

Child Support Report



OFFICE OF CHILD SUPPORT ENFORCEMENT

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Georgians Benefit from Child Support Division's 'Recovery Act' Projects

By Keith Horton, Director
Georgia Division of Child Support Services

The American Recovery and Reinvestment Act of 2009 (ARRA) presented the Georgia Division of Child Support Services (DCSS) with several opportunities to help its customers and employees. As a result of ARRA, Federal funding of the State child support program will increase an estimated 25 percent for FY 2009 and 2010.

Fatherhood Program

With Georgia's unemployment rate climbing above 10 percent (as of September), DCSS tripled the number of child support agents supporting fatherhood activities in response to an increased demand for services. The office added 21 agents to the State's Fatherhood Program, as the



Division of Child Support Services Fatherhood Agent Neal Edalgo (left) offers information at a career fair in Fitzgerald, GA.

number of noncustodial parents receiving unemployment benefits has quadrupled since 2008. The agents will help identify noncustodial parents who face economic barriers such as unemployment and refer them to job training

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Carmen Nazario Named ACF Assistant Secretary



Carmen R. Nazario was appointed Assistant Secretary for Children and Families, overseeing Federal programs that promote the economic and social well-being of families, children, individuals, and communities. She has vast experience in public service with a focus on improving services to children and families in the United States and around the world, dating back to 1968. Most recently, Assistant Secretary Nazario was an Assistant Professor at the Inter American University of Puerto Rico, where she taught social policy and coordinated the Social Work Practicum at the School of Social Work. From January 2003 to December 2008, she served as Administrator of the Administration

for Children and Families in Puerto Rico. During the Clinton Administration, Assistant Secretary Nazario first served as Associate Commissioner for Child Care in the Administration on Children, Youth and Families, and later became the Principal Deputy Assistant Secretary at ACF. Prior to that, she served as Secretary of Health and Social Services for Delaware, from 1993 to 1997, and Director of Social Services in Norfolk and Loudoun County, VA. See the [Assistant Secretary's video message](#) in which she begins to share her goals and priorities.

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U.S. Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement

programs. The ARRA budget for this project is \$600,000.

“What we have seen is an increase in those struggling to pay child support,” says Fatherhood Manager David Harris. “To address this increase and help those in need, we are expanding our Fatherhood Program by first adding more agents who can help noncustodial parents get back on their feet financially. This will enable them to provide for their children and build a bond with them.”

The 21 agents will be located in 17 counties across Georgia, joining 10 agents already in place. Their goal is to identify participants in need of referrals to programs that provide job skills training as well as group counseling and job coaching primarily to enable the noncustodial parents to pay child support. This program also provides fathers with a chance to play a supportive role in the lives of their children.

Already, Fulton County (Atlanta) has been able to triple the number of monthly orientations for participants from two to six sessions, speeding up service response time. A statewide outreach initiative through local barber shops has reached a new audience of men needing Fatherhood services. The Fatherhood Program is also hosting monthly career fairs to connect customers with area employers.

Almost 3,000 participants in the program received services during the past year. In fiscal year 2008, participants paid more than \$14 million in child support.

Call Center

The DCSS Call Center is benefiting from the addition of 40 time-limited positions. The hours when customer representatives are available to assist customers have expanded to 7:00 a.m. to 6:15 p.m. (previously 8:00 a.m. to 5:00 p.m.), allowing extra time for customers unable to call during regular business hours. Also, the Integrated Voice Recognition (IVR) System will provide more options for customer self-service. The ARRA budget for the Call Center project is \$1.86 million.

“We have seen our average speed of answer and our average handle time reduced dramatically allowing for increased capacity of total calls handled,” says Call Center Manager LeCretia Johnson. “The more calls the center can handle, the more families will have the ability to access and receive our services in a timelier fashion due to our increased capacity.”

The opportunity for first-call resolution gains the agency much efficiency and allows management to use its resources to their fullest capacity. The quality of data reliability is enhanced through the expanded automated options for customer self-service on the IVR.



The DCSS Information Systems Team coordinate systems upgrades using ARRA funds. From left are Stan Smith, Francina Battle, Elaine Beeks, Ken Rogers, Manager Nancy Hunnewell, Pat Tucker, and Renee Parkman.

Specialized Collections Unit

DCSS has created a Specialized Collections Unit to target hard-to-serve cases in which the noncustodial parent has not made a payment in more than 3 years. About 2,900 cases have been assigned to the new unit. The unit includes 16 time-limited positions including private investigators, process servers, and attorneys. They are housed in offices in Macon and Albany. The ARRA budget for this initiative is \$700,000.

“In addition to obtaining child support for these families who have not received anything in over 3 years, we will be identifying and documenting best practices that the agency can incorporate into our standard operating procedures statewide in the future,” says Special Collections Unit Manager LaNeaysa Cummings.

Information Systems Upgrades

The final project involves upgrades to the DCSS data management system—\$TARS—to improve internal reporting accuracy and efficiency. Additional automation will help staff and the agency overall to gain efficiencies in data reliability and man hours. Increases in the functionality of DCSS systems will allow staff, as well as customers using the online services, access to timely, accurate, and consistent information. The budget for the system upgrades is \$4 million.

“Our Federal incentives are contingent upon data reliability and program performance,” says Systems Team Manager Nancy Hunnewell. “Improving both interface with other government agencies and our reporting capabilities will allow the leadership team to make more data-based business decisions. The system enhancements will enable us to provide more efficient services and accurate case information, and will hold us accountable to the customer.”

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A Look Back and Ahead: My Priorities for the Child Support Program



On Sept. 14, 2009, Commissioner Turetsky spoke of how she views the evolution of the program, her involvement in it, and her priorities to hundreds of child support professionals at the annual conference of the Western Interstate Child Support Enforcement Council (WICSEC). Here is an adapted version of her speech:

Before my appointment as Commissioner, I was an advocate in Washington, DC, for 15 years at the Center for Law and Social Policy (CLASP). In fact, I was one of the few advocates in DC who focused specifically on child support. I considered myself an advocate for low-income families—what would help mothers and fathers raise their kids?

But I also considered myself an advocate for the child support program itself—what do child support programs need to be effective? From my experience as a Federal and State administrator, I knew how important a sound program is to steady progress.

At CLASP, I focused on a range of laws affecting low-income families—distribution, domestic violence, responsible fatherhood, and prisoner reentry. But I also spent a lot of time on program funding and structure, systems implementation, performance measures, and audits. And I worked directly with many States that wanted to improve their performance. I watched the program grow stronger and improve, and saw the hard work that went into those improvements.

When I started at CLASP in 1994, the child support collection rate was 18 percent. It was just before the welfare reform law (PRWORA—Personal Responsibility and Work Opportunity Reconciliation Act of 1996) passed, and there were a lot of ideas on the table—in-hospital paternity establishment, a Federal new-hire data base, administrative enforcement—but no one knew for sure if they would work. In many States, caseworkers had 1,000 cases or more per worker. States were struggling to implement statewide computer systems. Members of Congress thought the program was failing and some considered a Federal takeover of the program, to move it to the IRS; some child support program managers agreed.

What happened to change that story? Part of the answer is that States implemented PRWORA tools and statewide computer systems, and continued to adopt technological innovations. But in the years following PRWORA, something else happened, too—we focused intentionally on the mission, vision, and financing of the program:

- Was it a cost-recovery program or a program to support families?
- How does the cost-recovery mission of the program affect the willingness of parents to pay and legislatures to fund the program?
- How does the way the child support program is funded affect its performance?
- Is the program actually underfunded, not overfunded like many thought back then?
- Who are the parents in the caseload, and what would improve their willingness to pay?
- What are the demographic changes affecting the families we serve?

Through a deliberate process of putting the mission and funding on the table, developing a research agenda, and building consensus among stakeholders in the late 1990s, we clarified the mission of the program as a family support program, as a results-based program. We began to turn away from the program's cost-recovery mission, realign its funding, and tell a different story about the program. We began to understand the relationship between performance and resources. We developed national strategic plans. We continued to innovate. And the program began to be funded and staffed more effectively.

Part of my point is that clarity about the mission—and the story—matters, for funding, performance, implementation, and public perception. Intentionality matters—what is the plan, how can we move ahead strategically, ask hard questions, build consensus, listen to everyone, from parents to line staff to directors, from advocates and community-based practitioners to

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parents? We have become an experimental, collaborative program, but we also want to see results. There's a discipline to deciding what to do and what not to do—and it is based in large part on dialogue and consensus-building, as well as resource availability and priority setting.

Another part of my point is that I've been right there with you all along. I know this program pretty well, and I care deeply about it. As Commissioner, I am still the same person I was before, and have the same values and principles. Yet, I have a different role and responsibility now.

The Administration's, and my, vision for the program is to continue down a path toward a family-centered program and away from cost recovery. This is the path that we set 10 years ago. A family-centered program includes realistic child support strategies that increase collections and respond to the reality of parents' circumstances. These strategies use child support as a means to improve work and family outcomes. A family-centered program recognizes that children deserve the financial and emotional support from both parents, has the resources it needs to provide reliable support payments to families, expands child support distribution to families, and supports the evolving role of the child support program. It includes a greater focus on prevention, such as educating young people about what it means to be a parent; encouraging fathers to stay employed and involved in their kids' lives; reducing conflict between the parents; and strengthening our role in access and visitation. It strengthens collaborations with other programs that serve the same families,

including partners that create jobs and provide job skills; provide health care; serve veterans; work with incarcerated and reentering parents; understand parenting and pregnancy; and protect against family violence and child maltreatment.

This Administration understands the importance of strong families. Broadening the vision for child support is part of that commitment. The child support program is no longer off to the side, but a central part in TANF reauthorization. The Administration is working on its 2011 budget proposals, and the President's budget will be public at the end of January.

My concern is for the program long after I leave—its fiscal health, stability, and progress. There will be policies that change, sometimes a little, sometimes completely, but those decisions will be based on a judgment about what is best for the program and families over the long term.

I was honored to accept this job because I thought I could continue doing on the inside what I have tried to do from the outside—to support your hard work and help you make a difference for families every day.

These are not easy times for child support programs or families. There are tough decisions to make. Yet I am a firm believer that adversity can bring innovation. I want to make sure we learn about what works for programs and families in a struggling economy and optimize the impact of ARRA (American Recovery and Reinvestment Act) funds as well.

I look forward to working with you, listening to your advice, and getting to know you even better.

Vicki Turetsky

Fight the flu



The Department of Health and Human Services is promoting three new 30-second flu public service announcements (PSA) to radio stations across the country. These messages feature 13 of America's governors and Elmo from "Sesame Street." They promote key flu prevention messages to parents and children. All of the latest flu PSAs are available on www.flu.gov/psa/.



WICSEC Conference Honors Chads of Colorado, Texas

Chad Edinger of Colorado and Chad Grant of Texas were among the awardees at the Western Interstate Child Support Enforcement Council's (WICSEC) 26th annual conference, this September in Little Rock, AR. Edinger (at the podium) accepted the Outstanding Program award on behalf of the Arapahoe County, CO, Child Support Enforcement Division. Edinger is Manager of the county's collaborative employment program for noncustodial parents—Parents to Work! The program was featured in the *April Child Support Report*. WICSEC Past President Elizabeth Morgan presented the award for Outstanding Individual Achievement for a Technical or Line Staff Member to Chad Grant, Regional Case Analyst in the Texas Office of Attorney General Child Support Division. (This award also was given to Vicki Tungate, Policy Analyst, Oregon Child Support Program.) Also at the awards ceremony, National Child Support Enforcement Association (NCSEA) President Howard Baldwin presented a few NCSEA awards, including the Outstanding Individual Achievement Award, also to Chad Grant. Grant was selected for the two awards in part for his extraordinary ability to improve processes at every level of the program, often by creating new tools or practices that are faster and more efficient and effective, and for his excellent customer service.



In Focus

Harry Shaw

Many inmates at Federal correctional institutions have outstanding child support cases that have accumulated arrears over the term of their imprisonment. As they approach their date of release, they are greeted with a large child support debt and no knowledge of how to address the problem.

Harry Shaw, an attorney in the South Carolina Charleston Region III office began working with Lorrie Causey of the Federal Bureau of Prisons and State Child Support Director Larry McKeown in establishing an outreach program for inmates at the Federal Correctional



Facilities located at Estill. Prior to coming to the Child Support Enforcement Division in 2001, Shaw had an active practice in Federal criminal defense, which looked hopeful in breaking down some barriers.

With 15 to 20 inmates present, Shaw began with a brief overview of the work in Child Support Enforcement and then opened the floor for questions. Most of the inmates were subject to support orders and were concerned about how to address this upon

their release to a “half-way house” and upon their full release. Whether they were subject to a South Carolina support order or one from another State, the message was “communication.” Support enforcement agencies are very willing to work with the inmates upon their release, but that level of cooperation would depend on how quickly they reported, began paying, and communicated address and employment changes.

Throughout his presentation, Shaw emphasized that the support agencies were not the enemy and the primary concern should be the welfare of children. Shaw’s informal approach, sitting around the tables with the inmates rather than standing in front lecturing to them, worked extremely well. Most of the inmates engaged in the discussion and found answers to their concerns. An example of this presentation’s effectiveness—within a week, Causey contacted Shaw and

told him that as a result of the information received from the presentation, one of the inmates was able to resolve a long-standing problem with another State’s support agency.

Shaw, Causey, and McKeown have since conducted another presentation for the inmates at FCI Estill, the medium security prison there, and have had similar feedback. They plan to continue this program at FCI Estill and possibly expand it to the other Federal corrections facilities in the State. Shaw will be going back to Estill in the fall to participate in their job fair to again facilitate the inmates’ return to civilian life.

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—*Larry McKeown, Director of South Carolina Department of Social Services, Child Support Enforcement Division*

Tech Talk



In Contra Costa County, Technology is Solving Staff-Reduction

By **Caroline Kelley**
Contra Costa County, California
Department of Child Support Services

Technology solutions implemented by the Contra Costa County, CA, Department of Child Support Services (DCSS) System Support Team have delivered real business value enabling the department to increase overall performance in spite of a 45-percent staffing reduction.

Outbound Dialing

In 2001, the team established a call center with skills-based routing, so employees handled the calls based on their expertise. In February 2005, the team began “automated outbound dialing” campaigns for delinquent payments and one-time messages, including reminders of court appointments. With payments resuming for 49 percent following outbound dialer messages versus 28 percent for those receiving letters, 7 additional child

support agencies have taken advantage of the service. Automated calls for DCSS and 7 other counties have reached 443,719 customers.

Biometric Readers

In recent years, as county child support offices navigated numerous computer system adoptions and conversions, the growing number of software applications housing sensitive data increased the burden on staff to maintain separate user IDs and passwords with varying security criteria. This environment contributed significantly to lost productivity and frustration, threatened data security, and increased helpdesk calls.

Information systems manager Brenda Lundy and her team sought out a company whose award-winning identity and access management solution with “biometric single-sign-on” capabilities had not yet



worked with the California government sector.

In June 2007, the contracting company completed implementation, enabling access to over 30 software applications to be used throughout the office. Biometric single-sign-on has significantly improved the department's overall information security. Cost-effectiveness improved by minimizing lost productivity due to an inability to log into secured applications and decreasing the number of calls to the department's helpdesk.

Recognizing the significant benefit that the biometric single-sign-on solution could have for other county departments and child support offices throughout California, Lundy and the team have demonstrated the system and supported other agencies' implementations. So far, three other local child support offices have embraced this solution.

Dual Screens

As DCSS prepared to install the new statewide child support enforcement system, Lundy made a connection. Instead of paying the county to surplus or dispose of the 1-year-old, 17" flat-screen monitors, a \$35 video card could link the new with the old monitors. A dual screen



configuration would significantly increase productivity with the reduction of swapping between open programs, as the statewide system could be left open on one screen while looking at other programs on the second. (A May 2007 *Child Support Report* article about Milwaukee using dual-screen monitors as part of an imaging project provided assurance that OCSE would support such a configuration.) Following approval and implementation in June 2007, productivity took a big jump.

DCSS Director, Linda Dippel has championed the adoption of these productivity enhancements for all California local child support offices.

Promising Practices

Hamilton County, Ohio Online Chats

Goal: Provide "live chats" via the Internet, an additional way to continuously educate the community about the services provided by the Hamilton County, Ohio, Department of Job and Family Services (JFS).

Description: Hamilton County uses a computer-based chat program that allows the public to submit questions to the JFS. Community members can link to the live chats via the agency's external Web site, www.hcjfs.org, and ask questions about child support and other topics during the designated chat time. If a community member cannot participate in the chat, a transcript of the chat is available on the agency's Web site. An e-mail is also sent to subscribers to the agency's external newsletter. The upcoming chats are also publicized in the local media.



When participants click on the link, it takes them to a page where they can submit questions. Once they write a question, it comes through to the person operating the program at the agency. That person then has the agency expert on the topic of discussion answer the question; the question and answer is then copied to a Web page that is refreshed every 60 seconds. Participants can then read the transcript while the chat is live.

JFS has two child support enforcement technicians who provide one-on-one, private chats 10:00 a.m. to 2:00 p.m. weekdays to help with specific questions about child support cases. The county has traditionally offered monthly, general public chats on child support; confidential, case-specific information could not be discussed in a public forum. Several citizens have shared personal stories about their cases via the public chats and agency experts decided it was best to give those clients the one-on-one attention they seek in these cases; only the technician and the client can view the chat transcript.

Chatting one-on-one with an agency employee by

computer means the client does not have to either wait in line at the JFS building or call the agency's busy Call Center to receive an answer to their question. Sometimes they must follow-up with another agency employee if their question is too complicated or if they need to drop off verification documents. But for those quick questions that just need a simple answer, citizens can log on to the chat from any computer.

Current Status: The agency held an initial chat internally with agency employees in April 2008 to work out any bugs before the first external chat in May 2008. Up until July 2009, 277 individuals have participated in the chats offered by the agency. During those chats, 442 questions were asked and the transcripts were viewed 2,136 times following the chats. In addition to child support, the most popular chats addressed Medicaid and food stamps. Other chat topics include foster care/adoption, workforce development, child abuse, and child care.

Additionally, as of June 2009, two workers handled 574 one-on-one chats since the chats became available in March 2009. The one-on-one chats average 14 minutes in

length; the technicians sometimes have three or four chats going on at the same time.

Funding: The agency pays \$29 per month to use the software. The only other resources needed are staff and a computer.

Replication Advice: Do a trial run of the program so that the user can become familiar it. If the user is not an expert on the chat subject, it is important to have the expert in the subject available during the timeframe of the chat, so that those submitting questions can get a quick response.

Contact: Moira Weir, Director
Hamilton County Job and Family Services
513-946-2111
weirm@jfs.hamilton-co.org

Please submit ideas for Promising Practices to Sue Sosler at ssosler@acf.hhs.gov.



Project Save Our Children

In recent months, South Dakota received payments for children in four child support cases, after referring the cases to the Project Save Our Children (PSOC) Task Force for investigation and collaboration with the HHS Office of Inspector General, Office of Investigations, for possible Federal prosecution.

- In March of this year the State referred a case to PSOC, for which no payment was received in 5 years. The father was arrested a few months later in Arizona; however, within another couple months the case was dismissed due to several concerns. Prior to dismissal, this dad paid the entire arrearage of \$12,800 for his 13-year-old daughter.
- Arizona police arrested a dad in April who owed more than \$17,500 in back child support. Following the PSOC investigation, the father was indicted in February and entered a guilty plea in July. He was sentenced to pay restitution of about \$22,800, plus 5 years of supervised probation, and to pay at least \$50 monthly. Prior to sentencing, this dad paid

nearly \$2,000 towards the arrearage for his 12-year-old child.

- A father, who had not paid in more than a year, and with arrears of nearly \$32,500, was sentenced this August to pay restitution of \$35,000, plus 5 years of supervised probation and monthly payments of at least \$300. Prior to sentencing, he paid about \$2,800 towards the arrears for his 12-year-old child.
- A dad who last paid child support for his three children in 2006, and who owed a \$3,450 arrearage, surrendered this August to HHS OIG Special Agents in Mississippi. He was ordered to pay restitution of \$7,400 and monthly payments of at least \$140, and placed on 5 years of supervised probation. Prior to sentencing, he paid \$14,950 towards his balance.

For information about the Project Save Our Children task force, please contact Nick Soppa in OCSE at 202-401-4677 or nicholas.soppa@acf.hhs.gov.



Insurance Matches Near \$1 Million

OCSE implemented the Insurance Match program in November 2007 and collections voluntarily reported by States are rapidly approaching \$1 million. Currently 52 States and territories participate, and OCSE receives claims information from 8 State workers' compensation agencies, 234 insurance companies (through their designated agent), and the US Department of Labor (workers' compensation for Federal civilian employees).

Florida reported over \$100,000 collections for September, the largest amount collected in a single month as a result of using the OCSE insurance matches. OCSE looks forward to sharing State successes and the significant difference this program makes in the lives of children and families.

For more information on the Insurance Match program or to report a success story, please contact Lisa Johnson at lisa.johnson@acf.hhs.gov.

—*Sherri Grigsby, OCSE*

Regional Highlights



Indiana Follows Lead From Region V 'Urban Jurisdiction' Meeting

By Geneva Bishop
OCSE Region V

One of the most encouraging outcomes of the annual OCSE Region V Urban Jurisdictions Meeting, held Sept. 2-4 in Chicago, is that States have begun to replicate the concept of convening larger jurisdictions to address common concerns.

Karla Mantia of Indiana reported that the prosecuting attorneys from the counties with the largest child support caseloads had formed a work group—Indiana Urban 17—an idea they borrowed from this OCSE model.

The Region V meeting pulled together 26 managers from 17 urban jurisdictions in the Region's 6 States. Also attending were Kim Newsome Bridges, Executive Director of the Ohio Child Support Enforcement Association, as well as Mantia from the Indiana Prosecuting Attorneys Council. Bob Clifford from OCSE's Division of State, Tribal and Local Assistance, and Region V child support staff led the discussion. Kent Wilcox, ACF Regional Administrator, and ACF staff member Mary Ann Wren, also joined the meeting.

Mantia further reported that its 17 urban counties recently met and shared both challenges to improving performance and best practices to overcome barriers to improved performance. In addition, the county representatives shared many best practices identified at the OCSE Urban Jurisdictions meetings and from the [PAID \(Project to Avoid Increasing Delinquencies\) Web site](#), and



those made available by other States. The Indiana Urban 17 concept has been expanded to all Indiana counties; those with medium- and smaller-sized caseloads held

mini conferences. The best practices from these meetings have been shared with all counties; each of the groups also identified areas for State-level assistance to help counties improve performance.

Strategic Planning

Strategic planning is another mechanism urban jurisdictions are using increasingly to improve performance. Several Region V urban managers reported that strategic planning has helped to meet performance goals by identifying local needs and targeting strategies to meet those needs.

Susan Buckley presented the Wayne County, MI, Friend of the Court strategic plan. The plan provides guidance in the critical performance areas of paternity establishment, support order establishment, and collection of support.

Warren Cottrell, Illinois Division of Child Support, related how the Joliet Regional Office uses its strategic plan to focus staff actions on cases with the greatest potential for collections.

Mark Ponsolle shared the Ramsey County, MN, strategic plan, which includes objectives and action steps for staff performance. The managers stressed that staff at all levels were involved in developing the plans and share responsibility for implementation.

Regional Program Manager Linda Lawrence believes

the success of the annual Region V Urban Jurisdictions Meeting is due to an agenda that reflects the interests and needs of the attendees.

For more information, please contact Linda Lawrence at 312-353-7481 or linda.lawrence@acf.hhs.gov.



TRIBAL RETREAT – The Cherokee Nation Office of Tribal Child Support Enforcement hosted OCSE Region VI (Dallas) Tribal Team members Carl Rich and Jane Martin at the 9th Annual Government Relations Retreat. The retreat was held the week of Sept. 6 during the Cherokee National Holiday. Rich and Martin toured the child support office in Tahlequah, OK, and lauded the program's success and the plans to expand beyond the main office to satellite offices. The holiday event marked an annual celebration of Cherokee heritage, cultural awareness, and families. Pictured are the Principal Chief Chad Smith presenting the Cherokee Nation State of the Nation Address and the Presentation of Colors at the Annual Pow Wow.



OKLAHOMA FALL TRAINING – About 500 attended the Oklahoma Child Support Enforcement Association's Annual Fall Training Conference in September, sponsored by the Department of Human Services, Child Support Services, the Attorneys Council, and Region VI OCSE. From left are Gary Dart, Child Support Director; Carl Rich, Region VI State and Tribal Child Support Specialist; James Travis, Regional Program Manager; and Raymond Haddock, Chief Coordinating Officer, Department of Human Services. Senator Howard Hendrick congratulated child support staff on their outstanding work over the past year and discussed the Department's goals for strengthening families through financial support, health services, and supporting families' mental health during the current economic climate. Participants included representatives from all eight comprehensive Tribal Child Support Enforcement Programs in Oklahoma. For more information contact Carl Rich at carl.rich@acf.hhs.gov.



HOME-STATE IMPROVEMENTS – OCSE Region IX hosted a Child Support Directors meeting in San Francisco this July, with five of the six jurisdictions represented (Arizona, California, Guam, Hawaii, and Nevada); unable to attend were representatives of the Navajo Nation Tribal Child Support Program. In keeping with the theme—“The OCSE Depot”—OCSE Commissioner Vicki Turetsky opened the meeting (via audio-visual connection) with a presentation on a “Blueprint for Child Support.” Other titles included “What’s in Your Toolbox?” (jurisdictional updates), “Tool Time” (State initiatives), “This Old (Data) Warehouse,” and “Under Construction” (medical support). Vermont Child Support Director Jeff Cohen spoke about data warehousing: “Building Program Performance with Data.” Presenting approaches to implementing new medical support regulations were Jeff McDermott of Virginia, David Fleischman of Ohio, and Ted White of Texas. In the photo are (*back row, from left*) Jeff Cohen (Vermont), Roy Nix (OCSE), John Kersey (Region IX), Veronica Ragland (Arizona), Romaine Gilliland (Nevada DWSS), Teresa Lowry (Clark County, NV), and Garry Kemp (Hawaii); (*center row*) JP Soden (Region IX), Monique Miles (OCSE), Jan Sturla (California), and Louise Bush (Nevada); (*front row*) Elise Wing (Region IX), Bobbi Cepeda (Guam), Selena Long (Region IX), and Bill Otterbeck (California).

Watch for New Census Report



Keep an eye on the [Census Bureau Web site](http://www.census.gov/hhes/www/childsupport/) for the soon-to-be-released publication “Custodial Mothers and Fathers and Their Child Support: 2007.” This biennial report is the latest in a series of supplements to the “Current Population Survey.” It shows national-level trends of child support income received by parents for children whose other parent lives elsewhere. It also examines statistics about demographics, poverty level, and employment status of custodial and noncustodial parents.

Previous issues of the report are available at:
<http://www.census.gov/hhes/www/childsupport/childsupport.html>

Child Support Report



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