

**Interstate Roundtable
Large Northern States plus Florida**

1) Does your state have a call center that workers from other states are supposed to use? What is the best way of dealing with your state's call center? If the call center cannot answer the question or does not provide a response as promised, what is the next step that workers in another state should take?

FL

Yes. The number is 866-787-7352 for all counties in Florida except Miami Dade which uses 786-469-3522 for interstate cases. The best way of dealing with the call center is to ensure you have the correct Florida case # and SSN #s for the parties. Be prepared to provide your case # as well. If the call center cannot handle the request, they will forward a task to the local office to respond. If you do not receive a timely response, contact the Interstate case processing email account, CSEInterstateProcessing@dor.state.fl.us . We do not have a portal available for Interstate workers. Our E-services are currently only available on in-state cases. We are fully functional on QUICK.

NJ

Yes, NJ has a centralized call center for their operations statewide as of March 2013. The number to call is 877-NJKIDS1 (655-4371) and the caller must select Option 5, if they are calling from another child support agency. The Customer Service Representative (CCR) is able to respond to a basic inquiry using our statewide computer system. If the issue cannot be handled by the CSR, a referral to the field is sent on our system with a response time of 2 business days to get back to the caller. If there are expedited matters that need to be addressed within the 2 business day rule then protocol is set up for the call to be transferred to and/or handled by central office staff.

NY

Yes, the New York State Customer Service Call Center telephone number is 888-208-4485, option 3 for interstate. The interstate option gets you to a call center worker who is familiar with interstate matters, plus the wait time should be minimal because the out-of-state worker will not be in the same

queue as CP's and NCP's. If the call center representative cannot fully answer the question, a referral is sent to the appropriate local county worker, who is required to return the call to the other state no later than the end of the next business day. Before answering any case specific questions, the out-of-state caller must first be validated by providing the following information: NY case number, party names, SSN's, DOB's, or other case identifying information. If no response is received from the local county office, you can send an e-mail to nysdcseicr@otda.state.ny.us for troubleshooting. CP's and NCP's can obtain case specific information via our website, www.childsupport.ny.gov; a PIN is required. Out-of-state workers can obtain case specific information using QUICK.

OH

No, Ohio does not have a centralized call center. Ohio is State supervised, County controlled. Each of the 88 counties operate independently and may or may not have a call center. Intergovernmental caseworkers are encouraged to share and use direct contact resources through phone numbers, fax, and e-mail. Caseworker contact information appears on our intergovernmental forms.

Ohio does have a Customer Service Web Portal available to the parties named on the order and Ohio caseworkers. It may be accessed at - <http://jfs.ohio.gov/Ocs/CustServWebPortalWelcome2.stm>

Registration is required.

Parties may view and print payment histories, change their address, make a payment, e-mail the local agency and view order details.

Intergovernmental caseworkers are encouraged to work directly with the caseworker attached to an existing two-state case. Transmittal and fax communication should identify the worker and provide his/her direct contact information including e-mail address.

If it is not an established case, a contact for each Ohio county is available through the IRG or as a last resort our Ohio Central Registry. Most Ohio counties have their own website where contact information is also available. Just click on the county name for more information at

http://jfs.ohio.gov/county/County_Directory.pdf

Enhanced features to the OCSE's Child Support Portal (State Services Portal) such as EDE and InterAct will also improve our communication.

***Cuyahoga County also is on Facebook which offers specialized information such as Medical Mondays and Tax Tuesdays. We also offer live chat from 10:00am to 2:00pm via Bold Chat and have informational

videos explaining our services on our agency web page and YouTube. We also have Podcasts on iTunes.

***Consider joining the National Child Support Communication Forum (NCSCF) managed by Dustin Feeney in WI. To join email Dustin.Feeney@kenoshacounty.org There are currently 697 members representing 45 states, one US Territory (Guam), Washington D.C., plus Germany and Canada.

PA

Pennsylvania does not have a state call center. Out of state workers should contact the County Domestic Relations Section of the Court directly. If you do not have the list, you can contact Stephanie Rush via email at strush@pa.gov or Amy Boughter at aboughter@pa.gov and the list of local points of contact will be provided to you. Out of state workers may also contact the PA National Helpline at 1-800-932-0211 and a specialist will assist you. When calling the PA National Helpline you will need to know your FIPS code and mailing address for verification purposes. Other states can call the local office directly or fax a Request for Assistance (Transmittal #3) to the PA Central Registry at 1-717-787-0297.

2) Suppose you are the responding State and the NCP moves to a different county in your State. Do you transfer the case to that county?

FL

If the necessary action for the case can be taken without transferring the case, that action will be taken. Generally we do not transfer the case. If there is not yet an obligation, we would transfer the case. If there is already an obligation, we would transfer only at the point that judicial action such as contempt was necessary in the county where the individual resided.

NJ

An intercounty case management policy was recently changed to keep the monitoring and enforcement of the child support case in the county of venue. A transfer should only occur under limited circumstances. Venue of a support matter can be changed by order of the court on a motion, in

the current county of venue. It may be predicated on current residence of the parties, potential conflict of interest, or enforcement purposes. Most cases will continue in the original venue through the life of the order.

NY

No, cases are not transferred within New York State. The exception to this is if an order has not yet been established or registered, in which case the documentation would indeed be transferred to the appropriate local county for establishment/registration. Once an order is active on our system, however, the original county keeps the case throughout the life of the order, regardless of where in NY the parties might move. Non-contiguous counties in NY can use telephonic testimony on what we call intrastate (inter-county) cases. An enforcement or modification proceeding may be transferred from one county court to another more appropriate tribunal, although the child support case is not transferred and remains with the original local county child support agency.

OH

No, Ohio does not transfer cases if a party to the order moves to another Ohio county. If an Ohio county established the order or if a county in Ohio has registered another states order, then the county that perfected service for that action keeps the order.

Ohio recently revised our Administrative Code to detail Administrative Responsibility for an Intergovernmental case. It can be found at –
OAC 5101:12-10-04

PA

If the NCP is paying in full, the original responding county maintains the case. If the case becomes an enforcement problem, case will be transferred to the NCP's "new" county.

3) Suppose an NCP has a child support order in place and is sentenced to jail for more than one year. The NCP will be released before the child emancipates. Will your State temporarily suspend the order, set a minimum order or make the order zero? Must the NCP file for modification on Non-TANF cases or can this action be taken administratively by the child support office? What about NCP's filing for modification on TANF cases?

FL

Florida's child support program will not initiate suspension or modification of the order in this scenario. The parent who owes support must file for modification in TANF and Non-TANF cases. This is based on Florida case law.

NJ

No, NJ will not administratively suspend or alter the existing order. This relief would be left up to a party to seek. Application/motion forms are available to incarcerated litigants and they are permitted to request a waiver for their appearance. The court may decide the case on the papers submitted or in lieu of a physical appearance, utilize whatever electronic means is available in their respective county such as video or telephone testimony.

NY

New York does not have any mechanism to automatically suspend or modify an order under these circumstances. The NCP can request a downward modification on either TANF or non-TANF cases (the procedure is the same either way), and the courts handle this on a case by case basis. If the NCP does not get the order modified, it will continue to be charged. Anecdotally, the courts have been more willing of late to do a downward modification on such cases, as they feel the NCP is not at fault for not making payments. Still, that is a decision by the courts, and there is much variation from county to county and magistrate to magistrate.

OH

If the case meets modification criteria – 36 months since last review or incarceration of 12 months or more, the obligor may request a review and adjustment as long as we still maintain CEJ. (Refer to Ohio SB 337) We do not suspend the order. The income used for the guidelines is the amount the obligor may receive while incarcerated. An inquiry into earning is sent

to the prison. Income is not imputed. The likely outcome of a review will be a \$50.00/mo. child support order. Periodic review of the incarcerated cases may result in an administrative referral for review and adjustment also. The review is conducted on both IV-D and IV-A cases if criteria is met.

PA

PA will in all likelihood receive an electronic notification via the child support computer system. The Court will then administratively set the order at zero and re-list once notice is received that NCP has been released. Arrears are remitted.

4) CSENet responses- Does your system have any limitations on the number of characters that can be read on a CSENet request or response? For example, some States have a limitation that prevents workers reading more than 150 characters. Also, is a response to a CSENet request processed by the person that requested the CSENet or just placed in a general pool?

FL

There is a limitation of 5 lines of text and 80 characters for each line. Responses are saved on the case and a task is created to a workgroup in the office where the case is located. Neither cases nor the tasks are assigned to a specific worker. When incorrect or inappropriate transactions are used for the information being provided, processing of that information is misdirected and delayed.

NJ

Yes, in New Jersey, workers can send, receive and view in the comments/freeform text up to 400 characters in length. An incoming CSENet response (transaction) will appear as an alert to the worker who either currently owns the case on the system or has the responsibility/system role to receive the request. The worker will click on the alert and it will take him/her to the screens necessary to view the message and take the appropriate action.

NY

New York has no such limitations. Information is sent to a general pool, not to a specific worker, and appears on one of several reports, depending on

the action. If the worker is good about checking the reports, CSENet can be an important tool. Still, using the Call Center and e-mails and paper transmittals are still the preferred methods of contact by most New York county child support agencies.

OH

Per our Help Desk and training manual there is no reference to there being a limited number of characters on our reports.

CSENet's are received by the assigned caseworker provided the sender uses the correct county FIPS code. In Ohio, each worker receives a system alert to let us know there is an incoming CSENet available for review. From there we can go to a report that will provide us with the complete details of the CSENet. It includes our case number, the sender's case number, FIPS number, name and office location it came from. We also get full party information and comments in full that were included in the query. CSENet's that do not include the correct Ohio case or FIPS number go to the Ohio Central Registry and may not filter down to the correct local office.

PA

PA does have limits on CSENet transactions. The amount of text that is allowed for a complete CSENet Note to be sent is limited to five lines, 80 characters per line (please note that spaces count as characters).

Individual county policy and procedures determine whether a response to a CSNet request is processed by the requesting person. Generally speaking, most counties would refer the answer to the requesting staff person.

5) All States are required to adopt UIFSA 2008. What do you see as the biggest change for intergovernmental processing as a result of UIFSA 2008? What do you see as the biggest challenge to your state implementing UIFSA 2008?

FL

Changes - related to the forms, no longer requiring a verified petition, retaining CEJ to modify if both parties have left the state and one is in a foreign country, if the parties consent in a record or open court. The ability for parties to waive personal jurisdiction in a record or open court rather than submitting in writing to the issuing court are changes staff are not familiar with.

Challenges – Communicating changes to staff and external partners. There will need to be repeated communication in different formats over time. Until all states have adopted UIFSA 2008, we will have states using 3 different versions of the act which may be confusing for staff to determine if a request is appropriate or not, to provide correct forms and to make sure the venue is correct for the requested action particularly in modifications when one party is in another country and no party is in the issuing state. We could potentially have challenges with some of our external partners particularly in non-IV-D situations; judiciary, clerks of court, attorneys becoming familiar with some of the changes, trying to use part VII amendments before the US becomes a member country. Making changes to our system to maintain and recognize the convention countries when the US becomes a member country.

NJ

One of the biggest changes for intergovernmental processing as a result of UIFSA 2008 may be impact of receiving even more requests for services from other countries. Also, we may begin to see an increase in the request for a hearing for the determination of a controlling order, when multiple orders exists. Currently there may be some confusion as to which state is responsible for requesting/holding these types of hearings and UIFSA 2008 seems to clarify the roles & responsibilities of each corresponding state. Overall, the biggest change will be the need to ensure that child support employees are well trained and become well versed with UIFSA 2008. Since all states are expected to enact this new version, we need to ensure that we are in-the-know and “on the same page” as our out of state colleagues, in order to promote uniformity and consistency with the delivery of child support services to the clients & agencies we serve.

NY

Since the changes to UIFSA 2008 are minimal, I do not expect much of an adverse impact. We might be dealing with some foreign countries we have not dealt with before, and our courts might have to consider some new jurisdictional issues. Hopefully there will be less variation regarding how different states handle different things, such as the new (for current UIFSA 1996 states like New York) court Redirection of Payments item. It will be a learning process. It is our hope to have UIFSA 2008 in place by the end of the calendar year.

OH

The biggest change will most likely be an increase in the volume of international requests. Other challenges on international cases will include ensuring all agencies and courts have a clear understanding of our obligations to either register and enforce a foreign order or establish one allowing for the extended time frames.

Other challenges will be educating the courts on the new requirements of UIFSA 2008. An example is that there are many courts in Ohio that currently do not allow telephonic hearings on UIFSA cases as a general rule.

PA

The largest change brought about by UIFSA 2008 is in the international forum with significantly more countries participating, and more specific procedures being required.

In inter-state matters, the most significant changes have to do with emphasis on, and requirement to determine a controlling order and the three important provisions: (1) basis for the determination, (2) amount of prospective support and (3) determination of all arrears and interest. In addition, UIFSA 2008 affords improvements and certainty to the issue of modification jurisdiction. Finally, PA applauds the mandated improvements to evidence submission/conduct of proceeding in requiring the use of requested electronic/telephonic evidence and testimony.

PA does not see a major change wrought by UIFSA 2008. Many of the changes had already been practiced as "best practices" by counties. If anything, UIFSA 2008 will create uniformity of practice among our 67 counties.

6) Does your state have procedures in place to process a request to redirect payments to obligee's state, per UIFSA 319(b) when both parties have left your state?

FL

Not currently in place. We are exploring best practices from other states to determine an efficient process. We will not be initiating these requests but could have challenges responding to them as neither the department nor the Clerks of Court have an established process at this time.

NJ

No. NJ is still operating under the redirection procedures promulgated in the 1996 version of UIFSA.

NY

New York has not changed anything about our procedures since we have not yet adopted UIFSA 2008; we are still a UIFSA 1996 state. Such items will be sent to our courts, who should have training on this item. It will then be up to our court as to whether the new Redirection of Payments item will be done, and how. Also, this should only be done upon request by one of the parties or by another state. New York tribunals should not be taking it upon themselves to redirect payments just because the CP moves to another state.

OH

A. As directed in 319(b) a tribunal shall issue an order stating payments are to be directed to the obligee's state child support agency. A new IWO will also issue, if there is a known employer, to reflect the new state SDU. A best practice for tracking the cases would be to either house them in their own caseload or on a spreadsheet. In Ohio the cases will be flipped to NDNA. Ohio workers will monitor the orders for annual "check-ups" that should include requesting a certified pay record from the obligee's state and crediting those payments. Ohio remains the official recordkeeper until another state modifies the Ohio order and assumes all the arrears.

B. If TANF arrears are due Ohio, the case cannot be made Non IV-D, but we will cease enforcement except for automated activity such as tax interception. Payments will be disbursed according to the Federal allocation / distribution hierarchy.

PA

If the CP moves from PA to a new state and a request for redirection of payment is received, a "change of payee" order is typically entered to reflect the payments are to be sent to the initiating state. We would simply need a request for the new state to close our case. If TANF arrears were

owed, we would ask the initiating state to include our TANF arrears in their request to the new responding state.

7) Does your State's Department of Corrections accept other State's Income Withholding orders on prisoners?

FL

No. The Florida child support program is in the process of working out an agreement with the Department of Corrections to intercept a certain percentage (defined by statute) of income earned through work release programs. When that agreement is in place, states may send requests to the child support program to request collections.

NJ

No.

NY

In theory, yes. However, there is minimal money involved here, so practice might vary. Still, New York considers any money earned by incarcerated inmates as income just like any other form of income, and is therefore subject to an IWO.

OH

Our DRC does not honor out of state IWO's.

PA

Generally speaking, no. Although, there are some institutions that still do.

8) Do you have any suggestions for improving electronic communication between States using CSENet or QUICK?

FL

Have correct participant and case data on your case, particularly the other state's case number and FIPS codes. Participation in the National Interstate Case Reconciliation (NICR) and automation of the returned errors as much as possible to get correct case information in your system is helpful; using the FPLS State Services Portal's FCR query and QUICK can also help to ensure that the other state's case information is correct which improves CSENet communication. Sending the correct CSENet transactions based on whether the case is Initiating or Responding in your state will reduce the number of errors particularly for those states that are more automated.

NJ

States need to ensure that their child support employees are mindful of checking their system records regularly to retrieve incoming messages from other states. If a message or request is unclear, an employee should attempt to contact the other state to obtain clarification. QUICK is a great tool, however, if a case is coded with a Family Violence Indicator, the other state will not be allowed to view case information. Also, it would be helpful if QUICK identified the method by which paternity for dependents was established (Born of Marriage, Court Order, and Voluntary Acknowledgment, etc...).

NY

In theory, yes. However, there is minimal money involved here, so practice might vary. Still, New York considers any money earned by incarcerated inmates as income just like any other form of income, and is therefore subject to an IWO.

OH

With continued enhancements to the SSP there should be improved communication between states. Working within the portal is secure and information can be shared.

EDE has been added to QUICK for states that have functionality and new communication features are also being tested. I think encouraging states to sign up for full functionality will prove to be beneficial as enhancements are introduced. CSENet communication is frustrating when each state's availability varies and there is no online resource to let you know which state does what.

PA

PA believes that states with the capability to do so should actually use CSENet to communicate. Also, it would be beneficial to know if a state receives notes via CSENet – we send notes via CSENet but are not confident they are being received by the other state so transmittals are also sent which creates more work than really necessary. We should rely on the capability to communicate via CSENet instead of continuing to use paper transmittals. And last, receipt of CSENet notes which are blank, only contain a date or some other undecipherable information (a series of letters).

9) Do you have any tips for processing interstate cases?

FL

Ensuring the request is correct and the other state is the correct jurisdiction to act on the request. Checking the IRG to see if states have specific information that may determine what action is requested. Clarify any unusual circumstances that relate to the case in the Transmittal 1. Ensuring required forms are correctly completed. Maintaining contacts and building professional relationships with other state case workers. Be responsive to requests.

NJ

Avoid closing cases for inappropriate reasons, such as the Custodial Parent has relocated to another state.

Pick your battles – there are several issues not worth quarreling about. If another state is making a subsequent request for a copy of a document,

which you had previously sent, because they did not receive the initial one... once you verify address information, please send again.

Results may vary – remember that when we recruit the assistance of a Responding Agency, we set ourselves up to the process that they have in place.

Don't assume – Share what you know on each communication (mention the current support charge, name of case participants, account balance, etc...).

Contact the other state's ICR for tips on how to better prepare a UIFSA petition. This may increase the chances for a more successful action or hearing.

NY

Just like the federal regulations state, please attempt to work the case without making it a two-state case. The IJ can do almost everything the RJ can do, including establishment (using longarm and out-of-state service of process) and enforcement, as almost all enforcement can cross state lines. The main reason to register an order in another state is the need for judicial enforcement, as almost all administrative enforcement tools can be done equally by either state. On a two-state case where another state is enforcing, NY will continue to enforce our own order, it's just that we will not do duplicative enforcement. Both states can enforce the order simultaneously, as long as we do not issue an IWO simultaneously with the enforcing state, or do any other administrative enforcement tool the RJ is already doing. But if the RJ is not taking a specific enforcement action, NY can and will do that. We would expect the same from other states.

OH

When possible provide direct contact information and acknowledge receipt of request for information within the timeframes. E-mail addresses are becoming a preferred method as non-confidential information can be scanned into the communication. Keeping the controlling order state "in the loop" when its' order is being enforced by a third state or has been modified. Making use of the SSP to its' full potential.

PA

- Provide contact information for your office with direct extensions and email addresses for the person(s) assigned to assist with the case
- As the responding state, keep the initiating state informed of actions being taken – remember that state is likely monitoring the case and will be contacting you if you don't provide status updates, so be proactive.
- Be patient and allow at least 30 days before following up on a request submitted to another state
- Learn and understand how cases should be processed under the Uniform Interstate Support Act and per Intergovernmental regulations
- Contact the initiating/responding state if you have questions about a procedure or process
- Use the IRG as a reference tool to determine what the other state might require outside of the federal forms (transmittal, petition, etc.). For even more efficient case processing, child support offices may want to create a quick reference document which contains this information. For example, what states require a new registration if an order is subsequently modified, etc.
- Keep a personal contact list – if you have success working with someone in another jurisdiction, keep his/her contact information.
- Be professional and polite to everyone you work with in other jurisdictions. Always try to be helpful – even if you receive an inquiry by mistake (may not be your assigned caseload or area of responsibility), try to help as much as possible and/or refer the inquiry to the correct person OR provide the person inquiring with the correct direct contact information (email or phone extension).
- Provide assistance to the client living in your jurisdiction (CP if you are the initiating state, NCP if you are the responding state).