

Child Support Report



OFFICE OF CHILD SUPPORT ENFORCEMENT
<http://www.acf.hhs.gov/programs/css>

Vol. 35 No. 9 September 2013

Inside This Issue

Commissioner's Voice:
The Affordable Care Act will
help parents and children
in our caseload 3

OCSE webinar: Hennepin
County Co-Parent Court 3

Child support agencies
spread awareness 4

Passport denial program
collects the dough: A
baker's dozen of reasons
parents pay 5

San Francisco collaborates
to reduce youth violence 6

New report on
characteristics of child
support families 6

Preparing for an active
shooter situation at your
agency 7

FEMA's advice: Prepare
your smartphone for any
emergency 7

Hispanic resources on the
Affordable Care Act 8

Direct people to your site
with QR codes 8

Domestic violence
survivors don't have to give
up social media 9

The cost of raising a child 9

Inspiring and 'monumental' Florida conference takes Hispanic outreach to the next level

By Cheryl Reid-Drayton, *OCSE Region IV*

A record number of persons ages 5 and older speak Spanish at home, according to the Pew Research Center. With the growing diversity of the U.S. population, child support professionals are duly interested in reaching out to community organizations to make certain they are aware of child support services—and understand them.

Child support outreach takes on many different forms. For example, in our OCSE Region IV office (in Atlanta), we invite community organizations to events where we can educate participants about child support services so the organizations, in turn, can help educate parents in their community about our services. We also send publications and helpful web links when individuals or organizations request them.

In the region's southeastern states, we have community organizations increasingly asking for more—more opportunities to have discussions not only about child support services, but also about all services available from programs within the Administration for Children and Families. The community organizations want to learn where—and how—these various programs' services will make a difference in their communities.

We became more aware of their heightened interest this spring when our OCSE regional office staff partnered with ConnectFamilias in Miami to hold a summit, not only to present information, but to receive it as well.

The Inaugural Summit on Hispanic Children, Families, and Communities at Miami Dade College-Inter American Campus was just the beginning of the many forums that will bring all the key partners who serve the Hispanic community together to discuss important issues. As one attendee said, "This is what the community needs to promote collaboration among all people for the good of the families. More organizations need to do this—this is monumental."

continued ▶

Hispanic Heritage Month

September 15 – October 15



Subscribe to the
Child Support Report

Sign up at the
bottom of the
OCSE homepage



From left: Hugo Huapaya (Center for Medicare & Medicaid Services), Cheryl Reid-Drayton (OCSE Region IV), Keylan Mitchell (Runaway and Homeless Youth), Deputy Assistant Secretary Linda Smith (Head Start), Kenneth Jackson (ACF Deputy Regional Administrator), Angie Fernandez and Janeen Jones (OCSE State Attorney General's Office), and Beverly Tucker (West Palm Beach OCSE).

See a video with photos from the ConnectFamilias conference on YouTube.



Betty Alonso, Executive Director and CEO of ConnectFamilias, said, “It was designed to serve as a catalyst for igniting collective action and solidifying common goals around key community issues to improve the lives of children in Miami-Dade County.”

In addition to the child support program, the summit presenters focused on HHS services of the Runaway and Homeless Youth Program, the Centers for Medicare & Medicaid Services, Early Childhood Development, Health and Wellness, Domestic Violence, Human Trafficking, and Family and Community Safety.

Linda K. Smith, Head Start Deputy Assistant Secretary and Inter-Departmental Liaison for Early Childhood Development, Administration for Children and Families, presented a keynote about early childhood initiatives and the

importance of service delivery to the Hispanic community. Representatives from key partners, such as Children’s Trust, met with Smith before the opening of the forum to talk about early childhood development and other issues affecting the community. One of them said, “I will always remember this, and we are honored that she shared her time with us—and more importantly, she listened.”

For the 250 attendees (well above the preregistered 158), having everyone at the table, so to speak, was long overdue, and all vowed to continue the series of forums to address issues of the community, one meeting at a time. As one attendee said, “We are more than numbers, and it feels good to know that what we do for the community is valued not only locally but nationally.” This is taking outreach to a new level.

Languages in the U.S. vary widely

A new interactive map on the U.S. Census Bureau’s website pinpoints the wide array of languages spoken in homes across the nation. The [2011 Language Mapper](#) shows where people live who speak specific languages other than English. Dots represent how many people speak each of 15 different languages.

For each language, the mapper shows the concentration of those who report that they speak English less than “very well,” a measure of English proficiency. The tool uses data collected through the American Community Survey from 2007 to 2011.

The Census Bureau also released a report, [Language Use in the United States: 2011](#), on rates of English proficiency and the growing number of speakers of other languages. Did you know that 21 percent of the population (in the 2011 American Community Survey) speaks a language other than English at home, that is, one of 381 other languages?

Resources to help you communicate

Do you communicate with parents or other members in the community who have limited English proficiency? The [HHS Office of Minority Health](#) offers tools that can help you communicate in culturally appropriate and more effective ways. Although the tools target health care organizations, they are broad enough to help child support professionals as well.

See the Office of Minority Health website titled [Think Cultural Health](#) for links to the following four language access resources, as well as other ideas for helping your agency better communicate with your diverse customers.

[EnsuringEffectiveCommunication.pdf](#)

[DisasterPreparednessRespondTool.pdf](#)

[InterpretTool.pdf](#)

[WorkingWithAnInterpreter.pdf](#)

See [page 8](#) for Spanish resources on the Affordable Care Act.



**Commissioner's
Voice**

The Affordable Care Act will help parents and children in our caseload

We have 40 million people in our child support caseload, including about 24 million adults. A third of the people in our caseload have incomes below the federal poverty level. According to a recent [Urban Institute analysis of Census data](#) (now on the

OCSE website and highlighted on page 6 of this newsletter), our program served nearly *80 percent* of poor custodial families in 2009. The Affordable Care Act will help make health care coverage more affordable and accessible for the people in our caseload. While obtaining medical support for children remains an ongoing responsibility, your child support office also can refer *parents*—both mothers and fathers—to the Health Insurance Marketplace.

States have new opportunities to expand Medicaid coverage to include adults without children living at home who have incomes at or below 133 percent of the federal poverty level (about \$15,000 for an individual). Community health centers have more funding than before. When I was a young mother, I didn't have health insurance. We went to a public health center for my kids' check-ups. My first son was born three months prematurely. We were still paying \$10 per month toward that hospital bill when my second son had emergency surgery. I applied for Medicaid. I will always remember how I felt when my caseworker said, "We can take care of it. We can cover the bill. Don't worry."

Low-income noncustodial parents have an opportunity for the first time to get their own health needs covered. Think of that! Think of our ability to make a difference for the parents and children in our caseload. I will never forget a noncustodial parent employment program that I visited 20 years ago—the men couldn't pay child support because they couldn't get jobs. They couldn't get jobs because they did not have front teeth.

Access to health coverage will help reduce racial, income, and gender disparities among the people in our caseload.

Of the 6.8 million uninsured African-Americans in this country who are eligible for coverage through the Health Insurance Marketplace, 56 percent are men. Of the 10.2 million uninsured Latinos in this country who are eligible for coverage through the Marketplace, 55 percent are men.

Now is the time to focus on outreach, information, and referrals for the parents and children in your caseload. Open enrollment begins October 1, with coverage beginning January 1 in this first year of implementation.

Later this fall, consumers can learn about and enroll in coverage through [HealthCare.gov](#). HHS has launched a 24-hours-a-day consumer call center that is ready to answer questions in 150 languages. More than 1,200 community health centers across the country are preparing to help enroll uninsured Americans in coverage, and a partnership with the Institute of Museum and Library Services will help trusted local libraries be a resource for consumers who want information on their options.

In addition, HHS has begun training other individuals who will be providing in-person assistance, such as agents and brokers and certified application counselors. Health care navigators will serve as an in-person resource for Americans who want additional assistance in shopping for and enrolling in plans in the Health Insurance Marketplace beginning this fall. Navigators are trained to provide unbiased information in a culturally competent manner to consumers about health insurance, the new Health Insurance Marketplaces, qualified health plans, and public programs including Medicaid and the Children's Health Insurance Program. More than 100 national organizations and businesses have volunteered to help Americans learn about the health care coverage available in the Marketplace.

Plug in, and help the uninsured parents in our caseload get access to health care coverage. Our [Health Care Connections fact sheets](#) on the OCSE website can help point you in the right direction.



Vicki Turetsky



OCSE webinar: Hennepin County Co-Parent Court

What: Webinar from OCSE Change Makers series

When: Friday, Sept. 20, from 2:30 – 4 p.m. ET

Title: Combining Paternity Establishment and Co-Parenting Services: Hennepin County Co-Parent Court

The co-parent court philosophy is that children will be better served if the paternity and child support establishment process includes the range of emotional and parenting support children need from both parents, rather than financial support alone.

Register for the webinar now!

Child support agencies spread awareness

Some states declared August as Child Support Awareness Month. Below, four agencies describe ways they involved families and staff in awareness activities.



GREEN DAY IN OHIO—The Ohio Child Support Directors Association wore green at their last board meeting in honor of this state’s Child Support Awareness Month. Visit the association’s [Facebook page](#) to get a glimpse of the activities that county child support agencies sponsored during the month. County staffs wore green on Aug. 7, and some offices hosted street fairs, empowerment days, outreach days, kids days, fast-track Fridays, open houses, breakfasts, and more. The directors association issued press releases and played public service announcements on Ohio radio stations. “We also focused on employers to thank them for the valuable service they provide by helping Ohio collect over \$1.4 billion of the nearly \$2 billion collected in child support payments each year,” says Christy Rodeniser, program manager at the directors’ association. “Support is key to the over one million children involved in Ohio’s child support program,” says Rodeniser.

FAMILY FUN IN ARIZONA—On Saturday, Aug. 10, the Arizona Department of Economic Security sponsored its first Family Connection Fun Day, a fair for families to learn about child support services and other resources in the community—and have fun while they were at it. The East Valley Boys & Girls Club/Tempe Ladmo Branch lent their facilities for the fair; they estimated attendance at about 350. Organizations including a hospital, fire department, fathers support group, and food kitchen sponsored games, information booths, arts and crafts, and more. All 29 vendors said they found value in the event and would do it again. Children loved it, and adults expressed their appreciation that there was “something for everyone.”



WISCONSIN REENSTATEMENT—In 2011, when the Wisconsin child support program’s funding was reduced by half, the Wisconsin Child Support Enforcement Association (WCSEA), along with the Wisconsin Counties Association and other state child support program supporters, hit the streets to talk about the importance of the program and its effect on the lives of many children and families. For two years, they educated lawmakers as well. So they were naturally proud when the Governor proclaimed August as Child Support Awareness Month—and the decision makers reinstated funding for the program. Part of WCSEA’s educational campaign was to stress that child support services enforce the personal responsibility of parents for their children. Through child support work, agencies promote intact families, incentivize marriage between unwed parents, and reduce public assistance spending for single-parent families.



POSTING PROSE IN CALIFORNIA—The California Department of Child Support Services distributed this poster in English and Spanish to its 51 local child support agencies, and to its partners, including: local DMVs, “First 5” agencies, Family Law Facilitators, Veterans Services, California Department of Rehabilitation, and Women, Infants & Children. The child support agencies encouraged parents who had fallen behind in making their child support payments to drop by their local agencies to make a payment, seek a modification, obtain a repayment plan, or see if they qualify for a compromise on their overdue balance. They also held outreach and education activities at libraries, health fairs, employment offices, and more. See the department’s news release and links to information about specific county activities on the [California Child Support Services website](#).

A parent's love is expressed in many ways.



Child support is one of them.



August is
**CHILD SUPPORT
AWARENESS MONTH**

Passport denial program collects the dough: A baker's dozen of reasons parents pay



This year, passport denial collections (voluntarily reported) by state child support agencies total more than \$15 million. Collections since the program began in 1998 total more than \$291 million. Have you ever wondered what motivates someone to settle their past-due child support so they can receive a passport? The reasons are many, but here are the top 13 along with examples.

1 Employment

California \$102,000
Virginia \$72,000
Puerto Rico \$39,000
New Jersey \$37,500

2 Visiting family

California \$310,000
Oklahoma \$71,000
Pennsylvania \$62,000
South Carolina \$33,000

3 Entertainment industry and sports

California \$85,000 – professional athlete traveling to Europe
California \$38,000 – traveling to Europe to work on a film
California \$37,000 – member of band touring overseas
New Jersey \$22,900 – musician going on tour
Alabama \$3,000 – appearing in a reality show

4 Vacation

New York \$93,000 – in Southeast Asia
Oklahoma \$30,500 – Caribbean vacation

5 Capital gains

California \$235,000 – sold property
Alabama \$104,000 – paid with lottery winnings
Ohio \$66,000 – took out a loan
Nebraska \$47,000 – selling property in East Asia
Hawaii \$24,500 – sold prize-winning puppies

6 Western Hemisphere Travel Initiative

Georgia \$47,000 – truck driver travels to and from Mexico
Indiana \$18,500 – family trip to Canada

7 Funerals

Texas \$50,000
Maine \$18,000

8 Romance

California \$28,000 – attend wedding in Mexico
Kansas \$19,000 – traveling to see the “love of his life” whom he met online
Ohio \$19,000 – attend parents’ 50th wedding anniversary
Connecticut \$8,000 – honeymoon in Southeast Asia and the Far East
Minnesota \$5,500 – honeymoon in Europe

9 Medical treatment

Arizona \$40,000 – dental work
Wyoming \$2,000 – accompanying girlfriend who needs medical treatment
Tennessee \$1,500 – donating eggs to infertile couples overseas

10 Resides abroad

Texas \$44,000
Florida \$25,000
Nevada \$15,000
Idaho \$14,000

11 Someone else pays

Washington \$38,500 – ex-wife’s parents paid so the parent could participate in a competition in East Asia
Washington \$30,000 – employer paid so the parent could continue to work in the Middle East
North Carolina \$22,000 – father paid so the parent could visit family in South Asia
Pennsylvania \$15,000 – family paid so the parent could get married overseas
Washington \$14,000 – parent’s fiancée paid so he could visit family

12 Just because

California \$110,000
California \$68,000
Illinois \$33,500

13 Received “limited validity” passport

Massachusetts \$26,000
Michigan \$7,000

Learn more on the OCSE Passport [Denial program web page](#).

San Francisco collaborates to reduce youth violence

By Freda Randolph Glenn, Operations Manager
San Francisco Department of Child Support Services

In August 2012, San Francisco's Mayor Edwin Lee introduced a public safety initiative to address the increase in violence and homicides in the city's most vulnerable communities. He invited family service agencies to join him, and the Department of Child Support Services said "Yes!"

The initiative, called Interrupt, Predict, and Organize for a Safer San Francisco (IPO) is a collaboration among law enforcement, county agencies, community and religious leaders, and service providers. These partners developed a strategy that includes early intervention, education, workforce development, and behavioral needs of at-risk transitional youth. The initiative targets youth ages 18-25 who reside in San Francisco's high crime neighborhoods and are members of gangs or are engaged in activities commonly associated with gang affiliations.

IPO participants are identified and recruited into the program by local law enforcement agencies (San Francisco Police Department Gang Task Force Division and San Francisco Adult Probation Department) and by community-based employment service and resource providers. Participants who successfully complete a two-week, job-readiness course through one of two community-based agencies can accept a one-year transitional employment opportunity with the City and County of San Francisco's

Department of Public Works. The participants then work while completing their high school education/GED certificate, as well as resolving any other barriers to their successful reentry, such as outstanding child support matters.

As a partner of IPO, San Francisco Department of Child Support Services (DCSS) is one of several "first responder" agencies that expedite case management services for families and victims in crisis. DCSS works closely with IPO participants enrolled in the job-readiness program to educate and inform them of their rights and responsibilities in the child support program. DCSS also supports IPO in an advisory capacity by working with the city's leaders, law enforcement partners, and community in local crime prevention efforts.

Since recruitment began in March 2013, DCSS has received eight participant referrals through the IPO network, clients who otherwise may not have engaged with the child support program. DCSS helps these families through case management services at a time when they are most vulnerable and in need of support.

For more information on the IPO initiative or other San Francisco DCSS programs, please contact the author at freda.randolph@sfgov.org.

New report on characteristics of child support families

In 2010, 62 percent of the custodial families in the United States participated in the child support program. Custodial parents who participate in the program are much more likely than custodial parents outside the program to be poor, never married, under age 30, and have limited education. Learn more from an Urban Institute report now available on the OCSE website:

[Characteristics of Families Served by the Child Support \(IV-D\) Program: 2010 Census Survey Results](#)



Preparing for an active shooter situation at your agency

By Kim Danek, OCSE

Annual National Preparedness Month observances urge us to review our family and workplace safety plans, but more often than not, people instead think of planning for natural disasters such as hurricanes, floods, wildfires, and tornadoes. This year, the *Child Support Report* offers practical advice to help government offices prepare for issues surrounding workplace violence.

According to the Department of Homeland Security Active Shooter Pocket Card: “An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.” As a manager, your first step should be to draft an Active Shooter Emergency Action Plan or, if your office already has one, to review it and see if everything is still relevant.

Jeffrey Sypolt, the Chief of Occupational Safety and Health for the U.S. Department of Health and Human Services, says managers should keep these tips in mind as they develop a plan:

Watch: Ensure your employees know what to look for. They need to be aware of someone doing a suspicious or dangerous activity, such as putting down a backpack and walking away. If someone who was recently in your office for a difficult child support case made extreme or threatening remarks toward one of the employees or towards the office in general, that could be a danger sign.

Plan: An Active Shooter Emergency Action Plan includes instructions employees can follow in an active shooter event. Think: Run-Hide-Fight.

- If possible, **RUN** to safety. Employees must know their best escape routes from their location and the predetermined central meeting place that is a safe distance from the building.
- If escape is not an option, **HIDE**, and remember that part of hiding is remaining silent and still. Employees should lock their office doors and turn off the lights if possible. Immediately put all cell phones and pagers on silent—NOT VIBRATE. Don’t type, don’t make phone calls, and especially don’t peek out the door.
- If discovered while hiding, defend yourself and **FIGHT** for your life. Employees can try to incapacitate the shooter by throwing items at the shooter, such as wastebaskets, staplers, or other small but hard objects.
- Lastly, act decisively regardless of whether you decide to run or hide. Don’t get caught in between. If the choice is to hide, stay hidden until you get an official announcement.

Call: Dial 9-11 only when you can make the call safely. Employees hiding should remain in hiding until a pre-determined warning code or official notification is broadcast.

Inform: Employees must keep their eyes open and observe the situation. When law enforcement officials arrive, they will need to know where the active shooter is, whether there is more than one suspect, the type of weapon(s) the shooter has, what the person looks like, and how many potential victims could still be in danger.

Practice: It is critical that employees practice office Emergency Action Plans so they can do what is expected in an emergency.

Sypolt offers the following online resources to help managers become more informed about workplace safety.

- The Department of Homeland Security has a website dedicated to [active shooter information](#).
- Managers can find a [Workplace Violence factsheet](#) at the OSHA website.
- For those who want to develop a detailed plan for their agency or who just want more information, read “[Dealing with Workplace Violence: a Guide for Agency Planners](#)” published by the Office of Personnel Management.

FEMA’s advice:

Prepare your smartphone for any emergency

September is National Preparedness Month and FEMA’s [Ready campaign](#) this year integrates technology into preparedness plans. The campaign is asking all smartphone owners to turn their phones into a life-saving tool during and after an emergency or disaster. The campaign recommends that everyone:

- Learn how to send updates via text and internet from your mobile phone to your contacts and social channels in case voice communications are not available.
- Store your important documents such as personal and financial records in the cloud, in a secure and remote area, or on a flash or jump drive that you can keep readily accessible from anywhere.
- Create an Emergency Information Document by using Ready’s [Family Emergency Plan template](#) in Google Docs (use Google Chrome to view) or by downloading the Ready Family Emergency Plan to record your emergency plans.
- Download the [Resolve 2B Ready 2013 Toolkit](#) for tips.



Spanish resources on the Affordable Care Act

Enrollment in the Health Insurance Marketplace begins October 1! As child support agencies plan Hispanic outreach activities, consider sharing information about the Affordable Care Act.

The White House announced its official ACA hashtag for Latino outreach: #OurSalud—it's in Spanglish to make sure we reach English-dominant Latinos.

Use these resources to help Latino families get the latest information and tools on the Marketplace.

- [Spanish tweet \(twitter.com/CuidadoDeSalud\)](https://twitter.com/CuidadoDeSalud)
- [Spanish Facebook post \(https://www.facebook.com/Cuidadodesaludgov\)](https://www.facebook.com/Cuidadodesaludgov)
- [Spanish CuidadoDeSalud.gov blog](http://CuidadoDeSalud.gov)
- [Infographic](#) (shown at right, available on flickr)



Media Matters

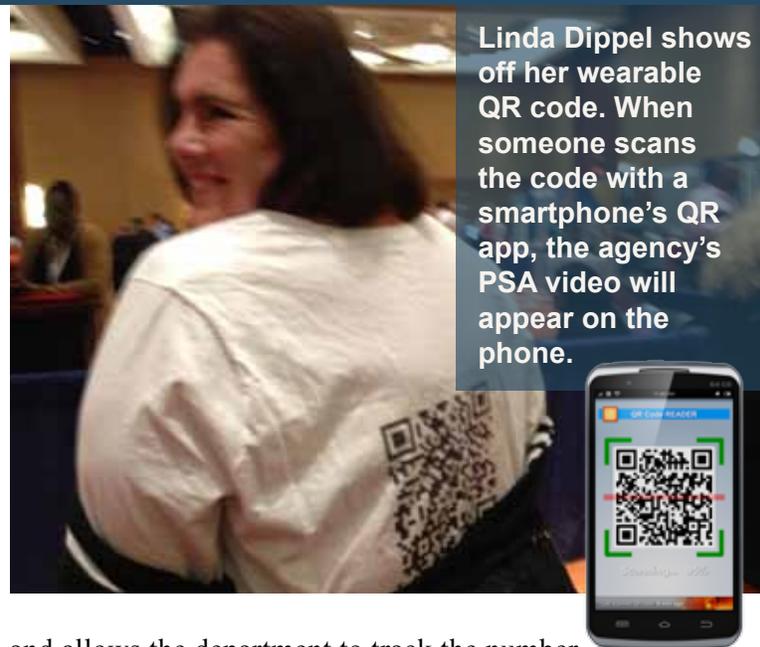
Direct people to your site with QR codes

Quick Response, or QR codes are a type of two-dimensional barcode that people can read with a QR reader program (app) they download to their smartphone. When they scan a QR code with their smartphone app, the program will display the information or take them to the website associated with data preset in the code.

You will see a QR code on almost every magazine ad and on product packages and store receipts. “The QR code can display text, take you to a web page, or play a video. QR codes are simple and free to create,” says Linda Dippel of Contra Costa County, CA. “You can search the internet for a QR code generator to find many choices. Enter the URL or text to generate the QR code, and then place your QR code where you want people to see it!”

For Contra Costa County child support staff, wearing a QR code printed on a T-shirt offers a unique way to invite people out in the community to view a [PSA video](#) on the agency’s website (see photo). The county also displays a code on ads, for example on posters in subway stations.

California’s Alameda County Department of Child Support Services uses QR codes in its Early Intervention packets given to case participants at court. Two QR codes direct the public either to the State Disbursement Unit to make a payment or to the department’s child support website for more information. Alameda County has a special version of their department website linked to that respective QR code



and allows the department to track the number of hits received. The traffic is increasing as the department continues to promote the use of QR codes as a convenient tool for people to get child support information.

As in the Alameda County example, a benefit to some QR code generators is that you can track when people go to your site using the QR code. Some subscription-based QR code generation services also allow you to track your hits with more data and customize your QR code to make it more eye-catching.

With more than 50 percent of the adult population of the United States using smartphones, QR codes easily direct more child support customers to important information.

Domestic violence survivors don't have to give up social media

By Kim Danek, OCSE

Facebook, MySpace, and Twitter, the three most popular social networks, offer participants a way to communicate with families and friends, share information, connect with old acquaintances, and meet new people. For victims of domestic violence, who often feel isolated and alone, social networks can provide a place where they can maintain healthy relationships during and after their difficult situations.

Unfortunately, abusers often go to great lengths to keep their victims isolated and controlled, both IRL (this means “in real life” for those not up on social network slang) and online. Cindy Southworth and Erica Olsen of the National Network to End Domestic Violence say that is why victims are often told they should get off social networks to avoid being tracked down or stalked. They feel this is unreasonable because significant portions of peoples’ lives are tied into these sites today, which can be difficult to give up. Southworth and Olsen also say it is unfair to the victims to say they should avoid any potential place where they might meet their abuser.

If the survivors follow fundamental internet safety protocols, they should not have to give up these important social connections. For that reason, Facebook, the National Network, and three other organizations wrote a guidebook to help victims develop practices to keep them safe so they can remain electronically social.

“Our role, as advocates, professionals, friends, and family, is to make sure that survivors know the options to maintain their safety. That’s the empowering strategy—helping survivors take back the control that abusers have tried to steal from their lives.”

—Cindy Southworth and Erica Olsen
National Network to End Domestic Violence

In a Facebook blog post, Southworth and Olsen explained “how important it is for survivors to remain connected, both offline and online, to families and friends, while also maintaining their privacy and safety.”

The nine-page booklet, “Privacy & Safety on Facebook: A Guide for Survivors of Abuse,” is divided into sections that give survivors information on how to “Manage Your Friends,” “Take Back Control” by setting up appropriate privacy settings, and “Be Safe.” It also provides tips and options that victims can use when someone is harassing, monitoring, threatening, or stalking them online.

To help domestic violence victims stay safe online, direct them to the [Facebook Family Safety Center](#), and to the [downloadable guidebook](#).

For more information on domestic violence and child support, check out [OCSE’s family violence web page](#), especially the [training tools](#) created in collaboration with the National Resource on Domestic Violence.



USDA ADDS IT UP—The U.S. Department of Agriculture says it will cost some families \$241,080 to raise a child born in 2012, according to its new report [Expenditures on Children by Families](#). Child support agencies may want to use the USDA calculator as an educational tool to help parents estimate annual costs. See the [Cost of Raising a Child Calculator](#).

Child Support Report

Child Support Report is published monthly by the Office of Child Support Enforcement. We welcome articles and high-quality digital photos to consider for publication. We reserve the right to edit for style, content and length, or not accept an article. OCSE does not endorse the practices or individuals in this newsletter. You may reprint an article in its entirety (or contact the author or editor for permission to excerpt); please identify *Child Support Report* as the source.

George H. Sheldon
Acting Assistant Secretary for Children and Families

Vicki Turetsky
Commissioner, OCSE

Gabrielle Pagin
Director, Division of Consumer Services

Elaine Blackman
Editor
elaine.blackman@acf.hhs.gov

