

# Colorado Interstate Collaboration Grant

## Appendices

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## Appendix A. States At-A-Glance

### Arizona (AZ) At-A-Glance

#### Program Overview

- State run program
- 95% of work done remotely
- Caseload 1,000-2,000 per caseworker
- About 15 months into a system replacement (anticipated rollout is 2023 with enhancement and updates continuing through 2024)

#### Communications

Method	Available or Preferred	Direct Contact Available?	Comments		
Email	Preferred	Yes			
Phone	Used if not getting response	Yes	Will send multiple forms of communication only if unsuccessful with first attempt.		
Query Interstate Cases for Kids (QUICK)	All workers have access		Cannot use the Texas or Colorado portal, must use QUICK.		
Electronic Document Exchange (EDE)	Yes		Preferred method for receiving incoming Transmittals. Would like states that have EDE to use it and not also use US mail.		
Portal Communication Center	Available but new and not used much yet		Anticipate that use will increase once they have their new system.		
Child Support Enforcement Network (CSENet)	Message Length Restrictions	Automated Message Issues	Direct to Caseworker?	Incoming Messages on Closed Cases?	Comments
	None	Initiating Cases - Status request quarterly if no payments Responding Cases – ‘No information available’ response to status request even though caseworker review might provide information		AZ can still receive CSENet transactions on closed cases.	Workers receive a “reconciliation report” if a CSENet does not go through to another state

Order Establishment and Registration		
Establishment Administrative or Judicial?	Register All Orders When Received or Only If Needed?	Comments
Judicial	Registered by Central Registry when case received	

Enforcement Remedies				
Remedy	Judicial or Administrative?	Automated?	Threshold	Comments
Driver's License Suspension	Judicial	No		Seen as barrier to employment so not done often.
Occupational License	Judicial	No		
Credit Bureau Reporting	Administrative	Yes	\$500 Arrears	
FIDM	Administrative unless admin review requested	Yes, and Manual		
Federal & State Income Tax Intercept	Administrative	Yes		
Passport				
Lottery & Sports Betting Intercept	Administrative	Yes		
Liens	Administrative	Yes, and Manual		
Contempt or Show Cause	Judicial	No	90 consecutive days of nonpayment, NCP must have ability to pay and be willfully avoiding payment; proof that other bills are being paid, i.e., mortgage, credit card, etc.	Results in a bench warrant if they do not appear.

Interest		
Statutory Interest Rate	Collected on In-State Orders?	Comments on Other States' Order if Interest Requested
10%	Yes	Calculations must be received from initiating state.

## COVID Impact

- 95% of staff are remote on any given day.
- Increased use of EDE and email; Increase in telephone or video hearings.

## What's Your Lingo?

Child Support Agency	State Agency Where CS Housed	Central Registry	State Disbursement Unit	State Computer System	Unemployment Compensation
DCSS – Division of Child Support Services	DES – Dept. of Economic Security	CR -- AZ Central Registry	SDU	ATLAS	UIB
Custodial Party	Noncustodial Parent	Potential Father	Voluntary Paternity	Current Support Obligation	IV-A, Cash, or TANF
CP (transitioning to using Support Recipient)	NCP (transitioning to using Support Payor)	AF – Alleged father, NCP	HPP – Hospital Paternity Program	Current support or accrual	IV-A, Cash, or TANF

## Colorado (CO) At-A-Glance

### Program Overview

- State supervised, county operated program.
- Arrears-only cases accepted only if case has been continuously open since before the last child emancipated.
- CO is heavily automated but making changes for more worker activity in enforcement.

### Communications

Method	Available or Preferred	Direct Contact Available?	Comments		
Email	Preferred	Yes			
Phone	Preferred	Yes			
QUICK	Frequently used				
EDE	Yes				
Portal Communication Center	Yes		Available as of October 2022		
	Message Length Restrictions	Automated Message Issues	Direct to Caseworker?	Incoming Messages on Closed Cases?	Comments
CSENet	4 lines, 80 characters	Not all states can receive 4 lines. Sometimes misinterpreted, e.g., message sent when hearing scheduled interpreted as hearing held.	CO includes worker emails to facilitate responses via email.		CO doesn't get an error report for transactions that don't go through.

### Order Establishment and Registration

Establishment Administrative or Judicial?	Register All Orders When Received or Only If Needed?	Comments
Both	County option, varies. Routine but not required to enforce. Not required to serve NCP first.	CO routinely asks other states to register.

### Enforcement Remedies

Remedy	Judicial or Administrative?	Automated?	Threshold	Comments
Driver's License Suspension	Administrative	Yes	Selected when balance greater than \$500 and 60 days or more past due; caseworker notified to review and move forward or suppress the action	
Occupational License	Administrative	Yes		

Enforcement Remedies				
Remedy	Judicial or Administrative?	Automated?	Threshold	Comments
Recreational License	Administrative	Yes		
Credit Bureau Reporting	Administrative	Yes	\$500 Arrears	
FIDM	Administrative	Partially	Balance greater than \$1,000 across all orders and no payment in 3 months	Not currently processing, waiting for system enhancement to require caseworker approval to move forward.
Federal & State Income Tax Intercept	Administrative	Yes		
Passport	Administrative	Yes	Balance at least \$2,500	Zero balance required to release passport hold.
Lottery & Sports Betting Intercept	Administrative	Yes		
Liens	Administrative	No		
Contempt or Show Cause	Judicial	No	Determined by county	

Interest		
Statutory Interest Rate	Collected on In-State Orders?	Comments on Other States' Order if Interest Requested
Different by year (See IRG)	County option; no counties currently enforcing interest	Calculations must be received from initiating state.

### COVID Impact

- Increased use of email due to working remotely

What's Your Lingo?					
Child Support Agency	State Agency Where CS Housed	Central Registry	State Disbursement Unit	State Computer System	Unemployment Compensation
CSS – Division of Child Support Services	Office of Economic Security	CCR -- CO Central Registry	FSR – Family Support Registry	ACSES	UCB
Custodial Party	Noncustodial Parent	Potential Father	Voluntary Paternity	Current Support Obligation	IV-A, Cash, or TANF
CP or Obligee	NCP or Obligor	AF – Alleged father, NCP	AOP – Acknowledgment of Paternity	MSO – monthly support obligation	Colorado Works—TANF, SNAP (food benefits), CCAP (Child Care Assistance Program)



## Nebraska (NE) At-A-Glance

### Program Overview

- 5 service areas; one has a contract with YoungWilliams.
- Interstate office recently moved to Lincoln and is now housed with Central Registry and the Operations team. The long-term goal is that all interstate casework would be worked in that office with interstate workers.
- Staff shortages but no hiring freeze.

### Communications

Method	Available or Preferred	Direct Contact Available?	Comments	
Email	Preferred	Yes	<a href="mailto:DHHS.CSECentralRegistry@nebraska.gov">DHHS.CSECentralRegistry@nebraska.gov</a> is shared email for Central Registry. Enter NE case number and the state's case number in subject line.	
Phone	Yes		Call center has prompt for interstate cases that routes directly to the Central Registry office; they try to respond the same day.	
FAX	Yes		402-742-2369 is shared fax for Central Registry. Include NE case number and the other state's case number on cover sheet.	
QUICK	Yes		All workers encouraged to use QUICK daily.	
EDE	No		Hope to implement by end of 2022.	
Portal Communication Center	No		Not yet implemented.	
CSENet	Message Length Restrictions	Automated Message Issues	Direct to Caseworker?	Incoming Messages on Closed Cases?
	400 characters on outgoing messages; no limit on incoming messages	NE uses CSENet as documentation; if NE emails or calls another state, they will update the case in CSENet and will send a CSENet follow-up.	Yes; daily tickler with communication from states.	CSENet history kept on system through case closure.

Order Establishment and Registration		
Establishment Administrative or Judicial?	Register All Orders When Received or Only If Needed?	Comments
Judicial	County option, varies. Can be done administratively or judicially at worker's discretion.	

Enforcement Remedies				
Remedy	Judicial or Administrative?	Automated?	Threshold	Comments
Driver's License Suspension	Administrative	Partially	3 months or more past due	System sends warning letters and notice of intent, suspension done by worker. When NCP no longer qualifies for DLS, system complies it without worker intervention. License suspension prior to contempt; some states require that the license be available before they file a contempt.
Credit Bureau Reporting	Administrative	Yes	\$500 Arrears	
FIDM	Administrative	No	Case-by-case basis and must go through administrator	
Federal & State Income Tax Intercept	Administrative	Yes		
Passport	Administrative		\$2,500	Needs to be paid in full to get passport back.
Other	Unclaimed property; Liens on bonds on criminal cases -- in big counties, workers check jail records daily to flag NCPs for bonds; Inmate accounts;--most inmates can hold some form of employment			
Contempt or Show Cause	Judicial	No	Determined by county; 4 months in arrears due to license suspension required before contempt	Incarceration is typically based on failure to appear for bench warrants. Can be suspended by purge order usually \$50-\$100 over the monthly obligation.

<b>Interest</b>		
<b>Statutory Interest Rate</b>	<b>Collected on In-State Orders?</b>	<b>Comments on Other States' Order if Interest Requested</b>
Rate varies and depends on "market factors"	Yes	Calculations must be received from initiating state. Have some issues with initiating state calculating interest on NE order at their own state's rate.

### **COVID Impact**

- Increased use of email due to working remotely

<b>What's Your Lingo?</b>					
Child Support Agency	State Agency Where CS Housed	Central Registry	State Disbursement Unit	State Computer System	Unemployment Compensation
Nebraska Child Support	Dept. of Health and Human Services				
Custodial Party	Noncustodial Parent	Potential Father	Voluntary Paternity	Current Support Obligation	IV-A, Cash, or TANF

## New Mexico (NM) At-A-Glance

### Program Overview

- NM implemented modernization of its child support program in 2019 (based on the 2016 federal rule). It involves more outreach to the NCP to make sure orders are appropriate and a collaborative effort with the Department of Workforce Solutions to conduct the Step-Up. Program which helps unemployed & nonpaying NCPs seek employment and avoid immediate legal action or punitive enforcement. Step-Up is currently being expanded from operating 4 regions to statewide.
- Caseworkers are called child support legal assistants.
- Due to a hiring freeze during the pandemic, there are staff shortages and many new staff.

### Communications

Method	Available or Preferred	Direct Contact Available?	Comments	
Email	Preferred	Yes	Frustrated when other states do not provide direct contact information.	
Phone	Yes	Yes		
QUICK	Frequently used	Yes	Could use more training for new staff.	
EDE	Used a lot by Central Registry and more and more by the field offices	Yes	Working with OCSS on training for staff.	
Portal Communication Center	All workers have access but just beginning to use as of February 2022	Yes	Working with OCSS on training for staff.	
CSENet	Message Length Restrictions	Automated Message Issues	Direct to Caseworker?	Incoming Messages on Closed Cases?
	3 lines, 240 characters (80 characters per line); messages often cut off when received	When another state or CSED updates a PYCR (tax intercept) or extending the PP1 (graduation date), the computer automatically sends a CSENet to the other state that the order was modified, which it was not. Other states often ask for a copy of the modified order; this is usually the CSENet response to their request: "Hello. Please be advised there is no modified order. Our office entered the tax Intercept which sent a CSENet that there was a	Incoming CSENet messages go directly to the caseworker's morning mail.	Incoming CSENet messages on closed cases go directly to the caseworker's morning mail.

		modification but there was not."		
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### Order Establishment and Registration

Establishment Administrative or Judicial?	Register All Orders When Received or Only If Needed?	Comments
Judicial	Registered when received	

### Enforcement Remedies

Remedy	Judicial or Administrative?	Automated?	Threshold	Comments
Driver's License Suspension	Administrative	Automated	Delinquent 30 days or more	All remedies available under state and federal law may be used to collect judgement or additional arrearage even though a respondent may be paying as ordered.
Occupational License	Administrative	Automated	Delinquent 30 days or more	
Recreational License	Administrative	Automated	Delinquent 30 days or more	
Credit Bureau Reporting	Administrative	Automated	Delinquent 30 days	
FIDM	Administrative	Automated	Delinquency of at least three full months of support obligation (PP1 and PP2 combined)	
Federal & State Income Tax Intercept	Administrative	Automated	TANF cases owing at least \$150 in past-due support, multiple cases may be combined to reach the \$150 minimum; non-TANF or Medicaid-only cases owing at least \$500 in past-due support owed to, or on behalf of, a qualified child, multiple cases may be combined to reach the \$500 minimum	
Passport	Administrative	Automated	Support arrears in excess of \$2,500	

Enforcement Remedies				
Remedy	Judicial or Administrative?	Automated?	Threshold	Comments
Lottery & Sports Betting Intercept	Administrative	Not Automated	Lottery – delinquent obligors claiming prizes of more than \$600 Gaming – delinquent obligors winning \$1,200 or more per payout	
Liens	Administrative	Not Automated	Delinquent 30 days or more	All remedies available under state and federal law may be used to collect judgement or additional arrearage even though a respondent may be paying as ordered.
Contempt or Show Cause	Judicial	No		Rarely used.

Interest		
Statutory Interest Rate	Collected on In-State Orders?	Comments on Other States' Order if Interest Requested
4%	Interest enforced only if JCP is more than 30 days delinquent.	Calculations must be received from initiating state.

### COVID Impact

- A lot of staff still working remotely; required to be in the office 2 days per week.
- Courts all shut down face-to-face and some have started to reopen (although have started with private family court cases).
- Virtual courts are both telephone and via Zoom.
- Increased use of email.

What's Your Lingo?					
Child Support Agency	State Agency Where CS Housed	Central Registry	State Disbursement Unit	State Computer System	Unemployment Compensation
CSED – New Mexico Child Support	Dept. of Human Services (HSD)	NM CR or Central Registry	SDU	CSES	UIB

Enforcement Division					
Custodial Party	Noncustodial Parent	Potential Father	Voluntary Paternity	Current Support Obligation	IV-A, Cash or TANF
CP	NCP	AF	AOP	Ongoing	TANF

## Texas (TX) At-A-Glance

### Program Overview

- All initiating cases worked by field offices; all responding cases worked by the Central Registry unless a judicial action is needed; case is then assigned to a field office. Central registry has 56,000 responding cases and 14-17 employees.
- TX has approximately 54,000 initiating cases.
- TX has a statewide NCP employment program (NCP Choices) to which nonpaying NCPs are referred with attendance mandated and monitored by the court,
- Requests for post office address verifications are hard to provide since they are handled through a vendor and do not come to the Central Registry. The information is updated in their system by the vendor and no hard copy is scanned.

### Communications

Method	Available or Preferred	Direct Contact Available?	Comments	
Email	Preferred	Direct contact is available, but preferred method is email to <a href="mailto:TXCENREG@OAG.TEXAS.GOV">TXCENREG@OAG.TEXAS.GOV</a>	All emails go through Central Registry to distribute and monitor for response.	
Phone	Yes	Direct contact is available, but preferred method is their centralized ICR call center (512-406-2300)		
QUICK	Implemented Jan 2021; all staff have access			
EDE	Yes		Their one complaint is when states are using all available methods to send communication instead of just one for the same case.	
Portal Communication Center	Yes		Will be used more when more states have access.	
CSENet	<b>Message Length Restrictions</b>	<b>Automated Message Issues</b>	<b>Direct to Caseworker?</b>	<b>Incoming Messages on Closed Cases?</b>
	4 lines, 160 characters	Not all states receive all types of CSENet messages. When states send batch status update requests, can create a very large number.	Yes	No auto response for CSENet's received on closed cases'

				no way to locate those incoming CSEnets.
Order Establishment and Registration				
Establishment Administrative or Judicial?	Register All Orders When Received or Only If Needed?	Comments		
Judicial and quasi-administrative that involve agency-based negotiations with non-minor parties with no family violence who both appear & can reach an agreed order or modification. These are now being done through Zoom for the most part.	Only if needed for court action	In El Paso, both parties must be served to set a court hearing date. The field office files the motion, but the actual court date is not set until both parties are served; most counties are now using this process with Zoom hearings as they have better success rate in parties attending.		

Enforcement Remedies				
Remedy	Judicial or Administrative?	Automated?	Threshold	Comments
Driver's License Suspension	Either	No	Three times the current obligation	Must obtain an order with a judgement (can be obtained administratively or judicially) and put the NCP on a payment plan (administratively or judicially). If the payment plan is not honored, the DLS is processed administratively by regional attorneys or judicially by the filed office; more commonly done through the administrative courts.
Occupational License	Both			Can deny renewal. Case is flagged for denial if the NCP fails to remit qualifying payments within the last 185 days. NCP must negotiate with field office to have denial withdrawn. Judicial to action required to suspend.
Recreational License	Either	No		Processed administratively by regional attorneys or judicially by the field office; more commonly done through the administrative courts.
Credit Bureau Reporting	Administrative	Yes		
FIDM	Administrative			Over \$5k in funds must be available in the account. Paying cases looked at



Enforcement Remedies				
Remedy	Judicial or Administrative?	Automated?	Threshold	Comments
				on a case-by-case basis but rarely referred unless very large amount of funds available.
Federal Income Tax Intercept	Administrative	Yes		No state income tax in TX.
Passport	Administrative		\$2,500	Zero balance required to release passport hold.
Lottery & Sports Betting Intercept	Administrative (Lottery)		\$100 (Lottery)	
Liens	Administrative			
Contempt or Show Cause	Judicial	No		Both parties sent Ability to Pay Questionnaire before proceeding. NCP referred to jobs program, NCP Choices. The NCP Choices Program is a partnership between the OAG, the TX Workforce Commission (TWC), and IV-D courts. This program helps unemployed and underemployed NCPs find work and financially support their children. Eligible parents are enrolled in the program as a condition of their enforcement or establishment child support order. Participation must be court-ordered.

Interest		
Statutory Interest Rate	Collected on In-State Orders?	Comments on Other States' Order if Interest Requested
6%	Yes	Calculations must be received from initiating state and reconciled occasionally, as TX does not automatically add the interest each month.

## COVID Impact

- Judicial enforcement suspended for a time; now done on a case-by-case basis and is back-logged.
- There is a hold on incarceration for civil nonpayment.
- Zoom meetings make establishment faster as people are participating and cooperating more.
- CSRs (Child Support Review Process) are in-office meetings between parents and a child support office to negotiate an agreed-upon order or modification. Previously held in person, CSRs are now conducted virtually.
- Hybrid staffing plan at child support with line staff in office 2 days per week and managers 3 days. Court hearings by Zoom with some using in-person formats.

## What's Your Lingo?

Child Support Agency	State Agency Where CS Housed	Central Registry	State Disbursement Unit	State Computer System	Unemployment Compensation
Child Support Division (CSD)	Office of the Attorney General (OAG)	ICR – TX Interstate Central Registry	SDU- State Disbursement Unit	TXCSES – TX Child Support Enforcement System	UIB
Custodial Party	Noncustodial Parent	Potential Father	Voluntary Paternity	Current Support Obligation	IV-A Cash/TANF
CP or Oblige	NCP or Obligor	AF – Alleged Father, NCP	AOP- Acknowledgment of Paternity	CSPP1 – Child Support Payment Plan 1	TANF

## Utah (UT) At-A-Glance

### Program Overview

- State operated program; 4 offices.
- In addition to administration and associate regional directors, there are teams (Central Registry team, pre-order teams, post-order teams, and one modification team). Within the post-order teams, there are two outgoing interstate teams that each have about nine workers; the other post-order teams handle UT cases as well as incoming interstate cases. There is also a criminal non-support team.
- State-operated customer service unit handles all phone calls and try to resolve issue. If they cannot, caller referred to a team. If team unable to take the call on the spot, message left. Except for some managers and administrators, workers have no direct phone number, so all follow-up calls go to customer service unit again.
- Other states that cannot get a response on an open interstate case are welcome to connect with Central Registry at [ors-cru@utah.gov](mailto:ors-cru@utah.gov) or contact the Central Registry Manager, Chris Deary @ 801-741-7544.
- Required to have birth records showing paternity for every child in system.

### Communications

Method	Available or Preferred	Direct Contact Available?	Comments	
Email	Preferred	No	Emails to Ors-cru@utah.gov go directly to Central Registry and are routed to workers as needed.	
Phone	Use a lot	No	All workers on central phone system. Prompts route call to caseworker or customer service.	
QUICK	All employees should have access			
EDE	No		They are working on getting access target date of July 1, 2022.	
Portal Communication Center	No		Want to learn about it.	
CSENet	Message Length Restrictions	Automated Message Issues	Direct to Caseworker?	Incoming Messages on Closed Cases?
	4 lines, 270 characters			

Order Establishment and Registration		
Establishment Administrative or Judicial?	Register All Orders When Received or Only If Needed?	Comments
Both	Only registered when needed	Stipulation can be done in CS office and default order can be done administratively.

Enforcement Remedies				
Remedy	Judicial or Administrative?	Automated?	Threshold	Comments
Driver's License Suspension				Have the ability but rarely done.
Occupational License	Administrative			Not actually done.
Recreational License	Administrative			
Credit Bureau Reporting	Administrative			
FIDM	Administrative			
Federal & State Income Tax Intercept	Administrative			
Passport	Administrative		Balance at least \$2,500	
Liens	Administrative		If \$1,000 in checking account	Used a lot.
Contempt or Show Cause	Judicial	No	Must have a valid residential address and at least 6 months without a payment	

Interest		
Statutory Interest Rate	Collected on In-State Orders?	Comments on Other States' Order if Interest Requested
No	Not applicable	Calculations must be received from initiating state.

COVID Impact
<ul style="list-style-type: none"> <li>• Very short-staffed and having difficulty hiring.</li> <li>• Many workers continuing to work remotely.</li> <li>• Court back to in-person hearings, but cases backlogged.</li> </ul>

What's Your Lingo?					
Child Support Agency	State Agency Where CS Housed	Central Registry	State Disbursement Unit	State Computer System	Unemployment Compensation
ORS – Office of Recovery Services	Dept. of Health & Human Services	Central Registry Unit--CRU	SDU	ORSIS	UC
Custodial Party	Noncustodial Parent	Potential Father	Voluntary Paternity	Current Support Obligation	IV-A Cash/TANF
CP or obligee	NCP or Obligor	Alleged Dad, NCP, presumed	Voluntary Declaration of Paternity (VDP)	CRS -- Current support, ongoing or ongoing support	TANF

## Wyoming (WY) At-A-Glance

### Program Overview

- 9 judicial districts: 5 are operated by YoungWilliams (a private corporation), 3 are run by joint powers boards (between counties, people from each county make up the board), and 1 is county operated. This may cause some differences in policies and procedures.
- They are short-staffed and have a statewide freeze due to budget cuts and COVID.

### Communications

Method	Available or Preferred	Direct Contact Available?	Comments	
Email	Preferred			
Phone	Preferred			
QUICK	All have access but not used by all staff		Some confusion due to limited financial data in QUICK and different acronyms used.	
EDE	Preferred		Frustrating, EDE is optional, and states don't use or respond.	
Portal Communication Center	In process of setting up			
CSENet	Message Length Restrictions	Automated Message Issues	Direct to Caseworker?	Incoming Messages on Closed Cases?
	5 lines, 400 characters (80 characters per line)		Yes, try to respond within 10 days.	Unable to use on closed cases.

### Order Establishment and Registration

Establishment Administrative or Judicial?	Register All Orders When Received or Only If Needed?	Comments
Judicial	County option, varies	

### Enforcement Remedies

Remedy	Judicial or Administrative?	Automated?	Threshold	Comments
Driver's License Suspension	Once the NCP is served with the intent to proceed, administrative	Yes, after NCP is served	\$2,500 arrears and no payment that meets current support in at least 90 days	

Enforcement Remedies				
Remedy	Judicial or Administrative?	Automated?	Threshold	Comments
Recreational License	Judicial order required		NCP must be served prior to judicial order	
Credit Bureau Reporting	Administrative	Yes	\$1,000 Arrears	
FIDM	Administrative	Partially	Criteria are office dependent	Caseworker receives alert and assesses case.
Federal Income Tax Intercept	Administrative	Yes		
State Income Tax Intercept	None			No state income tax.
Passport	Administrative			Zero balance required to release passport hold.
Hunting & Fishing	Judicial			Requires a judge's order; NCP must be served.
Liens	Administrative			
Contempt or Show Cause	Judicial	No	Determined by county	Laramie County, cannot take any contempt action against an arrears-only case.

Interest		
Statutory Interest Rate	Collected on In-State Orders?	Comments on Other States' Order if Interest Requested
10%	CSE offices do not; private attorneys or parties may	Calculations must be received from initiating state.

### COVID Impact

- Increased use of email due to working remotely
- No remedies suspended
- Increased use of virtual or telephone hearings

What's Your Lingo?					
Child Support Agency	State Agency Where CS Housed	Central Registry	State Disbursement Unit	State Computer System	Unemployment Compensation
WY Child Support Program	Dept. of Family Services	Central Registry	SDU	POSSE	Employment Security Commission (ESC)

Custodial Party	Noncustodial Parent	Potential Father	Voluntary Paternity	Current Support Obligation	IV-A, Cash or TANF
CP or obligee	NCP or obligor	NCP	Paternity Affidavit	Current support (CS)	POWER



## Appendix B. Best Practices

These findings were compiled based on virtual summits and focus groups with state staff and interstate child support workers in eight border states: Arizona, Colorado, Kansas, Nebraska, New Mexico, Texas, Utah, and Wyoming.

1. General Practice Guidelines	
Do This	NOT This
Provide resources and information promptly when requested by a worker in another state or county, even if you are unsure of the reason for the request.	Make assumptions about other people's processes; states have different requirements, standards, and procedures.
Use EDE whenever possible. Remember that not all states have access to EDE so be sure to determine if that form of communication is an option.	Send paper documents through the mail if the other state can receive them via EDE.
Use email to communicate whenever possible – this is more accessible for those working from home during the COVID-19 pandemic. Not all states can easily communicate via email, given encryption and privacy regulations. A phone call may be a useful alternative.	Communicate only via Transmittal #2 sent through the mail.
Provide as much information as possible when leaving a voicemail message or sending an email: your name, the case number for both your state and the corresponding state (if you have that information), the full spelling of the client's name, the reason for your call and the question that you have, and return contact information such as your phone number or email. Remember that all workers are busy and crunched on time – the more information you can give on the case, the better for time management.	Leave a voicemail or email message containing minimal information about why you are contacting the worker in the other state. More information allows them to generate an answer to the question before calling you back.
Provide a complete reply to questions received or a timeframe by which the reply will be received.	Send a reply that indicates a request is being reviewed without following up.
Use the IRG if you are not sure what another state might or might not do.	Call just to confirm information that you see on the IRG.
Use QUICK to find information on interstate cases.	Call just to confirm information that you see on QUICK.
Consider time zones and work schedules when returning calls	Expect that other workers have the same work schedule you do.

## 2. Micro-Level Practice Guidelines

Do This	NOT This
Be detail-oriented with paperwork; ensure that all paperwork is appropriately signed and that the numbers match.	Staple packets – the worker in the other state may need to unstaple the paperwork to process it.
Speak slowly and audibly when leaving a voicemail. Include your contact information and questions. Leave your contact number twice to ensure the receiving worker can understand it.	Leave a message without including your direct contact number or email.
Respond to inquiry within 2 business days.	Wait a long time to respond to inquiries.
Use CSENet, but be aware of limitations and complications in individual states, provide email or phone number for information to be sent to.	Assume that CSENet messages reliably go through to the intended recipient. When using CSENet, provide an alternative mode of communication, such as your email address or direct phone number. There are system glitches in California and Texas.
Update SSP/IRG with reachable contact information.	Leave outdated information on the SSP/IRG.

### IRG Quick Reference Guide

Note: The last date the information was updated can be found at the top of each state's Profile page.

Age of majority (emancipation)	2: 1-7
Automated Administrative Enforcement in Interstate Cases (AEI)	9: 1-2
Certified orders (how to obtain)	16: 1
Certified payment records (how to obtain)	16: 2
Change of custody between parents	6: 7
Change of payee	4: 6-7
Costs/Fees	12: 1-3
Credit bureau reporting	9: 3-6
CSENet transactions	15: 1-6
Direct income withholding of unemployment insurance	7: 6-6.1
Direct income withholding of workers' compensation (WC) benefits	13: 4
Enforcement remedies	9: 1-42
Father's name on birth certificate – proof of paternity?	5: 5
Guideline method	6: 2
Insurance match	13: 4-6
Interest	4: 2-4
Legal custody requirements for caretaker	4: 7
Liens, real property	9: 38
Liens, financial	7: 9 9: 14-26
Modification/Review & Adjustment	10: 1-6

Order establishment (administrative or judicial)	1: 3 6: 1.1-1.2
Paternity/Parentage	5: 1-12
Retroactive support	6: .4.1-4.3
Statute of limitations	3: 1-3
Support for prior periods establishment	1.4
Unemployment Insurance and how to attach it	7.8 – 7.8.1

## Appendix C. Baseline Survey

### Executive Summary

The Colorado Intergovernmental Collaboration (CIC) demonstration project aims to improve cooperation and relationships between Colorado and its bordering states in order to increase child support collections, improve case processing procedures, and enhance customer service for interstate cases. By engaging Colorado interstate workers with their counterparts in border states in a series of four online meetings, herein termed “Virtual Summits,” Colorado hopes to create cross-border relationships, share case processing practices, and increase cross-state communication.

This report presents the results of a baseline survey completed by 147 caseworkers in eight states—Colorado and seven border states—prior to the conduct of the Virtual Summits, or at the conclusion of the first Virtual Summit.

A link to the survey was sent to managers of child support offices in Colorado counties that work with border states with instructions for them to forward it to workers in their offices who handle interstate cases. In seven border states, the survey was sent to the director of the Central Registry with instructions to forward it to interstate workers that handle cases jointly held with Colorado.

Since the link was forwarded to an unknown number of workers by a variety of contacts, rather than to an established list of interstate child support caseworkers, we have no way of calculating a response rate.

The following presents the results of the baseline survey based on the responses of 147 respondents. Survey responses were heavily skewed to Colorado with 65% of respondents coming from that state. Due to the small number of respondents in the seven border states, all responses from other states are combined and patterns are compared for Colorado versus Other States. The following are some highlights of baseline survey results for Colorado respondents and those in Other States:

#### **Experience, Training and Knowledge of State Specific Requirements**

- Most respondents in Colorado and Other States had considerable experience working interstate but about a third had worked in the area for two years or less.
- Many workers in Colorado (40%) and Other States (56.8%) would like more interstate training. More than half in Colorado (58.2%) and less than half in Other States (43.2%) feel that the training received was sufficient.
- Half of Colorado workers feel their knowledge base is thin about state specific requirements in border states. This was the case for 40% of respondents in Other States.
- Only 14% of Colorado respondents and 26% of Other State respondents felt that workers in other states know their state’s requirements.

#### **Likes and Dislikes About Working Interstate Cases**

- While most Colorado and Other State respondents report liking to work such cases (71.9% vs. 70.6%), nearly identical proportions say it is frustrating to work interstate cases (72.2% vs. 70.6%). They tend to view interstate work as harder than working non-interstate cases (75.3% vs. 70.6%).

- Nevertheless, at least 70% of both groups of respondents say they are able to close cases for the right reason (74% vs. 80%).

### **The Most Common Problems when Processing Interstate Cases**

- Lack of contact information for the worker handling a case in another state is the top problem for workers in Colorado (68.8%) and Other States (52.6%).
- Other top problems cited by Colorado respondents are CSENet limitations in some states (43.8%), states using automated responses (41.7%), and states with high caseworker turnover (41.7%).
- In Other States, respondents cited the following top problems: states funneling cases through a call center (45.6%), states using automated responses (43.9%), and caseworkers who are generalists and not specialized in interstate (31.6%).

### **Communication Issues**

- Colorado respondents are more dissatisfied with communication issues in interstate cases than their counterparts in Other States.
- They are significantly less likely to feel they can brainstorm with workers in another state about case issues (46.7% vs. 37.3%).
- They are significantly more likely to feel that other states change the caseworker on an interstate case without notification (64.4% vs. 45.1%).
- They are significantly less likely to know a person in a border state they can reach out to for help (20% vs. 43.1%).
- They are statistically more likely to say that not having a name, phone number for the worker in the other state is a major problem (74% vs. 51%).
- They are more likely to say that conveying questions or messages through a call center is a major problem (84% vs. 69%).
- They are more likely to say cases have no assigned worker (30% vs. 12%).

### **Documentation Issues**

- Colorado respondents and respondents in Other States agree on the major problems with documentation in interstate cases.
- Both groups rate pushback from other states about my state's requirements as a major problem (26.3% vs. 40%).
- Both groups say getting cases that lack their state's documentation requirements is a major problem (21.9% vs. 35.9%).

While Other States say that getting forms that do not match the requested action is a "minor problem," (71%), Colorado workers are more likely to say this is "not a problem" (29% vs. 8%). Other State respondents rate not being able to get or send documents electronically as a major problem, while fewer Colorado respondents characterize it as a major problem (20.3%). Other States are also more likely to characterize the failure of workers to prove paternity acknowledgement as a major problem (36.1%) as compared with Colorado respondents (17.6%).

### **Process and Case Work Issues**

- The chief process issue cited as a major problem in Colorado is "getting cases that lack a recently verified address" (36.2%).
- In Other States, the top "major problem" was "process and requirements in other states are not clear" (31%).

- The major work problems that Colorado reported was having cases closed by another state without an explanation (50.7%) and getting canned, automated responses from another state (43.6%).
- The major work problems cited by respondents in Other States were getting canned, automated responses from other states (46%).

#### **Top Problems in Establishment, Enforcement, and Modification Cases**

Regardless of case type, Colorado respondents cited the following as top problems:

- Not having name, direct phone, or email for caseworker in another state
- Needing to convey all questions, messages, and requests through a call center worker
- Getting no response from another state

Other State respondents said the top problems for establishment, enforcement and modification cases were:

- Getting no response from another state
- Not having name, direct phone, or email for caseworker in another state
- Needing to convey all questions, messages, and requests through a call center worker

#### **Tools and the Central Registry**

- CSENet is the most commonly tool that workers use to communicate with other states and to exchange information. The State Services Portal is also commonly used.
- Colorado respondents are less apt than workers in Other States to contact Central Registry personnel in in their own state and in border states for help with a case and rate the help they receive from other states less favorably with 44% saying it was “somewhat” helpful and 12% saying it was “very helpful.”
- Other State respondents are more apt to report contacting the Central Registry in their own state and in border states for help and to characterize it as “somewhat” (46%) or “very helpful” (32%).

#### **Ratings of States on Performance**

- Colorado gave highest ratings to Colorado, followed by Wyoming, Nebraska, and Utah for both overall performance and Central Registry performance.
- Other States gave the highest ratings for overall performance and Central Registry performance to Wyoming, followed by Colorado, Nebraska, and Utah.
- Colorado ranked Texas the lowest for overall and Central Registry performance.
- Other States ranked Arizona on the bottom for both overall and Central Registry performance.
- These state ratings were the same for turnaround time and ability to reach a caseworker.

#### **Conclusions**

- Many respondents in Colorado and Other States would welcome more training on interstate case processing. Half of Colorado respondents and 40 percent of Other State respondents say that they are uncertain about state-specific requirements in border states.
- All respondents rate communication issues as the biggest challenges in processing interstate cases with the single biggest issue being the lack of contact information for workers handling the case in another state.
- Colorado workers are less apt than their counterparts in Other States to use the Central Registry in other states for case help and are less satisfied with the help that it provides.

- Colorado workers rate Colorado as the top performer followed by Wyoming, while Other State respondents rate Wyoming as the top performer followed by Colorado. All agree that Texas and Arizona are the lowest performing states.

## Introduction

The CIC demonstration project aims to improve cooperation and relationships between Colorado and its bordering states in order to increase child support collections, improve case processing procedures, and enhance customer service for interstate cases. By engaging Colorado interstate workers with their counterparts in border states in a series of four online meetings, herein termed “Virtual Summits,” Colorado hopes to create cross-border relationships, share case processing practices, and increase cross-state communication. As a result, Colorado expects to increase collection on interstate cases initiated by Colorado, speed up the process of establishing orders in interstate cases, and reduce the number of case closures due to lack of cooperation from initiating states.

Some of the outcomes posited for the CIC project will be assessed via a comparison of pre- and post-project information on child support collections and case processing timeframes drawn from extracts of the Automated Child Support Enforcement System (ACSES). Other outcomes, however, will be gauged by a comparison of survey responses provided by workers prior to and following their participation in the Virtual Summits.

This report presents the results of a baseline survey completed by 147 caseworkers in eight states—Colorado and seven border states—prior to the conduct of the Virtual Summits, or at the conclusion of the first Virtual Summit. Center for Policy Research (CPR) developed the survey after it had conducted a series of interviews and focus groups with Colorado child support workers who have extensive experience processing interstate cases. They included the director and staff of the Colorado Central Registry, members of the CIC Advisory Board, and members of the CIC Planning Committee. In addition to providing initial information on the experience of processing interstate cases and various case processing challenges, these audiences reviewed drafts of CPR’s baseline survey, which was revised pursuant to their input. The survey was placed on Qualtrics, an online survey platform.

A link to the survey was sent to managers of child support offices in Colorado counties that work with border states with instructions for them to forward it to workers in their offices who handle interstate cases. In seven border states, the survey was sent to the director of the Central Registry with instructions to forward it to interstate workers that handle cases jointly held with Colorado. All respondents were offered the opportunity to be entered into a drawing to receive a \$100 Amazon gift certificate. The survey was circulated in July 2020, and responses were accepted through August 26 upon the conclusion of Virtual Summit #1.

Since the link was forwarded to an unknown number of workers by a variety of contacts, rather than to an established list of interstate child support caseworkers, we have no way of calculating a response rate.

The following presents the results of the baseline survey based on the responses of 147 respondents.

## Profile of Survey Respondents

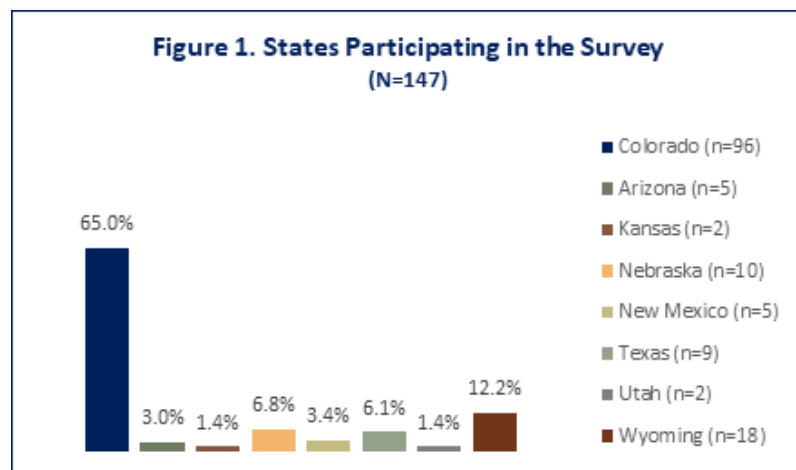
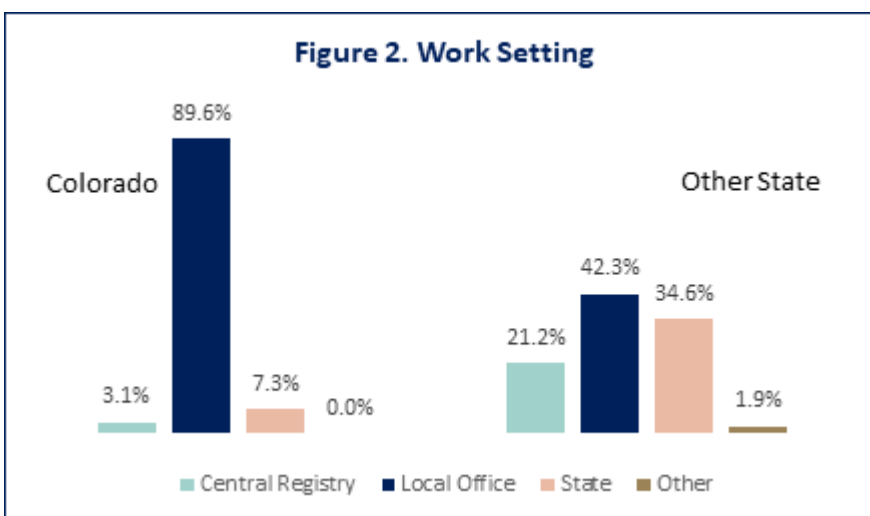


Table 1. Geographic Area	
Northeast	10.8%
Northwest	15.1%
Southeast	14.0%
Southwest	26.9%
Metro	33.3%

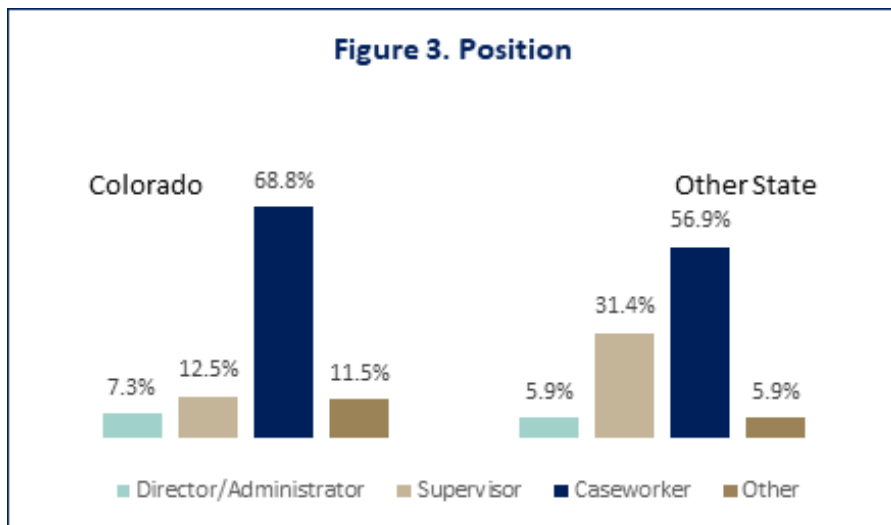
Two-thirds (65%) of the survey respondents are from Colorado. See Figure 1. Wyoming has the next greatest number with 12%.

Broken down by geographic area, a third of the respondents report working in urban centers (Metro). Just over a quarter are in the Southwest (southwest Colorado, northeast Arizona, southeast Utah, or northwest New Mexico). Approximately equal percentages are located in the Northwest (northwest Colorado, southwest and south central Wyoming, and northeast Utah) and in the Southeast (southeast Colorado, southwest Kansas, northeast New Mexico, northwest Texas). The remaining respondents are in the Northeast (northeast Colorado, northwest Kansas, southwest Nebraska, southwest Wyoming). See Table 1.

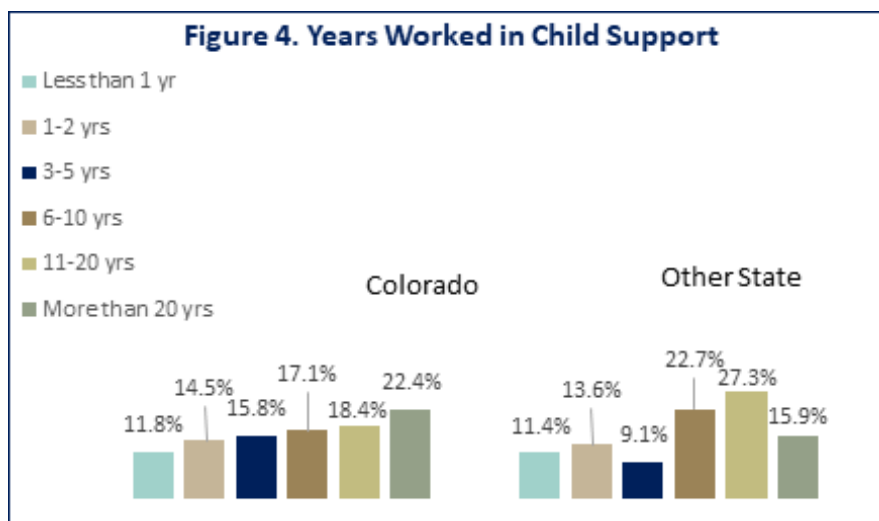


Nearly 90% of the survey respondents in Colorado work in a local child support office. Only 3% work in the Central Registry and 7% work at the state. In the other states there was greater diversity. Approximately 40% are from local offices, but 35% are at the state office and 21% are at the Central Registry. See Figure 2.





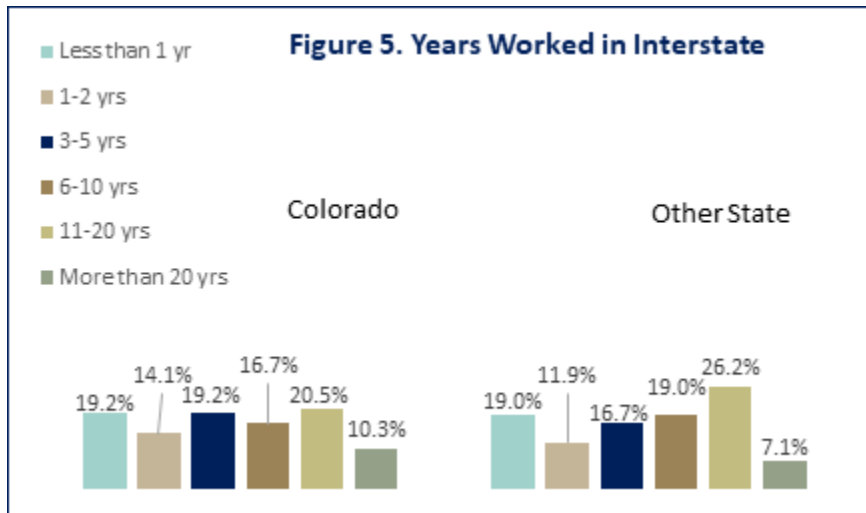
As expected, given the large percentage of Colorado survey respondents who work in local offices, most individuals in Colorado describe themselves as caseworkers or technicians. In the other states, caseworkers also make up the majority of respondents, however, approximately a third describe themselves as supervisors. See Figure 3.



In Colorado, just over 40% of those surveyed say then have worked in child support for more than 10 years. Approximately a quarter report working in the field for two years or less.

In other states, the pattern was similar. About 40% said they had worked in child support for more than 10 years and a quarter had worked in the field two years or less. See Figure 4.

## Survey Respondents Experience with Interstate Cases



Although Colorado workers are relatively experienced with the child support system in general, over a third have worked interstate cases for two years or less (compared to a quarter who have worked in the child support system in general for this amount of time). The same is true in other states. See Figure 5.

Table 2. Percentage of Time Spent on Various Types of Cases			
		Colorado	Other States
Initiating Cases	Average	31.5	25.7
	Median	15.0	15.0
		(78)	(43)
Responding Cases	Average	19.7	33.9
	Median	10.0	20.0
		(78)	(43)
Non-Interstate Cases	Average	32.9	34.4
	Median	20.0	27.5
		(78)	(44)
Other	Average	5.5	6.1
	Median	0.0	0.0
		(77)	(44)

Survey respondents were asked to estimate what percentage of time they typically spend on initiating interstate cases, responding interstate cases, non-interstate cases or some other type of case. See Table 2.

In Colorado, for initiating interstate cases:

- On average, the amount of time is 31.5%.
- Half of those responding say they spend 15% of their time or less on initiating cases.

For responding interstate cases:

- On average, the time spent is estimated at 19.7%.
- Half say they spend 10% of their time or less.

For non-interstate cases, the average is 32.9% of their time and half report spending 20% of their time or less. In other states, for initiating interstate cases:

- On average, the amount of time is 25.7%.
- Half of those responding say they spend 15% of their time or less on initiating cases.

For responding interstate cases:

- On average, the time spent is estimated at 33.9%.
- Half say they spend 20% of their time or less.

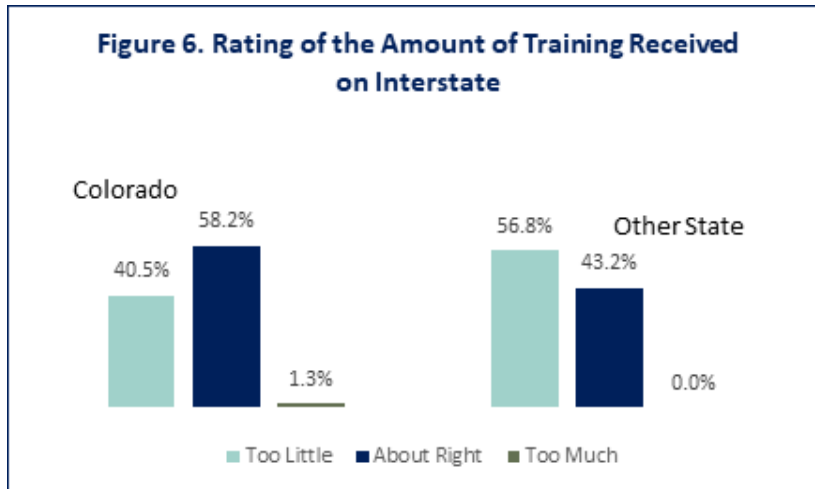
For non-interstate cases, the average is 34.4% of their time, and half report spending 27.5% of their time or less.

### Interstate Training and Knowledge

Table 3. Training on Interstate Cases in the Past 3 Years (Check all that apply)		
	Colorado	Other States
None	2.1%	7.0%
1-3 hours	13.5%	15.8%
4-8 hours	15.6%	10.5%
1-2 days	31.3%	21.1%
Occasional webinars*	57.3%	24.6%
Sessions at state or national conferences	31.3%	29.8%
Other	8.3%	3.5%
*Chi square significant at .05		

When asked about the extent of training they have received on interstate cases, approximately 16% of the Colorado workers and 23% of the workers from other states say they received 3 hours or less. However, many of these workers may have participated in webinars and sessions at state or national conferences. About 30% in Colorado and 20% in other states report receiving 1 to 2 days of interstate training. See Table 3.

When asked to assess whether the amount of interstate training they received was sufficient, nearly 60% in Colorado said it was about the right amount. However, 40% would have liked more training. In the other surveyed states, an even greater percentage (57%) reported receiving too little training. See Figure 6.



Survey respondents were asked to agree or disagree with a series of statements about their level of knowledge of interstate cases. In Colorado, about half of those responding to the survey disagreed (strongly or somewhat) to statements about understanding:

- State-specific establishment requirements in border states
- State-specific modification requirements in border states
- State-specific paternity requirements in border states
- What large urban jurisdictions require in establishment cases in border states
- What large urban jurisdictions require in modification cases in border states
- What large urban jurisdictions require in paternity cases in border states; in other states approximately, 40% disagreed with each of these statements.

When asked to agree or disagree with the statement “Workers in other states know my state’s requirements,” only 14% of Colorado respondents and 26% of respondents in other states agreed (either strongly or somewhat.) See Table 4.

Table 4. Knowledge of Interstate Cases by State						
	Colorado			Other States		
	Agree (strongly or somewhat)	Disagree (strongly or somewhat)	Not sure /NA	Agree (strongly or somewhat)	Disagree (strongly or somewhat)	Not sure /NA
I know about state-specific establishment requirements in border states	35.2%	48.9%	15.9%	49.0%	35.3%	15.7%
I know about state-specific modification requirements in border states	30.3%	58.4%	11.2%	42.9%	42.9%	14.3%
I know about state-specific paternity requirements in border states	30.7%	51.1%	18.2%	45.1%	39.2%	15.7%
I know what large urban jurisdictions require in establishment cases in border states	22.5%	57.3%	20.2%	41.2%	41.2%	17.6%
I know what large urban jurisdictions require in modification cases in border states	25.0%	60.2%	14.8%	43.1%	41.2%	15.7%
I know what large urban jurisdictions require in paternity cases in border states	23.6%	56.2%	20.2%	43.1%	39.2%	17.6%
Workers in other states know my state’s requirements	14.4%	61.1%	24.4%	25.5%	45.1%	29.4%

### General Assessment of Working Interstate Cases

Table 5 shows responses to a series of statements about the individual's experiences working interstate cases. At least 70% of the Colorado respondents agreed (strongly or somewhat) with the following statements:

- It is harder to work interstate than non-interstate cases. (75%)
- I am able to close cases for the right reason. (74%)
- I feel frustrated working interstate cases. (72%)
- I like working interstate cases. (72%)

Among non-Colorado respondents, 70% or more agreed (strongly or somewhat) with the following statements:

- I am able to close cases for the right reason. (80%)
- CPs get frustrated or angry - because I can't get answers from other states about their cases. (76%)
- It is harder to work interstate than non-interstate cases. (71%)
- I like working interstate cases. (71%)
- I feel frustrated working interstate cases. (71%)

Table 5. General Assessment of Working Interstate Cases by State						
	Colorado			Other States		
	Agree (strongly or somewhat)	Disagree (strongly or somewhat)	Not sure /NA	Agree (strongly or somewhat)	Disagree (strongly or somewhat)	Not sure /NA
I like working interstate cases.	71.9%	23.6%	4.5%	70.6%	25.5%	3.9%
I feel frustrated working interstate cases.	72.2%	24.4%	3.3%	70.6%	27.5%	2.0%
CPs get frustrated or angry because I can't get answers from other states about their cases.	67.8%	20.0%	12.2%	76.5%	13.7%	9.8%
It's harder than working non-interstate cases.	75.3%	13.5%	11.2%	70.6%	21.6%	7.8%
I am able to close cases for the right reason.	74.2%	18.0%	7.9%	80.4%	13.7%	5.9%
I find myself waiting for courts in other states to make needed changes to child support orders.	67.4%	20.2%	12.4%	66.7%	13.7%	19.6%
Other states close cases I don't think meet federal closure criteria.	68.2%	15.9%	15.9%	64.7%	11.8%	23.5%

### Most Common Interstate Issues Pre-COVID-19

Table 6 shows the issues that survey respondents viewed as the most common problems prior to COVID-19. At the top of the list for Colorado and other states is a lack of contact information for the worker handling a case. Other key problems in Colorado include CSENet limitations of some states, states using automated responses and high caseworker turnover. In other states, key problems included states funneling cases through a call center, states using automated responses, and caseworkers who are generalists and not specialized in interstate.

Table 6. Before COVID-19, Which of the Following were Common Problems?		
	Colorado	Other States
States not providing contact information for the worker handling a case*	68.8%	52.6%
States that have CSENet limitations	43.8%	29.8%
States using canned, automated responses	41.7%	43.9%
States with high caseworker turnover	32.3%	29.8%
States funneling cases through a call center*	31.3%	45.6%
States not using Electronic Document Exchange	21.9%	22.8%
States using private contractor to run their child support programs*	19.8%	3.5%
Caseworkers who are generalists and not specialized in interstate	19.8%	31.6%
Cases with multiple alleged fathers	18.8%	10.5%
States conveying documents solely through US mail*	12.5%	24.6%
States with idiosyncratic requirements	11.5%	14.0%
States with limited Central Registry staffing	10.4%	14.0%
States lacking a statewide scan system*	4.2%	15.8%
*Chi square significant at .05		

Table 7 shows respondent assessments of how COVID-19 has affected interstate work. Significant numbers of workers in Colorado and other states report that reaching a caseworker has become “a lot worse.” In other states, over 40% of the respondents also report timeliness has become more of a problem.

Table 7. How COVID-19 Has Affected Interstate Work						
	Colorado			Other States		
	No Change	Somewhat Worse	A Lot Worse	No Change	Somewhat Worse	A Lot Worse
Timeliness	23.0%	51.4%	25.7%	16.7%	42.9%	40.5%
Ability to Reach a Caseworker	18.9%	43.2%	37.8%	14.3%	40.5%	45.2%

### Communication Issues in Interstate Cases

Tables 8 and 9 show responses to a series of items related to communication between the initiating and responding state. In Table 8, survey respondents were asked to agree (strongly or somewhat) or disagree (strongly or somewhat) to a series of statements. There were three items that showed statistically significant differences between responses from Colorado and responses from other states. Specifically:

- On the item “I am able to brainstorm with workers in another state about case issues,” Colorado workers were more likely than workers in other states to say they disagreed.
- On the item “Other states change the caseworker on interstate cases without letting me know,” Colorado workers were more likely than workers in other states to say they agreed.
- On the item “I know a person in border states I can reach out to for help,” Colorado workers were significantly less likely to agree compared to workers in other states.

While the differences with other states are not statistically significant, Colorado workers are more likely to agree with the statements “I can’t get my questions about a case answered” (67% vs 49%) and “I sometimes give up on cases due to lack of response from another state” (26% vs 20%).

Table 8. Reactions to Communication Issues in Interstate Cases by State						
	Colorado			Other States		
	Agree (strongly or somewhat)	Disagree (strongly or somewhat)	Not sure /NA	Agree (strongly or somewhat)	Disagree (strongly or somewhat)	Not sure /NA
I can’t get my questions about a case answered.	66.7%	30.0%	3.3%	49.0%	49.0%	2.0%
I know who to call to get my questions answered.	54.4%	41.1%	4.4%	64.7%	35.3%	0.0%
I sometimes give up on cases due to lack of response from another state.	25.8%	69.7%	4.5%	19.6%	76.5%	3.9%
I am able to brainstorm with workers in another state about case issues.*	51.1%	46.7%	2.2%	51.0%	37.3%	11.8%
I often close cases due to lack of response from another state.	25.6%	61.1%	13.3%	39.2%	47.1%	13.7%
I don’t close cases that should be closed because I can’t reach workers in another state.	40.0%	45.6%	14.4%	45.1%	41.2%	13.7%
Other states change the caseworker on interstate cases without letting me know.*	64.4%	24.4%	11.1%	45.1%	29.4%	25.5%
I know a person in border states I can reach out to for help.*	20.0%	71.1%	8.9%	43.1%	52.9%	3.9%
*Chi square significant at .05						

When presented with issues that may arise in interstate cases, Colorado survey respondents were more likely than workers in other states to classify a number of these as “major problems” rather than “minor problems.” For example, Colorado was statistically more likely to say that not having a name, phone number, or email for the worker in the other state is a major problem (74% vs 51%). While not statistically significant, Colorado workers were also more likely to say that needing to convey questions or messages through a call center was a major problem (84% vs 69%) as was cases having no assigned worker (30% vs 12%).

Table 9. Worker Contact Issues in Working Interstate Cases by State						
	Colorado			Other States		
	Not a Problem	Minor Problem	Major Problem	Not a Problem	Minor Problem	Major Problem
Not having name, phone, or email info for worker in the other state*	1.2%	24.7%	74.1%	4.4%	44.4%	51.1%
Need to convey questions, messages, requests through call center	1.2%	14.8%	84.0%	6.7%	24.4%	68.9%
Case has no assigned worker	21.7%	47.8%	30.4%	27.5%	60.0%	12.5%
No response from other state	2.5%	32.9%	64.6%	4.4%	28.9%	66.7%
No point person in other state to reach out to for help	9.2%	32.9%	57.9%	18.2%	40.9%	40.9%
*Chi square significant at .05						

### Documentation Issues in Interstate Cases

The survey asked respondents whether a variety of issues related to documentation were “not a problem,” a “minor problem,” or a “major problem.” The results are shown in Table 8. Only one item showed statistically significant differences between Colorado workers and other states. Other states were more likely to say that forms not matching the requested action was a “minor problem” (71%), while Colorado workers were more likely to say this was “not a problem” (29% vs. 8%).

In Colorado, the items most likely to be rated as a “major problem” were:

- Pushback from other states about my state’s requirements (26%)
- Getting cases that lack my state’s documentation requirements (22%)
- Forms do not match the requested action (21%)
- Getting documents that are incomplete, lack signature or are unusable (21%)

In other states, the items most likely to be rated as a “major problem” were:

- Pushback from other states about my state’s requirements (40%)
- Failure of worker to prove paternity acknowledgement (36%)
- Getting cases that lack my state’s documentation requirements (36%)
- Not able to get or send documents electronically (30%)

Table 10. Issues Related to Documentation in Working Interstate Cases by State						
	Colorado			Other States		
	Not a Problem	Minor Problem	Major Problem	Not a Problem	Minor Problem	Major Problem
Getting cases that lack required federal interstate documents that were updated in 2018	38.3%	43.3%	18.3%	26.3%	57.9%	15.8%
Getting cases that lack my state’s documentation requirements	21.9%	56.3%	21.9%	15.4%	48.7%	35.9%
Pushback from other states about my state’s requirements	15.8%	57.9%	26.3%	15.0%	45.0%	40.0%
Getting documents that are incomplete, lack signature or are unusable	27.8%	51.4%	20.8%	11.9%	66.7%	21.4%
Forms do not match the requested action*	28.6%	50.0%	21.4%	7.9%	71.1%	21.1%
Not able to get or send documents electronically	28.4%	51.4%	20.3%	23.3%	46.5%	30.2%
Failure of worker to prove paternity acknowledgement	27.5%	54.9%	17.6%	25.0%	38.9%	36.1%
Failure to provide birth certificates	28.6%	51.8%	19.6%	22.2%	50.0%	27.8%
Failure to provide payment record	31.0%	53.5%	15.5%	17.1%	53.7%	29.3%
Failure to provide affidavits of direct payments	30.4%	50.7%	18.8%	15.4%	59.0%	25.6%
Failure to provide copies of orders	25.3%	54.77%	20.0%	19.0%	52.4%	28.6%
*Chi square significant at .05						

### Process and Case Work Issues in Interstate Cases

Tables 11 and 12 show ratings of case processing and case work issues that may pose problems in interstate cases. In Colorado, the process issue that is mostly likely to be rated as a major problem is “getting cases that lack a recently verified address.” About a third of Colorado respondents rated this as a major problem. Among other states, the item cited by about a third as a major problem was “process and requirements in other states are not clear.”



Table 11. Process Issues That Pose Problems in Working Interstate Cases by State						
	Colorado			Other States		
	Not a Problem	Minor Problem	Major Problem	Not a Problem	Minor Problem	Major Problem
Getting cases that lack a recently verified address	14.5%	49.3%	36.2%	10.0%	70.0%	20.0%
Confusion due to use of multiple temporary or permanent numbers	44.0%	38.7%	17.3%	22.7%	54.5%	22.7%
Process and requirements in other states are not clear	11.5%	62.8%	25.6%	16.7%	52.4%	31.0%

With respect to case work problems, Colorado reports that “Having cases closed by another state without explanation” is often a major problem (51%) followed by “Getting canned, automated response from other state” (44%). Among other states, the only item with approximately half of the respondents citing it as a major problem is “Getting canned, automated response from other state” (46%).

Table 12. Case Work Problems Encountered in Interstate Cases by State						
	Colorado			Other States		
	Not a Problem	Minor Problem	Major Problem	Not a Problem	Minor Problem	Major Problem
Having cases closed by another state without explanation	8.0%	41.3%	50.7%	5.0%	57.5%	37.5%
Having to close case because I lack needed information	18.6%	51.4%	30.0%	15.0%	50.0%	35.0%
Getting canned, automated response from other state	10.3%	46.2%	43.6%	11.6%	41.9%	46.5%

### Top Problems in Interstate Establishment, Enforcement and Modification Cases

Table 13 shows the top three problems mentioned by Colorado workers and workers in other states in handling interstate establishment cases, interstate enforcement cases, and interstate modification cases. For all three types of cases, the top problems cited by Colorado workers are:

- Not having name, direct phone, or email for caseworker in another state
- Needing to convey all questions, messages, and requests through a call center worker
- Getting no response from another state

In other states, common answers for all three types of cases include:

- Getting no response from another state
- Not having name, direct phone, or email for caseworker in another state
- Needing to convey all questions, messages, and requests through a call center worker

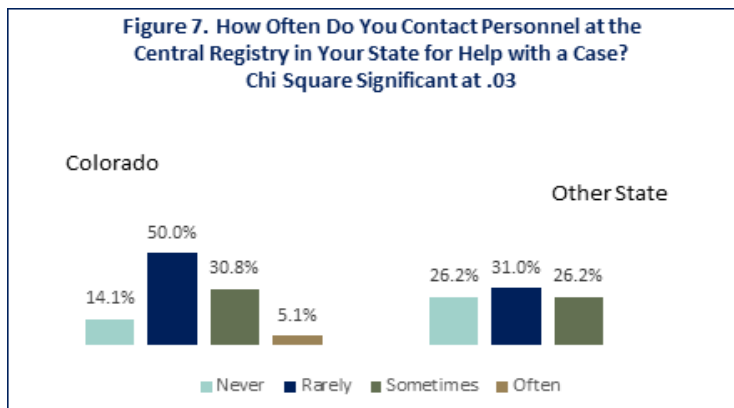
<b>Table 13. Top Problems In Interstate Cases</b>			
<b>Top 3 Problems in Establishment Cases</b>			
	Colorado Percent of Total Responses		Other States Percent of Total Responses
Not having name, direct phone, or email for caseworker in another state	19%	Failure of worker to provide paternity acknowledgement	13%
Needing to convey all questions, messages, and requests through a call center worker	14%	Getting documents that are incomplete	11%
Getting no response from another state	9%	Getting no response from another state	10%
<b>Top 3 Problems in Enforcement Cases</b>			
	Colorado Percent of Total Responses		Other States Percent of Total Responses
Not having name, direct phone, or email for caseworker in another state	21%	Not having name, direct phone, or email for caseworker in another state	12%
Needing to convey all questions, messages, and requests through a call center worker	17%	Needing to convey all questions, messages, and requests through a call center worker	12%
Getting no response from another State	12%	Getting no response from another State	11%
<b>Top 3 Problems in Modification Cases</b>			
	Colorado Percent of Total Responses		Other States Percent of Total Responses
Not having name, direct phone, or email for caseworker in another state	21%	Not having name, direct phone, or email for caseworker in another state	12%
Needing to convey all questions, messages, and requests through a call center worker	17%	Needing to convey all questions, messages, and requests through a call center worker	12%
Getting no response from another state	12%	Getting no response from another state	11%

## Tools and Central Registry

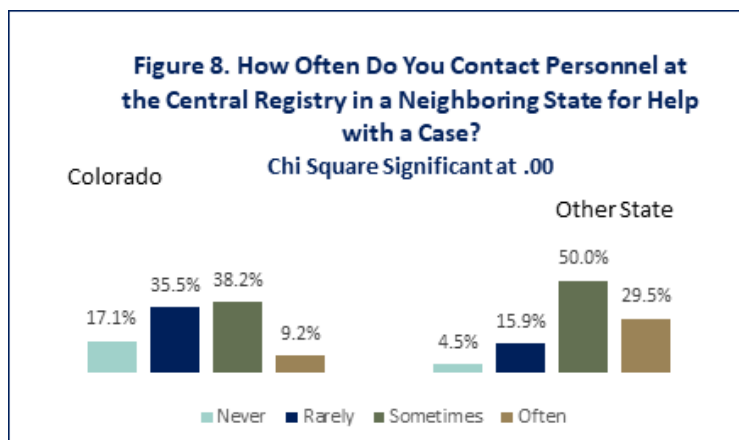
Table 14 shows the tools that workers report using in interstate cases. The most commonly used tool is CSENet to communicate with other states and to exchange information. The State Services Portal is also frequently used.

Table 14. Tools Employed in Working Interstate Cases by State						
	Colorado			Other States		
	Agree (strongly or somewhat)	Disagree (strongly or somewhat)	Not sure /NA	Agree (strongly or somewhat)	Disagree (strongly or somewhat)	Not sure/ NA
I use the State Services Portal (*QUICK, FCR Query, etc.) for case information.*	91.0%	6.7%	2.2%	84.3%	3.9%	11.8%
Workers in other states seem to use the State Services Portal for case information.	40.9%	29.5%	29.5%	45.1%	21.6%	33.3%
I use CSENet to communicate with other states.	94.4%	2.2%	3.3%	98.0%	0.0%	2.0%
I find CSENet messages or information from other states helpful.	83.3%	13.3%	3.3%	84.3%	13.7%	2.0%
*Chi square significant at .05						

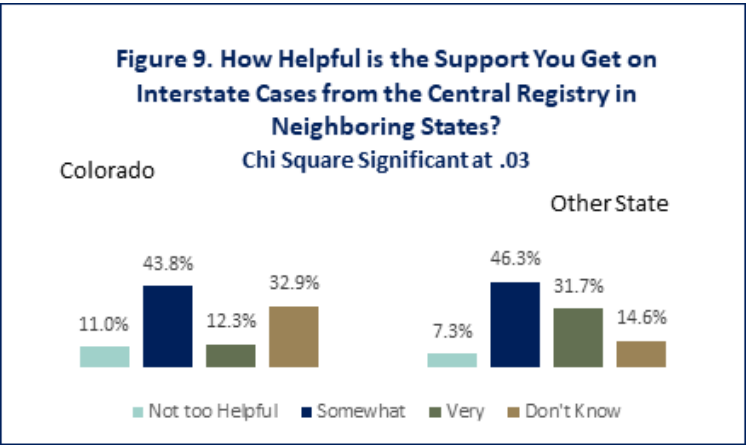
Figure 7 shows responses to the question “How often do you contact personnel at the Central Registry in your state for help with a case?” Two-thirds of Colorado workers said they never or rarely contacted the Central Registry. In other states the comparable figure is 57%.



When asked how often they contact personnel at the Central Registry in a neighboring state for help, just over 50% of Colorado workers said rarely or never. However, only 20% of workers in other states selected rarely or never. See Figure 8.



Most of the Colorado respondents who used a Central Registry in a neighboring state said the result was either somewhat (44%) or very helpful (12%). Other states were more positive with 46% selecting “somewhat” and 32% selecting “very” helpful. See Figure 9.



Ratings of States on Performance

The final set of questions asked respondents to rate each state on overall interstate performance, Central Registry performance, interstate turnaround times, and ability to reach caseworkers assigned to interstate cases.

Table 15 shows overall interstate ratings for each state. The scale ran from 1 (worst) to 10 (best). Colorado gave highest ratings to Colorado, followed by Wyoming, Nebraska, and Utah. Other states gave highest ratings to Wyoming, followed by Colorado, Nebraska, and Utah.

Table 15. Average Ratings of States on Interstate Performance (1 = worst, 10=best)			
Average Overall Rating			
State Being Rated:	Ratings Given by Colorado	State Being Rated:	Ratings Given by Other States
Colorado	8.9*	Wyoming	7.5
Wyoming	7.4	Colorado	6.7
Nebraska	6.4	Nebraska	6.4
Utah	6.1	Utah	6.0
Kansas	5.6	New Mexico	5.5
New Mexico	4.4←	Kansas	5.3
Arizona	3.7	Texas	4.7
Texas	3.1▪	Arizona	4.2
* Difference between Colorado and Other States is significant at .03 ← Difference between Colorado and Other States is significant at .05 ▪ Difference between Colorado and Other States is significant at .01			

Table 16 shows ratings given to Central Registries. The ratings provided by Colorado again gave highest ratings to Colorado, followed by Wyoming, Nebraska, and Utah.

Table 16. Average Ratings of States on Central Registry Performance (1 = worst, 10=best)			
	Average Overall Rating		
State Being Rated:	Ratings Given by Colorado	State Being Rated:	Ratings Given by Other States
Colorado	8.2★	Wyoming	8.1
Wyoming	7.3	Colorado	7.0
Nebraska	6.4	Nebraska	7.0
Utah	5.9	Utah	6.5
Kansas	5.4	Kansas	6.3
New Mexico	4.7←	New Mexico	6.2
Arizona	3.8	Texas	5.5
Texas	3.6▪	Arizona	4.2
★ Difference between Colorado and Other States is significant at .03 ← Difference between Colorado and Other States is significant at .05 ▪ Difference between Colorado and Other States is significant at .01			

Other states, again, gave highest ratings to Wyoming, followed by Colorado, Nebraska, and Utah.

Tables 17 and 18 show the ratings given to states on turnaround time in interstate cases and ability of workers to reach the caseworker assigned to the interstate case.

Colorado gave highest turnaround time ratings to Colorado, followed by Wyoming. Other states also gave Colorado and Wyoming the top two ratings.

With respect to being able to contact the interstate caseworker, Colorado gave highest ratings to Colorado and Wyoming, while gave top ratings to Wyoming and Nebraska.

Table 17. Ratings of States on Turnaround Time			
	Turnaround Time		
	Colorado	Other States	
	Percent Responding "Good"	Percent Responding "Good"	
Colorado★	85.2%	Colorado	48.8%
Wyoming	64.8%	Wyoming	47.1%
Utah	46.3%	Nebraska	35.3%
Nebraska	39.7%	Utah	23.7%
Kansas	25.0%	Texas	20.5%
New Mexico	17.6%	New Mexico	19.4%
Texas	11.3%	Kansas	18.2%
Arizona	8.7%	Arizona	10.5%
★ Difference between Colorado and Other States is significant at .00			

Table 18. Ratings of States on Ability to Reach a Caseworker			
	Colorado	Other States	
	Percent Responding “Good”	Percent Responding “Good”	
Colorado★	82.4%	Wyoming	44.4%
Wyoming←	68.2%	Nebraska	41.7%
Utah←	46.7%	Colorado	39.5%
Nebraska	35.6%	Utah	20.5%
New Mexico	24.6%	Kansas	19.4%
Kansas	21.3%	New Mexico	15.4%
Texas	12.3%	Arizona	13.2%
Arizona	9.5%	Texas	12.2%
★ Difference between Colorado and Other States is significant at .00 ← Difference between Colorado and Other States is significant at .05			

### Summary

Survey responses were heavily skewed to Colorado with 65% of respondents coming from that state. Due to the small number of respondents in the seven border states, all responses from are combined and patterns are compared for Colorado versus Other States. The following are some highlights of baseline survey results for Colorado respondents and those in Other States:

#### Experience, Training and Knowledge of State Specific Requirements

- Respondents in both categories had similar levels of experience with interstate cases with most being experienced but about a third working in the area for two years or less.
- While interstate training patterns are fairly comparable for respondents in both groups, Colorado workers are significantly more apt to report attending occasional webinars in addition to training sessions.
- Many workers in Colorado (40%) and Other States (56.8%) would like more training. More than half in Colorado (58.2%) and less than half in Other States (43.2%) feel that the training they received was sufficient.
- Half of Colorado workers feel that their knowledge base is thin about state specific requirements in border states. This was the case for 40% of respondents in Other States.
- Only 14% of Colorado respondents and 26% of Other State respondents feel that workers in other states know their state’s requirements.

#### Likes and Dislikes About Working Interstate Cases

- Most respondents in Colorado and Other States hold both positive and negative views about working interstate cases.
- While most Colorado and Other State respondents report liking to work such cases (71.9% vs. 70.6%), nearly identical proportions say it is frustrating to work interstate cases (72.2% vs. 70.6%). They tend to view interstate work as harder than working non-interstate cases (75.3% vs. 70.6%).
- Nevertheless, at least 70% of both groups of respondents say they are able to close cases for the right reason (74% vs. 80%).

#### The Most Common Problems when Processing Interstate Cases

- Lack of contact information for the worker handling a case in another state is the top problem for workers in Colorado (68.8%) and Other States (52.6%). Other top problems cited by Colorado respondents are CSENet

limitations in some states (43.8%), states using automated responses (41.7%), and states with high caseworker turnover (41.7%).

- In Other States, respondents cited the following top problems: states funneling cases through a call center (45.6%), states using automated responses (43.9%), and caseworkers who are generalists and not specialized in interstate (31.6%).

### **Communication Issues**

Colorado respondents are more dissatisfied with communication issues in interstate cases than their counterparts in Other States.

- They are significantly less likely to feel they can brainstorm with workers in another state about case issues (46.7% vs. 37.3%).
- They are significantly more likely to feel that other states change the caseworker on an interstate case without notification (64.4% vs. 45.1%).
- They are significantly less likely to know a person in a border state they can reach out to for help (20% vs. 43.1%).
- They are statistically more likely to say that not having a name, phone number for the worker in the other state is a major problem (74% vs. 51%).
- They are more likely to say that conveying questions or messages through a call center is a major problem (84% vs. 69%).
- They are more likely to say cases have no assigned worker (30% vs. 12%).

### **Documentation Issues**

Colorado respondents and respondents in Other States agree on the major problems with documentation in interstate cases.

- Both groups rate pushback from other states about my state's requirements as a major problem (26.3% vs. 40%).
- Both groups say getting cases that lack my state's documentation requirements is a major problem (21.9% vs. 35.9%).

While Other States say that getting forms that do not match the requested action is a "minor problem" (71%), Colorado workers are more likely to say this is "not a problem" (29% vs. 8%). Other State respondents rate not being able to get or send documents electronically as a major problem, while fewer Colorado respondents characterize it as a major problem (20.3%). Other States are also more likely to characterize the failure of workers to prove paternity acknowledgement as a major problem (36.1%) as compared with Colorado respondents (17.6%).

### **Process and Case Work Issues**

- The chief process issue cited as a major problem in Colorado is "getting cases that lack a recently verified address" (36.2%).
- In Other States, the top "major problem" was "process and requirements in other states are not clear" (31%).
- The major work problems that Colorado reported was having cases closed by another state without an explanation (50.7%) and getting canned, automated responses from another state (43.6%).
- The major work problems cited by respondents in Other States were getting canned, automated responses from other states (46%).

## **Top Problems in Establishment, Enforcement, and Modification Cases**

Regardless of case type, Colorado respondents cited the following as top problems:

- Not having name, direct phone, or email for caseworker in another state
- Needing to convey all questions, messages, and requests through a call center worker
- Getting no response from another state

Other State respondents said the top problems for establishment, enforcement and modification cases were:

- Getting no response from another state
- Not having name, direct phone, or email for caseworker in another state
- Needing to convey all questions, messages, and requests through a call center worker

## **Tools and the Central Registry**

- CSENet is the most commonly tool that workers use to communicate with other states and to exchange information. The State Services Portal is also commonly used.
- Colorado respondents are less apt than workers in Other States to contact Central Registry personnel in in their own state and in border states for help with a case and rate the help they receive from other states less favorably with 44%, saying it was “somewhat” helpful and 12% saying it was “very helpful.”
- Other State respondents are more apt to report contacting the Central Registry in their own state and in border states for help and to characterize it as “somewhat” (46%) or “very helpful” (32%).

## **Ratings of States on Performance**

- Colorado gave highest ratings to Colorado, followed by Wyoming, Nebraska, and Utah for both overall performance and Central Registry performance.
- Other States gave highest ratings for overall performance and Central Registry performance to Wyoming, followed by Colorado, Nebraska, and Utah.
- Colorado ranked Texas the lowest for overall and Central Registry performance.
- Other States ranked Arizona on the bottom for both overall and Central Registry performance.
- These state ratings were the same for turnaround time and ability to reach a caseworker.

## **Conclusions**

- Many respondents in Colorado and Other States would welcome more training on interstate case processing. Half of Colorado respondents and 40% of Other State respondents say that they are uncertain about state-specific requirements in border states.
- All respondents rate communication issues as the biggest challenges in processing interstate cases with the single biggest issue being the lack of contact information for workers handling the case in another state.
- Colorado workers are less apt than their counterparts in Other States to use the Central Registry in other states for case help and are less satisfied with the help that it provides.
- Colorado workers rate Colorado as the top performer followed by Wyoming, while Other State respondents rate Wyoming as the top performer followed by Colorado. All agree that Texas and Arizona are the lowest performing states.



## Appendix D. Midpoint Survey

### Summary of Findings

#### Executive Summary

The CIC demonstration project being conducted by the Colorado Division of Child Support Services (CSS) aims to improve cooperation and relationships between Colorado and its bordering states to increase child support collections, improve case processing procedures, and enhance customer service for interstate cases. By engaging Colorado interstate workers with their counterparts in border states, Colorado hopes to create cross-border relationships, share case processing practices, and increase cross-state communication.

To date, Colorado CSS has facilitated two rounds of virtual cross-border summits involving a total of 30 calls. During these sessions, participants have provided information regarding their terminology, laws, practices, and policies, collaborated on solving difficult cases they have in common, and have obtained points of contact in other jurisdictions. Based on the summits, CSS and its technical assistance and evaluation contractor, the Center for Policy Research (CPR), prepared two tools designed to enhance interstate case processing: 1) a master contact sheet and 2) an Interstate Best Practices Guide that summarized key learnings from the virtual summits.

The following report summarizes results from a survey that CSS circulated to virtual summit participants in October 2021, approximately halfway through the CIC project (and 15 months following the administration of a baseline survey to potential virtual summit participants). Respondents were asked about their impressions of the interstate virtual summits so far and how the summits have affected interstate case processing. They were asked about the usefulness of the master contact sheet and the Best Practices Guide. Additionally, to inform next steps and the generation of tools moving forward, respondents were asked about their use of the Intergovernmental Reference Guide (IRG) and the desired content, format, and frequency of future CIC summits, products, and other activities.

Key findings from the midpoint survey include:

- A total of 45 child support professionals responded to the survey. This comprised 37.5% of the 120 individuals targeted for input.
- Most respondents (57.8%) were from Colorado, but all eight participating states were represented in the respondent sample. Almost half of the respondents work in urban or metro areas.
- Most respondents were long-serving child support professionals who were very engaged in the virtual summits and attended consistently.
- Respondents rated the meetings very highly and appreciated the opportunity to connect with interstate professionals in other settings. They also credited the virtual summits with improving their practice and interstate case processing performance.
- Respondents from states other than Colorado and respondents who work exclusively in interstate case processing seemed to find particular value in the meetings and rated them most favorably.
- Of those who had seen both the Best Practice Guide generated following the first round of CIC virtual meetings and the contact sheet, most reported that the tools were at least somewhat helpful.

- Most respondents use the IRG at least 1-2 times per week and 40% felt that a simple guide to frequently used IRG items (an IRG cheat sheet) would be a useful tool to generate.
- Most respondents (62.2%) were interested in making recommendations to OCSS on improving interstate case processing.
- There was strong interest in continued cross-border meetings with 51% favoring a quarterly virtual interstate meeting and 40% endorsing an in-person meeting and a better best practice document, respectively.

While the ongoing participation and benefits reported by the core group of regular summit meeting attendees are quite encouraging, they do not speak to the value of the virtual summits for child support professionals with less frequent attendance patterns. Nor do we know whether and how the potential benefits derived for regular attendees have translated into changes in interstate case processing in Colorado and border states as a whole. Additional information is needed to answer these questions and to examine the impact of the summit meetings and CIC products on improving interstate case processing. Hopefully, the upcoming focus groups with state representatives will provide helpful insight, as will a widely distributed post-survey at project completion.

## Introduction

The CIC demonstration project aims to improve cooperation and relationships between Colorado and its bordering states in order to increase child support collections, improve case processing procedures, and enhance customer service for interstate cases. By engaging Colorado interstate workers with their counterparts in border states, Colorado hopes to create cross-border relationships, share case processing practices, and increase cross-state communication.

Two rounds of virtual Cross-Border Summits have been facilitated under the CIC project. Participants have provided information regarding their terminology, laws, practices, and policies, collaborated on problem-solving difficult cases they have in common, and obtained contact points in other jurisdictions. The summits' rationale and evidence are heavily rooted in behavioral economics and research about team-building strategies. This evidence shows that workers often experience cognitive overload when faced with cross-state requirements in addition to their regular case processing work. By creating easy-to-use resources that provide best practice guidance, workers will quickly understand potential differences and apply practices efficiently.

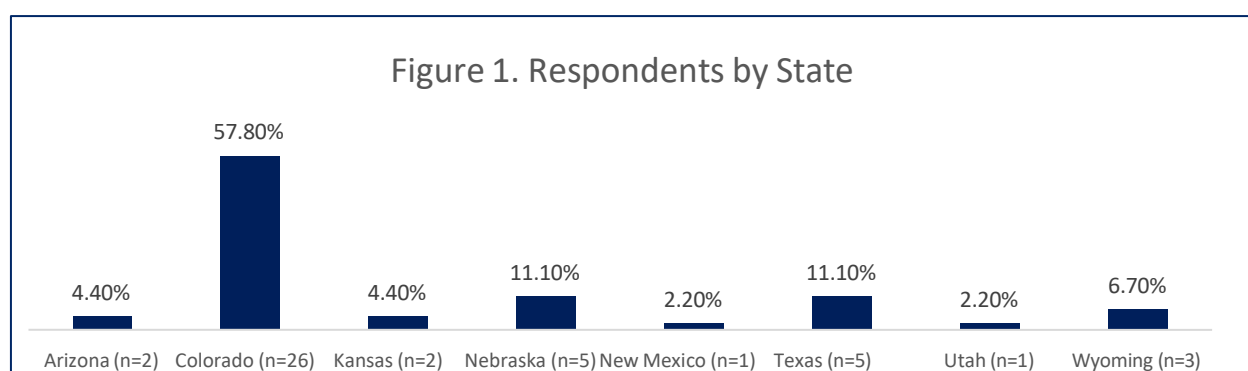
The following report summarizes results from a survey provided to virtual summit participants approximately halfway through the Colorado Intergovernmental Collaboration. Two tools have been created as a product of the summits thus far, an interstate Best Practices Guide and a master contact sheet. Feedback on the usefulness of these tools, as well as possible improvements, was solicited in the survey. Additionally, respondents were asked about their impressions of the interstate virtual summits so far and how the summits have potentially impacted interstate case processing. In order to inform the next steps and the generation of tools moving forward, respondents were asked about their use of the Intergovernmental Reference Guide (IRG) and what they would like to come out of the project overall.

The results of this survey will guide the future structure of the interstate meetings. The next step in the development of valuable tools and resources will be to convene state-specific focus groups. The purpose of the focus groups is to generate meaningful and detailed information about the needs and preferences of each participating state regarding the CIC, as well as to identify specific interstate policies and practices that they would like neighboring states to know. These focus groups were scheduled to begin early in 2022. It is clear that respondents of this midpoint survey have found the meetings valuable in bolstering their interstate practices overall and are interested in future products that will make their daily practice more fluid. Respondents who work exclusively with interstate cases are particularly enthused about both the meetings themselves and their significant impact on interstate child support case processing. Suggestions for how to leverage the project to its fullest potential impact will be considered.

## Profile of Survey Respondents

- The 45 survey respondents came from all eight states and CIC regions, with the majority (57.8%) coming from Colorado.
- Respondents worked in diverse settings, with the most common being county or regional agencies.
- Many respondents are caseworkers and work on both intrastate and interstate cases.
- The respondents reported lengthy service in child support, with almost half reporting eleven years or more.

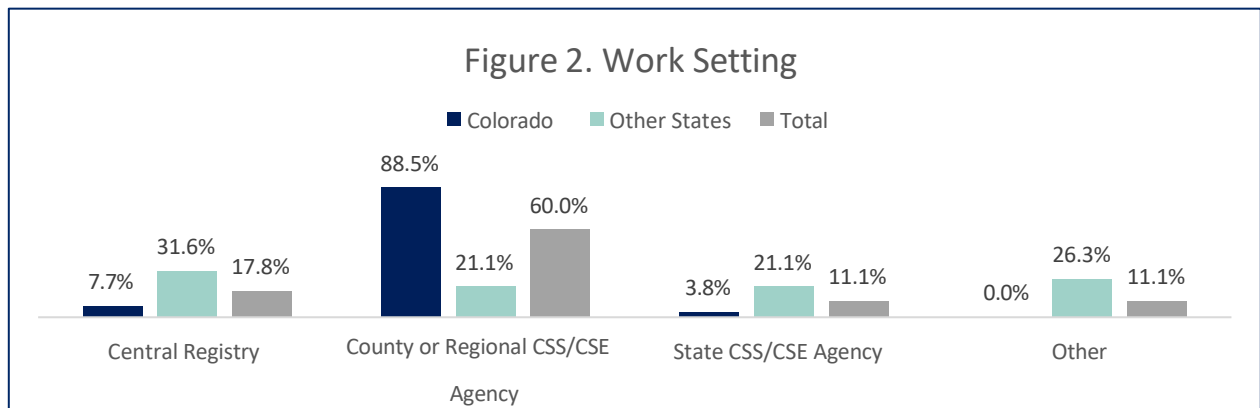
The midpoint survey was sent to 120 potential respondents who had participated in at least one virtual summit meeting between August 2020 and October 2021. We received 45 completed surveys from the 120 targeted individuals which translates into a response rate of 37.5%. Although most respondents came from Colorado (n=26), at least one person in each of the eight participating states responded to the survey. Nebraska and Texas generated the second greatest number of surveys with each state contributing five respondents.



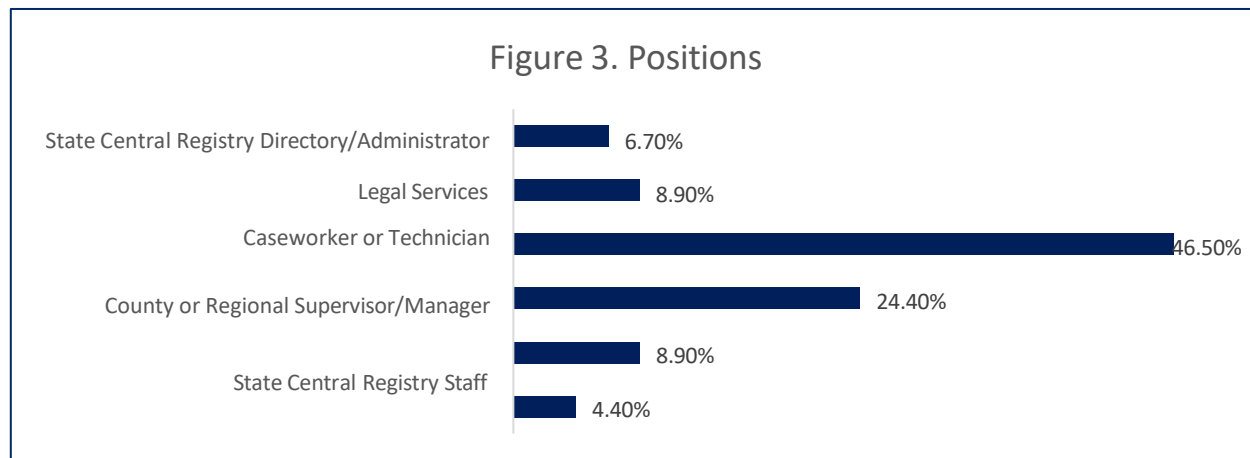
Respondents from the Metro-Urban centers in each participating state comprised 40% of those who took the survey, with nearly equal participation from the remaining three categories.

Table 1. Geographic Area	
Northeast – Northeast Colorado, Northwest Kansas, Southwest Nebraska, Southwest WY	15.6%
Northwest – Northwest Colorado, Southwest/South Central Wyoming, Northeast Utah	11.1%
Southeast – Southeast Colorado, Southwest Kansas, Northeast New Mexico, Northwest Texas	15.6%
Southwest – Southwest Colorado, Northeast Arizona, Southeast Utah, Northwest NM	17.8%
Metro – Urban centers in each state	40.0%

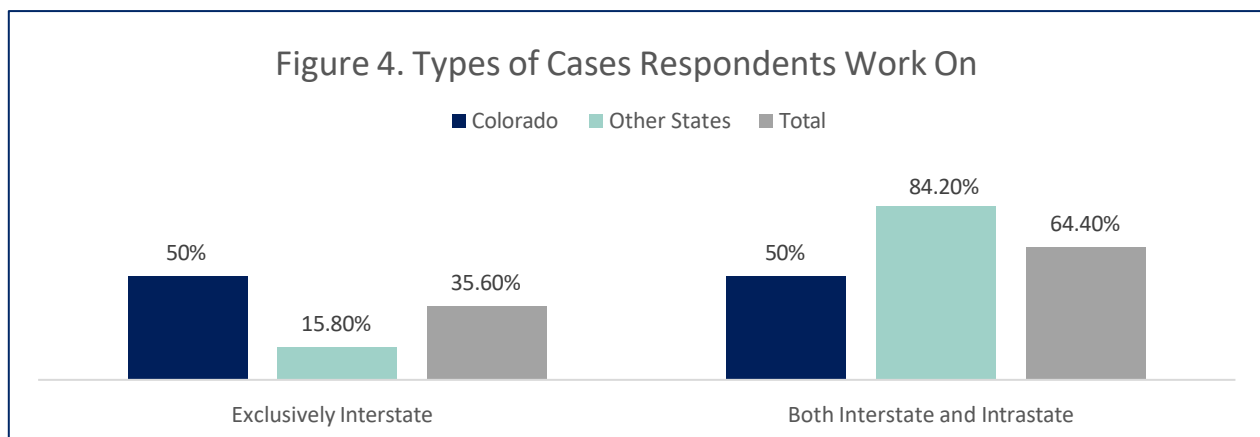
The most common work setting for survey participants was a County or Regional CSS or CSE Agency, with 88.5% of Colorado respondents choosing this option. Respondents from were almost equally divided amongst different categories.



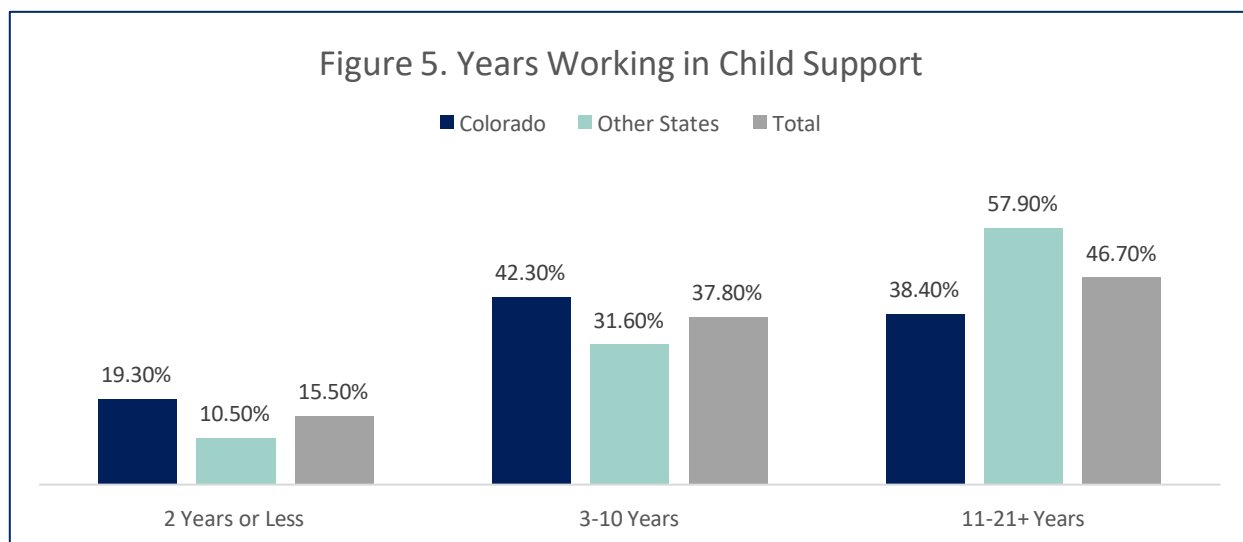
The role of caseworker or technician was most common among survey respondents at 46.5%. The second most common role was a county or regional supervisor or manager.



Overall, most survey respondents worked on interstate and intrastate cases, but Colorado participants were more apt to handle interstate cases exclusively. In Colorado, half of all respondents are interstate specialists, while this is the case for only 15.8% of respondents in other states.



Nearly 30% of survey respondents have worked in child support for over 21 years; fewer than 5 percent are new employees with less than a year of experience. A comparison of child support tenure patterns among Colorado and other state respondents finds that slightly more respondents from other states have worked in child support for 11+ years. However, a majority of all respondents had worked in child support for at least three years.



#### Participation in Virtual Summit Calls

- Nearly three-quarters of survey respondents attended almost all of the virtual summit calls.

Attendance patterns did not vary by the first (August 2020-December 2020) and second (August- October 2021) round of calls. Nor did they differ for Colorado respondents and respondents from other states.

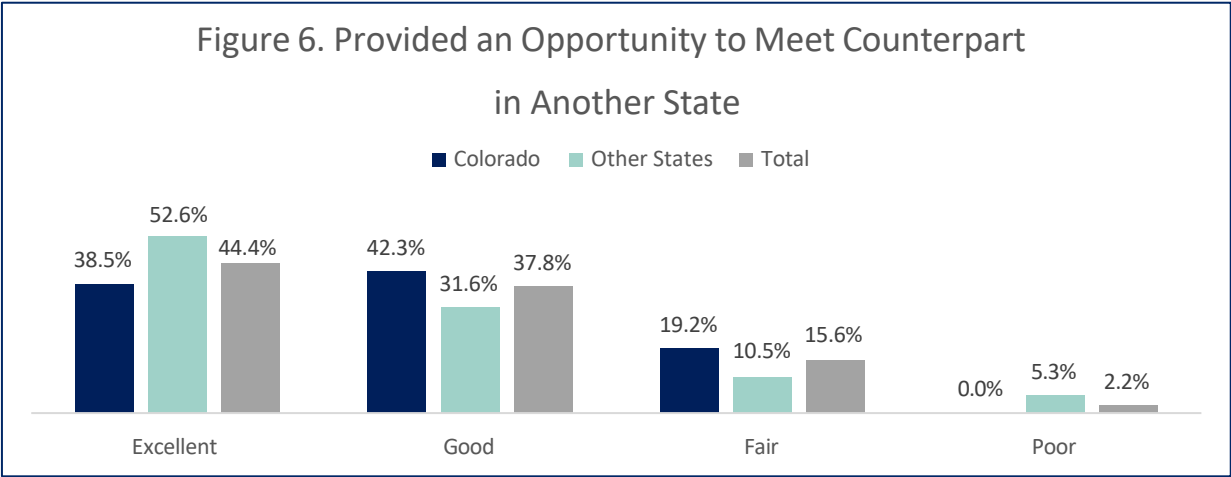
Table 2. Round 1 Meeting Participation (August – December 2020)			
	Colorado (n=26)	Other States (n=19)	Total (n=45)
I did not attend any sessions.	7.7%	5.3%	6.7%
I attended less than half of the sessions.	11.5%	10.5%	11.1%
I attended about half of the sessions.	0.0%	0.0%	0.0%
I attended more than half of the sessions.	11.5%	5.3%	8.9%
I attended almost all of the sessions.	69.2%	78.9%	73.3%

Table 3. Round 2 Meeting Participation (August – December 2021)			
	Colorado (n=26)	Other States (n=19)	Total (n=45)
I did not attend any sessions.	3.8%	5.3%	4.4%
I attended less than half of the sessions.	7.7%	5.3%	6.7%
I attended about half of the sessions.	7.7%	10.5%	8.9%
I attended more than half of the sessions.	11.5%	10.5%	11.1%
I attended almost all of the sessions.	69.2%	68.4%	68.9%

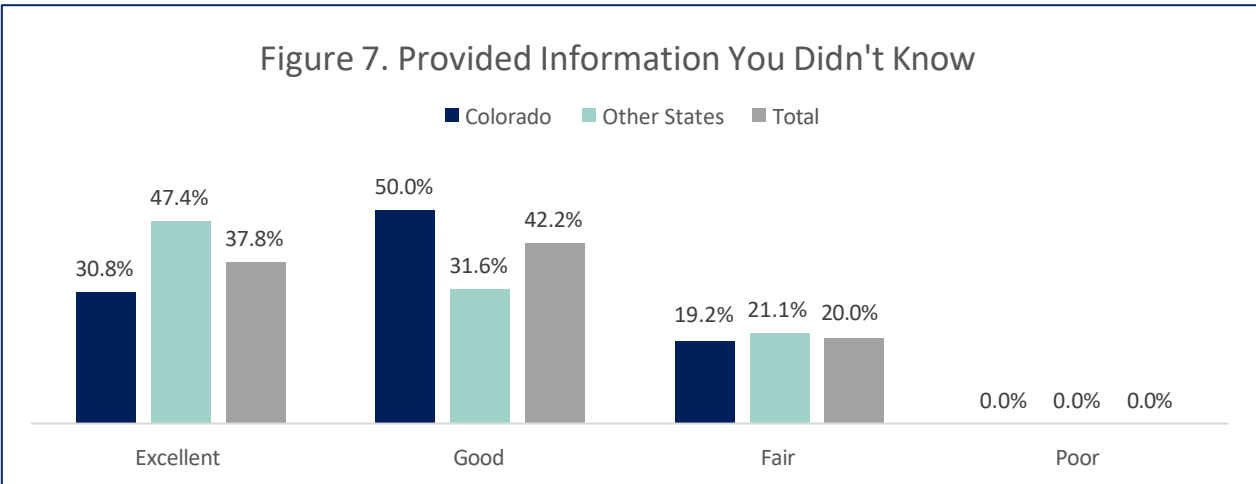
General Feedback on Virtual Summits

- Feedback on the virtual summits was very positive overall.
- Respondents from states other than Colorado consistently reported the summits to be “excellent” at providing opportunities to connect with others and improve interstate case processing.
- Respondents from Colorado most often found the summits to be “good” at providing opportunities to connect with others and improve interstate case processing.
- Feedback was similar and positive for both interstate generalists and specialists.

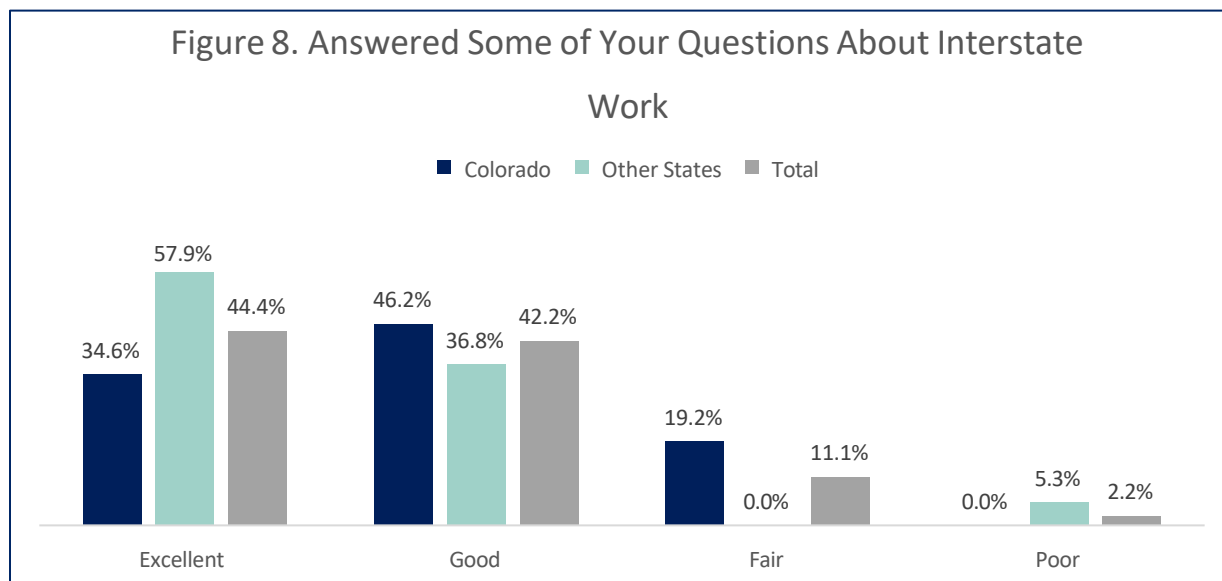
In general, survey respondents found the calls to be “excellent” or “good” at providing them a chance to meet their counterparts in other states. Slightly more respondents from states outside of Colorado perceived the calls to be “excellent” at providing this opportunity.



Survey respondents were most apt to rate the summits as “good” at providing information that they didn’t already know, with the majority finding them to either be “good” or “excellent.” No respondents reported that the meetings were poor at providing previously unknown information. Other state respondents were more apt to rate the meetings as “excellent” in this respect as compared with Colorado respondents.



64.40% Most respondents from states outside of Colorado found the meetings to be “excellent” for answering some of their questions about interstate work. Less than half of the respondents from Colorado reported that the meetings were “excellent” at answering questions about interstate work. The majority of respondents overall found the meetings to be “good” or “excellent” at answering questions about interstate work.



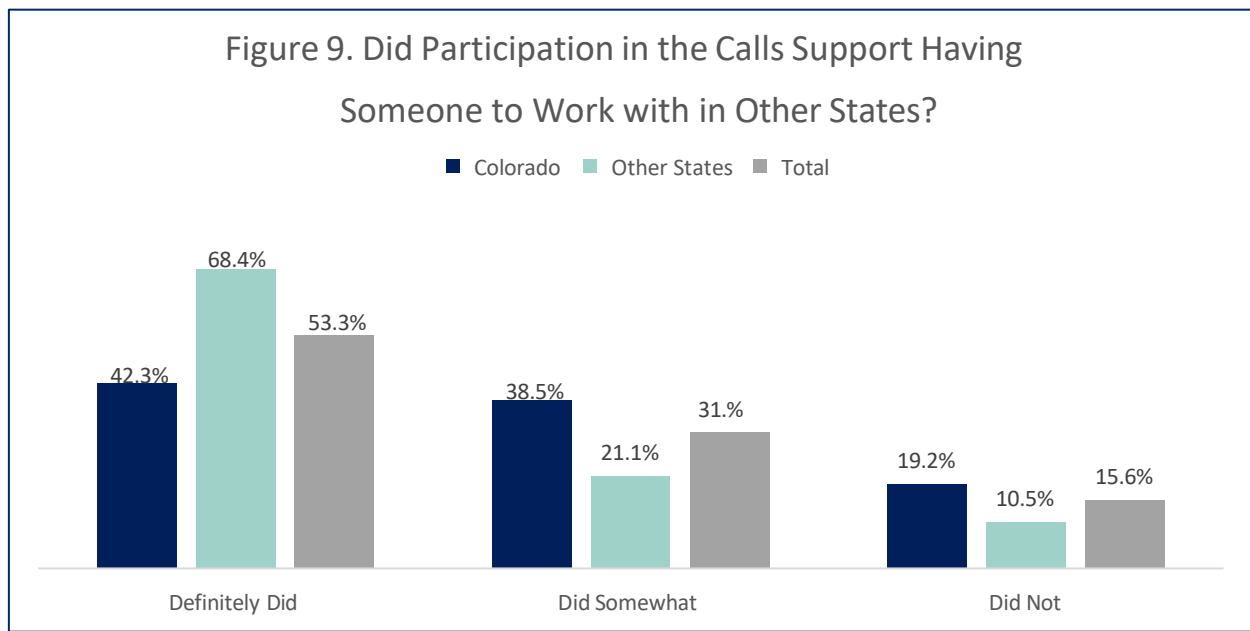
Call feedback was similar for interstate specialists and generalists. In both instances, the majority rated the meetings as either “excellent” or “good” in each of the above categories: meeting counterparts in another state, providing new information, and answering some questions about interstate work.

#### Perceived Effects of the Calls on Interstate Case Performance

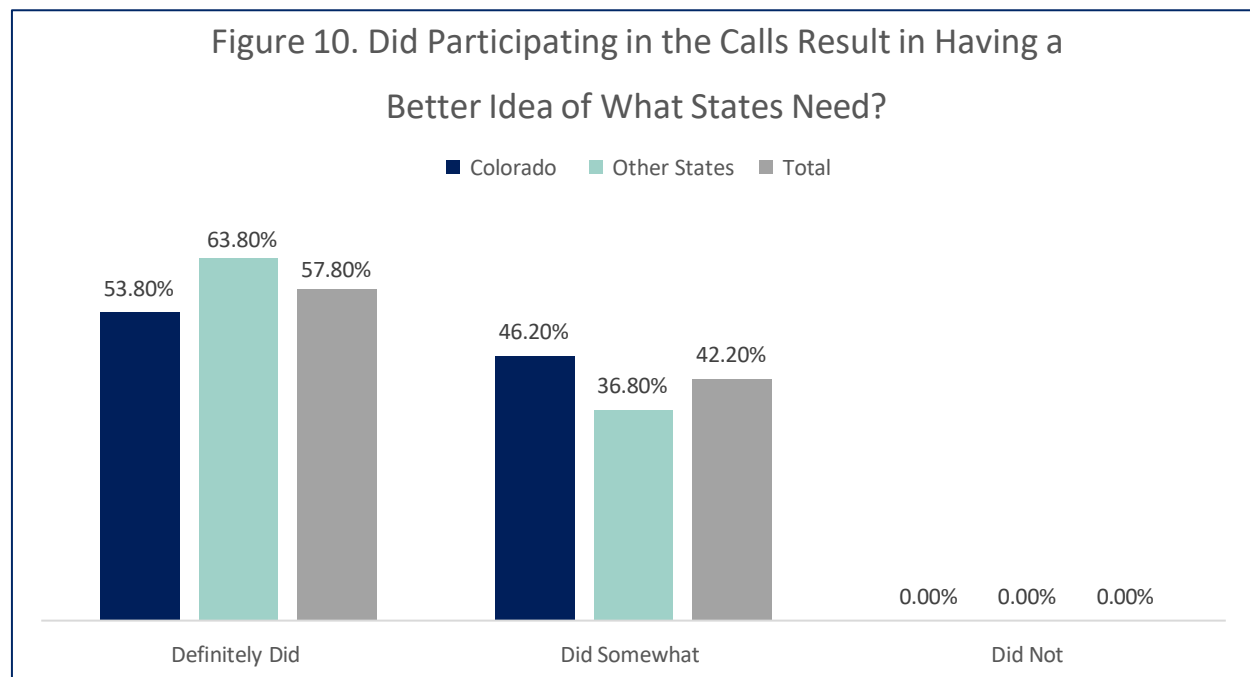
- Respondents felt that the virtual summits helped improve interstate case processing overall.
- Respondents from states other than Colorado were more apt to report substantial benefits than respondents from Colorado.
- Very few respondents felt that interstate processing had not improved as a result of the summits, with interstate specialists perceiving the greatest benefits.

Overall, respondents felt that the calls had helped them to be more efficient in working interstate cases. The following examines the specific perceived benefits of the calls for Colorado respondents versus those in other states.

**Contacts in the Other States:** While most respondents found that the calls had expanded their network of interstate contacts in other states, this benefit was more apt to be reported by respondents from states outside of Colorado. Thus, nearly 70 percent of non-Colorado respondents felt that the calls had “definitely” supported their ability to work with workers in other states compared with 42% of Colorado respondents.

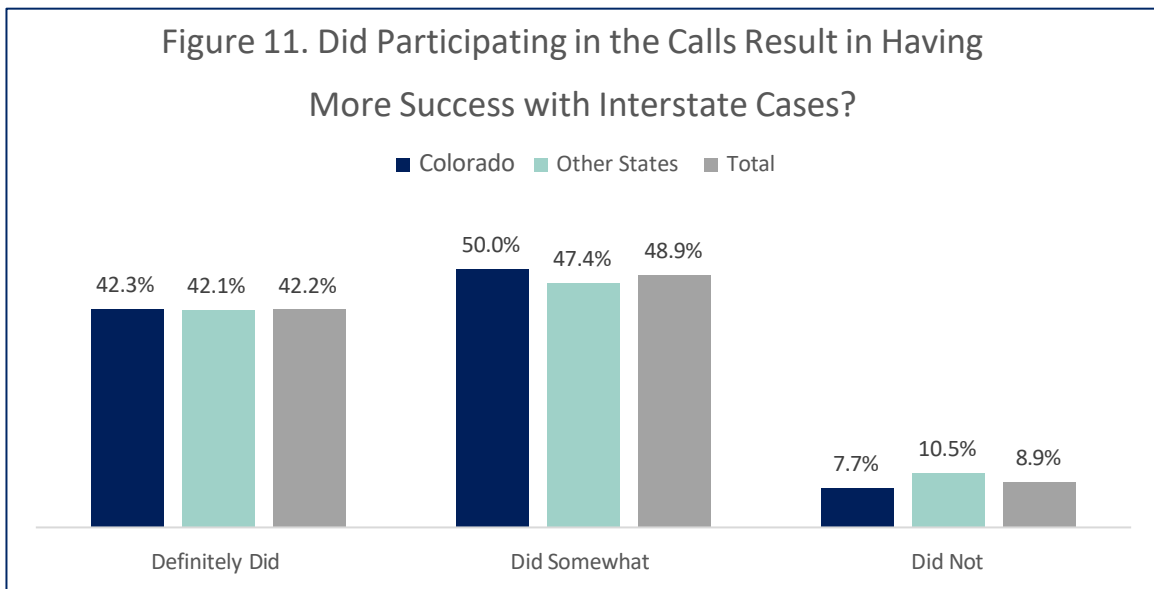


**Knowing What the Other States Need:** Most respondents reported that the calls “definitely” helped them have a better idea of what other states need, and zero respondents said that they “did not” help with knowing what other states need. There were only minimal differences between respondents in and outside of Colorado.

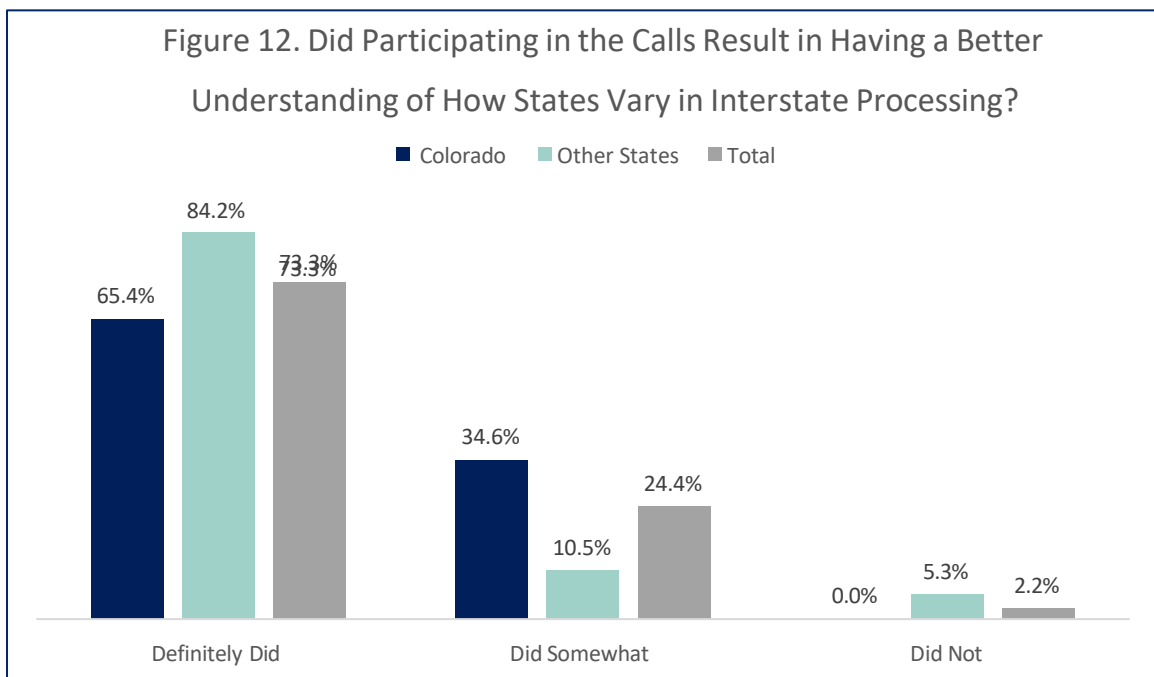


**Case Success:** Most respondents said that participating in the calls either “definitely” or “somewhat” resulted in more success with interstate cases. Responses from Colorado and other state respondents were very similar.





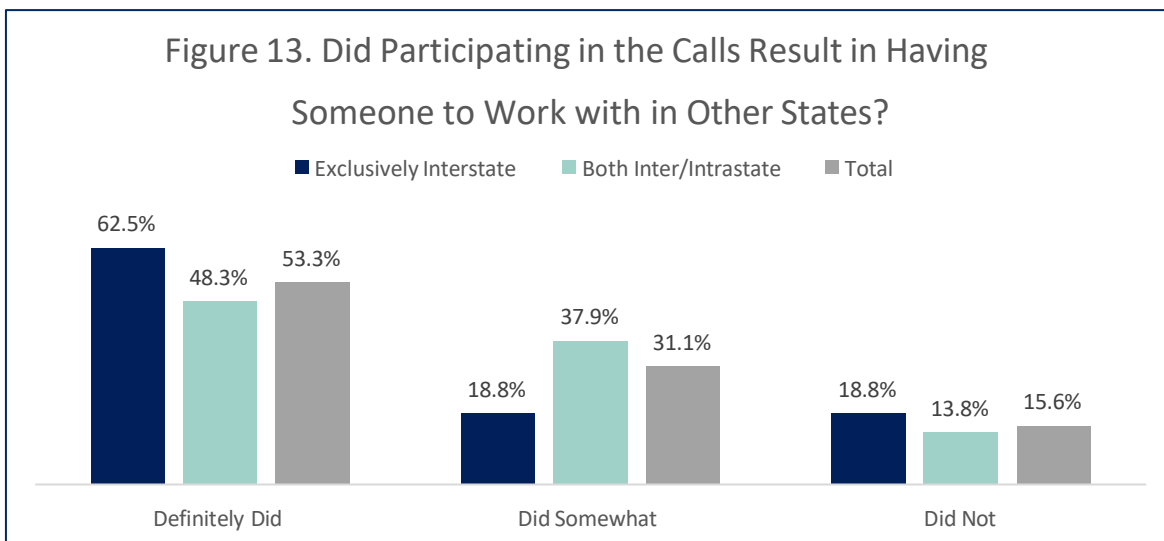
**Knowledge of State Differences in Interstate Case Processing:** Finally, most respondents from both Colorado and other states reported that the calls had “definitely” led to a better understanding of how states vary in processing interstate cases. Once again, respondents in other states were somewhat more apt than Colorado respondents to note definite benefits from the calls.



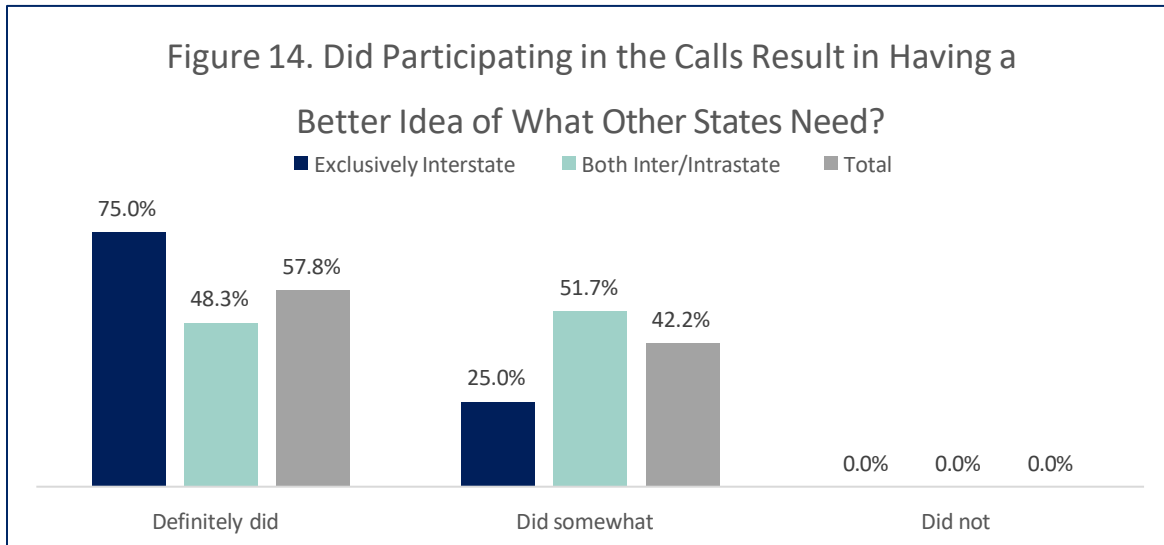
#### Responses of Interstate Specialists versus Generalists

To gauge whether the calls had had a differential effect on interstate specialists versus generalists, we compared responses for these two categories of workers. However, because of the small number of respondents, we were unable to simultaneously look at survey responses for worker types and geographical setting.

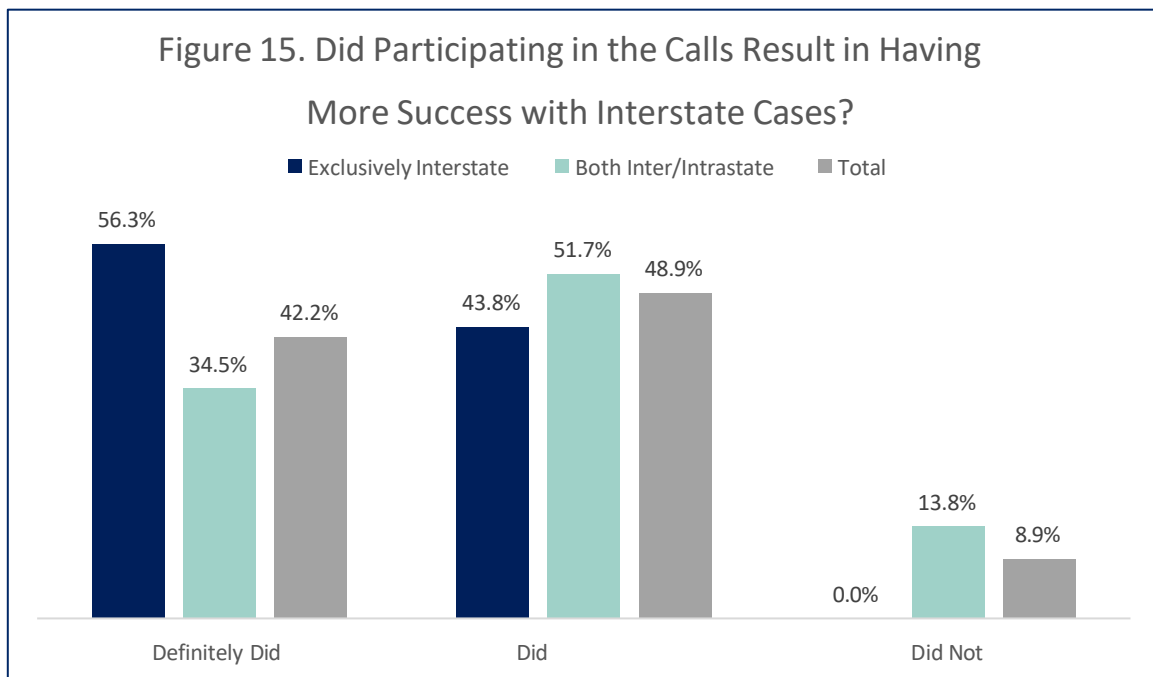
- Overall, respondents who exclusively work in interstate processing found the meetings to have a greater positive impact on their work than respondents who handle both interstate and intrastate cases.
- Very few respondents from either category felt that the summits did not improve interstate case processing.



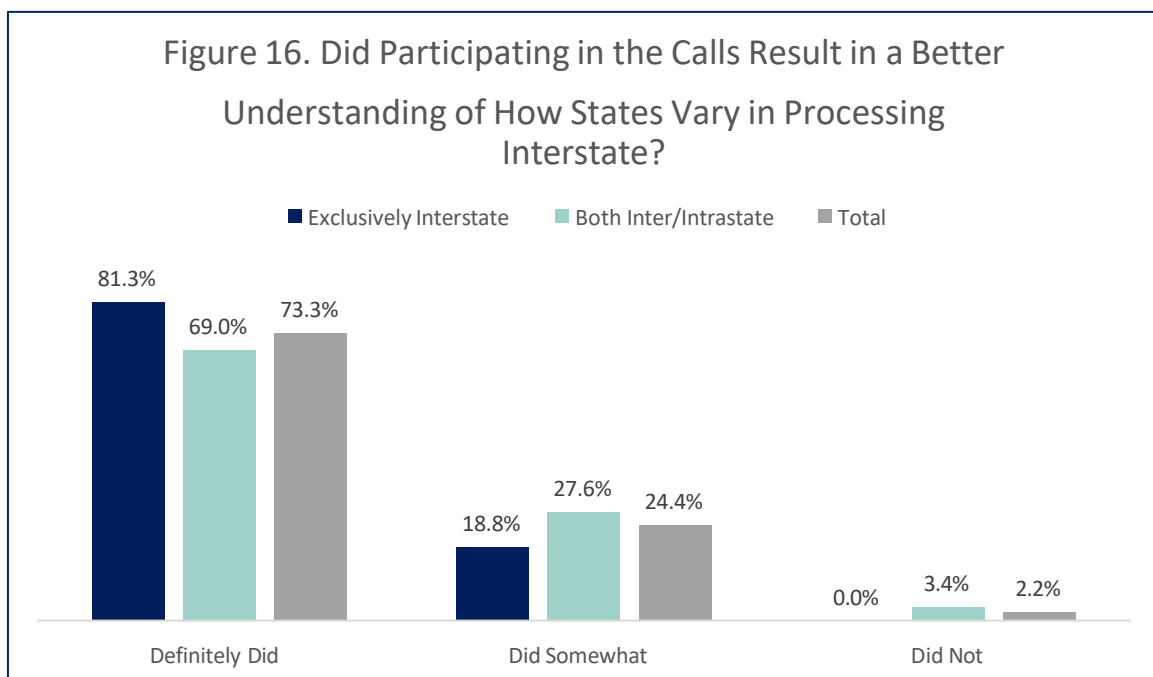
The majority of respondents who work exclusively interstate felt that the calls “definitely” gave them a better idea of what other states need. To compare, less than half of respondents who work in all types of cases said that they “definitely did.” No respondent said that they “did not” increase their idea of what other states need.



Similarly, workers who handle interstate cases exclusively felt that participating in the calls “definitely” created more success in interstate cases, and no interstate specialist said that they “did not” help.



Nearly all respondents from both groups felt that participating in the calls increased their understanding of how states vary in processing interstate cases.



#### Comparisons Between the Baseline and Midpoint Surveys

- Respondents were more likely to know someone in a border state now as compared to the baseline survey administered prior to the start of the virtual summits.

- Respondents still feel that not having correct contact information is an issue, as they did when the baseline survey was administered.
- Respondents report that the timeliness of interstate processing has either improved marginally or has not changed since the baseline survey.

Although direct comparisons between results for the baseline and midpoint surveys cannot be made given differences in wording in the two instruments and differences in the number of survey respondents (e.g., 147 versus 45), some qualitative patterns are noted below.

**Knowing Someone in the Other States:** In the baseline survey, 57.9% of Colorado respondents and 40.9% of respondents from other states reported that not having a point person in another state to reach out to for help was a “major problem.” Also, in the baseline survey, only 20% of Colorado respondents and 43.1% of respondents from other states agreed to the statement of “I know a person in border states I can reach out to for help.” However, in the midpoint survey, most respondents from both Colorado and other states agreed strongly or somewhat to this statement, at a rate of 78.9% for other states and 73.1% in Colorado. Thus, at least for the portion of participants who responded to the survey, not knowing someone in another state was less of a problem at the midpoint survey.

Table 4. Border State Contacts				
I know a person in border states I can reach out to for help.		Colorado (n=26)	Other States (n=19)	Total (n=45)
	Strongly Agree	30.8%	52.6%	40.0%
	Somewhat agree	42.3%	26.3%	35.6%
	Neither agree nor disagree	19.2%	10.5%	15.6%
	Somewhat disagree	3.8%	0.0%	2.2%
	Strongly disagree	3.8%	10.5%	6.7%

**Contact Information for Interstate Workers in Other States:** In the baseline survey, 74.1% of Colorado respondents and 51.1% of respondents from other states reported that not having a name, phone number, or email address for workers in other states was a “major problem”. Unfortunately, the lack of contact information for workers in other states appears to be a persistent problem, especially for Colorado workers. Thus, at the midpoint survey, 69.2% of Colorado respondents agreed strongly or somewhat with the statement, “Often, I don’t have a name, phone or email info for a worker in the other state.” In contrast, this was the case for only 36.9% of respondents from other states.

Table 5. Worker Contact Information				
Often, I don't have a name, phone or email info for a worker in the other state.		Colorado (n=26)	Other States (n=19)	Total (n=45)
	Strongly Agree	19.2%	15.8%	17.8%
	Somewhat Agree	50.0%	21.1%	37.8%
	Neither agree nor disagree	15.4%	21.1%	17.8%
	Somewhat Disagree	11.5%	36.8%	22.2%
	Strongly Disagree	3.8%	5.3%	4.4%

**Changes in Timeliness of Interstate Work:** In the baseline survey, 77.1% of respondents from Colorado and 83.4% of respondents from other states reported that case processing timeliness had become either “somewhat worse” or “a lot worse” due to the COVID-19 pandemic. However, in the midpoint survey, most respondents reported that the

timeliness of interstate work has improved in the past year, or there had been no change. This suggests that the disruptions due to COVID-19 had not worsened in 2021 and may have improved.

Table 6. Timeliness				
In the past year, have you noticed changes in the timeliness of interstate work?		Colorado (n=26)	Other States (n=19)	Total (n=45)
	A lot better	0.0%	21.1%	8.9%
	Somewhat better	46.2%	42.1%	44.4%
	No Change	38.5%	15.8%	28.9%
	Somewhat worse	11.5%	15.8%	13.3%
	A lot worse	3.8%	5.3%	4.4%

### Feedback on Various Interstate Case Processing Tools

The survey elicited feedback on several tools that can be used in the course of handling interstate cases. They include longstanding tools like the Interstate Resource Guide (IRG) and new ones developed through the Colorado Interstate Communication (CIC) grant.

### Best Practice Guide Feedback

- All respondents from states outside of Colorado and most respondents from Colorado had heard about or seen the Best Practice Guide, and one third had used it.
- The majority of respondents felt the guide was at least somewhat helpful.
- Many respondents feel that “enforcement thresholds for remedies” would be a helpful addition to the guide.

The Best Practice Guide summarizes key points discussed during the first round of virtual interstate meetings. It includes a guide to terminology used in the eight states participating in CIC and preferred methods of communication. Additionally, it contains a list of common mistakes and alternative practices recommended. A higher proportion of respondents from neighboring states (42.1%) compared to Colorado respondents (26.9%) had used the Best Practices Document when they completed the midpoint survey. Overall, 24.4% of respondents had seen but not used the document.

Table 7. Awareness of Best Practice Guide				
Have you seen or used the Best Practice Guide?		Colorado (n=26)	Other States (n=19)	Total (n=45)
	I have not heard about it	11.5%	0.0%	6.7%
	I have heard about it but not seen or used it	34.6%	36.8%	35.6%
	I have used it	26.9%	42.1%	33.3%
	I have seen but not used it	26.9%	21.1%	24.4%

Of those who had seen or used the Best Practice Guide, most felt that it was either “very useful” or “somewhat useful.”

Table 8. How Useful is the Best Practice Guide				
If you have seen or used the Best Practice Guide, how useful is it?		Colorado (n=14)	Other States (n=12)	Total (n=26)
	Very useful	7.1%	25.0%	15.4%
	Somewhat useful	50.0%	41.7%	46.2%
	Neutral	21.4%	25.0%	23.1%
	Not useful	0.0%	0.0%	0.0%
	I don't know/NA	21.4%	8.3%	15.4%

Survey respondents were asked what type of information should be included in the Best Practice Guide that had not yet been added. The most popular response from both Colorado and other states respondents was “enforcement thresholds for remedies.” Respondents were also interested in “what happens to a CSNET if a case has been closed.”

Table 9. What Should Be Included				
What type of information, if any, should be included in the Best Practice Guide that was not?		Colorado (n=14)	Other States (n=12)	Total (n=26)
	Where I can find key information in the IRG or the IRG item number	7.1%	0.0%	3.8%
	Age of emancipation	0.0%	8.3%	3.8%
	Interest charges or fees	7.1%	16.7%	11.5%
	What happens to a CSNET if a case has been closed	28.6%	16.7%	23.1%
	Enforcement thresholds for remedies	57.1%	41.7%	50.0%

#### Contact Sheet Feedback

- Most respondents had seen or used the contact sheet.
- Respondents from states outside of Colorado found the contact sheet to be particularly useful.
- The majority of respondents would like a direct phone number to be included.

At the beginning of the interstate project, a master contact sheet was created and distributed to participants. Generally, 82.2% of survey respondents had either seen or used the contact sheet, with more respondents from other states using it (52.6%) compared with Colorado respondents (38.5%).

Table 10. Awareness of Contact Sheet				
Have you seen or used the worker contact sheet?		Colorado (n=26)	Other States (n=19)	Total (n=45)
	I have not heard about it.	7.7%	0.0%	4.4%
	I have heard about it but not seen or used it.	11.5%	15.8%	13.3%
	I have seen but not used it.	42.3%	31.6%	37.8%
	I have used it.	38.5%	52.6%	44.4%

Of those who had seen or used the contact sheet, most of the respondents from both Colorado and reported that the document was either “very useful” or “somewhat useful.”

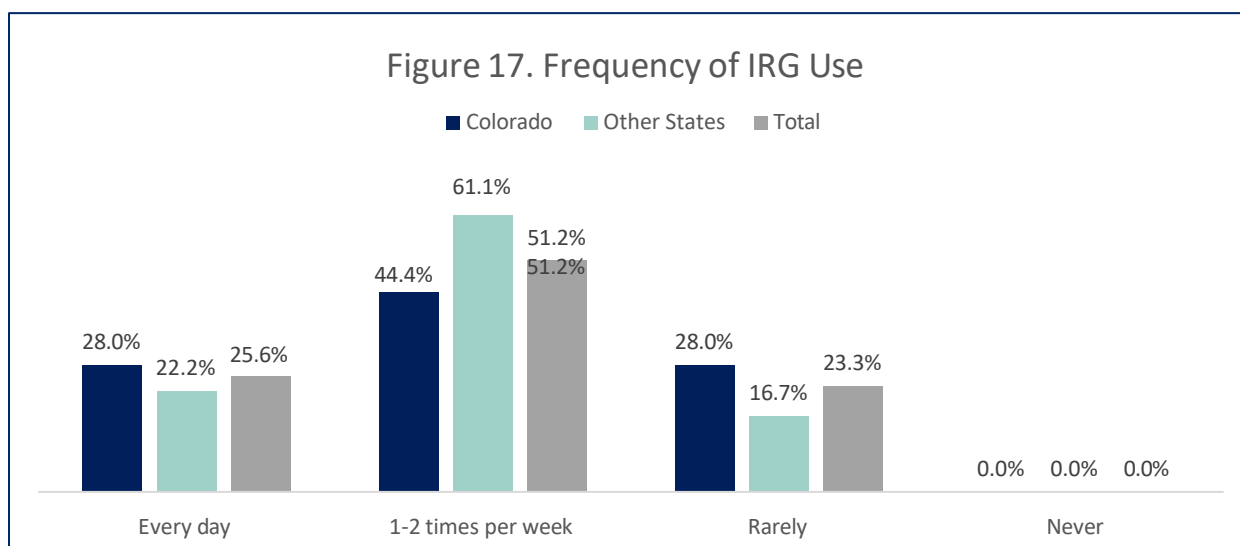
		Colorado (n=20)	Other States (n=15)	Total (n=35)
If you have seen or used the worker contact sheet, how useful is it?	Very useful	30.0%	66.7%	45.7%
	Somewhat useful	30.0%	6.7%	20.0%
	Neutral	20.0%	13.3%	17.1%
	Not useful	0.0%	0.0%	0.0%
	I don't know/NA	20.0%	13.3%	17.1%

Survey respondents were asked what should be included in future versions of the contact sheet that was not yet included. Over half (51.1%) of respondents indicated that they would like a direct phone number for a worker or call center. Other suggestions for information to add about each contact on the list include: the type of case handled, ability to receive electronic documents, their in-office versus remote work status, and their geographical scope of service.

#### Use of the IRG

- Most respondents use the IRG at least 1-2 times per week.
- Age of emancipation and contact information for someone in another state were the two most common reasons for using the IRG.

Survey respondents were asked about their use of the Intergovernmental Resource Guide (IRG) to inform future CIC activities and guide the development of tools moving forward. Most survey respondents use the IRG 1-2 times per week or every day. However, Colorado respondents are somewhat less apt to report highly frequent use than respondents in other states.



Respondents who don’t use the IRG were asked why. About a fifth to a quarter of respondents said they have other sources of information.

Table 12. Reasons IRG is Not Used				
If you do not use the IRG, what is the reason?		Colorado (n=26)	Other States (n=19)	Total (n=45)
I can't find the information I need in the IRG		7.7%	5.3%	6.7%
The information I need is not included in the IRG		3.8%	0.0%	2.2%
I have other sources of information		23.1%	15.8%	20.0%

Respondents were asked what they most commonly look up in the IRG. The majority of respondents reported using the IRG to look up contact information for a worker in another state (60%) and the age of emancipation (64.4%). Respondents from Colorado were more likely to use the IRG to look up the age of emancipation (73.1%) than respondents from other states (52.6%).

Table 13. Common Uses for the IRG				
What are the most common items you look for on the IRG?		Colorado (n=26)	Other States (n=19)	Total (n=45)
Age of emancipation		73.1%	52.6%	64.4%
Fees		19.2%	5.3%	13.3%
Contact information for worker in another state		65.4%	52.6%	60.0%
Change of payee/custody		34.6%	10.5%	24.4%

#### Input on Future Interstate Meetings

- Survey respondents were asked what level, meeting activity, and products that they would like from the CIC in the future.
- The most popular response overall was making “recommendations to OCSS on how to improve interstate case processing.”

The most popular responses regarding meeting format and frequency were a “virtual meeting every quarter” (51.1%) and “an in-person meeting” (40%). There is no meaningful difference in preferences reported by interstate specialists and generalists and only minor differences in responses for Colorado respondents versus those in other states. Overall, the most popular response was “recommendations to OCSS on improving interstate case processing,” with 62.2% of respondents indicating that they were interested in this activity. The second most popular selection was “an IRG cheat sheet with key IRG item numbers to help direct you to state-specific information.” About half (53.3%) of respondents indicated that they were interested in that product. Most (52.6%) respondents from other states were interested in attending an in-person meeting, while only 30.8% of respondents from Colorado said they were interested in an in-person meeting. The most popular virtual meeting schedule was a meeting held every quarter. This was endorsed by 53.8% of Colorado and 47.4% of other state respondents.



<b>Table 14. What Would You Like Moving Forward?</b>			
	<b>% Interested from Colorado (n=26)</b>	<b>% Interested from Other States (n=19)</b>	<b>% Total Interested (n=45)</b>
An in-person meeting	30.8%	52.6%	40.0%
A virtual meeting once per year	23.1%	21.1%	22.2%
A virtual meeting every 6 months	26.9%	26.3%	26.7%
A virtual meeting every quarter	53.8%	47.4%	51.1%
A virtual meeting once per month	30.8%	26.3%	28.9%
Recommendations to OCSS on how to improve interstate case processing	53.8%	73.7%	62.2%
A better best practice document	38.5%	42.1%	40.0%
An IRG cheat sheet with key IRG item numbers to help direct you to state specific information	53.8%	52.6%	53.3%

## Conclusions

The information provided by the midpoint survey documents the impact of the CIC on interstate processing for participating states and will guide the future development of tools and the structure of the interstate summit meetings. Key findings include:

- Most of the 45 who responded to the survey are from Colorado, but all eight participating states were represented in the respondent sample. Almost half of the respondents work in urban or metro areas.
- Most respondents were long-serving child support professionals who were very engaged in the virtual summits and attended consistently.
- Respondents rated the meetings very highly and appreciated the opportunity to connect with interstate professionals in other settings. They also credited the virtual summits with improving their practice and interstate case processing performance.
- Respondents from states other than Colorado and respondents who work exclusively in interstate case processing seemed to find particular value in the meetings and rated it most favorably.
- Of those who had seen both the Best Practice Guide generated following the first round of CIC virtual meetings and the contact sheet, most reported that the tools were at least somewhat helpful.
- Most respondents used the IRG at least 1-2 times per week and reported that an IRG cheat sheet would be a valuable tool to generate. Respondents were also interested in making recommendations to OCSS on how to improve interstate case processing and having a virtual interstate meeting once per quarter. There was some interest in an in-person meeting and a better best practice document.

While the ongoing participation and benefits reported by the core group of regular summit meeting attendees are quite encouraging, they do not speak to the value of the virtual summits for child support professionals with less frequent attendance patterns. Nor do we know whether and how the potential benefits derived for regular attendees have translated into changes in interstate case processing in Colorado and border states as a whole. Additional information is needed to answer these questions and to examine the impact of the summit meetings and CIC products on improving interstate case processing. Hopefully, the upcoming focus groups with state representatives will provide helpful insight, as will a widely distributed post-survey at project completion.

## Appendix E. Suggestions for OCSS

These suggestions were compiled based on virtual summits and focus groups with state staff and interstate child support workers in eight border states: Arizona, Colorado, Kansas, Nebraska, New Mexico, Texas, Utah, and Wyoming.

**Limited Services Requests** – Create a way to track these that would be recognized by all states and the federal office. This is difficult, as an IV-D case is not opened when providing limited services, even though some of these requests do involve some limited enforcement. The states' efforts to assist other states with these requests should be credited and acknowledged as activity.

**International Payment Processing** – Provide a way for all states to send payments electronically to other countries and receive payments from them. Many countries no longer accept checks and there are often high fees for processing them if they are accepted. This leads to cases that are being enforced, both in the U.S. and other countries on which payments cannot reach the custodial party.

**Postmaster Verification Letter** – Provide guidance on verifying the NCP's address, specifically on the Postmaster Verification Letter. Some states require a copy of the letter to move forward with a case. This can sometimes be provided but not always. For example, in Texas, a vendor provides this service and verifies the address but does not provide the document to the Texas CSE agency.

### **IRG Recommendations**

- Add information on whether states will accept arrears-only cases for enforcement and whether they will file contempt on arrears only cases (e.g., Texas will not).
- Add information on establishing and enforcing orders when NCPs are incarcerated.
- Add information on reviews and modifications when someone is in the military.

### **Federal Forms**

- It should be easier to identify which state is initiating and which is responding across forms, as the time spent figuring this out adds up.\*
- It would be helpful to have transmittal forms that are 'federally translated' in Spanish and other languages.
- On the bottom of the transmittal forms (where contact information is provided), add a question about preferred mode of communication (email, phone, etc.).
- When the order does not have the interest rate for the other state on the initial transmittal form, there should be a section providing it. (Workers sometimes have to check the IRG, and it may not be a simple answer. They then have to reach out to the other state, which creates a hold on the order.)\*
- On transmittal forms, it would be helpful if a state could indicate if they are an electronic document management (EDM) state and if they need paper packets or if electronic packets via EDE are sufficient.\*
- Have uniform electronic signatures that would be recognized by all states and their courts.

**EDE** – OCSS should broadcast when a state joins EDE.

**Birth Certificates and Acknowledgments of Paternity** – Need a standard way to obtain these without having to get originals through various agencies.

*Note:* suggestions marked with an asterisk (\*) may need to be discussed for clarification.