

**Annual Business Meeting**Tuesday, July 28, 2020  
Wednesday, July 29, 2020

**MINUTES**

10 AM – 1 PM AST/EDT • 9 AM – 12 PM CDT • 8 AM –11 AM MDT • 7 AM –10 AM MST/PDT  
6 AM – 9 AM AKDT • 4 AM – 7 AM HST • 12 AM – 3 AM (+1 day) Guam

IV-D Director Members & Attendees

| **DAY 1** | **DAY 2** | **STATE/TERRITORY** | **NAME** | **ROLE** |
| --- | --- | --- | --- | --- |
| ✓ | ✓ | **Alabama** | Lathesia McClenney | IV-D Director |
|  |  | **Alaska** | Carol Beecher | IV-D Director |
| ✓ | ✓ | **Arizona** | Molly Bright | Interim IV-D Director |
| ✓ | ✓ | **Arkansas** | Barbara Morris-Williams | Interim IV-D Director |
| ✓ | ✓ | **California** | David Kilgore | IV-D Director |
| ✓ | ✓ | **Colorado** | Larry Desbien | IV-D Director |
| ✓ |  | **Connecticut** | John Dillon | IV-D Director |
| ✓ | ✓ | **Delaware** | Ted Mermigos | IV-D Director |
| ✓ | ✓ | **District of Columbia** | Sophia Hollis Ticer | Acting IV-D Director |
| ✓ | ✓ | **Florida** | Ann Coffin | IV-D Director |
| ✓ |  | **Georgia** | Tanguler Gray | IV-D Director |
|  |  | **Guam** | Andrew Perez | IV-D Director |
|  |  | **Hawaii** | Lynette Lau | IV-D Director |
|  |  | **Idaho** | Rob Rinard | IV-D Director |
| ✓ |  | **Illinois** | Mary Bartolomucci | Interim IV-D Director |
| ✓ | ✓ | **Indiana** | Adam Norman | IV-D Director |
| ✓ | ✓ | **Iowa** | Carol Eaton | IV-D Director |
| ✓ | ✓ | **Kansas** | Elizabeth Cohn | IV-D Director |
| ✓ | ✓ | **Kentucky** | Lily Patteson | IV-D Director |
| ✓ | ✓ | **Louisiana** | Lydia Scales | IV-D Director |
| ✓ | ✓ | **Maine** | Jerry Joy | IV-D Director |
| ✓ | ✓ | **Maryland** | Kevin Guistwite | IV-D Director |
| ✓ | ✓ | **Massachusetts** | Michele Cristello | Vice President |
| ✓ | ✓ | **Michigan** | Erin Frisch | IV-D Director |
| ✓ | ✓ | **Minnesota** | Shaneen Moore | IV-D Director |
| ✓ | ✓ | **Mississippi** | Lyndsy Landry Irwin | IV-D Director |
| ✓ | ✓ | **Missouri** | John Ginwright | Acting IV-D Director |
| ✓ | ✓ | **Montana** | Chad Dexter | IV-D Director |
| ✓ | ✓ | **Nebraska** | Cindy Wiesen | IV-D Director |
|  |  | **Nevada** | Cathy Kaplan | IV-D Director |
| ✓ | ✓ | **New Hampshire** | Karen Hebert | IV-D Director |
|  |  | **New Jersey** | Patricia Risch | IV-D Director |
| ✓ | ✓ | **New Mexico** | Jeremy Toulouse | IV-D Director |
| ✓ | ✓ | **New York** | Eileen Stack | IV-D Director |
| ✓ | ✓ | **North Carolina** | Carla West | IV-D Director |
| ✓ | ✓ | **North Dakota** | Jim Fleming | President |
|  |  | **Ohio** | Jeff Aldridge | IV-D Director |
| ✓ | ✓ | **Oklahoma** | Renee Banks | IV-D Director |
| ✓ | ✓ | **Oregon** | Kate Cooper Richardson | Secretary |
|  |  | **Pennsylvania** | Robert Patrick | IV-D Director |
| ✓ |  | **Puerto Rico** | Stephanie Garcia Vidal | Interim IV-D Director |
| ✓ | ✓ | **Rhode Island** | Sharon Santilli | IV-D Director |
| ✓ | ✓ | **South Carolina** | Tim Mose | IV-D Director |
|  | ✓ | **South Dakota** | Gail Stoltenburg | IV-D Director |
| ✓ | ✓ | **Tennessee** | Robert Duck | IV-D Director |
| ✓ | ✓ | **Texas** | Ruth Anne Thornton | IV-D Director |
| ✓ | ✓ | **Utah** | Liesa Stockdale | Treasurer |
| ✓ | ✓ | **Vermont** | Robin Arnell | IV-D Director |
|  |  | **Virgin Islands** | Terrence Joseph | IV-D Director |
| ✓ | ✓ | **Virginia** | Barbara Lacina | IV-D Director |
| ✓ | ✓ | **Washington** | Sharon Redmond | IV-D Director |
| ✓ | ✓ | **West Virginia** | Garrett Jacobs | IV-D Director |
| ✓ | ✓ | **Wisconsin** | Debra Barnes | IV-D Director |
| ✓ | ✓ | **Wyoming** | Kristie Arneson | IV-D Director |
| **44** | **41** |  |  |  |

Welcome

* President Jim Fleming called the meeting to order at 9:01 AM Central, July 28, 2020

Roll Call

* Secretary Kate Cooper Richardson called roll by state/territory
* Attendance as noted for Day 1
* Quorum present
* Guest: Kristen Donadee, Chief Deputy Director (CA)

Officers’ Reports

* President’s Report
  + Jim gave some history and background of NCCSD
  + Congratulations to Elizabeth Cohn (KS), made permanent director in May
  + Reviewed the director tenure record, Nov 2015 average start date
  + Reviewed the written President’s Report in meeting packet
    - Year started with ambitious agenda – much will be left undone because of the disruption
    - Hopeful for lemonade from lemons –
    - Highlights are listed in report
    - Senate announced its next Covid-19 response legislation
    - Interesting to see how OCSE and ACF respond to letter
  + Never seen so much activity from directors in decade
  + Sorry for so much email – but tried to share as much as possible
* Secretary’s Report
  + Went over written report
* Treasurer’s Report
  + Quiet job this year
  + Reviewed written report
  + Extension on this year’s taxes to August 15
  + Since there wasn’t a conference this year, less activity
    - We were able to get full refunds for 2020 conference cancellation
  + Thanks to committee, grateful for extra set of eyes
  + Balance: $82,890.90
  + Erin (MI) comment: we need to find good uses for it!

Committee Reports

* Audit Committee – Michele (MA)
  + Provided background on reason for the committee
  + Goal: how best to support directors in process
  + Goal: work with OCSE to get more transparent, consistent process
  + Wanted to be involved in the process
  + OCSE has been working well with committee
  + 2019 DRRs were very fast to complete
* Child Support-Employer Collaboration Workgroup – Jim (ND)
  + OCSE Employer Services team staffs—helpful
  + Great combo of people: employer associations, payroll, large employer reps
  + Hard getting traction to research between meetings due to Covid-19
  + Employers pain point: working in multiple states, other than new hire
    - Only have 1 form—believe we all should do things the same way, e.g., multiple IWOs
    - Their dream isn’t possible unless we federalize program
    - National employer database is achievable
  + Discussed CSLN—if there was something like this in the employer space, it would be helpful, and we should look at it
    - Helps to standardize
    - It’s a dream, but possible
  + Look at existing VOE form—what does it need?
* Collaborative Analytics – Sharon (WA)
  + Final report included in packet; committee dissolving
  + Formed in 2017: concept was to share info and predictive analytics model from developed states with others
  + Washington shared model with Minnesota as a test run, but didn’t end up working well because of difference in inputs
  + So changed model to consider shared platform; OCSE developed Alfresco platform
  + Jim (ND): This area something for a retired IV-D director to do in the future, if interested
* Finance Committee – Liesa (UT)
  + Covered in Treasurer’s Report in packet
* Joint Committee on Public Relations – David (CA)
  + 3rd year of 3-year cycle for committee; he joined mid-stream
  + Written report in packet identifies deliverables
  + Several resources helpful, including responding to Covid-19
  + Want to look again at infographic again in a year
  + Posing the question: renew committee or let it sit?
  + It has been challenging to get momentum—e.g., housing material but can’t find right platform, not a lot of resources
  + If want committee to continue, where to focus?
  + Q from Kate (OR): NCSEA and OCSE position? A from David (CA): just wanted to take NCCSD temperature
  + Jim (ND): maybe sit out 6 months, then revive original committee?
  + General support expressed for infographics, helpful
  + Erin (MI) perspective: This is an area where investment now will help in long run, risk of pause will force further behind
  + David (CA): really appreciates requests for specific materials, etc.
  + Various comments:
    - Need very basic, generic message/materials
    - Follow-up on focus, such as human services crisis following this pandemic
    - Consider combining with cost-avoidance message
    - Making clear that child support not a benefit program
    - Infographic approach is positive
    - Framing our messages around what’s important to customers right now—helping to focus families on how we can help them with what’s important to them now
    - Equity, diversity, inclusion—how do we get an assessment of current customers, are our messages reaching everyone we need to
  + David (CA): happy to continue with the committee
  + Suggestion to add some staff to help support
  + Sentiment to move forward with renewed focus, effort
* Mentoring Committee – Karen (NH)
  + Been in place since 2014
  + Written report plus supplemental materials in packet
  + Monthly call-ins, camaraderie vital to the strength of organization
    - Calls are proven winner
  + The monthly calls were solid base for setting up foundation for pandemic crisis—upped the game by converting to 2x/month
  + Committee focus on creating more developed mentoring structure
  + Thanks expressed to Karen (NH) for taking on role of “de facto group therapist” during pandemic
* Policy & Practice Committee – Eileen (NY) / Carol (IA)
  + 2nd year of committee
  + Number of subcommittees
  + Medical referral sub – goal to develop white paper for next gen (Liesa (UT) leading) – paused to Covid-19
  + Incentives sub goal to pull together library of resources
    - So could react if congress activity
    - Position: risk of losing funding, but needed to be able to respond quickly thoughtfully regarding funding and incentives
    - Massachusetts’ team helpful pulling together a resource library
    - Work put on hold pending discussion in pandemic
  + Pandemic document to the Congressional committees—helpful resource
* System Modernization & Data Sharing Workgroup – Carla (NC) /Robin (VT)
  + Very active year
  + Met 1 or 2 times per month, even with Covid-19
  + Have asked that there aren’t contractors involved anymore for the sake of OCSE
  + Webinars
    - Educational presentations—replatforming/refactoring
    - Contractor presentation
    - Website committee page has all the documents
    - Will schedule a series on how states manage system project stages
      * On each stage, from pre-planning through certification
      * Will be reaching out to different states to share lessons learned on each stage
  + As part of relationship with OCSE, working on development on feasibility study guidelines
    - This committee will be vehicle for director feedback
    - Goal is by end of September
    - Glad that OCSE is asking for input so it fits our needs
  + Data analytics part—two-pronged mission, added this about a year ago
    - OCSE work, especially with Cynthia Longest (contracted with OCSE)
    - UDC webinar: 64 state reps, 28 states represented
    - New webinars planned: income withholding and percentage of collections
    - OCSE creating an Alfresco site as home for this data
      * State point of contact needed
      * In system testing, UAT late July
      * OCSE + IV-D agencies with access only
    - Survey regarding prioritization of future topics
      * Front runners: current support and total collections
      * Cost effectiveness lowest priority
  + Also working on distribution cheat sheet for directors to explain how it all works
    - For IT personnel, leadership, etc.
    - Maybe flow chart, infographic
* Website Committee – Kate (OR)
  + Written report in packet
  + Website Committee develops, maintains both the NCCSD website and listserv.
  + Original focus for this committee year
    - Trouble-shoot some glitches on the website before undertaking more development
    - Collect and populate the website with more materials, both archival and current
    - Identify areas for upgrade and improvement on the website
    - Strategize sustainable maintenance practices
    - Maintain status quo with the listserv
  + With onset of the coronavirus pandemic, committee’s efforts disrupted
    - Only goals 1, 5 achieved, some partial achievement on goals 2, 3, 4
    - Not held a formal meeting since the outbreak, instead taking care of any necessary actions via email communication
    - Priorities since that time are to maintain the listserv due to especially heavy use and upload pandemic-related resources as quickly as possible.
  + Looking forward, committee to pick up its regular cadence of meetings, assess the current status of the website (some upgrades needed), and complete its 2019-20 goals

Bylaws Amendment

* The amendment proposal stems from an Executive Committee discussion after the decision to cancel the conference in North Dakota
* This year we put a hiatus on most activities
* The idea was a “gap year” solution, carrying over the officers and essentially replicating 2020 in the 2021 year
* To do that, need adjustment to the bylaws because of the two-year term for the treasurer
* Proposed amendment in meeting packet
* Ted (DE) moved and Carla (NC) seconded to adopt the bylaws amendment as proposed.
  + No discussion
* Motion carried, no nays

Report of Nominating Committee and Election of Officers

* Three-person committee made up of former NCCSD presidents still in ranks: Erin (MI), Carol (IA), Sharon (RI)
* Nominating committee provides a two-part recommendation—officers and election
* Erin (MI) moved and Lyndsy (MS) seconded to nominate existing officers to serve another year in those roles, plus extending Liesa (UT) as treasurer one year in 2-year term
* No nominations from floor
* Motion carried, no nays
* Carla (NC) moved and Lydia (LA) seconded to move the nominated slate to the ballot for election
* No discussion
* Motion carried, no nays

*Meeting recessed at 11:46 AM Central until 9:00 AM Central, July 29, 2020*

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*Meeting reconvened at 9:00 AM Central, July 29, 2020*

Roll Call

* Attendance as noted for Day 2
* Quorum present
* Guests:
  + Former OCSE Commissioner Vicki Turetsky
  + Kristen Donadee, Chief Deputy Director (CA)

Presentation by Vicki Turetsky on Aspen Institute Project

* Missed working with OCSE colleagues and all the directors
* In awe of all the IV-D directors for “keeping the ship afloat” during these challenging times
* Her involvement in child support now:
  + She originally intended to retire after the administration change
  + Was reeled back in; was still getting frequent technical requests from the Hill, foundations, advocates
  + Also worked some with NCCSD, NCSEA,
  + Had developed many connections in advocacy network because, since 1996, she’s been involved in all the legislation related to child support
  + Now has tried to carve out neutral, straightforward role—but lots of pressure to be more of an advocate
  + Her personal goal is to serve as information resource, a mitigating, moderating force
  + She’s seeing an expanded interest in child support reform
  + New entrants into the arena; her perspective is that it’s a good thing, but not always balanced, and a lot of misunderstandings
  + Much of the interest is focused on low-income factors, tied to equity, racial equality
  + However, huge knowledge gap about the child support program, outdated info
  + E.g., efforts related to driver license suspension—removal of ability to suspend for non-moving violation removal; few advocates know it is federal law for child support
* Please feel free to get in touch and share perspective
  + Still in touch with the Hill on coronavirus response, package in HEROES Act
  + Now involved with the HEALS Act—sitting in Senate
  + The fight will be over state/local government aid
  + Hopes the final legislation will include child support provisions, but probably won’t get resolved until very late, which makes it hard to get the elements in
* Aspen Institute
  + Vicki has a contract to draft child support toolkit focused on low-income fathers
  + Thanks to the directors for completing survey last fall
  + Reviewed, researched articles, etc.
  + Aspen is known as popularizing the 2Gen approach – family centered
  + 13 states part of 2Gen network—commitment at some level
  + Often Aspen has recruited Human Services directors as Aspen fellows
  + Part of ethos: call to action through letters to state governors
  + In 2018, held a convening for fatherhood project, wanted to focus on child support
  + Goal to bring family-centered policies into fatherhood efforts
  + Depth of background in child support policy is not broad
  + Good+Foundation (Jerry and Jessica Seinfeld) partnered, influential in fatherhood arena
  + Upside and downsides: opportunity to improve information, showcase evolution of program
  + Audience: state policymakers, governors, commissioners, legislators
  + Aspen Institute will publish 10-page overview paper on child support and 7 fact sheets, starting with paper and first two fact sheets coming out in August for Child Support Awareness Month
  + Expect media attention; Vicki can’t give advance copy due to leak potential
  + Basic message
    - Research better way to approach strong families, communities
    - Modernizing programs for innovative app
    - Wholistic approach to families, family-centered
    - Partnership with parents, go beyond collection for program
    - Culture of child support program is changing
    - Recommend promising practices
    - Expansive reach of child support program provides opportunity
    - Should be a part of each state’s program
  + Fact sheet topics
    - Debt reduction
    - Family distribution
    - Modification
    - Employment and EIC
    - Child support orders
    - Access to justice, contempt
    - Family stabilization
  + Fact sheets all set up the same way, straightforward
  + Anticipation that governors will send fact sheets to directors with examples and work together to advance policies
  + Distribution to media, major national groups, to all the fellows, to governors/commissioners
  + She’ll get copies to directors, nothing wild and crazy in the recommendations, will be familiar
  + Examples attempt to be diverse approaches, geography, “best of class”
  + Other 5 fact sheets will be published one or two at a time over next few months
  + This effort is a pre-Covid project—hard to retrofit. Hope to create positive energy about what states are already doing
  + Hope to do for child support awareness what was done for child welfare awareness
    - Advantage of being under the radar—steer own course
    - Disadvantage—neglected in recognition and resources
  + Language choices: uses NCP term, also gendered—lost that battle, too bad perpetuating stereotypes

Election of regional representatives

* The regions caucused respectively and provided the following representatives to the NCCSD Executive Committee for the 2020-21 year:
  + Region 1 Karen Hebert (NH)
  + Region 2 Eileen Stack (NY)
  + Region 3 Ted Mermigos (DE)
  + Region 4 Lyndsy Landry Irwin (MS)
  + Region 5 Erin Frisch (MI)
  + Region 6 Jeremy Toulouse (NM)
  + Region 7 Cindy Wiesen (NE)
  + Region 8 Chad Dexter (MT)
  + Region 9 David Kilgore (CA)
  + Region 10 Sharon Redmond (WA)

Unfinished Business

* Audits
  + Not much else to say beyond earlier report
  + Michigan in midst of DRA, OCSE extremely accommodating of due dates, so far okay
  + Mississippi in midst, did include deadline will ask for more time
  + Maine finishing 2018 DRA—line of findings on system certification issues on reliable data, wanted findings removed even though passed
  + Rhode Island said auditor focused on financial lines, will share with committee
  + Concern that Audits Division being briefed by Policy Division and may result in changes to 157 report
  + Committee has 157 future on radar, too
  + Karen (NH): concerning how integrating policy into findings, committee needs specific examples from states
* The Work Number (TWN)
  + Was working on its documents
  + NCCSD signed on to APHSA complaining about rate structure – apparently no response
  + Carla: been in several meetings with TWN over the last weeks, combined agency contract
    - Equifax has tripled rates lately, many states cancelling contracts
    - Three or four other companies providing service, growing in this area
    - Medicaid has requirement says that employment verification must be electronic, so may be driving cost
    - North Carolina will be issuing RFP
  + California in negotiation with Equifax, says free service will go away—different story
  + Louisiana just signed on with Equifax, was hoping to leverage TANF connection
  + Oregon plans to combine with its TANF agency
  + Database is still the best, though
  + Jim (ND) will reply to Equifax to ask about free service
  + Share the cost information with each other? Survey?
  + California will survey/compile information

New Business

* Legislative
  + Position paper on pandemic completed
  + House legislation favorable for child support relief
  + Senate legislation stimulus/economic impact payments at same levels plus expanded benefits
    - No child support funding/flexibility
    - How to get provisions back in? Committee staff know of NCCSD desire
    - If states can let their Congressional reps know about these provisions, will help
  + NCSEA paid advocate shares info with NCCSD regularly
  + Senator Cornyn’s FFP employment bill to be introduced
* Regulatory
  + Sent follow-up to ACF after meeting. No response, no idea when one expected
  + OCSE is moving forward as if this administration will be around another four years
  + Opened floor for comments?
    - None
* Resilience document, workgroup
  + Document from Deputy Commissioner Linda Boyer related to workgroup in packet
  + Ann (FL) will be NCCSD co-facilitator
    - Document seems very broad, though
    - Hope to scope it to actionable efforts
    - As a group, need input
    - Meeting every two months is far apart, will push on deliverables in between
  + Sharon (WA): was somewhat disappointed that didn’t address concerns, no action items—seems more like chit-chat, like regional meeting
  + Jim (ND): concern about impact if lame-duck administration
  + Eileen (NY): may help us shape the direction even for incoming commissioner
  + Chad (MT): encourages jumping in with both feet, and if the ball drops with new commissioner, good example of what we’ve been talking about
  + Karen (NH): want to show we are engaged, advocating for own concerns
  + Ann (FL) asks for feedback, priorities from directors to help guide and build group
* Operations
  + Seems as if most if not all states are reopening for interstate work
  + Lots of Stafford Act waiver requests being shared on the website
  + Request for waiver of federal self-assessment—don’t need a paper trail, may be one or two years potentially
    - Timeframes go into next fiscal year of emergencies
    - Distribution issues
  + Jeremy (NM): has anyone done projections on unemployment and how it will impact collections?
    - New York created response teams monitoring performance and administrative enforcement
    - Discussion about impact on collections from unemployment
  + Lily (KY): With potential new act and stimulus, what will states be doing this time around?
    - Sharon (WA): current approach is very manual, customer-friendly, objection process in place already
    - California using Governor’s Executive Order as a catalyst for legislation changes
    - Michigan, Wyoming, Oregon made changes to their distribution for Round 1—plan to keep if Round 2
    - Survey suggested to gauge states’ plans going forward
    - Maybe include questions regarding telephonic hearings, electronic filings judicial
    - Action item: Create state survey and distribute—Lily (KY) to work with Jim (ND)
  + Committee – Adam (IN) and Lyndsy (MS)
    - Webinars
    - Put out a call for volunteers
    - Maybe not many webinars—a couple? Directors only?

Closing Remarks

* Jim: Thanks for doing this in new format, not many technical problems
* All: Looking forward to meeting in person in Medora next year!

*Meeting adjourned at 11:31 AM Central, July 29, 2020*

*Minutes respectfully submitted by Kate Cooper Richardson, NCCSD Secretary*