



Annual Business Meeting

July 28–29, 2020

Virtual Meeting via Microsoft Teams



Annual Meeting
July 28 and 29, 2020, 9:00 AM to Noon Central

AGENDA

Tuesday

[Join Microsoft Teams Meeting](#)

+1 701-328-0950 United States, Fargo (Toll)
Conference ID: 316 351 163#

Wednesday

[Join Microsoft Teams Meeting](#)

+1 701-328-0950 United States, Fargo (Toll)
Conference ID: 254 458 198#

Tuesday

- 9:00 – 9:15 Welcome, roll call, and location of meeting documents
- 9:15 – 10:00 Officer reports
 - President
 - Secretary
 - Treasurer
- 10:00 – 10:20 Committee Reports
 - Audit Workgroup – Michele
 - Child Support-Employer Collaboration Workgroup – Jim
 - Collaborative Analytics – Sharon, Robert
 - Finance Committee – Liesa
 - Joint Committee on Public Relations – David
 - Mentoring Committee – Karen
 - Policy and Practice Committee – Eileen, Carol
 - System Modernization and Data Sharing Workgroup – Carla, Robin
 - Website Committee – Kate
- 10:20 – 10:35 Break
- 10:35 – 11:30 Committee reports continued
- 11:30 – 11:45 Consideration of proposed by-law amendment
- 11:45 – 12:00 Report of Nominating Committee and election of officers
- Noon Recess until Wednesday, 9:00 AM Central

Wednesday

- 9:00 – 9:30 Presentation from Vicki Turetsky on Aspen Institute project
- 9:30 – 9:45 Election of regional representatives
- 9:45 – 10:15 Unfinished business
- Audits
 - Work Number
- 10:15 – 10:30 Break
- 10:30 – 12:00 New business
- Legislative and regulatory
 - Operations during and after pandemic
 - Walk-on
- Noon Adjourn



2020 President's Report

Jim Fleming, President

July 28, 2020



TO: NCCSD
FROM: Jim Fleming, NCCSD President
DATE: July 28, 2020
RE: Annual President's Report

It seems appropriate that NCCSD is holding its annual business meeting virtually for the first time, since this seems like a year full of unique circumstances.

In reviewing our Council by-laws for this meeting, the purposes of our organization resonated as having particularly relevance this year:

- A. To promote the development of legislation and/or policies which will have a positive effect upon the Title IV-D Child Support Program and upon the operation of the Uniform Interstate Family Support Act or similar acts in the several states and foreign nations;
- B. To provide a forum for State IV-D Child Support Directors to discuss common problems and solutions associated with program administration, interstate and international cooperation, federal-state-local relations, and other matters as deemed important;
- C. To provide a structured medium for communicating with federal agencies the views, opinions or consensus of the Council on selected issues, and for maintaining a continuing dialogue with federal agencies on matters of concern or interest to the Council;

The comradery and communication among our Council members in the last five months has strengthened all of us and allowed us to share vital information and best practices to maintain program quality and services to family.

The year started in October 2019 with an ambitious agenda, and much of it remains to be done because of the pandemic. Under the adage "making lemonades out of lemons," I am hopeful the current pandemic and operational challenges we have faced can lead to long-term program improvements.

Below is a meager effort to summarize the highlights of the last 10 months for NCCSD:

- Aspen Institute conducted a survey on program operations (please note the Wednesday agenda item for Vicki Turetsky to address our group).

- An upcoming rulemaking, first revealed at WICSEC in 2019 in the director luncheon, will create two exceptions to the requirement to undertake a review when a parent is incarcerated for more than six months: incarceration for willful failure to pay child support and incarceration for a crime against the child.
- Existing waivers and exemptions were collected to help exchange best practices and promote program innovation and flexibility.
- OCSE invited states to participate in a passport revocation pilot project.
- Beginning in December 2019, a number of child support bills were introduced, and several others were rumored to be in the works. Topics include new hire reporting of independent contractors, full faith and credit for levies on bank accounts (to complement the existing requirement to give full faith and credit to bank account liens), direct tribal access to federal offset services, federal financial participation (FFP) for employment services, and authority to use incentive funds for parenting time efforts without need for a federal waiver.
- Concern was expressed that changes to withholding using the revised W-4 may reduce tax offset collections in the future.
- In February, cracks began to emerge in the relationship between OCSE and NCCSD regarding two previous understandings: the “agree to disagree” commitment for audit findings based on ambiguous provisions of law or rule, and the agreement to give NCCSD a heads-up for upcoming guidance. OCSE agreed to do better (and in that regard, has appeared successful).
- A long-term effort (Seattle 2017) to obtain clarity on the job duties of OCSE regional representatives was stymied when OCSE refused to provide much information about job duties and expectations and instead offered to troubleshoot any problems that states may encounter.
- NCCSD signed-on to a letter by APHSA to Work Number expressing concerns about costs and structure of its employment locate service.
- The COVID-19 pandemic became a dominant consideration in March. Deputy Commissioner Linda Boyer addressed NCCSD and expressed a desire to ensure directors aren’t worried about things they don’t need to be worried about.
- April guidance was issued reiterating the requirement that states report all delinquent obligors for federal offset purposes.
- Aspen Institute started communicating with state governors on ways to use economic impact payment offset funds that may be retained by states.
- In April, the NCCSD Executive Committee agreed that the annual in-person meeting in Medora needed to be cancelled or at least postponed until 2021. All deposits have been refunded in full.
- In May, OCSE rejected an argument submitted by several states on the interpretation of the FMAP rate increase in the CARES Act.

- Research and discussion occurred on distribution of federal tax refund offsets and whether the distribution options in current law need updating.
- NCCSD decided to demand a meeting with ACF Assistant Secretary Lynn Johnson to air grievances and concerns over OCSE's inactivity since the pandemic began. The meeting was convened quickly, and led to a recent follow-up letter with more details to Assistant Secretary Johnson.
- The OCSE technical corrections rule was finalized and backed-off of the broad new interpretation of "concurrent benefits" to which NCCSD objected.
- OCSE opened the door to a process where certain timeframes and requirements can be waived. States and OCSE worked to exchange information about waivers that were requested and approved.
- NCCSD committed up to \$30,000 to retain the Urban Institute to update cost avoidance data for the child support program. Negotiations are pending.
- Incentive payments were delayed due to a disagreement within HHS on the appropriate rate of inflationary increase to the incentive pool.
- OCSE Deputy Commissioner announced the creation of a national pandemic workgroup. NCCSD will co-facilitate.
- OCSE originally expressed commitment to waive PEP penalties for 2020 and 2021, but later said it could not do so.
- NCCSD adopted a pandemic position paper which was shared with staff for the appropriate Congressional committees.

Please see the secretary's report for a complete list of our official actions for the year.

In my ten years as a state director, I have never seen this much activity or communication among the directors. To those who share my aversion to "reply all" and unnecessary e-mail, I apologize for the unprecedented number of e-mail. I have tried to be a good conduit of information, and erred on the liberal side of sharing what I learn or hear on behalf of all directors.

It has been an honor to be your Council president this year, and I am blessed for such supportive fellow officers and friends in Michele, Kate, and Liesa. And the wonderful ear that my predecessor Erin has when I need it. For each e-mail I send, inevitably one of you sends me a reply with gratitude for the effort, and I appreciate it. We make a great unified team of 54 dedicated professionals!

Respectfully Submitted,

Jim

Jim Fleming
NCCSD President 2019-2020



2020 Secretary's Report
Kate Cooper Richardson, Secretary
July 28, 2020



Relevant Excerpts of the Bylaws

Article IV, Paragraph D:

The Secretary shall prepare a summary of the events and actions that take place at each meeting of the Council. This summary shall be completed within thirty days of the conclusion of the meeting. The Secretary shall also prepare a summary of events and actions that take place at each meeting or conference call of the Executive Committee. Such summaries shall be completed within twenty-one days of the conclusion of the meeting or call. Copies of summaries from all meetings and calls shall be distributed to all Council members electronically, via either e-mail or posting on the NCCSD website. The Secretary shall serve as Parliamentarian during all meetings. When the Secretary is unavailable for a meeting, the President may appoint a Parliamentarian for that meeting.

The Secretary shall be the custodian of the Bylaws, Resolutions, and Minutes of the Council for the current year. Upon the conclusion of the year, the original records mentioned above as well as the financial records, and other records as deemed appropriate by the President for the year concluded, will be stored, along with all previously archived Council records, in storage in a location determined by the Executive Committee. Such records will be placed into storage after the completion of the annual review of the financial records and the filing of the taxes. Copies of all of the Council's records for the year completed will be forwarded to the incoming Secretary by October 31. Copies of the prior year's Council records, as requested, will also be sent to the incoming President.

Article VIII, Paragraph B:

The business of the Annual Meeting of the Council shall include ... [a] Report of the Secretary.



Council Members:

Please accept this brief annual summary of NCCSD activity and data for which the NCCSD Secretary maintains records.

Council Membership and Rosters

As set forth in the NCCSD bylaws, the Council membership comprises the directors “of the IV-D child support enforcement program of each state and territory,” which number 54 without vacancies. The 2019-20 year saw the departure of four IV-D directors: Alan McVey (AR), Craig Burshem (VA), Bryan Hubbard (KY), and Benidia Rice (DC). Membership was added for new IV-D directors Barbara Lacina (VA) and Lily Patteson (KY). Interim and acting IV-D directors added during this committee year are Molly Bright (AZ) and Sophia Hollis Ticer (DC). Elizabeth Cohn (KS) moved from interim to permanent IV-D Director. Current NCCSD membership:

Carol Beecher	AK
Lathesia McClenney	AL
Barbara Morris-Williams	AR – Interim
Molly Bright	AZ – Interim
<i>Heather Noble</i>	<i>AZ – temp reassigned</i>
David Kilgore	CA
Larry Desbien	CO
John Dillon	CT
Sophia Ticer	DC – Acting
Ted Mermigos	DE
Ann Coffin	FL
Tangler Gray	GA
Andrew Perez	GU
Lynette Lau	HI
Carol Eaton	IA
Rob Rinard	ID
Mary Bartolomucci	IL – Interim
Adam Norman	IN
Elizabeth Cohn	KS
Lily Patteson	KY
Lydia Scales	LA
Michele Cristello	MA
Kevin Guistwite	MD
Jerry Joy	ME
Erin Frisch	MI
Shaneen Moore	MN
John Ginwright	MO – Acting
Lyndsy Landry Irwin	MS

Chad Dexter	MT
Carla West	NC
Jim Fleming	ND
Cindy Wiesen	NE
Karen Hebert	NH
Patricia Risch	NJ
Jeremy Toulouse	NM
Cathy Kaplan	NV
Eileen Stack	NY
Jeffrey Aldridge	OH
Renee Banks	OK
Kate Cooper Richardson	OR
Robert Patrick	PA
Stephanie Garcia Vidal	PR – Interim
Sharon Santilli	RI
Tim Mose	SC
Gail Stoltenburg	SD
Robert Duck	TN
Ruth Anne Thornton	TX
Liesa Stockdale	UT
Barbara Lacina	VA
Terrence Joseph	VI
Robin Arnell	VT
Sharon Redmond	WA
Debra Barnes	WI
Garrett Jacobs	WV
Kristie Arneson	WY

Meetings and Summaries (Minutes)

The NCCSD Annual Business meeting was held Sunday, September 8, 2019, on Mackinac Island in Michigan. The minutes of the annual meeting were approved at the October 17 Executive Committee meeting. A copy is included in this report. They are maintained on the NCCSD website on the Executive Committee page in the Agendas & Minutes section.

The NCCSD Executive Committee met on the following dates in the 2019-20 committee year:

October 17	February 20	June 18
November 21	March 19	July 16
December 19	April 16	August 10 (planned)
January 16	May 21	September 17 (planned)

Meetings packets with agendas, minutes, and documents for reference and consideration are maintained in the Agendas & Minutes section of the Executive Committee page on the NCCSD website. Final and approved minutes for each meeting are included in the respective meeting packet for that meeting.

Significant Records

The records listed below represent actions taken by NCCSD or the NCCSD Executive Committee during the 2019-20 committee year.

- 2019 Employer Symposium report
- Letter to NATCSD renewing support for tribal access to federal offset – October 30, 2019
- Letter of support for U.S. Senate Bill 3025 – January 24, 2020
- Comments to ACF regarding RFI for employment services – February 24, 2020
- Letter to ACF expressing concerns – May 27, 2020
- Letter to ACF following up with details – July 21, 2020
- Position paper on COVID-19 pandemic impact on child support services – July 23, 2020

These records are maintained on the Executive Committee page of the NCCSD website.

It has been a privilege and a pleasure to serve as the secretary for NCCSD this year. I wish to thank the other officers for their assistance in the very busy yet smooth operation of NCCSD during this extraordinary year: Treasurer Liesa Stockdale, Vice President Michele Cristello, and especially President Jim Fleming.

Respectfully submitted,



Kate Cooper Richardson
NCCSD Secretary

Annual IV-D Directors’ Business Meeting

Sunday, September 8, 2019

12:00 PM to 4:30 PM Eastern

Conference Call Number 877-336-1828 Access Code 3630643#

Meeting Minutes

1. Roll Call

IV-D Directors – In attendance		
Michigan	Erin Frisch	President
North Dakota	Jim Fleming	Vice President
Massachusetts	Michele Cristello	Secretary
Utah	Liesa Stockdale	Treasurer
Alaska	Carol Beecher	
Arizona	Heather Noble	
Arkansas	Alan McVey	
California	David Kilgore	
Delaware	Heather Morton	Chief of Administration
District of Columbia	Benidia Rice	
Florida	Ann Coffin	On phone
Georgia	Tangular Gray	
Guam	Andrew Perez	
Illinois	Mary Bartolomucci	
Indiana	Adam Norman	
Iowa	Carol Eaton	
Kansas	Elizabeth Cohn	On phone
Kentucky	Bryan Hubbard	
Louisiana	Lydia Scales	
Maine	Jerry Joy	
Minnesota	Shaneen Moore	
Mississippi	Lyndsy Landry Irwin	

Missouri	Matthew Williams	Deputy
Montana	Chad Dexter	
Nebraska	Cindy Wiesen	
Nevada	Cathy Kaplan	
New Hampshire	Karen Hebert	
New Jersey	Pat Risch	
New Mexico	Jeremy Toulouse	
New York	Eileen Stack	On phone
North Carolina	Carla West	
Ohio	Jeff Aldridge	
Oregon	Kate Cooper Richardson	
Texas	Joel Rogers	Assistant to Deputy
Vermont	Robin Arnell	
Virgin Islands	Terrence Joseph	
Washington	Sharon Redmond	
Wyoming	Kristie Arneson	

2. Welcome

3. President’s Annual Report

- a. Erin will send documents by email.
- b. This year NCCSD has maintained a strong relationship with OCSE.

4. Treasurer’s Report

- a. 2019 Treasurer’s Report provided to group.
- b. August Treasurer’s Report submitted to Finance Committee.
- c. End of August balance \$142,031.38 (pre-conference expenses).
- d. Marcum LLP, NCCSD’s accounting firm, filed extension and taxes on time. Draft report of the annual review of NCCSD’s financial records provided. Finance Committee reviewed and approved draft report. Awaiting final report.
- e. Draft report indicated no material modifications needed however one finding that the method of accounting was not according to GAAP; Not a material finding.
- f. Conference expenses need final reconciliation but about 152 registrants and \$31K in sponsorships.

5. Committee Reports

- a. Collaborative Analytics – Sharon Redmond
 - i. Committee started in 2016;
 - ii. Currently the workgroup is being surveyed to determine next steps and direction of the group going forward; group membership is changing
 - iii. Creating a predictive analytics model to share
 - 1. Subgroup 1 – Orange Cty, NY, WA; looking at amount due vs. wage withholding; looking at ways to access income data
 - a. Use line 24A as the most accurate way to calculate amt due
 - b. Looking at access and reliability of data;
 - 2. Subgroup 2 – NY, VA, WA; looking at arrears;
 - a. Determining metrics to create a model;
 - b. Looking at common standards across state lines
 - iv. Open if states want to join; delegated to data experts in the team;
- b. Lump Sum – Jim Fleming
 - i. NCCSD and OCSE and American Payroll Assoc. formed workgroup
 - ii. Subcommittee – Lump Sum legislation;
 - 1. A Model Act has been prepared and disseminated to directors and APA; Designed to be used/adapted in any state and will help states comply with CCPA, requires child support agencies to respond timely and protects employers if they don't;
 - iii. Subcommittee – communication through the OCSE portal between employers and states;
 - 1. Letter from APA recommend OCSE enhance portal for two way communication; feds working on mockups to see if it can be done (likely)
 - 2. Workgroup remains in place but just called on when OCSE portal issues arise; no timeframe from OCSE on the portal but they are pretty far along;
- c. Mentoring – Jim Fleming
 - i. Newbie group continues to have a monthly call. Regular process in place for new directors; efficient onboarding process; Jim maintains spreadsheet of when directors are appointed.
 - 1. Kate would like to pass on the newbie call to another director – looking for volunteers; let Jim know; regional reps responsibility to share what is in the executive committee after each meeting.
 - 2. Newbie call limited to directors only; don't send a staff designee; not for acting for the most part; comfortable being frank and ask questions;
 - ii. New Director Training – OCSE has previously done this exclusively but NCCSD wanted to be equal partners in this; should continue to support this strongly and be consistent with OCSE that this is not just their training

- d. Policy & Practice – Jim Fleming/Eileen Stack
 - i. Committee started with a lot of proposed agenda items;
 - ii. The Work Number– wondering what they are going to do next; set up new platform (free) for verification but connected to paid locate; need to break that apart but haven’t heard from them.
 - 1. NC – paying for their service; TANF, child care, child support and Medicaid have group contract including full locate stuff
 - 2. IN – the Work Number partnering with Appriss; going to counties together to put pressure on states
 - 3. Employer symposium will discuss verification of employment; potential for standardization for VOsEs, employers consider handling in-house or needing third party;
 - 4. Michigan letter will be shared at the Employer Symposium – reminding employers of their responsibility
 - iii. OCSE Security Agreement – original version was sent in error. As soon as brought to OCSE attention, they agreed to revisit. New agreement resulted but it’s important to make sure the right version is used each year – before signing and returning.
 - iv. OCSE and NCCSD agreed that new issuances will be given heads up and get a redlined version when new things come out.
 - v. AT19-02 concurrent benefits – SSI, SSDI; technical corrections vs. substantive changes; held in abeyance!
 - vi. Limited services – if asking for help; need to pay for it. OCSE not expecting comments as an official comment period but states should let them know; now on agenda for closed door meeting;
 - vii. Incentive measures – meeting not held this morning; good discussions during committee meetings; Carol Eaton has prepared a document which was sent to the team;
 - 1. Idea is not to propose changes to incentives; but directors want to be ready to respond if Congress is prepared to do so; we need to have a sense of what we’re doing;
 - 2. NCSEA session – talked about simplifying paternity measure; supplement with additional measures; committee will also talk about additional data we can get across states and additional measures we can look at;
 - 3. Possible separate committee to consider discussing incentives; really want to be prepared to be responsive if this comes up.
- e. Public Relations – Erin Frisch
 - i. Joint workgroup with NCSEA and OCSE; former IVD directors (Trisha, Wally, Alisha) on the committee
 - ii. Child support media guide – sending to listserv and putting on website; intended for states to use to cover media issues; language, reduce jargon, etc.;

high level overview of program; history of program; short glossary for terms; put together as a resource for states to use.

1. NCSEA board voted on it at the last meeting; ERICSA weighed in and supported; WICSEC will support as well;
 - iii. Digital marketing grant work – keeping tabs on this; pull best practices from grantees and figure out how to scale and disseminate across a broader group
 - iv. Survey – sent an updated public relations survey; would love more responses; Erin will resend.
 - v. Will tackle basic fact sheets next; looking at feedback as to whether this will be useful;
 1. NCSEA quick fact sheets – how are these different? Really great resource on NCSEA website;
 2. Topic areas – creating an elevator speech;
 - vi. Looking for committee members – need IVD directors on the committee
- f. Systems Modernization & Data Sharing – Robin Arnell/Carla West
- i. Committee meets twice a month - once a month with OCSE with a goal of creating resources to help state with technical issues;
 - ii. Feasibility studies – DCL sent out; guidance to states for a new approach; will hear about at the closed door session;
 - iii. Cynthia Longest is a liaison with OCSE; really good translator with OCSE staff.
 - iv. Data sharing – feedback from Norfolk that we do more; merged with this committee; Cynthia engaged on OCSE side;
 - v. Technical scrum at NCSEA leadership symposium; ask directors to fill out sheet about prioritization of items for OCSE
 - vi. Vendor presentations - setting up a series of presentations 10/18, 10.25, 11/1; invitations to a variety of vendors to speak to IVD directors and educating us on refactoring/replatforming and/or low-code/no-code (no sales, no company history)
 1. Directors should invite IT staff as well but preferably keep it to state staff; sessions will not be recorded
 2. Requests for questions sent out (see handout) – review questions and let know if there is something missing or needing clarification; will go out to vendors to give them an opportunity to shape their presentations;
 - vii. System Symposium at the Policy Forum; response was very good; do we think we should have another one and how should it look?
 1. Suggestion – keep at Leadership Symposium because it has an IT track; less federal presentations (didn't really tell us anything new) more of a conversation from them; being at Policy Forum allows more fed analysts there
 2. Giving the IT staff in the states have an opportunity to communicate together; ISM may be another venue for us to add on to. IT staff attend
 3. Different sessions; different audiences (w/feds, directors, separate IT)

- viii. OCSE asked committee to serve as feedback for them on feasibility studies, data sharing, cert guide, etc. valuable to have inside information
- ix. Committee is open to have new members; will send out through the listserv
- g. Website Committee – Kate Cooper Richardson
 - i. This year the committee created an updated logo for NCCSD and relaunched the directors website on a new platform with increased functionality;
 - ii. Includes both a public website and a directors only website structured by committee, resources, etc.
 - iii. The committee worked on gaining familiarity about how to edit/maintain the site; building some administrator help;
 - iv. Goals for next year – increasing traffic; putting out more resources; supporting effective use of the listserv
 - v. Public listing of directors do not include email address; internal list has email addresses
 - vi. Resources area – keep adding to this; more concerted effort to grab things off the listserv; committees need to use it more
 - vii. Listserv etiquette – be mindful of reply all; staff person can't reply to listserv

6. Employer Activities

- a. Employer Symposium
 - i. Hosting with OCSE; 40 employers attending; 30 state staff/directors; working session; review recommendations from previous symposiums; new things that have come up; goal – new recommendations coming out;
- b. Employer tables – do we all need to individually maintain these? A national employer table? MI and TX gave 100 employer records to OCSE; analysis with their data (NDNH) – Sherri Grigsby will talk about it more in the closed door session; DC and MD exchanged data from their tables
- c. Federal employer website – discuss in symposium; could feds provide an employer website used for all of us? Consolidating – go to one website rather than individual states

7. OCSE Closed Door Session

- a. National Employer Table Analysis
- b. DRAudit process – Karen wrote up her pain; encourage others to share their pain as well; also want to discuss timeframes; consistency issues; subjectivity of individual auditors; off the cuff, unpublished, unpeer-reviewed opinions;
 - i. Provide OCSE with information to highlight that directors have concerns and then figure out next steps
 - ii. DRA is supposed to be about not manipulating data to improve performance not the subjectivity of the policy, exception cases, not policy specifics
 - iii. Consequences are so huge; we all have federal certified systems so we should be doing this right

- c. Limited services/who pays for what
 - i. OCSE may suggest that NCCSD form an intergovernmental committee to talk about cooperation
 - d. Cynthia Longest – technical side; update on data analysis; feasibility studies
 - e. IRS proposed reg – if you’ve read and if there is anything to discuss? 5 years vs. 10 years; lot of additional training requirements; for mtg – acknowledge new requirements; can OCSE build training for all states?
 - f. SNAP feasibility study? Where are they with this?
8. Conference update
- a. 6 or so legislators will be attending; Meghan McCann will be here
 - b. Invited Donna Bonar – find time to do a quick thank you/acknowledgment; part of the kickoff tomorrow morning

9. Nominations for Officers for FY2020

Nominated:

President – Jim Fleming

VP – Michele Cristello

Secretary – Kate Cooper Richardson

Treasurer – Liesa Stockdale

Motion and seconded

All in favor. None opposed.

10. Selection of Regional Representatives for FY2020

Region 1: Robin Arnell

Region 2: Terrence Joseph

Region 3: Benidia Rice

Regions 4: Lyndsy Irwin

Region 5: Jeff Aldridge

Region 6: Alan McVey

Region 7: Carol Eaton

Region 8: Chad Dexter

Region 9: Heather Noble

Region 10: Kate Cooper Richardson



2020 Treasurer's Report
Liesa Stockdale, Treasurer
July 28, 2020



Bylaws (updated 2013)

The Treasurer shall have a review of the Council financial records conducted, and completed by January 15 each year. The Treasurer shall establish an independent member review committee within the NCCSD to sign off on the financial review. The Treasurer shall ensure that all appropriate federal and state income tax forms are filed by February 15 each year, and that all forms and any fees due to state of Incorporation are filed timely. The Treasurer shall be the custodian of the financial records of the Council for the current year. Treasurer shall deposit all funds belonging to the Council in an account, and shall report the current balance and any past financial transactions at each meeting of the Council and Executive Committee.

Article IV, Paragraph E.

The term of office for all persons elected or appointed shall coincide with the Federal Fiscal Year immediately following the election. An elected Treasurer's term shall be two years.

Article V, Paragraph B.

The business of the Annual Meeting of the Council shall include ... [a] report of the Treasurer.

Article VIII, Paragraph B.

The President must prepare a budget of anticipated revenues and expenditures for the annual meeting of the Council no later than January 1st and for such other called meetings of the Council at least one month prior to the event. The President must seek approval of the Executive Committee for the budget, and for any subsequent change to budgeted expenditures exceeding ten percent (10%) in total, before obligating or incurring any related expenses. Actual expenditures must not exceed budgeted expenditures by more than 10%.

Article VIII, Paragraph C.

Donations in cash or in kind from any private entity shall only be used for the annual meeting of the Council and shall be limited to a value of \$1,500 from each entity per year. The Council or members acting on behalf of the Council will not accept donations for any other meeting or purpose except for other uses approved by the Council.

Article X, Paragraph B.



Council Members:

The National Council of Child Support Directors operates as a nonprofit trade association under 501(c)(6) of the Internal Revenue Code. NCCSD is incorporated in the state of Virginia, and the Virginia IV-D Director serves as NCCSD's registered agent.

The accounting firm of Marcum LLP conducts an annual review of NCCSD's financial records. The Final Issued Report is still pending as of this writing.

NCCSD's tax return is due on January 15th annually. For the 2020 tax return, Marcum filed an extension in a timely manner. The Treasurer will monitor to ensure that the tax return is filed prior to August 15, 2020 pursuant to the extension.

NCCSD maintains an account with Wells Fargo, and utilizes PayPal to process payments during conference enrollment. Each month, the Treasurer's Report reconciles the monthly statements from both financial accounts. The report is prepared by the treasurer, reviewed by the Finance Committee members and approved prior to submitting the report to the NCCSD Executive Committee in the monthly meetings. Attached is the most recent financial statement from for June, 2020, which has been approved by the Finance Committee and was submitted for acceptance by the Executive Board at the July 16, 2020 Executive Board meeting.

To provide an idea of the financial trends for the organization, the actual end-of-year balances for NCCSD for the past five years are presented below:

9/30/2015:	\$86,469.66
9/30/2016:	\$76,529.74 (web development and director training)
9/30/2017:	\$72,780.03
9/30/2018:	\$78,287.77
9/30/2019:	\$88,012.20

The primary financial activity of NCCSD is the annual conference. Ongoing non-conference expenses include approximately \$2500 for the financial review and \$3000 for the spring dinner, along with expenses for honoraria, corporate registration, and expenses related to maintaining the NCCSD website and domain name.

During FY 2020, it was determined that hosting an in-person annual conference would not be possible due to the COVID-19 Pandemic. The following statistics are included for continuity in the records:

	2016 Des Moines	2017 Seattle	2018 Norfolk	2019 Mackinac Island	2020 Virtual
State Director	38	36	35	41	
State Staff	5	7	7	2	N/A
Other	1	1	9	6	N/A
Vendor	74	77	76	76	N/A
OCSE/ACF	18	13	26	18	N/A
Host State	6	6	8	8	N/A
Total	142	140	161	151	N/A

2016 – 26 sponsors for \$25,500, net revenue of \$13,398.72

2017 – 28 sponsors for \$29,000, net revenue of \$2,595.01

2018 – 25 sponsors for \$28,900, net revenue calculations not available

2019 – 26 sponsors for \$31,500, net revenue \$22,003.73

2020 – Sponsorships N/A

It has been a pleasure to serve as the treasurer for NCCSD this year. I also wish to thank the Finance Committee members for their service in keeping NCCSD on solid financial ground: Michele Cristello, Carol Eaton, Jim Fleming, Garrett Jacobs, Benidia Rice, and Sharon Santilli.

Respectfully submitted for approval,

Liesa Stockdale
NCCSD Treasurer



**NATIONAL COUNCIL OF CHILD SUPPORT DIRECTORS
TREASURER'S REPORT
Activity June 1, 2020 to June 30, 2020**

Beginning Wells Fargo Balance as of 6/1/2020	\$82,383.11
Deposits/Credits	
6/16 Deposit (Refund-Medora)	\$550.00
6/26 Bankcard Fee	\$5.00
6/30 Interest Payment	\$0.68
Total Deposits	\$555.68
Debits	
6/10 Bankcard Fee	\$47.89
Total Debits	\$47.89
Ending Wells Fargo Balance as of 6/30/2020	\$82,890.90
Beginning PayPal Balance as of 6/1/2020	\$0.00
Payments Received	\$0.00
Payments Sent	\$0.00
Withdrawals and Debits	\$0.00
Credit card fees	\$0.00
Ending PayPal Balance as of 6/30/2020	\$0.00
Total Balance - All Accounts	\$82,890.90



Committee Annual Reports
2020



TO: NCCSD

FROM: Michele Cristello, Committee Chair

DATE: July 24, 2020

RE: Audit Committee Annual Report

Committee Members

Committee Members	State or Territory
Adam Norman	Indiana
Michele Cristello, Chair	Massachusetts
Barbara Delaney	Montana
Lyndsy Irwin	Mississippi
Karen Hebert	New Hampshire
Robert Duck	Tennessee

Committee Activity

The Audit Committee kicked off in January 2020 and immediately began discussing and developing an overview document which outlined the Committee's vision, purpose and objectives.

The vision of the Audit Committee is that all IV-D Directors are supported in their management of the DRAs, there is open communication with OCSE and DRAs are conducted in a consistent, transparent manner in accordance with clearly understood and widely accepted criteria. The Committee will provide support to Directors through information gathering, monitoring of ongoing audit activity across states and disseminating relevant and timely information.

The Committee's objectives are to solicit information from Directors regarding the DRA process and identify common issues and themes and then provide that information back to Directors for their own use. In addition, the Committee will work with OCSE to develop training and guidance for Directors that clarifies a consistent and well-understood process. The NCCSD Audit Committee Overview is attached and provides additional details about the Committee's vision and objectives.

After some initial discussions with OCSE about their ongoing initiatives to support Directors in the DRA process, OCSE and the Committee agreed to collaborate to

develop training, guidance and improvements to the process. OCSE asked the Committee to provide a bulleted list of audit related items that the directors see as pertinent to the audit process. The Committee discussed a number of different aspects of the process that were concerning to Directors and areas where improvement was necessary. The Committee finalized the list and sent to OCSE. Attached is the List of Pertinent DRA Items. OCSE is reviewing the list and will meet with the Committee to discuss next steps.

The Committee is in the process of finalizing a survey to send to Directors. The DRA topic is a very important one and in order to provide the Directors what they really need, the survey will have a number of in-depth questions. The Committee's goal is to provide information and support for the Directors and sufficient information so that if they need assistance from a state with similar issues, they know where they can go. It is also important that NCCSD sees what is going on broadly – are we seeing the same issues everywhere or are they vastly different? Do Directors understand the process? What else do Directors need? The Committee hopes to send the survey out by the end of the summer.

Next Steps

Once the survey results are in, the Committee will consolidate the survey responses and utilize them in discussions with OCSE as well as provide the information back to Directors. The Committee anticipates working closely with OCSE to develop training materials and guidance that maps the DRA process, outlines roles and timeframes and defines a best practice model of how best to manage the DRA process.

NCCSD Audit Committee Overview 2019-2020



Membership

Committee Members	State or Territory
Benidia Rice	District of Columbia
Adam Norman	Indiana
Michele Cristello, Chair	Massachusetts
Barbara Delaney	Montana
Lyndsy Irwin	Mississippi
Karen Hebert	New Hampshire
Robert Duck	Tennessee

Background

At the 2019 NCCSD Directors Meeting, two discussions about Data Reliability Audits (DRA) took place – the first was at the Directors Only meeting and the second was at the OCSE/Directors closed session. At the time, there was significant concern and frustration on the part of the Directors about how these audits have gone over the past couple of years. These concerns stemmed from the following, among other things:

- Findings based on “unclear” policy
- Process issues – length of time and speed of audits, lack of transparency and communication; auditors’ lack of child support experience
- Inconsistency issues – amongst auditors and states, across years

The Directors expressed those concerns to OCSE and to Mona Ferrell, Director of Audit during the closed-door session. Mona Ferrell, in particular, expressed a willingness to work with states on these issues.

Since those discussions took place, significant progress has been made. Some states have had their issues resolved favorably and some audits have completed in a more expeditious manner. Mona Ferrell has been very helpful in resolving issues and very willing to continue to do so.

However, some states still haven’t had all their issues resolved and there are still inconsistencies – between auditors, across years, etc. Transparency and better communication are also needed. States have encountered varying levels of experience and child support and child support systems knowledge from their auditors. And in some states, auditors change every year.

Audit findings have significant impact and cost to states so it is imperative that states understand the findings, the reasons for the findings and what recourse they have regarding the findings before they undertake any significant cost or make impactful changes to their system.

Vision and Purpose

The vision of the NCCSD Audit Committee is that all IV-D Directors are supported in their management of the Data Reliability Audits, NCCSD and the Directors maintain an open communication with OCSE regarding DRAs and other federal audits and DRAs and other federal audits are conducted in a consistent, transparent manner in accordance with clearly understood and widely accepted criteria.

The Committee will provide support to IV-D Directors in the area of audits through information gathering, monitoring of ongoing audit activity across states and disseminating relevant and timely information to Directors. The Committee will seek to provide a strong, unified voice by which we will communicate to OCSE in support of IV-D Directors in their management of the Data Reliability Audits.

Objectives

The NCCSD Audit Committee will focus on the following primary objectives this year:

- Solicit information from states regarding current status of their DRA and the outstanding issues that states have raised with OCSE with the goal of identifying common issues and themes. Gather and consolidate information and provide states with “State of DRA” type information.
 - OCSE has indicated they would provide a list of errors across states. The information gathered via this committee can then be used to compare to that list.
- Monitor and track “policy issues” for potential clarification in the next OCSE-157 instructions.
- Map the current DRA process and define roles, in order to develop a strategy and best practice model (with samples successful and unsuccessful challenges to findings) that would ensure appropriate flexibility and transparency from both OCSE and the State that includes a sufficient opportunity to review, analyze and fully consider OCSE and State evidence and information that might negate or change a finding. Aim for audit findings that are concrete, reliable and supported by evidence to prevent unnecessary system changes, state legislative changes and expenses.
- Work with OCSE to develop a mutually agreeable communications strategy so that NCCSD can fully understand OCSE’s audit process, can effectively raise process issues that are consistent across states and have an opportunity to discuss the potentially significant impacts of DRA findings.

Action Steps

- Prepare a bulleted list to provide OCSE with items that are pertinent to the directors, what directors need and what needs to be more transparent.
- Develop and send out a survey to IV-D Directors on the listserv soliciting relevant information regarding the current status of DRAs and the outstanding issues that states have raised.

- Consolidate survey responses and compare with any additional OCSE provided information and sent out to Directors as well as maintain a running list.
- In coordination with OCSE, create an overview document that maps the current DRA process, outlining roles and timeframes as well as basic and executive level training. OCSE will start the document but ensure that the Committee has a draft for input and opportunity to contribute in a significant way. Provide the final document to Directors.
- Define a best practice model of how best to manage the DRA process. Coordinate with OCSE to obtain their input and feedback on the model. Provide the final model to Directors.
- Coordinate some sort of joint OCSE and NCCSD workgroup to ensure we are working together to ensure a smooth and transparent DRA process.

Meeting Structure

Initially, the Committee will meet via conference call on a monthly basis to set up the structure of the Committee and begin taking next steps. In the future, the Committee may meet less frequently or on an ad-hoc, as-needed basis.



NCCSD Audit Committee

List of Pertinent DRA Items

State Directors are seeking a stronger partnership to the process and requirements of the Data Reliability Audit (DRA). For something that carries such significant impacts on state programs and their success to serve families, NCCSD regards this partnership and the outcomes of the DRA as a very high priority. The following list was requested by Deputy Commissioner Linda Boyer, which addresses the collective concerns, questions and asks of State Directors. We are pleased to provide this and hope it will lead to positive outcomes for all states regarding the DRA. We look forward to taking the next steps with OCSE on this.

1. Directors need a map of the DRA and DRR processes, from annual data requirements release, validating audit trails to exit conference, with timeframes.
2. Directors need definitions of roles of all parties who are or may be involved; Directors need this to include points of contact for on-the-spot guidance and post-report guidance to help understand an Auditors' perspective that would assist States to develop effective corrective action. Until recently, Auditors had always given insight and legitimately useful information that greatly benefits States in development of effective corrective action. No information has been offered to explain why this no longer provided.
3. Directors need to know and understand what Auditors use for guidance, including a description of how an error is determined in practice, i.e. what do Auditors use for information and evidence and what do they exclude? Is the Office of Audit using universal audit practice standards? Auditors appear to have much discretion, as evident by numerous states experiencing error findings in processes that haven't changed in more than a decade and that have survived numerous audits with no respective findings.
4. Directors expect Auditors will provide and explain authority and evidence that supports error findings, and will engage in dialogue regarding the finding. Directors expect the opportunity to partner with the Office of Audit and with OCSE Technical Assistance representatives to attempt resolution to disputed error findings *before* the audit is completed. If the Auditor cannot do this during the audit, then who does? Directors believe the disputed matter should remain open and the audit reasonably paused until evidence is received and understood leading to consent or an understanding that we disagree.
5. Directors believe OCSE has the "burden of proof" to support an error in the first instance, from which the State can either concur with the Office of Audit or contest. If evidence or information is ambiguous, Directors expect that the finding will either be voided or identified as a "management finding" that is not considered in the efficiency ratings.
6. Directors want to resolve error findings and have an opportunity to reverse them prior to OCSE's completion of the audit and report. When the State disagrees with an error finding or evidence (if any) used to support the finding, there is no true means to contest it. While Directors will certainly consent to error findings, and design corrective action that may include costly systems changes or legislation, it is extremely concerning when OCSE or the Office of Audit expects States to take such action as a result of findings that remain in dispute, yet provides no means to resolve the dispute and no consideration for the State's evidence, information and impacts.
7. Directors believe it is important to acknowledge that knowledge transfer does not necessarily occur for Directors or Auditors during attrition. States need a basic level training for new Directors and advance training for all Directors on the DRA and DRR, which would include the items mentioned in this list. Directors believe Auditors should receive the same trainings.



TO: NCCSD

FROM: Jim Fleming, Workgroup Chair

DATE: July 27, 2020

RE: Child Support-Employer Collaboration Workgroup Annual Report

This workgroup was an extension of the previous employer collaboration group and is working on the action items identified during the 2019 Employer Symposium. The workgroup consists of several state IV-D directors and key internal subject matter experts, the OCSE Employer Services team, the American Payroll Association, and representatives from many large national employers.

The workgroup started meeting monthly in December 2019 and adopted a charter, which is attached to this report. The workgroup has more work yet to do, so I strongly recommend that the group be extended into the 2020-21 NCCSD year.

In January, the group discussed Senate Bill 3025 regarding new hire reporting of independent contractors. The discussion at the next two meetings focused on the three identifiers currently listed in the income withholding order (IWO) form and on state practices for seeking verifications of employment. Both areas are problematic for employers with employees in more than one state. Regarding IWO identifiers, the workgroup commented to OCSE that it was not able to comment on the recent proposed changes to the IWO form, but was interested in continuing its work and proposing improvements later. IWOs used by private attorneys, parents, or third parties are a source of frustration for employers. The workgroup also viewed a test website for updates to the employer portal, and the design is very good. Unfortunately, it is not clear when the updated portal will be operational.

Creating a national employer database and promoting greater use of e-IWO is planned for future discussion.

I appreciate the support for this workgroup from many states, particularly the commitment of their in-house experts in the employer services area to describe their processes. I believe the best way forward is to compare the business processes of some of the larger states as a model for a national approach.

**National Council of Child Support Directors (NCCSD)
Child Support-Employer Collaboration Workgroup Charter**

Purpose

NCCSD's Child Support-Employer Collaboration Workgroup will identify tasks, and develop a strategy to accomplish those tasks, to improve shared employer and child support agency processes to establish and enforce child support orders.

Goals/Activities

Work toward consensus among members on the project goals including:

- Review the 2019 Employer Symposium Report and identify “pain points” and areas of improvement for employers and child support agencies not addressed in the report.
- Confirm decision documented at the Symposium to pursue or not to pursue activity to improve process.
- Prioritize activities to pursue.
- Develop an approach to accomplish activities that will result in improved processes for employers and child support agencies.
- Determine whether there is a need for state or federal legislation to accomplish the goals and if so, the process for pursuing legislation.
- Improve processes for employer and child support agencies.
- Improve employer reporting and withholding compliance.
- Increase child support collections.

Considerations

- Costs—potential system changes for child support agencies and employers
- Impact on child support agency procedures (administrative, judicial)
- Impact on employers and employees
- Impact on courts and private attorneys
- Impact on families served

Project Outcome

The process will be considered a success if:

- The workgroup establishes a clear, consensus-based approach to accomplish activities that will result in improved processes for employers and child support agencies.
- The child support and employer communities accept the approach and agree to pursue the path required to implement the processes.
- Appropriate child support and employer/payroll/HR representatives are involved throughout the process to ensure buy-in to implement the activities to improve processes.
- Improved processes for employer and child support agencies.
- Improved employer reporting and withholding compliance.

**National Council of Child Support Directors (NCCSD)
Child Support-Employer Collaboration Workgroup Charter**

Terms of Membership and Roles and Responsibilities

The active participation and commitment of workgroup members is crucial to the success of this effort. The workgroup participants agree to, and will be responsible for the following:

- participating in the teleconferences,
- serving as the spokesperson for their respective community (child support agencies and employer/payroll/HR) and communicating comments, questions and feedback,
- investigating and providing details about current state and employer processes or issues,
- reviewing and commenting on documentation, and
- being prepared for conference calls and meetings.

Convening Meetings

- Meetings will be held monthly.
- It is anticipated that there will be ten meetings.
- Workgroup members will be informed of meetings through email.
- Meeting notes will be captured and distributed to the workgroup prior to each call.

Decision Making

The workgroup is tasked to develop an approach to accomplish activities that will result in improved processes for employers and child support agencies. In those areas where decisions are required, members will strive to reach agreement by consensus at a level that indicates that all partners are willing to “live with” the proposed recommendation. If agreement cannot be reached on a particular topic, it will be documented in meeting notes.



TO: NCCSD

FROM: Sharon Redmond, Committee Chair

DATE: July 24, 2020

RE: Collaborative Analytics Committee Annual & Final Report

Summary: The IV-D Collaborative Analytics Workgroup was formed in 2017 with the objective for states to work together to improve child support programs through predictive analytics. While some programs had developed robust analytics frameworks with success, other programs were in the early stages of exploration of the application of predictive analytics to child support. The multi-state collaborative was comprised of researchers, technicians, program leaders, and representatives from OCSE. The workgroup sought to leverage knowledge and develop opportunities to share predictive models across state lines. The workgroup saw some early success in creation of a platform to share large files and data. However, other challenges were encountered and the objective—to create the sustainable ability to share predictive models and/or data between states—did not come to fruition.

Early on, the workgroup piloted model sharing between states. To test the feasibility of model sharing, Washington provided its model to Minnesota. Unfortunately, even after Minnesota was able to convert it to its programming platform, because of differences in various inputs the predictive model was not directly sharable. The workgroup then refocused its efforts into creating more standard data definitions to allow for better sharing. The workgroup determined that creating a matrix for each variable and breaking it down to its most basic parts would allow for great sharing across state lines.

Out of the larger workgroup, two main subgroups formed. One group was dedicated to replicating Orange County's ROTW studies using a multi-state approach. The other group was dedicated to creating matrices for different variables that could form a bank of relevant variables that programs could pull from to build their models. Ultimately, both subgroups ran into challenges. For the Variable Matrices subgroup, the challenges were tied to the heavy workload and lack of volunteers to do the work. For the ROTW subgroup, the obstacles were tied to concerns around data accessibility and reliability. See below for more information on the subgroups.

Over the duration of the workgroup, the workgroup struggled with transitions and overcoming hurdles. As much of the work was shifted to the subgroups, the group needed to revise the charter to reflect that work. However, as the subgroups stalled due to challenges, the collaborative languished. While alternate options for the group moving forward were considered—such as a format where states would simply present and share information about their programs or a new objective tied to data accessibility in programs—the workgroup held its final meeting on May 28, 2020. For a more comprehensive discussion, please see *Overview* below.

Key Achievements:

- Utilizing Alfresco as an online platform to collaborate virtually. Via Alfresco, workgroup members can share high-level information about each program’s establishment and enforcement systems, the predictive models being built, proofs of concept, data dictionaries and planning resources.
- Creation of a metadata dictionary to assist in breaking down variables used in predictive models into greater detail and allow for greater clarity when sharing across state lines. This metadata dictionary served as a start for further variable development and refinement.
- Identification of the specific barriers preventing a meaningful ROTW multi-state study replication. Through the work of the subgroup, the collaborative discovered that many programs are unable to easily access income data used to set child support obligations.
 - Because so many facets of the child support program are driven by NCP income, we need a better way to capture income data. While income information is a cornerstone for our entire program, there is a wage data gap for programs.
 - Without consistent access to this information, child support programs operate with limited evidence-based insight that is needed to establish right-sized orders.
- Creation of professional contacts throughout various states and programs to share knowledge, experiences, and questions outside of the formal workgroup. Additionally, numerous articles and resources were shared through the workgroup’s duration to enhance knowledge and the workgroup experience.

Membership: Over its lifespan, the workgroup featured members from **14 programs**, including the federal office. Some programs were represented by the same members from the beginning while other programs experienced membership turnover, left the group, or joined later.

Participating IV-D Programs: Washington, Minnesota, Virginia, Colorado, California, Minnesota, New York, D.C., Iowa, Orange County, Wisconsin, Utah, Michigan, Nebraska

Overview

2017: In 2017, some child support programs had developed innovative predictive models to child support and other states were interested in exploring how predictive analytics could be utilized to improve child support outcomes. Some programs created their own analytics capacity internally while others partnered with universities or contractors. With predictive analytics generating so much interest, collaborating on a national scale would allow child support programs to leverage the predictive analytics expertise and lessons learned in ways to assist other programs in early stages of development. At the behest of Washington's former IV-D director, Wally McClure, the idea of states working together to improve child support outcomes through predictive analytics was at the National Council of Child Support Directors meeting held in Seattle.

The IV-D Collaborative Analytics Workgroup was formed. Kyle Lapastora, from Washington DCS, was the project manager. The original charter was premised on the idea that pulling and analyzing available data to create a predictive model that could be shareable to states. This sharable model would then allow other states to pull in data from their own systems.

Early on, it was evident that not all states collect and measure data in the same way. In order to test how it could work, the group decided to use an existing model and see if it was feasible to share. Washington had already created a model, and provided it to Minnesota. Minnesota attempted to use the programming tool R to write the same model and apply it to their system. However, it was not successful because the inputs were different and that impacted the model.

2018: The group also continued to focus on how to actually share data and analysis. Ultimate, CRISP DM (cross-industry standard process for data mining standards) was used for sharing data. However, the workgroup encountered a number of roadblocks relating to sharing data. Concerns were raised about sharing data and important decision-points arose and discussion occurred around value. The workgroup's discussion evolved to whether or not it would be better to share variables and types of data that models are built on to help achieve uniformity to order to best replicate model. Rather than sharing a specific model, sharing a formula would better serve outcome of group rather than sharing data.

The group then worked to develop a new charter as objectives have changed. Three distinct phases of work were identified. The first phase was devoted to development of a sharing platform for states to share variables, results, methodologies and approach. The second phase was tied to development of shareable models and to collaborate on building predictive models. The third identified phase was to develop a metrics engine, which would allow for the ability to input test data into different models shared on the platform and to manipulate variables/models based on program need.

The workgroup successfully achieved the phase one objective in 2018. To fulfill the need for sharing documents too large to email, OCSE launched Alfresco. Alfresco is a collaborative, centralized and secure digital platform that allows workgroup members to share high-level information about each program's establishment and enforcement systems, the predictive models being built, proofs of concept, data dictionaries and planning resources to enhance agency knowledge about predictive analytics. Additional information about Alfresco is available below.

2019: In early 2019, the workgroup underwent a change in project managers. Kyle Lapastora transitioned out in January 2019 and Brittney Considine, Policy and Interagency Manager at Washington DCS, stepped in. At this time, the workgroup was continuing to work through the challenges encountered around data variables and developing a shared definition so cross-program sharing could occur.

The ROTW subgroup continued to meet separately and information-share with the group. *See ROTW update below.*

The Variable Matrices subgroup continued to meet separately and information-share with the workgroup. *See Variable Matrices update below.*

The workgroup reviewed the charter. The group agreed that the group's mission to develop a collaborative approach to working with other states to share predictive analytic knowledge to minimize non-payment of child support still held true. The group also agreed that the business drivers of strengthening partner and stakeholder relationships still applied as well as the driver of increasing collaboration amongst states and OCSE in an effort to minimize non-payments of child support and increase collection rates. However, the group agreed that charter revisions were necessary to incorporate the work of the subgroups; the revisions were pended based on workgroup status.

The collaborative was in a time of transition. In addition to a new project manager, the workgroup's membership has also experienced turnover and had acquired new members. A survey to check-in with the group was sent out. The survey was designed to see: if the members understood the current objective of the workgroup, if the members thought progress was occurring toward that objective, whether the meeting schedule should change, or if there were any additional suggestions. Survey results indicated a majority understood the collaborative's objective and felt the workgroup was making progress (albeit slowly). However, a common theme was that workgroup members enjoyed having a forum to learn about what other states were doing in their predictive analytics programs. A workgroup structure where meetings would alternate between workgroup business and a state providing a presentation on its predictive analytics program. For the combined November/December meeting, Washington showcased the work it did to develop its predictive analytics model.

2020: The workgroup did not hold meetings in January or February. This was due to a lack of new business. Despite repeated requests for volunteers, no additional members joined the Variable Matrices Subgroup and it languished. An impasse had been reached in the RADW Subgroup, which led to a momentum-shifting proposal to the larger workgroup. Because work toward creating a sharable predictive analytics model had stalled, the RADW presented the challenges around data accessibility encountered. At the March meeting, a proposal was made to the larger workgroup regarding the significance of income information—especially accessible within one’s own data system—and possible benefits of exploring the subject through the larger collaborative. After a number of members expressed interest, a survey was sent out to further ascertain interest and information. The survey response rate was extremely low, with only 6 responses received.

Based on the low response rate to the survey, the shifts in workloads and priorities due to COVID-19, and overall state of indeterminate direction of the group, the workgroup held its final meeting in May.

Alfresco

Alfresco is the platform established by OCSE utilized by the workgroup to share documents and other relevant information. While it had benefits, many workgroup members ultimately felt that some of its challenges may have outweighed those benefits.

It was anticipated that the group would have a much greater need to share files that were too large and cumbersome to share via email. Also, there were some barriers involved with accessing Alfresco for many workgroup members. This was in part due to each state’s different security protocols—specifically around security authentication. To access Alfresco, an individual needs a static IP address. However, most state systems operate with dynamic IP addresses. While most members were able to overcome this by working with their IT, it had a dissuasive effect. The group was able to operate by sharing documents via email and sharing them in the WebEx meeting.

However, it’s worth noting that the OCSE HelpDesk staff (as well as the workgroup members from OCSE) were incredibly helpful and responsive. All issues brought to their attention were quickly and comprehensively resolved.

RADW Subgroup

Membership: Washington, Orange County, and New York

This subgroup was created mid-2018 and was tasked with a multi-state collaborative replication of the Orange County 2011 and 2017 ROTW study. The subgroup developed a charter and met consistently from 2018 through December 2019. Throughout its

tenure, this subgroup was dedicated to its work and played a significant role in the larger collaborative.

As a threshold matter, the group realized that different access to data elements within their child support systems would inform the study. For instance, Washington and New York could not easily access income/wage data used for order establishment; to access this would require a manual review of the child support orders.

Initially, the group worked to develop a common understanding of definitions and metrics. After working through considerations around the “add-on” amounts to a child support order, such as daycare expenses, the group determined to measure the order amount by using line 24A of the OCSE-157 report. The group retitled itself as the Ratio of *Amount Due to Wage*.

The group then examined the wage portion of the ratio. This proved more challenging. The group spent many meetings reviewing how each jurisdiction works through income sources and potentially incomplete or inconsistent income information. Orange County provided information around their guidelines for income standards, and the subgroup focused on the importance of a shared understanding around the “W” denominator to allow for meaningful data review.

Present-day Ratio Amount-to-Wage (RATW) [**Amount (a) ÷ Wage (b)**], where
(a) Amount = Total Monthly Due [*Total support amount due in current month, including add-on payments for child care, spousal support, etc., BUT excluding arrears*] via Line 24 of OCSE-157 report

(b) Wage = Gross Monthly Income of paying parent (*i.e., Current reported wages*)

As part of its investigation into current income/wage information, each state provided aggregate data on NCP earnings on caseload distribution as it relates to the study. Through this exercise, it became increasingly clear that differences between access and reliability to income and wage data may be an impediment to an effective and meaningful study. Through collaboration, it was discovered that studying RATW at order establishment may not be feasible for all programs because of inaccessibility of income data at order establishment. As a result, the ability to conduct a multi-state RATW study is not likely.

The subgroup determined that it was unable to move forward with the study without input from the larger workgroup and/or the directors’ steering committee. Subgroup could either: cease efforts with study, move forward with imprecise study, or work with the larger collaborative to explore the issue of data accessibility in child support systems.

Geographic Location Subgroup

Membership: DC, Iowa, Virginia, Minnesota

This subgroup never moved forward to charter development.

Variable Matrices Subgroup

Membership: Virginia, New York, Washington

An idea was developed out of the larger workgroup to develop a matrix that would capture both various data elements to build a predictive model and data availability. While the guide for system certification from OCSE was a useful starting point, additional variables are necessary. Due to volume and complexity of work, this was workload intensive. The larger workgroup determined that the best approach would be to develop a different matrix for each variable and the matrix would capture different ways to define the variable and include metadata, related data, accessibility, and how it is recorded/captured by systems.

The subgroup began meeting regularly starting in February 2019. The first variable the subgroup chose to work with was arrears; this was selected because the group believed it would be a relatively straightforward variable to work with. However, as the subgroup dove into this work it proved challenging. The group worked to break down “arrears” into subparts of judgment, set arrears, and past due support. Group worked through alternatives of defining variables contextually compared to independently.

Over the next few months, the subgroup continued to work through creation of a matrix to capture the variable of arrears. Even a variable that initially seemed straightforward, like arrears, proved to break down into different components that are available and accessible depending on the program state’s governing laws, policy, and accessibility of components within systems. The subgroup sought to develop an “*a la carte*” type of matrix that would allow different programs to utilize sub-components of the matrix as applicable.

While the subgroup was actively meeting, a couple key members moved on to new positions. Repeated requests for additional volunteers were presented to the larger collaborative, but no one volunteered to join the subgroup. Without additional assistance and the technical nature of this work, the subgroup was unable to complete this work.

Virginia: How to Build a Predictive Analytics Program

In early 2019, Virginia compiled and presented some resources for programs that are in the early stages of developing a predictive analytics program.

This included a technical exposition of the different software programs available and the benefits of each. Additionally, a [STAR] document was prepared and shared detailing the situation, task, action, and results.

These documents were made available to the larger workgroup as a resource to programs that were in the early stages of predictive analytics.



TO: NCCSD

FROM: David Kilgore, Committee Co-Chair

DATE: July 27, 2020

RE: Joint NCCSD/NCSEA/OCSE Public Relations Committee Annual Report

The Public Relations Committee is working on finalizing the following work products:

- **Elevator Pitch for Child Support Professionals** – Provides standardized verbiage nationally that promotes the child support program. The desire is for States to incorporate this material into onboarding and training material.
- **Talking Points for Professionals** – Provides an expansion of the elevator pitch with standardized language for leaders and professionals to use when talking about the child support program and its benefits.
- **Report of Public Relations Survey Results** – This report memorializes the public relations capacities captured in the two surveys completed over the last year. This document may be helpful to directors when making decisions and pitching ideas concerning best practices and approaches to public relations activities.
- **COVID-19 Infographic** – A graphic template has been created to provide state by state impacts from the COVID pandemic. States can complete the infographic using the templates provided or receive assistance in the infographic development. In addition, the committee plans to update the infographic in a year to updated long term impacts to the child support program.
- **NDNH Trends QRTLY Records** – The committee requested information from OCSE on trends they can see from the data pertaining to the COVID crisis. This powerpoint was recently shared with the directors. Additional discussions are taking place to see what additional data is available to tell the story of COVID impacts to the child support program.

Moving forward:

This is the third and final year for this committee. It is recommended that we allow this committee to end. Once the current COVID crisis has resolved itself, states have time to redesign their structures, and the economy has had a chance to recover, this committee can be re-evaluated for continuation and purpose.



TO: NCCSD

FROM: Karen Hebert, Committee Chair

DATE: July 27, 2020

RE: Mentoring Committee Annual Report

Background Summary

Since approximately 2013, the National Council of Child Support Directors (NCCSD) has maintained a Mentoring Committee, initially created by a small number of state IV-D Directors who were new in their roles and eager to learn, build trust and overcome challenges. The Committee has become an essential part of the National Council for Child Support Directors, as Directors continuously face new challenges, evolutions in human services and technological systems, and complexities in state and federal policies, laws and rules. Over the years, Directors have repeatedly expressed the importance of having reliable exchanges and information sharing with other Directors to promote and accelerate professional development and leadership skills for the Directors' unique role and responsibilities within the Child Support Program.

Shortly following the NCCSD 2019 Annual Meeting, the Executive Committee appointed Karen Hebert of New Hampshire to Chair the Mentoring Committee, after Kate Richardson of Oregon had successfully led the Committee and its infamous Newbie Group for several years. Director Richardson had been newly appointed as Secretary to the NCCSD Board leaving the position of Mentoring Committee Chair open. The Mentoring Committee wishes to recognize Director Richardson for her dedication and commitment to the Newbie group and for the monthly calls at which she contributed tireless support and her endless wealth of knowledge, which she continues to so willingly share.

NCCSD Mentoring Committee 2020

In December 2019, the NCCSD Mentoring Committee was formed and the following Directors named as Committee members:

- Kristie Arneson, Wyoming
- Larry Desbien, Colorado
- Chad Dexter, Montana
- Karen Hebert, Chair, New Hampshire
- Eileen Stack, New York

Members are responsible for identifying the vision, purpose(s) and objectives of the Committee, and for developing and implementing activities that support Committee objectives, and for the dissemination of any relative information to the National Council Executive Committee and other Council members as applicable.

The Committee developed its Charter, which was submitted to the NCCSD Executive Committee in January 2020. The Committee's vision is that all state and territory IV-D Directors feel welcome and supported by their peers in a culture where learning is a constant and achieved more easily. The purpose of the Committee is to provide professional support to state and territory IV-D Directors and strengthen the National Council to ensure positive outcomes for families served by the Child Support Program. Primary objectives are to:

1. Share knowledge, experience and expertise among state and territory IV-D Directors;
2. Maintain a culture of support, reliability and trust among all state and territory IV-D Directors; and
3. Overcome challenges in meeting Child Support Program objectives.

To meet objectives, the Committee intends to continue the support for state and territory IV-D Directors already in progress, specifically targeting newer Directors (fondly known as "Newbies"). The activities include conducting outreach and welcoming communications to new state and territory IV-D Directors on behalf of the National Council, and facilitating monthly voluntary call-in meetings, and sharing documentation that may be provided during those calls. The Committee intends to seek new trends and experiences of states and territories to share with others.

Call-in Meetings

The monthly "Newbie Call" has been a proven winner for NCCSD, and widely valued and appreciated by Directors of states and territories for several years. Its success is a fine example of the long-supportive culture fostered by Directors. The calls have been a prime place and time to learn, and to share information, ideas and experiences. Agendas are director-driven and include anything related to Child Support that a director needs or needs assistance with.

Starting in March 2020, the world focus became consumed by the coronavirus pandemic. The monthly Newbie Calls became the perfect venue for Directors to come together in the crisis, facing the rapidly changing chaotic environment. Directors immediately shared service delivery status in their states as well as solutions with each other to help overcome extraordinary, unprecedented challenges. At the request of Directors, the frequency of calls was changed to twice per month. The name of the calls was changed (intended to be temporary) to "Time For You" to reflect the shifted intent and purpose, and to gain further participation from all Directors. True to its name, the calls have been providing Directors with time and opportunity specifically designated for them to help with pressing or significant IV-D related issues, congregate and share experiences, ideas and tips around crisis management and leadership, and very importantly, provide safe harbor to express concerns, stressors and to decompress and support each other. The Committee has received and continues to receive feedback from Directors regarding the value of the "Time For You" calls, which continue to-date.

Participation at each “Time For You” call since inception has been greater than 50% of NCCSD membership (highest attendance rate at 70%, March 25th). Calls will continue in the “Time For You” theme and format for the near future as challenges from COVID-19 are expected to continue in the coming months. The Committee does however anticipate some degree of transition over time that calls will incorporate agenda items related to daily operations and administrative matters as our environment evolves from chaos to more comfortably complex.

Mentoring Program

The Committee also intends to develop a structured mentoring program for newer state and territory Directors, and is in the very early stages of planning. The Committee meets quarterly¹, with its first meeting held in June 2020, and has initiated design discussions that include identification of knowledge-base, mentor/mentee matching, and identification of subject matter experts or enthusiasts. To help design the best support for directors, especially targeting new directors, the Committee is interested in knowing what peer support looks like to them, and what they think would be most helpful to new directors. Specifically, the Committee wants to know the following:

- Are the monthly calls delivering what directors need, or should the format, schedule or purpose should be modified (if so, how);
- Do directors think a structured mentoring program would be worth developing;
- What are the most important elements that should make up a NCCSD mentoring program;
- Should we identify directors who are willing to be a mentor for new directors, and how would we best match people;
- Do we want to identify areas of expertise that individual directors have for which they would be willing to provide guidance to others when needed; if so, what are those areas.

To answer these questions and aid the Committee in planning and design, the Committee is in the process of developing polling questions for Directors, to be submitted to the Executive Committee in the near future for approval.

¹ The first Committee meeting was scheduled for March 2020; however, this meeting was cancelled as a result of the coronavirus pandemic. The Committee agreed to maintain the existing quarterly schedule and conduct its first meeting in June 2020.



Mentoring Committee Charter

About this Document

This organizational charter serves to establish the purpose, objectives and agreement of the NCCSD Mentoring Committee regarding membership, responsibilities, meetings, communications and other related matters.

Context

Since approximately 2013, NCCSD has maintained a Mentoring Committee, initially created by a small number of state IV-D Directors who were new in their roles and eager to learn, build trust and overcome challenges. The Committee has become an essential part of the National Council for Child Support Directors, as Directors continuously face new challenges, evolutions in human services and technological systems, and complexities in state and federal policies, laws and rules. Over the years, Directors have repeatedly expressed the importance of having reliable exchanges and information sharing with other Directors to promote and accelerate professional development and leadership skills for the Directors' unique role and responsibilities within the Child Support Program.

Committee Vision, Purpose and Objectives

The vision of the Committee is that all state IV-D Directors feel welcome and supported by their peers in a culture where learning is a constant and achieved more easily.

The purpose of the Committee is to provide professional support to state IV-D Directors and strengthen the National Council to ensure positive outcomes for families served by the Child Support Program.

Primary objectives are to:

1. Share knowledge, experience and expertise among state IV-D Directors; and
2. Maintain a culture of support, reliability and trust among all state IV-D Directors; and
3. Overcome challenges in meeting Child Support Program objectives.

Strategies and Activities

- Support state IV-D Directors, specifically targeting newer Directors (known as "Newbies")
 - Conduct outreach and welcoming communications to new state IV-D Directors on behalf of the National Council
 - Facilitate monthly voluntary Call-in meetings for Newbies
 - Solicit agenda items each month from all members of the Newbie Group
 - Seek new trends and experiences of any state or territory that should be shared with others
 - Share documentation and materials provided by Directors during Newbie calls with all Newbie members
 - Promote the Newbie group and recruit new and not-so-new Directors to join regularly
- Develop a Mentoring program for newer state IV-D Directors
 - Identify the key knowledge and information that all Directors should have in common;

- o Identify knowledge-base and needs of each new state IV-D Director, based on their experience in the Program (promoted up the ranks vs. newly hired to the Program)
- o Develop recommendations for learning sessions/training for each new state IV-D Director
- o Connect not-so-new Directors with new Directors to enable mentor/mentee relationship
- o Develop a feedback loop for continuous improvement

Membership

Members represent the Child Support Program from different states and territories and have broad experience and expertise. Only state and territory IV-D Directors who serve in the National Council may qualify to serve on the Mentoring Committee. Membership is voluntary, but strongly encouraged. Membership may change to ensure continued representation and diversity from across the country. Current membership is listed in Table 1 below. The Committee Chair is appointed by the National Council President.

Members are responsible for identifying the vision, purpose(s) and objectives of the Committee, and for developing and implementing activities that support Committee objectives, and for the dissemination of any relative information to the National Council Executive Committee and other Council members as applicable.

Table 1

Committee Members	State or Territory
Kristie Arneson	Wyoming
Larry Desbien	Colorado
Chad Dexter	Montana
Karen Hebert, Chair	New Hampshire
Eileen Stack	New York

Mentoring Committee Meetings

Meetings are structured by conference call and conducted quarterly. Special meetings may be scheduled when deemed necessary. Business may be conducted via e-mail. Agendas will be tailored to reflect the interest and requirements of members, and to support the Council and Mentoring Committee objectives.

Possible Recurring Agenda Topics

- Trends or experiences in any state or territory that may influence or impact others or the CS Program
- Helpful reminders for all Directors
- Recommendations for training or learning that requires OCSE or other partner involvement
- Requests from other NCCSD Committees on trending issues or developments to inform Directors

Decision-Making Process

All decisions and recommendations will be accomplished in alignment with the NCCSD mission and Mentoring Committee mission. Decisions will be determined first by consensus. If consensus cannot be reached, the Committee Chair will use the input from the decision-making process to make the decision. The Committee acknowledges that circumstances outside the awareness of members could alter a decision or recommendation once it is communicated to the President or Executive Committee.

Decisions require a quorum. For the purposes of this Committee, a quorum is considered a simple majority of members who are present, including the Chair. Members expecting to be absent will make every effort to provide information to the committee in advance of the meeting that may benefit decision-making.

Documentation

Documentation gathered or created as the result of activities will be stored in the designated NCCSD webpages. Instructions for accessing the documentation will be provided to Members.

Meeting agendas and any materials will be finalized in advance of each meeting. The meetings will be documented in a summary format and distributed and/or placed in the NCCSD webpages.



TO: NCCSD

FROM: Carol Eaton and Eileen Stack, Committee Co-Chairs

DATE: July 27, 2020

RE: Policy and Practice Committee Annual Report

This was the second year of the NCCSD Policy and Practice Committee. The Committee developed an ambitious agenda which included developing recommendations on strengthening and next generation of the program, Medicaid referrals, and establishing a library of material and conducting a current assessment review of federal incentives. The Committee considered and/or recommended approaches on several policy topics including The Work Number, the new federal W-4 impact on collections, federal legislative proposals, concurrent SSI benefits and the RFI on employment.

Committee Members:

California – David Kilgore, Zack Reed
Colorado – Elise Topliss, Keri Batchelder
Delaware – Ted Mermigos
Georgia – Tangler Gray, Erica Thornton, Ryan Bradley
Hawaii – Lynette Lau
Iowa – Carol Eaton (co-chair)
Kansas – Elizabeth Cohn
Massachusetts – Michele Cristello, Dolores O’Neill
Michigan – Erin Frisch
Mississippi – Lyndsy Irwin, David Love
New Jersey – Pat Risch, Larissa Aspromonti
New York – Eileen Stack (co-chair)
North Dakota – Jim Fleming, Paulette Oberst
Texas – Ruth Anne Thornton, Joel Rogers
Utah – Liesa Stockdale
Vermont – Robin Arnell

Major Topics of Discussion

- COVID-19 (Document drafted to Congress: Impact of the COVID-19 Pandemic on Delivery of Child Support Services)
- Next Generation of the Child Support Program – possible development of a white paper. Discussions started and included a review of the Report to Congress recommendations and the NCCSD Future Focus Survey of 2017. The effort was tabled due to COVID-19 response.
- Areas being considered include national vital records database, broaden authority to include cell phone and cable TV matches, national lien or debt registry and others
- The Work Number – communication has occurred between NCCSD and Equifax regarding limitations of current technology and concerns with proposed contract for future technology and combining of requests for paid/un-paid services within the technology and contract. Goals discussed were to maintain the free service and keep the paid service entirely separate. Issue on hold pending further follow-up from Equifax. Signed onto the APhSA letter sent to Equifax expressing concerns regarding availability of information to various programs.
- New Federal W-4 Impact on Collections – OCSE agreed to provide impacts at the end of the year and to do trend analysis if the collections or offsets has changed. Waiting for data.
- Federal Legislative Proposals – monitor and respond to federal legislative proposals/TANF Reauthorization
- APhSA Collaboration on RFI on Employment – reviewed APhSA draft response which incorporated NCCSD president’s comments

Subcommittees

Incentives Review – pended due to COVID

Intergovernmental Cooperation – pended due to COVID

Medicaid Referrals – conversation occurred at NCSEA Policy Forum in response to the panel discussion on this topic and interest was expressed in holding further conversations between OCSE, NCCSD and CMS regarding CMS apparent interest in encouraging more referrals to child support. Further meetings have been tabled due to COVID.

The Co-chairs would like to extend our appreciation to the committee members.

Respectfully submitted,

Carol Eaton and Eileen Stack, Co-chairs



TO: NCCSD

FROM: Robin Arnell and Carla West, Committee Co-Chairs

DATE: July 27, 2020

RE: Systems Modernization & Data Analysis Committee Annual Report

This past year the Systems Modernization & Data Analysis Committee has been very active. Following is a summary of what was accomplished.

- Sponsored Vendor Webinars
 - Two subject areas: A) Refactoring/Replatforming and B) “Low Code/COTS”
 - Each vendor received 45 minutes to present through a webinar format, with an emphasis on education as opposed to a sales pitch. Audience was state-only (no vendors), but both business and technical.
 - All webinars, including summaries, have been posted to the NCCSD website.
- Compiled a Prioritization List for OCSE in response to director survey



TO: NCCSD

FROM: Kate Cooper Richardson, Committee Chair

DATE: July 26, 2020

RE: Website Committee Annual Report

Membership

- Kate Cooper Richardson, Oregon IV-D Director (chair)
- Craig Burshem, former Virginia IV-D Director
- Jeff Cohen, retired Vermont IV-D Director
- Paula Phillips, Arkansas IV-D Policy Manager
- Amy Price, Michigan IV-D Communications Specialist
- Nisha Garimalla, ProTech Solutions, Inc.

Meetings in 2019-20 Committee Year

- October 18
- November 1
- November 22
- December 6
- January 24
- Mid-August TBD
- Mid-September TBD

Summary of Activities

The Website Committee develops and maintains both the NCCSD website (on a WordPress platform) and the NCCSD directors listserv. The focus for this committee year was to (1) trouble-shoot some glitches on the website before undertaking more development, (2) collect and populate the website with more materials, both archival and current, (3) identify areas for upgrade and improvement on the website, (4) strategize sustainable maintenance practices, and (5) maintain status quo with the listserv.

With the onset of the coronavirus pandemic, the committee's efforts toward its goals were disrupted. Only goals 1 and 5 were achieved, with some partial achievement on

items 2, 3, and 4. The committee has not held a formal meeting since the outbreak, instead taking care of any necessary actions via email communication. The priorities since that time are to maintain the listserv due to especially heavy use and upload pandemic-related resources as quickly as possible.

Activities of note include:

- Repaired login glitches
- Developed tutorials to assist non-technical website committee members
- Reorganized the directors list, including combining the internal and public-facing lists
- Fixed bug preventing public access to Annual Conference materials
- Fixed bug interfering with bulk uploads
- Added Amy Price as a new member with WordPress experience
 - Amy joined just before pandemic, so have not been able to fully onboard
- Created COVID-19 section on Resources page
 - Added numerous documents – ongoing
 - Created sub-sections for teleworking, waivers – ongoing
- Identified upload error for certain documents (cannot include “executive” or “exec” in file name)
- Researched, identified plug-in need for Tableau files—chose to defer adding plug-in for now
- Maintained website current user list, including deleting former users and adding new IV-D directors
- Individual user help for website: instructions, resetting passwords, etc.
- Maintained listserv current user list, including deleting former users and adding new IV-D directors
- Individual user help for listserv: bounce action notifications, listserv moderator requests, etc.

Future Plans

The committee hopes to pick up its regular cadence of meetings, assess the current status of the website (some upgrades needed), and complete its 2019-20 goals.

Shout-Out

The Website Committee could not manage without the generous volunteer work of Nisha Garimalla and ProTech Solutions, Inc. The technical assistance—graciously and quickly provided—virtually (literally!) keep NCCSD going.



Proposed Amendments to NCCSD Bylaws

Paragraph B of Article V of the NCCSD Bylaws is amended as follows:

“B. The term of office for all persons elected or appointed shall coincide with the Federal Fiscal Year immediately following the election. An elected Treasurer’s term shall be two years unless extended under Paragraph B of Article VII.”

Article VII of the NCCSD Bylaws is amended as follows:

- The current paragraph in Article VII is lettered “A.”
- Paragraph B is added as follows:

“B. In the event of a national pandemic or other emergency condition causing cancellation of the in-person annual meeting or other significant disruption of Council activities for the year, the Nominating Committee may recommend and the Council may agree that the President, Vice-President, and Secretary be re-elected for another year and that the current term of office for the Treasurer be extended for another year.”

From OCSE Deputy Commissioner Linda Boyer

July 28, 2020

State/OCSE Resilience Workgroup

Resilience is defined as the ability to recover from setbacks, adapt well to change, and keep going in the face of adversity. We need to work together, state and federal, to recover, adapt, and keep going for the welfare of our customers. We look forward to this workgroup forging ahead with innovative ideas molding the future of the IV-D program.

Guiding Principles

- Virtual meetings held every two months with active participation
- Act collaboratively on proposals and activities that can better the program
- Identify challenges and opportunities at all levels of IV-D operations
- Support participant ideas and proposals that further the mission and vision of the IV-D program
- All participants will operate respectfully and propose alternatives on disagreements
- Brainstorm on topics including, but not limited to:
 - customer service
 - application process
 - case management
 - legal process
 - court proceedings
 - and systems
- Focus actions on program operations prioritizing non-legislative items
- Discuss desired legislation recognizing it will not provide swift impacts
- Share innovations occurring or needed for optimal operation in the new environment