

**Child Support Advisory Committee Minutes
June 14, 2013
Ola Babcock Miller Building – Ombudsman Conference Room
1112 East Grand Avenue
Des Moines, IA**

Members / Alternates Present	Others Present	Members / Alternates Absent
David Jungmann	Carol Eaton	Christopher Robinson
Greg Hughes	Sara Siedsma	Dick Woods
Evelyn Ocheltree	Shelley Chambers	Dodie Bauman
Honorable Nancy Boettger	Kris Smith	Honorable Eliza Ovrorn
Debra Moore	Shayla Auten	Fred Scaletta
Kathy Mika	Melanie Thwing	Maja Rater
Barbara Van Allen	Emily Hackman	Suzanne Overton
	Guest of Greg Hughes	Honorable Janet Petersen
		Honorable Julian Garrett
		Cherie Lawson
		Matthew Weichers

I. Welcome

Mr. Hughes called the meeting to order at 1:04 and welcomed everyone. Each individual introduced themselves to the group.

II. Discuss / Approve March 2013 Minutes

Mr. Jungmann moved to approve the minutes for the March 8, 2013 meeting. Ms. Van Allen seconded the motion. The motion was carried.

III. Bureau Chief's Report

A. Budget Update

Ms. Eaton gave a brief update on the budget. CSRU received full funding for SFY 14. Since the funding was received, CSRU is able to fill some of the vacant positions across the state, as well as three federal grant positions located in Pleasant Hill.

B. Legislative Update

Ms. Siedsma gave an update on bills that are of interest to CSRU which include:

- HF 109 (Child custody proceedings and educational setting) which changed to HF 537 – passed the House but did not make it out of a Senate sub-committee.
- HF 104 (Payment of attorney fees related to TPR actions) which changed to HF 471 – was amended to include new provision relating to association of parents who have been convicted of a sex offense against a minor; if a parent is incarcerated, not entitled to visitation with child; if a parent is on parole or

probation, not entitled to visitation unless they have completed a court-ordered treatment program. This bill passed both the House and Senate and was signed by the governor on May 15th.

- SF 396 (Government Efficiencies) – did pass both House and Senate; sent to governor on May 23rd but had not been signed at the time of the meeting.

C. Suspension Proposal

Ms. Siedsma provided the committee with a flowchart and other handouts on CSRU's proposed unilateral suspension process. CSRU has been working with the Ombudsman's office to come up with a proposal that would meet a majority of the needs that currently exist in this area.

This proposal is modeled closely to the current suspension process which requires the cooperation of both parents. In the new proposal, the requesting parent would not be stopped from moving forward if the other parent does not respond to the request for suspension. The parent would still have an opportunity to object to the suspension which would stop the process from going forward. This proposal would allow the parent with the child, and paying support, an opportunity to suspend the support even if the other parent does not cooperate.

The proposal was written to only address those situations where CSRU obtained the court order for support since those orders do not address custody. If the order has a custody provision in it, then CSRU will not be able to use the new unilateral suspension process. Ms. Siedsma indicated if CSRU would try to administratively suspend an order that contains a custody provision; it would appear we are undermining the court's decision regarding custody and ultimately, the authority of the court.

Mr. Jungmann expressed concern that the proposal would allow for service of process by certified mail. Ms. Eaton responded there is a provision for reinstatement, within the first six months, if a party speaks up later and indicates they did not agree with the suspension or did not receive notice. The reinstatement would in the same manner as the current suspension process that is currently in place today and the parties would have an opportunity for a court hearing to decide on the issue.

Ms. Siedsma indicated the new process would not be able to address situations where one of the parents is in prison due to a court rule that does not allow default against someone in prison. However, the voluntary suspension process will continue to be offered in these situations. We also cannot default a service member who is overseas so this new process would not work in those situations either.

CSRU is also exploring what alternatives may be available under current federal and state law to address situations where a payee is deceased and child support is still accruing.

Finally, there are a number of cases where a caretaker has taken custody of the child and we are able to re-direct the court ordered support to the caretaker in our current processes upon their application for child support services. However, in those situations where a caretaker is not asking for child support services, there is not a remedy to address those cases in current law. We are exploring the alternatives that may be available to address these situations as well. Members discussed the pros and cons of the proposals.

D. Guidelines Implementation Timeline

Ms. Siedsma reviewed the new guidelines changes which will take effect July 1st, 2013. CSRU is working on implementing changes on the CSRU forms and computer system to address the following areas:

- Mandatory pension deduction
- Addition of occupational license deduction
- New requirement to do two calculations in a certain area to address the “notch effect”
- Changes to minimum order increasing from \$10 to \$30 for one child and up to \$50 for two children
- Allowing for stepparent health coverage
- New medical support table
- New basic child support obligation schedule based on most recent economic data received by the guidelines committee.

CSRU staff are continuing to test these changes in order to be ready for implementation on July 1. The child support guidelines calculator that is currently located on the CSRU website will not be ready for public use until sometime after July 1.

E. Proposed Rule Changes

Ms. Siedsma stated CSRU is working on some changes to the Iowa Administrative Code that would address the following areas:

- Making a technical change to come in line with federal safeguarding regulations clarifying payment records are not public.
- Making a change to conform to the recent child support guidelines changes.
- Exploring the possibility of making changes to the review process that would stop the review process if the requesting party does not cooperate with CSRU by providing their financial information.

F. Website Update

Ms. Chambers advised the new website went live at the end of April. We are already seeing significant numbers in terms of individuals who are registering and using the new website.

Several changes have been made in anticipation of the new website. They include:

- View-only access to the new website for field staff in order for them to be able to see the same information the customer is viewing.
- A help line provided by ISU to aid customers with registering on the website as well as for requesting a personal identified number (PIN) that is now required to access personal information on the website.
- The baby image on the employer website has been updated to a less costly image.
- A new URL has been implemented to make the web address easier to remember and find (<https://childsupport.ia.gov>).

CSRU is also working on the following enhancements:

- Allowing the payor to make credit and debit card payments
- Provide information on the IVR that would make a payee aware when the \$25 annual fee is deducted from a payment.
- Allowing case parties to update their own employer information
- Digital outreach by using email or text message to communicate with case parties
- Allowing parties who have a release of information (ROI) from the payor or payee to access the website and obtain the same information as would be available to the payor or payee.
- Allowing customers to update personal information for themselves as well as the other party on the case (ex: address, telephone number, cell phone number, email address).

We are excited about the changes that have been made and those changes that are still coming. We hope they will provide customers with the needed answers to their questions and allow some self-help options on the web.

G. Customer Satisfaction Survey

Ms. Eaton reviewed a handout on the “Overview of CSRU Customer Survey”, which was prepared by Iowa State University staff. Customers completed the survey either by phone or mail. The purpose of the survey was to find out how customers want to communicate with CSRU and what enhancements customers would like to see on the website. The sample survey size totaled 1,173 customer interviews, of which 57% were female and 43% were male. Those surveyed included both payees and payors, as well as rural and urban customers.

In the interview, customers were asked about reasons why they haven’t gone to a child support office this year, the type of assistance needed when calling the local CSRU office, and their use of the automated phone system and web.

Next steps are for ISU to analyze the data further to determine what direction we should take in the future to communicate with customers and receive/share information about their child support case.

IV. Old Business

A. 2013 Chairperson Nomination/Election

Election of officers was deferred until the next scheduled elections in December since we are currently halfway through the year. Mr. Hughes agreed to stay on as Chairperson for the remainder of this year. Election of officers for 2014 will be held at the December meeting.

B. 2013 Vice Chairperson Nomination/Election

Please refer to section A.

V. Adjourn

Ms. Van Allen made the motion to adjourn, which was seconded by Mr. Jungmann. Meeting adjourned at 2:30 PM.

The next meeting will be held on September 13, 2013 from 1:00 – 3:00 PM at the Ola Babcock Miller Building's Ombudsman Conference Room.