

CONTINUUM OF SERVICES

September 9, 2009

SERVICE	PROVIDER – TRIGGER POINTS – COMMENTS	SERVICE DELIVERY STATUS
	Establishment	
<p>Application for IV-D services</p> <ul style="list-style-type: none"> • Either party may apply. <p>Referral for IV-D services</p> <ul style="list-style-type: none"> • Recipients of TANF, Medicaid, or Foster Care are referred. 	<p>Application available on Web site (childsupportnd.com). Paper application forms also available.</p> <p>Referral in TANF or Medicaid case occurs through automated interface with assistance program. Referral in Foster Care case is a manual process.</p>	<p>Mature</p> <p>Mature – automated TANF and Medicaid referrals.</p> <p>Under development – automated Foster Care referrals.</p>
Paternity	Voluntary paternity acknowledgment (VPA) through hospitals/RCSEUs/Vital Records.	Mature/Mature/Mature
	Marital presumptions	Mature
	Genetic testing – judicial/administrative	Mature/Mature
	Adoption	Mature
	Court adjudication	Mature
	Termination of parental rights	Mature
Locate		
Federal Parent Locator Service (FPLS)	External FPLS (e.g., IRS, VA, DoD); National Directory of New Hires (NDNH – new hire, quarterly wage, unemployment insurance); Federal Case Registry (FCR); Multistate Financial Institution Data Match (MSFIDM); SSA State Verification and Exchange System (SVES).	Mature
State Parent Locator Service (SPLS)	National Law Enforcement Telecommunications System (NLETS); private sources such as Accurant, credit bureau, Westlaw; Job Service ND worker registration; Quick Locate.	Mature

North Dakota sources	Department of Corrections and Rehabilitation (DoCR) – prison/parole data base; Vital Records; Game and Fish; Department of Transportation (driver’s license and motor vehicle registrations); Job Service ND (JSND); State Directory of New Hires (SDNH); In-state Financial Institution Data Match (ISFIDM); TECS.	Mature
Local sources	Employers, directories, Internet, Postal Service; Unclaimed Property website; DocuNet.	Mature
Financial accounts (MSFIDM and ISFIDM)	In-state banks and credit unions. Out-of-state accounts. Investment accounts.	Mature Mature, with room to expand. Infancy
Cell phone companies	Match with Verizon.	Pending
Titles to personal property	Need legislation?	Open for discussion.
Real property	Need legislation?	Open for discussion.
Wind energy	Match completed with FPL Energy.	Infancy
Mineral rights		Infancy
Tip line		Under development.
Insurance policies	Voluntary	Mature, with room to expand.
Child Support Lien Network (CSLN)		Mature
OCSE insurance match		Mature
Risk Management Fund		Mature
North Dakota Insurance Reserve Fund		Infancy
Probate matches		Mature
Child Support		
Guidelines	Most recently updated effective 10/08.	Mature
Reducing frequency of default judgments		Mature
Medical support	Establishment of health insurance. Establishment of dollar-specific medical support.	Health insurance – mature, but changing due to new federal regulations. Dollar-specific medical support – infancy.
Review and adjustment		
35-plus months	Private bar/RCSEUs	Mature/Mature

As desired	Private bar/Pro Se	Mature/Mature
Exceptions	Private bar/RCSEUs/Pro Se	Mature/Mature/Mature
Pro se	Legal Services of ND contract – pilot, not widely used.	Mature
	Enforcement Sequenced from least to more restrictive	
Learning who has jobs		
New Hire/employer	State Directory of New Hires, National Directory of New Hires (new hire, quarterly wage, unemployment insurance).	Mature
JSND matches		Mature
Interest on unpaid support	Interest rate for 2009 is 7%.	Mature
Arrears registry	Lesser of \$2,000 or two times the current or most recent monthly support obligation. Widely used, effective.	Mature
Intercepting mechanisms		
Income withholding orders		Mature
Electronic IWOs		Maturing
Automatic account withdrawal (Autopay)	Upon approval.	Mature
“Quasi Autopay”	Upon agreement or court order.	Mature
Federal Tax Refund Intercept (FTI)		Mature
State Tax Refund Intercept (STI)		Mature
Casino winnings/tribal		Open for discussion.
Casino winnings/nontribal		Infancy
Credit bureau	\$1	Mature
Passport denial		Mature
Administrative offset		Maturing
License suspension	Judicial/administrative	Mature/Mature
Recreational	Judicial/administrative	Mature/Mature
Vehicle registration	Administrative only	Mature
Drivers	Judicial/administrative	Mature/Mature
Professional	Judicial/administrative	Mature/Mature
Bonds and securities	Request to the court – depends on court; can be effective.	Mature
Deduction order	Upon delinquency, effective.	Mature

Lump sum payments from employers		Mature
QDROs	Immediate; seldom used.	Mature
Garnishment	Upon delinquency; seldom used.	Mature
Intercepting inheritances	Based on probate matches.	Mature
Lien – personal property	Vehicle, vessel, account, and other personal property.	Mature
Lien – real property	Upon docketing arrears.	Mature
Wind energy	Match completed with FPL Energy resulted in one lien.	Infancy
Mineral rights		Infancy
Lottery offset		Mature
Writs of execution	Judicial/administrative; seldom used.	Mature/Mature
Payment plans	Administrative	Mature
Demand for surrender of property	Administrative; follow-up to lien on other personal property. Effective.	Mature
Intercepting retired capital credits	Based on matches with utility cooperatives.	Maturing
Intercepting unclaimed property	Based on match with State Land Department.	Mature
Contempt of court	Request to the court; outcome depends on court.	Mature
PRIDE	In 5 cities; expanding to three more.	Maturing
Work activities	In proposal stage.	Infancy
Public disclosure	List of contemnors and criminal nonsupport prosecutions.	Mature
Prosecution		
Federal	US Attorney - \$5,000/1 year. Very few referrals accepted by US Attorney.	Mature
State	State's attorneys – upon referral. Localized – primarily occurring in Burleigh, Morton, and Cass counties.	Mature
Amnesty		Proposal only.
Claims compromising	Debt write-off, interest suspension and waiver. SIP grant received 8/08.	Debt write-off, interest suspension, and waiver – mature. SIP grant – maturing.
Medical Support		
National Medical Support Notice (NMSN)		Mature

Insurance match	Health Management Systems (HMS), Defense Manpower Data Center (DMDC).	Mature
Orders to show cause	Request to the court; outcome depends on court.	Mature
Uncovered medical costs	Co-pays/deductibles.	Infancy
Medical questionnaires		Maturing
Medical support obligations (i.e., dollar-specific medical support)	New federal regulations; need development.	Infancy
List of "child only" medical insurance policies		Infancy
Arkansas Consortium	Universal child-only plan.	Pending
Customer Service		
Electronic notification service	Contract canceled effective 7/1/09 due to budget reasons.	Canceled
Pro-active e-mail notification of payments	Can be provided to obligors and obligees.	Under development; soon to be completed.
Web application for service		Mature
Web access to data		Mature
Interactive voice response		Mature
CSE customer website	www.childsupportnd.com	Mature
Electronic disbursement of payments	Debit card or direct deposit.	Mature
Credit card payments		Open for discussion.
Case and Civil File Management		
Change of payee	Administrative	Mature
Diversion of child support payments	Administrative	Infancy
Offset of arrears	Administrative	Maturing
Continuation of support after majority		Mature
Case closure	As allowed under federal regulations.	Mature
Stakeholder Arrangements		
State agencies		
Vital Records		Mature
DOT		Mature
Secretary of State		Mature
JSND		Mature
Game and Fish		Mature
Land Department		Mature

Department of Corrections		Mature
Workforce Safety and Insurance		
Employers		
Electronic Income Withholding	In place – DFAS, USPS. Others coming on line.	Maturing
Employer EFT		Mature
Payroll companies	Electronic upload; first one in place.	Maturing
Cooperatives – Electric and Telephone		Maturing
Cell phone companies		Under development by HIEU.
Financial institutions		Mature
Health insurers		Mature but room for expansion.
Insurance companies (other than health insurers)		Infancy
Hospitals		Mature
Clerks of court	Consider alternative method of operation?	Mature
State licensing	Expand list of state-issued licenses.	Maturing
Federal licenses	Raised with federal OCSE in 9/08.	Open for discussion.
Political sub licensing		Open for discussion.
Supporting Resources		
Federal Case Registry		Mature
Expanded Federal Parent Locator Service		Mature
QUICK	Interstate case management tool.	Mature
Other states/tribes	TAT online.	Maturing
International	Limited need.	Maturing
State Disbursement Unit		Mature
Access and Visitation grant		Mature
CSE/Child Welfare 1115 Grant	Major activities include development of early notification process; re-engineered procedures for IV-B/IV-E access to FPLS information; automating Foster Care referral process; development of guidelines for foster care excesses; piloting expanded good cause for adoption or reunification situations as well as elimination of referrals for short-term placements.	Various stages, depending on activity.