

# Child Support Report

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## CHANGE MANAGEMENT

### It all starts at the top (of the page)!

Gary W. Dart, Director, *Oklahoma Child Support Services*



Yes, I am a lawyer, and yes, I know this is heresy, but one of the problems with the adversary system is that it forces people to be adversaries. People who have had unplanned babies and are now faced with the promise that they are going to have to be in each other's lives for at least the next 18 years already think they have enough reasons to be pointing fingers, and then we get involved! What we should really like to have happen is for the two of them to stop focusing on each other and start paying attention to this new person that they have brought into the world. Maybe how we go about it is at least part of the problem.

I have always thought that U.S. Supreme Court Justice William O. Douglas had a good idea years ago when he suggested that the typical adversary proceeding was really an antiquated and inadequate way in which to weigh all of the interests and come up with the best solution to a legal problem. Adversary proceedings place the focus on the particular interests of the parties to the exclusion of all of the other possible interests that may pertain to the subject matter of the case. He suggested that more cases should be brought "*in rem*," that is, in the name of the matter about which the squabble is, with all who have an interest to be joined in and heard by the court. We are experimenting with something like that in our child support courts in Oklahoma.

Although cases still come to us with all kinds of titles, or styles as they say, we are now trying something new on cases that we begin in-house. Instead of entitling our cases "State of Oklahoma, ex rel. Department of Human Services vs. John Q. Doe," we have adopted an "*in rem*" style or title like this: "In the Interest of the Children of John Q. Doe and Mary S. Smith." In this way, we hope that we can change the focus from one that looked like it was the state just prosecuting the absent father to one where we want both parents to start thinking from the beginning that the reason we are all here is to do the right things for that child or children, and not just focusing on themselves. If we can get both of them to stop dwelling on the negatives — who wronged whom, or how they split the sheets, or who got the security deposit when they parted — and instead start thinking on what their child needs from both of them, we might just get that reliable, dependable support and parental involvement that can change everything for the better in a child's life.

So, is changing the top of the page going to change the world? Well, not by itself. We also have to let the parties know that we want them both to succeed and work on getting their orders individually crafted to meet their circumstances. We have to plug them in to other resources that they may need to get past impediments that might be getting in the way, and we have to stay with them for the long haul.

Even if we change just a few families and give just a few children a more secure future, haven't we already changed the world?

See the first article in our change management series in this [May 2013 Child Support Report](#) cover story.

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## Memorial Day

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May 25

The child support program honors the sacrifices of our service men and women

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## COORDINATION POINTS

# Introduction to two-generation thinking

Kim Danek, OCSE

Over the last several decades, anti-poverty stakeholders have invested in an innovative two-generation approach to improve economic outcomes for children and families simultaneously. We see exciting results when we focus programs, resources, and attention on the multigenerational dimensions of poverty. Programs that focus on helping two generations are gaining increased attention as they continue to build a stronger evidence-base of effectiveness. The [Aspen Institute](#) and the [Annie E. Casey Foundation](#) have reported that the two-generation programs benefit because of their holistic approach to helping both parents and their children. Several offices within the Administration for Children and Families — including OCSE, the Office of Family Assistance (OFA), the Office of Community Services, and others — are taking this two-generation approach to more effectively help at-risk families.

OCSE has been recognized for its [National Child Support Noncustodial Parent Employment Demonstration](#) (CSPED) grant. The Top Ten for 2Gen: Policy Ideas and Principles to Advance Two-Generation Efforts report from the Aspen Institute described CSPED as a program to watch because it could “strengthen family connections through support and promotion of work opportunities for noncustodial parents.”

OFA is also taking this two-generation approach. Director Nisha Patel explains her perspective this way, “I lead the Office of *Family* Assistance — not the office of *adult* assistance or the office of *child* assistance.” She wants people to understand that OFA meets the needs of vulnerable children and their parents by focusing on the entire family. “Human services programs traditionally target job preparation and employment on parents, or early childhood development on children. In contrast, two-generation approaches deliver services to parents and their children at the same time, to increase a family’s overall economic security and well-being,” explains Patel.



OFA Director Nisha Patel

***“Human services programs traditionally target job preparation and employment on parents, or early childhood development on children. In contrast, two-generation approaches deliver services to parents and their children at the same time, to increase a family’s overall economic security and well-being.”***

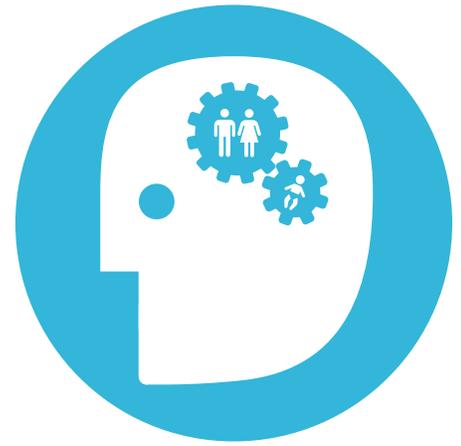
In a recent OFA web posting titled [Does 1 + 1 = 3? Two-Generation Approaches to Family Economic Security](#),

Patel says a two-generation framework provides a means of unifying their grant programs, including Temporary Assistance for Needy Families, Health Profession Opportunity Grants, and Healthy Marriage and Responsible Fatherhood grants.

OCSE and OFA have some related grant programs and initiatives so the divisions are working to connect fatherhood grantees with local child support and child welfare offices. Last month, the *Child Support Report* highlighted one HMRF grantee, [Fathers Building Futures](#), which is helping incarcerated fathers secure steady employment so they can connect with their children and pay their child support reliably and stay out of prison. Read the story, PB&J family services: From preschool to full program, in the [March-April Child Support Report](#).

OCSE and OFA will continue to work together and partner with public and private stakeholders to help low-income families achieve economic stability. They are taking a coordinated approach to implement the Workforce Innovation and Opportunity Act of 2014 in partnership with the U.S. Department of Labor. This collaboration is an important component of a whole family strategy intended to provide and reinforce ladders to opportunities for the families we serve. The results could have a tremendous impact on policy, practice, and programming in the child support, economic security, and employment fields and advance a two-generation approach more broadly.

*Read more on WIOA - the new workforce authorization - on page 6.*





## Thank you for sharing your child support stories

In the Preventing Sex Trafficking and Strengthening Families Act of 2014, Congress asked my office, the federal Office of Child Support Enforcement, to submit a report to Congress that addresses the effectiveness of state child support programs. As part of our outreach to parents to inform the report, we asked custodial and noncustodial parents and adult children who grew up in a separated family to tell us their child support stories. To date, we have heard directly from over a thousand parents and children. We are grateful that they took the time to talk with us. Their voices have informed and moved us. Here are excerpted comments from a few of the adult children who shared their experiences with us:



“My parents divorced when I was almost 5 years old. My mother worked two jobs at times. My mother, sister and I lived in a low income apartment complex. We received food stamps and cash aid at times. My father was a loving father but absent a lot and didn't pay child support. We heard a lot of negative things about my dad that kids should not have to hear. The more parents are involved with their children the happier the children will be. I have a true appreciation for the struggles my mom went through just to make ends meet for us but it was a hard life.”

“My mom and dad were divorced when I was ten years old. I was the oldest of three children, and I watched my mom struggle to make ends meet. Unfortunately, my parents used child support in their visitation tug-a-war.”

“I was the youngest of five children. When my parents divorced in the late 70's, I was eight years old and the only child in the home. My mother did not graduate from high school and had no real work experience. We had to move from the home I had always lived in because my mother could not afford it. We moved into low-income housing and relied on food stamps and my mother's church community to survive.”

“I am a product of a blended family. My father always provided for his children. However I was able to witness first-hand how not having our dad in their home affected my older three

brothers who lived with his first wife. Each one of them had child support cases, and each one of them had been incarcerated at some point for unpaid child support.”

“My parents divorced when I was very young. Fortunately, my parents were able to work together very well. The courts wanted my father to pay an amount of child support that my mother knew was unrealistic for my father. They were able to discuss this amongst themselves and decide on a more reasonable amount.”

Most parents love their children and want to do right by them. Children need regular support payments. But most of all, children need their parents to love them and help bring them up. Both adults and children can struggle, and family relationships can be fragile. If we want to improve children's lives, we must do more to support and encourage their parents to do their best for their children. In this issue of the *Child Support Report*, we include articles about grandparents raising grandchildren and two-generational approaches to child support.

*Vicki Turetsky*



# Innovative program supports grandparents raising grandchildren

Greg Link, Program Manager, *National Family Caregiver Support Program*

For many seniors, growing older also means returning to a parenting role to raise a grandchild. According to a 2014 [report](#) by Generations United, approximately 2.7 million grandparents are responsible for a majority of the basic needs of 8 million grandchildren. More than 30 percent of children living in “grandfamilies” do not have parents living in the same household.

Parenting for a second time (or even a third) happens for many reasons — job loss, military deployment, incarceration, or the death of the biological parent. Grandparents and other relatives raising young family members often need assistance in certain areas. Some need information on topics such as legal responsibilities, educational issues, financial aid, and healthcare. Many may just need a break from their caregiver responsibilities, or they may lack the education and training to manage their new parental role.



In 2000, Congress formally recognized the importance of supporting family caregivers, including grandparents, by establishing the [National Family Caregiver Support Program](#) (NFCSP) as part of the reauthorization of the [Older Americans Act](#). States can use up to 10 percent of their allotted program funding to provide services to grandparents and other relatives raising grandchildren. The range of services and supports include information and assistance, counseling, education, and respite care.

In 2013, the most recent year with available data, the Caregiver Support Program provided nearly 260,000 hours of respite services. This gave more than 2,600 grandparents a break so they could rest and recharge.

The program also provided over 50,000 hours of counseling to more than 8,000 grandparents to help them cope with and manage their caregiving duties.

The Older Americans Act turns 50 this year and the NFCSP marks its 15th year in operation. The Administration for Community Living/U.S. Administration on Aging, and the Aging Services Network it supports, stand ready to provide these seniors with flexible, accessible, and person-centered services to help them remain independent in their homes and communities. The [Eldercare Locator](#) can help seniors, including grandparents raising grandchildren, find and access services in their local community.

## PROMISING PRACTICES

### Modifying child support orders for incarcerated parents

*This article ran in the April 2015 [Children's Bureau Express](#) newsletter*

The Office of Planning, Research and Evaluation (OPRE) within the Administration for Children and Families of the U.S. Department of Health and Human Services recently released a report about a behavioral intervention in Texas designed to support incarcerated noncustodial parents in modifying their child support orders. This intervention is part of OPRE's Behavioral Interventions to Advance Self-Sufficiency project, which uses a behavioral economics approach to improve programs that serve poor and vulnerable families.

Child support staff in Texas noticed that less than one-third of incarcerated parents took advantage of the modification program, which allowed them to temporarily decrease the amount of their child support order, thereby decreasing the debt they accrue while incarcerated and easing their reentry to the community.

Project staff conducted an analysis of the modification packet and determined potential behavioral reasons for parents not applying. They then designed a revised packet and tested it using intervention and control groups. Parents receiving the revised packet were more likely to apply for child support order modifications than those receiving the standard packet (39 percent versus 28 percent).

Additional information about the intervention, including the full report [Taking the First Step: Using Behavioral Economics to Help Incarcerated Parents Apply for Child Support Order Modifications](#), is available on the [OPRE website](#).

# National Foster Care Month

LaShawn Scroggins, OCSE

We celebrate [National Foster Care Month](#) in May with the Children’s Bureau to promote our combined efforts to enhance the lives of children and youth in foster care. This year’s national theme, “Get to Know the Many Faces of Foster Care,” highlights the diversity of the children, youth, families, and professionals involved in child welfare.

Child support and foster care programs both support families by providing children with emotional and financial well-being. The foster care program, authorized by title IV-E of the Social Security Act, focuses on children removed from their homes because of maltreatment, lack of care, or lack of supervision. The [Children’s Bureau](#) gives states and tribes funding so they can provide safe foster care placements for these children. The bureau can also provide guardianship assistance to states. When children become too old to be in the foster care program—referred to as aging out—the bureau helps them achieve self-sufficiency.

## Trends by the numbers

At the end of FY 2012, there were almost 400,000 children in foster care. Of these, 28 percent were with relatives (kinship care), 47 percent in nonrelative foster family homes and one percent were runaways. It is the remaining 24 percent — in institutions, group homes, preadoptive homes, supervised independent living, or trial home visits — that child welfare and child support programs have the greatest potential to help.

## More than a case, it’s personal

Brittany Harvin, 25, explains why it is important for child welfare staffs to try to connect foster children to relatives. When she was five, both of her parents died. The state placed Brittany and three siblings in her maternal grandmother’s custody. Two of her other siblings went to live with their paternal grandmothers. When Brittany was 13, her grandmother died. “I was scared and I didn’t know what would happen to me,” she said. “I thought I would end up with people I didn’t know because I didn’t think anyone else in my family would step up to the plate.” But her foster care worker was able to identify other relatives who could take Brittany in.

Over the years, Brittany lived with various family members before she transitioned to an independent living program. The program gave her an apartment, a small stipend, and taught her life skills that prepared her to live on her own. Brittany currently works as a Patient Care Technician at Johns Hopkins Hospital in Baltimore, MD. Brittany says that living with relatives and staying connected to her family made a difference in her life for these reasons.



“My parents died when I was very young, so it was nice to be close to people who knew my parents.”

“Living with my family gave me a sense of who I am and where I come from.”

“I would feel lost without the connections to both sides of my family. Because I remained with family, I know my family history and I know where I belong.”

“Even when I felt alone, I knew I still had my family and they were always willing to pitch in and help out.”

Many children who age out of foster care at age 21 are trying to find themselves and it can be a confusing time. Already having a strong family connection in place was very helpful and made that transition easier for me.

Like Brittany, many foster care children have other relatives that the child support program can help case managers locate. Child welfare programs have access to child support locate data through their state and local child support agencies in order to find relative for potential placement. Many child welfare agencies can access the federal Child Support Portal directly if they have an agreement in place with OCSE. Child support services are also available to foster parents.

State child support programs without collaborative relationships with their child welfare counterparts should develop partnerships. The Children’s Bureau [National Foster Care Month website](#) provides [resources](#) for youth and foster parents, communities, and professionals and offers [real-life stories](#). The site also has [state-specific](#) foster care information and tools to [promote](#) National Foster Care Month.

For more information, contact LaShawn Scroggins, the OCSE Training Branch Chief at [lashawn.scroggins@acf.hhs.gov](mailto:lashawn.scroggins@acf.hhs.gov)

The following data is from the Child Welfare Information Gateway and the Children’s Bureau. As of September 30, 2012:

Racial Makeup of the estimated 399,546 children in foster care:

42% White                      26 % Black                      21% Hispanic

9% Other Races

3% unknown or unable to be determined

Sex of the children in foster care:

52% Male                      48 % Female

Foster Care Statistics:

Median age of the children in foster care - 8.5 years

Median age of children entering foster care - 6.5 years old

Median age of children exiting foster care - 8.2 years old

# WIOA, the new workforce authorization

By Lauren Antelo, *OCSE*

In July 2014, Congress enacted Public Law 113-128, the Workforce Innovation and Opportunity Act, referred to as WIOA (pronounced *wee – OH – ah*). It is designed to help job seekers access employment, education, training, and support services so they can succeed in the labor market. According to the [Department of Labor website](#), WIOA will also “match employers with skilled workers they need to compete in the global economy.” The new law replaces the Workforce Investment Act of 1998, and retains and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

WIOA emphasizes the importance of an integrated approach to service delivery and strategic program alignment. It gives child support staffs opportunities to increase collaboration and coordinate services for the parents in their caseloads.

It’s helpful to think about the many programs touched by WIOA in these five categories.

**Core Programs** — Four required program partners. They are often referred to as “Unified Plan programs” because they must be included in a state’s Unified Plan for workforce development. The core programs are:

- the Adult, Dislocated Worker, Youth formula programs;
- adult basic education programs;
- Wagner-Peyser Employment Services;
- and the employment and training programs that are part of vocational rehabilitation services.

Find detailed information about these core programs in [WIOA titles I through IV](#).

**Combined Plan Programs** — Programs that a state may include in its own plan, which is called the Combined Plan. Along with the core programs listed above, these 11 Combined Plan programs include offender reintegration programs authorized under the Second Chance Act and work programs authorized under the Food and Nutrition Act. WIOA [Section 103](#) provides a full list.

**Required Partners in the One-Stop System** — Redesign of the One-Stop Career Centers (referred to as American Job Centers) in a targeted effort to provide comprehensive support services, education, and training to job seekers, particularly for individuals with multiple needs or barriers to employment. Required partners must share the funding of services and infrastructure of the one-stop system. Partners, such as Career and Technical Education (part of the [Perkins Act of 2006](#)), Temporary Assistance for Needy Families (TANF), and YouthBuild, must also provide access to services. The [One-Stop Fact Sheet](#) has a complete list of the required and optional partners.

**Optional Partners in the One-Stop System** — Local workforce boards may include additional partners in the one-stop system. The law identifies the following potential partners: National and Community Service Act programs; Social Security employment and training programs; Small Business Administration employment and training programs; Supplemental Nutrition Assistance Program (SNAP) employment and training programs; Vocational Rehabilitation Client Assistance Program; and other appropriate federal, state, or local employment, education, or training programs. If included, these partners must share funding of the one-stop system’s services and infrastructure.

**Potential Partnerships in the One-Stop System** — WIOA strongly encourages collaboration with additional government agencies as well as community-based organizations and educational institutions. The legislation does not authorize them as partners in the state’s combined plan or require that they provide access to services in the one-stops, so they are not responsible to help fund the system.

WIOA calls out child support several times as a potential partner in the one-stop system. This makes sense because there are obvious overlaps between the parents in the child support program and the people WIOA will serve such as low-income individuals, ex-offenders, and single parents, including single pregnant women identified in Section 3 of the law.

We will continue to share information on the intersection of WIOA and child support, as well as related tools for partnering and establishing referral mechanisms between child support agencies and the one-stop system.

The [WIOA webpage](#) has additional resources.

## OCSE stays informed

There’s a lot of movement around WIOA. States will continue planning to implement WIOA in the coming months. Federal partners will also issue guidance documents, provide technical assistance, and explain aspects of the law in Notices of Proposed Rulemaking.

Section 134(d) states that one-stops should have information on local child support services and that partnering with child support is considered an allowable statewide employment and training activity.

OCSE is participating in federal interagency workgroups that focus on topics such as the state Combined Plans and the redesign of the one-stop system. OCSE is also active in the federal interagency research and evaluation workgroup that is discussing the provisions for state and national evaluations identified in the new law.

## Two teens and a baby

Kelly Shoemaker,  
PTOC grant  
coordinator,  
Fairfield County, OH

*Names have been changed  
for confidentiality*



Maria contacted Ohio's Fairfield County Child Support Enforcement Agency in October 2014 to establish a child support order. She and her boyfriend John had recently separated, and she was only working part-time. Maria was 19. She lived on her own and needed child support for their daughter, Sara, to help make ends meet.

While completing the child support paperwork, Maria was told about the Parenting Time Opportunities for Children, or PTOC, program. She hadn't really thought much about a legal parenting time order, but she did want John to be more involved in Sara's life. Maria's relationship with John had been on and off since high school. When they weren't together, Maria didn't think John spent enough time with Sara. John wanted to spend more time with their daughter, but he admitted that he did not call Maria to set up parenting time dates because he wanted to avoid the arguments they sometimes had.

After hearing about PTOC, John and Maria agreed that getting a formal order would help reduce these disagreements and guarantee that Sara would have regular visits with her dad. They filed their parenting time order with the court in December. Maria and John both agree that they probably would not have a formal parenting time order without PTOC because they would have had to file on their own and pay substantial court fees.

John is thrilled about having a regular schedule because he is able to spend more time with Sara without worrying about coordinating visits with Maria. Maria is also very happy. She wanted her daughter to grow up in a more supportive family than she had, but Maria was not sure how to set up the groundwork. She feels this parenting time order will go a long way in helping secure Sara's future.

Read more about the federal PTOC grant program in the OCSE fact sheet, [Discretionary Grants for Parenting Time Opportunities for Children in the Child Support Program](#).

## The National Information Exchange Model – getting started

David Tabler, OCSE

The Department of Health and Human Services identified the National Information Exchange Model (NIEM) as a potential framework for enhancing the interoperability and standardization of health and human services information exchange content. This article provides an overview of NIEM, its relationship to new legislation, and ways you can start to get involved with the Human Services (HS) NIEM community.

### What is NIEM and why should I care?

In September 2014, President Obama signed Public Law 113-183, the Preventing Sex Trafficking and Strengthening Families Act. The law states that OCSE must add a data exchange standards provision to systems requirements for state child support agencies. When doing this, we have to stipulate the use of a common data standardization methodology such as the NIEM when we develop new data exchanges.

NIEM establishes common standards for the exchange of data between automated systems. It allows federal and state agencies to share data more efficiently and consistently, and improves the interoperability and administration of child support programs. NIEM is not a specific computer program or database, but rather a set of schemas and guidelines intended to streamline the processing and sharing of information across agencies at all levels of government and the private sector. It provides a common set of terms, processes, and tools so organizations can collaboratively share data in the same way. These examples illustrate how this helps.

### *NIEM establishes common standards for the exchange of data between automated systems.*

The requirements standardize the number of characters a database supports for a person's first and last names and define a Social Security number as nine digits with no spaces or dashes. They also require that calendar dates have two digits each for the month and the day, and four digits for the year (with no spaces or dashes in between). By doing so, all systems exchanging this information will have a standard, preformatted way to share the same data and know that it will be accepted. NIEM offers a proven approach for developing standardized, reusable information exchanges.

## Who uses NIEM?

Many state and local government agencies have adopted NIEM-compliant exchanges. Federal agencies using NIEM already include the Departments of Health and Human Services, Homeland Security, Justice, Agriculture, Defense, Intelligence, and Immigration. Internationally, Canada and a number of European nations are using NIEM, and several other countries are not far behind.

In order to support standards-based human services information sharing, the Administration for Children and Families has established the NIEM HS domain and serves as its Domain Steward. This aligns with ACF's broader interoperability initiative, including the recent issuance of a Confidentiality Toolkit to help HHS agencies share data better while keeping data security and confidentiality policies intact. Today, NIEM is at version 3.0, which documents the HS domain as emerging. With the impending release of NIEM version 3.1, which will contain our HS domain's first standardized data exchanges to come, we will finally be recognized as a mature NIEM domain. That's a big deal because it's an important step toward improving and achieving interoperability among and across government programs.

The NIEM HS domain will support and promote information sharing between social service providers at the federal, state, local, and tribal levels. The NIEM tools and practices will serve as a reusable resource for current and future information exchange development efforts.

## Where can I get more information?

While we wait for ACF to release specific guidance on PL 113-183 data standards requirements, there are measures you can take now to get familiar with NIEM. You can find information on NIEM and interoperability on our [Interoperability Initiative](#) website and on the official [NIEM](#) website. OCSE also recommends the following:

- Track ACF/OCSE action transmittals and other correspondence for further guidance on the implementation of new data standards requirements.
- Stay in touch with your federal OCSE representatives for technical assistance and guidance.
- Look for opportunities to establish business cases and use the federal Advance Planning Document process to help fund the use of NIEM for new or existing interfaces.
- Ensure NIEM compliance for data exchanges between state agencies and between state and federal agencies if your state is modernizing its child support system.

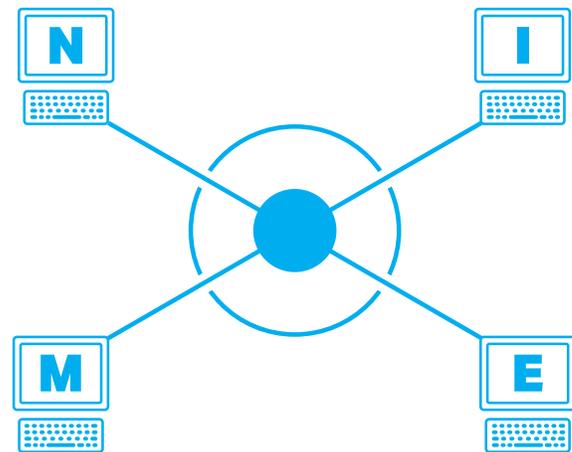
## Join us!!

Learn and share information with other state and local agencies by joining our NIEM HS Stakeholders Workgroup. OCSE's Division of State and Tribal Systems hosts monthly discussions on NIEM implementation and the development of NIEM-conformant data exchanges.

Currently, the workgroup includes project management-level representatives from OCSE, ACF Children's Bureau (Child Welfare), and Food and Nutrition Service. We also have representation from the National Center for State Courts and three state and local HS agencies – North Carolina, Illinois, and San Diego County, CA.

Whether you are interested in learning more about NIEM or if you are actively working on a NIEM data exchange project, send an email to [interoperability@acf.hhs.gov](mailto:interoperability@acf.hhs.gov) with the names and contact information of individuals who would like to attend these monthly calls.

*For more information, contact David Tabler, Deputy Domain Steward, at [david.tabler@acf.hhs.gov](mailto:david.tabler@acf.hhs.gov).*



## Advantages of using NIEM

- Facilitates information sharing
- Encourages interagency collaboration
- Sets agreed-upon terms, definitions, and formats
- Provides consistent rules
- Lowers development costs
- Promotes re-use
- Reduces maintenance costs
- Available to everyone

## A record for reported insurance match collections

Beatrice Locks, OCSE

Through the OCSE Insurance Match (IM) program, 26 states voluntarily reported a record \$8.7 million in collections in 2014. The OCSE IM team asked a few states to share their secrets to success.

Larry Robertson, a manager at Indiana's Department of Child Services, said they streamlined their status letter processing and sent income withholding orders within one business day of receiving an OCSE match. They also renewed their focus on open claims processing. In addition, the Indiana Workers' Compensation Board made changes that helped to increase the number of claims sent to OCSE.

*Since 2010, cumulative reported Insurance Match collections rose from \$3 million to more than \$35 million, including more than \$8.7 million in 2014.*

By using improvements like these, the child support team secured significant lump sum payments from noncustodial parents. Two payments in particular, one for \$28,000 and the other for \$35,000, paid their cases in full.

West Virginia also improved its IM process and collection efforts in 2014. For example, insurance coordinator Paula Lacy said when a custodial party notified the IM team of a potential settlement, they searched online for accident reports and related information. Lacy said the team's rapport with employers and their insurance company contacts has also helped.

In May 2014, West Virginia collected its largest IM payment of the year from a lien it originally filed in 2011. After working with the noncustodial parent's personal injury attorney, the state received more than \$32,000. They divided the collection among four cases. One family received more than \$20,000.

Robert Kinard, a program coordinator in South Carolina, said insurance matches continued to grow for his state as well. A story in the [June 2014 Child Support Report](#) highlighted the state's largest insurance collection — \$31,000. That was just the beginning. They increased the liens they sent by 52 percent resulting in nearly \$700,000 in collections.

In addition to the great work of our state partners, the OCSE IM team conducts extensive outreach by calling insurers and their agents, setting up exhibit booths at conferences, and conducting webinars for insurance companies and workers' compensation agencies. That effort is also paying off. Nearly 1,000 insurance companies, 25 workers' compensation agencies, and the U.S. Department of Labor now participate in the OCSE IM program.

To learn more, visit our [Insurance Companies](#) webpage or contact the OCSE Insurance Match team at [insurancematch@acf.hhs.gov](mailto:insurancematch@acf.hhs.gov).

## Webinar: [Promising and Innovative Practices for Children of Incarcerated Parents](#)

**Date:** June 3, 2015, 12:30-5 p.m. EST

Presented by the Urban Institute and NIC, this webinar will highlight innovative and promising programs and practices that community-based organizations and government agencies across the country have implemented to reduce trauma among [children whose parents have been involved with the justice system](#). The webinar has been divided into four distinct sessions. Participants are invited to join one or more of the sessions. [Learn more](#).

### **Session 1: Parental Arrest Protocols**

12:30-2 p.m. EST

Will focus on protocols that police departments can use to manage the arrest of a parent to minimize the trauma and harm to their children.

### **Session 2: Family Impact Statements**

2-3 p.m. EST

Will focus on how probation departments can use family impact statements in their presentence investigation reports to account for the needs of family and children.

### **Session 3: Family-Focused Jail Services**

3-4 p.m. EST

Will focus on a few family-focused programs and services that jail administrators can offer to parents in their jails to help them stay connected to their family and children.

### **Session 4: Successful Collaboration**

4-5 p.m. EST

Will provide information on how to collaboratively think about and address the many issues facing children of incarcerated parents, using a diverse group of interested stakeholders.

See more at: <http://youth.gov/announcements/webinar-promising-and-innovative-practices-children-incarcerated-parents>

## PASSPORT DENIAL

# Fun facts about sunny destinations

With summer just around the corner, we're bringing you some fun facts about warm places. These are a few of the sunnier places that noncustodial parents traveled to after working with their child support agencies and OCSE to have their denied passports reinstated.

*Since the Passport Denial Program began in 1998, states have voluntarily reported more than \$330 million in payments.*

**California** — reported a collection of \$36,000 from a noncustodial parent who needed his passport to travel to St. Lucia for his wedding. St. Lucia is the second largest of the Windward Islands located in the eastern Caribbean Sea.

**Colorado** — collected \$18,000 from a noncustodial parent traveling to Greece, which has more than 2,000 islands.

**Kentucky** — had a noncustodial parent pay \$18,000 so he could travel to the Bahamas for his honeymoon. In the Bahamas, you can spend U.S. dollars just as easily as Bahamian dollars because they're equal in value.

**Kentucky** — collected \$6,000, so a noncustodial parent could travel to the Dominican Republic for business and a little fun in the sun. Santo Domingo, the capital of the Dominican Republic, is the oldest permanent city in the Western Hemisphere established by Europeans.

**Connecticut** — helped an employee who needed to travel for a company work retreat. The noncustodial parent paid \$80,000 to get to Thailand, the world's 51st largest country and home to more than 35,000 temples.

**Michigan** — reported a collection of \$7,000 from a noncustodial parent who needed to attend a wedding in Brazil, the country with the world's longest coastline at 4,600 miles.

All fun (and facts) aside, it takes many hands to help noncustodial parents who cannot travel because their passports were denied for past-due child support. The partnership between child support agencies, the Department of State, and OCSE's passport denial team makes it possible for these noncustodial parents to coordinate payments and still arrive at their destinations as scheduled.



## Child Support Report

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