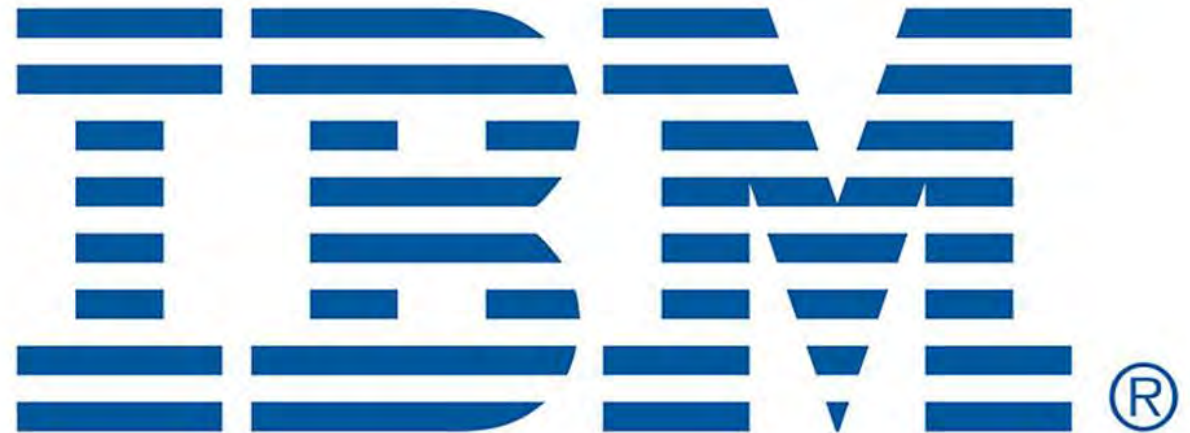




Thank you to our
Sponsor





OCSE Intergovernmental Grants

Stories from Indiana, North Dakota and
Washington State



Indiana Child Support Bureau

Intergovernmental Case Processing
Demonstration



Overall Approach

- Improve our interactions between Child Support Agencies and the families they serve
- Provide Proactive Customer Service
- Implement Procedural Changes
- Increase Efficiency



Caseload

- 33,545 open Intergovernmental cases
 - Less than 13% of Indiana's total caseload
- 55% are responding (21 are tribal cases)
- FFY 2018 Performance Measures
 - 84.32% of UIFSA cases have a Support Order Established
 - 54.87% of UIFSA cases are paying on Current Support
 - 66.83% of UIFSA cases are paying on Arrears



Business Process Redesign of Indiana's Central Registry

- Review and Redesign Workflows



Customer Service Improvements

- Updates to the telephone system
- Improvements to document retention, scanning and mail processing



Training

- Procedural Justice and Implicit Bias
- Customer Service
- UIFSA Processing



eLearning Video Creation

- EDE (Electronic Document Exchange)
- QUICK (Query Interstate Cases for Kids)
- IRG (Intergovernmental Reference Guide)



Evaluation Plan

- Customer Service Surveys
- Administrative data as reported on the Form OCSE-157
- Case events and collections as recorded in ISETS
- Quizzes exams, and surveys for eLearning



Goals

- We expect to have identified and implemented best practices for Indiana's Central Registry and for our county partners.
- We expect to have reliable customer service surveys in place to use as ongoing best practices for Indiana.
- We expect to have industry-leading eLearning in place for anyone that uses the federal portal products.



Contact Information

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Intergovernmental Improvement Project

North Dakota and Three Affiliated
Tribes

Beth Dittus

North Dakota Project Director



Project Team

- North Dakota Child Support Division (ND)
- Three Affiliated Tribes Division of Child Support Enforcement (TAT)
- Center for the Support of Families (CSF), a Division of SLI Government Solutions

ND Intergovernmental Caseload



- Intergovernmental cases account for 21.5% of ND's entire IV-D caseload
 - Incoming cases = 8.9%
 - Outgoing cases = 12.6%
- Top 10 states making up 66.2% of incoming cases to ND: MN, SD, CA, WA, ID, MT, FL, WI, CO, and TX.
- Top 10 states making up 56.8% of outgoing cases from ND: MN, TX, SD, MT, CO, CA, WA, AZ, FL, and OR.
- 25.6% of open IV-D cases in ND have noncustodial parents who live out of state.



TAT Intergovernmental Caseload

- 209 cases with interjurisdictional components.
- 56% of TAT's interjurisdictional cases involve ND (118 cases).
- Top ten jurisdictions for interjurisdictional cases: ND, MT, MN, SD, CO, IA, AZ, Standing Rock Sioux Tribe CSE, FL, and NE.



ND and TAT Intergovernmental Cases

Cases with open intergovernmental processes:

- ND → TAT = 113
- TAT → ND = 17

Cases closed by ND and transferred to TAT:

- 2019: 4
- 2018: 25
- 2017: 125

Cases currently being serviced by both ND and TAT with no open intergovernmental process will be identified and reviewed.

Project Objectives and Goals



Objective	Goal
1. Assess need for intergovernmental case.	1. Increase autonomy over case.
2. Improve incoming referrals and processes.	2. Build more complete incoming case file and streamline processes.
3. Improve outgoing referrals and processes.	3. Remove barriers to progress in outgoing cases.
4. Refine management of ND and TAT referrals, transfers, and shared cases.	4. Less duplication of effort and better outcomes for families.

EXPECTED OUTCOME:
Increase collections and provide better service to ND and TAT families.



Project Phases and Overview

Planning September 2019 – March 2020	Analysis September 2019 – December 2020*	Implementation January 2021 – December 2021	Evaluation January 2022 – March 2022**
<ul style="list-style-type: none"> • Grantee meeting • Procurement process • Contract with CSF • Kick-off meeting 	<ul style="list-style-type: none"> • Baseline data identification, collection, and compilation • Assessments • Study intergovernmental logs • Develop implementation plan • Quick fixes • ND and TAT Data Match • EDE implementation statewide 	<ul style="list-style-type: none"> • Present and train implementation plan to ND and TAT staff • Implement new case processing procedures • Data review • ND and TAT Data Match • Adjustments as needed 	<ul style="list-style-type: none"> • Data analysis • Qualitative analysis • Report results • Share project results with key state and federal leaders

*Planning and Analysis phases overlap.

**Dates contemplate an extension.



Present Focus

- Assessments.
- Examine current processes, logs, and data.
- Develop new or better processes.
- Create implementation plan.
- Implement EDE statewide.



Questions?

Contact:

Beth Dittus, ND Project Director

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VIRTUAL 2020



Washington State Intergovernmental Case Processing Demonstration

Christina Blesi-Hays
Grant Manager



Project Focus

Mexico and Canada

- Increase the number of cases
- Increase the average support collected
- Reduce the average time to establish an order
- Reduce the average time to receive a payment
- Overarching Bi-Lateral Agreement with Mexico



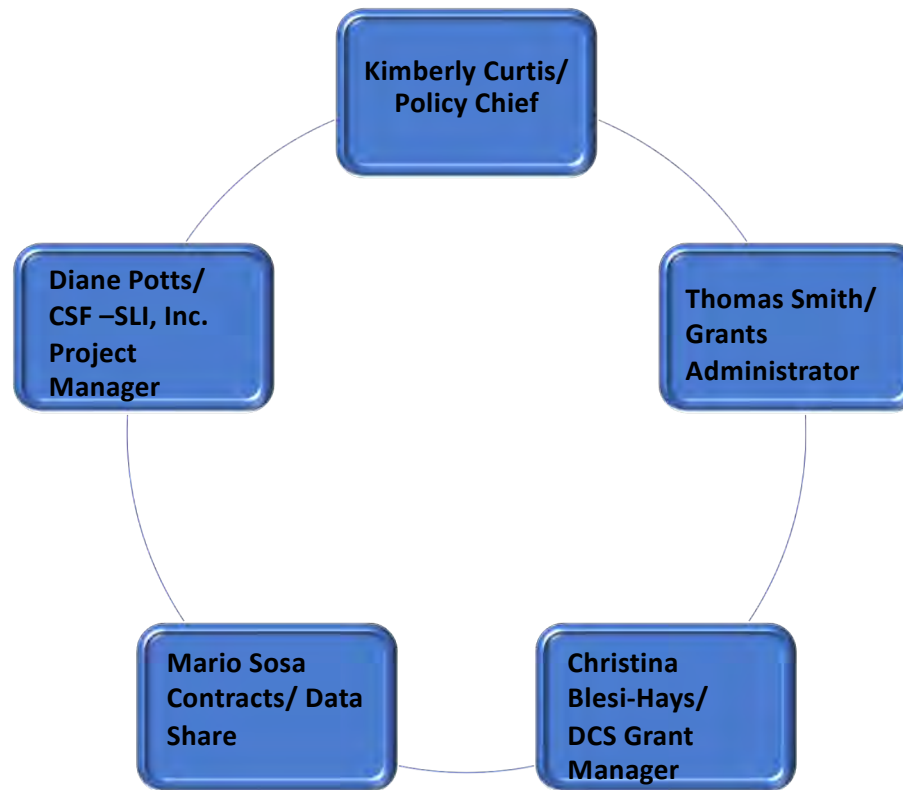
Essential Element

International Liaisons

- Volunteers with passion
- 20 participants; 1-2 primary representatives per site
- Nine Field Offices and Central Services
- All experience levels
- COVID related challenges



Project Team





Current Case Population

- Approximately 600 international cases
- Close to half are with Canada
- Largest number with British Columbia
- No reciprocal agreement with Mexico
- 24 responding cases with Mexico





Phased Approach

Phase 1: Process
Analysis and
Training

June – August 2020

Phase 2: Designing
and Implementing
Interventions

*September 2020-
June 2021*

Phase 3:
Evaluation

*June 2021 –
September 2021*



Phase One: Process Analysis

- Two focus group sessions geared specifically for field line staff
- Separate session design to address Central Registry specific challenges
- Analysis of current intergovernmental policies and procedures





Phase One: Training

- Targeted training designed and delivered:
 - 3 hour training on Canada
 - 3 hour training on Mexico
 - 2 hour training around concepts of Procedural Justice and Behavioral Economics
- Remote deployment via Zoom





Next Steps

- Leverage insights gathered
- Design interventions
- Implementation
- Interpretation and Evaluation





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Federal Funding Notice

- **Project Funding for Indiana, North Dakota & Washington State projects:**
- **Each project's funding: \$500,000**
- **1115 funds: \$170,000 (34%)**
- **FFP: \$330,000 (66%)**