

NCCSD Pandemic Operations Survey

Q1 Name of State responding (internal NCCSD use only):

Answered: 38 Skipped: 0

#	RESPONSES	DATE
1	Minnesota	9/22/2020 10:18 AM
2	North Dakota	9/21/2020 5:26 PM
3	Missouri	9/21/2020 12:26 PM
4	Oklahoma	9/18/2020 2:20 PM
5	Florida	9/18/2020 1:56 PM
6	WV	9/18/2020 1:24 PM
7	Kentucky	9/18/2020 1:12 PM
8	Montana	9/18/2020 11:33 AM
9	New Mexico	9/18/2020 11:10 AM
10	New Jersey	9/18/2020 9:54 AM
11	Idaho	9/18/2020 9:29 AM
12	Oregon	9/15/2020 7:42 PM
13	Hawaii	9/15/2020 3:52 PM
14	Colorado	9/15/2020 1:16 PM
15	Delaware	9/15/2020 10:38 AM
16	MS	9/15/2020 9:14 AM
17	North Carolina	9/14/2020 5:36 PM
18	Virginia	9/14/2020 12:24 PM
19	Washington	9/11/2020 7:36 PM
20	Texas	9/11/2020 3:26 PM
21	Louisiana	9/11/2020 1:57 PM
22	Nevada	9/11/2020 12:49 PM
23	Tennessee	9/11/2020 9:14 AM
24	Kansas	9/11/2020 8:24 AM
25	Michigan	9/11/2020 8:08 AM
26	South Carolina	9/11/2020 7:24 AM
27	Massachusetts	9/10/2020 4:42 PM
28	Arkansas	9/10/2020 3:53 PM
29	Illinois	9/10/2020 2:40 PM
30	RHODE ISLAND	9/10/2020 12:33 PM
31	Maine	9/10/2020 11:27 AM
32	District of Columbia	9/10/2020 11:21 AM
33	Iowa	9/8/2020 4:00 PM
34	California	9/3/2020 3:47 PM
35	South Dakota	9/3/2020 10:30 AM
36	Indiana	9/1/2020 8:31 PM
37	New Hampshire	9/1/2020 4:00 PM
38	Maryland	9/1/2020 11:00 AM

Q2 Name and E-mail address of person to contact with follow-up questions (internal NCCSD use only):

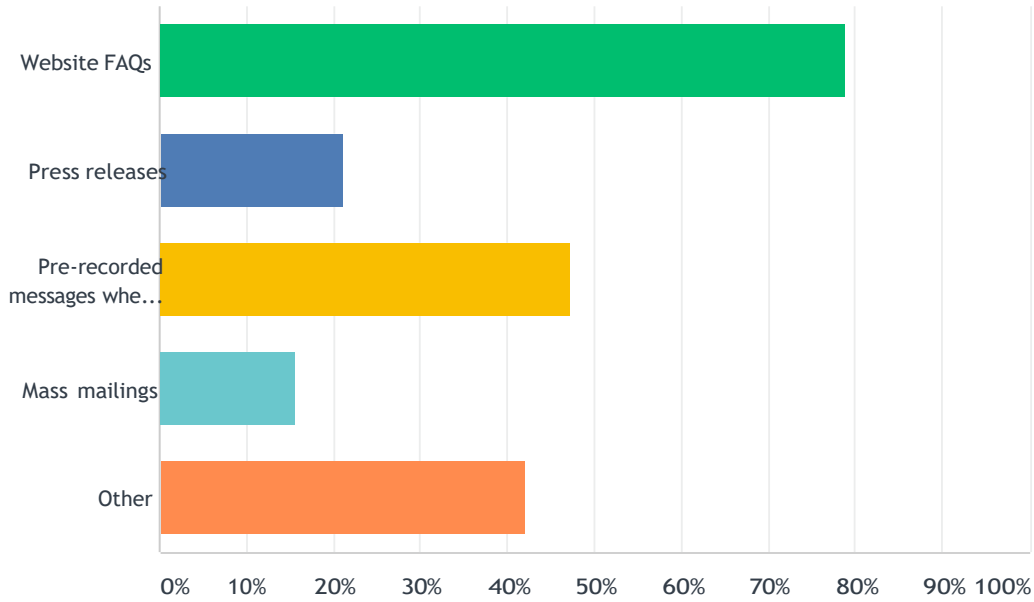
Answered: 38 Skipped: 0

#	STATE	RESPONSES	DATE
1	Minnesota	Bruce Erickson; bruce.t.erickson@state.mn.us	9/22/2020 10:18 AM
2	North Dakota	Jim Fleming jfleming@nd.gov	9/21/2020 5:26 PM
3	Missouri	John.B.Ginwright@dss.mo.gov	9/21/2020 12:26 PM
4	Oklahoma	Renee Banks renee.banks@okdhs.org	9/18/2020 2:20 PM
5	Florida	ann.coffin@floridarevenue.com	9/18/2020 1:56 PM
6	WV	garrett.m.jacobs@wv.gov	9/18/2020 1:24 PM
7	Kentucky	Lily Patteson, lily.patteson@ky.gov	9/18/2020 1:12 PM
8	Montana	Chad Dexter, cdexter@mt.gov	9/18/2020 11:33 AM
9	New Mexico	Jeremy.toulouse@state.nm.us	9/18/2020 11:10 AM
10	New Jersey	Patricia Risch Patricia.Risch@dhs.nj.gov	9/18/2020 9:54 AM
11	Idaho	Rob Rinard rob.rinard@dhw.idaho.gov	9/18/2020 9:29 AM
12	Oregon	Kate Cooper Richardson kate.richardson@doj.state.or.us	9/15/2020 7:42 PM
13	Hawaii	Lynette.J.Lau@hawaii.gov	9/15/2020 3:52 PM
14	Colorado	larry.desbien@state.co.us keri.batchelder@state.co.us	9/15/2020 1:16 PM
15	Delaware	Theodore Mermigos, Division Director. Theodore.Mermigos@Delaware.Gov	9/15/2020 10:38 AM
16	MS	Lyndsy Irwin lyndsy.irwin@mdhs.ms.gov	9/15/2020 9:14 AM
17	North Carolina	Carla West Carla.west@dhs.nc.gov	9/14/2020 5:36 PM
18	Virginia	barbara.lacina@dss.virginia.gov	9/14/2020 12:24 PM
19	Washington	Sharon.Redmond@dshs.wa.gov	9/11/2020 7:36 PM
20	Texas	Joel Rogers Joel.Rogers@oag.texas.gov	9/11/2020 3:26 PM
21	Louisiana	Konitra Jack, Konitra.jack.ddfs@la.gov	9/11/2020 1:57 PM
22	Nevada	ckaplan@dwss.nv.gov	9/11/2020 12:49 PM
23	Tennessee	Robert Duck robert.duck@tn.gov	9/11/2020 9:14 AM
24	Kansas	Elizabeth Cohn Elizabeth.cohn@ks.gov	9/11/2020 8:24 AM
25	Michigan	Julie Vandenboom, vandenboomj@michigan.gov, 517-241-4453	9/11/2020 8:08 AM
26	South Carolina	Steve Yarborough, Stephen.yarborough@dss.sc.gov	9/11/2020 7:24 AM
27	Massachusetts	Michele Cristello cristellom@dor.state.ma.us	9/10/2020 4:42 PM
28	Arkansas	barbara.morris-williams@ocse.arkansas.gov	9/10/2020 3:53 PM
29	Illinois	Mary Bartolomucci Mary.Bartolomucci@illinois.gov	9/10/2020 2:40 PM
30	RHODE ISLAND	Sharon Santilli; Sharon.santilli@dhs.ri.gov	9/10/2020 12:33 PM
31	Maine	Jerry Joy Jerry.Joy@maine.gov	9/10/2020 11:27 AM
32	District of Columbia	sophia.ticer@dc.gov	9/10/2020 11:21 AM
33	Iowa	Carol Eaton ceaton@dhs.state.ia.us	9/8/2020 4:00 PM
34	California	David Kilgore, IV-D Director david.kilgore@dcss.ca.gov	9/3/2020 3:47 PM
35	South Dakota	Carmin Dean Carmin.Dean@state.sd.us	9/3/2020 10:30 AM
36	Indiana	adam.norman@dcs.in.gov	9/1/2020 8:31 PM
37	New Hampshire	Karen Hebert karen.hebert@dhhs.nh.gov	9/1/2020 4:00 PM
38	Maryland	Kevin Guistwite (kevin.guistwite@maryland.gov)	9/1/2020 11:00 AM

Public Relations

Q3 How are you sharing pandemic-related program information with the public?
(check all that apply)

Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES	
Website FAQs	78.95%	30
Press releases	21.05%	8
Pre-recorded messages when customers call Child Support interactive voice response system	47.37%	18
Mass mailings	15.79%	6
Other	42.11%	16
Total Respondents: 38		

#	OTHER	DATE
1	[North Dakota] Partnered with state Behavioral Health division on resources	9/21/2020 5:26 PM
2	[Oklahoma] We have used a combination of methods including press releases, automated calls to customers with hearings and appointments, call center staff dissemination of information, and our customer portal.	9/18/2020 2:20 PM
3	[Florida] We used a combination of topic specific web pages, web site "alert bars" and marketing opportunities on our page web. We have transitioned much of this material away from a "COVID" theme, so customers can feel a sense of normal when interacting with our Program.	9/18/2020 1:56 PM
4	[Kentucky] Local Office Disseminating information through their website, call center, etc	9/18/2020 1:12 PM
5	[Montana] In August, Montana's child support program began a presence on Facebook, Instagram & Twitter. We have used these platforms to share all kinds of program related information, including pandemic-related items.	9/18/2020 11:33 AM
6	[New Mexico] Focused Texting	9/18/2020 11:10 AM
7	[Oregon] Customer Service representatives, one-on-one with customers, online account	9/15/2020 7:42 PM
8	[Colorado] We have considered the use of social media outlets, such as Facebook, Instagram, YouTube, etc., but have not yet utilized at this time - we may do so in the future.	9/15/2020 1:16 PM
9	[Delaware] Social Media, agency website, local radio stations and Signage	9/15/2020 10:38 AM
10	[MS] Social media	9/15/2020 9:14 AM
11	[Nevada] Updates posted on our Division website.	9/11/2020 12:49 PM
12	[Kansas] Umbrella agency launched a COVID-19 specific webpage.	9/11/2020 8:24 AM
13	[Michigan] When the pandemic began, Michigan Department of Health & Human Services (MDHHS), of which the Office of Child Support (OCS) is a part, began coordinating all COVID-19 communications for the state. The Community Health Emergency Coordination Center (CHECC) within MDHHS pulled together a COVID-19 Public Contact Center, which consists of a hotline, inbox, and a chatbot. Concurrently, the Department of Technology, Management and Budget created an FAQ database on the state's website. The idea was to have all of the state's department's FAQs in one place. In order to get FAQ content to customers quickly, however, many departments had already created and posted FAQs on their own websites. This was the case with OCS. OCS developed and deployed two sets of customer FAQs — one for general child support issues, and one specific to economic stimulus payments. These were first posted on the public page of our portal, https://micase.state.mi.us/micaseapp/public/whatsNew.html . The FAQs were also provided to the Public Contact Center, so that the volunteers answering the hotline and inbox questions had answers to child support questions. Basic child support info and a link to the FAQs was loaded into the chatbot found on www.michigan.gov/coronavirus . When asked a variety of child support questions, the bot directs customers with child support issues to the FAQs on the What's New section of the OCS portal. After being reviewed and approved by the CHECC, the child support FAQs were also posted to state's FAQ database on the State of Michigan Coronavirus page FAQs. OCS's three IVR systems were updated on March 23. (The three IVRs are for the state disbursement unit, friend of the court (FOC) offices, and for support specialists.) The IVRs messages let customers know that, while many FOC offices were closed or operating in limited capacity, our offices were open, and payments would still be processed and issued. It also directed customers to self-service options online. These messages were updated in mid-July to reflect that most FOC offices had re-opened. Another service that OCS provided to partners and customers was the collection and publishing of Friend of the Court (FOC)/Prosecuting Attorney (PA) Office Status and Closures. This information included the office's status (open, closed, limited services, etc.) and how to best reach that office (phone, email, etc.) This was provided on the What's New section of the MiChildSupport public web site, where customers log in to view their child support case information. The State Court Administrative Office (SCAO) also published office status information on the News and Events page of their public web site. Office status information was regularly updated until July, when most offices had re-opened to some extent. In addition to publishing office status and closure information, OCS adapted communications to support PA and FOC partners and assist them in serving the public. This included publishing a more detailed version of the office closure information on the program's official intranet web site.	9/11/2020 8:08 AM

OCS and SCAO developed office closure surveys that partners could use to report office status changes and notify the program about specific IV-D services they were able/unable to provide. OCS developed a new web page on the child support program's internal web site to serve as a central location where staff could access all COVID-19 communications, policy changes, and FAQs the program developed to help FOC and PA offices serve families. Since many child support staff were working from home and unable to access secure systems or the program's internal web site, OCS began sending a daily summary of this COVID-19 information and news via email.

14	[Iowa] messaging on doors/windows of child support offices	9/8/2020 4:00 PM
15	[South Dakota] Department of Social Services has a message at the top of the various Department web pages indicating offices are open via appointment only.	9/3/2020 10:30 AM
16	[Indiana] It is only reactive if the public calls our Kidslines (public hotline). The Governor's Office did not approve any pandemic-related materials to be published on the public child support website and we were not permitted to issue any press releases. Also, our independent county partner offices provided information to the public if the public contacted that office.	9/1/2020 8:31 PM

Q4 Please share the URL of any FAQs on your agency website.

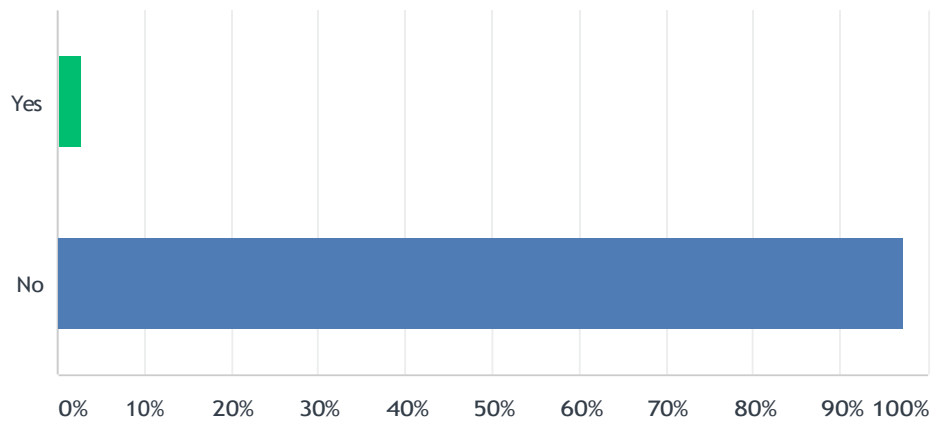
Answered: 29 Skipped: 9

#	RESPONSES	DATE
1	[MN] https://mn.gov/dhs/people-we-serve/children-and-families/services/child-support/covid-19-federal-stimulus-payments.jsp	9/22/2020 10:18 AM
2	[ND] https://childsupport.dhs.nd.gov/covid-19	9/21/2020 5:26 PM
3	[MO] https://dss.mo.gov/covid-19/	9/21/2020 12:26 PM
4	[KY] Example from local office: http://www.kentoncoatty.com/service/child-support	9/18/2020 1:12 PM
5	[MT] https://dphhs.mt.gov/csed/index	9/18/2020 11:33 AM
6	[NM] https://www.hsd.state.nm.us/LookingForAssistance/Child_Support.aspx	9/18/2020 11:10 AM
7	[NJ] https://www.njchildsupport.org/Health-and-Safety	9/18/2020 9:54 AM
8	[OR] https://www.doj.state.or.us/child-support/resources-for-applicants/covid-19/	9/15/2020 7:42 PM
9	[CO] https://childsupport.state.co.us/covid-19-support We do have one additional employer-focused FAQ that can be found on the following two pages of the website: https://childsupport.state.co.us/income-withholding https://childsupport.state.co.us/making-employer-payment Lastly, we have a call out for COVID-19 assistance on our Community Resources page https://childsupport.state.co.us/community-resources	9/15/2020 1:16 PM
10	[DE] https://www.dhss.delaware.gov/dhss/dcsc/ www.facebook.com/DelawareDCSS	9/15/2020 10:38 AM
11	[MS] https://www.mdhs.ms.gov/faqs-on-economic-impact-stimulus-payments-and-the-treasury-offset-program/	9/15/2020 9:14 AM
12	[NC] https://ncchildsupport.com/ecoa/covid19.htm	9/14/2020 5:36 PM
13	[VA] https://www.dss.virginia.gov/files/division/dcse/announcements/frequently_asked_questions_covid19.pdf	9/14/2020 12:24 PM
14	[WA] www.dshs.wa.gov/esa/division-child-support	9/11/2020 7:36 PM
15	[TX] https://www.texasattorneygeneral.gov/child-support/covid19	9/11/2020 3:26 PM
16	[LA] http://www.dcf.louisiana.gov/page/child-support-faqs	9/11/2020 1:57 PM
17	[NV] dwss.nv.gov	9/11/2020 12:49 PM
18	[TN] https://www.tn.gov/content/tn/humanservices/covid-19.html	9/11/2020 9:14 AM
19	[KS] http://www.dcf.ks.gov/COVID19/Pages/default.aspx	9/11/2020 8:24 AM

20	[MI] https://micase.state.mi.us/micaseapp/public/whatsNew.html www.michigan.gov/coronavirus [go to the FAQ page and then filter by "child support"]	9/11/2020 8:08 AM
21	[SC] https://dss.sc.gov/child-support/	9/11/2020 7:24 AM
22	[MA] https://www.mass.gov/alerts/this-is-your-resource-for-the-latest-dor-child-support-covid-19-information#1460886	9/10/2020 4:42 PM
23	[AR] https://www.dfa.arkansas.gov/child-support/child-support-and-covid-19/	9/10/2020 3:53 PM
24	[RI] http://www.cse.ri.gov/ http://www.cse.ri.gov/covid/	9/10/2020 12:33 PM
25	[DC] cssd.dc.gov	9/10/2020 11:21 AM
26	[IA] childsupport.ia.gov	9/8/2020 4:00 PM
27	[CA] https://childsupport.ca.gov/	9/3/2020 3:47 PM
28	[IN] https://www.in.gov/dcs/support.htm	9/1/2020 8:31 PM
29	[NH] https://www.nh.gov/covid19/	9/1/2020 4:00 PM

Q5 Have you collected any data related to public relations/perceptions of the child support program during the pandemic?

Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	2.63% 1
No	97.37% 37
TOTAL	38

Q6 If answer above is yes, what conclusions were you able to draw from the data?

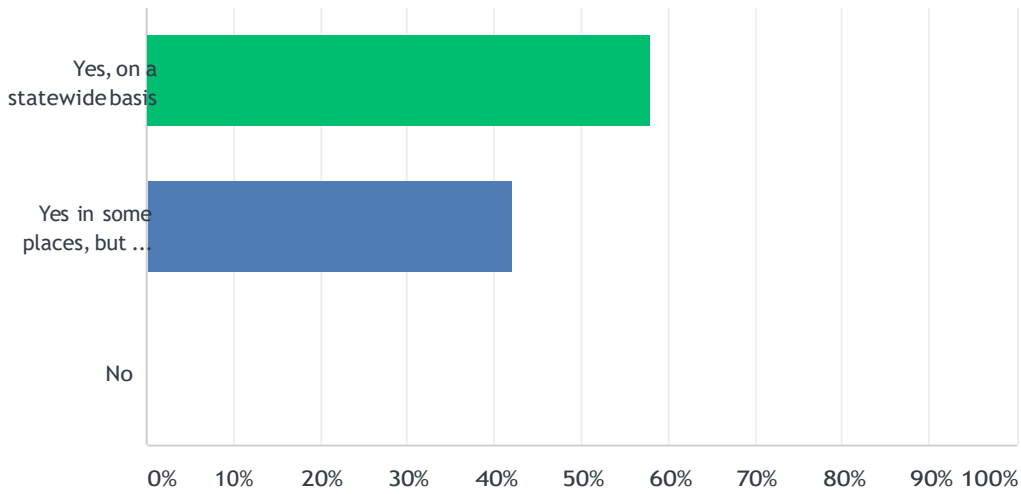
Answered: 2 Skipped: 36

#	RESPONSES	DATE
1	[NM] That CSED maintained services and most customers did not see any impact.	9/18/2020 11:10 AM
2	[CA] N/A	9/3/2020 3:47 PM

Genetic Testing

Q7 Are you currently able to conduct genetic testing?

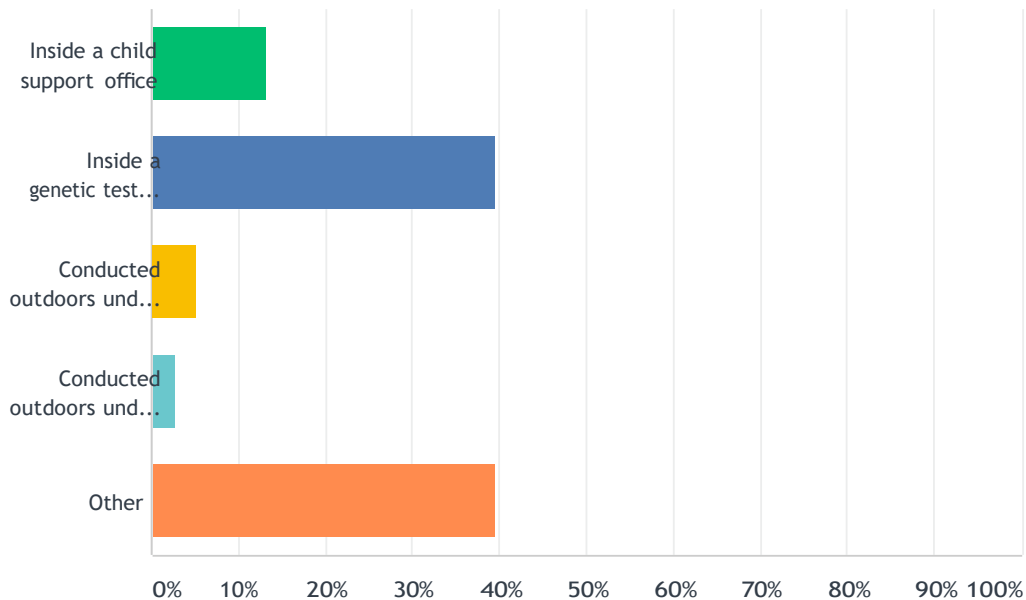
Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes, on a statewide basis	57.89% 22
Yes in some places, but not in other places	42.11% 16
No	0.00% 0
TOTAL	38

Q8 If the answer above is yes on a statewide basis or in some places, which of the following best describes the testing environment?

Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSE S	
Inside a child support office	13.16%	5
Inside a genetic testing facility	39.47%	15
Conducted outdoors under supervision of genetic test vendor personnel	5.26%	2
Conducted outdoors under supervision of in-house or contracted Child Support personnel	2.63%	1
Other	9.47%	15
TOTAL		38

#	OTHER	DATE
1	[MN] A combination of A & B	9/22/2020 10:18 AM
2	[OK] While we stopped in office and in court house genetic testing, we offer testing at existing genetic testing facilities and have established curbside testing under supervision of genetic test vendor personnel. As we're implementing curbside testing across the state, we find it is most successful when local office Child Support staff, at least initially, work closely with the collector for the first session or two.	9/18/2020 2:20 PM
3	[WV] Testing done at a variety of locations with whom the vendor has contracted including county health departments, medical facilities, etc.	9/18/2020 1:24 PM
4	[CO] Both inside a child support office and inside a genetic testing facility, depending upon the county	9/15/2020 1:16 PM
5	[NC] The counties in North Carolina are conducting testing in a variety of ways, the most common is either inside the child support office or inside a genetic testing facility.	9/14/2020 5:36 PM
6	[VA] At some courthouses	9/14/2020 12:24 PM
7	[WA] Occurs in some areas in a child support office and some areas in a genetic testing facility	9/11/2020 7:36 PM
8	[LA] Genetic test vendor personnel collect samples inside DCFS office and at Court facilities. In some areas, collection can be made at the vendor's site.	9/11/2020 1:57 PM
9	[NV] Inside some child support offices and at genetic testing facilities	9/11/2020 12:49 PM
10	[MI] Inside a child support office and other (testing may take place elsewhere in the facility that houses the child support office; also genetic testing vendor facility)	9/11/2020 8:08 AM
11	[SC] We are able to test in some family court locations now, but we have probably done half of our genetic testing at the vendor's facilities since March.	9/11/2020 7:24 AM
12	[MA] Both in a genetic testing facility and outdoors under supervision of vendor	9/10/2020 4:42 PM
13	[IL] Certain Courthouses and Public Health Departments. We are currently working with the Illinois Hospital Association to identify areas for those counties where we currently do not have a testing site.	9/10/2020 2:40 PM
14	[CA] Inside a child support office or genetic testing facility and drive-through testing, dependent upon local requirements	9/3/2020 3:47 PM
15	[NH] half of our field offices conduct in the office; the other half is at the vendor's own contracted location in those regions of our state	9/1/2020 4:00 PM

Q9 Are you experiencing any practical challenges to genetic testing, and if so, what were those challenges and did you find any solutions?

Answered: 33 Skipped: 5

#	STATE	RESPONSES	DATE
1	MN	COVID challenges - closed offices and changed priorities; Opening offices; shifting to off site and witnessed collections.	9/22/2020 10:18 AM
2	ND	No	9/21/2020 5:26 PM
3	MO	We are not conducting any in-office testing with our own staff and the contract vendor is not able to test in offices that have been closed to the public.	9/21/2020 12:26 PM
4	OK	The curbside process mentioned above is the solution we found to the challenges presented by safe testing in the world of COVID-19.	9/18/2020 2:20 PM
5	FL	We transitioned from in-house collection to a private vendor for sample collection. Challenges include emergency contract; a web of independent labs not accustomed to high-volume; a large number of tests to reschedule; and system modifications to accommodate new collection locations, form changes, and scheduling changes.	9/18/2020 1:56 PM

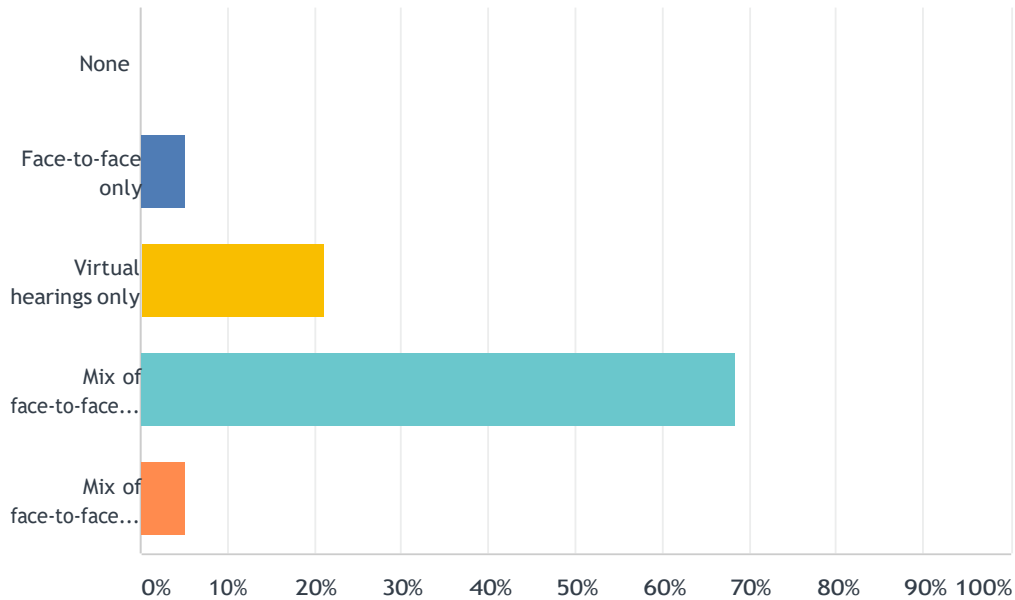
6	WV	Availability of sites. In some areas, testing has been done by vendor at child support offices.	9/18/2020 1:24 PM
7	KY	None	9/18/2020 1:12 PM
8	MT	So far, no.	9/18/2020 11:33 AM
9	NM	Yes,not all parts of the state have the capacity to perform the testing outside of a state office.	9/18/2020 11:10 AM
10	OR	We are no longer doing genetic sample collection in our own offices with our own staff because our lobbies are closed. We are using our vendor-partner, although parent willingness has diminished, at least initially. However, on a case-by-case basis we have done some by appointment and will likely expand that.	9/15/2020 7:42 PM
11	HA	We were not able to conduct genetic testing while the state was under lockdown orders. Maintaining safety of staff was a challenge	9/15/2020 3:52 PM
12	CO	1. Being able to access prisons for genetic testing 2. Delays in return times for test results No solutions - simply waiting it out. Return times are improving.	9/15/2020 1:16 PM
13	DE	As a Judicial State we have been limited on genetic test orders due to restrictions and shut downs with the court.	9/15/2020 10:38 AM
14	MS	When offices and courts were closed, we could not conduct testing. Now that both are open, we are able to conduct testing without issue.	9/15/2020 9:14 AM
15	NC	Had some concern about the transmission of the virus through the fingerprinting pad - North Carolina made the decision to no longer require fingerprinting when conducting genetic testing.	9/14/2020 5:36 PM
16	VA	Mobile collection units would be helpful	9/14/2020 12:24 PM
17	WA	conducting testing and samples in a way that protects the collector- Solution: Purchased personal protection equipment, admitted visitors to the lobby by appointment only. Another challenge is lack of nearby testing facilities, but the genetic testing contractor is in complete control of where facilities are located.	9/11/2020 7:36 PM
18	TX	Many genetic testing facilities where shut down for periods of time. Since the IV-D agency suspended self draws, customers were forced to travel long distances in some cases to an open genetic testing facility to get the genetic testing completed. Additionally, some judges suspended genetic testing orders, particularly at the beginning of the pandemic, due to COVID transmission concerns which delayed the resolution of many cases.	9/11/2020 3:26 PM
19	LA	We've had difficulty finding alternative sites for testing during office closures, we worked with labs to collect samples at their locations.	9/11/2020 1:57 PM
20	KS	For a limited time, we had reduced capacity for testing. Our default has shifted to a lab facility. Due to staff request, training regarding a self collection was done and it is the choice of the office how to collect the samples due to availability and time issues in their areas.	9/11/2020 8:24 AM
21	MI	Michigan courts are subject to phased reopening plans. Many offices are located within courthouse facilities, or are an office that is an adjunct of the court. For one of those offices, whether it can receive the public in-person (and conduct genetic testing) depends on the reopening phase that the court is in. Some offices have responded to this barrier by conducting genetic testing at other sites.	9/11/2020 8:08 AM
22	SC	Until the courts began reopening (still in process), we were limited to the vendor's facilities only. Our volume was low, and pretty much limited to testing only on cases requested by the county Human Services offices.	9/11/2020 7:24 AM
23	MA	no show rate is higher weather for outdoor testing testing not accessible statewide No solutions yet but working on it	9/10/2020 4:42 PM
24	AR	While some in-door testing sites have begun to reopen, we are working county by county to find solutions other than parking lots.	9/10/2020 3:53 PM
25	IL	Facilities in which to conduct the testing.	9/10/2020 2:40 PM
26	RI	No.	9/10/2020 12:33 PM

27	ME	We are preparing to shift our testing from outside to inside to eliminate weather concerns. Resuming to an in-office process will require us to come up with plans to avoid customers from having to congregate and wait in office lobbies. We are proposing a separate	9/10/2020 11:27 AM
28	TN	The single biggest issue is that we no longer conduct in office testing using our own staff.	9/11/2020 9:14 AM
29	IA	not aware of any challenges being experienced	9/8/2020 4:00 PM
30	CA	Vendor non-compliance with location rules, e.g. wearing masks/gloves. Issues addressed directly with vendor.	9/3/2020 3:47 PM
31	IN	Once county offices reopened to the public in mid-May, there were no issues with genetic testing.	9/1/2020 8:31 PM
32	NH	No	9/1/2020 4:00 PM
33	MD	Initially had to cease all genetic testing. Began using Labcorp testing sites. Now beginning to conduct testing in courthouses and some local offices.	9/1/2020 11:00 AM

Access to Courts or Administrative Tribunals

Q10 Which of the following describes your current access to courts or administrative tribunals for purposes of establishing or modifying paternity and child support?

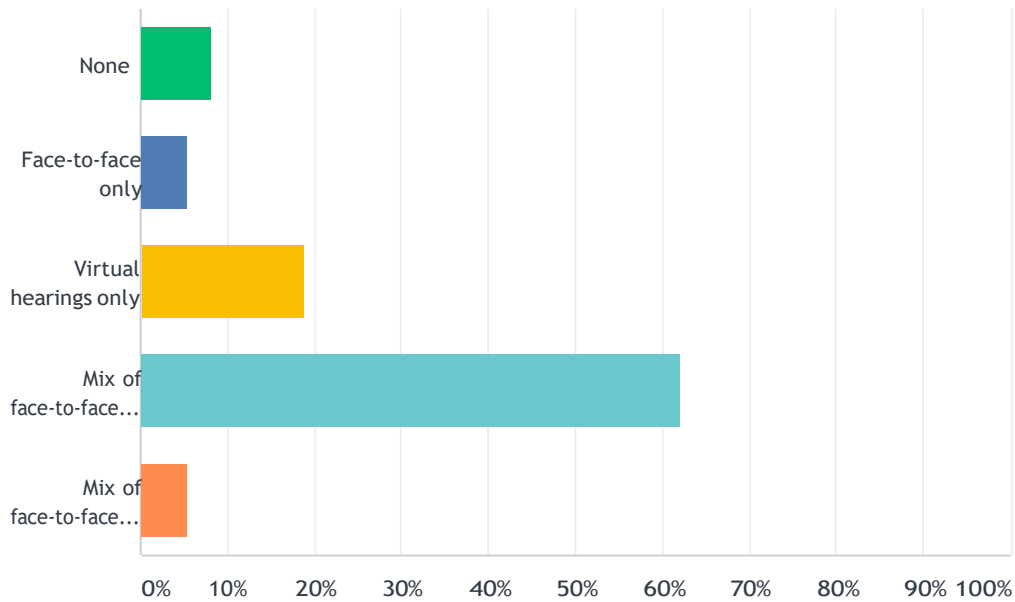
Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES	
None	0.00%	0
Face-to-face only	5.26%	2
Virtual hearings only	21.05%	8
Mix of face-to-face and virtual based on location	68.42%	26
Mix of face-to-face and virtual based on case facts	5.26%	2
TOTAL		38

Q11 Which of the following describes your current access to courts or administrative tribunals for purposes of enforcement such as contempt of court or challenges to the use of enforcement remedies?

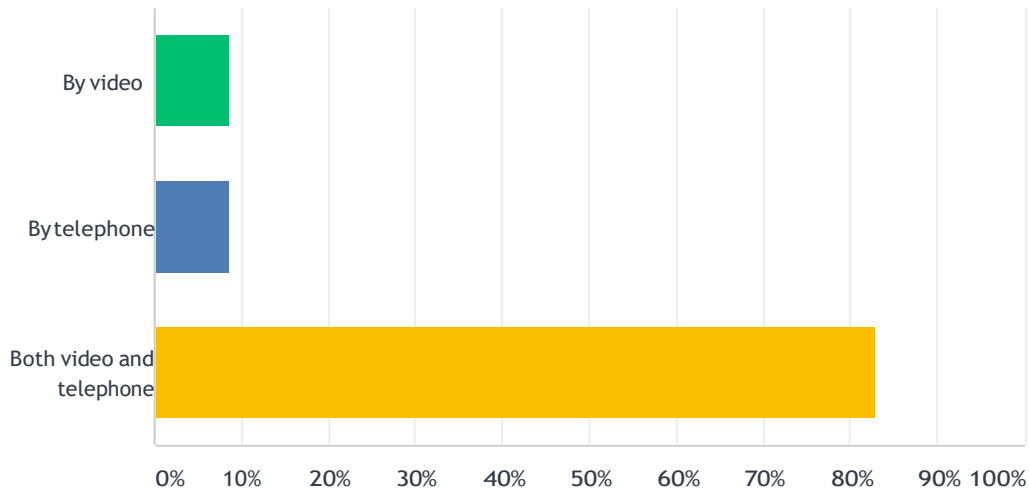
Answered: 37 Skipped: 1



ANSWER CHOICES	RESPONSES	
None	8.11%	3
Face-to-face only	5.41%	2
Virtual hearings only	18.92%	7
Mix of face-to-face and virtual based on location	62.16%	23
Mix of face-to-face and virtual based on case facts	5.41%	2
TOTAL		37

Q12 If some or all of your hearings are held virtually, are they held:

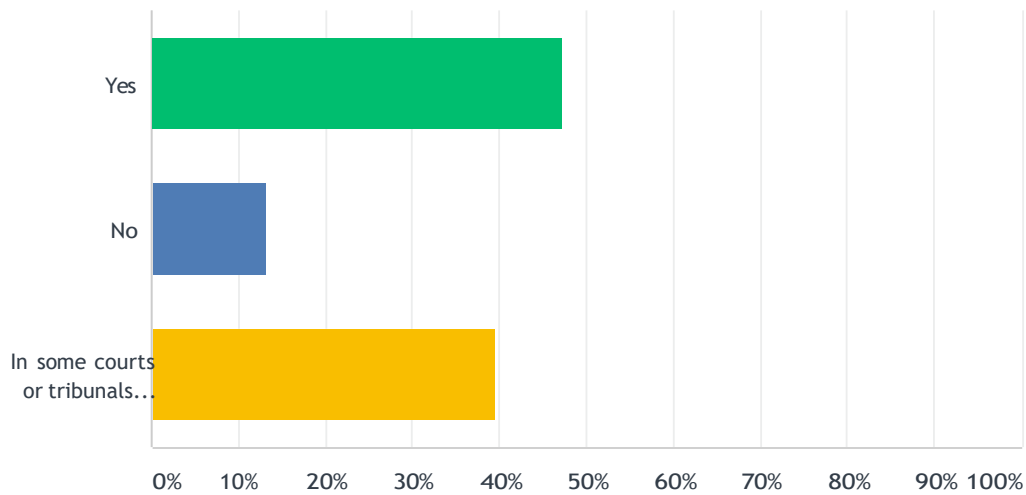
Answered: 35 Skipped: 3



ANSWER CHOICES	RESPONSES	
By video	8.57%	3
By telephone	8.57%	3
Both video and telephone	82.86%	29
TOTAL		35

Q13 Are you able to file documents electronically with the court or administrative tribunal?

Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	47.37%	18
No	13.16%	5
In some courts or tribunals, but not all	39.47%	15
TOTAL		38

Q14 Have you been able to capture any performance data regarding the effectiveness of telephonic and video hearings, and if so, what does the data show?

Answered: 32 Skipped: 6

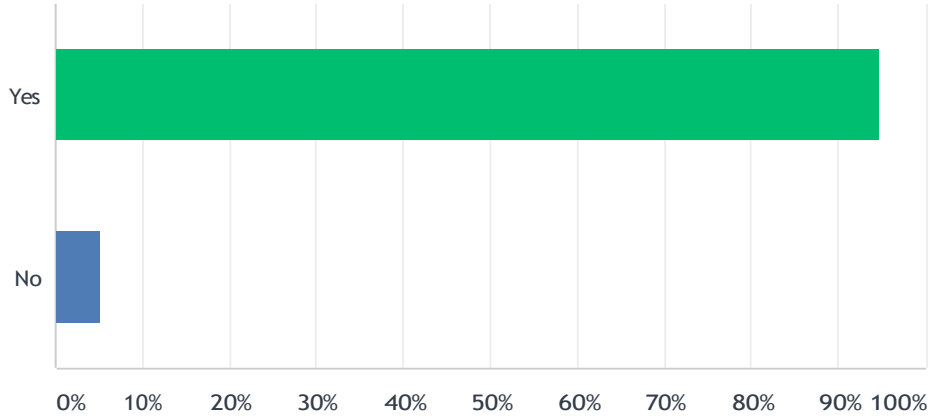
#	STATE	RESPONSES	DATE
1	MN	No	9/22/2020 10:18 AM
2	ND	No	9/21/2020 5:26 PM
3	MO	No	9/21/2020 12:26 PM
4	OK	We have not aggregated or analyzed any of this data yet--it is something we can do in the near future. Our focus in recent months has been mastering (still a work in progress) the technology used for remote hearings. While we have conducted hearings by video for several years in our administrative court system, most participants gathered at the child support office where standard video and audio equipment had been set up in our courtrooms--the judge was the one most often appearing by video with the occasional customer appearing telephonically. All participants can now appear remotely, but we continue to routinely face and tackle technology challenges.	9/18/2020 2:20 PM
5	FL	No systematic data collection yet. We are hearing that show rates by parents are improving. We cannot directly associate this with video/telephonic hearings without conducting surveys to know why they appeared.	9/18/2020 1:56 PM
6	WV	No specific date; however, the needs of the agency are being met through these means.	9/18/2020 1:24 PM
7	MT	No. Montana is primarily administrative, and has relied on telephone hearings for decades to conduct its child support business.	9/18/2020 11:33 AM
8	NM	No	9/18/2020 11:10 AM
9	NJ	no	9/18/2020 9:54 AM
10	OR	Because all of our administrative hearings were telephonic before the pandemic, there has been no change of effectiveness--it's business as usual. For the judicial hearings, we don't have an adequate sample size to date to form any meaningful conclusions.	9/15/2020 7:42 PM
11	CO	No	9/15/2020 1:16 PM
12	DE	No	9/15/2020 10:38 AM
13	MS	No, and by virtual, everyone still shows up to court house, but they are all on zoom in different rooms of the court house where this is occurring.	9/15/2020 9:14 AM
14	VA	We have been trying to capture data, and will gladly share once we have been able to synthesize from all courts. Anecdotally, there are mixed assessments of the effectiveness of remote dockets.	9/14/2020 12:24 PM
15	WA	these questions are hard to answer. Admin hearings are by telephone only statewide. Court hearing vary based upon location and case facts. Most by video and telephone. Some face to face.	9/11/2020 7:36 PM
16	TX	N/A	9/11/2020 3:26 PM
17	LA	No.	9/11/2020 1:57 PM
18	NV	No	9/11/2020 12:49 PM
19	KS	More participation by parties in the hearings.	9/11/2020 8:24 AM
20	MI	No data available yet regarding effectiveness, but virtual courtrooms can be found and watched via livestream here: micourt.courts.michigan.gov/virtualcourtroomdirectory/ .	9/11/2020 8:08 AM
21	SC	No. Still in testing and training mode regarding virtual hearings.	9/11/2020 7:24 AM
22	MA	not yet	9/10/2020 4:42 PM
23	AR	No. It's still too early and too varied to produce any reliable information.	9/10/2020 3:53 PM

24	IL	No	9/10/2020 2:40 PM
25	RI	No.	9/10/2020 12:33 PM
26	DC	Just started Webex hearings with court. So far, the court reports enhanced participation in these hearings.	9/10/2020 11:21 AM
27	IA	no data gathered at this time	9/8/2020 4:00 PM
28	CA	No.	9/3/2020 3:47 PM
29	SD	No.	9/3/2020 10:30 AM
30	IN	No as our office does not appear at court hearings. That is the exclusive job of the independent local county offices and they have not collected any such data.	9/1/2020 8:31 PM
31	NH	No numerical data specific to telephonic/video hearings; only anecdotal; Our support order establishment performance rate however has increased since telephonic hearings were mandated.	9/1/2020 4:00 PM
32	MD	N/A	9/1/2020 11:00 AM

Enforcement

Q15 Did your state pull back to some degree on the use of enforcement remedies at the start of the pandemic?

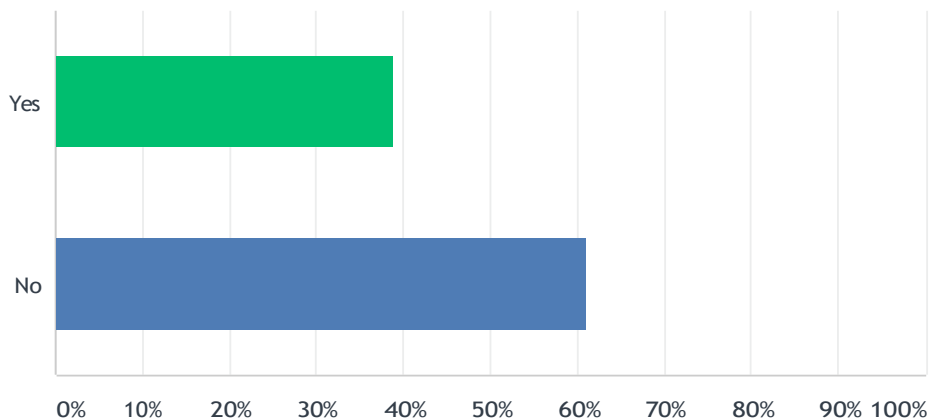
Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	94.74% 36
No	5.26% 2
TOTAL	38

Q16 If the answer above is yes, has your state returned to full or partial use of enforcement remedies?

Answered: 36 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	38.89% 14
No	61.11% 22
TOTAL	36

Q17 If the answer is yes to either of the above, please explain the rationale and describe any criteria or benchmarks that guided your decision to resume enforcement actions or continue at a reduced level of enforcement remedies.

Answered: 30 Skipped: 8

#	STATE	RESPONSES	DATE
1	MN	Based on our Governor's continuation of the Executive Order during the pandemic.	9/22/2020 10:18 AM
2	ND	We only "pulled back" in the sense of encouraging case managers to be vigilant in looking to see whether a recent failure to pay could be due to COVID-19	9/21/2020 5:26 PM
3	MO	We suspended our automated process revocation of license suspension and have not resumed any suspensions at this time. We suspended the enforcement of financial liens, and resumed enforcement in July.	9/21/2020 12:26 PM
4	FL	We have restarted almost all enforcement (exceptions bank levy and business license suspension). Volumes are reduced and thresholds for initiating enforcement have been adjusted so action is not initiated as quickly. Rationale for restarting and ramping up is that we have parents who are depending on their support payments and we need to begin working with the parent who owes support to understand their current ability to pay and find ways to assist them.	9/18/2020 1:56 PM
5	WV	Continue to refrain from seeking incarceration for non-payment	9/18/2020 1:24 PM
6	MT	We have greatly limited license suspension and bank account seizures. In some circumstances, and only with approval from our agency's legal team, can we proceed with suspension or seizure.	9/18/2020 11:33 AM
7	NJ	. We have resumed enforcement hearings, CSLN, and bench warrants for cases with ability to pay	9/18/2020 9:54 AM
8	ID	We suspended taking initial license suspension actions due to school closures, significant delays in UIB processing, and the fact that most qualifying NCPs were impacted by COVID that it was impossible to implement and evaluate appropriate suspensions and hardships.	9/18/2020 9:29 AM
9	OR	Oregon made a system change to temporarily suppress the suspension of drivers licenses and we also raised the threshold for garnishments. (We did not reinstate already suspended licenses.) In short, we recognized that arrears could accumulate quickly, suspended licenses can be a barrier to reemployment (among other hardships in times of Covid, like limited public transit), and reinstatement would be extremely difficult even if payment was made because of service interruptions with the DMV. For garnishment, we recognized that a lot of funds were flowing in and out of accounts for subsistence purposes (e.g., family loans). We've periodically analyzed the data for the "would-be" license suspensions--more than 93% of those cases are also unemployment cases, which told us that license suspension was unlikely to be as effective, DMV access is still very restricted, and family stress is high (these are paying parents who were either current or had arrears lower than \$2500). We have continued the systematic (across the board) suppression because of the high figure--case-by-case at this time would be too labor intensive for staff already stretched thin. We will reevaluate periodically. We are keeping the elevated garnishment threshold for now for much the same reason--these are for FIDM matches only. Contempts have been curtailed due to court access (or lack thereof). We made no changes to our approach, however, because of the last-resort and intensive screening our contempt cases undergo--we take a problem-solving approach, not punitive. Regardless, this option is effectively unavailable at this time.	9/15/2020 7:42 PM
10	HA	State was under a stay at home order. Businesses were ordered to be closed. 14 day quarantine in place for all incoming visitors. Unemployment rate was high	9/15/2020 3:52 PM

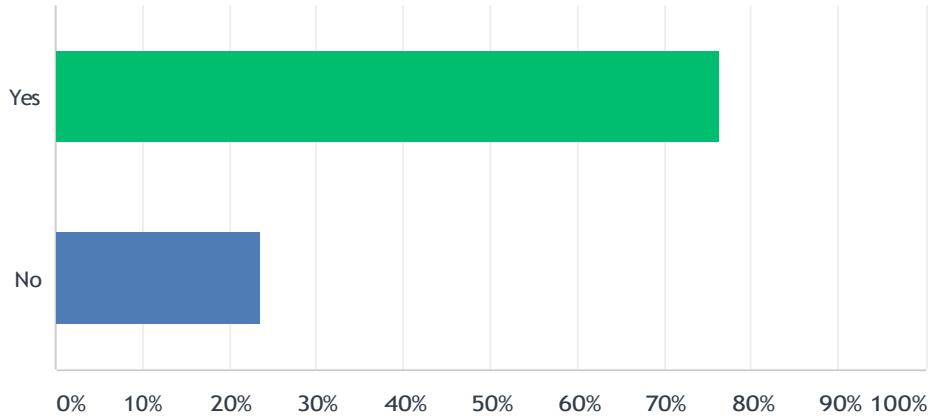
11	CO	<p>More harm than benefit (on the whole) - we recognize that there may be individual cases where this is not true, but that's where the greater good comes in...this is particularly true of low-income parents, who are typically disproportionately impacted by the enforcement remedies and who were being hit disproportionately by the impacts of COVID, as well. -</p> <p>Particularly with the license enforcement remedies, they are intended to be a tool to encourage parents to interact with the program and work out a payment plan going forward. I think we just felt like the potential for taking away the license of a parent who just lost their job because of COVID wasn't a good look and we didn't want to have county workers making those individual decisions, such that everyone was being treated differently. Shutting them down at the state level at least meant that everyone was being treated uniformly, even if some would not agree with that approach. - Overall, I think we just felt like the cons outweighed the pros - unfortunately, because of the way the automated remedies are programmed, we end up capturing all those who "deserve" to be in the remedies with those who are really trying, but have just fallen on hard times. In normal circumstances, we may be able to defend this; however, in our current circumstances, we didn't feel as though that was the right approach</p>	9/15/2020 1:16 PM
12	DE	<p>There is consideration being made for Non-custodial parents that have had their license suspended as a result of losing their job due to the pandemic. At the courts request, contempts are only being filed on a case by case bases. This is allowing more time for New Support and Modifications petitions.</p>	9/15/2020 10:38 AM
13	MS	<p>All enforcement remedies are on the table. However, when negotiating a lien or driver's license suspension, staff are to be lenient if there are COVID related issues impacting payment.</p>	9/15/2020 9:14 AM
14	NC	<p>We have suspended the FIDM process due to economic concerns and staffing concerns (our staff that would typically handle the FIDM process have been working on the stimulus offsets. Due to court closures, enforcement actions such as contempt processes were delayed, many of they counties have not started filing contempt actions yet due to either court time restraints or economic reasons.</p>	9/14/2020 5:36 PM
15	VA	<p>We have approached enforcement on case-by-case basis, with a matrix of enforcement flexibilities. No blanket stoppage, or reinstatement, of any specific enforcement tool.</p>	9/14/2020 12:24 PM
16	TX	<p>The IV-D agency suspended the filing of contempt actions due to restricted virtual dockets so that establishment and modification cases could be prioritized. Some pending enforcement cases were finalized, generally with any contempt portion being nonsuited. After a suspension for many months, we are resuming administrative license suspension cases on a limited basis and we are in the process of resuming the filing of contempt cases which meet certain criteria.</p>	9/11/2020 3:26 PM
17	LA	<p>We have not resumed enforcement activities because office and court capacity limits have reduced the ability to hold enforcement interviews or hearings.</p>	9/11/2020 1:57 PM
18	NV	<p>We pulled back when our largest courts closed down as they were exploring alternatives to face to face hearings. Once the backlog of cases removed we resumed. Also, our DMV was closed until June 15th so we did not suspend any driver's licenses.</p>	9/11/2020 12:49 PM
19	MI	<p>All mandatory automatic enforcement remedies continue during the pandemic (e.g. credit reporting, tax refund offset). For discretionary enforcement remedies (e.g. civil contempt) Michigan has advised the Friends of the Court to consider that the pandemic has impacted both NCPs and CPs economically and to exercise flexibility when using discretionary enforcement tools. Restrictions that were initially placed on pursuing FIDM liens were loosened after a few months because they resulted in a substantial reduction in collections. The loosened restrictions balance the family's need for support with the economic hardship the NCP may be experiencing.</p>	9/11/2020 9:14 AM
20	MA	<p>Slow resumption of enforcement actions and in a very limited capacity. Criteria was modified. Evaluation of current economic situation is key to the limited enforcement..</p>	9/11/2020 8:08 AM

21	AR	We are resuming DL suspension and contempt in appropriate cases in which the lack of payment does not appear to be due to COVID related loss of employment and after thorough ability to pay review. Extra effort and flexible settlement terms are in place to try to resolve such cases. We are considering resuming FIDM efforts if the account found is NOT a checking account, Rationale is that we are balancing the continuing needs of the children and that freezing a non-checking account is somewhat less of a disruption of the NCP's day to day life	9/10/2020 4:42 PM
22	IL	We pulled back on bank liens, driver's license suspensions and professional license suspension. We have reengaged on a case by case basis.	9/10/2020 3:53 PM
23	ME	license revocation proceedings stopped due to the fact that the Bureau of Motor Vehicles closed temporarily	9/10/2020 2:40 PM
24	DC	Benchmarks are the state of emergency in DC and stages of reopening.	9/10/2020 11:27 AM
25	TN	We suspended our automated license revocation processes and have not resumed at this time	9/10/2020 11:21 AM
26	IA	continue to hold on the use of license sanction and levy actions since March. have not determined when we will resume use of these tools. have been monitoring what others across the country have been doing/looking at but not compelled yet to resume these actions due to continued high level of unemployment in our state	9/8/2020 4:00 PM
27	CA	N/A	9/3/2020 3:47 PM
28	SD	In March, various types of enforcement actions were placed on hold. For example, revocations were unable to occur as Department of Public Safety offices were closed; referrals to court were stopped as the court system had closed. However as agencies have reopened, some actions have resumed. Staff determine enforcement actions on a case by case basis. If the NCP lost their employment due to COVID, there are certain enforcement actions DCS will not take (i.e. referral to court, driver license revocation).	9/3/2020 10:30 AM
29	IN	Reopening of local county offices; unemployment rate; requests of the local county offices.	9/1/2020 8:31 PM
30	MD	Suppressed driver's and professional license suspension. Ceased bench warrants. All other enforcement continued with local offices monitoring and adjusting on a manual case by case basis.	9/1/2020 11:00 AM

Unemployment Compensation

Q18 Were you able to collect from the additional unemployment benefits authorized in the CARES Act?

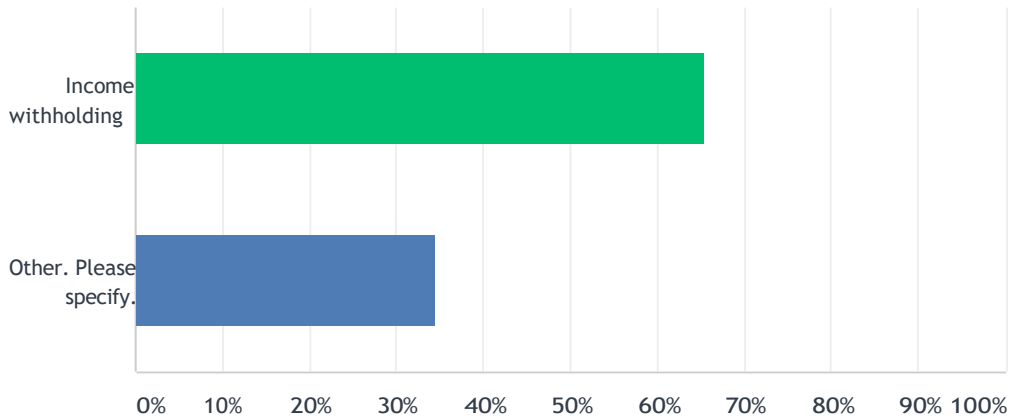
Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.32%	29
No	23.68%	9
TOTAL		38

Q19 If the answer above is yes, what is your process for collecting from the additional unemployment benefits?

Answered: 29 Skipped: 9



ANSWER CHOICES	RESPONSES	
Income withholding	65.52%	19
Other. Please specify.	34.48%	10

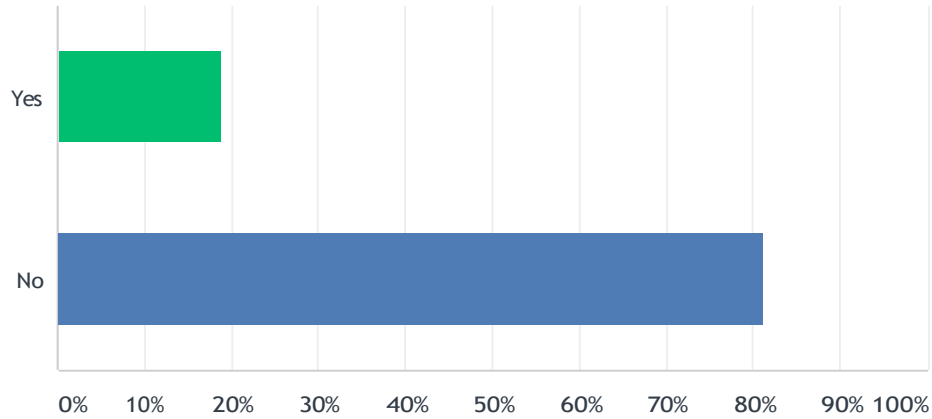
TOTAL

29

#	STATE	OTHER. PLEASE SPECIFY.	DATE
1	FL	Florida law allows the Program to collect 40% of UC benefits (50% if there is more than one family owed support). Our UC agency send us a weekly file of all citizens approved for UC benefits and we return a % to deduct for any matching parents.	9/18/2020 1:56 PM
2	NM	CSED has an interface with the NM Dept. of Workforce Solutions for all unemployment withholdings.	9/18/2020 11:10 AM
3	CO	Colorado sends an electronic attachment to the Department of Labor and Employment with the percent they need to withhold from the regular weekly benefits paid. A separate attachment was NOT sent for the benefits paid under the CARES Act so the percent withheld from the CARES payment was the same as the percent we attached to for the regular weekly benefit.	9/15/2020 1:16 PM
4	MS	Interface with the Employment Security Agency works like an IWO, but attaches to all payments. For example: 50% withholding on all UI payments up to the current support obligation. 55% if there are arrears. We were able to offset the regular UI and additional federal UI at this rate. Our state law also allows us to treat UI like lump sum payments.	9/15/2020 9:14 AM
5	TX	In Texas, we automatically withhold from unemployment insurance benefits using an interface with our state's unemployment insurance agency.	9/11/2020 3:26 PM
6	ME	We have an automated interface with the Department of Labor and Workforce Development to deduct child support from unemployment benefits.	9/11/2020 9:14 AM
7	TN	We have an electronic interface and automated intercept process with our Dept. of Labor.	9/10/2020 11:27 AM
8	SD	DCS has an interface with Department of Labor and Regulation (DLR) which administers the unemployment. The interface allows for the interception of unemployment benefits without having to issue an Income Withholding Order. When the withholding initially occurs, DLR provides a notice to the NCP.	9/3/2020 10:30 AM
9	IN	Indiana sends a file of eligible IV-D cases to the state DWD (Dept. of Workforce Development) who then match our file with their file of unemployment recipients. If there is a match, DWD then withholds the proper amount of weekly child support and sends it back to us in a weekly file. It is then distributed to the IV-D case.	9/1/2020 8:31 PM
10	NH	MOU and electronic interface with state's employment agency	9/1/2020 4:00 PM

Q20 To your knowledge, have you collected from any fraudulent CARES Act unemployment benefits?

Answered: 37 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	18.92%	7
No	81.08%	30
TOTAL		37

Q21 If the answer above is yes, how did you respond?

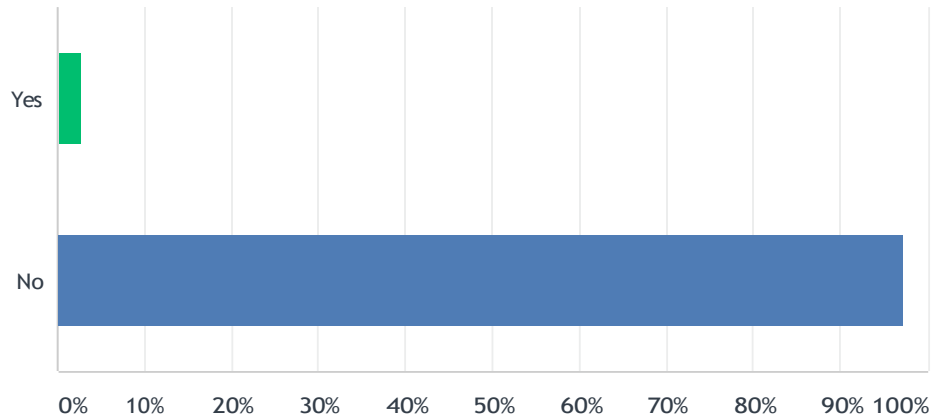
Answered: 7 Skipped: 31

#	STATE	RESPONSES	DATE
1	OK	We initially held the identified funds and have transmitted those back to the state agency handling distribution of unemployment benefits.	9/18/2020 2:20 PM
2	MS	Not sure, but possible. We reported back to our Employment Security agency. They file the claim on their side and collect through their procedures.	9/15/2020 9:14 AM
3	WA	Worked with our state's unemployment program to return any money that was still in our program's control.	9/11/2020 7:36 PM
4	NV	When fraud was identified, we suspended distribution, contacted DETR and refunded the money to DETR.	9/11/2020 12:49 PM
5	MI	We have provided an ad hoc query of NCPs who have incarceration indicated in the presence of active unemployment withholding and/or unemployment collections. We've advised IV-D staff to review or cross reference the report; confirm the NCP's incarceration; and, where appropriate, report the potential fraud to the unemployment agency, terminate unemployment withholding, and/or close the case. We are in the process of working with agency partners (unemployment and department of corrections) to determine how to handle any collections, disbursements, or refunds to incarcerated NCPs on fraudulent claims.	9/11/2020 8:08 AM
6	MA	Communicated with the unemployment agency who had developed a fraud process. Directed customers to the fraud process. Continuing to work on a process to address the fraudulent payments we are currently holding.	9/10/2020 4:42 PM
7	AR	We have worked with our workforce agency to identify and handle funds received on a case by case basis. Frequently we are made aware of a fraudulent claim by the NCP and provide information on how to report the fraud.	9/10/2020 3:53 PM

Federal Tax Refund and EIP Offsets

Q22 Has your state made any changes regarding the certification process for tax offsets due to the pandemic?

Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	2.63% 1
No	97.37% 37
TOTAL	38

Q23 If answer above is yes, please describe those changes

Answered: 2 Skipped: 36

#	RESPONSES	DATE
1	[ID] We changed to not apply to debts early, but we also changed so that we refund, upon request, to NCPs amount above current debts.	9/18/2020 9:29 AM
2	[OR] We didn't change the *certification* process, so answered "no." However, we did change the distribution logic for family first, so maybe that's a yes depending on the info	9/15/2020 7:42 PM

Q24 How has your state handled stimulus payment offsets for deceased or incarcerated NCP's?

Answered: 35 Skipped: 3

#	STATE	RESPONSES	DATE
1	MN	N/A because it's our understanding OCSE held these payments to refund the fed. govt.	9/22/2020 10:18 AM
2	ND	We held the payments as best we could identify them until IRS indicated it was not going to reverse the payments, and then we disbursed the collections	9/21/2020 5:26 PM

NCCSD Pandemic Operations Survey			SurveyMonkey
3	MO	On hold.	9/21/2020 12:26 PM
4	FL	Our normal fraud criteria process picked some of these up and they were referred to OCSE. For those not picked up by our fraud process, we processed as normal. If IRS does not respond to our fraud report and reverse, we will process as normal.	9/18/2020 1:56 PM
5	WV	Continue to hold pending final direction.	9/18/2020 1:24 PM
6	KY	Manual Holds	9/18/2020 1:12 PM
7	MT	Once the OCSE/IRS shared it would not be pursuing these, payments began being sent to families.	9/18/2020 11:33 AM
8	NM	Not that we know.	9/18/2020 11:10 AM
9	NJ	We did not hold any stimulus payments based on deceased or incarcerated status.	9/18/2020 9:54 AM
10	ID	Processes as normal	9/18/2020 9:29 AM
11	OR	Treated similarly as other participants.	9/15/2020 7:42 PM
12	HA	stimulus payments were kept on hold until final guidance was given that they would not be pulled back	9/15/2020 3:52 PM
13	CO	If we had information that the parent was deceased or incarcerated, we did not send the money out. But, in most cases, we did not have that information and, thus, it was applied to the child support case.	9/15/2020 1:16 PM
14	DE	Financial holds were placed until clarification was received from OCSE.	9/15/2020 10:38 AM
15	MS	They were held pending direction from IRS, and then the report worked for releasing when appropriate.	9/15/2020 9:14 AM
16	NC	If known, we have placed those funds on hold.	9/14/2020 5:36 PM
17	WA	Stimulus money was not distributed until we received information that the IRS would not claw these payments back	9/11/2020 7:36 PM
18	TX	We have followed existing agency policy with regard to payments received on deceased NCP cases. I am not aware that we have made any specific changes with regard to stimulus payments received on incarcerated NCP cases in which there is still existing arrears amounts. I believe those have been distributed as any other payment.	9/11/2020 3:26 PM
19	LA	At this time, the EIP payments are being held in suspense.	9/11/2020 1:57 PM
20	NV	We did not take any action.	9/11/2020 12:49 PM
21	KS	Reviewed deceased individually. Incarcerated distributed.	9/11/2020 8:24 AM
22	MI	Michigan flags offsets for deceased or incarcerated NCPs as potentially fraudulent and reports them to OCSE for a determination of fraud.	9/11/2020 8:08 AM
23	SC	As far as we are aware, this has not happened here in SC.	9/11/2020 7:24 AM
24	MA	Held the payments initially and still determining what to do with them.	9/10/2020 4:42 PM
25	AR	Offsets that we were able to identify as for deceased or incarcerated NCPs are currently on hold.	9/10/2020 3:53 PM
26	IL	We have placed them on hold	9/10/2020 2:40 PM
27	RI	Held	9/10/2020 12:33 PM
28	ME	We initially held the payments and notified OCSE of suspected cases. When we were told that the money would not be reversed, we processed the payments only to have some reversed anyway!	9/10/2020 11:27 AM
29	TN	We've distributed/disbursed these collections.	9/11/2020 9:14 AM
30	IA	We moved the original distribution date out on those payments that were set to distribute to the family to October/November. When information was received that these payments were not going to be pulled back we distributed the payments to families as of 7/31/20.	9/8/2020 4:00 PM

31	CA	Individual issues are referred to the department for case-by-case handling.	9/3/2020 3:47 PM
32	SD	Payments are being held for 6 months to determine whether or not IRS requests the payments back.	9/3/2020 10:30 AM
33	IN	We attempted to identify the cases in our system with an incarcerated or deceased NCP. We then put an extra hold (6 months) on any federal offset funds for those NCPs until more direction was received from OCSE.	9/1/2020 8:31 PM
34	NH	We issued a directive to hold them for six months when we know the NCP is incarcerated or deceased	9/1/2020 4:00 PM
35	MD	After initially holding the funds, we are now allowing the payments to disburse following OCSE's update that the IRS will not recoup.	9/1/2020 11:00 AM

Q25 If there is a second round of stimulus payments and federal law does not specifically exclude those payments from the offset process, is there anything you would do differently with the second round? In other words, are there any lessons you learned during the first round of stimulus payment offsets that you would handle differently for future payments?

Answered: 33 Skipped: 5

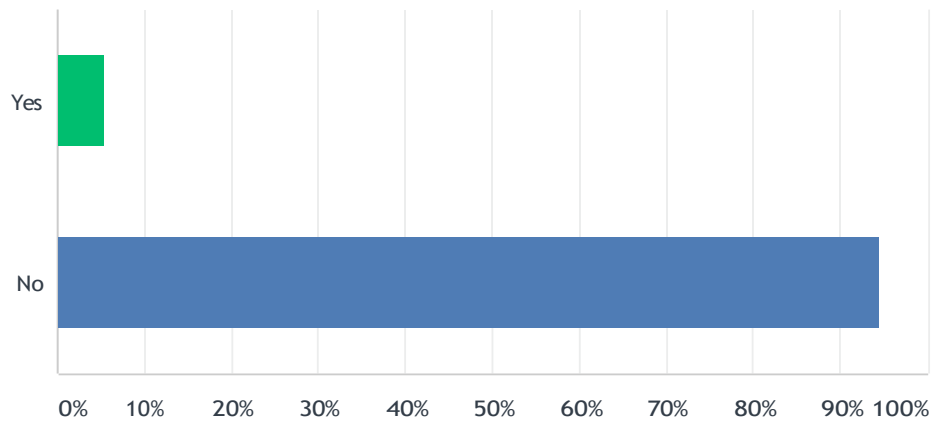
#	STATE	RESPONSES	DATE
1	MN	We're trying but it's cost and time prohibitive especially if we can't identify which offsets are stimulus related and which are tax related.	9/22/2020 10:18 AM
2	ND	No difference – OCSE hasn't given us discretion in the matter	9/21/2020 5:26 PM
3	MO	No definite plan to do anything different.	9/21/2020 12:26 PM
4	OK	No	9/18/2020 2:20 PM
5	FL	No major changes foreseen. We were pretty happy with our process.	9/18/2020 1:56 PM
6	KY	May hold the funds longer based upon the recent Injured Spouse claim	9/18/2020 1:12 PM
7	MT	tbd. The only real lesson learned from the first round is you can't accurately predict how the federal level will react. Montana will react to a second round of stimulus payments when the actual decision arrives.	9/18/2020 11:33 AM
8	NM	Yes, we would request a waiver to hold payments longer to provide increased outreach to allow customers the opportunity to request a fair hearing. The Admin. Law Judges have forced CSED to refund several payments.	9/18/2020 11:10 AM
9	NJ	We held the payments initially to do a quick review before releasing so we would likely do that again to ensure there are no anomalies.	9/18/2020 9:54 AM
10	OR	Went as planned for the first round, so no changes.	9/15/2020 7:42 PM
11	HA	no	9/15/2020 3:52 PM
12	CO	Yes!! A few areas: 1. Proration of funds 2. Arrears only cases that could have been closed if funds were used to pay off arrears as opposed to being sent back as overcollect 3. Should have established time frame for the manual allocation of payments before implementing the change, with both a start and end date 4. More direction to counties to ensure the case ledger is accurate prior to the manual allocation (i.e. arrears calculations) 5. Better and more communication with counties, particularly finding better ways to communicate with front line workers and not just county program leadership (i.e., statewide google email group)	9/15/2020 1:16 PM
13	DE	Extending hold time frames for verification and processing.	9/15/2020 10:38 AM
14	MS	No	9/15/2020 9:14 AM
15	NC	Yes - during the first stimulus payment we followed our normal procedures of placing any payment over \$1,000.00 on hold to research prior to release. In a second round, we would revisit that amount.	9/14/2020 5:36 PM
16	VA	State level legislation has been proposed to ensure that we do not handle future payment offsets differently.	9/14/2020 12:24 PM
17	WA	We held a large number of stimulus payments to ensure they were valid. We would reconsider that approach in future intercepts.	9/11/2020 7:36 PM
18	TX	No decision on that has been made. There is a concern about the IRS pulling back the stimulus payments by automatically applying an injured spouse claim after our programed 6 month hold period.	9/11/2020 3:26 PM
19	LA	No.	9/11/2020 1:57 PM
20	NV	No. We are limited by our current system and unable to make any changes due to the status of our new system.	9/11/2020 12:49 PM

21	MI	One of the lessons learned is that the earlier decisions are made about how to handle the payments and whether any system updates are required, the smoother the process. Michigan is already discussing how to handle a potential second round of stimulus payments.	9/11/2020 8:08 AM
22	SC	No. We will handle these using the guidance provided by OCSE.	9/11/2020 7:24 AM
23	MA	Unlikely	9/10/2020 4:42 PM
24	AR	Assuming this question refers to offset of future stimulus payments made to incarcerated or deceased NCPs, we would probably proceed with distribution and disbursement as normal and not hold the payments.	9/10/2020 3:53 PM
25	IL	We would handle the same	9/10/2020 2:40 PM
26	RI	Trying to implement a formal debt forgiveness program prior to that.	9/10/2020 12:33 PM
27	ME	We would not release joint payments early, even at the request of the injured spouse.	9/10/2020 11:27 AM
28	TN	No, I believe we'll process any future stimulus payments in the same manner.	9/11/2020 9:14 AM
29	IA	No - we would like to see better communication from IRS/FS however.	9/8/2020 4:00 PM
30	SD	If federal law does not specifically exclude, South Dakota will more than likely intercept the second round since there is no clear way to differentiate between an IRS offset and stimulus payment.	9/3/2020 10:30 AM
31	IN	There is nothing different to do based upon our legal and technical structure.	9/1/2020 8:31 PM
32	NH	We are exploring DRA distribution.	9/1/2020 4:00 PM
33	MD	Not at this time. System limitations impact the ability to readjust distribution. Manual efforts would be too time consuming in our current environment that already limits daily day to day activities.	9/1/2020 11:00 AM

Distribution, Pass-Through, and Fees

Q26 If there is a second round of stimulus payments and federal law does not specifically exclude those payments from the offset process, do you plan to distribute offsets of those payments differently from federal income tax refund offsets?

Answered: 37 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	5.41%	2
No	94.59%	35
TOTAL		37

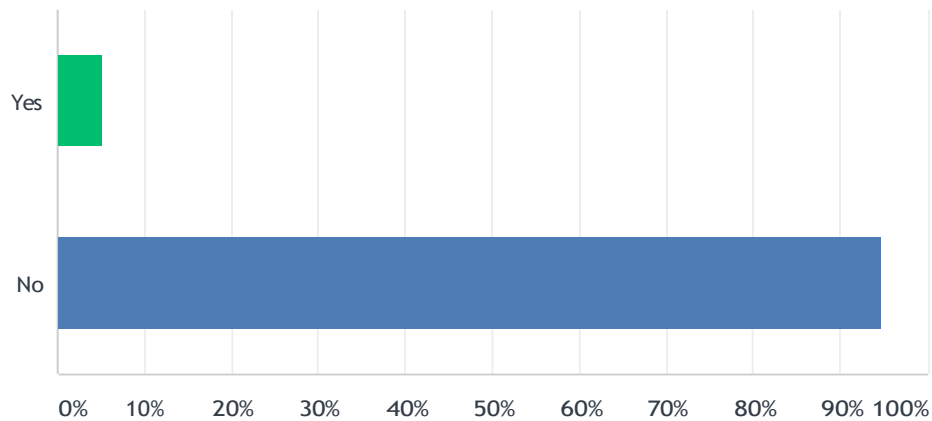
Q27 If the answer above is yes, please explain the difference.

Answered: 7 Skipped: 31

#	RESPONSES	DATE
1	[MN] Even though we answered 'No' above we thought we should add... "We want to but we probably won't have enough time to change our system."	9/22/2020 10:18 AM
2	[FL] We did not apply stimulus to PA balances. Distribution applied to CP balances and then refund any remaining funds	9/18/2020 1:56 PM
3	[MT] tbd	9/18/2020 11:33 AM
4	[OR] We answered "no" because we are treating stimulus payments and tax offsets the same for now. We changed the distribution logic to pass through the offset to family debt first for both refunds and stimulus.	9/15/2020 7:42 PM
5	[CO] For cases where arrears are owed to the government due to the custodial parent currently or formerly receiving TANF or being a current or former foster care case, manually overriding the standard allocation methodology in order to apply federal tax payments to family arrears or to refund the money to the noncustodial parent, if there are no arrears owed to the family.	9/15/2020 1:16 PM
6	[MS] Not at this time, but we are exploring DRA distribution for future.	9/15/2020 9:14 AM
7	[MI] At this time, Michigan is unable to uniquely identify Federal Economic Impact Payment (stimulus payment) offsets from regular Federal Income Tax Refund Offset (FTRO) payments. Therefore, the stimulus payments will be offset to cover past due child support in the same manner as FTRO. However, to ensure families benefited from the stimulus payments, Michigan's Child Support Program temporarily changed distribution rules for the stimulus and FTRO payments to satisfy family arrears before state arrears for current and former assistance families.	9/11/2020 8:08 AM

Q28 Has your state made any changes related to retention of assigned arrears or payment of fees for services in response to the pandemic?

Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	5.26%	2
No	94.74%	36
TOTAL		38

Q29 If the answer above is yes, what were the changes and what might trigger returning to "business as usual?"

Answered: 3 Skipped: 35

#	RESPONSES	DATE
1	[FL] Only the change to the distribution of EIP	9/18/2020 1:56 PM
2	[OR] We changed the distribution logic to pass through the federal offsets (both tax refund and stimulus payments) to the family first. All other financial processes remained the same. We plan to return to our prior business process for distribution logic at the end of 2020 if there is no second round of stimulus payments.	9/15/2020 7:42 PM
3	[CO] Counties always have the option of waiving the program's application fee; however, in doing so, they become responsible for the fee. DCSS changed guidance to indicate that counties would not be responsible for the fee, if they chose to waive. Trigger to returning to "business as usual" was assessing what DCSS could afford to cover on behalf of the counties who waived application fees.	9/15/2020 1:16 PM

Interstate

Q30 During the pandemic, how are you handling any non-cooperation from the other state in an interstate case?

Answered: 34 Skipped: 4

#	STATE	RESPONSES	DATE
1	MN	We haven't changed our procedures from before COVID.	9/22/2020 10:18 AM
2	ND	We will be more patient, but still expect the other state to perform needed intergovernmental case activities	9/21/2020 5:26 PM
3	MO	Case by case basis. We understand all states have been effected by limited services.	9/21/2020 12:26 PM
4	FL	We suspended noncooperation activities for a period. We restarted in July.	9/18/2020 1:56 PM
5	WV	Continue to cooperate with each state individually understanding their current capabilities.	9/18/2020 1:24 PM
6	KY	No change.	9/18/2020 1:12 PM
7	MT	I/R staff have been advised to give I/I much latitude at this time.	9/18/2020 11:33 AM
8	NM	We are providing extra time and director to director communication before any case actions are taken to close interstate cases.	9/18/2020 11:10 AM
9	NJ	We will continue to work with other states. If we do have to close our case due to non- cooperation, we can reopen.	9/18/2020 9:54 AM
10	ID	Managing case by case as best we can.	9/18/2020 9:29 AM
11	OR	If we are unable to proceed without assistance from the other state in an interstate case, we will provide service to the extent we are able, or if we are not able to provide any services, we will close the case. This is rare.	9/15/2020 7:42 PM
12	CO	We have not experienced any significant issues related to non-cooperation. There are sometimes delays in getting responses (and sometimes a little longer than usual) but at the CCR, we have been giving states a little more time to respond than we would normally. I think we're all trying to be as flexible as possible.	9/15/2020 1:16 PM
13	DE	? No new policies or process have been established for this circumstance. Staff work on exhausting all resources to execute the progression of all interstate cases.	9/15/2020 10:38 AM

14	NC	Sending a T2 for updating, closing if applicable.	9/14/2020 5:36 PM
15	VA	On a case-by-case basis, and through the Director if there is a specific need for escalation.	9/14/2020 12:24 PM
16	WA	Like our customers, Covid-19 is impacting child support agencies as well. We have sought to acknowledge this with our staff.	9/11/2020 7:36 PM
17	LA	We are asking for assistance from the other state's Central Registry and referring to OCSE regional staff if no response from the state.	9/11/2020 1:57 PM
18	NV	We take into consideration what status (open, closed, or partially opened) the other state is in.	9/11/2020 12:49 PM
19	KS	case by case basis	9/11/2020 8:24 AM
20	MI	During Michigan's State Safe, Stay at Home Order the Interstate Cases in most of Michigan were not processed. Once the Order was rescinded, non-cooperation cases were handled in the normal manner.	9/11/2020 8:08 AM
21	SC	We are evaluating each instance individually, but generally allowing much more time than previously.	9/11/2020 7:24 AM
22	MA	Not pushing on the other state currently but will resume our normal practices soon.	9/10/2020 4:42 PM
23	AR	With patience and understanding.	9/10/2020 3:53 PM
24	IL	I haven't heard of running into this	9/10/2020 2:40 PM
25	RI	With patience/Inquiring if they are fully open for business	9/10/2020 12:33 PM
26	ME	This has not been an issue for us.	9/10/2020 11:27 AM
27	DC	have not resumed filing of interstate cases	9/10/2020 11:21 AM
28	TN	Caseworkers are documenting our system when issues occur with other states that are related to the state of emergency.	9/11/2020 9:14 AM
29	IA	Not aware that we have had any issues with other states. assume that we would proceed with closure however if did not receive necessary information within the required timeframe. provide 60-days to provide necessary information.	9/8/2020 4:00 PM
30	CA	Business as usual. Central Case Registry.	9/3/2020 3:47 PM
31	SD	Depending on the reason for noncooperation and the information needed, there may be exceptions made to the time frame requirements.	9/3/2020 10:30 AM
32	IN	We have no choice really but to wait on the other state at this point.	9/1/2020 8:31 PM
33	NH	Applying flexibility and attempting direct communication with the OS to determine if non-coop may be COVID-related.	9/1/2020 4:00 PM
34	MD	With leniency and understanding due to the current work environment across the nation.	9/1/2020 11:00 AM

Telework/Personnel

Q31 Assuming you currently have some staff who are teleworking, can you provide any advice or guidance regarding telework such as tracking production, best practices, challenges, and steps to maintain staff accountability?

Answered: 32 Skipped: 6

#	STATE	RESPONSES	DATE
1	MN	We have telework agreements that staff are required to sign. We also have telework logs that staff complete to identify work priorities they are completing while working from home.	9/22/2020 10:18 AM
2	ND	Modify automated system as needed to be able to generate documents as PDF rather than paper, which leverages e-signature functionality on Adobe Acrobat. We are working on ability to print and mail from home using an electronic postage solution and end-of-day delivery to the nearest permanent US Post Office mailbox. Get headsets, webcams, soft-phones, and Microsoft Teams for all telework staff	9/21/2020 5:26 PM
3	MO	Daily timesheet requirements, weekly team meetings via web-ex, production reporting under normal business practices, and developing key performance indicators.	9/21/2020 12:26 PM
4	FL	The majority of our workforce has work delivered through our automated system, so it tracks the volume completed and timeframes for completion.	9/18/2020 1:56 PM
5	WV	Continue to use normal tools to track productivity of staff. Evaluating whether quotas/benchmarks need to be adjusted to reflect challenges of tele-work.	9/18/2020 1:24 PM
6	KY	Supervisors have maintained their own tracking.	9/18/2020 1:12 PM
7	MT	Not presently. These efforts remain a work in progress.	9/18/2020 11:33 AM
8	NM	Not yet.	9/18/2020 11:10 AM
9	NJ	We hold regular staff meetings via Zoom, Teams or WebEx. We continue our employee engagement opportunities. Biggest challenge is scheduling staff time and communications regarding at home schooling and work assignments. We have extended our system hours to allow for more flexibility for staff. We can track our system usage and most case processing activities for timeframes, and customer	9/18/2020 9:54 AM
10	OR	Wow. Big question! A couple highlights: very regular, scheduled (and impromptu) contact between managers/employees; using Teams group chat feature to keep connected among team members throughout the day. Our system does have employee and manager dashboards and a comprehensive task management system.	9/15/2020 7:42 PM
11	HA	not teleworking	9/15/2020 3:52 PM
12	CO	- Virtual production boards - Regular 1:1s - Creating norms, values, expectations for virtual meetings -Maintaining a collaborative work platform - Weekly Unit meetings in addition to 1:1s - Document expectations and hard deadlines for work completed - Utilize regular stand up meetings - include goals for week and check in on goals - Utilizing reports available; phone logs - Approach is dependent on relationship between the Unit Manager and staff - once guidelines and expectations are established and a routine adhered to, check-ins can occur less frequently - Some Units already had established goals and assignments so it was easy to make the transition, including tracking logs that are filled in daily.	9/15/2020 1:16 PM

13	DE	In Delaware, we have established an electronic time sheet for the tracking and accountability of time during telework schedules. Worker database usage is being tracked by the systems unit and disbursed to supervisors and managers weekly. Delaware child support staff have been deemed essential workers since the beginning of the pandemic and they are being assigned where units are deficient within the agency. A challenge has been maintaining office coverage for appointments and the customer service call center unit. All employees were required to read and sign the Delaware DHSS COVID-19 Essential Employee Designation Notification and associated	9/15/2020 10:38 AM
14	NC	Hold frequent video conferencing calls and ensure that expectations are clearly outlined.	9/14/2020 5:36 PM
15	VA	Daily assessment meetings to keep teams connected, and to address any resource re- allocation needs. Worker reports to ensure productivity and performance. Webcams for workers to visually interact with managers, peers, and customers.	9/14/2020 12:24 PM
16	WA	We have commissioned a workgroup to make recommendations in this area. We would love to see other state products on this topic.	9/11/2020 7:36 PM
17	TX	Continual engagement between managers/supervisors and staff is essential. We have developed some new business management reports to compliment our existing reporting to facilitate production tracking during telework. Our "chat" pilot for customer service was launched in February just before the pandemic hit so it was immediately ramped up and made operational sooner than initially expected. It has been a successful tool to enable us to handle more customer inquiries	9/11/2020 3:26 PM
18	LA	No.	9/11/2020 1:57 PM
19	NV	We have staff fill out production sheets, uses TEAMS for checkins and if staff fail to meet the expectations, they are required to return to the office full time.	9/11/2020 12:49 PM
20	KS	Shift to a project based mentality. Recognize which staff are struggling and work with them individually, perhaps with a time study. Set firm deadlines. Have all staff/all team video calls. Dedicate time to checking in with staff. Problem solve as things come up.	9/11/2020 9:14 AM
21	MI	Nearly all Michigan's OCS Operations staff have been working remotely since 2013, (piloted in 2012), only reporting to the office for meetings and trainings. With the onset of the pandemic, meetings and trainings have been changed to a virtual format using Microsoft Teams, but all other work from home functions remain the same. Operations uses specific measurements for performance management and Quality Assurance. We use the Genesys Electronic Workload Management software system to monitor time and productivity along with samples of work from our system of record (MiCSES) to monitor quality. Using this process we can see both individual and group trends in production and quality that can be addressed by additional training or counseling. Our Alternate Work Location policy details requirements for working remotely; we will forward it to jfleming@nd.gov. Types of technology used: MiCSES; Teams/Skype; Genesys call center and Desktop Delivery of work software, Business Objects reporting, Cisco Jabber soft phones, Access, Rightfax, MetroFax and Microsoft Outlook. These technologies allow both for remote work and for real time and historical monitoring by management.	9/11/2020 8:24 AM
22	MA	Still working on ensuring productivity and accountability but are working on additional, detailed reporting.	9/11/2020 8:08 AM
23	AR	Arkansas did not move to telework except in a few rare instances. No advice to offer.	9/10/2020 4:42 PM
24	IL	We have had many challenges and I have found that remote work is not overall successful except in the call center.	9/10/2020 3:53 PM
25	RI	Monitoring worker dashboard, checking voice messages of staff, requesting weekly logs	9/10/2020 2:40 PM
26	ME	We have the ability to review system access, work generation etc. The biggest challenge is document generation for those working from home. We have had to reassign duties and caseloads.	9/10/2020 12:33 PM

27	DC	CSSD is operating in maximum telework capacity. Managers are responsible for verifying work performed by staff through work reports. Challenges have been minimal as CSSD participated in a telework pilot. The biggest challenge was getting staff equipped with appropriate equipment to function.	9/10/2020 11:27 AM
28	TN	If you are concerned about specific individuals productivity, you might consider having them send a jabber or email when they log on to work each morning. IT staff can usually monitor system access and keystrokes if needed.	9/10/2020 11:21 AM
29	IA	Have not implemented any statewide practices in terms of tracking accountability for teleworkers other than the normal time-based performance measures we had in place. Do require supervisors to touch base with staff on a regular basis to ensure staying informed in regard to how the staff are doing with all aspects of teleworking.	9/8/2020 4:00 PM
30	CA	California has ability to monitor case worker activity on the statewide computer system.	9/3/2020 3:47 PM
31	NH	Continuous and frequent use of Zoom or other video connectivity with all staff; allowing flexibility on work hours; trusting staff; monitoring activity and productivity in electronic workflows; setting and maintaining in-office schedules and consistency. Check-ins on mental and emotional health, stress and liberal use of leave time. Surveys to staff and supervisors on self-assessment of productivity and well-being; tracking inquiries of customers; All of these have generated a high return of commitment, dedication, productivity and sense of collectivity.	9/1/2020 4:00 PM
32	MD	Best practices - continuous communication with local offices via twice-weekly conference calls, and written memorandum, and meeting minutes. Challenges - availability of technology (i.e. laptops with cameras; cell phones). Court closures. Staff accountability - local offices continue to use our Dashboard to review and track staff productivity. Understanding and leniency during this time due to the current work environment	9/1/2020 11:00 AM

Document Generation

Q32 How are you handling document generation (printing, signing, copying, and mailing) in a remote environment?

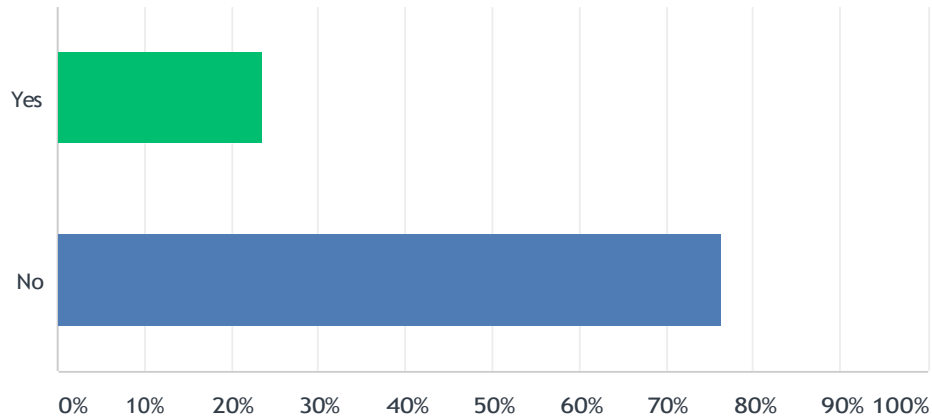
Answered: 37 Skipped: 1

#	STATE	RESPONSES	DATE
1	MN	The same as pre-COVID - printing centrally at county offices or the state office through our case management system - PRISM.	9/22/2020 10:18 AM
2	ND	Print to PDF, Adobe Acrobat e-sign, and print to network printers for in-office admin support staff to mail	9/21/2020 5:26 PM
3	MO	Each office has identified a core group of employees to handle office printing requirements.	9/21/2020 12:26 PM
4	FL	Most of our documents are generated through a centralized process. For noncentralized documents, we are taking differing	9/18/2020 1:56 PM
5	WV	Tele-working staff print remotely to child support offices. Minimal staff in office handle the administrative functions. In office staff's caseloads adjusted appropriately.	9/18/2020 1:24 PM
6	KY	Remote printing and Batch printing, as well as electronic means	9/18/2020 1:12 PM
7	MT	Teleworkers have the ability to print directly to one of the five child support offices in Montana. Printing, signing (rubber stamped), copying & mailing is done by a small crew in each office.	9/18/2020 11:33 AM
8	NM	NM is still a paper based process, so we had to sync our server folders with sharepoint to increase the ability to share documents electronically. In addition we have procured an onbase e-doc system that is still in design.	9/18/2020 11:10 AM
9	NJ	We are using "phone interview" on some signature lines. Also, limited staff is in the office for scanning, processing mail .	9/18/2020 9:54 AM
10	ID	We have very little signing, but local printing is managed by our mail team in office.	9/18/2020 9:29 AM
11	OR	Our system generates documents and packets, most of which are printed and mailed at the state central print plant (electronic copies automatically stored in the system)--there is some electronic signing as part of that. For those documents that must be printed locally, there's coordination with workers in offices, or workers come into the office part-time.	9/15/2020 7:42 PM
12	HA	N/A	9/15/2020 3:52 PM
13	CO	Utilizing electronic signature; Utilizing unsworn declarations instead of notarization; Designated specific staff as required to work in the office (not necessarily everyday, at least once per week) to confirm all the right document generation is occurring (i.e., being printed, being mailed, etc.)	9/15/2020 1:16 PM
14	DE	? Supervisors, managers, and clerical staff are assisting w/ the printing, copying, and mailing of documents in instances where staff are unable to come to the office for a day or two in effort to complete those tasks.	9/15/2020 10:38 AM
15	MS	Internally, we use docusign for signing documents. Printing is sent to state office remotely and staff in office handle. Copying-mailing done in state office.	9/15/2020 9:14 AM
16	NC	Small group of staff are rotating in three days a week to handle all mail and document generation.	9/14/2020 5:36 PM
17	VA	Skeleton crews in the offices to process incoming and outgoing mail.	9/14/2020 12:24 PM
18	WA	We have a handful of staff who come into the office and handle this function	9/11/2020 7:36 PM
19	TX	All staff working from home have VPN access and can generate documents as they would if they were in the office. We had a paperless system in place so documents/pleadings can be processed electronically.	9/11/2020 3:26 PM
20	LA	e have limited staff in the office who receive and prepare documents to be mailed out. Internal documents are signed using Docusign or Adobe Fill & Sign. Documents needing a "wet" signature are forwarded to mail staff to notify the signer and obtain a signature.	9/11/2020 1:57 PM

21	NV	Staff at the office handle the printing, signing, copying and mailing.	9/11/2020 12:49 PM
22	KS	Convert to a pdf (one for document, one for envelope), send to a shared email address and staff in office print and mail. Utilize scanned pdfs of signature to sign documents.	9/11/2020 8:24 AM
23	MI	<p>The MI OCS has worked with the State Court Administrative Office Friend of the Court Bureau to establish guidance on the use of electronic signatures (eSignatures). OCS is also pursuing policy changes to facilitate the use of eSignatures. Finally, OCS and FOCB are exploring the possibility of court rule changes to expand electronic service of process. All of these efforts are intended to lessen the need for wet ink signatures, printing and mailing of hard copy documents, and to more efficiently share information with customers. OCS has emphasized use of its MiChildSupport customer web portal as a secure means by which to securely exchange documents and other information between customers and staff. OCS is in the process of enhancing MiChildSupport to make it easier for staff and customers to use the portal for these purposes. Plans are also in the works to allow customers to request changes to the personal information that they have on file with the child support program (e.g., addresses) via MiChildSupport, further reducing the need for hard copy forms and mailings.</p> <p>However, challenges remain for document generation, as many processes are reliant on the use of hard copy documents and traditional signatures.</p>	9/11/2020 8:08 AM
24	SC	Documents that need to be signed are sent to office printers via VPN, and necessary staff are rotating in to sign them and perform other duties.	9/11/2020 7:24 AM
25	MA	Most of our documents are centrally printed, mailed, etc. Some that require signature, copying, scanning are being handled by a small group of staff coming into the office. Most of our mail is opened and scanned by a centralized processing team (within the Dept but outside of CSE) that has been in office all along. Limited mail at local offices and also being handled by a small number of staff coming in.	9/10/2020 4:42 PM
26	AR	N/A	9/10/2020 3:53 PM
27	IL	We have staff come in to handle these tasks in the office	9/10/2020 2:40 PM
28	RI	Scanning and uploading mail for staff at home and legal documents for attorneys	9/10/2020 12:33 PM
29	ME	Electronic signatures has become an option and we do have some staff in each office to process and mail documents that are generated.	9/10/2020 11:27 AM
30	DC	CSSD has started using Adobe sign and Box to send documents to customers and the court.	9/10/2020 11:21 AM
31	TN	Mailroom staff are currently scanning incoming mail and sending to appropriate staff for review. We use DocuSign for all internal signatures.	9/11/2020 9:14 AM
32	IA	teleworkers are printing to the local office where a CORE set of staff are handling the printing/signing/copying/mailing of documents. Exploring the possibility of creating a centralized print location for all staff to print to statewide as well as a centralized scan location to reduce the need for every office to maintain these functions. discussions just started with information gathering on volume/resource needs, etc.	9/8/2020 4:00 PM
33	CA	Limited original signatures, some electronic review/approval/signature in lieu of original documents. Skeleton staff for physical mail with social distancing requirements in place. Trying to expand where possible, but limited by jurisdictions.	9/3/2020 3:47 PM
34	SD	DCS has a limited number of staff in each office who are performing these duties.	9/3/2020 10:30 AM
35	IN	We have to have a small number of on-site staff to handle.	9/1/2020 8:31 PM
36	NH	Every field office and administrative units have a "skeleton crew" (some rotate staff regularly) who share in duties of processing inbound and outbound mail.	9/1/2020 4:00 PM
37	MD	Printing is done in offices with dedicated staff coming in to collect, file, copy, mail, etc. Signing documents electronically as able. Most mail forwarded to our State Disbursement Unit for scanning to our Dashboard for staff to access remotely.	9/1/2020 11:00 AM

Q33 Are you able to notarize documents electronically?

Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	23.68% 9
No	76.32% 29
TOTAL	38

Q34 If the answer above is yes, please describe your electronic notarization process.

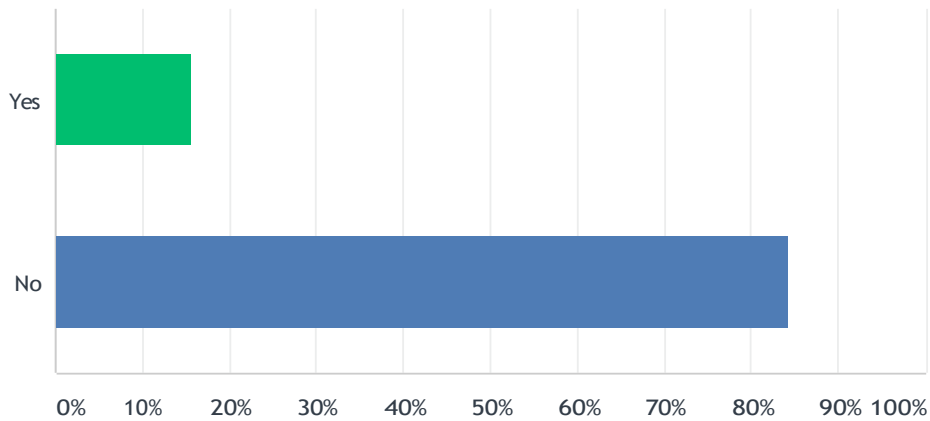
Answered: 9 Skipped: 29

#	RESPONSES	DATE
1	[MN] Child support documents typically don't require notarization because they can be signed under penalty of perjury. Our Recognition of Parentage form and a few other legal forms require notarization. Before a notary can electronically notarize something, they need to obtain E-Notarization Authorization Certificate from Minnesota's Office of the Secretary of State. They can then electronically affix their official electronic signature or seal, pursuant to Minnesota statutes 358.645, subd. 8.	9/22/2020 10:18 AM
2	[KY] Virtual and Video is allowed by statute	9/18/2020 1:12 PM
3	[OR] A law was passed in a special session to permit this in Oregon, but implementation seems to be a long ways out and will require approved software, etc.	9/15/2020 7:42 PM
4	[CO] See Colorado Governor's Executive Order https://www.nationalnotary.org/knowledge-center/news/law-updates/co-governor-executive-orders-remote-notarization#:~:text=Colorado%20Governor%20Jared%20Polis%20becomes,extended%20by%20another%20executive%20order.	9/15/2020 1:16 PM
5	[DE] Electronic notaries are set up in our automated child support system. All agency notaries have an electronic signature stored in the system. Electronic notaries and signatures are name and password protected.	9/15/2020 10:38 AM
6	[TX] Electronic notarization procedures are outlined in state law and would be difficult to describe in this space. The Governor, through emergency order, has temporarily waived and/or revised some of required electronic notarization procedures during the pandemic to make it easier and quicker for staff to complete an electronic notarization.	9/11/2020 3:26 PM
7	[TN] Yes, it's possible but not really being utilized at this time.	9/11/2020 9:14 AM

8	<p>[MI] Pursuant to Governor's Executive Order, strict compliance with notary laws have been temporarily suspended to the extent that they require a notary to be in the physical presence of a person who is seeking the notary's services or of any required witnesses. The parties to the transaction may instead use two-way real-time audiovisual technology (e.g., Zoom) to communicate by sight and sound through an electronic device or process at the time of notarization. The audiovisual technology must be capable of creating a recording of the act, which must then be retained as a notarial record. This Order has been renewed and reissued throughout the pandemic.</p>	9/11/2020 8:08 AM
9	<p>[NH] Governor's Emergency Order provides for process that signatures are done by video between the signor and notary, which must be recorded. Then the paper must be mailed to the notary to complete the notarization and return to the signor. Very cumbersome and not worth the process. We refer customers to the local bank drive through. The court is currently accepting all documents without notarization.</p>	9/1/2020 4:00 PM

Q35 Are you using a vendor for centralized outbound mail?

Answered: 38 Skipped: 0

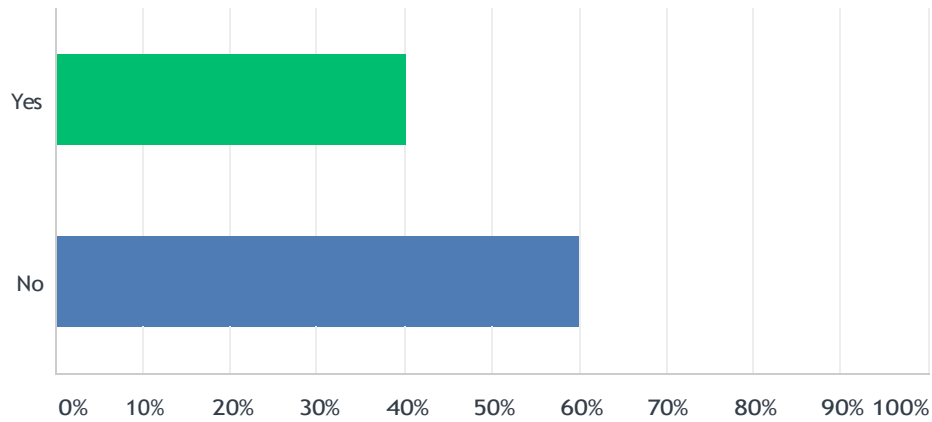


ANSWER CHOICES	RESPONSES	
Yes	15.79%	6
No	84.21%	32
TOTAL	38	

Technology

Q36 Have you implemented any new technology for better customer service, call volumes, payment processing, etc.?

Answered: 37 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	40.54%	15
No	59.46%	22
TOTAL		37

Q37 If the answer above is yes, please describe the new technology.

Answered: 14 Skipped: 24

#	STATE	RESPONSES	DATE
1	ND	E-signature	9/21/2020 5:26 PM
2	MO	Added chat functionality (CHATBOT) for customers.	9/21/2020 12:26 PM
3	FL	SoftPhone to allow telephony positions to telework; deployed new workflow for customers to upload documents in eService portal	9/18/2020 1:56 PM
4	W V	New customer service system/IVR which allows staff to answer customer service lines remotely.	9/18/2020 1:24 PM
5	NM	NM was the first business on the State's Consolidated Customer Service Center and we stood up a online payment portal (still in pilot in 2 out of 15 offices).	9/18/2020 11:10 AM
6	OR	Integrating Jabber client for our customer service call center software so the team can take calls through their computer and work entirely remotely. Built a child-support only server environment and VPN tunnel to security specs for staff to access remotely from VPN-only "tiny" computers or personal computers. Expanded videoconferencing (Teams and WebEx) accessibility and capability for widespread use.	9/15/2020 7:42 PM
7	NC	Enhanced our brand new mobile optimized website to allow for document upload.	9/14/2020 5:36 PM
8	VA	Two-way texting; customer ability to upload documents to our portal; service of process via email/portal; webcams.	9/14/2020 12:24 PM
9	WA	Deployed VoIP to increase the number of staff with phone capacity	9/11/2020 7:36 PM
10	TX	We have implemented chat functionality for customers and assigned staff as chat agents.	9/11/2020 3:26 PM

11	MI	OCS enabled and supported remote access options for county IV-D offices to access IV-D applications and data. SecurID token and VPN (Virtual Private Network) access were implemented. Alternative remote access solutions (for county-managed offices only) including Virtual Desktop Infrastructure (VDI) and alternatives were evaluated and permitted: - Redirected calls from county offices that could not take calls, to the MiSDU that implemented a virtual call center technology. This maintained continuity of customer service to the extent feasible. - UIA fixes – sending IWN terminations to UIA on closed or inactive child support cases; and processing the new programs created by UIA for covid-19 claimants. - New report for prioritizing rev/mod work for customers receiving UIA benefits. - FTRO and Stimulus Payments – distribution changes - Increased available hours of operations for systems to accommodate flexible working schedules.	9/11/2020 8:08 AM
12	DC	CSSD is in the middle of DCCSES modernization and technologies are changing.	9/10/2020 11:21 AM
13	IA	Not necessarily high tech but we expanded the use of email for all staff and purchased cell phones for staff to communicate with customers. Have received positive comments from both staff and customers on both of these items in terms of much better/more direct communication between staff/customer.	9/8/2020 4:00 PM
14	NH	I will have to get the details of the new call center phone system and send them to Jim F.	9/1/2020 4:00 PM

Q38 How are you maintaining momentum for any pending IT modernization or reprogramming projects?

Answered: 37 Skipped: 1

#	STATE	RESPONSES	DATE
1	MN	We have agency initiatives that will incorporate some of the items we were hoping to move forward as a part of our feasibility study that will now become reprogramming projects.	9/22/2020 10:18 AM
2	ND	Business as usual, although conducted telephonically and virtually rather than in person	9/21/2020 5:26 PM
3	MO	Projects are prioritized; adjustments made where needed.	9/21/2020 12:26 PM
4	FL	We carefully selected IT projects that would continue during the state emergency and redeployed other resources to project supporting our response to the state	9/18/2020 1:56 PM
5	WV	IT modernization project is proceeding (albeit a little more slowly) utilizing virtual meetings/presentations.	9/18/2020 1:24 PM
6	KY	Yes, we are doing mini projects as we go along due to funding issues	9/18/2020 1:12 PM
7	MT	Moving the IV-D system off the mainframe continues to be on track. Lots of TEAMS meetings have helped. We are soon entering the UAT phase, which will require an even greater effort.	9/18/2020 11:33 AM
8	NM	NM is in the middle of refactoring its mainframe and the additional IT projects (CCSC and Onbase) are causing resource limitations to maintain all timelines. We occurred a 4% budget reduction in SFY21 and a 5% for SFY22 is expected, so we are maximizing incentive fund usage for these enhancements.	9/18/2020 11:10 AM
9	NJ	Workgroups are continuing to meet virtually. We also meet regularly with our systems vendor to continue our schedule of systemic updates. No major reprogramming scheduled at this time	9/18/2020 9:54 AM
10	ID	We paused initially but have returned to business as normal.	9/18/2020 9:29 AM
11	OR	Because we are in the last year of our system modernization project, it's now or never to use the associated funding and augmented resources. We have re-prioritized change requests that have been necessary to adjust for policy changes in light of the pandemic or that increase the potential for remote work or create staff efficiencies.	9/15/2020 7:42 PM
12	HA	we are unable to move toward modernizations. Given the large budget cuts we are facing it is unlikely we will be able move forward	9/15/2020 3:52 PM

13	CO	We have had to halt modernization efforts due to state budget challenges As far as maintaining other development efforts, we have been working toward implementing more agile development processes - scrum teams, sprints, etc.	9/15/2020 1:16 PM
14	DE	These projects are being maintained and worked on via virtual meetings such as skype and zoom, including new product demonstrations.	9/15/2020 10:38 AM
15	MS	Using COVID as reason to push them forward.	9/15/2020 9:14 AM
16	NC	We are in the process of obtaining a planning vendor for system modernization - it has been slowed in our procurements department due to COVID-19 relief efforts.	9/14/2020 5:36 PM
17	VA	This IS our momentum!	9/14/2020 12:24 PM
18	WA	We have not been able to prioritize to get to this work. We also have funding issues.	9/11/2020 7:36 PM
19	TX	Our IT staff have the tools and technology to continue their work in a telework setting. IT projects are moving forward at a somewhat normal pace. However, IT has had to devote significant time and resources to getting staff up and running in a telework environment, which was not anticipated prior to the pandemic.	9/11/2020 3:26 PM
20	LA	Our Developers are mostly off-site and our projects have continued via Zoom.	9/11/2020 1:57 PM
21	NV	Our new system build team members (many who live out of our state) have been on telework assignment for 6 months now. They are doing well. We are still on schedule.	9/11/2020 12:49 PM
22	KS	Sticking to the schedule. Lots of follow up. Virtual meetings.	9/11/2020 8:24 AM
23	MI	Planning activities for modernization or reprogramming was put on hold due to budget reductions and staffing availability. Planning activities are targeted to resume in the upcoming fiscal year.	9/11/2020 8:08 AM
24	SC	Having just implemented a certified system, the only ongoing modernizations are those that involve features not necessary for certification.	9/11/2020 7:24 AM
25	MA	Our IT project has continued remotely and has maintained momentum.	9/10/2020 4:42 PM
26	AR	Yes. Because Arkansas stayed open for business, IT projects have stayed on track.	9/10/2020 3:53 PM
27	IL	Yes	9/10/2020 2:40 PM
28	RI	MS TEAMS Meetings for staff and management	9/10/2020 12:33 PM
29	ME	I'm not sure that we are. The state budget challenges are going to make it very difficult to undertake new IT projects.	9/10/2020 11:27 AM
30	DC	Projects are ongoing and have gained momentum. Meetings occur via Webex or Teams.	9/10/2020 11:21 AM
31	TN	Our current Re-platform project has not been affected by the state of emergency as most of our IT staff and vendor staff were already working remote.	9/11/2020 9:14 AM
32	IA	continue to prioritize new projects as they arise with those projects that relate to enhancing telework receiving higher priority.	9/8/2020 4:00 PM
33	CA	Reprioritizing of projects and resources so that IT remains top priority.	9/3/2020 3:47 PM
34	SD	DCS is in the infant stages of IT modernization and has been utilizing virtual meetings to proceed. Our IT staff continues to work on IT projects so our momentum has not changed.	9/3/2020 10:30 AM
35	IN	We began our project to completely replace our entire system in June. It is all being handled remotely via Teams without a hitch.	9/1/2020 8:31 PM
36	NH	We are planning on using incentives for customer portal enhancements, which is supported 100% by our Commissioner and IT Dept.	9/1/2020 4:00 PM
37	MD	Continuation of meetings and progress to move development forward. Continuous communication with local offices.	9/1/2020 11:00 AM

Racial and Social Justice

Q39 Has your state instituted any new actions regarding racial and social equity? (please describe)

Answered: 33 Skipped: 5

#		RESPONSES	DATE
1	MN	Our agency has committed to anti-racism work. Within our administration and division, we have committed to the work of equity which includes racial and social, and have a standing divisional equity team amongst other initiatives within our division that we are working on.	9/22/2020 10:18 AM
2	ND	No	9/21/2020 5:26 PM
3	M O	A new steering committee for the Diversity, Inclusion and Belonging initiative for the Department of Social Services has been formed with a new 21 member team.	9/21/2020 12:26 PM
4	WV	No.	9/18/2020 1:24 PM
5	KY	Fatherhood Summit - to address inequity issues	9/18/2020 1:12 PM
6	NM	No	9/18/2020 11:10 AM
7	NJ	no	9/18/2020 9:54 AM
8	ID	No	9/18/2020 9:29 AM
9	OR	Increased educational and training opportunities; division planning a 21-day racial equity challenge across the program; agency to join the the Government Alliance on Race and Equity (GARE).	9/15/2020 7:42 PM
10	HA	no	9/15/2020 3:52 PM
11	CO	See Colorado Governor's Executive Order https://www.documentcloud.org/documents/7047192-D-2020-175-Equity-Diversity-and-Inclusion-for.html No new actions specific to child support - mostly in the planning for action phase	9/15/2020 1:16 PM
12	DE	n/a	9/15/2020 10:38 AM
13	NC	Yes - added a new value "belonging". Developed new training materials surrounding diversity and inclusion.	9/14/2020 5:36 PM
14	VA	No	9/14/2020 12:24 PM
15	WA	Our administration has a unified goal is to reduce the number of individuals and families living in poverty (below 200 percent of the federal poverty level) by 50 percent by 2025 in a way that eliminates disparities. We have Equity, Diversity and Inclusion initiatives.	9/11/2020 7:36 PM
16	TX	Unaware of any directly related to the IV-D agency.	9/11/2020 3:26 PM
17	LA	DCFS partnered with CommunityBuild Ventures to conduct listening circles focused on addressing diversity in the Agency. In the Listening Circles, Staff were separated into remove any identifying information, broken into small groups and encouraged to discuss issues experienced in the agency.	9/11/2020 1:57 PM
18	NV	No	9/11/2020 12:49 PM
19	KS	A new training was launched for all staff. Secretary of umbrella agency has communicated directly on the issue. Umbrella agency has dedicated staff in place to focus on the issue.	9/11/2020 8:24 AM

20	MI	<p>Yes. Prior to the pandemic, Michigan had started work on the creation of an Office of Child Support Community Advisory Council. The council will consist of 8-12 child support customers (or individuals eligible for child support services). Council members will be involved in the Office of Child Support's policy development process. Emphasis will be placed on finding council members who represent traditionally under-represented populations, including race.</p> <p>This effort has continued during the pandemic and efforts are underway to convene the council, via Zoom, early in 2021. OCS also has an employee-led Diversity, Equity, and Inclusion Team. Immediately prior to the pandemic the team broke into subgroups, one of which is looking at service delivery.</p>	9/11/2020 8:08 AM
21	SC	No.	9/11/2020 7:24 AM
22	MA	Not yet but we are working on this.	9/10/2020 4:42 PM
23	AR	Not as relates to customers. Our umbrella agency is initiating an effort to improve recruitment and promotion patterns across the agency to achieve a more diverse and inclusive workforce particularly in leadership positions	9/10/2020 3:53 PM
24	IL	We are working on a plan currently	9/10/2020 2:40 PM
25	RI	Yes, online courses and committees	9/10/2020 12:33 PM
26	ME	no	9/10/2020 11:27 AM
27	DC	No	9/10/2020 11:21 AM
28	IA	no	9/8/2020 4:00 PM
29	CA	No.	9/3/2020 3:47 PM
30	SD	No	9/3/2020 10:30 AM
31	IN	Not yet, but a Racial Justice and Inclusion Workgroup was formed.	9/1/2020 8:31 PM
32	NH	No	9/1/2020 4:00 PM
33	MD	N/A	9/1/2020 11:00 AM

Q40 Are there any data points that aid in your decision-making on services regarding racial and social equity? (please describe)

Answered: 26 Skipped: 12

#	STATE	RESPONSES	DATE
1	ND	No	9/21/2020 5:26 PM
2	MO	Not at this time.	9/21/2020 12:26 PM
3	WV	No.	9/18/2020 1:24 PM
4	KY	We are working to create data points	9/18/2020 1:12 PM
5	NM	No	9/18/2020 11:10 AM
6	NJ	no	9/18/2020 9:54 AM
7	OR	Not yet.	9/15/2020 7:42 PM
8	HA	no	9/15/2020 3:52 PM
9	CO	We have not yet explored	9/15/2020 1:16 PM
10	DE	n/a	9/15/2020 10:38 AM
11	VA	We are reviewing civil contempt / show cause.	9/14/2020 12:24 PM
12	TX	N/A	9/11/2020 3:26 PM
13	LA	We have not received the data compiled by CommunityBuild Ventures.	9/11/2020 1:57 PM
14	NV	N/A	9/11/2020 12:49 PM
15	KS	No.	9/11/2020 8:24 AM
16	MI	The Council will be using data on inequities to determine and prioritize which policies will be worked on. The DEI service delivery subgroup is currently investigating data, looking for correlations and inequities between race and customer cooperation with the child support program.	9/11/2020 8:08 AM
17	SC	No. We do not track that type of data.	9/11/2020 7:24 AM
18	MA	We don't have much data but again, working on determining what we can do.	9/10/2020 4:42 PM
19	AR	Not at this time.	9/10/2020 3:53 PM
20	RI	In process of taking classes to formulate	9/10/2020 12:33 PM
21	DC	No	9/10/2020 11:21 AM
22	IA	no	9/8/2020 4:00 PM
23	CA	N/A	9/3/2020 3:47 PM
24	IN	Not yet - we are in the process of gathering that data.	9/1/2020 8:31 PM
25	NH	No	9/1/2020 4:00 PM
26	MD	N/A	9/1/2020 11:00 AM