

WICSEC Idea Lab! Key Themes & Ideas

The following are the key themes captured from our session.

To see the results of the associated poll in the Whova app, go to *Whova> Agenda> Wednesday> 1:30pm> W23 Child Support Idea Lab!> Polls*

Intergovernmental

Common Things going well

- EDE System and Automated Documents
- Communication Center in the Portal
- IRG
- QUICK

Things we'd like to see/issues

- Everything needs to be faster
- Uniform Processes need to be more uniform
- We'd like to do Direct IW to employers in other states
- EDE for Everyone!
 - EDE for Tribal Programs
- Cases flagged for Family Violence should still provide some basic information in a secure way so the interstate worker at least knows the basics on the case.
- More consistency, uniformity
 - Logical distribution rules
 - Automated reconciliation
- Better access to view orders from other states
- Consistency in QUICK
 - Same Financials and Case Summary
 - Allow search by SSN
- More direct numbers and email – better access to contact workers in other states
- Other states be more flexible – work outside the box
- Better updates to the IRG
- More effective communication between states
- An interstate performance measure related to cooperation, consistency, and working with other jurisdictions
- Better training
- Communication Standards
 - Timeliness of responses
 - Providing needed information
- More consistent forms

- Have a Subject Matter/Champion in your agency who truly understands the interstate process
- More conversations
- Yearly Reconciliations
- Call center to route calls appropriately

Establishment

Common barriers

- Locate
- Lack of accurate SSN or ITIN
- Lack of ability to determine income
- Intercounty/state switching/moves across jurisdictions
- Unknown Parent
- Multiple alleged parents
- Understaffed
- Lack of followthrough by participants (returning paperwork, interview, etc)
- No shows for Genetic Testing
- Lack of education for parents
- Lack of education/coordination and high turnover with TANF agency (parents don't understand referral process)
- Misinformation
- Bad reputation
- Language barriers
- Lack of good technology
- Parentage determination can be difficult due to cooperation issues
- Unable to serve parties (everyone has a Ring camera!)
- Conflicting legal actions in the county or other jurisdictions
- Quirks of Judges

Queen/King for a Day

- National paternity database
- Education between IV-A and IV-D
 - IV-A/IV-D Liaisons
 - One pager that explains child support and referral process to IV-A worker and clients
 - Cross trainings and forums
- Everyone on EDE
- Process servers equipped to explain child support and genetic testing and who will conduct GT in the field
- Mobile genetic testing vans
- Simplify forms
- Offer more translation services for forms
- Electronic document signatures and returns

- Ability to accept pictures of forms (from a cell phone)
- Less notarization requirements
- Texting (Some find it good to use both text and voice mail so clients will answer the phone)
- Education in high schools about costs of raising a child and child support
- Voluntary Declaration of Paternity-
 - Electronic signature
 - Nurses are busy and parents are tired and often confused- is there a better way? Someone besides the nurse?
- Technology/interfaces to quickly obtain other jurisdictions' copies of orders
- More cooperation with Mexico- Imperial County, CA has been very successful. Can other places leverage that program?
- More Intergovernmental cooperation. (Use the WICSEC IJ Fair/Mixer and Pledge list as a resource)
- More accurate information in the IRG (OCSS)
- Obtain more agreed upon/stipulated orders= better payment and happier customers
- Improve overall reputation of program

Enforcement

Common Barriers

Poor outcomes from OSCs

Judicial Changes

Common Tools that are working

- Need more OSCs
IWOs
- Drivers License Suspensions
- Passport Denial
- Payment Plans
- Gaming/Fishing license suspension
- Bank levy
- Property liens
- Registration suspension
- FIDM
- Contempt
- Employer Contempt

King/Queen for a Day

- Review hearings once a year (mandatory)
- Work search requirements
- Warrant amount = to 1 months obligation
- New Hire Reporting- Accurate Independent Contractors National Database
- Add new payment methods
- Seize cash app, Zelle, Venmo accounts, etc.

- More eIWOs
- Income review
- More payment plans
- Eliminate mandatory debit card/EPC card fees for client
- More debt reduction programs
- Eliminate Drivers License suspension
- Tools to enforce non-traditional employment
- Need better locate for “Jumpy Joes”
- Enforcement approaches need to be more open
- Work on building trust and rapport
- Better and more timely employer reporting
- Work to eliminate barriers
- Better assistance with mental health and substance abuse; incarcerated reentry
- Have a team focused on current/former incarcerated parents
- Child support liaison in jails/prisons

Locate

Tools being used by some:

- CLEAR
- Accurint
- Google
- Postal Verifications
- VDOP (Voluntary Declaration of Paternity)
- Department of Motor Vehicles (some can access to driver’s license photos)
- QUICK
- Social Media
 - Facebook
 - Instagram
- Criminal documents
- Sexual Offender Registry
- Lexus Nexus
- V-Link
- MGA
- Work Number
- CalSAWS (CA public assistance data)
- Dept of Justice

Other

- Family provides info
- Children telling
- Other custodial parties affiliated with NCP
- Business Directories/Registries

Things we'd like to see/issues/King/Queen for a Day

- Interface with Post Office (receive auto updates)
- Partnership Interfaces-
- Utility companies
- Cell phone carriers
 - Location info
 - Contract info
- Human Chip tracker
- 1099 Database- National (to verify self-employed)
- Individual self-check in to provide locate info
- Partnership with Jails (inmate info in real time)
- Partnership with Courts (info provided on other matters)
- Collaboration with agencies where individuals are requesting services
- Vital records live
- Need agency profile for Facebook/Instagram
- Training on the tools specific states/tribes can utilize
- Postal verification- takes too long to return
- Not good interface with Soc Sec
- Not everything on social media is real

What's Working

- Some have special contracts with other agencies for info exchange (DMV, Social Security, etc)
- Social media
- People Google searches

Customer Service

Things we would like to see improved

- A more positive experience and entry into the child support program (Welcome resources)
- Provide additional information and information on available resources to PPS and PRS
- Extend office hours to support customers later in the evening and weekends
- Additional "modern" communication channels needed
- Increase methods for employers and PPS to make electronic/digital payments
-

What's Working

- Providing multi-language services for phone and written client engagements
- Proactive engagement with clients through text messaging for regular updates
- “Super Saturday” open house events to serve and assist clients who work during the week
- IVR changes/modernization
- Introduced a full-service call center where customers can call and get information on many topics. This to avoid transferring them to another person/unit

Other

- Provide child support customers direct dial phone numbers where they can reach a case worker directly
- Many felt they would like to provide additional “personal service” to the individuals they serve. This would build trust and improve communication
- Others emphasized they want to “make a difference” in the families lives of those we serve
- Encouraged vendor participation in helping to solve challenges in the way we currently serve customers.