

Intervention #1 – The Project Office Pledge



Project Office Pledge

I agree to support the Three-State Intergovernmental Project with my time, focus, tenacity, and commitment to the case processing actions below on cases with the Partner States. I believe that I have the power to change the lives of families, and I choose to use my power to respectfully promote the well-being of children and self-sufficiency of families by fairly, effectively, and efficiently using these processes to establish, modify, and enforce child support orders. Therefore, I pledge to:

- ❖ Be cordial and cooperative with my fellow intergovernmental caseworkers in the Project offices
- ❖ Zealously work my intergovernmental cases as I do my local cases
- ❖ Participate in all available intergovernmental and OCSE tools training through the Project
- ❖ Review the file when I learn that the noncustodial parent has relocated to another Partner State, and if there is no certified copy of the order, I will order one immediately (or request the appropriate team member do so) to prepare for the possibility of sending an outgoing referral to a Partner State

For all intergovernmental cases with the Partner States:

- ❖ Give my name, direct phone number, direct email, and direct fax number to other intergovernmental caseworkers on all case forms and correspondence, either written or verbal, on paper or electronic copies
- ❖ Not share the direct contact information of the other state's intergovernmental caseworker with the parties on the case unless that other state caseworker asks me to do so.
- ❖ Check EDE on a regular and consistent basis
- ❖ Check my CSENet messages every day, or on a consistent basis if I am not alerted to a new CSENet message

- ❖ Answer my phone if available and return all intergovernmental case calls as soon as possible within three (3) business days
- ❖ Return or acknowledge all voicemails and emails from customers on intergovernmental cases within three (3) business days; if the customer needs to contact the other state for assistance, I will still acknowledge the communication and 1) explain the reason that the other agency should answer their questions; 2) refer them to the correct agency and 3) contact the other agency to let them know the customer called me and I referred them to the other agency
- ❖ Set my out of office messages in my email and phone systems when I have planned leave, and to the best of my ability when it is unplanned
- ❖ Inform the customers at every opportunity the status of the case and the nature of intergovernmental cases to try to set their expectations to be reasonable for their case
- ❖ Provide copies of birth certificates, orders, and/or voluntary acknowledgments of paternity/parentage without referring another state's intergovernmental caseworker to a different agency whenever possible
- ❖ Search for my case in QUICK and FCR upon receipt on an incoming case or before completing an outgoing referral to see if there are any intergovernmental cases that impact my case and continue to use these tools throughout the case as appropriate
- ❖ Research policy issues in the OCSE IRG and the new Three-State Reference Guide for this Project before contacting the other state
- ❖ Follow all existing policies for enforcing all portions of the IV-D arrearage
- ❖ Even if the case is not in my caseload, if the case is in my system, I will assist another intergovernmental caseworker and provide updated information such as employment, address, email address, or phone numbers
- ❖ Submit all important documents regarding the arrearage balance information before closing an intergovernmental case, like the court orders, payment record, or other documentation
- ❖ Advise the other state when the order is modified and ask the other state what information they need to register the modified order

For incoming cases from the Partner States:

- ❖ In the Central Registry, set up the case and send the Transmittal #1 Acknowledgment within 10 calendar days
- ❖ In the Central Registry, share my direct contact information with the Project Offices and invite caseworkers from the Project offices to call me or my superior for a status update if a Transmittal #1 Acknowledgment is not sent by the 10th day
- ❖ In the Central Registry and in the local office, not automatically reject a referral, but keep an incoming referral if there is a quick fix to it, like a missing document or

a mischecked box on the intergovernmental forms and instead contact the caseworker who made the referral and ask for corrected or missing documents

- ❖ In the local offices, on cases where our state enters an order, send a certified copy of that order to the initiating state within three (3) days of receiving the signed order from the court

For outgoing cases to the Partner States:

- ❖ Follow all existing policies for determining whether a one-state remedy or a two-state remedy is appropriate, and if an outgoing intergovernmental referral is appropriate, contact the applicant to complete forms as soon as possible (if necessary) and send the referral as soon as possible after all supporting documents are received
 - ❖ Consult the OCSE Matrix for the correct intergovernmental forms
 - ❖ Consult the questions section of the Three-State Reference Guide to verify I have asked for the correct type of action and included all necessary information in the outgoing referral
 - ❖ Proofread all outgoing referral packets for correctness and completeness
 - ❖ On intergovernmental enforcement cases, I will send a copy of the arrearage calculation to the other state (and to the order state, if necessary) each time an in-kind or direct payment is made in my state, and I must adjust the pay records of my state
 - ❖ Contact the responding Partner State before asking them to close to discuss concerns or pending actions.
- **By completing and submitting this survey with my name and information, I am electronically signing this Project Office Pledge, and I understand that an electronic copy of this pledge will be given to me and kept as a record for the Three-State Intergovernmental Project.**

/s/ Mariellen Keely

(signature)

12/18/2020

(date signed)

Mariellen Keely

(printed name)

VA-Home Office

(project office)