

Intergovernmental Case/Escalation Protocol - May 2018

1. Describe the organization of your state's IV-D program. Ex: State-administered, county run, whether any portion is privatized, etc.	2. Describe your state's handling of intergovernmental cases. Ex: Central Registry opens cases and immediately refers to local agency for case management.	3. Does your state have an intergovernmental escalation protocol in place for contacts you receive from other states? If so, please describe. Ex: Local agency should be contacted first, and issue escalated to state-level staff as needed.	4. What is the protocol when a complaint is received by your Central Registry? Does it differ when the complaint is received from a case participant or another IV-D agency?	5. What is the protocol when a complaint is received by a local office in your state? Does it differ when the complaint is received from a case participant or another IV-D agency?	6. What is the protocol when a complaint is received on a Tribal or International case? Is your state's procedure different for these cases?	7. Does your state have a protocol for when to escalate issues to OCSE?	8. If your state contacts OCSE with an escalated issue, do you contact your Region, or the Region with which you have an issue?	9. Do you designate which staff from your state should reach out to OCSE when necessary? If yes, whom?	10. Does your state ensure that the IRG has up to date contact information for all levels?	11. Do your local offices utilize OCSE applications on the Child Support Portal (e.g., QUICK and the IRG) in attempting to mediate issues with another state?	12. Do your local caseworkers provide direct contact information when working with another state?	13. For documents your state receives via CSENet/EDE, do you also need a hard copy?	14. When sending a Transmittal 2 or 3 to your state, do you prefer that it be sent directly to the local office, or to the Central Registry?	15. Who is the person (and contact info) you as the State IV-D Director designate as your chief contact, to handle an escalated complaint to your office/state?	16. Approximately how long should it take to get a response to the escalated contact made to your office/state in Question #15?
Alabama The Alabama IV-D program is a state supervised program but is locally administered in 67 counties. The central office performs state level functions.	Central registry staff records receipt of case, sends the request acknowledgment to the initiating state, and forwards the case to the appropriate local agency office.	Yes, The local agency should be contacted first and if the issue cannot be resolved, state-level central registry staff should be contacted.	If the complaint is received by the case participant who is the client in the initiating state, the participant is referred back to the initiating state. If the complaint is received by another IV-D agency (the initiating state), central registry/state-level staff will assist in attempting to resolve the issue.	If the complaint is received by the case participant who is the client in the initiating state, the participant is referred back to the initiating state. If the complaint is received by another IV-D agency (the initiating state), the local agency will assist in attempting to resolve the issue.	If the complaint is received by the case participant who is the client in the initiating state, the participant is referred back to the initiating state. If the complaint is received by another IV-D agency (the initiating state), central registry/state-level staff or the local agency will assist in attempting to resolve the issue.	Yes, The issue is escalated to OCSE only after all attempts to resolve the issue have been exhausted by state-level staff.	My Region	Yes. The issue is escalated to OCSE only after all attempts to resolve the issue have been exhausted by state-level staff.	Yes.	Yes	Yes	Yes	Central Registry. A Transmittal 2 or 3 should be sent to the central registry. A Transmittal 2 should also be sent to the central registry unless there is already an ongoing/open case in the local office.	The State IV-D Director.	The state will acknowledge the request/issue upon receipt and attempt to resolve the issue within ten (10) working days.
Colorado CO is State-supervised, County-administered and has one county that is contracted with Young Williams.	CO Central Registry creates an Intergovernmental Case, assigns a temporary Interstate Network number and refers to a local agency if there is a verified address within the past 45 days for Establishment requests and within the past 60 days for Enforcement requests. If the address received from the initiating agency is not within these time frames, the Central Registry requests locate from various resources. If the obligor is not verified in CO, a 60 day closure begins, with notice to the initiating agency.	Yes, The local office should be contacted initially for resolution as they are 'hands on' with the case. If resolution/information is not received, contact should be made with the Central Registry.	Complaints received at the CO Central Registry all have the same priority in terms of importance. Complaints from the case participants or another IV-D agency must be addressed within 5 working days. Complaints/requests from the Federal Office (OCSE) have a 2 working day response time. In some instances, the situation may not be resolved but we strive to make contact/research, within these time frames.	CO counties each have their own policy/time frames in place for resolution when a complaint is received.	Within the CO Central Registry, all complaints follow the same priority for resolution, as mentioned before.	Yes, Generally speaking, if the issue cannot be resolved at the CO Central Registry, contact is made with our Regional Representative, Tracy Graham and he reaches out to OCSE, if needed.	My Region	Yes, in the past, it has been the CO Central Registry supervisor or team lead.	Yes	Yes	Yes, We recommend this to all local caseworkers as a 'best practice'.	Yes, If a CSENet request is received, we require a hard copy packet to proceed with an intergovernmental case. If the documents are sent via EDE, we accept this without a hard copy; unless a certified copy of the order is required for the type of action being requested.	Local office. Any requests for payment redirection should come to the Central Registry; all other Transmittal #2/#3's should be sent to the local office enforcing the case.		Within 5 working days.
Florida State administered, state run for 65 of 67 counties. The Manatee County Clerk of Court and State Attorney's Office in Miami-Dade County are under contract to run the offices in those counties. They follow the same procedures and use the same forms and computer system.	Incoming intergovernmental cases are received by Central Registry who opens the case and assess whether the required documentation/forms are included. If not, they respond to the other state/county. Ongoing case processing is managed on the automated system and local office.	No, We do not have a separate workflow, but use the same escalated process whether it was an intergovernmental or instate case.	It does not differ. If the Central Registry receives a complaint and case is assigned to a local office, the complaint is sent to the local office to handle. We do offer additional customer service options for other states - Customer Contact Center has a dedicated line for other state IV-D staff to use and the Program has email available for use by intergovernmental team members checking on case status: CSEInterstateProcessing@floridarevenue.com	It does not differ. Local offices have customer inquiry team members who handle escalated cases/inquiries. These customer inquiry team members do not report to the local management, but instead the regional management structure to provide independence in the review. They research and work with the local offices to resolve and look at the case in a holistic fashion, not just what current question may be. If the Program provide inaccurate information or committed to completing an action that was not completed, a customer complaint activity is created on your system to track where we may have trends with customer complaints and will address as needed	Same as 5. However, the local office will generally contact our central office for guidance handling these cases due to the overall low percentage of these types of cases.	No, It is same as any other escalated inquiry. We do provide them a specific point of contact to send their requests. After they are received, the Customer Inquiry team members I mentioned earlier provide assistance and review.	My Region, I selected My Region, but Florida does not utilize any of the OCSE Region offices to provide assistance with cases. If we felt we needed assistance that was not handled through normal processes, the IV-D Director would contact the other state's IV-D director.	Assume you are still asking specifically about escalated inquiries - No, team members are not authorized to reach out to OCSE without IV-D Director approval.	Yes, We have a scheduled review by our Communications Office and it is updated each time we have a personnel change	Yes	Yes	No	Transmittal 2 on established case - local office handling case. If local office not known, central registry Transmittal 3 - central registry	We would like to better understand what is being proposed before designating someone	

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<p>Illinois</p> <p>The organization of Illinois's state's IV-D program is state-administered. All case management is performed by state staff, with the exception of modification reviews and some employer services which are performed by a vendor. Our legal representation is provided by the Illinois Attorney General. However, in some counties the Agency and the AG have agreed to contract for legal representation with county State's Attorneys.</p>	<p>In Illinois, our central registry (ICR) opens cases, reviews the cases for completeness, and sends requests for additional information if needed. The ICR creates a shell case for our KIDS system. Cases are then routed to the appropriate regional office for handling, except for cases assigned to Cook, Lake, Kane and DuPage counties. In these counties [which comprise Chicago and the collar counties around Chicago] the cases are routed directly to the respective State's Attorney's Office.</p>	<p>Yes, The local office should be contacted initially for resolution as they are the ones who are actually handling the case. If resolution/information is not received, contact should be made with the Central Registry.</p>	<p>The central registry will research and triage the complaint. If the ICR worker cannot resolve the issue, the matter is forwarded to the local office handling the case. The Central Registry attempts to follow up with the local agency and the complainant to ensure the issue has been resolved. If the complainant is an individual and is a customer of the other state, we attempt to refer the person back to the state that owns the case or to work with that state or local agency in responding to the individual.</p>	<p>When a complaint is received directly by a local office, which in our case is a state office, the issue is assigned to a child support specialist in that office. The specialist is expected to contact the complainant within 48 hours. Depending on who forwarded the complaint to the local office, there will be further follow up from the Account Resolution Unit, Customer Inquiry Resolution Unit and/or Central Registry. If the complainant is an individual and is a customer of the other state, we attempt to refer the person back to the state that owns the case and/or involve the other state or jurisdiction in the resolution.</p>	<p>Our protocol is the same for tribal and international cases. However, we also have some subject matter experts that may be asked to assist if the local office is not sure how to resolve the complaint.</p>	<p>Yes, Illinois prefers to solve complaints or resolve issues between the relevant agencies. While we appreciate OCSE's assistance in some cases, it is our preference to resolve any issues between jurisdictions. Typically our escalation process goes up to Director to Director communication rather than Director to OCSE communication.</p>	<p>My Region only contacts its own Regional staff for any issue.</p>	<p>We do have multiple contacts, but they are all in the senior management or policy area.</p>	<p>Yes, We do our best to stay current. At the moment, we are up to date. We do sometimes fall behind, though.</p>	<p>Yes, Illinois uses all of the OCSE portal applications.</p>	<p>Yes</p>	<p>No, However, in some cases and/or in certain counties, the Illinois IV-D legal representative may require a hard copy. If so, they contact the other jurisdiction directly in most cases.</p>	<p>Local office</p>	<p>The Assistant Deputy Administrator for Intergovernmental cases in Illinois is Irene Curran, who can be reached at Irene.Curran@illinois.gov or by phone at (312)814-4250. For cases that are escalated due to previous inability to resolve at the local level or where the case issue is urgent or extremely complex, Irene has the necessary decision-making authority.</p>	<p>For an escalated issue, 48 hours or less</p>
<p>Indiana</p> <p>State administered, county run Payment processing partially privatized</p>	<p>Central Registry receives and reviews incoming intergovernmental cases. They may request basic additional information when necessary and forward to the local IV-D Prosecutor's office for case management. Local IV-D Prosecutor's offices open outgoing intergovernmental cases. They prepare and gather the necessary information to send to the other state.</p>	<p>Yes, Contacts as follows: local caseworker, local caseworker's supervisor, local office manager/administrator, member of the Central Registry, the Supervisor of the Central Registry. Depending on the size of the local office the first three steps may be combined.</p>	<p>When a complaint is received from a participant through the call center the issue is resolved with the help of the Central Registry maintaining the call center representative as the participant's contact at the agency. If the issue is not able to be resolved satisfactorily the participant may be informed to submit their complaint in writing to our constituent services liaison. When a complaint is received from another IV-D agency the Central Registry contacts the local IV-D Prosecutor's office to request status and attempt to resolve any outstanding issues.</p>	<p>When a complaint is received by a participant at the local office the local office will attempt to resolve the issue. The local office may involve the Regional Field Consultant and/or the Central Registry in their attempt to resolve the issue while maintaining the local office as the point of contact. If the issue is not able to be resolved satisfactorily the participant may be informed in writing to our constituent services liaison. When a complaint is received from another IV-D agency the local office will attempt to resolve the issue. The local office may involve the Regional Field Consultant and/or the Central Registry in their attempt to resolve the issue.</p>	<p>The procedure is the same with the exception of quicker escalation. A local office may contact the Central Registry earlier in the process for Tribal or International cases.</p>	<p>Yes, All attempts to resolve the issue are exhausted at the local and state level prior to reaching out to OCSE.</p>	<p>My Region</p>	<p>Yes, Supervisor of the Central Registry, Constituent Services Liaison, and the IV-D Director.</p>	<p>Yes, State level is closely monitored and the local level is updated as information is received at the state.</p>	<p>Yes, They utilize EDE, QUICK, and the IRG</p>	<p>Yes, most offices provide direct contact information based upon local office protocol.</p>	<p>Yes, We cannot accept an initial case through CSENet only. We can accept a case via EDE only</p>	<p>Transmittal 2 - Local office Transmittal 3 - Central Registry</p>	<p>Supervisor of the Central Registry and the Constituent Services Liaison</p>	<p>The time frame is normally two to four days for the initial response. Additional time may be necessary to fully resolve the issue.</p>

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Iowa Iowa's Child Support program is State-administered and State operated. There are 22 CSRU field offices within Iowa.	Iowa's Central Registry reviews all incoming referrals and determines whether or not more information is needed to proceed. Once the case is acknowledged, Iowa's Central Registry opens some cases and then refers them to the local office. Other cases are sent directly to the local office to proceed with case set up and case processing.	Yes. The local office should be contacted initially for resolution as they are "hands on" with the case. If resolution/information is not received, contact should be made with the Central Registry.	Iowa's Central Registry should only receive complaints from another IV-D agency. When Iowa's Central Registry receives a complaint, it has 5 days to respond to a request for a case status review. Iowa's Central Registry will review the case and follow up with the worker and the supervisor accordingly. If necessary, Central Registry will involve the Central Office Intergovernmental Policy team. If needed, The Intergovernmental Policy team follows up with the other state or forwards to the regional office as needed. Customer complaints should be directed to the local office for handling.	If a complaint is received in the local office, it will be resolved within that office by the worker and supervisor as needed.	Complaints on a Tribal or International case are typically handled either by the local office or the Intergovernmental Policy team in Central Office.	Yes, Before a case is escalated to OCSE, it is reviewed by the Policy Managers in Central Office and IV-D Director as needed.	My Region, All contacts with OCSE are done with staff in our region.	Once the Policy Managers' approval is given the Intergovernmental Policy team contacts the regional office.	Yes, Iowa does our best to keep the IRG up to date.	Yes, Iowa utilizes both QUICK and the IRG to determine the local office worker contact information. In addition, if we have a case with the other jurisdiction, we use the information provided in CSEnet.	Yes	Yes, Iowa has not implemented BDE. Iowa needs a hard copy of the UIFSA packet including a Transmittal # 1, Confidential Information Sheet, General Testimony, Uniform Support Petition, and certified copies of court order, as appropriate.	Local office, Once a IV-D intergovernmental case is opened, all documents should be sent to the local office. However, if there is not a IV-D case with Iowa, send all documentation to the Central Registry.	If the complaint is from another IV-D agency, the complaint can be sent to CSRU Policy-Interstate@iowa.state.gov or you can call Melinda Denney at 515-281-7810.	An initial response should be provided within a week. However, a final resolution could take longer depending on the issue.
Louisiana The LA IV-D Program is state-administered through Regional IV-D Offices in 9 regions and 40 Contracts with District Attorneys	Cases are received in Central Registry in State Office. Central Registry opens cases and forwards them to the District Office or District Attorney's office assigned to take requested action	Yes. Policy states that if the District Office is unable to resolve an issue, it can be forwarded to Central Registry for resolution. District Attorney offices route issues through the District Office or through policy clearance process.	Complaints received by Central Registry are forwarded to State Office Policy Unit for resolution. The Policy Unit will review with CSE Legal, State Office Management or the CSE Director, if necessary. Inquiries about case status are forwarded to the District Office or District Attorney's office.	The District Office or District Registry is to escalate to Central Registry if they are unable to resolve the issue.	Same procedure is used for these cases	No	My Region	Policy Manager reaches out to OCSE after approval received from Director.	Yes	Yes	Yes	Yes, Transmittal #2, #3 and Locate Requests do not require hard copy. All court order should be sent certified.	Central Registry	Zelda Thomas, CSE Consultant (Policy/QC), 225-342-8261	Response should be received within 48 hours. It may take longer for a resolution.
Maryland The State of Maryland's IV-D program is State administered.	Central Registry receives, opens, and scans all documents before sending to local county child support office. Central Registry will respond to requests and acknowledge if they can and if not they will forward to the local county child support office for review and acknowledgment. All cases are processed by the Central Registry and acknowledged before sending to the local county child support office for further processing.	Yes, Central Registry is contacted first. If Central Registry cannot resolve we will contact the local county child support office and give them 48 hours to respond. If the local county child support office does not respond, then cases are processed by the Central Registry will contact the local county child support office Director/Assistant Director.	If a case participant calls with a complaint and they do not live in Maryland, Central Registry will inform the participant that they need to contact the child support office in the state in which they live. If the participant lives in Maryland they are provided the customer service 800 number for assistance. If the participant has already contacted the local county child support office and has not received a resolution then Central Registry will contact the local county child support office directly to either try and get a resolution or have the local county child support office contact the case participant. If another agency is calling, Central Registry will try to resolve the issue. If Central Registry is unable to do so, the participant will be forwarded to the local county child support office for assistance. We do not refer other agencies to the customer service 800 number, we provide them with the local county child support office worker's direct number.	When a local county child support office in Maryland receives a complaint, it is forwarded to the designated person or unit in charge of Intergovernmental Services no matter the source.	Since the time zones are different, Central Registry tries to resolve complaints by email. If there is an issue with documents, Central Registry will send an email and hold onto the paper work until a response is received.	Yes, We only contact OCSE when we have tried to resolve a case issue and everyone is not on the same page to get a resolution. OCSE is contacted for guidance at that point	My Region, Once our Region gets involved we have not had to contact the Targeted Region directly for assistance. This is not to say that our Region did not contact the Targeted Region.	Yes intergovernmental Programs Div CSA Customer Service Div CSA Executive Director CSA Deputy Executive Director	Yes, Central Registry performs a monthly verification and provides updates to OCSE as necessary.	Yes, The local county child support offices use QUICK and the Portal to mediate issues with another state.	Yes, The local county child support caseworkers provide direct contact information when working with another state.	Yes, Unless there is a note on the case stating otherwise and Maryland is not using EDE	Central Registry, All documents come to Central Registry as they are scanned for tracking before going to the local county child support office. If Central Registry can resolve we will do so and send the acknowledgment back to the other state. Unless both states have been working together on a case and they requested documents directly then they should be sent to the person requesting the information at the local office	Linda Garnett-Lucas, Intergovernmental Director at linda.garnett-lucas@maryland.gov or Maria Oesterreicher, Division Director Program Development at maria.oesterreicherr@maryl.gov	It should take no more than 24 hours to get a response from the State of Maryland

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<p>Massachusetts</p> <p>The Massachusetts IV-D program is a state-administered program run by the Child Support Enforcement Division of the Massachusetts Department of Revenue (DOR). DOR has several regional offices throughout the state. No portion is privatized.</p>	<p>Incoming intergovernmental referrals go to our Central Registry, which reviews the documentation and either accepts or rejects them and returns a corresponding acknowledgement to the initiating agency. If the documents are accepted, initial data entry is performed and the case is then forwarded to the appropriate unit for handling.</p>	<p>No. There is no formal intergovernmental escalation protocol in place. If a complaint is received in the Central Registry or a local office, it will be resolved if possible. If it cannot be resolved or if the other state is not satisfied, then the other state case reach out to the office of the IV-D Director or her executive staff.</p>	<p>There is no specific protocol in place to resolve a complaint. Central Registry would communicate directly with the other IV-D agency or refer the matter to the appropriate DOR unit. See response to previous question.</p>	<p>No. There is no specific escalation protocol in place. When assistance from another state is necessary on an intergovernmental case, DOR staff will try to contact staff in the other state directly (via phone or email). If there continues to be an issue that cannot be resolved, DOR management will consider whether to contact senior management in the other state's IV-D agency or OCSE. In our experience, the need to do that is infrequent.</p>	<p>Tribal and international cases are treated as similarly as possible to a IV-D interstate case.</p>	<p>No. There is no specific protocol in place. An issue will be escalated on a case-by-case basis. See response to question 3.</p>	<p>My Region, DOR would reach out to staff in its own region.</p>	<p>If there is a need to contact OCSE, it is most likely the IV-D Director (Deputy Commissioner), the Associate Deputy Commissioner, or the Chief Legal Counsel.</p>	<p>Yes. DOR maintains contacts for its Central Registry, SDU, and SPLS.</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes. To the maximum extent possible, DOR will work with documents received by CSENet/EDE, but the Massachusetts court may require original documents if it is a case that we need to take to court.</p>	<p>Central Registry</p>	<p>Escalated issues can be directed to Leah Sullo, Deputy Director, Customer Service Bureau, phone 617-887-7635, email: sullo@dor.state.ma.us</p>	<p>DOR will provide a response within the federal timeframes where they apply.</p>
<p>Minnesota</p> <p>Minnesota Child Support Division (CSD) program is State supervised and county run. There are 87 counties in Minnesota that run the program with several smaller counties that merged into one for cost effectiveness. No portions of the program are privatized.</p>	<p>Central Registry opens the cases upon receipt of an incoming request from another state and forwards the case to the local county agency for case management.</p>	<p>States should always try to resolve issues with the local county office first. If the issues cannot be resolved through the local county office, the other state worker can contact the Child Support Help Desk. The IRG is also up to state with contact information for the Central Registry point of contact and the Central Registry also has an email address.</p>	<p>The process for resolving complaints is not different. The case is reviewed and the Central Registry contacts the parties involved in the case complaint to come to a mutual resolution. If needed the case is referred to the policy and planning unit for legal analysis.</p>	<p>The resolution process for the local offices in our state would depend on the county that was handling the complaint. If the County cannot handle the complaint locally, they would refer the matter to the state office.</p>	<p>There is no difference, however, Minnesota has a Tribal liaison to resolve complaints involving Tribal cases.</p>	<p>If issues cannot be resolved with other states, the matter is escalated to our regional OCSE representative.</p>	<p>Contact is made with the Minnesota Regional manager who then contacts the other Region or state.</p>	<p>Yes</p>	<p>Yes, the IRG is reviewed and certified monthly.</p>	<p>Ideally.</p>	<p>No</p>	<p>For documents received through CSENet, we need a hard copy. For documents received via BDE we would only need a hard copy of the certified court order if the court requires it.</p>	<p>If sent via EDE we want to receive it at Central Registry because our counties are just getting up and running on EDE. If sent via mail, it can be sent directly to the county office.</p>	<p>Central Registry</p>	<p>48 hours for a response, depending on the complexity of the situation a solution may take longer.</p>
<p>Mississippi</p> <p>State Administered/State operated via contract with a vendor who provides field operations statewide. Vendor provides 24 district offices that serve all 82 counties plus two case processing centers.</p>	<p>CR staff review the system for the case. If there is not a case already in the system, they open a case by entering the information received. Documents are scanned into case file or mailed to the case and the appropriate field office is notified. If a case is found, documents are scanned or mailed and system notated for field action.</p>	<p>No, but since this survey was released, we are in the process of developing one.</p>	<p>CR staff try to resolve the issue. If they are unable to resolve, they will communicate with the Regional Manager in the field to address the issue within two days. The process is the same if received from the case participant or other IV-D agency.</p>	<p>The local office works to resolve the issue regardless of how the complaint is received.</p>	<p>The protocol is the same.</p>	<p>No, but we will be developing this as well.</p>	<p>We would contact our region.</p>	<p>Yes: IV-D Director, Systems Director and Central Registry Lead.</p>	<p>Yes, we do our best.</p>	<p>Yes</p>	<p>They should. If they are not, please escalate this up to the IV-D Director.</p>	<p>Yes. Some courts require hard copies so we still need the hard copies. We are working with our courts to reduce the need for hard copies required.</p>	<p>Currently to Central Registry. However, this may be changing soon.</p>	<p>Central Registry Lead: Mary O'Neal 601-359-4869 If the issue needs to be escalated after contacting the CR lead, then escalate to me the IV-D Director lyndsy.irwin@mdhs.ms.gov</p>	<p>Within 3-5 days.</p>

Massachusetts

Minnesota

Mississippi

Intergovernmental Case/Escalation Protocol - May 2018

	1. Describe the organization of your state's IV-D program. Ex: State-administered, county run, whether any portion is privatized, etc.	2. Describe your state's handling of intergovernmental cases. Ex: Central Registry opens cases and immediately refers to local agency for case management.	3. Does your state have an intergovernmental escalation protocol in place for contacts you receive from other states? If so, please describe. Ex: Local agency should be contacted first, and issue escalated to state-level staff as needed.	4. What is the protocol when a complaint is received by your Central Registry? Does it differ when the complaint is received from a case participant or another IV-D agency?	5. What is the protocol when a complaint is received by a local office in your state? Does it differ when the complaint is received from a case participant or another IV-D agency?	6. What is the protocol when a complaint is received on a Tribal or International case? Is your state's procedure different for these cases?	7. Does your state have a protocol for when to escalate issues to OCSE?	8. If your state contacts OCSE with an escalated issue, do you contact your Region, or the Region with which you have an issue?	9. Do you designate which staff from your state should reach out to OCSE when necessary? If yes, whom?	10. Does your state ensure that the IRG has up to date contact information for all levels?	11. Do your local offices utilize OCSE applications on the Child Support Portal (e.g., QUICK and the IRG) in attempting to mediate issues with another state?	12. Do your local caseworkers provide direct contact information when working with another state?	13. For documents your state receives via CSENet/EDE, do you also need a hard copy?	14. When sending a Transmittal 2 or 3 to your state, do you prefer that it be sent directly to the local office, or to the Central Registry?	15. Who is the person (and contact info) you as the State IV-D Director designate as your chief contact, to handle an escalated complaint to your office/state?	16. Approximately how long should it take to get a response to the escalated contact made to your office/state in Question #15?	
Montana	The Montana Child Support Enforcement Division (CSED) is a state-administered program. Our computer is, basically, the only contracted function.	Central Registry opens the case. The cases are then transferred to the CSED Interstate Regional Office located in Helena, Montana	Yes, CSED strives to handle all escalation cases at the lowest level possible. This includes intergovernmental cases. For intergovernmental cases, the Helena CSED office should be contacted.	Complaints are referred to the CSED Interstate Regional Manager first.	The CSED Interstate Regional Manager will resolve the complaint. There is no difference as to whether the complaint comes from a recipient or another IV-D agency.	No difference	Yes, The CSED Regional Manager will make a recommendation to escalate a case to the OCSE. The CSED IV-D Director will make the final decision on whether or not to move the matter to OCSE.	My Region	Yes. The IV-D Director and bureau chiefs can reach out to OCSE.	Yes	No	Yes	Yes, Documents include the following: 1) Transmittal #1, 2) certified copies of the support orders, 3) debt comp & 4) paternity information.	Central Registry	Lori Fleming, CSED Field Services Bureau Chief,	7 days	Montana
Nebraska	State administered; Douglas County (largest in Nebraska) is privatized.	Central Registry opens cases and immediately refers to local agency for case management.	Yes, preference would be for state to contact the local office first for case processing concern, then Central Registry. If both of those fail, contact either the Director or Operations Administrator.	Our CR will contact local office. If that is unsuccessful, IV-D Director is consulted. No it does not differ when complaint is received from a case participant or another IV-D agency	It depends on the individual county's policy on handling such matters. No- it does not differ if complaint is received from a case participant or another IV-D agency.	Some tribes are their own certified programs, in which case the case is referred on to their director. If not a certified program, we will utilize our local contacts and attempt to resolve. In international cases, our CR would contact the local office to attempt to resolve the issue.	Yes, If contact to the other IV-D Director does not resolve the issue, the Regional Office is to be contacted to attempt to resolve.	My Region	CSE management or Program Specialist would contact OCSE depending on the situation and facts.	Yes	Yes	It depends on the policy of the individual office.	Yes	Transmittal 2 to either local office or CR Transmittal 3s go to CR	Director or Operations Administrator Deb Steidley at d.steidley@nebraska.gov or call 402-471-1400.	It depends on the complexity of the question.	Nebraska
New Hampshire	NH DCSS is state-administered, with operations statewide, and is also a judicial state	NH is the Responding state - Central Registry creates cases and accepts requests for redirect and requests for Assistance & Discovery. Upon (either) Establishment of an Order or confirmation of Registration of a Foreign Order, the Central Registry Unit transfer the case to the local IV-D office for enforcement. NH is the Initiating state. When NH does not have jurisdiction to establish or enforce an order, the local IV-D office will transfer the case to the DCSS Interstate-Initiating Unit to submit a request for services from the other state.	Yes, All attempts to resolve issues are done at the lowest level possible. If the local agency cannot resolve an issue, it is submitted to the DCSS Regional Administrator or DCSS Legal Unit, depending on the issue. The Regional Administrator, Chief Administrator and/or Legal Unit Supervisor determine if the IV-D Director must be informed or participate in finding a resolution. The Regional Administrator, Chief Administrator and/or Legal Unit Supervisor, on behalf of the IV-D Director determine if the Regional OCSE office is to be contacted.	All attempts to resolve issues are done at the lowest level possible. Regardless of the complainant, the Central Registry Supervisor will attempt to resolve the issue. If the issue cannot be resolved, the Supervisor will inform the DCSS Legal Unit supervisor and seek guidance. If the issue still cannot be resolved, the Legal Unit Supervisor will inform the IV-D Director and seek assistance from the OCSE Regional office	All attempts to resolve issues are done at the lowest level possible. Regardless of the complainant, the local office Supervisor will attempt to resolve the issue. If the issue cannot be resolved, the Supervisor will inform the DCSS Regional Administrator and seek guidance. If the issue cannot be resolved, the Regional Administrator will inform the Chief Administrator and/or IV-D Director and seek assistance from the OCSE Regional office.	Same as 4 and 5	DCSS does not have a formal documented protocol, but otherwise the process described in 3, 4, and 5 is in practice. I	My Region, Region 1 is contacted.	Yes. Contacting the OCSE Regional office is designated to the Legal Unit Supervisor, Regional Administrator, Chief Administrator or IV-D Director, depending on the issue.	Yes. The DCSS Policy, Planning & Training Unit maintain these updates regularly.	Yes. The CS Portal applications are used when applicable, to gain as much information as possible to resolve the issue at the lowest level.	Yes. DCSS Caseworkers provide direct contact information to the other state, and provides updates when case transfers occur.	Hard copies are usually required for certain court pleadings	So long as the case is assigned in a local IV-D office, the Transmittal 2 is to be sent to that local office. If the case is pending with the Central Registry, the Transmittal 2 is to be sent to CR. All Transmittal 3s are to be sent to Central Registry.	Susan Brisson, Supervising Attorney, NH DHHS - Bureau of Child Support Services, 129 Pleasant St., Concord, NH 03301. susan.brisson@dhhs.nh.gov	Responses are generally provided within 5 business days.	New Hampshire

Intergovernmental Case/Escalation Protocol - May 2018

	1. Describe the organization of your state's IV-D program. Ex: State-administered, county run, whether any portion is privatized, etc.	2. Describe your state's handling of intergovernmental cases. Ex: Central Registry opens cases and immediately refers to local agency for case management.	3. Does your state have an intergovernmental escalation protocol in place for contacts you receive from other states? If so, please describe. Ex: Local agency should be contacted first, and issue escalated to state-level staff as needed.	4. What is the protocol when a complaint is received by your Central Registry? Does it differ when the complaint is received from a case participant or another IV-D agency?	5. What is the protocol when a complaint is received by a local office in your state? Does it differ when the complaint is received from a case participant or another IV-D agency?	6. What is the protocol when a complaint is received on a Tribal or International case? Is your state's procedure different for these cases?	7. Does your state have a protocol for when to escalate issues to OCSE?	8. If your state contacts OCSE with an escalated issue, do you contact your Region, or the Region with which you have an issue?	9. Do you designate which staff from your state should reach out to OCSE when necessary? If yes, whom?	10. Does your state ensure that the IRG has up to date contact information for all levels?	11. Do your local offices utilize OCSE applications on the Child Support Portal (e.g., QUICK and the IRG) in attempting to mediate issues with another state?	12. Do your local caseworkers provide direct contact information when working with another state?	13. For documents your state receives via CSENet/EDE, do you also need a hard copy?	14. When sending a Transmittal 2 or 3 to your state, do you prefer that it be sent directly to the local office, or to the Central Registry?	15. Who is the person (and contact info) you as the State IV-D Director designate as your chief contact, to handle an escalated complaint to your office/state?	16. Approximately how long should it take to get a response to the escalated contact made to your office/state in Question #15?	
New Mexico	State administered	Central Registry	No	Central Registry contacts the Field Office Director who then handles the complaint. If it is the case participant, they are informed to reach out to the agency that referred the case to our state as all communication should be through that agency.	Field Office Director will ensure that complaint is resolved. If it is the case participant, they are informed to reach out to the agency that referred the case to our state as all communication should be through that agency.	No difference from response #5 and #6	No	The IV-D Director is the last resort. They will then go to the IV-D Director of the other state. Neither Central and Field offices should be going directly to OCSE	If OCSE contact is necessary, the IV-D Director is the only authorized person to contact the Regional Office.	Yes	Yes	Yes	No	Local office	The Bureau Chief that supervises the Central Registry unit.	No less than 10 days.	New Mexico
North Dakota	State administered	Central Registry opens cases and immediately refers to local agency for case management.	Yes. The initiating state should contact the assigned worker in the regional office. If the initiating state thinks our assigned worker is not being responsive or timely in his/her response, the initiating state can contact our Central Registry. The Central Registry has five working days to respond to the initiating state's request for a "case status review". This is taken from federal regulations at 45 CFR 303.7(b)(4).	Central Registry does not receive complaints. If it did, we would contact the local office to resolve.	As responding jurisdiction, we would not respond to a complaint from a case participant	No difference	Yes, if the steps in question 2 do not resolve the problem (Central Registry to Central Registry), we would reach out to OCSE regional office	My Region	Yes - our state director or the policy administrator/lead attorney	Yes	Yes	Yes	Yes	Local office - Transmittal 2 goes to local office and Transmittal 3 goes to Central Registry	Central Registry, Laura Hermanson at 701-328-7506 or at jhermanson@nd.gov	We believe federal regulations apply and require response within 5 business days	North Dakota
Ohio	Ohio's program is state-supervised and county-administered.	The Ohio Interstate Central Registry (ICR) processes interstate referrals and forwards them to the local agency for case management, even if information or documentation appears to be missing. It is up to the local agency to work with the providing agency to obtain the missing information/documentation. The ICR generally only sends referrals back to the providing agency if it cannot be determined who the case participants are and/or what action(s) are being requested.	Yes. Local agency should be contacted first, and issue escalated to state-level staff as needed. Each local agency has a primary interstate contact. Contact information is maintained on the Intergovernmental Reference Guide (IRG).	When a complaint is received it is logged and responded to. As much as possible the ICR will provide assistance. Because Ohio's program is county-administered the issue may need to be forwarded to the local agency for resolution.	This varies by county.	When a complaint is received by the ICR it is logged and responded to. As much as possible the ICR will provide assistance. Because Ohio's program is county-administered the issue may need to be forwarded to the local agency for resolution.	Yes. Case management issues should not be escalated to OCSE; only federal policy guidance on topics expected to affect multiple states and/or policy issues that cannot be resolved between states at the state level should be escalated to OCSE.	My Region, Both	Only administrators from the Ohio Department of Job and Family Services, Office of Child Support should reach out to OCSE when necessary.	Yes. Contact information is updated as needed by the ICR Supervisor. State contact information is verified monthly. County contact information is verified annually.	Yes.	Yes. Varies by county. The state agency encourages local agencies to provide direct contact information when working with another state.	Yes. CSENet: No EDE. Varies by county; Ohio is working on a statewide policy.	Local office - Transmittal 2 should only be sent to the local agency. A Transmittal 3 should be sent to the local agency if known. If not, it should be sent to the ICR.	Eric Gladden, Ohio Interstate Central Registry Supervisor, PH: 614-752-2613; OHCENREG@is.ohio.gov	Within 5-business days	Ohio

Intergovernmental Case/Escalation Protocol - May 2018

1. Describe the organization of your state's IV-D program. Ex: State-administered, county run, whether any portion is privatized, etc.	2. Describe your state's handling of intergovernmental cases. Ex: Central Registry opens cases and immediately refers to local agency for case management.	3. Does your state have an intergovernmental escalation protocol in place for contacts you receive from other states? If so, please describe. Ex: Local agency should be contacted first, and issue escalated to state-level staff as needed.	4. What is the protocol when a complaint is received by your Central Registry? Does it differ when the complaint is received from a case participant or another IV-D agency?	5. What is the protocol when a complaint is received by a local office in your state? Does it differ when the complaint is received from a case participant or another IV-D agency?	6. What is the protocol when a complaint is received on a Tribal or International case? Is your state's procedure different for these cases?	7. Does your state have a protocol for when to escalate issues to OCSE?	8. If your state contacts OCSE with an escalated issue, do you contact your Region, or the Region with which you have an issue?	9. Do you designate which staff from your state should reach out to OCSE when necessary? If yes, whom?	10. Does your state ensure that the IRG has up to date contact information for all levels?	11. Do your local offices utilize OCSE applications on the Child Support Portal (e.g., QUICK and the IRG) in attempting to mediate issues with another state?	12. Do your local caseworkers provide direct contact information when working with another state?	13. For documents your state receives via CSENet/EDE, do you also need a hard copy?	14. When sending a Transmittal 2 or 3 to your state, do you prefer that it be sent directly to the local office, or to the Central Registry?	15. Who is the person (and contact info) you as the State IV-D Director designate as your chief contact, to handle an escalated complaint to your office/state?	16. Approximately how long should it take to get a response to the escalated contact made to your office/state in Question #15?
<p>Oklahoma</p> <p>Oklahoma Child Support Services is state administered through the Oklahoma Department of Human Services (DHS). There is a central state office and 35 service delivery offices covering 77 counties. 25 of the local CSS offices are operated by DHS, 9 by the District Attorney's and one by private contract. The Intergovernmental Central Registry (ICR) is within the State Office. Effective 7/1/2016 the ICR operations was contracted with the University of Oklahoma Center for Public Management with central state office oversight.</p>	<p>All incoming Intergovernmental cases should be sent first to the Intergovernmental Central Registry. The ICR then assigns new referrals/cases to the local CSS field offices according to policy. The incoming cases are worked exclusively by the CSS field offices.</p>	<p>Yes. The local office should be contacted initially for resolution as they are 'hands on' with the case. If resolution/information is not received, contact should be made with the Central Registry.</p>	<p>When complaints or other communications are received in the ICR from other IV-D programs the information is forwarded to the CSS local field office handling the case. In almost all situations connecting both sides to a case results in resolution of the complaint. If there is a subsequent/repeat the IV-D agency can be referred to the Comment/complaint process of the CSS State Office. Individual parties in other states are directed to communicate with the IV-D agency in their state. Individuals in Oklahoma are directed to the Child Support customer call center. The ICR does not regularly communicate with the case participants.</p>	<p>The CSS service standard is to respond within 3 business days. When a resolution is not possible within the 3 days, the CSS staff should still communicate within the 3 days and notify the requester when a complete response can be made. That standard is the same for IV-D agency or individuals.</p>	<p>For Tribes outside the state of Oklahoma and International cases there is no difference. For the 10 comprehensive Tribes within the state communication happens most often on a local level, but there is also a Tribal Liaison in the State Office to assist with resolution of issues.</p>	<p>Yes, see answer to Question #3.</p>	<p>Targeted Region, Region where the other IV-D agency is located.</p>	<p>We have no formal designation, but if the steps of the protocol are followed then usually it is the Managing Attorney or Office Manager of the local CSS field office that would make the OCSE request for assistance.</p>	<p>Yes. One State Office person is assigned the duty of regular updates. Another person is assigned as back up.</p>	<p>YES Quick, EDE, Child Support Portal and IRG.</p>	<p>No. For continuation of service reasons (for instance related to worker turnover), we provide a group email and the call center telephone number on communications. If case workers in another state call the call center, they can identify themselves and be transferred to the then correct office, then to the correct worker within minutes. Email groups have multiple assigned staff and backup so that coverage does not lapse.</p>	<p>No</p>	<p>Transmittal #2 are Status/information requests or information being provided. These should always go to the assigned CSS field office handling that case. Transmittal #3 are Requests for Limited Assistance. These should always be sent to the Intergovernmental Central Registry.</p>	<p>Holli Hagan-Rice - State Office over the Center for Business Excellence and Customer Service. Holli.Hagan-Rice@okdhs.org</p>	<p>Three Business days.</p> <p>Oklahoma</p>
<p>Oregon</p> <p>Oregon is state-administered through the Oregon Department of Justice Division of Child Support (with numerous state offices) and also contracts with 2/3 of the county district attorney offices. No privatization.</p>	<p>Intergovernmental cases are received by the Central Registry team and reviewed for completion. Once the case is set up in our system, the paperwork is forwarded to the appropriate office, either Division of Child Support office or relevant district attorney office.</p>	<p>Yes. The escalation protocol is informal. Normally we would like the appropriate local office or team to be contacted directly for resolution. If a resolution is not attained, then it is escalated to our Constituent Desk for an impartial review.</p>	<p>When a complaint is received by Central Registry, the manager works with staff and the constituent to attempt to resolve the issue. If the issue is not resolved, it is then escalated to higher management or the Constituent Desk, depending on the situation. The process is the same if the complaint is received from a participant or a IV-D agency.</p>	<p>The local office attempts to resolve the issue. If unable to resolve, it is escalated to higher management or the Constituent Desk, depending on the issue.</p>	<p>When the complaint is received on a Tribal case, the Tribal Liaison is involved in finding a resolution. Sometimes the liaison might take the lead on addressing the issue. For international cases, the process is the same as explained before.</p>	<p>Yes. This is "yes" in the most informal sense. That is, if escalation to the Constituent Desk doesn't resolve it, the director and constituent liaisons discuss a strategy. Depending on the situation, the director may reach out to the other state's director. In our experience, this has been the most effective. Or we may choose to involve our regional OCSE contact (sometimes the constituent liaison has already done so). Solving state-to-state is preferable in nearly all situations.</p>	<p>My Region, That's the first stop for consultation.</p>	<p>It's our practice that any contact with OCSE is with knowledge/consent of the director (or deputy director). There's not a hard and fast rule about who makes the actual contact. Usually the contact comes through one of our constituent liaisons, our policy manager, our general counsel, and the director or deputy -- but, depending on the situation, it might be another manager. We have a close working relationship with our regional program manager/specialist at this time.</p>	<p>Yes.</p>	<p>Yes.</p>	<p>Yes.</p>	<p>Yes. We do not receive documents via CSENet; we normally only receive notifications. Oregon does not yet participate in EDE. Regarding hard copies, it appears that UIFSA statutes still require hard copies in certain circumstances. We'd prefer to be fully electronic.</p>	<p>Central Registry</p>	<p>It depends on the situation - it might be the Constituent Desk, but those liaisons work closely with me (the director). If there is to be a different contact than a constituent liaison or the director, the director makes the designation. Very case dependent.</p>	<p>48 hours.</p> <p>Oregon</p>

Intergovernmental Case/Escalation Protocol - May 2018

	1. Describe the organization of your state's IV-D program. Ex: State-administered, county run, whether any portion is privatized, etc.	2. Describe your state's handling of intergovernmental cases. Ex: Central Registry opens cases and immediately refers to local agency for case management.	3. Does your state have an intergovernmental escalation protocol in place for contacts you receive from other states? If so, please describe. Ex: Local agency should be contacted first, and issue escalated to state-level staff as needed.	4. What is the protocol when a complaint is received by your Central Registry? Does it differ when the complaint is received from a case participant or another IV-D agency?	5. What is the protocol when a complaint is received by a local office in your state? Does it differ when the complaint is received from a case participant or another IV-D agency?	6. What is the protocol when a complaint is received on a Tribal or International case? Is your state's procedure different for these cases?	7. Does your state have a protocol for when to escalate issues to OCSE?	8. If your state contacts OCSE with an escalated issue, do you contact your Region, or the Region with which you have an issue?	9. Do you designate which staff from your state should reach out to OCSE when necessary? If yes, whom?	10. Does your state ensure that the IRG has up to date contact information for all levels?	11. Do your local offices utilize OCSE applications on the Child Support Portal (e.g., QUICK and the IRG) in attempting to mediate issues with another state?	12. Do your local caseworkers provide direct contact information when working with another state?	13. For documents your state receives via CSENet/EDE, do you also need a hard copy?	14. When sending a Transmittal 2 or 3 to your state, do you prefer that it be sent directly to the local office, or to the Central Registry?	15. Who is the person (and contact info) you as the State IV-D Director designate as your chief contact, to handle an escalated complaint to your office/state?	16. Approximately how long should it take to get a response to the escalated contact made to your office/state in Question #15?	
South Dakota	State-administered.	Intergovernmental cases are received by the Central Registry for review of completion. If the case is accepted, Central Registry initiates the case on our computer system and then forwards to the appropriate field office. Central Registry sends the Acknowledgment form back to the initiating state advising of the field office the case is being transferred to.	The field office should be contacted first for assistance. If unable to resolve with the field office, Central Registry can be contacted. Often times, the field office has contacted our Central Registry to assist with their response to the other state/tribe.	Central Registry would contact the field office to resolve.	Same as #3. As the responding agency, SD does not handle complaints from the custodial parent/caretaker.	The field office should be contacted first for assistance. If unable to resolve with the field office, Central Registry can be contacted. Often times, the field office has contacted our Central Registry to assist with their response to the other state/tribe.	If the field office and Central Registry are unable to resolve, the IV-D director is notified of the issue. Depending on the issue, the IV-D director may contact the IV-D director in the other state. If unable to resolve with the IV-D director, OCSE may be contacted for assistance with resolution.	Our Region is contacted.	In most instances, the IV-D director will contact OCSE. However, the IV-D director may advise Central Registry to contact OCSE.	Yes	Yes	Yes	SD currently is not using EDE. At this point, hard copy documents are required in addition to CSENet.	If the case has been assigned to a local office, the documents should be sent to the office assigned to the case.	Intergovernmental Program Specialist- Currently Kathy Piersol-Baker	It will depend on the complexity of the issue.	South Dakota
Tennessee	Tennessee's Child Support Program is state administered via contracts with private companies and other state agencies	Central Registry conducts locate on incoming Responding cases then refers the case to the applicable local office for case management.	Yes, if our local child support office is not responsive to another state's inquiry, then Stacie Watkins (Stacie.Watkins@tn.gov) should be contacted.	The process is the same; the local office is contacted for a resolution asap.	The process is the same; the other state/tribe is contacted for a resolution asap.	No, we use the same procedure. The assigned Program Specialist works as a liaison to resolve the issues between our local office and the outside agency.	No, We have not had an issue that couldn't be resolved with other states/tribes.	My Region, We would always first contact our Region IV office	Stacie Watkins (Stacie.Watkins@tn.gov) is the person who corresponds with the Region IV OCSE office regarding intergovernmental issues.	Yes.	Yes.	Yes.	No	Local office	Stacie Watkins, Central Registry Program Manager	3 business days from Central Registry	Tennessee
Utah	State-administered.	Central Registry opens the case, then refers the case to the appropriate case worker based on the same criteria used for in-state cases (primarily based on alpha-split or last names.)	Yes, it is in our policy and procedures manual that issues are discussed at the lowest level possible before escalating them to state-level staff, either within our own state or with the other states. Workers are directed to contact the responding state's caseworker, the responding state's unit supervisor, and the responding state's Central Registry with efforts to resolve a problem before contacting Utah's Intergovernmental Coordinator to escalate the issue.	Central Registry is primarily an "intake" function within our state. If the case has already moved to a team for services, the complaint would be forwarded to the responsible team.	Complaints are resolved at the lowest level possible. If it is received by a responsible team (our equivalent of a local office), it is most likely resolved by the responsible team unless they request assistance from state-level staff. This does not differ based on the source of the complaint.	The procedure is the same for Tribal and International cases. The responsible team resolves the complaints unless assistance is requested from state-level staff.	Yes, OCSE is only contacted if we are unable to resolve the issue directly with the state or if we need clarification on a federal regulation or UIFSA processes.	My Region	Primarily, OCSE would be contacted by our Policy Analyst designated as the Intergovernmental Coordinator	No, Only a few employees have direct contact information. That information is kept up to date. The rest of our phone system is based on a central phone line and IVR call routing.	Yes, This is the recommended procedure.	No, Our phone system is based on one centralized phone number; however, intergovernmental workers can select an option within professional services and provide a case number and PIPS number, and the call will be routed directly to the responsible worker.	Yes, Utah is not active on EDE at this time.	Central Registry, All of our mail is received at a central location and then images are distributed to the responsible caseworker.	Policy Analyst designated as the Intergovernmental Coordinator. Currently Kimia Golchin at kimigolchin@utah.gov (801-741-7409--not to be released to clients)	If this is an escalated complaint directed to our Intergovernmental Coordinator, we would expect that a response at least acknowledging a complaint has been received would go out within two business days under normal circumstances; however, resolution of an issue may take longer. Other intergovernmental communications should follow normal time frames.	Utah
Vermont	Vermont's program is state administered.	When a UIFSA is received, Central Registry opens the case and sends it to the region if all necessary documents are received. If there are non-essential documents missing the case gets set up and a message goes to the caseworker/region. If essential documents are missing the UIFSA goes back to the requesting agency to provide the necessary data before the case gets opened up and assigned to a regional office.	No, We have no formal intergovernmental escalation protocol in Central registry. Central Registry rarely gets these requests and when they come in they get referred to the RM of the region the case is based out of. If escalated, they are referred to the Deputy Directors to contact Tom Killmurray for help with case resolution.	When a complaint is received by the Central Registry (rare) it gets referred to the Regional Manager/CSS handling the case. It is rare these complaints come to Central Registry by participant or other 4-D agencies as regions are usually directly contacted. They would get referred to region in either scenario.	Complaints are handled initially by the CSS working the case, depending on the nature of the complaint. If the issue cannot be resolved by the CSS then the issue would be raised to the Regional Manager. If the issue is the CSS, then the issue should be directed to the CSS Supervisor or Regional Manager.	Rarely do complaints come to Central Registry on Tribal or International Cases. It would be referred to the region/CSS handling the case.	No, There is no written or unwritten protocol for OCSE escalations, through the director or federal chief has reached out in these cases.	Targeted Region. Ultimately region would be involved in rectifying the issue, though may be filtered through the director.	There are no designated staff that reach out to OCSE.	Yes, We try to ensure IRG is updated.	Yes, The regions have recently been trained on how to use these application and could theoretically use this to help issues with other states.	Yes, RC provides Unit # or 1800 number for 010 cases, and local caseworkers provide their direct line or regional number.	No, I don't believe that we need a hard copy of the CSENET unless it is information that we need to provide to the court. For regular case information we copy the CSENET into action through a contact note.	Local office, Preferred that it goes to the local office assigned to the case. CR puts region information on acknowledgment for future follow up by the region.	Nicole Weidman, Deputy Director: Nicole.Weidman@vermont.gov	For responding to and processing of UIFSAs - acknowledgment w/in approx 10 day and correspondence response within 30 days	Vermont

Intergovernmental Case/Escalation Protocol - May 2018

1. Describe the organization of your state's IV-D program. Ex: State-administered, county run, whether any portion is privatized, etc.	2. Describe your state's handling of intergovernmental cases. Ex: Central Registry opens cases and immediately refers to local agency for case management.	3. Does your state have an intergovernmental escalation protocol in place for contacts you receive from other states? If so, please describe. Ex: Local agency should be contacted first, and issue escalated to state-level staff as needed.	4. What is the protocol when a complaint is received by your Central Registry? Does it differ when the complaint is received from a case participant or another IV-D agency?	5. What is the protocol when a complaint is received by a local office in your state? Does it differ when the complaint is received from a case participant or another IV-D agency?	6. What is the protocol when a complaint is received on a Tribal or International case? Is your state's procedure different for these cases?	7. Does your state have a protocol for when to escalate issues to OCSE?	8. If your state contacts OCSE with an escalated issue, do you contact your Region, or the Region with which you have an issue?	9. Do you designate which staff from your state should reach out to OCSE when necessary? If yes, whom?	10. Does your state ensure that the IRG has up to date contact information for all levels?	11. Do your local offices utilize OCSE applications on the Child Support Portal (e.g., QUICK and the IRG) in attempting to mediate issues with another state?	12. Do your local caseworkers provide direct contact information when working with another state?	13. For documents your state receives via CSENet/EDE, do you also need a hard copy?	14. When sending a Transmittal 2 or 3 to your state, do you prefer that it be sent directly to the local office, or to the Central Registry?	15. Who is the person (and contact info) you as the State IV-D Director designate as your chief contact, to handle an escalated complaint to your office/state?	16. Approximately how long should it take to get a response to the escalated contact made to your office/state in Question #15?
<p align="center">Virginia</p> <p align="center">State Administered</p>	<p>Virginia's Central Registry is responsible for receiving, distributing and acknowledging receipt of incoming intergovernmental cases. The Central Registry (CR) reviews documentation, requests missing documents or information, adds the case to the automated system, forwards the case record to the appropriate District Office, sends the acknowledgement to the Initiating State, responds to inquiries and takes other actions based on the services requested and location of the parties.</p>	<p>Yes. The other state should attempt to contact the local office through the customer service center at 1-800-468-8894. If unsuccessful, they should contact the Central Registry unit via email at dise.centralregistry@dss.virginia.gov. Upon receipt of an email inquiry, the CR will review the case. If the case provides adequate documentation for the inquiry, the CR will respond. If the email inquiry needs further assistance, the email will be forwarded to the supervisor in the appropriate district office.</p>	<p>Upon receipt of a complaint, the Supervisor will review case event documentation. After the review, the Supervisor will provide a case status to the other state along with the CSU contact number of 800-468-8894 for future inquiries. If further assistance is needed, the CR Supervisor will contact the Supervisor in the district office to provide the complaint and contact information from the other state. It does not differ.</p>	<p>The complaint is forwarded to the Supervisor of the Interstate Unit. The Supervisor discusses the issue with the participant to obtain the pertinent facts and address their issue/concerns to the extent possible. If the complainant is a participant/client of an out of state agency, they are encouraged to direct future questions to their respective case worker. In regards to a complaint from another IV-D, the other state will be contacted by telephone. The issue will be discussed, appropriate action will be initiated and actions will be documented.</p>	<p>The protocol is the same.</p>	<p>After the district office has made required attempts by transmittal, email, and telephone calls and the Field Supervisor has made attempts to contact a Manager in the other state, an Interstate Case Problem referral is submitted to Virginia's CR. The CR Supervisor contacts the CR in the other state to attempt to resolve the issue. If we are unsuccessful in obtaining a case status from the other state's CR, a letter is drafted by the Deputy Commissioner to the Director of the other state requesting assistance. After these measures have been implemented without success, the CR Supervisor will contact the OCSE liaison.</p>	<p>We contact our Region.</p>	<p>Yes, Verrhonda Bullock, Intergovernmental Services Supervisor is the primary contact.</p>	<p>Yes.</p>	<p>Yes.</p>	<p>Yes.</p>	<p>Yes.</p>	<p>If the case is assigned to a local IV-D office, send the Transmittal 2 to that local office. If the case is pending with the Central Registry, send the Transmittal 2 to the CR. All Transmittal 3s should be sent to Central Registry.</p>	<p>Verrhonda Bullock, Intergovernmental Services Supervisor</p>	<p>Three days for the initial response. Additional time may be necessary to fully resolve the issue.</p>
<p align="center">Washington</p> <p>The Division of Child Support (DCS) for Washington state is a state-administered IV-D program. There are nine field offices located around the state. DCS contracts with the county prosecuting attorney offices around the state to provide judicial IV-D services. There are 39 counties in WA. WA uses both administrative procedures and judicial procedures where administrative remedies are not available. No portion of the IV-D program is privatized.</p>	<p>WA Central Registry receives and processes all incoming intergovernmental requests. Cases are set up if appropriate, an acknowledgment is sent to the requesting jurisdiction, and the new case is forwarded to one of the nine field offices to be reviewed and managed.</p>	<p>Yes. The local agency (or the field office where the case is located) should be contacted first if there is an open case. If the issues are unable to be resolved at the local level, the issue should be escalated to the state-level (Headquarters).</p>	<p>Complaints received via regular correspondence or a transmittal #2 with an already active, open WA case are forwarded to the local officer handling that case for review and appropriate response. Complaints not received as regular correspondence with a WA case already open (or that do not have an open case) are reviewed by Central Registry staff to determine the best individual that can provide a response. IV-D agencies that have access to the IRG can send direct inquiries to the Central Registry and HQ contacts listed therein based on their listed responsibilities. Case participant issues are directed to the local officer handling that case for resolution. The protocol does not differ when the complaint is received from a case participant or another IV-D agency.</p>	<p>Complaints received by the local office are referred to the local officer handling the case. The officer will review the complaint and take any needed follow up or other appropriate actions. For case participant complaints, general best practices in WA provide that those complaints be either handled by the local officer assigned to the case or directed to the other IV-D agency, depending on whether WA is responding or initiating, and the relationship of the complainant.</p>	<p>Complaints received by the local office are referred to the local officer handling the case. The officer will review the complaint and take any needed follow up or other appropriate actions. For case participant complaints, general best practices in WA provide that those complaints be either handled by the local officer assigned to the case or directed to the other IV-D agency, depending on whether WA is responding or initiating, and the relationship of the complainant. In WA tribal cases complaints are handled by specialized officers known as Tribal Liaisons, who have extensive government to government training and are members of the Tribal Relations Team. International case resolution will most likely be handled by headquarters.</p>	<p>Yes. Any complaints or issues will be vetted through the DCS Policy Unit prior to being escalated to OCSE. This remedy is rarely used.</p>	<p>My Region, This remedy is rarely used as WA makes it a priority to work one on one with the other jurisdiction.</p>	<p>Yes. Kimberly Curtis, Policy and Legal Manager</p>	<p>Yes.</p>	<p>Yes.</p>	<p>Yes.</p>	<p>Yes, WA requires hard copies of documents. New cases will be setup based on a CSENet request and forwarded to the local office for review and to await receipt of hardcopy documents. WA does not have EDE capabilities.</p>	<p>Central Registry, The WA Central Registry also contains the centralized mail unit which processes all incoming correspondence. Therefore, it is preferred that the WA Central Registry address be used for all intergovernmental correspondence. A transmittal 2 would be forwarded to the officer assigned to the corresponding, open WA case, while a transmittal 3 would be reviewed by Central Registry staff to either take action or refer to the officer on an existing, open WA case to review and respond.</p>	<p>Kimberly Curtis, Policy and Legal Manager</p> <p align="center">One week</p>	

Intergovernmental Case/Escalation Protocol - May 2018

1. Describe the organization of your state's IV-D program. Ex: State-administered, county run, whether any portion is privatized, etc.	2. Describe your state's handling of intergovernmental cases. Ex: Central Registry opens cases and immediately refers to local agency for case management.	3. Does your state have an intergovernmental escalation protocol in place for contacts you receive from other states? If so, please describe. Ex: Local agency should be contacted first, and issue escalated to state-level staff as needed.	4. What is the protocol when a complaint is received by your Central Registry? Does it differ when the complaint is received from a case participant or another IV-D agency?	5. What is the protocol when a complaint is received by a local office in your state? Does it differ when the complaint is received from a case participant or another IV-D agency?	6. What is the protocol when a complaint is received on a Tribal or International case? Is your state's procedure different for these cases?	7. Does your state have a protocol for when to escalate issues to OCSE?	8. If your state contacts OCSE with an escalated issue, do you contact your Region, or the Region with which you have an issue?	9. Do you designate which staff from your state should reach out to OCSE when necessary? If yes, whom?	10. Does your state ensure that the IRG has up to date contact information for all levels?	11. Do your local offices utilize OCSE applications on the Child Support Portal (e.g., QUICK and the IRG) in attempting to mediate issues with another state?	12. Do your local caseworkers provide direct contact information when working with another state?	13. For documents your state receives via CSENet/EDE, do you also need a hard copy?	14. When sending a Transmittal 2 or 3 to your state, do you prefer that it be sent directly to the local office, or to the Central Registry?	15. Who is the person (and contact info) you as the State IV-D Director designate as your chief contact, to handle an escalated complaint to your office/state?	16. Approximately how long should it take to get a response to the escalated contact made to your office/state in Question #15?
<p>Wyoming</p> <p>Wyoming currently has 5 districts that are privatized and 4 districts that are county run.</p>	<p>The Central Registry completes the initial review and opens cases which are then forwarded to the local office for further action.</p>	<p>Yes, Local office is contacted first with supervisors or district managers involved if needed. If further assistance is required then the Central Registry and Program Manager are contacted to resolve issues.</p>	<p>The Central Registry will review the case and assess issues. Program Manager could be involved if needed. Once case has been assessed then the Central Registry will contact the local office, usually the District Manager, to resolve any issues. Complaint process is similar to case participant or other complaints received.</p>	<p>When a complaint is received at the local office, the supervisor or district manager will review complaint and resolve issue with caseworker. If needed the local office will get the Program Manager involved in process. Complaint process pretty similar to case participant or other IV-D agency complaint process.</p>	<p>Complaint process is the same for Tribal or International cases as it is for intergovernmental cases. The Central Registry will review the case and assess issues. Program Manager could be involved if needed. Once case has been assessed then the Central Registry will contact the local office, usually the District Manager, to resolve any issues.</p>	<p>No, There is no formal protocol but OCSE would be contacted as a last resort at the discretion of the I-VD Director.</p>	<p>My Region.</p>	<p>The designated staff would be the I-VD Director or whomever is designated to contact OCSE by the I-VD director.</p>	<p>Yes, The IRG is reviewed at least every two years to update any changes. Also updated by request for local offices with changes, E-Flash or upon reviewing UIFSA packets with differing information.</p>	<p>Yes, Wyoming currently uses IRG for assistance with intergovernmental cases. Wyoming does not currently have access to QUICK.</p>	<p>Yes, Local offices generally provide if available in that office.</p>	<p>Yes, Wyoming is not currently participating in EDE. Transmittal #1 or #3 would need to be hard copy requests. If there is an existing intergovernmental case, CSENet transactions are acceptable, hard copy would not be required.</p>	<p>Local office, For all open intergovernmental cases, Transmittal 2 or 3 should be going to the local office that is working the case. If sending a Transmittal 3 and local office is not known, request can be sent to the Central Registry to be forwarded to local office.</p>	<p>For all intergovernmental issues, please contact Nichole Ocheskey at the Central Registry. For all other complaints please contact the Customer Service Specialist, Jodi Nuss.</p>	<p>Response should be received within 2 days of email being received.</p>
<p>Wyoming</p>															<p>Wyoming</p>