Continuity of Operations:

* Payment processing is being maintained as a mission essential function
* Internal Operations
  + IV-D services are deemed essential and therefore exempt from staff “stay at home” orders
  + Majority of program staff are teleworking with varying levels of computer support, multi-factor authentication, and access to state automated systems.
    - State system operation hours have been extended
    - Limited mail processing in offices
  + In some locations, staff working on-site work in shifts or only on certain days to promote social distancing
  + Central Registry may be unstaffed or understaffed and interstate work is delayed
* Customer Service
  + Using document drop boxes
  + No walk-up payments – payment kiosks, money transfer services, EFT, or other ‘public’ options for making payments are advantageous
  + Website FAQs and increased customer texting
  + Genetic testing is on hold, as with other in-person communication or by appointment only
  + Call volumes are up at customer service call centers
  + E-mail option for customer communication has increased
  + Voice Over IP (VOIP) technology allows staff to use their computers for phone calls, and help avoid having to use personal cell phones
* Establishment and Modification
  + Courts are closed to civil matters entirely or delayed, with some not serving notice on parties and backlogs starting to accumulate
  + States are developing new processes for electronic signatures, notaries, and filing
  + Stipulations can move forward, but hearings are delayed or held telephonically
  + Completing service of process is challenge because of prevailing certified mail practices and lack of sheriff or private service delivery
  + Accelerated administrative processes are being developed where possible
  + In-hospital paternity acknowledgment process is continuing
* Enforcement
  + Suspension or limitation of enforcement remedies: license suspension, FIDM, lump-sums
  + Additional work related to IWOs to unemployment insurance agency
* Delays getting records from courts and vital registrars
* Noncooperation findings in public assistance cases are being delayed

Public Relations:

* Offsetting economic impact payments has been controversial and generated lots of questions
* Distribution of economic impact offset collections to assigned or unassigned arrears has been controversial
* Media inquiries are up
* Legislative, constituent, and state government leadership inquiries are up
* Advocacy group communications and inquiries are up

Budgetary Impacts:

* Steep declines in state revenue occurred immediately and continue indefinitely
* State officials are signaling or have implemented budget reductions and hiring freezes
* FMAP rate increase compounds losses in state revenue

Preparations for New Normal:

* Staff safety - procuring PPE for offices
* Reconfiguring office space and expanding telework
* Implementing video and electronic options to minimize in-person requirements
* Collaborating with courts to implement telephonic and video hearings
* Revisiting distribution and pass-through options
* Consideration of flexibility for submitting cases for federal income tax offset based on income or payment history