

Child Support Report

Vol. 36 No. 6 June 2014



Erin Frisch continues our series on change management in the child support program.

Michigan employees changing traditional intake caseworker model, technology

**By Erin Frisch, Director
Michigan Office of Child Support**

Before this year, the Michigan Office of Child Support (OCS) was woefully behind in serving our customers for several reasons—overwhelming caseloads under a new eligibility system, inefficient processes, and poor technology.

The No. 1 complaint from stakeholders and customers was their inability to reach a child support specialist. The specialists processed only an average 55 percent of the incoming cases. The rest became backlogged, and many fell into noncompliance leading

to denial of families' benefits. As hard as they worked, child support specialists couldn't keep up with the volume of incoming cases. When customers finally did connect with specialists, many were angry and desperate, and often cases escalated to a manager to resolve.

Adding to the high case volume were inefficient technology and poor processes. Historically, customers and specialists often played “phone tag,” leaving one another messages. It could take days or weeks to connect with the customer and move the case to the next step; many customers were denied assistance benefits through no fault of their own.

OCS fixed all of these issues with organizational changes and new phone system technology—and involved employees every step of the way.

Analyze, design and “over-communicate”

We first analyzed our workflows and created a business case for change. From the beginning, we involved caseworkers who described how they did their jobs and their “pain points.” We organized job shadowing and focus groups. After we selected a technology solution, employees participated in design sessions. They attended a “rapid-process improvement” event to map current processes and define waste and opportunities for streamlining.

Employee “champions” promoted messages and dispelled rumors. The management team's mantra was “over-communicate”; even when we had said it 10 times, we said it again and always tried to explain the change in terms of what it would mean for our workers and most importantly our customers.

Significant improvements

In January, our case intake improvements went live, fundamentally changing how OCS handles case management. Child support workers now specialize in tasks and share cases across the entire intake section rather than maintain separate caseloads. When customers call OCS, they speak to a support specialist. Our call wait-times now average 5 minutes compared to the previous 2-week response time.

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Father's Day

The child support program honors the nation's fathers and children

JUN 15



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And because we serve our clients on their first call, our call volume has decreased by 36.5 percent. Callers have given overwhelmingly positive feedback on these changes.

Intake improvements led to other casework efficiencies. By quickly handling high-volume call days, we increased the number of case referrals to the prosecutor's office by 44 percent and decreased the number of cases escalated to a manager by an estimated 90 percent. We are also mailing fewer noncompliance letters: 53 percent less in February 2014 than in February 2013. In addition, we have fewer requests for administrative hearings due to noncompliance with child support requirements. In January, OCS held 151 administrative hearings on child support noncompliance compared to 51 hearings held in March.

The new Interactive Voice Response (IVR) system lets customers record their particular situation, case information, and personal identifying information so that workers can prioritize the calls and route them to the most suitably skilled support specialist. The new technology and process allow for first-call resolution, saving time and money for OCS and the customer. Improvements also enable customers to receive assistance benefits without interruption.

Additional rewards

The rewards go beyond quantifiable efficiencies. First and most obvious, people in need are getting help faster. Change can be scary for customers used to working with one person ("my caseworker") through the intake process; however, casework quality and efficiency have alleviated this customer concern. In addition, we see a boost in staff morale—employees leave the office knowing they don't have a backlog of cases to face the next morning.

Our workers want to know they are helping customers, and also want to do the job well. Manager Julie Holly says, "One of the major benefits to OCS staff with the change in the way we do business is the tone of our conversations with customers. Customers are calling us timely and the calls are being answered. We are no longer putting out fires all day long. There is now a sense of accomplishment when ending a work day. It's been a very long time since that has been the case."

Managing change for our workers was critical to OCS. We recognized that people—not systems, processes or tools—make change happen. It was our staff, partners, and customers embracing this change that has driven our success—and will continue to drive our success.

For more information, contact Monica Bowman, Operations Director, Michigan Office of Child Support, bowmanm@michigan.gov or 517-335-4032.

COMMISSIONER'S VOICE



VOICE | BLOG

Today's child support program helping fathers

The child support program continues to evolve as families change. Our Father's Day issue highlights innovative strategies that child support programs are using to work with both parents to increase the support that children receive from their noncustodial parents.

Erin Frisch, Michigan child support director, describes how her state improved customer service and office efficiency by streamlining case management so that case workers can really help parents.

Former NBA player and fatherhood advocate Etan Thomas observes that "the programs that couple the inspirational messages with the tools to help fathers succeed often work the best."

Chad Edinger, who prior to coming to OCSE had extensive experience implementing fatherhood and family-centered initiatives in Colorado, surveys child support-coordinated employment programs for noncustodial parents in 30 states and the District of Columbia and describes our National Child Support

Noncustodial Parent Employment Demonstration Project, or CSPED.

Susan Brown, Franklin County, Ohio, child support director, emphasizes the importance of research to help us understand and meet the needs of the communities we serve.

Freda Randolph Glenn, operations manager for the San Francisco child support program, describes the county's innovative work with community colleges so that custodial parents can finish school and noncustodial parents can share parenting time.

Jeff Stocks, our OCSE specialist in Kansas City, partners with Kate Goudy-Haht from Iowa State University to describe a new high school curriculum developed by the Iowa child support program.

And Beatrice Locks reports on \$26 million in collections for children and families from OCSE's Insurance Match program.

This is today's child support program. I am proud to work for a program that constantly innovates in order to stay true to its mission.

Vicki Turetsky

NBA player Etan Thomas shares lessons on fatherhood

By Kim Danek, OCSE

Early in their marriage, Deborah Thomas, a schoolteacher, wife, and mother from Harlem, followed her husband, an engineer for a commercial airline, to Oklahoma. What follows is not an unusual story. Somewhere along the way, the marriage ended and Deborah was left to raise her two young sons, Etan and Julian, in a single-parent home.

Etan Thomas, now an NBA veteran and noted author, saw many of his friends join gangs, get hooked on drugs, or start families way too young. This could easily have been his story too, but Etan broke out of a potentially fatal future thanks to supportive role models. Today the 36-year-old has a life that includes what some only dream of. Etan has a wonderful family; he is a published author of three books; and his NBA career has helped him be the inspiration that is changing the lives of young people across America. Here is his story.

Etan's early years

The Thomases divorced when the boys were young, leaving Deborah to raise them mostly alone. "My father's job kept him away a lot," said Etan, "which made it hard growing up without a strong, consistent male role model in the home." Etan and Julian watched how hard their mother worked to make a living for the three of them. He could see why his friends joined gangs. "Lots of guys went into gangs to raise money to help their moms pay bills. You want to do something to help out. I saw it."

"My mom always told us we were better than what was going on around us and that we could make something more of ourselves," Etan said. She made sure the boys had books on the civil rights movement, politics, and the 1960s. She also knew they needed more than the strength of her word, so Deborah and the boys traveled back to Harlem every summer so they could spend time with their grandfather. "He taught me a lot, showed me the ropes, and just lessons on life," Etan said. "I also had an AAU basketball coach who was also my pastor, Reverend Potter, who helped me tremendously growing up. I was blessed to have these positive role models when I was young."

These role models with their positive messages helped Etan forge a path to get a business management degree from Syracuse University and go on to a successful 11-year career in the NBA. For some people like Etan, it's not enough to just receive; they also have the burning desire to give back.



Etan Thomas

A celebrity's inspiration

During Etan's basketball career, he started going into schools, churches, and juvenile detention facilities to give young people positive messages about themselves and to help them understand they could be more than just a bad statistic. He told them his life could have been completely different, but he made smart choices based on guidance from mentors. When asked why he started these visits and continues them today, Etan said, "I get tired of seeing adults only speaking negativity into young people; I want to do something positive and inspirational. I can tell them, 'You might have made mistakes, but you can learn from your mistakes and overcome like many before you have done.' I've seen guys change their entire outlook once you explain it to them."

One father connecting with others

During his time in the NBA (2000-2011), Etan and his wife, Nichole, had a young son, Malcolm, and two daughters, Imani and Sierra. As the kids grew, Etan realized that he was missing out on some of the milestones in his children's lives. His long basketball road trips prevented him from being the involved and present dad he wanted to be.

He talked with NBA dads as well as other sports figures, actors, musicians, and politicians about their experiences growing up and about their current family lives. He used this experience and these connections to start an initiative to bring their stories to young people through panel discussions on fatherhood. He built up such a reputation for these inspiring and thought provoking discussions that he was asked in 2009 to participate in President Obama's Fatherhood Initiative Town Hall.

During his speaking engagements around the country, he met many celebrities like himself who grew up in single-parent households, some of whom made bad choices and some of whom easily could have but did not. Etan said, “I wanted to use these stories to inspire. So many people have had to overcome multiple obstacles in their lives in order to achieve success. You never know what hurdles people have had to climb. Everyone has a story and these journeys can be used to inspire.”

Etan took this collection of inspirational stories and, with help from Pulitzer Prize-winning journalist Nick Chiles, published the book “Fatherhood: Rising to the Ultimate Challenge.” The idea was to collect a variety of narratives so at least one story in the book would resonate with almost any reader. He gathered a diverse collection of stories from people such as Kareem Abdul Jabbar, Tony Dungy, Andre Agassi, Tony Hawk, Michael Moore, Ice Cube, Taye Diggs, Chris Paul, Kevin Durant, Talib Kweli, Stuart Scott, and many more.

Inspiring other parents

When asked what advice he would give to child support workers based on his experiences from his discussions, Etan said that the programs that give both inspiration and the tools to make a parent’s situation work are probably the most successful. He gave the following example.

COMMUNITY CONNECTIONS

OCSE promotes child support collaboration with fatherhood programs

By Chad Edinger, *OCSE Region VIII*

For at least 20 years, OCSE has collaborated with fatherhood-related programs, helping to remove barriers that prevent noncustodial fathers from paying child support and engaging with their children.

Many factors show that collaboration with fatherhood programs makes sense: Historically, fatherhood programs have found it challenging to recruit and enroll fathers. Child support programs struggle to increase payments from low-income fathers. The child support program is uniquely positioned to serve fathers because child support workers have direct contact with noncustodial fathers and can connect them to fatherhood-related programs and other services.

Effective collaboration between child support and fatherhood programs can turn these potential stumbling blocks into stepping stones toward greater success by improving fathers’ willingness and ability to pay child support.

Recently, Etan spoke to a group of 100 teen fathers. He said, “They were terrified about what fatherhood meant to them, and they wanted to run away. They weren’t given the tools to do the right thing.” Etan said the men were told they should pay child support, but they weren’t told they should be good dads first and foremost. And many didn’t have jobs that would allow them to pay the full amount. “They are often told that if they don’t pay support, they can’t see the kids,” Etan says. “This topic comes up at every panel discussion. Children shouldn’t be a negotiating tool.”

From Etan’s vantage point, he says, “The programs that couple the inspirational messages with the tools to help fathers succeed often work the best.” Organizations that work with teens and men should not focus on punishing for failure to pay child support. Rather, they should help the men understand what it is to be a good father, tell them they can be, and help them connect with their children and with the job opportunities that will enable them to take care of their kids. “So we encourage [the fathers] battling in the court system to keep fighting. It’s a long journey. Keep calm; keep cool; and keep fighting. It’s worth it. It’s all worth it.”

Research examples

[Research by the Urban Institute](#) has shown that even with dramatic growth in child support enforcement efforts in recent years, many low-income fathers struggle with meeting their child support obligations. “Many fathers accumulate child support debts that may lead them to evade the child support system and see less of their children.” The report cites that states and localities have put programs in place that develop services and options to help low-income fathers find more stable and better paying jobs, pay child support more consistently, and become more involved parents. Spending positive time with both parents also promotes child well-being and is associated with better child support outcomes.

In addition, the OCSE fact sheet [Improving Child Support Outcomes through Employment Programs](#) gives evaluation results that suggest fatherhood programs work.

Programs and opportunities

At least 30 states and the District of Columbia operate 77 work-oriented programs that involve the child support agency to help noncustodial parents find work. You can locate these on an [OCSE map](#).

State child support agencies that wish to fund noncustodial parent employment programs have multiple options. States have leveraged many different funding mechanisms such as demonstration grants, TANF or WIA (Work Investment Act) funds, and child support performance incentive payments.

In December 2012, OCSE answered state agency questions about partnering with other programs on outreach, referral, and case management activities. In the OCSE document [Policy Interpretation Question-12-02](#) the last answer details specific funds available for states that have innovative “non-IV-D” activities that could contribute to the effectiveness and efficiency of the child support program. States that have permission to reinvest IV-D incentive payments to fund activities related to noncustodial parent employment programs are:

- Texas – Noncustodial Parent Choices Program
- North Carolina – Fatherhood Support Program
- District of Columbia – Noncustodial Parent Employment Training Program
- Georgia – Fatherhood Program (Noncustodial Parent Job Training)
- Pennsylvania – New Opportunities for Noncustodial Parents (NEON)

In September 2012, OCSE awarded eight [competitive grants](#) to state agencies to develop and implement programs that provide employment services to noncustodial parents in the child support program as part of the National Child Support Noncustodial Parent Employment Demonstration Project, known as [CSPED](#).

CSPED includes: intensive case management, comprehensive employment services such as job placement and job retention, enhanced child support services, and fatherhood and parenting activities using peer support. Local fatherhood programs not only provide noncustodial parents with the tools to be better parents, but they help facilitate communication with the child support program and reinforce the importance of paying reliable child support.

In Brown County, Wisconsin, the child support workers have started providing baked goods for the parenting class participants. What seems like a small gesture has gone a long way in building trust, fostering respect, and providing hope to many of the noncustodial parents.

Coordinating the establishment of child support orders and parenting time agreements is one way to assist unmarried parents who do not have systematic access to assistance in establishing parenting time orders (See the OCSE fact sheet [Child Support and Parenting Time: Improving Coordination to Benefit Children](#)).

In addition, OCSE recently launched the Parenting Time Opportunities for Children, a pilot program to give child support agencies grants to develop, implement, and evaluate procedures to establish parenting time orders along with new child support orders. The goal is to learn more about how the child support program can safely and effectively give families opportunities to establish parenting time orders, improving child well-being overall and related child support outcomes. (See the OCSE fact sheet [Discretionary Grants for Parenting Time Opportunities for Children in the Child Support Program](#)).

When child support programs partner with fatherhood and employment-related programs, we take another significant step toward breaking the cycle of children growing up without the support they need and deserve

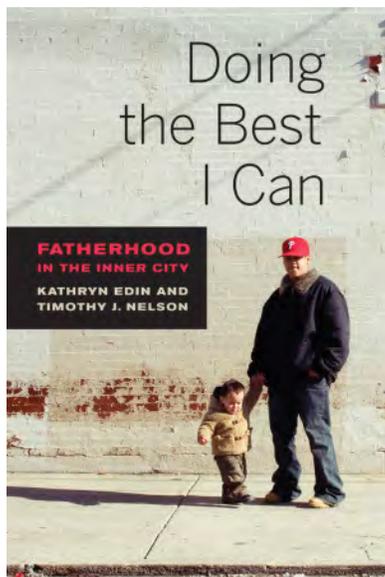
“Many fathers accumulate child support debts that may lead them to evade the child support system and see less of their children.”

COMMUNITY CONNECTIONS



To recognize the important role of fathers, [text4baby](#), through its free text messaging service, and with the U.S.

Department of Health and Human Services and other partners, launched [new messages](#) and mobile pages in June 2013, for expecting fathers and fathers with babies under the age of one. These messages encourage fathers to engage with their children early and contain critical information and tips on how to improve child health and safety, ways to interact with their baby, and how to support a mother’s health. New messages also reinforce how moms can support dads in their role as a parent. Individuals can sign up for text4baby by texting BABY (or BEBE for Spanish) to 511411.



Challenging conventional thought: How research in an inner city neighborhood can help child support professionals understand fathers

By Susan A. Brown, Director
Franklin County, Ohio, Child Support Enforcement Agency

Experiments and pilot projects since the child support program's inception in 1975 have taught us that to effectively communicate with our clients, we must gain their trust. We must

listen to them and understand their belief systems. Few of us in the child support field can relate first hand to some of the clients' daily struggles with living in poverty. Considering 41 percent of all American births are to unmarried women, if we are to serve this population effectively, it is important that we understand their belief systems and culture.

A recently published book, "Doing the Best I Can," can help us understand our clients. The book is a study of urban fatherhood that stands the conventional thought of the "absentee father" on its head. The lessons learned in this book come from authors Kathryn Edin and Timothy Nelson, a husband and wife team who embedded themselves in the lives of their subjects by living in their neighborhood. The authors relocated to an apartment, with their children, in the Rosedale neighborhood of East Camden, New Jersey, one of the most violent and economically disadvantaged areas in the country. The camaraderie the authors developed with their neighbors drew out conversations that revealed fathers' innermost feelings.

Conventional thought, which drives so many public policies, blames fathers for many of the difficulties that out-of-wedlock children face. Popular thought is that the father's abandonment and failure to care for their children is one of the root causes for children's problems. The book details the complexity of the father-mother-child relationship; attitudes toward birth control, financial support, and marriage; reactions to pregnancies; shifts in the relationships after the birth of the child; and the father's role.

For a child support professional, the most notable

findings in this book are the belief systems and attitudes of both the mothers and fathers as related to their relationships to their children and to each other, and where fathers place their priorities. The study found that the relationships between the mother and father are often extremely weak, with their children being the driving force that keeps fathers involved in the lives of their children. The fathers interviewed in the book have been so surrounded by extreme violence throughout their lives that parenthood is one of the few "lights" and instances of "innocence" that they ever know. Eighty percent of fathers interviewed accepted the birth of their children with extreme joy; the birth increased their self-respect and self-esteem.

Also of note is the explanation of the allocation of control between the mother and father in these relationships. One of the loudest complaints expressed by fathers is that the mother is controlling, "bossy," and just another authority figure. Ironically, the father largely created this role. The time in the relationship before

birth is often intense but brief. During this "courtship" period, the couple stops using birth control—a decision viewed by the father as a responsibility of the mother. Also left to the mother is the decision to carry the pregnancy to term. For the mother, the birth creates instant "maturity." If she doesn't get her life together and figure

out a way to support the child, she could lose custody. The father and the community at large assign her—not the father—ultimate parental responsibility. This shift changes her expectations of the father. After the birth, the couple finds that they have little in common and the new demands in expectations about work and time commitments to family create friction that often leads to the relationship's demise.

In the 1950s, a father's primary job was to provide financially for his family. The research for this book discovered that the term "provide" had been radically redefined by 2010. The men interviewed quickly insist that financial provision is both parents' responsibility,

The book details the complexity of the father-mother-child relationship...

and, often men will avoid women who expect to depend on a man financially. Financial support is also contingent on the overall “bargain,” in that if the father gives financial, he must be given benefits of fatherhood in return.

“Doing the Best I Can” is contingent on the financial circumstances of each father. When low-income fathers were asked, “What makes you a good provider?” the most common response was that he should be able to take care of himself, provide for his own needs first, that he does not depend on anyone and is self-sufficient. Most of the fathers interviewed conveyed an “as needed” approach to their child’s financial support. This approach seldom puts cash in the hands of the mother but directly responds to particular needs of the child. The authors also observed that children living in the same household as the father were more likely to get a larger percentage of the father’s income.

PROMISING PRACTICES

San Francisco rekindles project with City College so parents can finish school

**By Freda Randolph Glenn, Operations Manager
City and County of San Francisco
Department of Child Support Services**

The San Francisco Local Child Support Agency has come up with what we believe is an innovative way to pilot parenting plans, address delinquent cases, improve relationships between dads and their kids, and help single moms stay in school. We have rekindled our relationship with the San Francisco City College System to address the need for child care while moms attend day, evening or weekend classes.

In 2003, the child support agency responded to a call for help from the Dean of the Mission Campus of the City College System. Enrollment was down and many students were dropping out of school because they did not have child care to support their matriculation. We provided on-site services to students (mostly moms) and engaged with both moms and dads to have them consider Access and Visitation services as a viable solution to their struggle to pay child support and obtain child care. The responses were incredibly positive—moms and dads both felt this was a real solution that they could live with. We went on to modify child support orders to include visitation, and the dropout rate declined from 45 percent to less than 10 percent.

Admittedly, some of the attitudes and beliefs discussed in this book are somewhat radical, but the gain in our understanding and knowledge could potentially have large pay-offs. Some of the findings in this book lend credibility to the direction of the child support program. If men find greater satisfaction in parenting, they may find the will to stay involved even in hard times. If men improve their financial circumstances, they will more likely provide a greater portion of their income to their children.

As the authors noted in the concluding paragraphs of this book, “The most important lessons gained from this research is if society helped unwed fathers to build quality, long-term relationships with their children, these bonds might help turn fathers’ lives around”—and for the child support program, may help break the cycle of poverty.

New focus on voluntary parenting plans

Reaching out to our Superior Court partners, the child support agency staff gained a full understanding of the parenting time process—from initial filing, to mediation, to disposing a parenting time order—to help us propose a workflow that includes all stakeholders.

Today with state funding cuts to child care and preschool programs, child care challenges continue to be a barrier to student parents striving to reach their educational goals. Our work to understand parenting time arrangements inspired both the City College leadership and our San Francisco child support agency to recharge our relationship and enter into a pilot project that targets a small population of student parents from each campus for voluntary parenting time arrangements. Our ultimate goals are to strengthen family relationships and enable student parents to complete their education.

We are now in early discussions with City College administrators to develop a pilot project to test and refine our proposed parenting time workflow. Our next steps will involve outreach to City College students at the selected campuses, presentations to City College staff and students, and voluntary recruitment of parents into parenting time arrangements, coupled with enhanced case management services.

For more information, contact Freda Randolph Glenn at freda.randolph@sfgov.org.



‘Parenting: It’s a Life’ helps teens relate to the real ‘Real World’

By Jeffrey Stocks, OCSE
and Kate Goudy-Haht, Program Coordinator
Iowa State University

When Iowa State University sought to educate high school students about a subject that is everywhere in the culture but rarely discussed, they decided to think like a teenager. By using social media and technology, ISU and Iowa’s Child Support Recovery Unit are getting the word out to Iowa teens on relationships and what it really means to be a teen parent.

“Parenting: It’s a Life” began as a curriculum developed in partnership with Iowa’s Child Support Recovery Unit and the Iowa Attorney General’s office. The program was presented by ISU graduate students, initially in person to Iowa students. The curriculum was designed for students in grades 7-12 to introduce them to the financial realities of being a teen parent, responsible decision-making, healthy relationships, peer pressure, and the concepts related to paternity and child support. While most sex education programs cover reproductive biology and sexually transmitted diseases, addressing financial impacts and child support make this program unique.

With over 500 schools in Iowa, the partners realized there was no way to effectively reach all in person, so they looked to the common vernacular of teens, technology, and social media as a way to expand their reach to more teachers and ultimately more students. In addition to in-class presentations by ISU graduate students, the project now includes a monthly e-newsletter, website, and Facebook page targeting an audience of “family and consumer science” teachers,

guidance counselors, physical education and health teachers, and even other state child support programs.

Teachers are incredibly busy, and finding resources that would benefit their students on every subject is time-consuming and difficult. That is where Parenting: It’s a Life comes in. ISU graduate students gather important information related to pregnancy prevention, child support, healthy relationships, financial awareness, and decision-making and put it into easy-to-read, digestible pieces. These resources appeal to teens, but since they are research based, they also appeal to educators.

With over 1,000 Iowa teachers receiving the e-newsletter, the project continues to have positive impacts throughout Iowa schools. Teachers have expressed appreciation for getting information in the electronic format because they can decide what they want to use in their classroom and what they might want to explore more in-depth. Offering a Facebook page, a monthly e-newsletter, and downloadable information on the website provides easy and confidential access to valuable resources for both teachers and students.

One teacher was so impressed with a recent edition of the newsletter that focused on relationships that she asked whether ISU could develop a presentation to her class on healthy relationship skills. The project was awarded the 2013 excellence award for program awareness by both the National Child Support Enforcement Association (NCSEA) and the Western Interstate Child Support Enforcement Council (WICSEC), which recognize effective media relations and public outreach campaigns.

ISU and Iowa’s Child Support Recovery Unit are already evolving the project to reach more Iowa students. Plans include expanding the contact list to community providers who interact with teenagers and developing a newsletter specific to college-age adults.

If you are interested in receiving the e-newsletter, email kgoudy@iastate.edu and include “Add to PIAL Newsletter” in the subject line. You can also “Like” the Facebook page via [Parentingitsalife/Facebook](https://www.facebook.com/Parentingitsalife/).

Commitment to Insurance Match Program boosts collections for states

By Beatrice Locks, OCSE

As of April 2014, 26 states and territories have voluntarily reported \$26 million in collections for children and families from the OCSE Insurance Match program. This computer-based match compares information about people receiving claim payouts supplied by insurance companies with the names of people in the OCSE national debtor file.

Many states do not report these collections because they find it challenging to track their source, that is, whether collections are from the Insurance Match, Workers Compensation, the Child Support Lien Network, or another source. South Carolina has overcome this challenge and is one of the top ranking states in reported Insurance Match child support collections.

South Carolina's Insurance Match coordinator, Robbie Kinard, said, "There is no magical formula for South Carolina's success; it's just a matter of rolling up your sleeves to get new liens out quickly, following up in a timely manner, and collecting as much as possible from each lien."

Because of this hard work, South Carolina recently recorded one of its largest insurance collections—nearly \$31,000—that satisfied the noncustodial parent's total past-due child support obligation, allowing the state to close the case. The state's collections from the match program have now topped \$2 million.

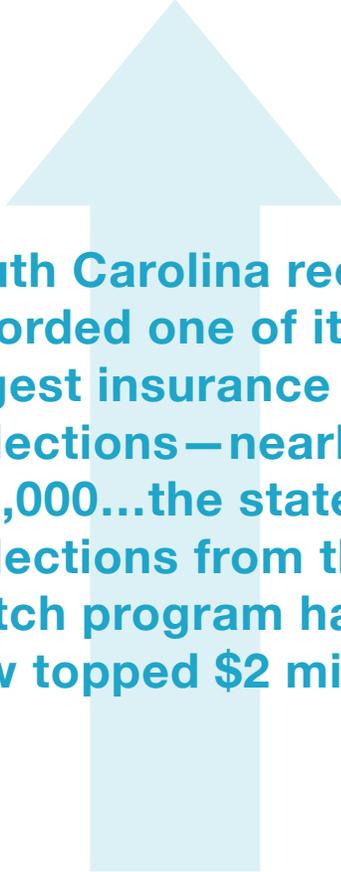
Texas and Oklahoma concur that a focused commitment to the Insurance Match program generates consistent collections.

Texas passed legislation in 2009 requiring insurers to report disbursements before paying claims. The state also created a staff position in a Special Collections Unit to focus on efforts like this. Since enacting the new legislation and designating a staff member, Texas insurance collections increased more than \$40 million.

Oklahoma collections from September 2012 through October 2013 reached nearly \$6 million. The state attributes its success to automating the insurance intercept process and adding a team of about 20 in its collections department. Oklahoma created a statewide system for automating liens and income withholding orders.

OCSE can help states report Insurance Match collections and will continue to share best practices.

Contact Beatrice Locks at 202-260-5606 or beatrice.locks@acf.hhs.gov for more information.



South Carolina recently recorded one of its largest insurance collections—nearly \$31,000...the state's collections from the match program have now topped \$2 million

Child Support Report

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