

# Child Support Report

Vol. 40 No. 8 November - December 2018

## COMMISSIONERS VOICE

### A Father's Lifelong Impact

Scott Lekan, Commissioner, OCSE



Having just celebrated Veteran's Day and Native American Heritage Month, I wanted to address the importance of dads. There are few things as universally touching as the videos of a uniformed dad, just back from a deployment, surprising his child at school, a sporting event, their birthday party, or a holiday family gathering. They always fill me with emotions – joy for the child, gratitude for the veteran's service, patriotism for our country, and love for my own children.

When I look into the faces of the kids in those videos, I see something more than just the obvious happiness. I see *relief* that Dad is home, and *reassurance* that he will always be there.

### Balancing collections and father engagement

As a father, there were times during my term as the child support director for Arizona when I felt conflicted by our drive toward collections without a complementary emphasis on the role of fathers in children's lives. Now, at the federal level, I'm pleased OCSE is leading ACF's fatherhood initiative to elevate the focus on father engagement and involvement.

With the publication of ACF's latest cross-program information memorandum, [Integrating Approaches that Prioritize and Enhance Father Engagement](#), I'm challenging child support leaders to make fatherhood a priority in our work. Not more important than collections, but equally as important – and imperative. It's time to replace the conflict between collections and fatherhood with collaboration toward common goals.

### Fatherhood engagement

I strongly encourage all child support programs to consider practices that help build and sustain parent-child relationships to help us accomplish our mission of collecting reliable support payments. Research indicates that fathers who are able to spend time with their child pay more support and pay it more consistently than fathers without regular access to their children. Across the child support community, promising practices that support fatherhood and father engagement include:

- Connecting noncustodial fathers to employment services
- Increasing the amount of time fathers spend with their children using Access and Visitation funding
- Giving credit for parenting time in guideline calculations
- Providing staff training on domestic violence awareness and protocols
- Educating parents about voluntary paternity acknowledgement
- Arranging orientation sessions for parents who have new cases
- Partnering with local fatherhood programs

*continued*

## Inside this issue

- 1 A Father's Lifelong Impact
- 3 Collaborating Across Programs to Help Dads
- 4 Raising Tribal Leaders through Positive Parenting
- 6 First Tribal Section 1115 Grant Funding
- 7 Massachusetts Stands Down for Vets
- 8 San Diego Helping Vets Transition
- 9 Professional Accomplishment — Personal Pride
- 10 Improving Collections through Noncustodial Parent Employment
- 10 Speech to Texas Noncustodial Parents about Employment Program
- 11 Collaboration Improves New Hire Reporting
- 12 Federal Partnerships and Collaboration

This edition closes out *Child Support Report's* 40th year of publication! We thank you for your support throughout the years and look forward to 2019!

The Fatherhood Research and Practice Network is requesting proposals for 2019 grant awards. The submission deadline is Dec. 31. Read *Fatherhood Grant Proposal Deadline Approaching* on [page 3](#).

Subscribe to the *Child Support Report*. Sign up on the newsletter homepage



The ACF fatherhood initiatives will, in part, highlight a wide range of programs around the country, from the [Responsible Fatherhood grantees](#) of ACF's Office of Family Assistance to many lesser-known fatherhood programs operating without any public funding. Our effort to identify all these fatherhood programs is the first step toward facilitating more partnerships between these programs and the local child support office in their community. It's a low-cost best practice that supports meaningful father engagement and improves children's well-being.

## Benefits of partnerships

Our mission remains to collect reliable support payments for families, and partnerships with reputable fatherhood programs can help us reach that goal. Many programs combine peer support from other fathers with a formal parenting education curriculum – 24/7 Dads, Quenching the Father Thirst, Fatherhood is Sacred, to name a few. These programs reinforce the importance of a father's emotional and financial support.

The "Raising Tribal Leaders through Positive Parenting" article on [page 4](#) gives us a great example of how the Shoshone-Bannock Tribe recently integrated the Fatherhood is Sacred workshop into its Child Support Awareness Month activities. In other states, tribes, or counties where the child support agency has a partnership with a fatherhood program, child support staff educate fatherhood practitioners, provide resources and materials, and deliver detailed program information directly to parents in those settings.

We've become familiar with research findings that demonstrate ways father involvement positively affects a wide range of outcomes for children including their education, health, and social behaviors. These aspects of a child's life are equally important to their economic well-being.

## Funding for father engagement

OCSE provides [Access and Visitation \(AV\) Program](#) funding to foster relationships between noncustodial parents and their children. Just over half of all state and territorial child support agencies administer OCSE's AV program. Across other states, child welfare programs or the courts typically use the funding. OCSE provides extensive AV technical assistance, and we've worked with several states to transition the program's oversight from those other agencies to the child support program. We would like to see this funding being used by child support in every state to expand and advance healthy father engagement and connections with their children.

We've also seen promising results in states or counties that set formal parenting time schedules when they're establishing the financial support obligation. In the

September-October 2018 *Child Support Report*, we shared high-level results from our [Parenting Time Opportunities for Children \(PTOC\) grants](#). The grantees reported increased time children spent with noncustodial parents, improved relationships between parents, more positive perceptions of the child support agency, and higher rates of support payment.

We plan to publish a more detailed research summary in early 2019. We'll also share funding strategies and promising practices from PTOC grantees that sustained parenting time activities and from states with longer standing practices through state legislation and leadership. Several states are exploring options for developing parenting time services, and others are considering its potential for bringing in new customers. If you are thinking about developing or testing parenting time schedules, contact OCSE's [Division of Program Innovation](#) to get technical assistance.

## Lifelong connections

Our program is not the only one that serves [millions of children](#), but it is the only one that also interacts with all of their fathers. Just as children need financial support throughout their childhood, they also need to feel connected to their fathers throughout their lifetime. Fathers who feel connected with their children are more likely to support them financially. We must approach our work in a way that strengthens that connection, and provides more children with the reassurance of an involved father.

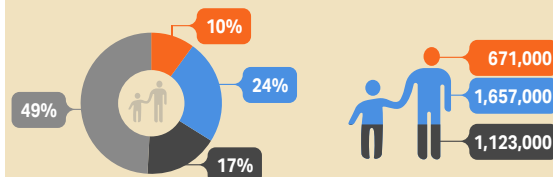
Scott Lekan

## Considering Child Support Cooperation Requirements

States have the option to require Supplemental Nutrition Assistance Program (SNAP) recipients to cooperate with child support. Check out the [issue brief and infographic](#) that the Office of the Assistant Secretary for Planning and Evaluation shared recently about policy considerations for cooperation requirements in SNAP and child care subsidy programs.

● Eligible for SNAP & CCDF    
 ● Eligible for CCDF only    
 ● Eligible for SNAP only    
 ● Not eligible for either

**1.1 million** custodial parents without formal orders are eligible for SNAP and CCDF



## COORDINATION POINTS

# Collaborating Across Programs to Help Dads

In mid-October, the Administration for Children and Families issued a joint information memorandum emphasizing the importance of meaningful father engagement in all ACF-funded programs. [Integrating Approaches that Prioritize and Enhance Father Engagement](#) highlights research findings that demonstrate the value of fathers in the lives of children and families. It also identifies promising practices to promote and sustain meaningful engagement, regardless of a father's physical location or custodial participation. ACF Deputy Assistant Secretary for External Affairs Anna Pilato wrote in an October Family Room Blog, "ACF calls upon family services agencies to ensure that fathers feel welcomed, supported, heard and have the chance to fully participate in programs and services."

The child support enforcement program works with fathers from the time their children are born until their children reach the age of majority. By engaging with fathers from the beginning, the child support program protects the legal connection fathers have with their children and supports lifelong emotional and financial support.

You can read more about ACF's commitment to fathers and children in the Family Room Blog, [Putting Fathers and Families at the Center of ACF Programs](#).

## GRANTS

# Improving Intergovernmental Case Processing

OCSE posted a new grant forecast for the [Child Support Intergovernmental Case Processing Innovation Demonstration](#) to test how child support agencies can improve processing and collections. We anticipate releasing the full funding opportunity announcement in early 2019.

# Fatherhood Grant Proposal Deadline Approaching

In 2019, the Fatherhood Research and Practice Network will be awarding short-term grant funds to promote father inclusion. Organizations applying for the funding must show how the money will enhance policies and practices. The network anticipates making up to 12 awards of \$10,000 for projects that states can accomplish within a nine-month timeframe. Grant funds must be used at least in part to assess father-inclusive practices, policies, and publications in targeted state agencies and programs that serve families, and to identify action areas that will achieve greater inclusivity. Proposals are due Dec. 31. For more information, go to the State Planning Mini Grants on Fatherhood section of the [Fatherhood Research and Practice Request for Proposals webpage](#).

# Connecting the Formerly Incarcerated to Health Care Jobs

Individuals with criminal records face many barriers to employment that can prevent them from supporting themselves and their families. The [Office of the Assistant Secretary for Planning and Evaluation](#) released a report in October exploring how some individuals with criminal records can fulfil the shortage of workers in some health care professions.

[Linking People with Criminal Records to Employment in the Health Care Sector: 5 Things to Consider](#) describes the improved methods for criminal record screening that are being used, health care occupations that have been successfully filled by people with criminal records, and efforts to eliminate unnecessary occupational licensing requirements. The report also details how, with appropriate screening, hiring individuals who have criminal records but do not pose a risk to public safety can improve the health care workforce.



## Linking People with Criminal Records to Employment in the Healthcare Sector: 5 Things to Consider



**SPOTLIGHT – NATIVE AMERICAN HERITAGE MONTH**

## **Raising Tribal Leaders through Positive Parenting**

Lynette Dixey, Program Manager, Title IV-D Child Support Services, Shoshone-Bannock Tribes

In the Shoshone-Bannock Tribes, we chose “Raising Tribal Leaders Takes Positive Parenting” as our August Child Support Awareness Month theme. Our Title IV-D Child Support Services Program team participated in local activities in the Fort Hall Community including Shoshone-Bannock Kid’s Day, a parade, and an office door decorating contest.

### **Learning to be better parents**

We also sponsored an event for moms and dads to raise awareness of how important their roles are. The Fatherhood is Sacred and Motherhood is Sacred Workshop was the highlight of the month. We used a workbook provided by the [Native American Fatherhood and Families Association](#) (NAFFA). The association’s goal is to “strengthen families through responsible fatherhood and motherhood. NAFFA teaches parents to connect with their heritage as they become actively involved in the lives of their families.” The take-home workbook topics included being teachable and barriers that prevent it, self-identity, wisdom and service, and relationships.

### **History still making an impact**

Presenter Mike Duncan, founder of the Native Dads Network, shared his personal experiences. He took his first drink of alcohol at the age of eight, spent his teenage

*continued*



*Fatherhood is Sacred and Motherhood is Sacred workshop attendees*



years between juvenile halls and boys ranches, and was incarcerated in his late 30s. While in prison, he started to think about his five children. In 2010, Duncan founded the Native Dads Network to help American Indian men be better fathers, husbands, and citizens.

Duncan talked about the historical trauma prevalent in native communities and the impact it has on the Native American people. History often molds a person. He carries the hurt forward, and because it never heals, the sickness passes on to the child. With healing, he can live to be a better person and a positive role model for future generations.

## A game called Love

During the workshop, we played a game called Love. Each participant had to provide a word corresponding to the word “love.” They contributed 86 words that included caring, spiritual, forgiveness, hugs, and children. Afterwards, they talked about how they enjoyed this activity and their realization that the word love can be interpreted in many ways. The group discussed how, as Indian people, they need to start saying “I love you” to family and friends.

The workshop opened the participants’ eyes. The parents left with some positive thoughts about themselves and areas they could work on. It may not have touched everybody in the community, but reaching a few is better than not sending the message at all. We are hoping for a positive ripple effect by seeing families love each other and having parents act responsibly for themselves and their families. With responsibility comes positive action, and positive action means timely payments.

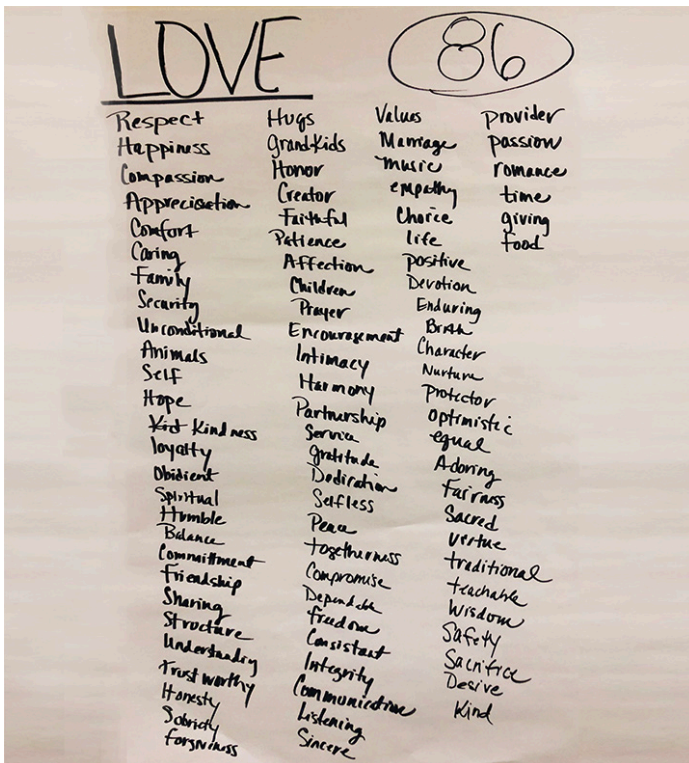
## Community collaboration

Our program couldn’t have done this without help from other tribal departments. Several donated raffle items, and others provided lunches and snacks. The local casino donated \$1,000 to our activities.

We held a Child Support Awareness Month run/walk after the first day to help clear our minds and take in the fresh evening air. Several participants brought their families along. The Diabetes Project donated 100 T-shirts.

With help from the other tribal departments and our enterprises, child support awareness is growing in our community. The child support team will continue to come up with ideas to educate our community about child support and how important it is for parents to be responsible to their children.

For more information, visit the [Shoshone-Bannock Title IV-D Child Support Services website](#).



# First Tribal Section 1115 Grant Funding

Michelle Jadczak, OCSE

Tribal child support agencies recently became eligible for [Section 1115 demonstration grants](#) following a 2014 amendment to the Social Security Act. In September, OCSE awarded Digital Marketing grants — our first under this expanded authority — to the Lac Courte Oreilles Band of Lake Superior Chippewa Indians of Wisconsin and the Cherokee Nation.

Each of these tribal agencies received \$100,000 to fund [digital marketing activities](#) intended to increase parent participation in their child support programs. Here are project summaries of these first-time grantees.

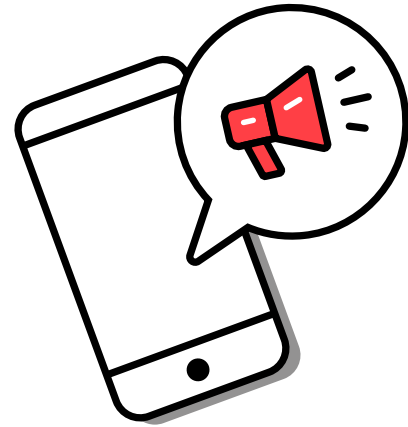
## Lac Courte Oreilles

The [Lac Courte Oreilles](#) project will test three marketing interventions aimed at improving participation of parents with its program and communication between child support staff and parents.

Its first intervention will employ search engine optimization to build the capacity and internet search ranking of the program's website. Next, staff will focus on social media advertising to push traffic to their newly designed website. Finally, the Lac Courte Oreilles will use a platform that allows two-way text messaging between caseworkers and parents and enables the agency to send mass messages for program updates and reminders.

Through these interventions, the Lac Courte Oreilles plans to see increases in the following areas:

- Visits to its child support website
- Calls to its information telephone line
- Applications for child support services
- Enrollments in child support services for the targeted population
- Interactions with parents
- Timely payments, enrollment completions, and adherence to compliance issues



## Cherokee Nation

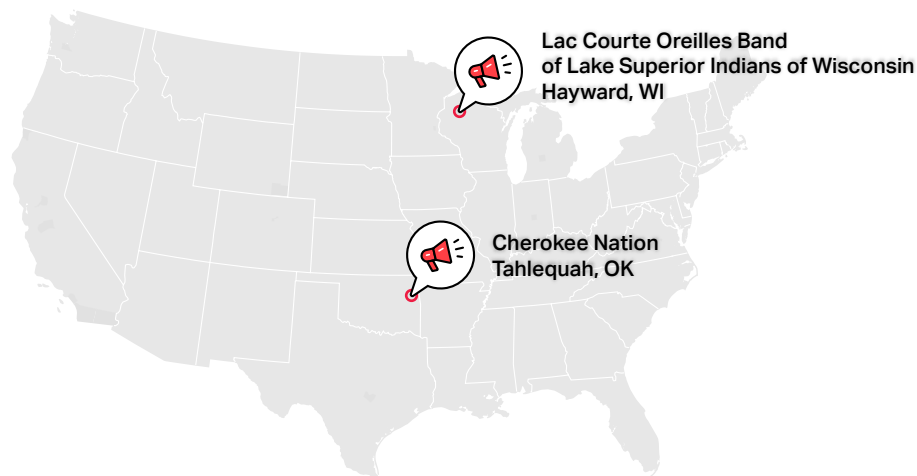
Under its digital marketing project, [the Cherokee Nation](#) will also design and test three interventions. First, it will focus on creating a child support web presence. For its second intervention, the Cherokee Nation will implement a digital media campaign. Finally, it will engage in wireless communications with parents. For all three interventions, the staff plans to use multiple platforms to drive engagement with parents.

The Cherokee Nation is working on increases in the following areas:

- Applications distributed
- Applications received by the office
- Accessibility to office services for customers
- Program efficiency

As with all of the digital marketing grants, the child support agencies have two years for their projects. We look forward to providing updates and sharing what these tribes learned during implementation.

For more information, read [Section 1115 Demonstration Grants in the July-August 2018 Child Support Report](#), visit the [Digital Marketing Grants webpage](#), or contact Michelle Jadczak at [Michelle.Jadczak@acf.hhs.gov](mailto:Michelle.Jadczak@acf.hhs.gov).



**SPOTLIGHT – VETERAN AND MILITARY FAMILIES**

## Massachusetts Stands Down for Vets

**Peter Coulombe, Regional Director, and Lisa Perfetuo-Miller, Veteran and Military Programs Coordinator, Child Support Division, Boston Office**

For over 10 years, the Massachusetts Department of Revenue Child Support Enforcement Division has participated at the Greater Boston Stand Down Event to help area veterans. This event on Boston's City Hall Plaza generally brings over 100 community providers together to give veterans easy access to services and employment opportunities. Service providers, employers, and community organizations were on hand Sept. 7, to provide essential supportive services including housing assistance, legal support, employment assistance, and medical care and wellness programs. Veterans also enjoyed a free lunch and live entertainment.

After many years of participating as a service provider, the Department of Revenue's commissioner and deputy commissioner decided to ramp up staff participation. Before the Stand Down, staff collected warm hats, mittens, and gloves to hand out at the clothing tent. Despite the challenge of finding winter wear during the hottest summer on record, they collected over 300 hats and pairs of gloves.

As part of the expanded effort, staff helped with the setup. The New England Center for Homeless Veterans, the event coordinator, expressed immense gratitude for the help, especially since they were short on volunteers for the day. The staff showed up in 90-degree heat to place tables and chairs, distribute signage, ensure backpacks full of personal care items were delivered to the right places, and unpack and fold lots and lots of donated clothing!

More than 20 staff were on hand to volunteer. No job was too small or insignificant, whether it was registering them for the event or helping guide veterans to the right tents to get services they were looking for. Staff also provided vets with warm fleece jackets for the winter. They thanked the veterans for their service and made sure that the vets knew we would help them get their child support case back on track. Specialized staff was also on hand assisting individuals with specific tax and child support issues.

When the Stand Down was over, the team assisted with cleanup, showing again that Commonwealth staff are willing to help our veteran community.

*For more information on the annual Stand Down event, contact C J Beck at [charles.beck@nechv.org](mailto:charles.beck@nechv.org). For information about Massachusetts child support staff participation, contact Lisa Perfetuo-Miller at [millerli@dor.state.ma.us](mailto:millerli@dor.state.ma.us).*





## San Diego Helping Vets Transition

Bryanna Fornerod, Supervising Child Support Officer and Military and Veteran Liaison, *San Diego County Department of Child Support Services*

San Diego County has a large military and veteran population, so the Department of Child Support Services see lots of these families with child support cases. We identified that the transition from active duty military service to civilian status was a pivotal point for veterans. We started proactively reaching out to service members to advise them of options for reviewing and adjusting their child support orders, and educating them about resources that would help them adjust to civilian life. Our office created three Military and Veteran Liaison positions within the county to work with community partners such as the U.S. Department of Veterans Affairs, Veterans Village of San Diego, San Diego Veterans Coalition, San Diego Military Family Collaborative, Fleet and Family Services, and many more. Through this collaboration, the team of military and veteran liaisons provides informational presentations and on-site case management services. The goal of the program is to educate and assist military and veteran case participants where they feel most comfortable accessing valuable child support services.

For information, visit the [San Diego Department of Child Support Services website](#).





## Professional Accomplishment — Personal Pride

Mike Ginns, OCSE

I've been involved with OCSE's Veterans project since its inception in 2009 and the initial Department of Veterans Affairs-American Bar Association-OCSE Pilot project a year later. I've had the privilege of collaborating with countless numbers of dedicated people within OCSE and the veterans and legal communities to help many veterans address their child support obligations. Together, we've developed a robust Veteran and Military Liaison Network and plethora of best practice resources.

On Oct. 7, 2018, I was able to assist the veteran community in a much different but significant way by running the [Army Ten-Miler](#) with 18 teammates raising funds for [Clear Path for Veterans, New England](#). Clear Path is a 501(c)3 organization whose mission is "to build a safe, supportive, and respectful place for Veterans to seek the help and resources they need in order to successfully integrate into their communities." Together, we raised \$7,860.

As I walked to the Ten-Miler start, I was overwhelmed by the number of participants, volunteers, and members of various organizations who were there not only supporting us but also demonstrating their commitment to help the veteran community. Along with 35,000 other runners, our team toed the starting line at the Pentagon and began our journey around Washington, D.C., before returning to the finish line at the Pentagon. It was quite inspiring for me not only because I was directly supporting the veteran community, but also because I saw the countless other runners from veteran organizations who were also there to raise money and increase awareness of the physical, emotional, and mental health issues many veterans face upon returning home.

We often forget that many veterans are also moms and dads who may need our help at some point while serving our country or when leaving the military or transferring to the guard or reserves. Seldom are we able to take meaningful projects in our professional lives and dovetail them into an area of enjoyment and fulfillment in our personal lives. I feel very fortunate to have experienced this and consider it one of my proudest accomplishments of my nearly 15-year OCSE career.



## IN FOCUS

# Improving Collections through Noncustodial Parent Employment

**P**aying child support is difficult, if not impossible, without a job. Over the last several decades, there have been efforts to provide employment services to unemployed noncustodial parents to increase collections. In the early 2000s, OCSE took a leading role in the employment services effort by supporting demonstrations and funding grants that included noncustodial parent employment services. Several states used the lessons learned in early projects to develop their own innovative approaches to employment programs for noncustodial parents.

State-led innovations laid the groundwork to launch the [National Child Support Noncustodial Parent Employment Demonstration \(CSPED\)](#) in 2012. Under CSPED, OCSE awarded grants to eight states — Iowa, Wisconsin, Texas, Tennessee, Colorado, California, South Carolina, and Ohio — to test the effectiveness of child support-led employment programs for noncustodial parents who find it tough to meet their support obligations. Read more about CSPED projects in the [April 2018](#) and [June 2018](#) issues of *Child Support Report*. We expect to publish the final CSPED evaluation report in 2019.

Earlier this year, Commissioner Lekan published [Information Memo-18-02](#) to reinforce the importance of work promotion and encourage states to implement and strengthen employment programs for noncustodial parents. That memo focused on using IV-D incentive funds to support these programs, which is one of several funding mechanisms states are currently using for these activities.

Upcoming issues will feature examples of these state [child support community noncustodial employment efforts](#) and their successes and lessons learned. In this edition, we feature the [Texas Noncustodial Parent \(NCP\) Choices program](#).

*Editor's note: The [Texas NCP Choices](#) program is a collaboration between the Child Support Division of the Office of the Attorney General and Texas Workforce Commission. The court can order eligible unemployed or underemployed noncustodial parents into the program. Many times, the court introduces potential participants to the program right there in court. Below is a recent transcript of the typical welcome they receive.*

## Speech to Texas Noncustodial Parents about Employment Program

Ben Lopez, Jr., Workforce Solutions of Central Texas

**G**ood morning, I'm Ben Lopez with Workforce Solutions of Central Texas. I oversee a project that we have with the Texas Child Support Division that helps noncustodial parents find good employment so that they can pay their monthly child support bill. We've been doing this for the past four years and have worked with 786 noncustodial parents. In order to be eligible for this project, you must be a current resident of Bell, Coryell, Hamilton, Lampasas, Mills, Milam, or San Saba County, have an SSN, and be able to work, be unemployed, or underemployed. And by 'underemployed,' I mean you might be working but not making enough money to meet your monthly child support obligation.

If you're here to establish your child support today, you have a choice to participate in this project. If you choose to do so, this becomes part of your child support order. If you're here for Enforcement action, the Child Support Division will check to see if you're behind on your child support or not. If you are behind, you could be found in contempt, which means you could be sent to jail. Or, you could be ordered to participate in our project. Either way, you have a unique opportunity to take advantage of services that are not available in every child support court.

Let me tell you why participating in our project is a good thing. Three out of four of our noncustodial parents go to work at an average wage of \$11.25 per hour and usually within three weeks of being ordered into the project. Basically, if you want to go to work, we will help you do that. Now, if you remember nothing else I say this morning, remember this, especially if you are the custodial parent... our 786 NCPs have paid nearly \$3.7 million over the past 4 years. This project works. Let me tell you why.

This project works for several reasons. First, the commitment of the noncustodial parents themselves is a key reason. Like I said earlier, three out of every four go to work so most of our customers take care of business. Second, you are assigned a workforce career counselor to

*continued*



help you through the process. If you live in the Killeen area, you'll work with Cara (points her out) and if you live in the Temple area you'll work with Hillsi (points her out). They are the best at what they do and they will be in your corner to make sure you are ready to look for work and stay at work. Another reason for the success of our project, you will be paid to participate in this project. What do I mean by that? You'll get paid up to \$25 a week in gas cards to look for work. And when you get your job, you'll call Cara or Hillsi and they'll offer you a \$100 shopping card as a work support so you can buy things you need to start your new job.

If you will bear with me for one more minute, I'd like to tell you about one of our recent noncustodial parents. His name is Lyle\*(name changed) and he was sitting where you are now. He was here to establish his child support order, heard what we had to say about the project, and said he was interested. Lyle was working part time at a fast food chain making \$7.25 per hour — underemployed — and had an extensive criminal background that was affecting his ability to get a good job. Working with Cara, Lyle's resume was sent to a local employer and that led to a job interview. Lyle was nervous about his interviewing skills so Cara practiced interviewing with him and made sure he was ready to answer the tough questions about his background. Lyle aced the interview and was offered a job making \$14 per hour with benefits and performance bonuses. He now brings home \$1,300 every two weeks, is getting ready to move into his own place, and is saving to buy a car. This all happened because Lyle said yes to the project.

So, if you're here to establish your child support today and you're not working and not sure how you're going to pay that monthly bill, say yes to the project. Get started on the right foot with your child support because we work with customers who are behind thousands of dollars in their child support. If you are found in contempt for not paying support and are ordered into the project today, it's a good thing because we'll help you get back on the right track and avoid jail.

Thank you for listening and for your time this morning.

For more information, see the [Texas Workforce Commission NCP Choices webpage](#) or contact Noelita Lugo at [Noelita.Lugo@oag.texas.gov](mailto:Noelita.Lugo@oag.texas.gov).

*The Office of Child Support Enforcement provides more services than people generally see. This column highlights tasks that federal child support staff handle. To read previous articles, visit [A Look Inside OCSE](#) on our website.*

## A LOOK INSIDE OCSE — COLLABORATION

# Collaboration Improves New Hire Reporting

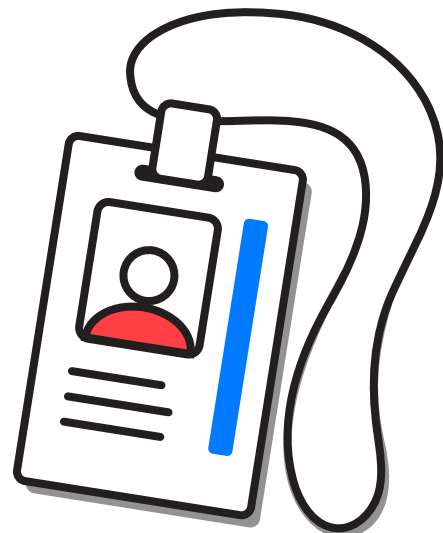
Cindy Holdren, OCSE

The IRS recently added a new field to the 2018 Form W-4, [Employee's Withholding Allowance Certificate](#), that lets employers enter the employee's first date of employment. This new hire reporting requirement started in June 2011 when a Social Security Act amendment required that employers report the employment dates for new hires and rehires to the State Directory of New Hires. It aimed at reducing the number of overpayments to individuals receiving unemployment insurance benefits. With this change, employers can use the W-4 for new hire reporting because it contains fields for all federally required data elements.

OCSE collaborated with the Department of Labor and the American Payroll Association before proposing form changes so the update would include more than just a new field. The new form also explains the requirement for all employers to report their new hires to the state directory, collects the address child support agencies should use to send income withholding orders, and includes a link to reporting requirements on the OCSE website.

We believe that these changes will help improve employer compliance with New Hire reporting and efficiency in the child support program.

For more information, read the instructions on the [online W-4 form](#), or contact the OCSE Employer Services team at [employerservices@acf.hhs.gov](mailto:employerservices@acf.hhs.gov).



# Federal Partnerships and Collaboration

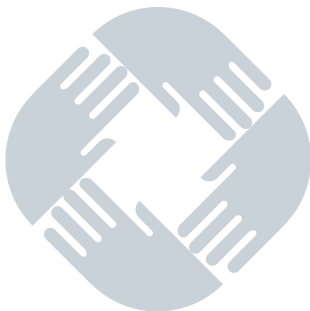
Jonathan Stanley, OCSE

Collaborating outside of the child support program is critical to OCSE's work at the federal level. Many federal programs and agencies serve the same families that we serve. By sharing information about child support with these partners, they are better equipped to serve these families holistically. Similarly, when we learn about the activities and goals of our federal partners, we try to use that information to improve how the child support program serves families and avoid working at cross-purposes.

Here are two examples of ways these partnerships have made an impact on the child support program and the families we serve.

- We partner with the Office of Family Assistance because they oversee [Responsible Fatherhood grants](#) and the [Temporary Assistance for Needy Families](#) (TANF) program. In addition to information sharing, our partnership resulted in joint information memorandums encouraging states to invest in employment services for noncustodial parents:
  - [OCSE IM-18-02](#), Use of IV-D Incentive Funds for NCP Work Activities, and
  - [TANF-ACF-IM-2018-01](#), Use of TANF Funds to Promote Employment Programs for Noncustodial Parents
- The [Veterans Toolkit](#) resulted from our collaboration with the [Department of Veterans Affairs](#), the American Bar Association, and others working on issues related to veterans and military families. Through these relationships, we have also learned that child support debt is a significant factor in veteran homelessness.

For more information, contact Jonathan Stanley at [jonathan.stanley@acf.hhs.gov](mailto:jonathan.stanley@acf.hhs.gov).



## Interstate Case Processing Training

OCSE continues our webinar training sessions covering interstate case processing requirements and principles. Our target audience is state trainers, central registry staff, interstate managers and caseworkers, and other interstate professionals. The remaining sessions will run on these Thursdays from 2:00 to 3:30 p.m. Eastern Time.

Jan 10: Interstate Case Closure

Feb 28: OCSE's Interstate Tools and Resources

Training resources from prior sessions are on the OCSE [Interstate Case Processing Training Materials webpage](#). We will add other sessions soon.

OCSE emails registration invitations before each session. If you have questions, contact the OCSE Division of Policy and Training at [ocse.dpt@acf.hhs.gov](mailto:ocse.dpt@acf.hhs.gov).

## Child Support Report

**Child Support Report is published monthly by the Office of Child Support Enforcement. We welcome articles and high-quality digital photos to consider for publication. We reserve the right to edit for style, content and length, or not accept an article. OCSE does not endorse the practices or individuals in this newsletter. You may reprint an article in its entirety (or contact the author or editor for permission to excerpt); please identify Child Support Report as the source.**

**Lynn Johnson**  
Assistant Secretary for Children and Families

**Scott Lekan**  
Commissioner, OCSE

**Shawyn Drain**  
Director, Division of Customer Communications

**Kim Danek**  
Editor  
[CSR.Editor@acf.hhs.gov](mailto:CSR.Editor@acf.hhs.gov)

