



**National Council of Child Support  
Directors**

**May 7-10, 2017**

**Edgewater Hotel, Seattle**



**National  
Council of  
Child Support  
Directors**

**President**

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Dear Friends,

Welcome to Seattle and the 2017 Annual Meeting of the National Council of Child Support Directors. Our theme this year is "Winning our way upstream for children and families." I am delighted to have the honor of hosting this year's event in the beautiful Pacific Northwest.

It is an amazing privilege to serve as president of this remarkable organization. The vigorous dedication of my fellow directors and all of you who share our passion for serving children and families is heart of our success. The program evolves constantly and NCCSD plays a vital role in that evolution.

As we "win our way upstream" over the next few days, you'll have a chance to experience thought-provoking and challenging ideas about how we do business, how our service to families is changing yet again, and how we can not only adapt to those changes and overcome obstacles but also act as a catalyst for an even better program in the future. This provocative agenda is the result of many hours of hard work by our planning committee: Carol Eaton, Alisha Griffin, Laura Galindo, Erin Frisch, Eileen Stack, Tangler Gray, and Trisha Thomas. I'd also like to thank our presenters and moderators for their great work in bringing you a dynamic few days. And last, but certainly not least, our Washington state child support staff, including Barb Yanagimachi, Tony Rice, Sylvia Flores, Christine Servin, and the folks here from the Seattle Field Office that are helping with registration and sound and handouts and a billion other things ... and most of all, Katie Nelson who managed every crazy twist and turn in putting this week together. Finally, thanks to Jim Fleming who watched the money and made sure we could do everything we wanted to do. Of course, none of this could happen without our sponsors, who are listed throughout this book. Their generous support makes this event possible year after year. We are grateful for your partnership in our efforts, your expertise, your services, and for your participation and contributions.

I hope you find the conference informative, challenging, and imaginative. Enjoy the networking events, and take advantage of this beautiful setting that is Seattle and the Pacific Northwest.

Sincerely,

Wally McClure, President  
NCCSD

## Thank You to the Conference Planning Committee

**NCCSD is extremely grateful to the following people  
for making the 2017 conference a reality.**

### Planning Committee

Alisha Griffin, California Division Director  
Benidia Rice, Washington D.C. Division Director  
Carol Eaton, Iowa Division Director  
Eileen Stack, New York Division Director  
Erin Frisch, Michigan Division Director  
Laura Galindo, New Mexico Division Director  
Tangler Gray, Georgia Division Director  
Trisha Thomas, Kansas Division Director  
Christine Servin, Washington state staff  
Katie Nelson, Washington state staff  
Sylvia Flores, Washington state staff

### Special Thanks

Sharon Santilli, Rhode Island Division Director  
Emma Margraf, Washington state staff  
Davida Miller, Washington state staff  
Tony Rice, Washington state staff  
Patricia McClure, artist  
Barb Yanagimachi  
Jim Fleming, North Dakota Division Director and NCCSD Treasurer  
& Katie Nelson (yes, again), Washington state staff

## Thank You to our Speakers and Presenters

Donna Boner, Acting OCSE Commissioner  
 Dan Satterberg, King County, WA Prosecutor  
 Alisha Griffin, California Child Support Director  
 Wendi Brick, Author, The Science of Service  
 Tangler Gray, Georgia Child Support Director  
 Mara Friesen, Texas Child Support Director  
 Erin Frisch, Michigan Child Support Director  
 Kristie Arneson, Wyoming Child Support Director  
 Laura Galindo, New Mexico Child Support Director  
 Trisha Thomas, Kansas Child Support Director  
 Jeff Jorgenson, Minnesota Child Support Director  
 Babs Roberts, Director Community Services Division, Economic Services Administration, Washington DSHS  
 David Stillman, Assistant Secretary, Washington State DSHS, Economic Services Administration  
 Eileen Stack, New York Child Support Director  
 Lisa Stockdale, Utah Office of Recovery Services, Director  
 Jim Fleming, North Dakota Child Support Director  
 Jane Venohr, Center for Policy Research  
 Bob Plotnick, Evans School of Public Policy and Governance, University of WA  
 Elaine Sorensen, Senior Advisor, OCSE  
 Benidia Rice, District of Columbia Child Support Director  
 Michele Cristello, Massachusetts Child Support Director

## Conference Agenda

Sunday May 7			Location
12:00 - 4:30 p.m.	Directors' Meeting and Luncheon (Directors only)		Rainier Room
4 - 7 p.m.	Registration		
5 - 7 p.m.	President's Reception		Terrace
	Dinner on your own		
Monday May 8			
7:30 - 8:30 a.m.	Registration & Breakfast		Terrace
8:30 - 9:15 a.m.	Welcome & Opening Remarks	Wally McClure / Seattle JazzED	Olympic Ballroom
9:15 - 9:45 a.m.	Federal Vision next 4 years	Donna Boner, OCSE Commissioner	Olympic Ballroom
9:45 - 10:45 a.m.	Re-entry from Incarceration <i>rate of return WA 26% or 36% or 43% 44% rate</i>	Dan Satterberg, King County Prosecutor	Olympic Ballroom
10:45 - 11:00 a.m.	Break		
11:00 a.m. - 12:30 p.m.	<b>Quality Customer Service &amp; Procedural Justice: Connect the Dots</b> Is Procedural Justice just another name for quality customer service? Since PRWORA, our practice has been substantially focused around automated tools for enforcement and collection enforcement. Envisioning our customer service practice in the new sphere of Procedural Justice will require some changes. Noted author, Wendi Brick, The Science of Service, will speak to us on the Six Elements that make government and customer service successful and how they must apply to new aspects of our practice. Then, several directors will join her and discuss implementation issues and strategies along with some of the recent successes they have had and how as BIC's grantees, this project is providing opportunities in this area.	Alisha Griffin, Moderator Wendi Brick Tangler Gray Mara Friesen	Olympic Ballroom

Precise answers & questions 3 prompt

*Alisha Griffin*  
*22 indicators developed*

*customer experience vs. customer service*  
*customer service is who we are, not what we do*

*her son's customer service book*  
*Mara's TX video DV*  
*customer service admining but ask*  
*CT 5 Qs everyone ask*

12:30 - 1:30 p.m.	Lunch provided		Terrace
1:30 - 2:30 p.m. <i>Dr. Heleena for my rights</i>	<b>Telling our Story – Adjusting the public’s perception of child support services.</b> Let’s hear how other states are changing the way the child support program is seen through public relations campaigns, how they can assist the family with new offerings, and how they can target specific groups to better family outcomes and promote positivity around child support programs.	Erin Frisch Kristie Arneson	Olympic Ballroom
2:30 - 3:40 p.m.	Sponsor Spotlight		
3:40 - 3:55 p.m.	Break		
3:55 - 5:00 p.m.	<b>TANF Caseloads/Funding Challenges – How does it affect your program?</b> Taking on a different perspective. States have the option to pass child support through to TANF families or retain the money to help offset costs. How does this decision impact your IV-D program? How does it impact our sister IV-A agency and the families we mutually serve? This session will be a lively debate and will review both sides of the coin as well as the pros and cons of passing through all TANF Recovery Money.	Laura Galindo, Moderator Trisha Thomas Jeff Jorgenson Babs Roberts	Olympic Ballroom
6:00 - 9:00 p.m.	Event / Space Needle - event included with registration.		No transport provided
<b>Tuesday May 9</b>			
7:30 - 8:00 a.m.	Breakfast		Terrace
8:00 - 8:20 a.m.	Sponsor Spotlight		
8:20 - 9:15 a.m.	Reducing Poverty and the role of child support	David Stillman	Olympic Ballroom
9:15 -10:15 a.m.	<b>Diving Deeper Into the New Federal Regulations (Part 1):</b> We’ve been swimming along with the new regulations but now’s the time to take a deep dive. Presenters will share pathways and navigational tips for states as they implement the new federal child support regulations.	Eileen Stack Lisa Stockdale Jim Fleming	Olympic Ballroom
10:15 -10:30 a.m.	Break		

10:30 - 11:30 a.m.	<b>Diving Deeper Into the New Federal Regulations (Continued)</b>	Eileen Stack Lisa Stockdale Jim Fleming	Olympic Ballroom
11:30 a.m. - 12:30 p.m.	<b>Ripples and Currents in State Child Support Guidelines Reviews.</b> State child support guidelines and reviews are rarely described as "still waters that run deep." One current ripple is new evidence of the cost of raising children that is catching the attention of some states, but is just another lure used to fish for lowered guidelines amounts across all income streams. This session also addresses guidelines provisions for income imputation/presumption-- specifically at minimum wage, an issue that is likely to “crest” soon as state child support guidelines review committees begin to navigate the new federal requirements of state guidelines and flooding of minimum wage increases in selected states and cities.	Jane Venohr Bob Plotnick Elaine Sorensen	Olympic Ballroom
12:30 - 1:30 p.m.	Lunch provided		Terrace
1:30 - 3:00 p.m.	<b>Looking upstream: Strategies for the future of child support</b> Now that we’ve talked about the new regulations, OCSE’s vision, partnering with other agencies, talking about our program with the public, and changes in our caseload and how it affects our funding, let’s see if we can pull it all together to come up with some strategies to best position the program for the future.	Benidia Rice Michele Cristello	Olympic Ballroom
3:00 - 5:00 p.m.	<b>Trip to Opportunity Center for Employment &amp; Education</b> Seattle’s Child Support Team 1 is part of the integrated service model housed at North Seattle College. This co-located facility includes Employment Security Division, Community Services Division (SNAP/TANF), Goodwill, Domestic Violence Advocates, North Seattle College, Division of Vocational Rehabilitation, and other community partners. This tour offers an opportunity to see the site and talk to staff and partners.		Optional. Space is Limited. Transport is Provided:
	Dinner on your own		

Wednesday May 10			
7:30 - 8:00 a.m.	Breakfast		Terrace
8:00 - 9:30 a.m.	Sponsor Spotlight		
9:30 - 10:30 a.m.	<b>Winning our Way Upstream- Director's Roundtables:</b> Share with your peers and colleagues the great things you are doing in your state, and learn what others are doing centered around a variety of topics including systems procurement, planning and implementation, analytics, self-service, SDU, new technologies and more!	Hosted by Trisha Thomas and Erin Frisch	Olympic Ballroom
10:30 a.m. - 1:00 p.m.	<b>Closed session – OCSE &amp; Directors</b>		Rainier Room

Dear Friends,

This event could not happen without the support of each and every sponsor. Since we are hosting it in the Pacific Northwest, I thought I'd tell you a little bit about how we are thanking each of you.

I was in Austin a few weeks ago and a guy sitting next to me asked me where I was from. When he discovered I was from the Seattle area, he asked if all we ate was salmon. I told him yes, of course, with our apples in the rain.

Salmon is a big part of our culture since long before there was a Washington (either the state or the president). I chose a salmon fishing theme for the conference partly because it is a part of the heritage of this land. Every year there seems to be a televised event of the first Copper River salmon being flown into SeaTac and the flight crew carrying out a 40 pound fish and kissing it.

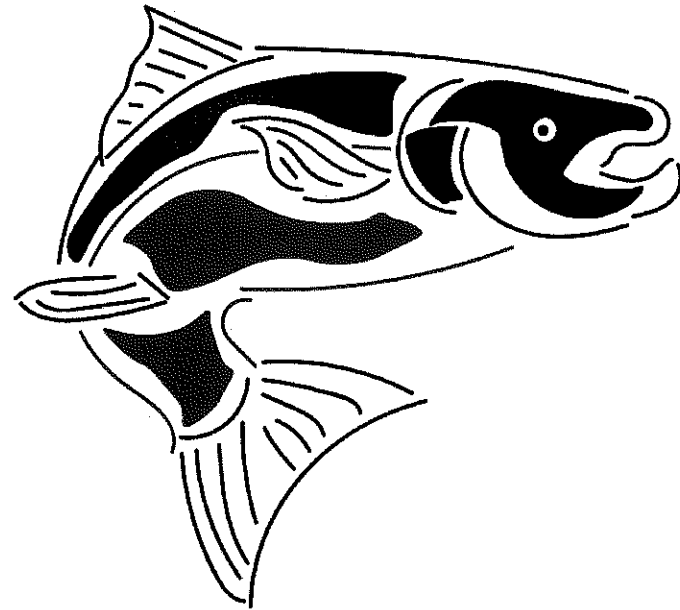
Each of our conference sponsors chose from one of three levels ... usually these levels are something like platinum, gold, and silver or blue ribbon, red ribbon, white ribbon. I think I confused everyone this year with Chinook, Sockeye, and Coho. Chinook or King Salmon is the largest of these three and so reserved for our largest sponsors who will get most prominent mention in our materials and on our banner. Sockeye salmon tend to run just a little smaller than Chinook, and Coho (or silver salmon) are a little smaller than that. I did have two other choices ... humpies and chum ... but somehow that didn't seem fitting for our sponsors.

Salmon has been a driving force here in the Pacific Northwest and the sustenance of hundreds of generations. As we discuss how our child support community helps our next generation out of poverty and onto a self-sustaining road, these ubiquitous (and delicious) anadromous beauties serve as fitting symbols for child support work.

So thanks, all you sponsors who sustain our conference. NCCSD appreciates your contributions and your participation in our conference for as long as we can remember. And you Directors ... be sure to thank our sponsors for making our conference a success!

Sincerely,

Wally McClure, President  
National Council of Child Support Directors



# CHINOOK

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WINNING STRATEGIES

**value**  
PAYMENT SYSTEMS

**Deloitte.**

*MyPaymentPortal.com*  
POWERED BY CIVITEK



**MAXIMUS**



**CONDUENT**



## Accenture

[www.accenture.com](http://www.accenture.com)

Type of business: **Human Services Consulting**

Contact: **Jamie Walker, Managing Director, Child Support**

[Jamie.d.walker@accenture.com](mailto:Jamie.d.walker@accenture.com)

75 5<sup>th</sup> St. NW. Atlanta, GA 30308

(512) 862-0192

### Current or recent projects with child support programs

**State of Michigan:** Maintenance and enhancement of the Michigan Child Support Enforcement System (MiCSES)

**State of Texas:** Design, Development and Implementation of the renewed Texas Child Support Enforcement System (TXCSES) 2.0

**State of Massachusetts:** Design, Development and Implementation of the renewed COMETS HD child support enforcement system

### Recent company accomplishments, initiatives or offering

1. **Analytics Insight Platform:** Providing insight driven analytics to predict success of child support activities and examine the characteristics of our families to determine best 'next actions' to improve outcomes
2. **Human Centered Design:** Design focused on human interactions that can encourage participation and provide transparent results. Example: Michigan Child Support Calculator.
3. **Mobility:** Delivering the child support agency at your fingertips. Mobile enabled self-service for parents. A mobile application for caseworkers to allow them to meet families where they live, work, interact and educate and enable the necessary activities to achieve positive family outcomes.

## MAXIMUS

<http://www.maximus.com>

Type of business: **Child Support Operations and Consulting**

Contact: **Brian Shea, Vice President**

[Briandshea@maximus.com](mailto:Briandshea@maximus.com)

1891 Metro Center Drive, Reston, VA 20190

(856) 304 1402

### Current or recent projects with child support programs

MAXIMUS is the nation's preeminent provider of child support consulting and outsourcing services. We have operated more than 135 child support contracts and managed more than 300 child support consulting projects in the past 41 years across all 50 states. These operations include full service, new hire, National Medical Support Notices, early intervention, paternity, call centers, document management, financial institution data match, feasibility studies, business process reengineering, enterprise content management, and employer web services.

### Recent company accomplishments, initiatives, or offerings

MAXIMUS is currently providing Project Management Services to the Oregon child support system modernization project and Quality Assurance services for the South Carolina system project. We developed federally approved feasibility studies for New Jersey, Delaware, Oregon, and Nevada and have two studies underway in Kansas and Illinois.

MAXIMUS is also providing innovative and highly successful Early Intervention services in seven California counties and Baltimore, Maryland. These programs have a proven track record of increasing collections. MAXIMUS engages custodial parents, non-custodial parents and other parties to a child support action at the very onset of the court order establishment process to prevent future delinquency.



## Value Payment Systems

[www.valuepaymentsystems.com](http://www.valuepaymentsystems.com)

Type of business: **Payment Service Provider**

Contact: **Todd Christensen, Director of Channel Management**

[tchristensen@valuepaymentsystems.com](mailto:tchristensen@valuepaymentsystems.com)

2207 Crestmoor Road, Nashville, TN 37215

(770) 904-1591

### Current or recent projects with child support programs

As a Payment Service Provider specializing in government electronic payment acceptance, Value Payment Systems (VPS) has been supporting the needs of counties and states' Child Support Enforcement and Family Services divisions since 2011. Through our *ChildSupportBillPay* services, states can accept obligation payments directly from obligors, employers and other payers through one or more of our hosted payment channels using a wide variety of both traditional and alternative electronic payment methods. VPS is currently implementing an integrated solution with the State of New Jersey, and is contracting and completing scope of work tasks with other states.

### Recent company accomplishment, initiative or offering

VPS has recently added additional payment methods to our platform in 2017, including PayPal and the digital wallets by the major payment brands – MasterCard Masterpass, Visa Checkout, and Amex Checkout. Each of these payment methods can be added to our client's new or existing payment services to expand the choices made available to payers. VPS strives to offer reasonable convenience fees for payers, and continues to offer our *ChildSupportBillPay* services to clients at no cost!



## Conduent

<https://www.conduent.com/solution/public-service-delivery-solutions/health-and-human-services/child-support-enforcement-services/>

Type of business: **Business Process Services & Systems**

Contact: **Scott Cade, Vice President**

[scott.cade@conduent.com](mailto:scott.cade@conduent.com)

8260 Willow Oaks Corporate Drive, 6<sup>th</sup> Floor, Fairfax, VA 22031

(917) 449-7762

### Current or recent projects with child support programs

Conduent is a leading global provider of business process services with expertise in transaction-intensive processing, analytics and automation. On December 31, 2016 Conduent Incorporated (formerly Business Services) spun-off from Xerox Corporation and now operates as an independent, publicly traded company. The Child Support unit of Conduent is led by a team of child support professionals, including former IV-D Directors, committed to helping child support programs and agencies deliver quality services to children and families.

Conduent processes more than \$1B in child support payments per month on behalf of our state partners at our State Disbursement Unit (SDU) locations across the country. Our Child Support team is providing at least one of the following child support services to 15 state clients.

State Disbursement Units

- Customer Contact Center
- Central Paternity Registry
- Next Generation Child Support Systems
- Business Intelligence
- Business Process Reinvention
- Dreaming Sessions

Over the last few years, the Conduent Child Support team has been focused on bringing innovation to the child support program. Client pilot projects during 2016-2017 included child support outreach to underserved populations, and small team organization combined with incentive based compensation and predictive analytics that support new order establishment. Through our ExpertPay product and MoneyGram alliance, Conduent processes over \$2 billion dollars of all child support payments in the United States.



## Conduent, cont.,

### Recent company accomplishments, initiatives or offering

Conduent started conducting Dreaming Sessions with states and large urban jurisdictions four years ago with the intent of helping child support programs understand and resolve some of their most important challenges. As of the end of 2016 we have completed 13 Dreaming Sessions. These sessions have resulted in:

- 31 participant "Aha" moments
- 163 program recommendations
- 7 studies (ethnography, data analytics, survey, mailroom)
- Advance service delivery pilot

Through this series of Dreaming Sessions we have developed a much deeper understanding of the fundamental change the program is going through, as well as the challenges that states and local jurisdictions are dealing with right now. These valuable interactions with program leaders across the country have made it clear that incremental change will not only improve program performance at marginal rates, but for some programs they may have resulted in serving fewer children. Fortunately, there are solutions available.

## My Payment Portal.com powered by CiviTek Solutions

[www.mypaymentportal.com](http://www.mypaymentportal.com)

Type of business: **Payment solutions for child support organizations**

Contact: **April Daniel, Client Relationship Representative**

[adaniel@civitekolutions.com](mailto:adaniel@civitekolutions.com)

**3544 Maclay Blvd. Tallahassee, FL 32312**

**(850) 868-1806**

### Current or recent projects with child support programs

MyPaymentPortal.com is proud to support child support programs, children and families by providing payment solutions that enable child support agencies the ability for parents to pay both domestic and international child support obligations via major credit card, debit card, and e-check. We provide an easy-to-use, cost-efficient way of handling electronic commerce transactions normally handled either at a walk-in counter or through the mail. Our services cater to help citizens and government offices save time and safeguard money. Our list of growing customers include: Oregon, Washington, Hawaii, and Virgin Islands. Our MyPaymentPortal.com clients and customers have benefited in many ways, including the following:

- Access to knowledgeable and friendly customer service specialists passionate about servicing children and families.
- Open 24 hours a day on your smartphone, tablet or computer for parents.
- Safe, secure, easy-to-use and simple processing for all major credit cards, debit cards and e-checks.
- Accepts and processes domestic and international child support obligations.
- A free service to government entities.



## Winning Strategies ITS

[www.wsits.com](http://www.wsits.com)

Type of business: **Technology Services**

Contact: **Suzanne Rowland, Vice President**

[srowland@wsits.com](mailto:srowland@wsits.com)

550 Broad St., Suite 804, Newark, NJ 07102

(973) 286-8296

### Current or recent projects with child support programs

Winning Strategies ITS has been working with the NJ Office of Child Support for the past 10 years, creating technology solutions to streamline business processes and improve customer service. We have created online portals that allow NJCS staff and staff from supporting agencies to communicate and collaborate. We have built public-facing websites and access to the case information system, including a mobile app that allows CPs and NCPs to track every aspect of their case from their smartphone.

For the California Department of Child Support Services, Winning Strategies ITS created a roadmap to guide the department in consolidating its public-facing and internal websites to make access to multiple systems easier and provide additional platforms for customers to apply for child support and track existing cases.

### Recent company accomplishment, initiative or offering

Winning Strategies ITS has redesigned the mobile app and web-based access to case information application originally created for the New Jersey Office of Child Support. The new app and website are fully scalable and can be extended to other states and customized to meet the individual needs and technical integration requirements. The platform provides seamless access to case information from the user's device of choice.

## Deloitte Consulting

[www.deloitte.com](http://www.deloitte.com)

Type of business: **Technology and Strategy Consulting**

Contact: **John White, Principal**

[jwhite@deloitte.com](mailto:jwhite@deloitte.com)

Offices in numerous locations around the world

(614) 214-8729

### Current or recent projects with child support programs

Deloitte provides our clients with a full range of services from program strategy and planning through full-scale system implementation and maintenance. We have been in the child support program for over 35 years and have worked with over 30 state, federal, and international child support programs. Our clients hire Deloitte based on our depth of experience with the child support program and understanding how business processes, people, and technology changes will improve your program. The following are the types of services we provide to our clients:

- Child Support System Replacement
- Maintenance and Operations of state child support systems
- Business Intelligence / Data Warehouse / Analytic Dashboards
- Predictive Analytics/intelligent performance management
- Enhanced Customer Service and Communications including mobile, email, and text
- Document Management and Imaging
- Strategic Planning and Business Process Re-engineering
- Training and Implementation

### Recent company accomplishments, initiatives, or offerings

**Mobile Beacon** is a fully implemented mobile solution for child support agencies. The solution includes the ability for Custodial and Non-Custodial parents to engage in an interactive experience with your agency. Mobile Beacon includes the ability for citizens to check their account, view payments, make payments, update address and employer information, view scheduled appointments, and receive alerts. Mobile Beacon has reduced customer calls by over 33% in a specific state as well as helped improve child support collections by over \$12 million in one year.



## Systems & Methods Inc.

[www.smi-inc.com](http://www.smi-inc.com)

Type of business: **Child support payment processing**

Contact: **Lisa Skenandore, VP Business Development**

[lisa.skenandore@smimail.net](mailto:lisa.skenandore@smimail.net)

**106 Wedgwood Drive, Carrollton, GA 30117**

**(920) 217-6484**

### **Current or recent projects with child support programs**

Systems & Methods, Inc. (SMI) is a leading child support payment processing organization that operates 15 SDU's, processing more than 34 million transactions annually.

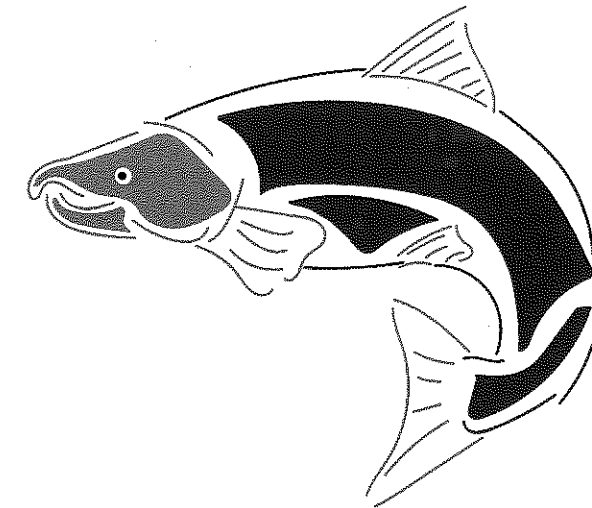
SMI is also a leader in offering reloadable debit card services through its smiOne Card. The smiOne Card provides individuals a flexible and safe solution for their debit card and banking needs. We were awarded Best Government Delivery Prepaid Card for 2016.

### **Recent company accomplishment, initiative or offering**

SMI is invested in providing the most up to date technology to our customers. With the issuance of child support payment cards, SMI believes that EMV Chip technology provides a safer and more secure card experience for cardholders, merchants, and to States and Tribes. We are currently working on transitioning all current programs onto the Platinum smiONE™ Visa® Prepaid Card which offers improved security, fraud protection, reporting capabilities, and customer utility through an enhanced website and mobile App.



# SOCKEYE SALMON





YoungWilliams



## Auctor Corporation

[www.auctor.com](http://www.auctor.com)

Type of business: **Computer System and Software Development**

Contact: **Tom Horan, Director of Client Services**

[horant@auctor.com](mailto:horant@auctor.com)

9449 Priority Way West Drive Ste 150, Indianapolis IN 46240

(203) 376-0551

### Current or recent projects with child support programs

Our clients are focused on process improvements that in turn will improve overall productivity and performance such as:

- a. Tools focused on Performance Improvements
  - i. Business Intelligence / reporting tools
  - ii. Management reports highlighting performance measure statistics – foundation for Dashboards
- b. Mobile device applications for Court Rooms as well as client usage for case interaction
- c. Piloting electronic court order creation in the court room including electronic signatures from all required parties (Nominated for local Award)
- d. Implementation of newly legislated Guidelines updates
- e. Automation of manual processes
- f. Helping our clients deal with large numbers of staff retirements and budget reductions
- g. Keeping our clients informed on Legacy System replacements approaches nationally

### Recent company accomplishments, initiatives or offerings

All of the above but specifically: Mobile device applications for Court Rooms including the pilot to create the court order electronically while in the courtroom for required signatures.



## CSF/SLI Global Solutions LLC

[www.csfsite.org](http://www.csfsite.org)

Type of business: **Consulting Services**

Contact: **Vernon Drew, President**

[vdrew@csfmail.org](mailto:vdrew@csfmail.org)

8555 16<sup>th</sup> Street, Suite 800, Silver Spring MD 20815

(301) 587-9622

### Current or recent projects with child support programs

1. Customer service training for child support professionals
2. Collaborative Negotiations training for Establishment for Enforcement
3. Procedural Justice in Action training
4. In-Hospital Paternity Outreach
5. Quadrennial guideline review for California
6. FPLS support; technical assistance and training UIFSA 2008; Employer Services – for OCSE
7. Organizational and business process analysis
8. Implementation Science: Making program improvements “stick” – training & technical assistance
9. eLearning (web- and computer based training products) for child support

### Recent company accomplishments, initiatives or offerings

Within the context of family-centered services, the new federal regulations (12/20/2016) and operational assessments, we’ve seen an increasing need for customer service training – both to create shared organizational expectations (customer service basics) and to provide workers with specific skills to address working with customers in a more individualized fashion. We’ve developed a suite of training materials for child support professionals designed to meet those needs. The suite includes Customer Service for Child Support professionals, Collaborative Negotiations for Establishment workers, Collaborative Negotiations for Enforcement workers, and Procedural Justice in Action – Alternatives to Contempt.



## CSG Government Solutions

[www.csghdelivers.com](http://www.csghdelivers.com)

Type of business: **Government IT planning and management consulting services**

Contact: **Jeff Eckert, Director, Child Support Practice**

[jeckert@csghdelivers.com](mailto:jeckert@csghdelivers.com)

180 N. Stetson Ave. Suite 3200, Chicago, IL 60007

(312) 444-2760

### Current or recent projects with child support programs

#### Indiana Department of Child Services Quality Assurance

CSG is providing Quality Assurance services for the Indiana Department of Child Services, Child Support Bureau (CSB) Indiana Verification and Enforcement of Support System (INvest) engagement. CSB is implementing INvest, an automated child support enforcement system, to improve the delivery of child support services through increased automation, enhanced data quality and security, and advanced technology architecture. CSG is providing the State with Quality Assurance services to help reduce risks and assure that a high level of quality is planned, assessed, and maintained throughout the INvest project and built into the INvest system.

#### Oregon Child Support Program Modernization

The Oregon Department of Justice is implementing a “hybrid” modernization solution for their Child Support System project, blending components and best practices from systems in California, Michigan, and New Jersey. Oregon selected CSG to provide independent Quality Assurance services to support the successful implementation of their Child Support System project. CSG developed a comprehensive Quality Management Plan, conducts vendor and system transfer quality control reviews, and provides ongoing quality assessment and evaluation reporting on project activities.

#### State of Illinois – HFS, Division of Child Support Services

As part of the Illinois Framework, CSG conducted an analysis of the Illinois Child Support program in order to develop a modernization roadmap and plan. Our team worked with Illinois to develop a system Feasibility Study and Cost Benefit Analysis, and supported near term modernization priorities. We also supported the implementation of an automated court order interface using the National Information Exchange Model (NIEM) to enhance and streamline the process of getting court orders in the system.



## Arizona Division of Child Support Services Feasibility Study

CSG is conducting a Feasibility Study for the modernization of The Arizona Department of Economic Security, Division of Child Support Services' (DCSS) Arizona Tracking and Locate System (ATLAS) engagement. CSG is assisting DCSS in analyzing alternatives to enhance or replace ATLAS in an effort to improve child support enforcement processing throughout the State by incorporating advancements in technology, data security, and decision support functions. CSG is conducting a Feasibility Study including business process reengineering, requirements definition, alternatives analysis, and a formal Cost Benefit Analysis following OCSE requirements for the child support system modernization.

### Recent company accomplishments, initiatives, or offerings

CSG uses our proven **CSG REALize<sup>SM</sup> Child Support Modernization Methodology and tools that adhere to OCSE guidelines**. Our tools are used to collect the evidence needed to support the decision-making process and produce high quality deliverables for a state's child support system modernization efforts. These tools include:

- **TeamCSG<sup>SM</sup> Quality Assurance** tools to provide in-depth risk assessment and testing services.
- **TeamCSG<sup>SM</sup> Child Support Maturity Model** to assess current status by business process and functional area to help states identify modernization priorities and establish goals for the program that can be supported by the chosen technology.
- **TeamCSG<sup>SM</sup> Tracer: Child Support Requirements** which provides pre-loaded baseline child support requirements to help jumpstart and guide the requirements gathering process.

These tools help states evaluate where they stand with regard to the program and the underlying level of automation, establish realistic goals for each functional area of the program, and assure a successful implementation.



## Informatix Inc.

[www.informatix.com](http://www.informatix.com)

Type of business: **Informatix is a software solutions and service provider helping Child Support Agencies meet and exceed their goals.**

**Contact: Daniel King, Manager**

[adminsupport@informatixinc.com](mailto:adminsupport@informatixinc.com)

**2485 Natomas Park Drive, Suite 430, Sacramento, CA 95833**

**(612) 384 1391**

### Current or recent projects with child support programs

**Informatix** brings more than 27 years of child support services and technology products to our clients. We provide CSE consulting in areas of Change Management, Feasibility Studies, IW, QA, and Project Management. We have experience with CSE systems implementation and maintenance. Informatix is the largest provider of FIDM services in the country managing the FIDM and IDEC alliances. As one of three SOU vendors, we are the only vendor that provides SOU technology and operations, as well as SDU software services for state operated SOU's. All of our state SDU customers receive up to four (4) major releases each year. This level of enhancements keeps Informatix' solution, RA PID<sup>®</sup>, at the forefront of payment processing innovation. RAPID<sup>®</sup> is available as a SaaS in a Fed Ramp Certified and PCI DSS, HIPAA, NIST and IRS compliant cloud infrastructure for states and Tribes seeking to improve their SDU operational efficiencies without the need to acquire and maintain the hardware infrastructure to support it. Informatix can readily host your State's SDU or CSE system and manage it for you. As part of our ongoing RAPID<sup>®</sup> enhancements and new features, we have implemented our proprietary iAPPROVE API for validation of third party applications including PayNearMe, TouchPay, and MoneyGram. This allows payment data to be validated prior to acceptance at the Point-of-Sale or kiosk, ensuring third party payments achieve straight through processing every time. Several new features of RAPID<sup>®</sup> were rolled out this year within a web architecture, including Receivables, dashboards, and a very robust Quality Assurance module.



## RedMane Technology

[www.redmane.com](http://www.redmane.com)

Type of business: **Systems Integrator**

Contact: **Selwyn Buchman, Director, Business Development**  
[Selwyn\\_buchman@redmane.com](mailto:Selwyn_buchman@redmane.com)  
8614 W. Catalpa Ave, Suite 1001, Chicago, IL, 60656  
(773) 992-4554

### Current or recent projects with child support programs

- State of Louisiana – System Maintenance and Enhancements
- State of Hawaii – System Maintenance and Enhancements
- US Virgin Islands – System Maintenance and Enhancements

### Recent company accomplishments, initiatives, or offerings

Client facing mobile app

Development of a Child Support Enforcement System for a framework platform



## Stellarware

[www.stellarware.com](http://www.stellarware.com)

Type of business: **Web-based solutions for government & private sector organizations**

Contact: **George French, President**  
[gfrench@stellarware.com](mailto:gfrench@stellarware.com)  
140 N. Franklin St., Suite 2-1 Holbrook, MA 02343  
(781) 986-1400

### Current or recent projects with child support programs

Stellarware has operated the Child Support Lien Network (CSLN) for 18 years. Hosted by the State of Rhode Island, CSLN compares delinquent obligor files from 31 states and the District of Columbia with insurance claims from over 2,000 insurers to provide states with quality matches they can lien to assist in the collection of overdue child support. CSLN also offers Real Property, Life Insurance and Annuity matching, and FIDM services.

Stellarware also operates 8 New Hire Reporting programs, offering states the most technologically advanced solution complete with a comprehensive Employer Registry and Outreach Module. New Hire Reporting assists in establishing income withholding orders, one of the most effective ways for states to collect child support.

Stellarware's newest project is the Employer Maintenance program for the Texas OAG. This project includes employer maintenance and verification services for Texas's employer database as well as IWO follow-up. Stellarware went live with the Texas Employer Maintenance program in April 2017.

Additionally hosted by Rhode Island is Stellarware's Medical Assistance Intercept System, which was modeled after the CSLN workflow to electronically match Medicaid recipients with liability and workers' compensation insurance claims. MAIS intercepts payments greater than \$500 for reimbursement to the State's Medicaid program. To date, MAIS has identified over \$17 million in potential Medicaid recoveries.

### Recent company accomplishments, initiatives, or offerings

Building on our innovative New Hire Reporting system, Stellarware offers states the opportunity to create a comprehensive employer portal through the use of our Employer Registry. Stellarware's Employer Registry is an efficient way to manage employer profile information as well as communicate in an effective and timely manner. We offer states the ability to securely issue NMSNs, IWOs, verifications, and terminations, among others, through our Employer Registry



system. Employers can then confirm receipt of secure documents, and Stellarware performs outreach to the employer community to assist in the completion of reporting requirements, all while tracking the activities in our system with date, time, and user stamps. By combining document issuance, tracking, and follow-up with New Hire Reporting, states make it easier for employers to comply with multiple reporting requirements in one, easy to use location.

Stellarware's most recent initiative is the Texas Employer Maintenance project, which went live in April 2017. This program will utilize a new, innovative system built to maintain accurate employer information, verify employment and document issuance, and follow up on IWOs. Stellarware's approach to employer maintenance is founded on technology and automation, which results in greater efficiency and cost savings to the state.



## TouchPay Holdings

[www.touchpayonline.com](http://www.touchpayonline.com)

Type of business: **Automated Payment Services**

Contact: **Kay Byfield, Marketing Manager**  
[kaybyfield@gmail.com](mailto:kaybyfield@gmail.com)

**7801 Mesquite Bend Dr., Irving, TX 75063**  
**(469) 995-7368**

### **Current or recent projects with child support programs**

After winning the RFP, we are currently installing our premise-based Lobby Kiosks in all the 79 county agencies of the California Department of Child Support Services. California has joined the other 9 states where TouchPay saves Child Support agencies money because they no longer need to process payments. Families benefit from the added convenience and dependability. TouchPay also provides automated payment services to Child Support agencies in Hawaii, Washington state, Oregon, Texas, Virginia, Georgia, Florida, Maryland, and Delaware. We will soon be adding Arizona. Partnering with TouchPay improves payment processing for Child Support agencies.

### **Recent company accomplishment, initiative or offering**

TouchPay reliably processes payments online, with an automated phone system, with state-of-the-art Lobby Kiosks, and we also offer consumers the opportunity to make payments at a local retail store using Walk-In Retail. Like our Lobby Kiosks which process cash as well as credit and debit cards, Walk-In Retail is ideal for cash-preferred and unbanked non-custodial parents. TouchPay's goal is to provide every NCP with a channel that makes it easy to pay. Fees are among the lowest in the industry, agencies save money, and consumer satisfaction grows. And all payment channels are recorded in real time on our secure reporting platform.



# U.S. Bank

[www.usbankprepaid.com](http://www.usbankprepaid.com)

Type of business: **Banking Prepaid**

Contact: **Gretchen Anderson, Sales Manager**

[Gretchenr.anderson@usbank.com](mailto:Gretchenr.anderson@usbank.com)

200 South 6<sup>th</sup> Street St. Paul, MN 55075

(651) 457-1007

### Current or recent projects with child support programs

As a leading provider of government prepaid solutions, U.S. Bank has over sixteen years of experience designing COST FREE prepaid solutions for a variety of government benefits applications, including: Child Support, Unemployment Insurance, and Temporary Assistance for Needy Families, Worker's Compensation, Child Care, Pension and others. We have established relationships with all 50 states and currently manage prepaid Child Support programs in 17 states since 2001.

### Recent company accomplishment, initiative or offering

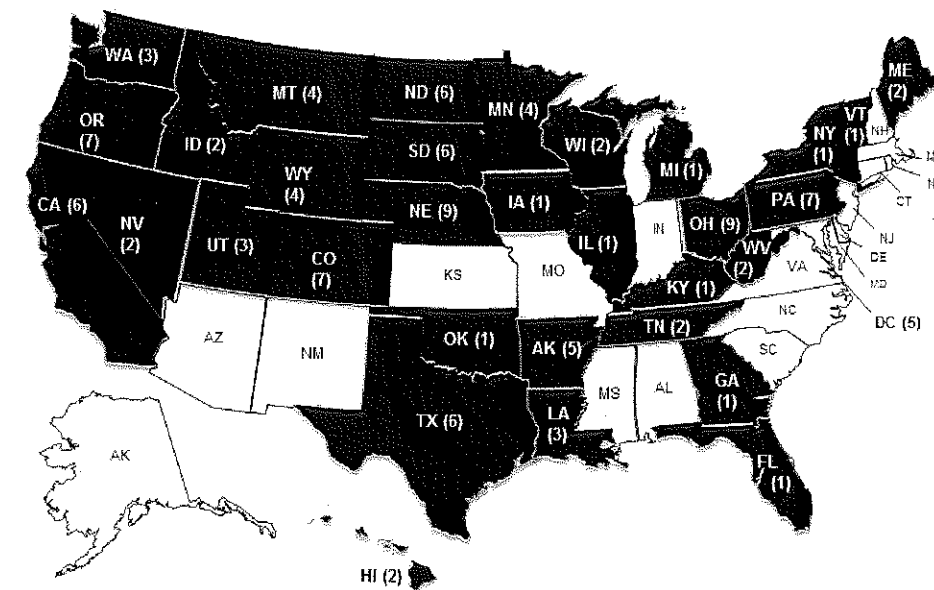
For over 16 years, U.S. Bank has provided government agencies with financially sustainable, prepaid programs built for long-term success. In that time, we have found that even the best prepaid program in the market requires constant attention to innovation and process improvement. Our dedicated product and innovation team is in continual development of cardholder and agency features to our ReliaCard® product, so our clients receive the best experience in the marketplace. Some of recent additions add even more value to our government prepaid solution:

- Text/Email Alerts – Cardholders can sign up to receive notifications when payments have been loaded to their card, when they make a purchase or when their balance gets low.
- Online Website – The cardholder website allows cardholders to check their balance, view their transactions, and update their account information 24/7.
- Mobile App – Cardholders can easily check their balance or view transactions on the go with the free mobile app.
- Card-to-Account Transfer: Via the cardholder website, ReliaCard users can initiate a card-to-account transfer of funds.
- Customized Website Messaging: Our new cardholder website gives us the capability to provide custom messaging to all your cardholders, targeted groups or individuals to ensure consistent and immediate program communication.

- Consolidated ATM Locator: Our mobile banking app now features a consolidated mobile ATM Locator that shows all our “in-network,” surcharge-FREE ATM locations from U.S. Bank, MoneyPass and others.

### U.S. Bank State Agency Relationships

118 Agencies in 33 States/Districts



# COHO





## TurboKIDZ

[info.turbocourt.com](mailto:info.turbocourt.com)

Type of business: **Online solution provider for child support organizations**

Contact: **Alex Zilberfayn, Vice President**  
[alexz@intresys.com](mailto:alexz@intresys.com)

**1301 Shoreway Road Belmont, CA 94002**  
**(650) 372-1790 ext. 201**

### **Current or recent projects with child support programs**

Intresys developed the award-winning, online participant services solution, TurboKIDZ, through partnerships with Child Support Offices in California and North Carolina. The solution utilizes advanced, user-friendly technology to connect families, child support organizations, and courts, 24x7, and it increases access to services, improves case processing efficiency, and captures data that can be used for predictive analytics.

### **Recent company accomplishment, initiative or offering**

The Turbo KIDZ program provides a high return on investment for Child Support Offices. By dramatically reducing the amount of client application instruction, telephone inquiries, and in-person traffic, there is immediate pre-filing staff savings. Perhaps more important, TurboKIDZ powered offices save 60-90 minutes of staff review time per application for services and 8-12 hours in support modification, in addition to drastically shortening the lead time in paper-based processes. Child Support Offices should gain productivity by not losing hours to reviewing incomplete forms and applications, contacting clients for corrections, and waiting for a response before repeating the process.



## CGI

[www.cgi.com](http://www.cgi.com)

Type of business: **Technology and Consulting for Government and Industry**

Contact: **Laura Roth, Child Support SME**  
[Laura.roth@cgi.com](mailto:Laura.roth@cgi.com)

**400 Union Ave. SE, Suite 200, Olympia, WA 98501**  
**(530)306-2207**

### **Current or recent projects with child support programs**

Since 2014, CGI is under contract with the State of Ohio's Job and Family Services Office of Child Support to perform digital transformation and incremental modernization, including managing their case management system, SETS, which includes intake, paternity, establishment, enforcement, locate, etc. In addition, we have developed and manage their customer self-service, web portal, mobile, web device guideline calculator, user experience and testing. CGI also led the implementation activities for the 2007 California's successful Child Support Case Management system. We specialize in implantation processes that work.

### **Recent company accomplishments, initiatives or offerings**

Text messaging, mobile and web design integration are a few of our new exciting innovations! Our work with Ohio is indicative of our organization's belief that government can transform through incremental modernization. More and more states are realizing that modernizing can be an enriching, service expanding endeavor, without breaking the bank. CGI will work with your staff to identify needs and improvements, and then we will customize a solution plan that works for you. We have profound knowledge and experience in child support not only from the business side, but from the technical perspective as well, providing you a well-rounded solution experience.



## Protech Solutions, Inc.

[www.protechsolutions.com](http://www.protechsolutions.com)

Type of business: **CSE Systems Integrator**

Contact: **Debra Jackson, Marketing Coordinator**

[debra.jackson@protechsolutions.com](mailto:debra.jackson@protechsolutions.com)

**303 W. Capitol Ave., Suite 330, Little Rock, AR 72201**

**(501) 687-2311**

### **Current or recent projects with child support programs**

- Arkansas – CSE maintenance and operations
- Delaware – CSE maintenance and operations
- Maine – CSE maintenance and operations
- New Hampshire – Design, development and implementation of NECSES 2.0
- New Jersey – CSE maintenance and operations
- South Carolina – Design, development and implementation of PACSS



## Appriss Safety

[www.ApprissSafety.com](http://www.ApprissSafety.com)

Type of business: **Appriss delivers solutions that prevent fraud, mitigate risk, fight crime, increase public safety and save lives.**

Contact: **Ray Atencio Business Development Executive**

[ratencio@apprissafety.com](mailto:ratencio@apprissafety.com)

**10401 Linn Station Road, Louisville, KY 40223**

**(505) 681-9811**

### **Current or recent projects with child support programs**

Appriss has partnered with Child Support agencies all across the United States including California, Washington, Indiana, Kentucky, Maryland, Ohio, South Dakota and Virginia. All of these child support agencies use our JusticeXchange Web Portal licenses to monitor, crosscheck, and “watch” child support obligors against incarceration records. JusticeXchange is the nation’s largest consolidated database of incarceration records. It is near real-time information and contains booking data from approximately 77% of all local and state DOC facilities across the nation.

### **Recent company accomplishments, initiative, or offerings**

With JusticeXchange, your agency can conduct periodic crosschecks or even “watch” your entire child support obligor list to help monitor incarcerations of this population near real-time. With our new Arrest Watch Enhancement to Justice Change we can push notification near real-time to Child Support personnel on NCPs:

1. Arrest
2. Certain length of incarceration
3. Release
4. Match against SSA Death Master File



## Grays Peak Strategies

[www.grayspeakstrategies.com](http://www.grayspeakstrategies.com)

Type of business: **Consulting**

Contact: **Maureen Leif, President**

[Maureen@grayspeakstrategies.com](mailto:Maureen@grayspeakstrategies.com)

14614 W. 62<sup>nd</sup> Place, Arvada, CO 80004

(303) 249-7973

### Current or recent projects with child support programs

1. Los Angeles County Child Support Services 2017-2020 Agile Strategic Plan Project
2. Colorado Department of Human Services, Child Support Services Division: Consistent Payer Project
3. Chair, Colorado Child Support Commission
4. Trainings in multiple states, on Judicial Outreach, Collaboration, Customer Service, Managing a Multi-Generational Work Force

### Recent company accomplishments, initiatives, or offerings

At Grays Peak Strategies, we look at each individual organization and design services that will help you reach the peak. We offer modern approaches to change management, Outreach and Community Engagement, Agile Strategic Planning, Procedural Justice, Program Evaluation and Monitoring. We have an incredible team of experts in human services and court consulting. We bring high energy and passion to everything we do.



## Clearwater Payments

<http://clearwaterpayments.com/>

Type of business: **Full Service Electronic Bill Payment Solution Provider. Credit card, debit card, and ACH payment and transaction processing services for billers.**

Contact: **Erna Catamaran, Director, National Sales**

[ernanpat@clearwaterpay.com](mailto:ernanpat@clearwaterpay.com)

12700 Park Central Dr. Dallas, TX 75251

(970) 631-8265

### Current or recent projects with child support programs

Clearwater Payments is in consideration by several state CSE entities that are looking to add our capabilities to their payment offerings for NCPs and Employers.

### Recent company accomplishments, initiatives or offerings

Clearwater Payments provides a one stop shop for child support payments that includes web, mobile/tablet, and IVR payment options as well as e-lockbox to save on paper checks from banks. We have also partnered with various companies, one of which specializes in expediting NCP to CP payments outside the scope of court ordered payments.



## Contact Wireless

[www.contactwireless.com](http://www.contactwireless.com)

Type of business: **Text Messaging Products**

Contact: **Leslie Prichard, Program Manager**

[lprichard@contactwireless.com](mailto:lprichard@contactwireless.com)

9016 Washington St. NE, Suite A Albuquerque, NM 87101

(505) 275-4614

### **Current or recent projects with child support programs**

Contact Wireless currently provides two-way text messaging products and one-way bulk messaging products to child support enforcement divisions and CAPS programs in multiple states including: NM, CO, KS, AZ, NE, WI, PA, FL, CA and VA. Our TxtPage Plus product enables child support caseworkers to communicate one-on-one with parents via text messaging. Our Bulk Text messaging can be used as a web-based product or through API to allow for mass messages to be sent to hundreds, thousands or hundreds of thousands of recipients. We provide a blacklist feature in all of our products and a Dashboard for managerial oversight of TxtPage Plus user accounts. Contact Wireless is a Carrier which sets us apart from the competition and gives us direct access to the text messaging clearinghouses and allows us to assign our customers a regular phone number instead of a changing short code. We also have direct text messaging marketing products.

### **Recent company accomplishments, initiatives or offerings**

Contact Wireless is a GSA vendor and is contracted with state and federal government entities. We have been providing messaging platforms for more than 30 years, and providing text messaging for more than 16 years. All of our text-messaging products are engineered in-house and we are proficient at helping child support enforcement with customized features for their programs.



## Sunflower Child Support Services, LLC

Lee A. Fisher

President & Founder

Sunflower Child Support Services, LLC

205 E. 7<sup>th</sup> St., Suite 400A

Hays, KS 67601

785-623-4516

785-621-2551 - fax

Putting Children First, Encouraging Family Values and Promoting Self Sufficiency

Sunflower Child Support Services, LLC began its first full service child support contract in September 2013 for the State of Kansas. The Sunflower corporate team has over 50 years of Child Support Experience from Call Centers, Enforcement, Establishment, Finance, Legal, Intergovernmental, to Full Services.

Currently Sunflower handles IVD Full Child Support Services in 6 Judicial Districts in the State of Kansas that encompasses 33 counties that spread from Colorado, all along the Nebraska border to Missouri, with offices located in Hays and Manhattan.

Sunflower President Lee Fisher also oversees NIVD Child Support Enforcement as the 23rd & 24th Judicial District Court Trustee out of the Hays Trustee Office.

