



**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	Tangler 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

DAY 1	DAY 2	STATE/TERRITORY	NAME	ROLE
✓	✓	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)
  - 3<sup>rd</sup> 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)
  - 2<sup>nd</sup> 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*