NCSEA
National Child Support Enforcement Association

Nov/Dec 2014

# Child Support CommuniQue

*Your monthly guide to the latest developments and best practices in child support.*

## Upcoming Programs

### Web-Talks

**The Impact of the ACA on IV-D Medical Support Orders**
January 21, 2015

### 2015 Policy Forum

**February 12-14, 2015**
**Capital Hilton**
**Washington, DC**

This year, the Policy Forum will celebrate 40 years of the IV-D program…its past, present, and vision for the future.

**REGISTER TODAY**

### Resources & Links

**Membership**

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**Child Support CommuniQue Archives**

**Rapid Reads Newsbrief Archives**

**NCSEA Job Board**

## Director's Message:

***by Colleen Eubanks, Executive Director, NCSEA***



December is such a great time to pause a little, reflect on the year that is almost gone, as well as look forward to the year ahead. As I celebrate my eighth anniversary as NCSEA's executive director this month, it is especially sweet to look back over the activities and accomplishments of 2014.

After years of advocating for federal legislation implementing language for The Hague Treaty which standardizes and streamlines the process of enforcing and collecting child support across international borders, it was finally adopted by Congress. A number of NCSEA members and leaders were deeply involved in the work developing the Treaty and it is so gratifying to have all that effort, dedication, and hundreds of hours of volunteer time including travel to The Hague over a number of years, validated with this legislation (Preventing Sex Trafficking and Strengthening Families Act – HR 4980). Jim Fleming, NCSEA Board member and co-chair of the Policy and Government Relations Committee, provides more information about the legislation, including a provision regarding a mandatory Report to Congress for the child support program in the Community Corner. Jim also reviews the Notice of Proposed Rulemaking (NPRM) which was released in November. We have been waiting years for this to come out. The Policy and Government Relations Committee is currently managing the process of NCSEA's response to the NPRM as well as input to the Report to Congress.

We are looking forward to a successful Policy Forum in Washington, DC. I hope you are planning on joining us in February at the Capital Hilton for this year's Forum, which coincides with the 40th anniversary of the IV-D program. Our theme is "Lessons from the Past, Challenges of the Present, and Visions for the Future." NCSEA's Policy Forum is a unique offering and is always highly rated. It is a wonderful opportunity to help inform and learn from policy makers – both in the child support program and other arenas of human services, or academics who study the IV-D and related programs. We have consistently delivered a thoughtful, often provocative, always evolving, program. It meets the needs of the child support community leadership to consider, review, and learn ways to innovatively influence and implement public policy that improves the services and support provided, while still staying true to the program's core mission and services.

The Policy Forum is a perfect example of how NCSEA is committed to being the premiere resource for education and dissemination of information to the child support community. To that end, in 2014 we introduced NCSEA U in conjunction with the Annual Conference and Expo. Demand for this program far exceeded the number of seats we were able to offer or provide. The first class of NCSEA U participants was universally positive about the program. It also indicates a strong demand for a structured program for potentially emerging leaders in the child support program. Based on the demand for, and success of this program, it will now become a regular part of the NCSEA offerings. We are making some scheduling changes based on participants' feedback that will allow attendees to participate in all the other offerings of the August event as well as the NCSEA U curriculum.

This leads me to the looking ahead portion of this month's column. Based on the feedback and performance of the Policy Forum and NCSEA U, it is clear that there is a demand for programming, information, and as importantly, national networking geared towards management and leadership of the child support program that is not being met in other venues or programs. To that end, the NCSEA Board of Directors recently approved significant changes to what has been NCSEA's Annual Conference and Expo. Beginning in Milwaukee, NCSEA will offer a Leadership Symposium in place of the Annual Conference and Expo. President Kathy Sokolik has appointed a dynamic leadership team of NCSEA Board members and volunteers to develop and manage this revamped program. Much as the Policy Forum focuses on public policy and regulation at a high level, the Leadership Symposium will be a vehicle by which the child support community can

share and celebrate the application of best practices, partnerships, and innovative thinking within the day to day management and operations of the child support program. We are excited about the programming and opportunities we will be developing as part of this revitalized program. Be on the lookout for upcoming information about the programming and schedules for the Symposium.

I hope that each of you has time over this holiday season to spend a few minutes reflecting on your personal and professional accomplishments over 2014 – as well as to look forward to the future. I am so grateful to be involved in the IV-D community as it is such a resilient, resourceful community. In the past eight years, I have learned countless lessons; personal and professional. I am looking forward to my continued involvement and the evolution of our offerings to keep up with the changing needs of the child support program.

I wish you, your staff, and loved ones all a wonderful holiday season and a happy 2015!

## In Memoriam

**Gordon Bailey (July 24, 1944 - November 5, 2014)**

Gordon Freeborn Bailey, Jr. ("Chips"), accomplished attorney, beloved family man and friend, passed away peacefully at his home in Atlanta, GA, on November 5, 2014, after a courageous yearlong battle with cancer.

During his distinguished legal career, Mr. Bailey was recognized at the local, state, and national levels for his work in family law. As an original member of the Alabama Child Support Enforcement Committee, he co-authored the Alabama Uniform Parentage Act of 1984. served as President of ERICSA in 1986, and served as a member of ERICSA's board for nearly 25 years. For his contributions to ERICSA and the child support community, he was awarded an honorary life membership in ERICSA.

During his career, he chaired the Family Law Section of the Alabama State Bar and the Supreme Court's Advisory Committee on Child Support Guidelines and Enforcement. In 2002, the Alabama Child Support Association established the Gordon F. Bailey, Jr., "Attorney of the Year Award" honoring him for his more than 25 years of service. In 2006, he was named Lawyer of the Year by the Family Law Section of the Alabama State Bar. In 2008, he received the Gewin Award for his ongoing commitment to continuing legal education.

Current ERICSA President and ad-hoc NCSEA Board member, Carla West, remembered Gordon, “Gordon will be deeply missed by all who have been involved with ERICSA. Not only did he serve as a board member, a member of the Executive Committee and as President of our organization, but his leadership and knowledge of the law ensured that we remained focused on current issues that affect the child support community as a whole. Gordon was a welcoming presence and mentor to new and existing board members and kept us all smiling as he starred in Mock Trials and served as the master of moderators.”

In lieu of flowers, the family requests donations to Peachtree Road United Methodist Church in Atlanta or Gordon F. Bailey Law Fund, The University of Alabama School of Law, Attn: Candice Robbins, Box 870382, Tuscaloosa, AL 35487.

## Featured Articles

**Using Technology and Resource Management to Improve the Bottom Line**
*by Kristina Butler, Supervisor, Central Services, Washington Division of Child Support and Lynnie Larsen, Chief of Central Services, Washington Division of Child Support*

Long before it was fashionable to be "Lean," the Washington State Department of Social and Health Services’ Division of Child Support (DCS) was working to improve business processes by incorporating tools to leverage technology and resource management in order to reduce costs and increase efficiency. Specifically, DCS has focused on process improvement principles to effectively manage resources, save time, and help speed up production. **Full Article**

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**Project Management: Where Common Sense Goes to Die**
*by Joe Mamlin, Project Manager, CSG Government Solutions*

While my title is a little dramatic, I want to draw attention to my central point. I am confident that when you finish reading, you will fully agree with me. However, before I do that, I need to say that I am a certified Project Management Planner (PMP) and I do believe strongly in the concepts and ideas that are part of the Project Management Body of Knowledge (PMBOK). Honestly, that collection of information is full of common sense ideas and methods, but it’s very easy to focus on process and methods and lose sight of the goal of the project. My central point

is this: Project Management (PM) as a discipline is only as effective as the project manager, the project management team, and the common sense with which they approach the work at hand. **Full Article**

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**Maybe You Can't Hear Me Now: Autodialer Restrictions**
*by Diane Potts, Deputy Attorney General, Illinois Office of the Attorney General*

Child support programs across the county are considering various new technologies to enhance collections and services. The federal Office of Child Support Enforcement (OCSE) recognizes the importance of frequent communication and early intervention techniques to engage parents and prevent accumulating arrearages. **Full Article**

## Community Corner
***by Jim Fleming, Director, North Dakota Child Support Division***

"When it rains, it pours." Wow, after a long time with really no new federal laws or federal regulations on child support, we have just gotten a double-shot of work to do. On September 29, 2014, President Obama signed Public Law (P.L.) 113-183, the Preventing Sex Trafficking and Strengthening Families Act (also known as HR 4980). The law finally adopts the Hague Convention and gives tribes direct access to FPLS; it also requires the federal Office of Child Support Enforcement (OCSE) to submit a report to Congress that covers pretty much everything we do in Child Support. **Full Article**

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