CSPBankrLaw+subscribe@googlegroups.com

Minnesota's Intergovernmental Workgroup

Shelly Hockaday-Reichkitzer and Jessica Raymond
MN Child Support Division

Intergovernmental Workgroup

- History and Background
- Purpose and Goals
- Achievements
- Future Goals
- Time for Questions

History and Background

- Minnesota's child support program is supervised by the Minnesota Child Support Division and administered by county child support agencies.
  - Minnesota has 87 counties and 82 county child support agencies.
- In 2018, Minnesota's Intergovernmental Workgroup was created by the Child Support Division (CSD) in response to the Office of Child Support Enforcement (OCSE) Intergovernmental Case Processing Innovation demonstration grant.

History and Background

- The group was composed of both state and county child support workers, who met monthly to generate ideas to improve intergovernmental case processing and to aid in applying for the grant.
- Unfortunately, Minnesota was not awarded the grant, and the group was paused due to the COVID-19 pandemic.
- Recognizing the value in providing an opportunity for intergovernmental caseworkers to collaborate across the state, CSD reconvened the workgroup in 2023.

History and Background

- The group consists of roughly 70 county workers, supervisors and managers.
- The virtual meetings are 90 minutes and held on a bimonthly basis.
- The meetings are hosted by Shelly, the Central Registry lead, and are also attended by other CSD staff.
- Meetings are a place for the state and counties to collaborate on issues unique to intergovernmental child support cases.

Purpose and Goals

The workgroup's purpose and goals include opportunities to:

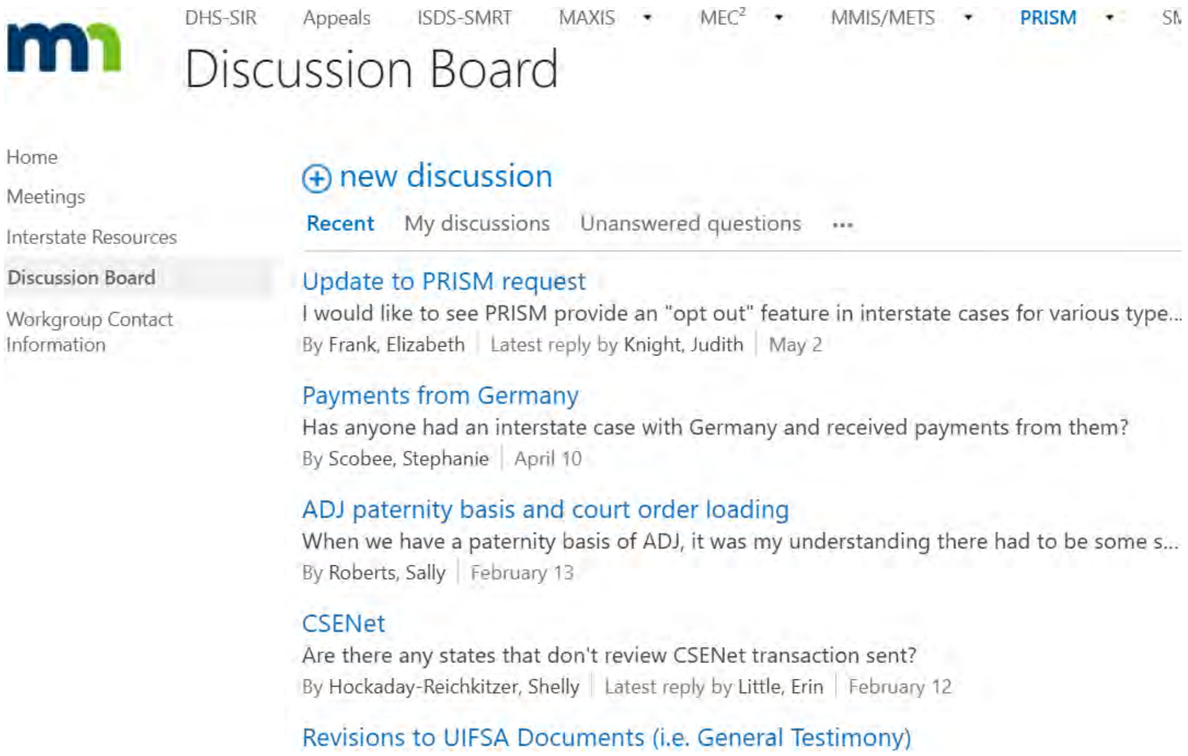
- Share best practices and see how other counties handle issues.
- Create a shared site to store tips and tricks
- Discuss how to handle Hague Convention cases tools/tips
- Provide more support from the state when things escalate
- Offer OCSE training for EDE, Communication Center and QUICK- ongoing
- Disseminate new CSD policy and how it affects intergovernmental cases

Achievement: SharePoint Page

Dedicated page for the workgroup to store:

- Meeting agendas and minutes
- Intergovernmental resources
- Workgroup member contact information

Achievement: Discussion Board



Creation of a discussion board for workers to:

- Ask questions
- Share helpful tips when working with certain jurisdictions
- Lay out various case scenarios and fact patterns

Achievement: Policy Development

- Meetings allow for state staff to better understand the challenges faced by county workers, which helps identify policy areas in need of clarification and revision.
- Recent example:
    - Many county workgroup members reported the challenges posed by TANF referrals of Ukrainian refugee families where a parent was overseas, (and therefore “absent”), due solely to the ongoing war.
    - Federal guidance about closing cases when families are otherwise intact apart from circumstances beyond their control was issued in January.
    - CSD expedited the policy updates based upon the guidance to provide relief to the affected families as well as to the counties grappling with how to proceed.

Future Goals

- Rewriting letter sent to other state's Central Registry.
  - The letter did not provide enough case information for the other jurisdiction.
- CSD to utilize county feedback to update internal documents and manual material for consistency.
- Continue to improve group's SharePoint page so it remains a helpful resource for workers.

Questions?

Thank you!

shelly.hockaday@state.mn.us
jessica.raymond@state.mn.us

Navigating Interstate Reconciliation in Oregon Child Support Cases

Hayley Hansen – Child Support Specialist

National Interstate Case Reconciliation (NICR)

REPORT NUMBER: MI-02 / ICR-17A
REPORT CREATED: 04/04/2017

DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES
OFFICE OF CHILD SUPPORT ENFORCEMENT
INTERSTATE CASE RECONCILIATION SYSTEM
OPEN/CLOSED DISCREPANCIES BY INITIATING/RESPONDING INDICATOR FOR YOUR STATE NAME

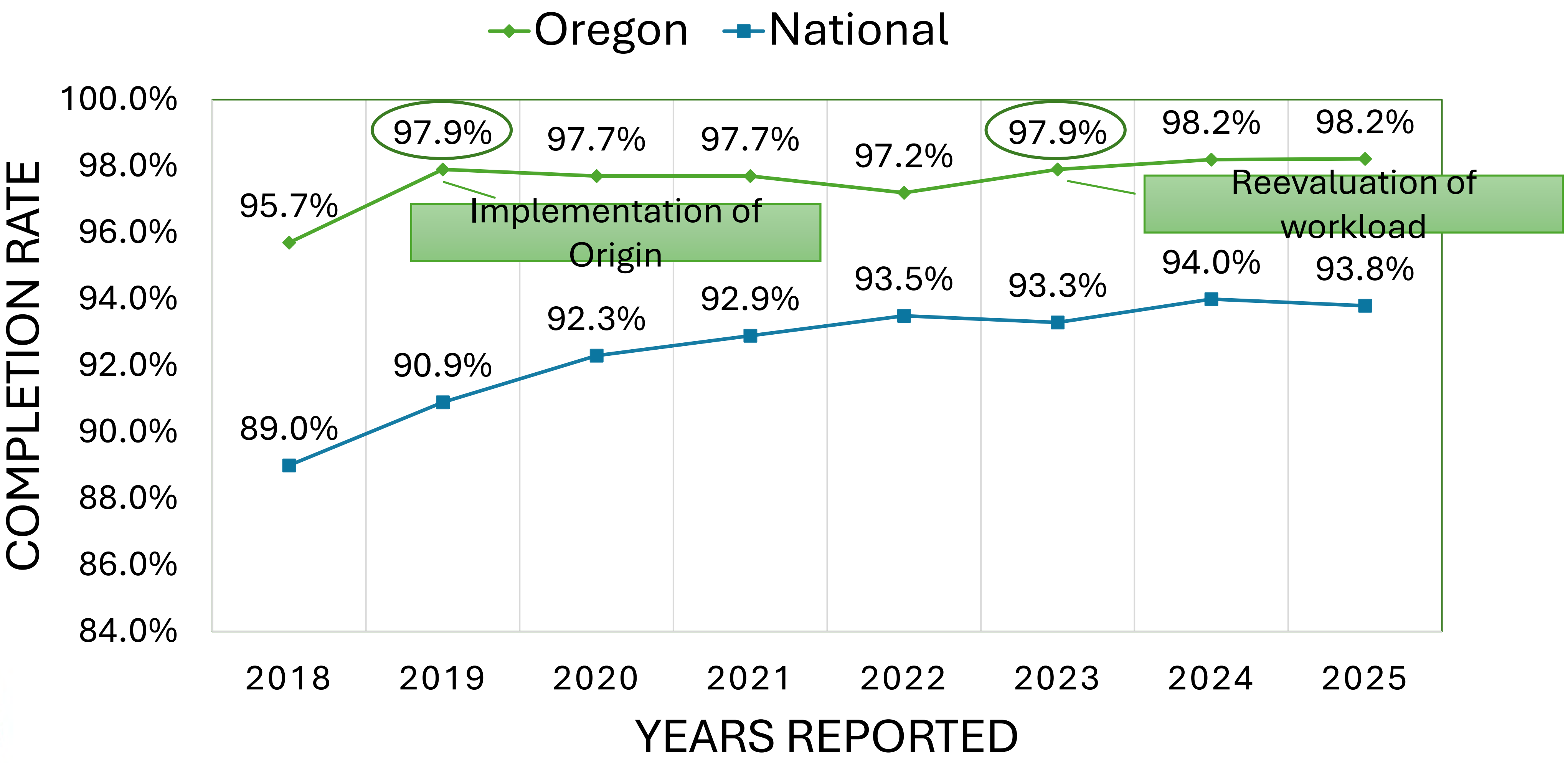
PAGE NUMBER: 1
REPORT MODE: NRM

	OPEN CASES CLOSED IN OTHER STATE			CLOSED CASES OPEN IN OTHER STATE		
	INITIATING	RESPONDING	UNKNOWN	INITIATING	RESPONDING	UNKNOWN
AL	23	3	0	34	18	0
AK	40	36	0	94	179	0
AZ	74	4	0	72	43	0
AR	37	7	0	10	8	0
CA	245	42	0	187	223	0
CO	65	9	0	27	29	0
CT	16	19	0	8	23	0
DE	2	0	0	5	5	0
DC	2	0	0	8	6	0
......	49	16	0	54	57	0
......	30	2	0	39	28	0
WI	16	4	0	28	57	0
WY	8	0	0	5	18	0
GU	3	0	0	14	8	0
PR	2	0	0	15	3	0
VI	1	0	0	5	3	0
TOT	1,749	457	0	2,638	2,993	0

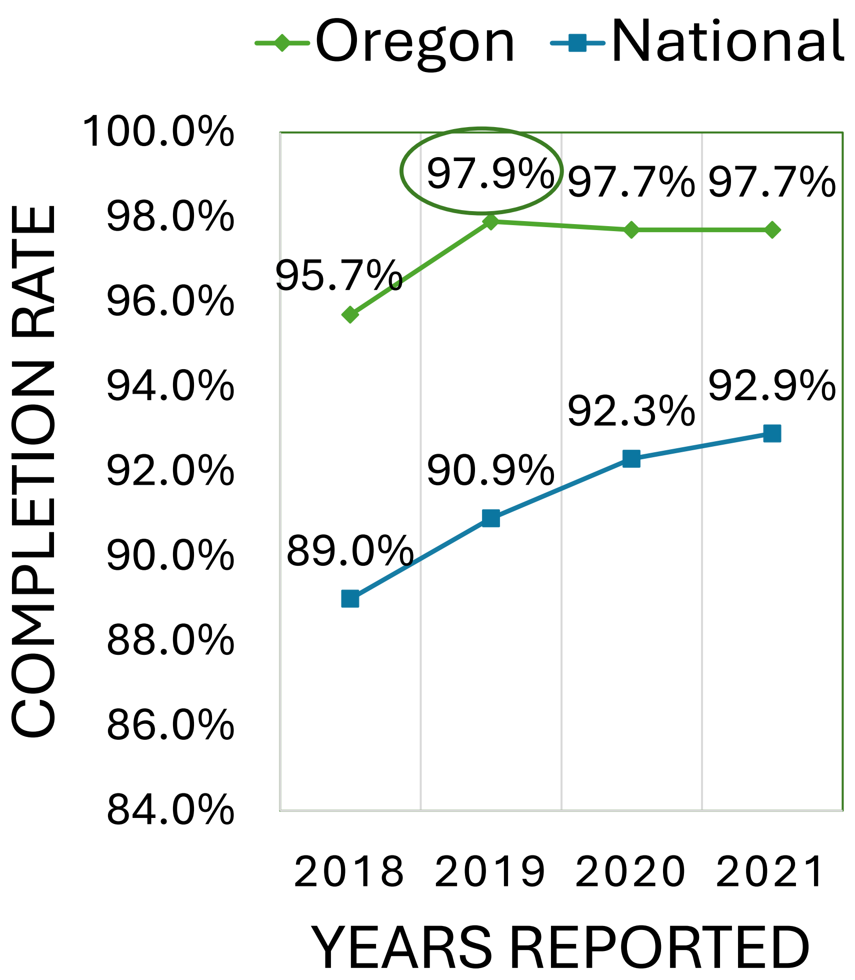
- Annual report provided by Office of Child Support Services (OCSS)
- Identifies errors between your case and another state's case

A Guide to Processing the National Interstate Case

Oregon’s Annual ICR Trends

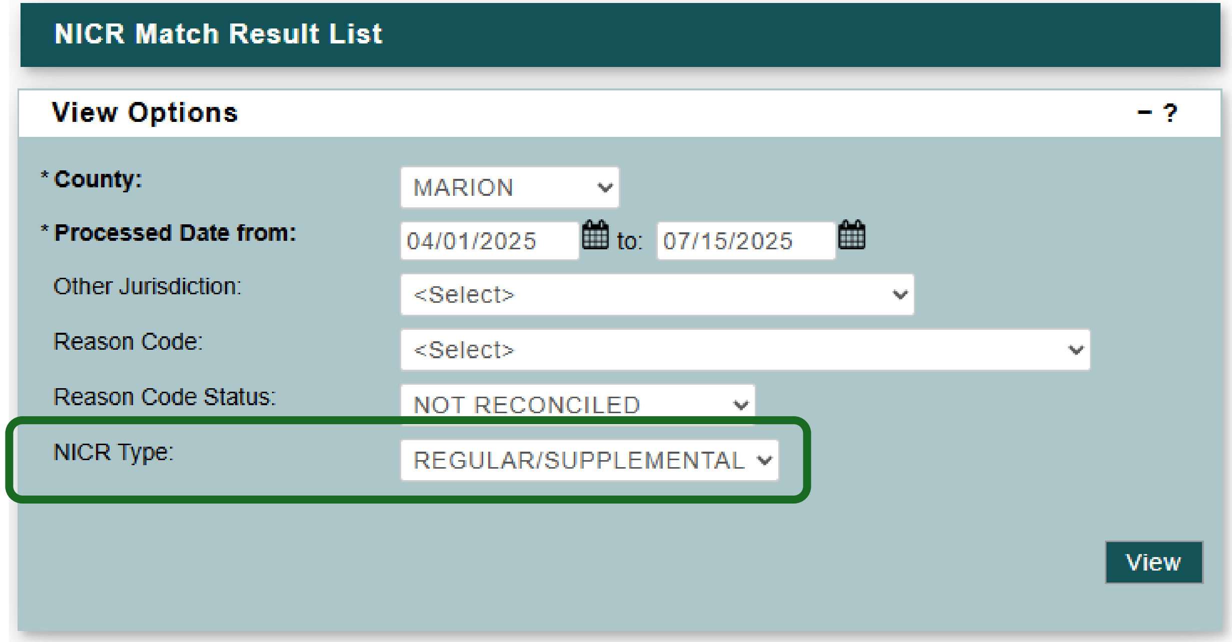


Prior to Origin Implementation



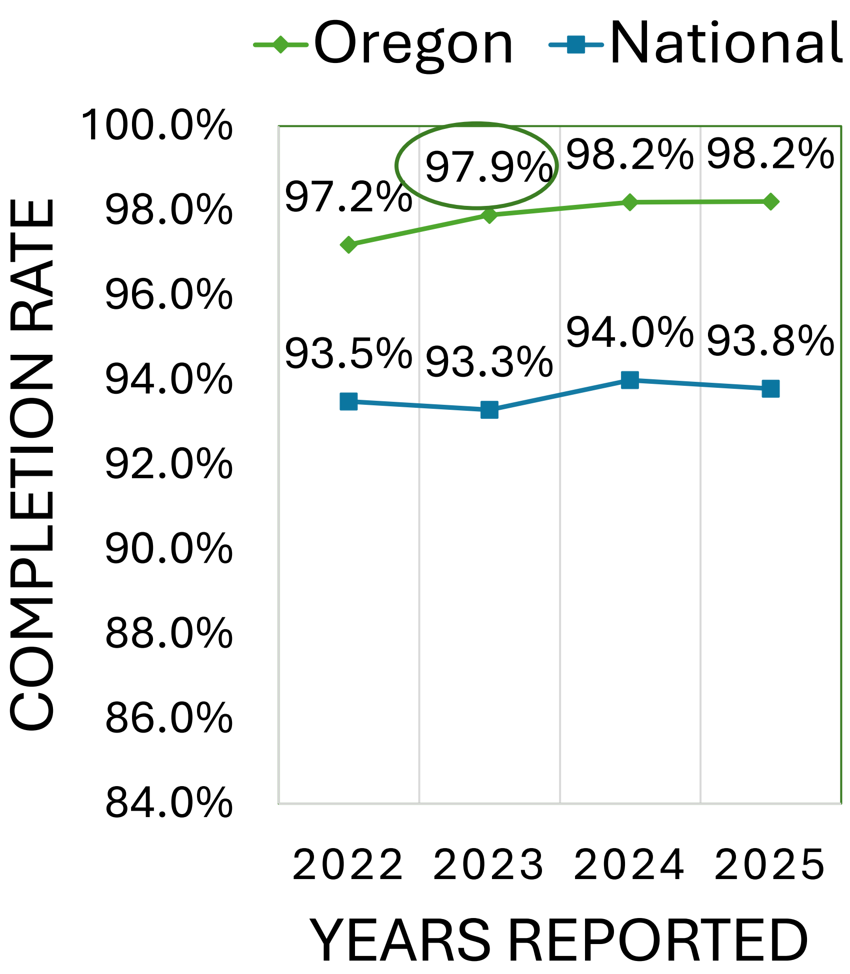
- Report provided via an Excel spreadsheet
- Thousands of errors requiring review
- Worked between cases
- Entire worksheet was completed annually between May and October

After Origin Implementation



- Information is now available within Origin
- Report can be filtered by multiple selections
- Results link directly to the case or individual discrepancy

Reevaluation of Workload



What does it take to fix the discrepancy?

Who has the knowledge to address the issue?

When should the error be addressed?

How many opportunities are there to identify the issue?

Between 2018 – 2023 Oregon Central Registry was a team of four to six people.

By 2023, the number of people working the report was over 200.

Prioritization of the Work

Priority Level	RC	Reason of Importance or Action Needed
High	02	Facilitates ease of correcting other errors
High	07	Allows receipt of proactive matches from Federal Parent Locator Service (FPLS)
High	08	Is of key importance in case processing
Medium	01	Can identify a lapse in child support service
Medium	04	Indicates a lapse of service may have occurred
Medium-Low	10	Other state receives RC 09, but status should be requested or provided to them
Low	03	No action needed unless Origin didn’t reconcile, then select **Reconcile By User**
Low	11	Select **Reconciled By User** and move on
Low	05	No action needed as other state receives RC 04 and will contact Oregon if needed
N/A	06	Does not report

Reason Code 04

4.5 Reason Code 04: Your Case Is Open, Matches to Closed Case in the Other State

Reason Code 04 means the interstate case you submitted in your ICR extract file is open and it matched a case in the other state, but the other state's case is closed. This discrepancy indicates a lack of communication between your state and the other state and a possible lapse in services to the family.

Reason Code 04 identifies a possible disruption of services; therefore, reconciling this discrepancy is a high priority. Things to consider when reconciling Reason Code 04:

- General case analysis
- Inquiries from participants
- Clean-up of any outstanding errors that no longer apply

A Guide to Processing the National Interstate Case

Reason Code 05

4.6 Reason Code 05: Your Case Is Closed, Matches to Open Case in the Other State

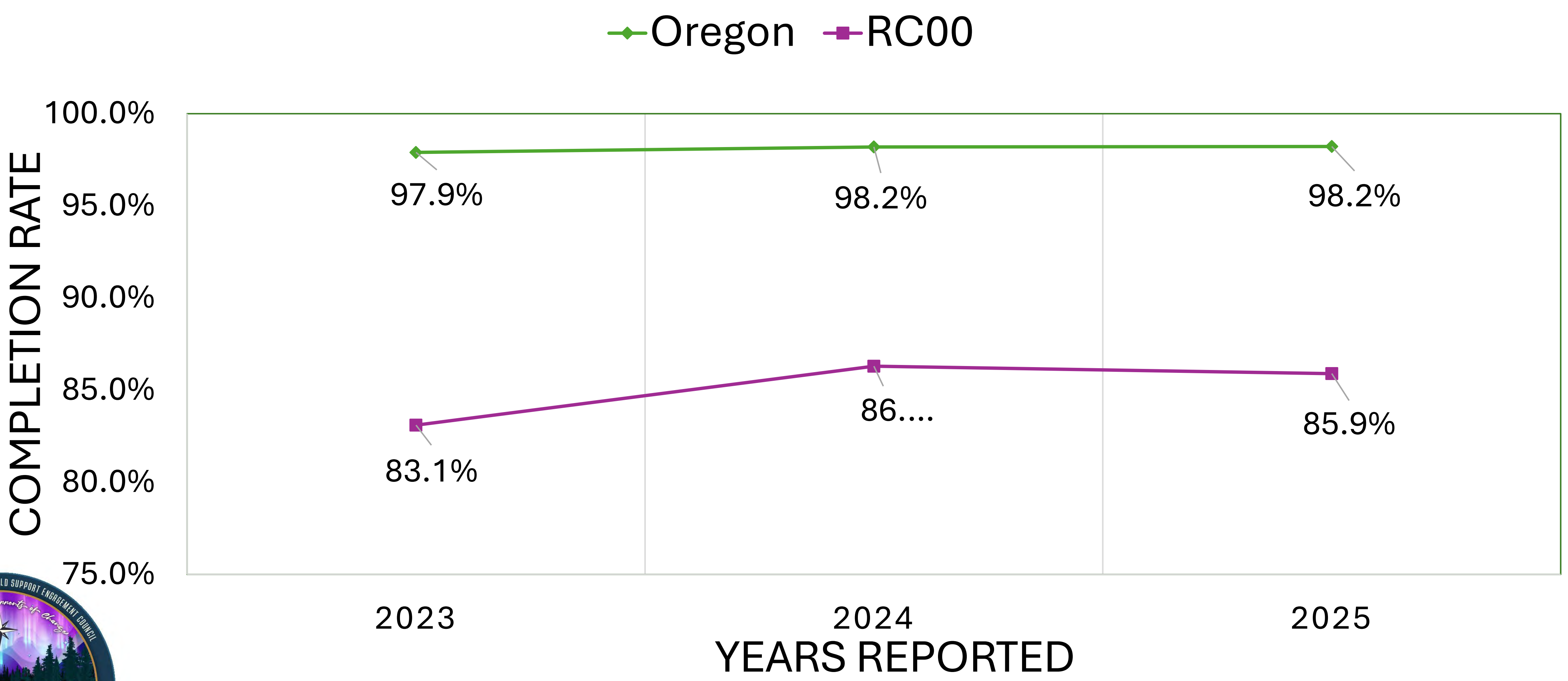
Reason Code 05 indicates the interstate case you submitted in your ICR extract file is closed and a matching case in the other state exists, but the other state's case is open.

Unless the other state did not submit the correct case ID and enough information for the ICR to find a matching case, the other state receives Reason Code 04. Because reconciling Reason Code 05 is a lower priority than Reason Code 04, you may want to wait for the other state to contact you before addressing this error.

- Incoming UIFSA requests
- Case status requests for closed Oregon cases

A Guide to Processing the National Interstate Case

Percentage of Cases with No Errors



Meet my team

McKenzi Riddell
Amy Haynes
Ni Gienger
Heather Gaynor
Laura Tlaseca
Sofia Escudero Lopez
Holly Tolman
Lynda Dillard
Tayce Rogers
Natasha Willson

Resources

A Guide to Processing the National Interstate Case Reconciliation by OCSS

Oregon Contacts

Hayley Hansen: hayley.hansen@doj.oregon.gov

Central Registry: childsupportcentralregistry@doj.oregon.gov

North Dakota Intergovernmental Improvement project

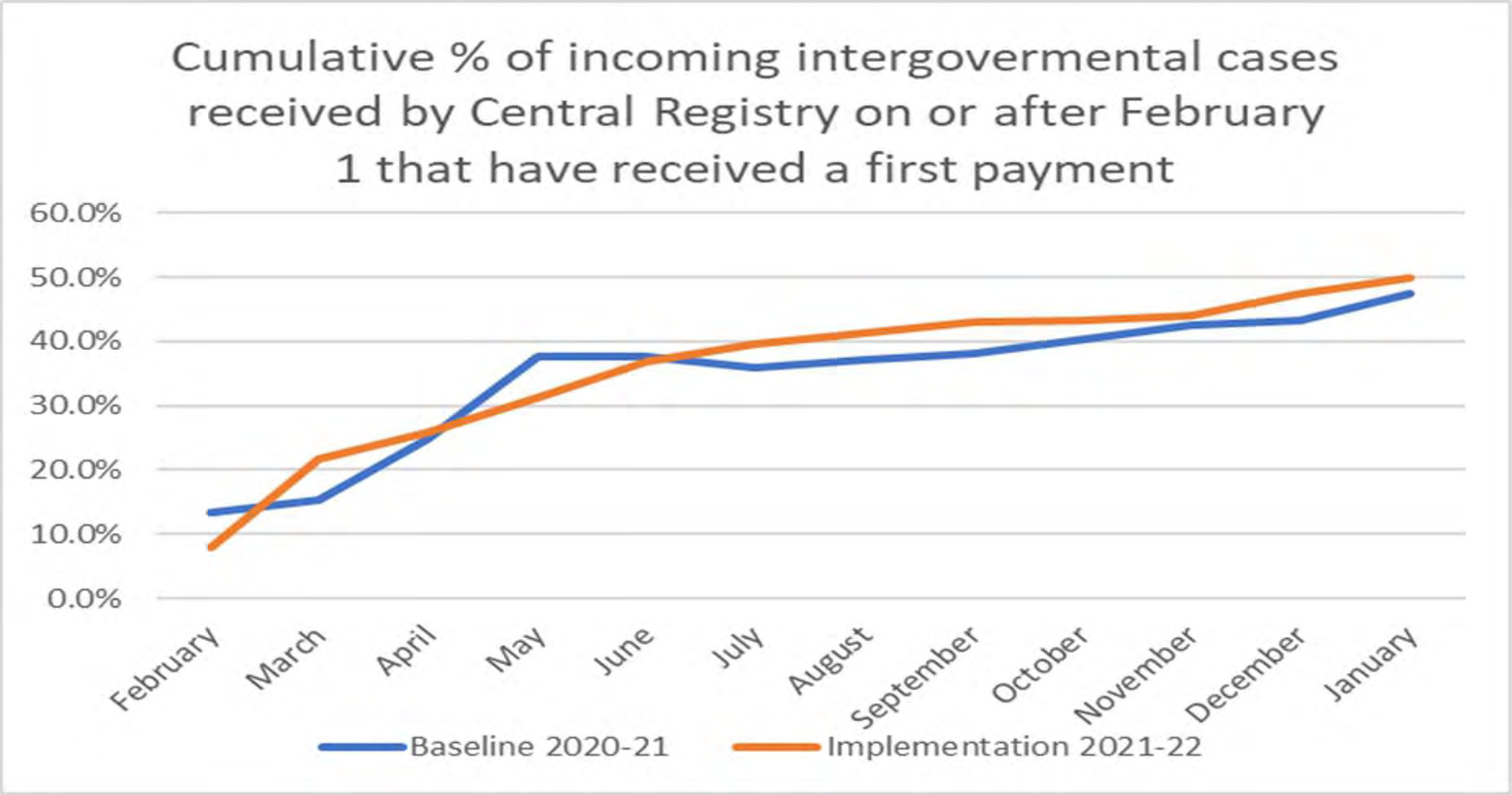
Nicole Brown

GOALS

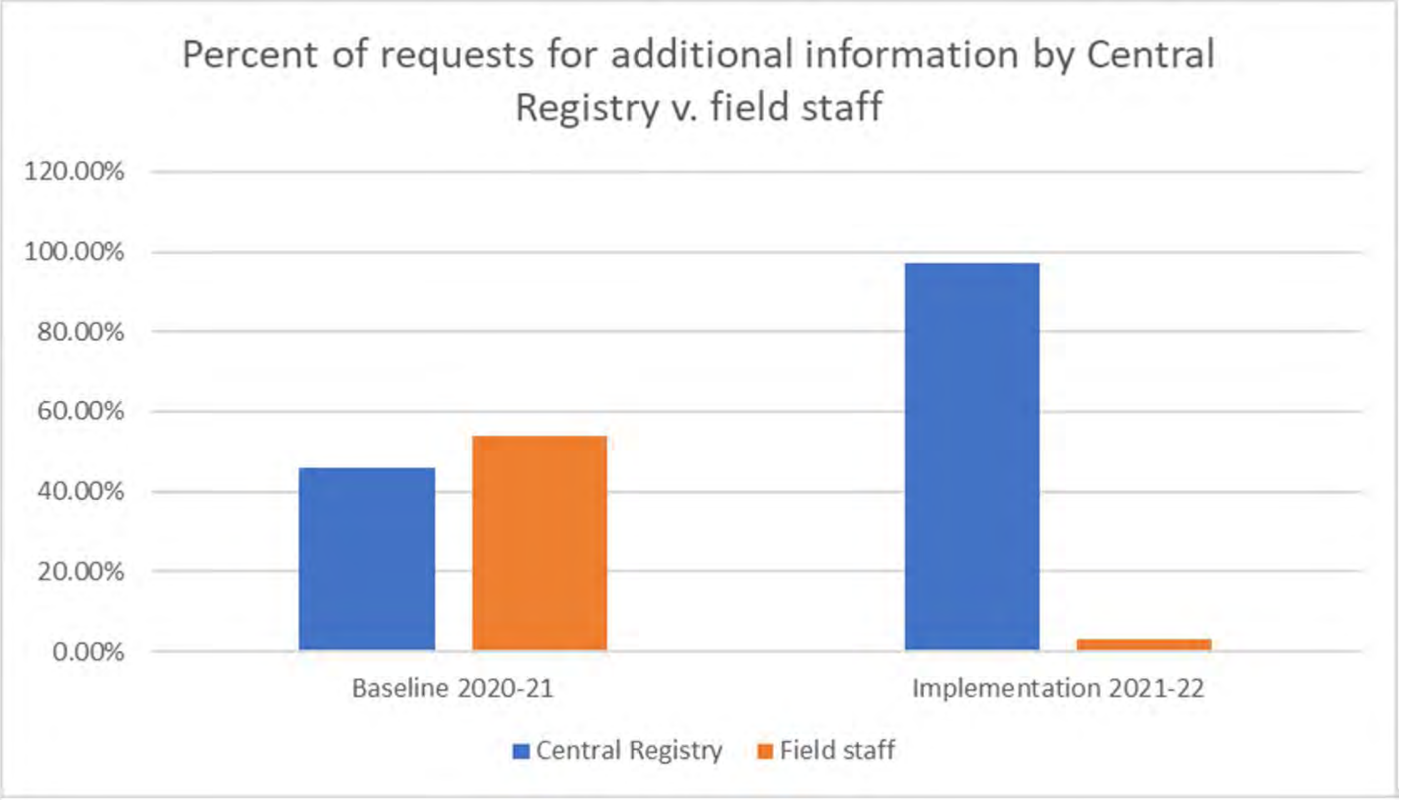
- Build more complete incoming case file and streamline process.
- Increase autonomy over cases.
- Remove barriers to progress in outgoing cases.

Intervention 1: Central Registry Specialization

- Intervention: Transfer responsibility of in-depth review of incoming referrals from field staff to Central Registry.
- Goal: Central Registry plays a more proactive role in incoming case reviews so that cases are for next case management task when transferred to the casework unit.
- Technical Assistance Documents: Central Registry Enhanced Procedures Handbook.


Cumulative % of incoming intergovermental cases received by Central Registry on or after February 1 that have received a first payment
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
February
March
April
May
June
July
August
September
October
November
December
January
Baseline 2020-21
Implementation 2021-22

WESTERN INTERGOVERNMENTAL CHILD SUPPORT ENGAGEMENT COUNCIL
Navigating the Currents of Change
ST. PAUL, MN | SEPT. 8-12, 2025



Intervention 2: Customer Service and Website Enhancements

- Intervention: Introduce changes to the information provided to parents regarding the intergovernmental process and provide meaningful assistance to parents completing intergovernmental forms.

- Goal: Increase the number of appropriately completed forms and decrease the timeframe in which the forms are returned.

Overview of Current Process

Overview of Current Process

- Identified ideal path
- Identified barriers
- Identified ways to reduce barriers

General Testimony

10 page form

Declaration in Support of Establishing Parentage

5 page form

GENERAL TESTIMONY

(Instructions should be provided to the petitioner as part of the form.)

THIS FORM CONTAINS SENSITIVE INFORMATION – DO NOT FILE THIS FORM IN A PUBLIC ACCESS FILE

The information on this form may be filed with the petition or pleading and may be disclosed to the parties in the case unless accompanied by a nondisclosure finding/affidavit.

If you are not the intended recipient, you are hereby notified that any use, disclosure, distribution, or copying of this form or its contents is strictly prohibited.

Personal Information Form for UIFSA § 311 must be attached.

File Stamp

Petitioner: Legal Name (first, middle, last, suffix)
Martha Smith
[✓] **Obligee** [ ] **Obligor**
Tribal Affiliation (if applicable)

IV-D Case: [ ] TANF
[ ] IV-E Foster Care
[✓] Medicaid Only
[ ] Former Assistance
[ ] Never Assistance

Respondent: Legal Name (first, middle, last, suffix)
Mark Stanley
[ ] **Obligee** [✓] **Obligor**
Tribal Affiliation (if applicable)

Non-IV-D Case: [ ]

Responding IV-D Case Identifier: ______
Responding Tribunal Number: ______

NOTE:

Initiating IV-D Case Identifier: 12654-08
Initiating Tribunal Number: ______

[ ] **Nondisclosure Finding/Affidavit attached**
[ ] **This form sent through EDE**

I, Martha Smith, declare under penalty of perjury:
Legal Name (first, middle, last, suffix)

I. Personal Information About Obligee: **(Obligee caretaker complete section I.E only)** [ ] See section IX

A. Obligee parent information

1. Legal name (first, middle, last, suffix): Martha Smith
2. Gender: [ ] Male [✓] Female [ ] Other
3. a. Occupation, trade, or profession: accountant
   b. Highest level of education attained: College graduate
4. Current tax filing status: [✓] Single [ ] Head of household [ ] Married filing jointly [ ] Married filing separately [ ] Qualifying widow/widower with dependent children [ ] Unknown

B. Physical description of the obligee parent: (Attach a recent photo if available.)

1. Race: white 2. Height: 5'8 3. Weight: 150 4. Hair color: brown
5. Eye color: brown

C. Is the obligee parent financially responsible for dependent children other than those of this action (listed in section IV)?
[ ] Yes [✓] No [ ] Unknown (If yes, provide information below if known.)

1. a. Legal name (first, middle, last, suffix): b. Year of birth:
   c. Relationship: d. Living with:
2. a. Legal name (first, middle, last, suffix): b. Year of birth:
   c. Relationship: d. Living with:

Strategy

- Expand information on website about intergovernmental cases, with a focus on providing information/assistance to customers when completing the General Testimony and Declaration of Parentage
- Develop tutorial/informational videos
- Develop cover letter/email with plain language to use when sending forms to customers that includes reference to website/links, allow e-signing
- Establish practice to reach out to customers prior to deadline to remind customers of deadline and see if they need assistance

Enhanced Website

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

Video

Intergovernmental Child Support

Video

Completing Forms

Sample Form

General Testimony

Sample Form

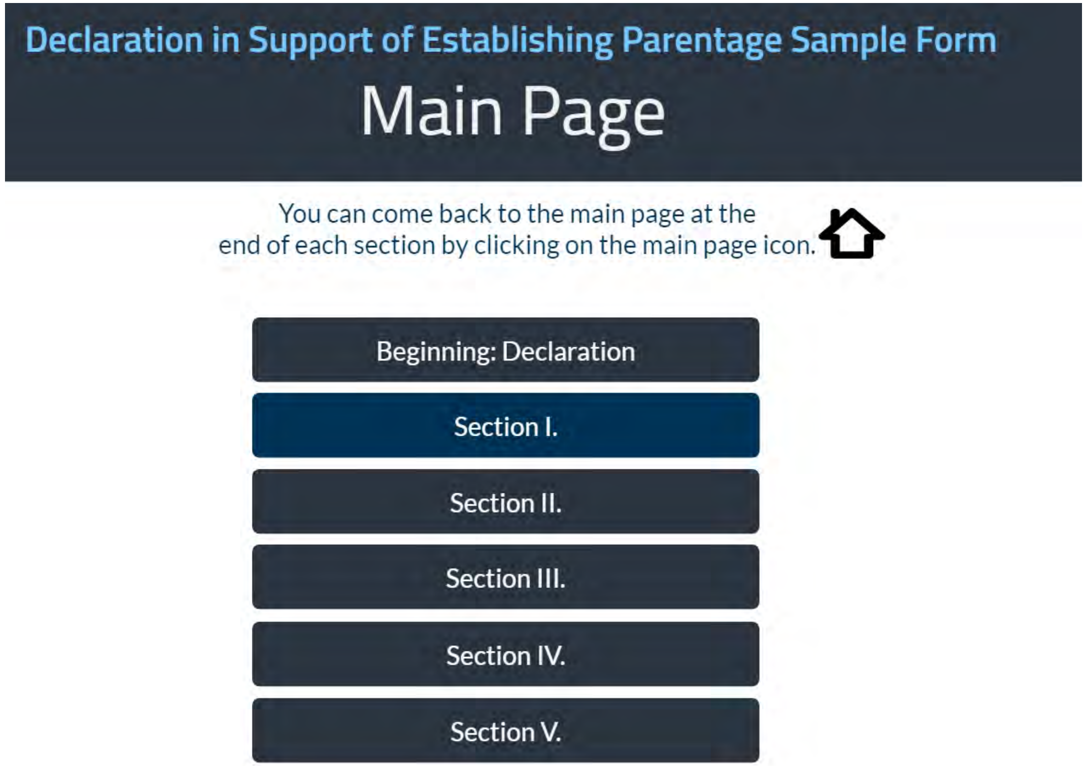
Declaration Establishing Parentage

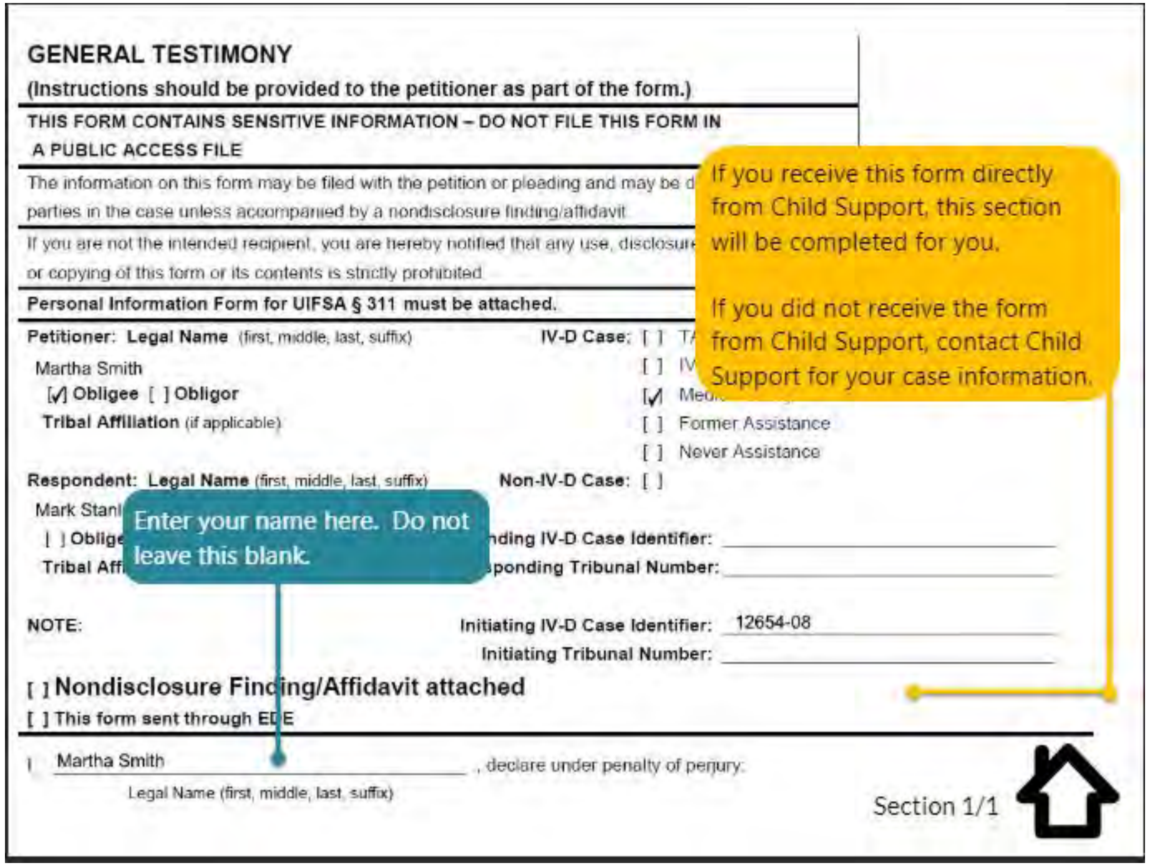
FAQs

- 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

Sample forms on the Website





Improved Correspondence

NORTH **Dakota** | Child Support
Be Legendary.™ HUMAN SERVICES

(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

NORTH **Dakota** | Child Support
Be Legendary.™ HUMAN SERVICES

(date)

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

Return to Child Support within 15 days:
- **Completed forms** signed and dated
- **Last 3 pay stubs**
- **Recent tax return**

Re: Establishment
Name Obligee vs. Name Obligor

Dear Name Obligee:

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

Text Messaging

-IG forms sent, an alert set out for 5 days to send text message reminder.

-5 days after text message reminder sent, phone call is made to the customer.

-5 days after phone call, the customer should have returned the documents. Total of 15 days.

-Text messages are sent the same day request is received unless it is after 4pm, then it will be sent the next day.

-160 characters.

Please send a reminder text message using the details below.

Case Number:

Person Number:

Customer Name:

Reminder Type (check one): ☐ Appointment ☐ Hearing ☐ Paperwork Due

Date (mm/dd/yyyy):

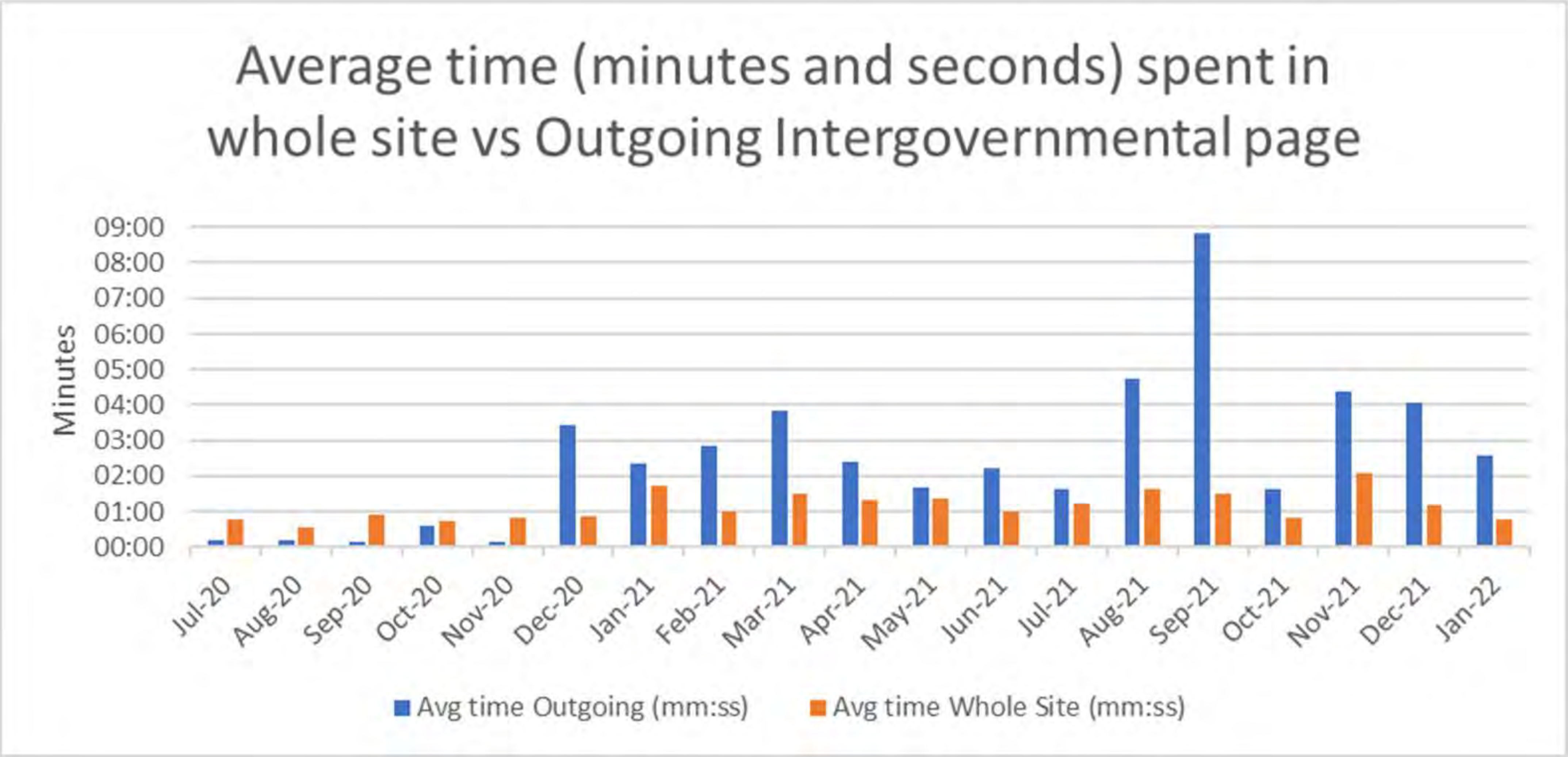
Time (N/A with Paperwork Due):

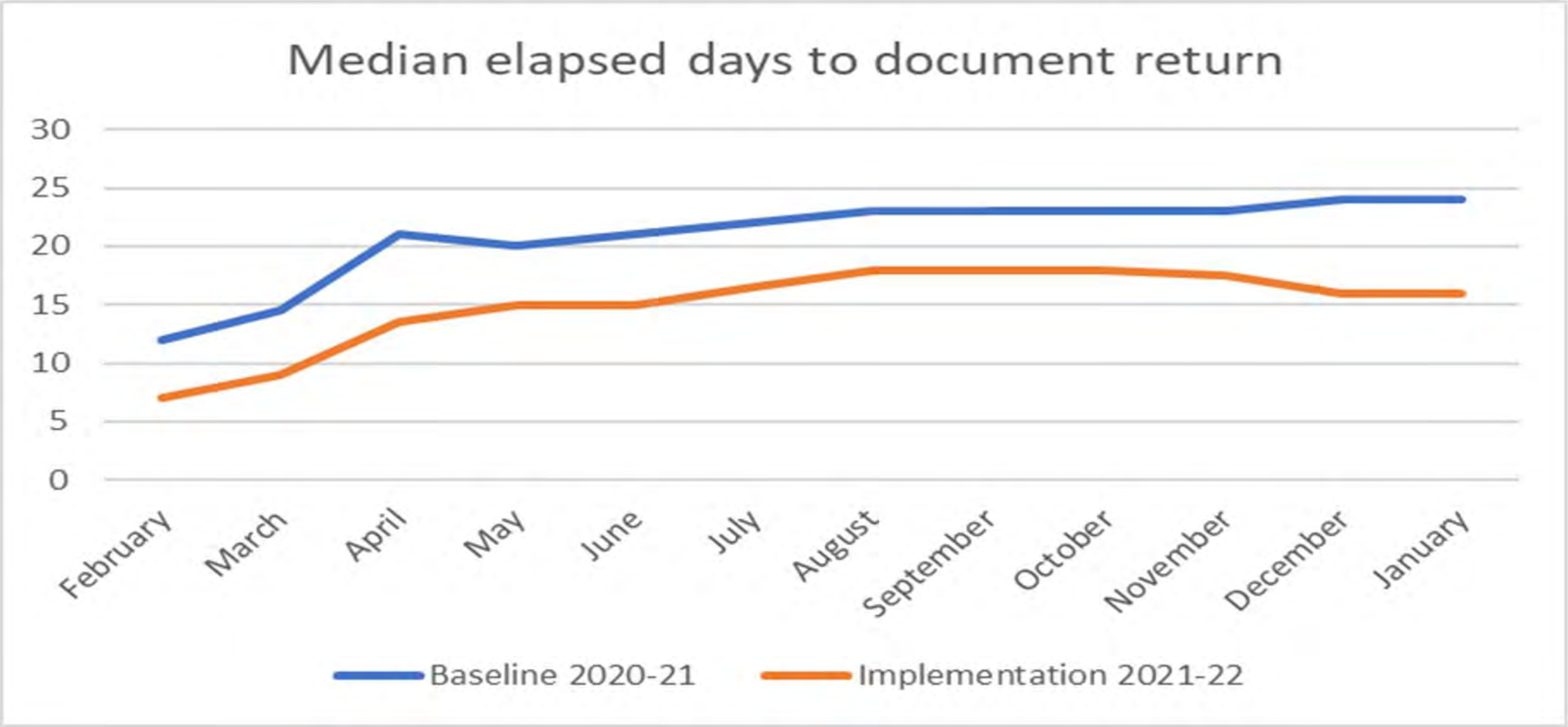
Location: (N/A with Paperwork Due):

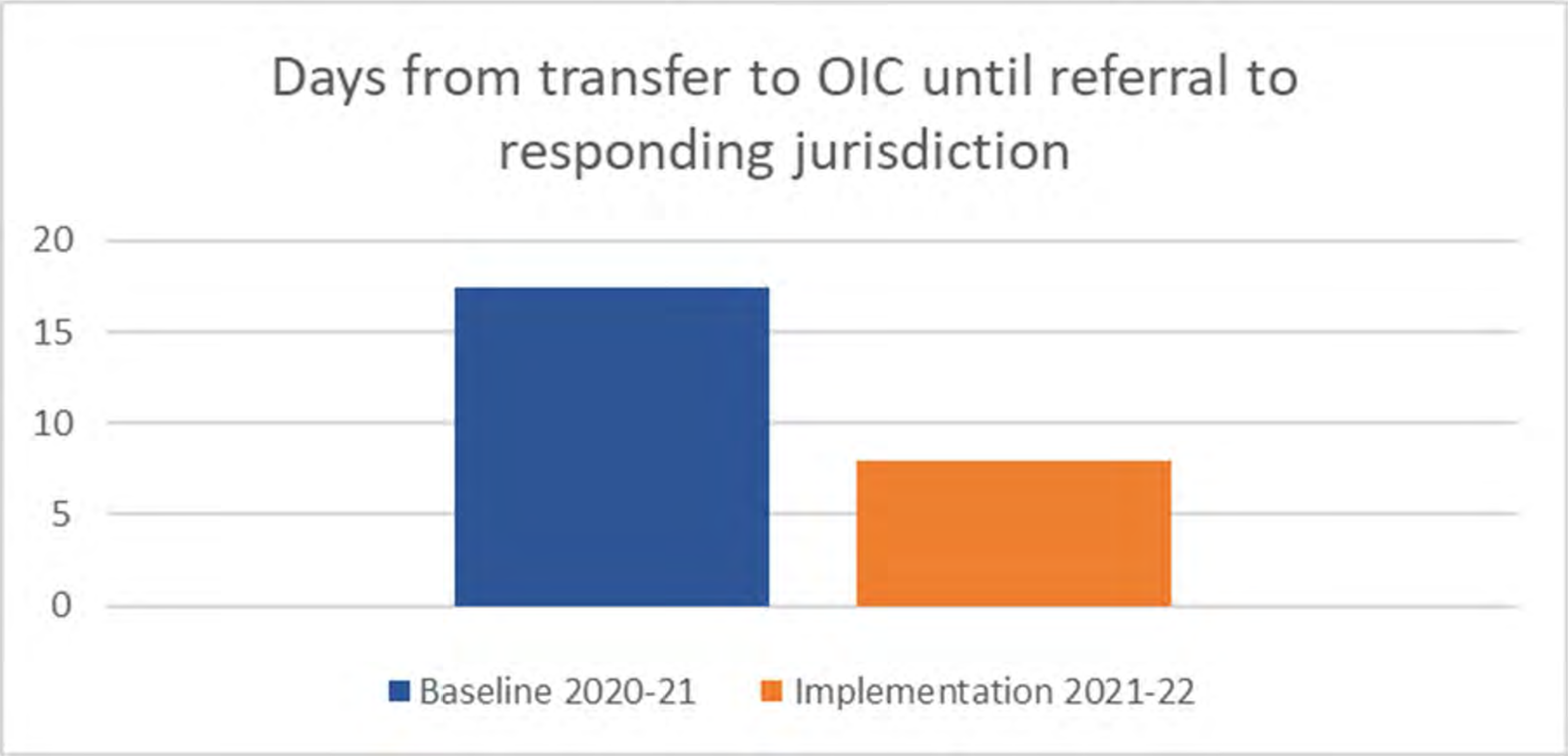
Thank you.

Customer service experiences

- Text message generates a phone call from our customer
- Phone call to customer confirms forms received
- Phone call to customer initiates discussion of case and assistance with forms
- Forms returned from customers are completed properly
- Forms are returned in a timely manner
- Customers appreciate contact from our office


Average time (minutes and seconds) spent in whole site vs Outgoing Intergovernmental page
Minutes
09:00
08:00
07:00
06:00
05:00
04:00
03:00
02:00
01:00
00:00
Jul-20
Aug-20
Sep-20
Oct-20
Nov-20
Dec-20
Jan-21
Feb-21
Mar-21
Apr-21
May-21
Jun-21
Jul-21
Aug-21
Sep-21
Oct-21
Nov-21
Dec-21
Jan-22
Avg time Outgoing (mm:ss)
Avg time Whole Site (mm:ss)


Median elapsed days to document return
30
25
20
15
10
5
0
February
March
April
May
June
July
August
September
October
November
December
January
Baseline 2020-21
Implementation 2021-22


Days from transfer to OIC until referral to responding jurisdiction
20
15
10
5
0
Baseline 2020-21
Implementation 2021-22

Intervention 3: Re-engineered OIC Case Transfer Process

- Intervention: Defined prerequisites in work aid met prior to case transfer to OIC.

- Goal: Increase number of cases that were appropriately screened prior to transfer to the OIC and reduce the number of rejected transfers.

- Technical Assistance Documents: OIC Transfer Checklist.

OIC Transfer Checklist

Introduction

The purpose of this checklist is to assist IV-D workers in screening a case for appropriate transfer to the Outgoing Interstate Center (OIC) for an intergovernmental referral. This checklist must be completed and sent to the OIC prior to case transfer.

Cases that are appropriate for referral to a tribal IV-D program located, at least partially, within North Dakota should not be transferred to the OIC (i.e., cases that are appropriate for referral to the Standing Rock Sioux Tribe Child Support Enforcement Program (SRST CSE) or the Three Affiliated Tribes Division of Child Support Enforcement (TAT DCSE)). These cases should be referred to the Tribal Unit.

If it is unclear whether case transfer is appropriate upon completion of the checklist, outreach to the lead case manager at OIC is recommended, and in certain circumstances required, prior to transfer.

This checklist is organized into seven parts:

Parts A through F of this checklist must be completed by the IV-D worker, as appropriate, prior to case transfer. It is recommended the IV-D worker determine which parts require completion prior to beginning the checklist, recognizing that case specifics will determine which parts of the checklist require completion. Upon completion, the checklist must be emailed to OIC.

Part G is only to be completed by OIC. Once finalized by OIC, a copy of the checklist will be maintained in the case record. For purposes of enforcement, if an obligor has multiple cases, a transfer should encompass all cases and a copy of the completed checklist must be maintained in each individual case record.

Below, click on left flag to expand or collapse section (first need to click outside the section).

Part A: Identifying Information and Address Verification

1. **Obligor Name:** Click here to enter obligor name.

2. **Case information:**

Obligee Name	FACSES Case Number

Instructions: If the case is being transferred for modification only, skip this section and complete Part D.

1. **Are there any cases open in other states on QUICK or FCR for this obligor and obligee?**

   ☐ Yes.

   Note: If another state has an open case for the parties, has an income withholding order issued, and is receiving full payments, the IV-D worker should assess whether it is appropriate to send a limited service request for payment forwarding to the assisting state via the Transmittal #3 Request for Assistance/Discovery (instead of transferring the case to OIC for a two-state referral). Some states do not honor limited service requests for payment forwarding for a variety of reasons (e.g., system limitations, assigned arrears, or a conflicting incoming referral from another jurisdiction). (Note: Minnesota is currently unable to honor limited service payment forwarding requests due to system limitations.) If the IV-D worker is unsure whether a limited service payment forwarding request is appropriate, outreach to the Policy Unit or OIC is required prior to transfer to OIC.

   ☐ No.

2. **Does the obligor have North Dakota licenses that can be suspended?**

   Note: Licenses include driver's licenses, motor vehicle licenses and registrations, professional and occupational licenses, and recreational and sporting licenses.

   ☐ Yes. If yes, explain: Click here to explain.

   Note: If the answer is "yes", it is generally expected that the administrative license suspension process is completed before transfer to OIC. Otherwise, the IV-D worker must explain why administrative license suspension was not pursued.

   ☐ No. If no, explain:

3. **Does the obligor have bank accounts susceptible to an administrative lien or deduction order?**

   ☐ Yes. If yes, explain: Click here to explain.

   Note: If the answer is "yes", it is generally expected that the account(s) is pursued prior to transfer to OIC. Otherwise, the IV-D worker must explain why the account was not pursued.

   ☐ No. If no, explain: Click here to explain.

Part F: Determination

OIC Transfer Checklist

1. **Date checklist completed:** Click here to select date.
2. **Date outreach to OIC completed (if applicable):** Click here to select date.
3. **Date transferred to OIC:** Click here to select date.
4. **Case Manager:** Click here to enter name.
5. **Additional comments:** Click here to enter comments.

Part G: OIC Review

Instructions: To be completed by OIC only.

☐ **Agree with referral.** Date: Click here to select date.

☐ **Disagree with referral for reason listed below:** Date: Click here to select date.

- ☐ Missed enforcement action.
- ☐ IV-D worker failed to contact OIC as required (e.g., no PML verification or obligor is partial payor and working less than thirty hours per week). Explain: Click here to explain.
- ☐ Other: Click here to explain.

Attachment: Determining CEJ Under UIFSA Flowchart

If there is no order, no state has CEJ. Once an order is issued, the state that issued it then has CEJ.

Does the obligor, individual obligee, <u>or</u> the child still live in the state that issued the child support order?

<u>YES:</u> Did both individual parties (obligor and obligee) file written consents in the state which issued the order agreeing that another state that has jurisdiction over at least one of the parties who is an individual or is the state of residence of the child be able to modify and assume CEJ over the order?

<u>YES:</u> The state the parties consented to modifying the order and assuming CEJ may now modify the order and assume CEJ.

<u>NO:</u> The state that issued the order has CEJ.

<u>No:</u> Did both individual parties (obligor and obligee) file written consents or agree in open court in the state which issued the prior order that the issuing state may continue to exercise CEJ over the order?

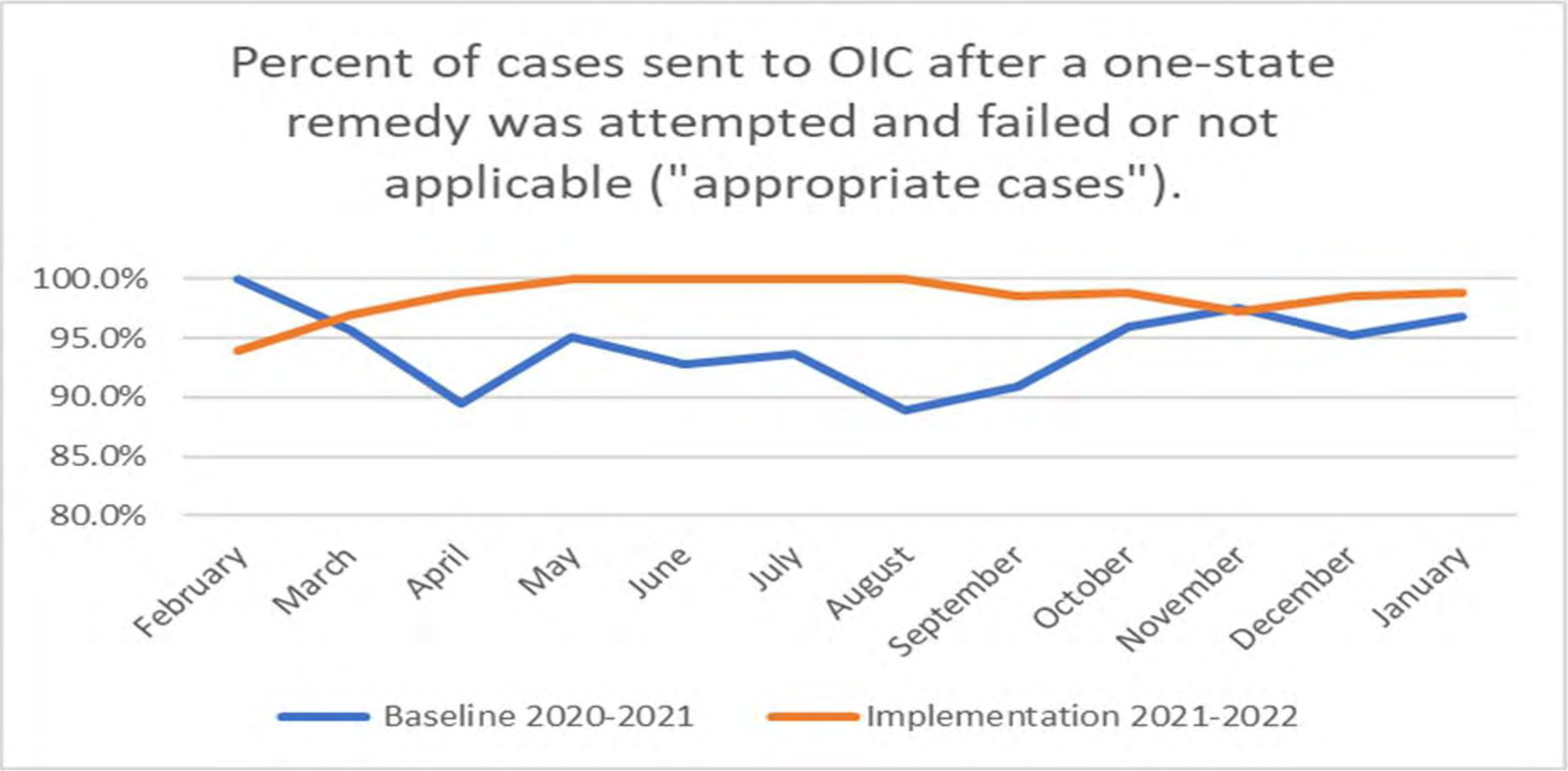
<u>YES:</u> The state that issued the order has CEJ.

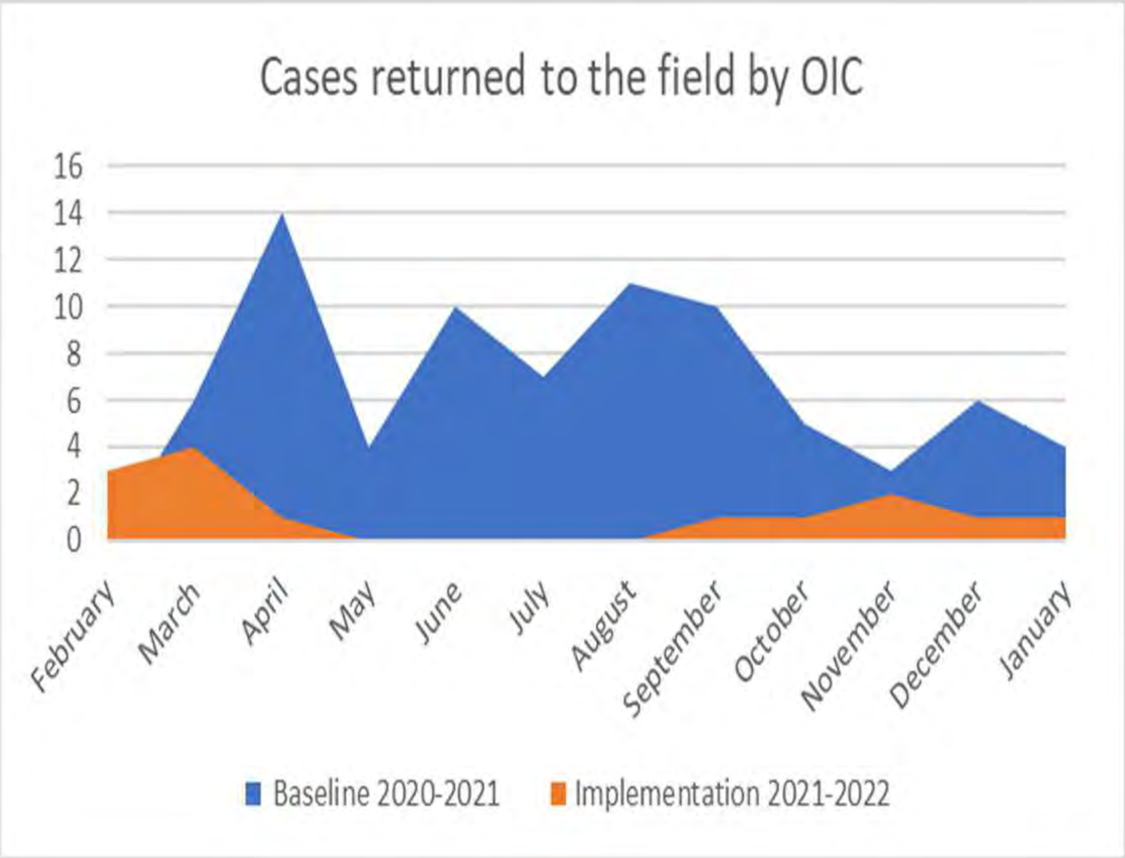
<u>No:</u> Does one party reside in another state and the other party reside outside of the United States?

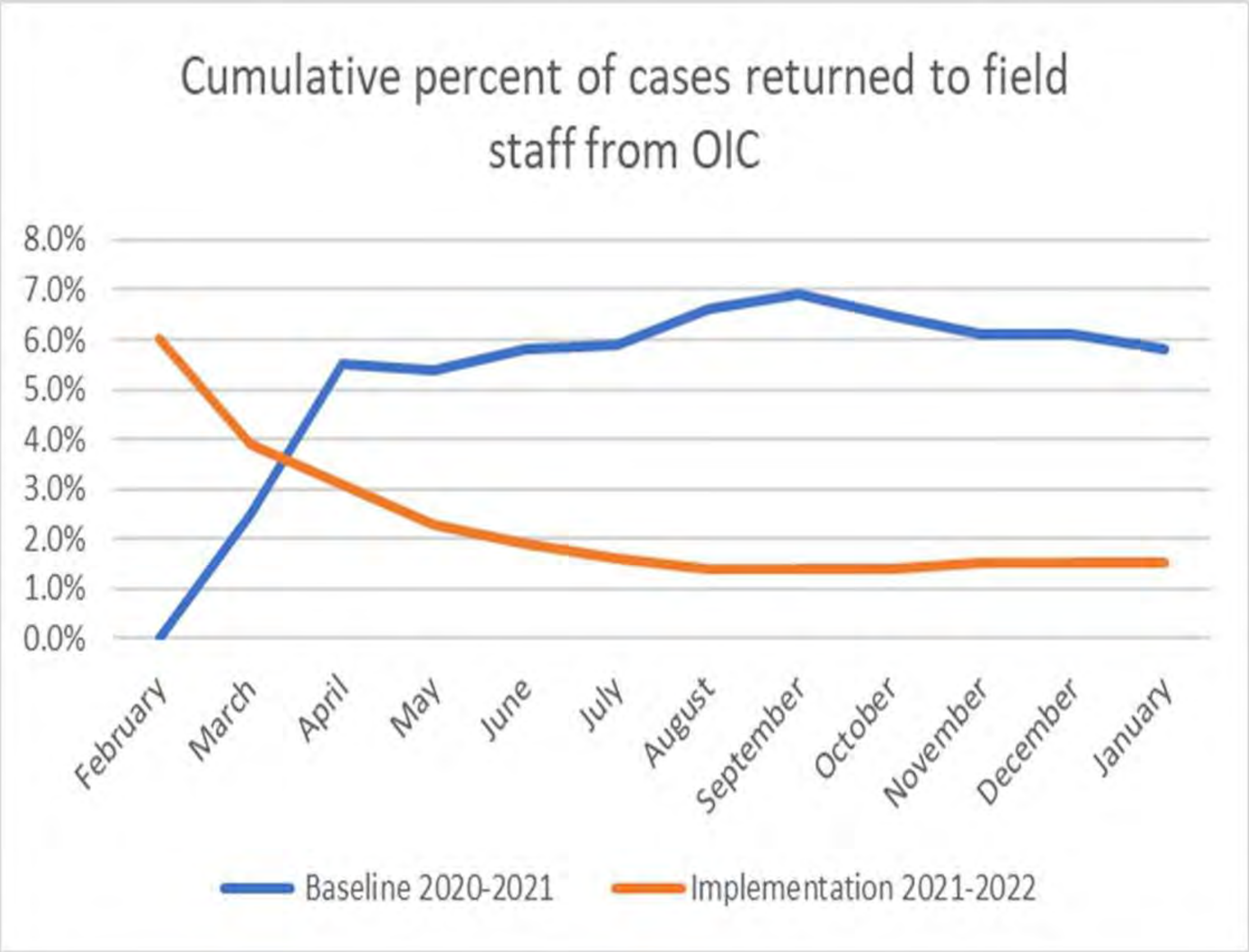
<u>YES:</u> The state that issued the order has CEJ. (Note: The party residing outside of the United States may pursue a modification in the state where the other party or child currently reside.)

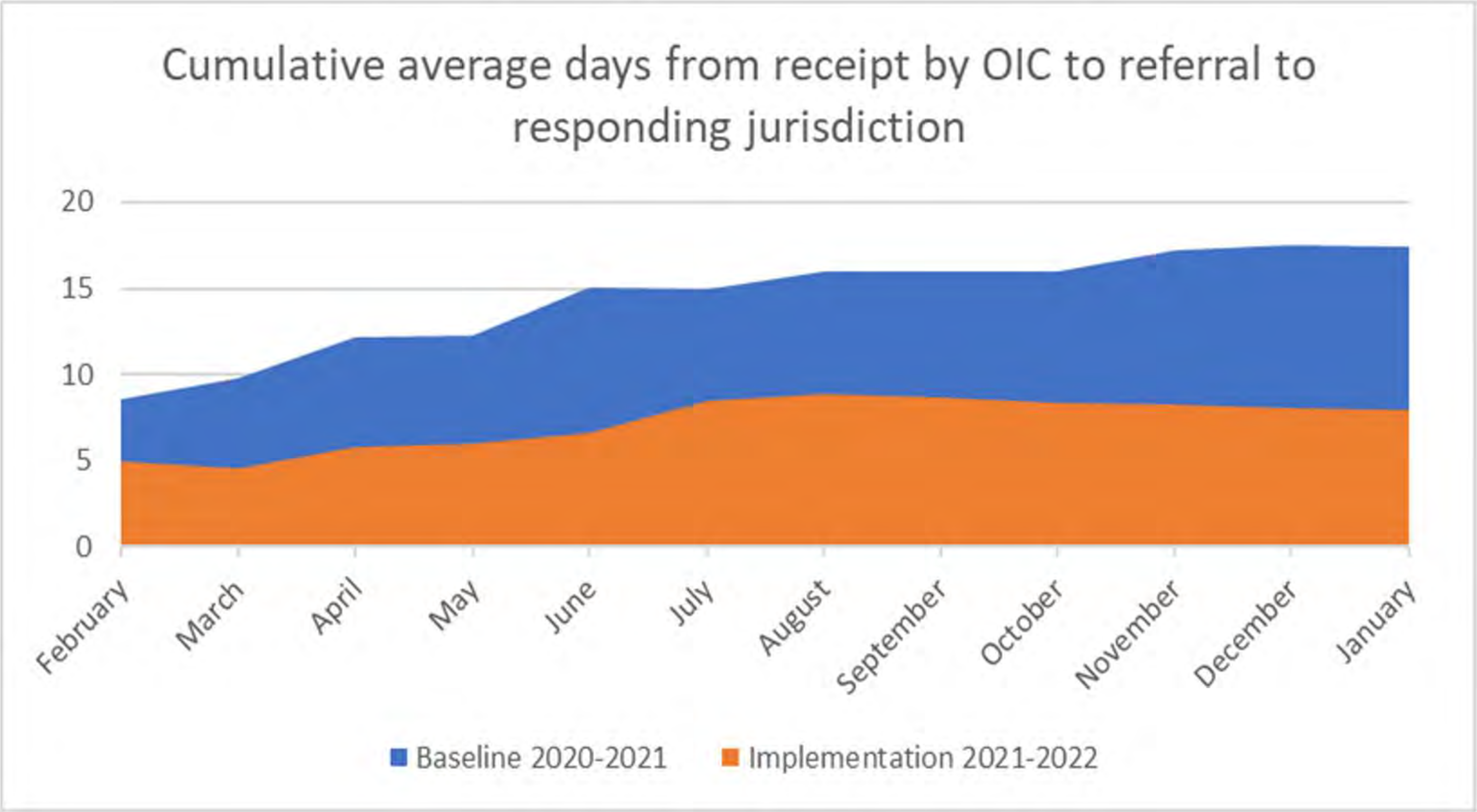
<u>NO:</u> The state that issued the order no longer has CEJ; however, the order remains valid and enforceable. If a party wants to modify the order, it generally must be registered in the state that has jurisdiction over the nonmovant. Once modified, that state will assume CEJ. (Note: The individual parties (obligor and obligee) may file written consents in the state which issued the order agreeing that another state that has jurisdiction over at least one of the parties who is an individual or is the state of residence of the child be able to modify and assume CEJ over the order.)

Note: There are separate jurisdictional rules that apply to modifying a Convention support order.


Percent of cases sent to OIC after a one-state remedy was attempted and failed or not applicable ("appropriate cases").
100.0%
95.0%
90.0%
85.0%
80.0%
February
March
April
May
June
July
August
September
October
November
December
January
Baseline 2020-2021
Implementation 2021-2022


Cases returned to the field by OIC
16
14
12
10
8
6
4
2
0
February
March
April
May
June
July
August
September
October
November
December
January
Baseline 2020-2021
Implementation 2021-2022


Cumulative percent of cases returned to field staff from OIC
8.0%
7.0%
6.0%
5.0%
4.0%
3.0%
2.0%
1.0%
0.0%
February
March
April
May
June
July
August
September
October
November
December
January
Baseline 2020-2021
Implementation 2021-2022


Cumulative average days from receipt by OIC to referral to responding jurisdiction
20
15
10
5
0
February
March
April
May
June
July
August
September
October
November
December
January
Baseline 2020-2021
Implementation 2021-2022

ANY QUESTIONS?

North Dakota Outgoing Interstate Center
PO Box 5992
Grand Forks, ND 58206 -5992
ND Customer Service # (701) 328-5440
Fax # (701) 780-8219
FIPS CODE: 3803503

Nicole Brown OIC Unit Manager E-mail: **nmbrown@nd.gov** Telephone # (701)795-3989	All in-state transfer in files
Julia Hell OIC Case Manager E-Mail: **jhell@nd.gov** Telephone # (701)795-3984	**State List:** Montana, Oregon, South Dakota, Washington
Susan Jones OIC Case Manager E-mail: **sdentzel@nd.gov** Telephone # (701)328-7532	Minnesota
Alyssa Worrall OIC Case Manager E-mail: **aworrall@nd.gov** Telephone # (701) 665-4478	Arkansas, Illinois, Iowa, Kansas, Louisiana, Missouri, Nebraska, Oklahoma, Texas, Wisconsin
Nicolette Toso OIC Case Manager E-Mail: **ntoso@nd.gov** Telephone # (701)665-4490	Arizona, California, Colorado, Idaho, Nevada, New Mexico, Utah, Wyoming
Pam Rupp OIC Case Manager E-Mail: **prupp@nd.gov** Telephone # (701)795-3986	Alaska, Alabama, Connecticut, Delaware, Florida, Georgia, Hawaii Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island S. Carolina, Tennessee Vermont, Virginia, W. Virginia Washington DC, Guam, Puerto Rico, Virgin Islands and Foreign Jurisdictions

- Contact Information

- Nicole Brown
- Grand Forks Child support office and Outgoing Interstate Center Administrator
- North Dakota Child Support Agency
- Email: nmbrown@nd.gov
- Phone number: 1-800-231-4255