

**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*