

# Enforcing Spanish Speaking Child Support Cases



By  
**Pati McBride**  
**Emiro Sangiovanni**  
**RAMSEY COUNTY**

---

---

---

---

---

---

---

---

## AGENDA

- **Understanding Latino Culture:**
  - Family, social life and work life interrelationship.
  - Concept of Child Support in Latin America.
- **How to Read Demographic information :** Common issues and critical mistakes managing data: Prism data management; Maxis-Prism interface; Prism-DPS interface.
- **Issues arising when dealing with Undocumented People.**
  - Social Security Numbers
  - Identities
- **Enforcement: NCPs with stolen identities:** How can these cases be enforced ?

---

---

---

---

---

---

---

---

## Understanding the Latino Culture

### Family, Social life and Work Tendencies

*When you're here, you're Family*

- **Very strong network structure – Community oriented.**
- Access to seasonal/ occasional employment
- Housing & Transportation
- Small family store credits/discounts by personal reference
- HELP. (pretty much anything you need).
- In many cases, you can't say no when your help has been requested for/ by someone in the Network/ Community.

---

---

---

---

---

---

---

---

**The Concept of Child Support in Latin America**

- Parties **Mutual agreement** – Judicial or Verbal. (Limited ability for enforcement of court orders).
- The supplying of food, clothing, and/or educational material is considered **CCH contributions**.
- Usually a family member provides in house **Child Care** at no cost. (includes aunts, uncles, cousins)
- Most Latin American countries have **Public Healthcare Systems, (Free)**

---

---

---

---

---

---

---

---

**Issues arising when dealing with Undocumented People.**

- Are they using their immigration status as a defense for not paying Child Support?
  - Are they using someone else's Name & Social Security Number ?
    - Are they getting paid cash? – no SSN
    - Are they threatening to leave the country?
  - Are they threatening to have the CP and the child deported if they cooperate with us?
  - Are they in deportation proceedings? How do we find out?
- Do they have children in their home countries? Are they paying support for those kids?
  - How can these cases be enforced? (undocumented NCP getting paid Cash).

Immigration Law Basics  
Sandra Filardo 2008 MFSRC

---

---

---

---

---

---

---

---

**Issues arising when dealing with Undocumented People.- continue**

- Two or more families living in the same household (they don't always know each other. Mail is received back as NOT KNOWN at ADDRESS)
- People know that NCP lives in the house but still send our mail back due to fear of deportation of the entire HH.
- CPs concealing info about NCP's whereabouts / location. In some instances NCP is in the HH. (fear of deportation)
- NCPs using many aliases, Social Security Numbers. CPs not providing "FULL" name for the NCPs /ALFs.

---

---

---

---

---

---

---

---

**Issues arising when dealing with Undocumented People.** -- continue

- Lots of information is passed around through the network as “word of mouth”.
- There are Latin American Indigenous in the USA and some of them speak Spanish as a *second* Language. Their native languages are dialects from their native lands.
- Literacy levels,
- The ability of the child support worker to understand the name / last name relationship and order.

---

---

---

---

---

---

---

---

**How to Read Demographic information**

Most Hispanic people use two last names? How can that be?

Pedro Antonio Martinez Diaz



Ana Rosario Perez Gomez

Married Name: Ana Rosario Perez de Martinez



Carmela Antonieta Martinez Perez

Carmela Antonieta Martinez Perez

Hispanic dates of birth

10-05-1985

MM / DD / YYYY

10<sup>th</sup> day of May of 1985

The format for writing dates in Latino America is DD / MM / YYYY

---

---

---

---

---

---

---

---

De La Concha  
De Los Ruices  
De La Roca  
Los Toros  
De La Asunción

Luis Jose De La Roca Gomez  
Carmen Luisa Sanchez Jimenez

Carmen Luisa Sanchez de De La Roca

---

---

---

---

---

---

---

---

**Common Issues and Mistakes**

**DATA ENTRY**

V4FKRAG01 PRISM @P41 X1622JZ  
 11/03/09 NCP Demographi 2 more >

er of Cases: 2 SMI: 171936205

Last: PEDRO Middle: ANTONIO Suf:  
 Gender: M DOB: 02/15/1988 Primary Lang: 01 Interp Needed: N  
 SSN: [redacted] Date of Birth: 06/01/2005 By: VSFLEL01 Src: EVS  
 EYS Response Code: X Date: 06/01/05 DecDt: Marr Stat: SGL

Home Phone: Alt. Phone: 763 670 2946 Ext:  
 Cell Phone:  
 City: County: State: Country:  
 Wgt: 180 Hgt(Ft/In): 5\_7 Eyes: BLA Hair: BLA Photo: N Glasses: Y Beard: N  
 Unqu Plus Marks:

Spec: **Pedro Antonio Martinez Diaz**

Direct Command: ( NCDE )  
 F1=Help, F2=Quit, F3=Retrn, F4=Prev, F6=Pin, F10=Left, F11=Right, F13=TRBL, F19=Max  
 F19=Glob  
 Person displayed successfully

---

---

---

---

---

---

---

---

---

---

---

---

V4FKRAG01 PRISM @R05 X1622JZ  
 06/07/10 Case Status 1 more >

\*Action (A.C.O.H.N.R.): d

Case:  
 Case: Worker: 123CS172 Stat: OPI Func: LO  
 CP Nam Prtg: RPT  
 NCP Na File Loc: UNDDCUM

NCP MCI: Pgm Code: NPA I/R: Full Service: Y Non IV0 exists: N  
 CP Reinsp to Child: MOT Non IV0 Src:  
 Appl/Ref1 Rcvd Date: 09/27/2006 Open/Reopen Date: 07/01/00  
 CP is Applicant: Y Closure Date: Arrears Only:  
 Intake Completed: Y Closure Reas:  
 File Location: UNDDCUM Tribal TRNF/MFP: N IV0: N

| Ln | MCI | Child Name | Reinsp       | Pet    | Inactive | Child Legal |
|----|-----|------------|--------------|--------|----------|-------------|
| 1  | 1   |            | of Ncp Basis | Reason | w/CP     | w/CP        |
| 1  |     |            | FAT          | RDP    |          | Y Y         |
| 2  |     |            | FAT          | MAB    |          | Y Y         |
| 3  |     |            |              |        |          |             |

Direct Command: ( CRST )  
 F1=Help, F2=Quit, F3=Retrn, F4=Prev, F6=Psrch, F7=Up, F8=Down, F10=Left, F11=Right  
 F13=TRBL F19=Max F19=Glob, F20=Audit  
 Case displayed successfully

---

---

---

---

---

---

---

---


---

---

---

---

- NO SSN
- SSN not EVS verified
- 
- Stolen Identity
- Drivers License ?



**The question / issue is:  
 How much time, work and  
 resources does it take to find the  
 correct individual?**

---

---

---

---

---

---

---


---

---


---

---

---



### Duplicate MCI



**Pedro Antonio Martinez Diaz** was born in Colombia on 02/04/1980

Pedro came to the USA and assumed the identity of **Julio Leal, had a child in the USA.** - Paternity is ROP. Case was built and MCI assigned

**Stolen Identity** was loaded to Prism as Demographic info. IW was put in place for 2 years. - Ncp never complained. Employment ended, address became **unlocatable.** Locate attempts have failed.

Cp doesn't have a picture of NCP. NCP never had a DL or ID in MN under any of his names. Name was never loaded/changed to **Pedro Antonio Martinez Diaz.**

**Pedro Antonio Martinez Diaz had another child with another CP**

**New case created, name was loaded as Pedro Diaz, new MCI assigned.**  
 - DOB 04/02/1980  
 - Paternity is ROP -No picture.  
 - Court Order obtained

**-Worklist received indicating that Julio Leal is incarcerated in Texas.**  
**-Pedro Diaz called in saying he wants GTs be done on child #2.**

---

---

---

---

---

---

---

---

---


---

---

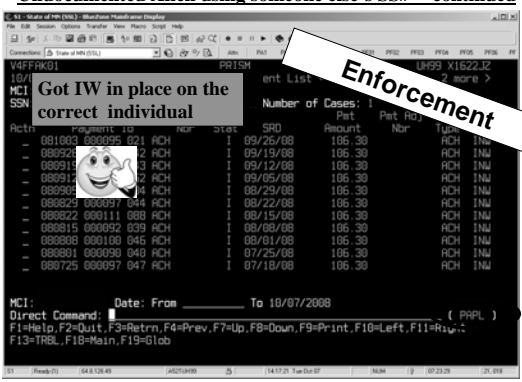
---

### Undocumented Alien using someone else's SS# -- continued

**Got IW in place on the correct individual**



**Enforcement**



---

---

---

---

---

---

---

---

---

---

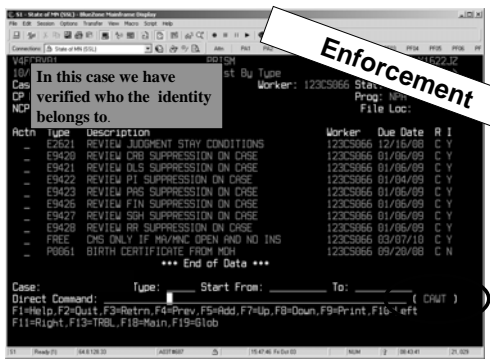
---

---

### Undocumented Alien using someone else's SS#

**In this case we have verified who the identity belongs to.**

**Enforcement**



---

---

---

---

---

---

---

---

---

---

---

---

**Undocumented Alien using someone else's SS# -- continued**

**Enforcement**

If 100% ( or 120%) CCH is not received, then this case will have to be enforced "Manually"

- Case will be treated as if no SSN was ever provided.
- \*\*\*\*\* Phone calls to NCP
- \*\*\*\*\* 30, 60, 90 days Non-payment letters to NCP
- \*\*\*\*\* Is there any DL that can be Manually suspended ?
- \*\*\*\*\* Is there any other case under his real identity ?
- \*\*\*\*\* Can we initiate a CONTEMPT action ?
- \*\*\*\*\* Do we change the name back ?

Direct Command: ( ENFL )  
 F1=Help, F2=Quit, F3=Retrn, F4=Prev, F7=Up, F8=Down, F9=Print, F10=Left, S11=Right  
 F13=TRBL, F18=Main, F19=Glob  
 No records with [redacted] nd for the current input

---

---

---

---

---

---

---

---

---

---

---

**Undocumented Alien using different names, DOB**

- SSN not EVS verified
- Check DVS - name order - multiple queries searches - dob,
- Pull physical file. Match ID/ GT picture with DVS data -
- We may not have the correct DL loaded.
- Request Manual Suspension.

Direct Command: ( USWT )  
 F1=Help, F2=Quit, F3=Retrn, F4=Prev, F6=Info, F13=TRBL, F18=Main, F19=Glob, F20=Multi  
 Case Worklist Fil [redacted] displayed successfully

---

---

---

---

---

---

---

---

---

---

---

**DATA ENTRY**

Pedro Martinez      Pedro Diaz

**Pedro Antonio Martinez Diaz**

---

---

---

---

---

---

---

---

---

---

---



Not Christy!



Not Charles!

-Take your time to review the ID they are presenting every time they come in for an interview.

- Make copies of them and attach them to the file

-Develop a One-on One Interview questionnaire.

-Compare names, DOBs, signatures from the application/ GT ppwk, Consular ID, passports, MN DL, etc

---

---

---

---

---

---

---

---

**Top 10 reasons why some NCPs don't show up for appointments, make payments or even initiate Rev/Mods ?**

- 10- The appointment was scheduled for a Friday Afternoon
- 09- NCP does not speak or read English, gets paid cash, is illegally in the country and doesn't have the money to pay the filling fee for a RAM.
- 08- NCP is deceased and no one knew. (it happens)
- 07- NCP got arrested and is in a deportation proceeding and no one knew. (happens a lot)
- 06- NCP went back to Mexico due to the lack of jobs in the USA.

---

---

---

---

---

---

---

---

**Top 10 reasons why some NCPs don't show up for appointments, make payments or even initiate Rev/Mods ?... continued**

- 05- PA case. NCP is in the HH and tells Cp he knows he is the father and there is no need to come in for GTs. He knows the child is his and that is enough.
- 04- NCP says: "I make direct payments to the mother of my children and I don't really care what your system says"... "After all what can you do to me? You guys don't even know my real name" .... Ouch!
- 03- "I take care of my children, take them to the park, buy them food, clothes, and pay for their school supplies. Leave me and my family alone". That's great but... you are in America so "Show me the \$\$\$"
- 02- " The thing is that I ..." (Days of Our Lives story)

---

---

---

---

---

---

---

---

Top 10 reasons why some NCPs don't show up for appointments, make payments or even initiate Rev/Mods?... continued

# 01-

**We are the Government they are hiding from.**



---

---

---

---

---

---

---

---

**• What do you do when you hit a dead end?**

**Build Trust with your Latino Community**



---

---

---

---

---

---

---

---

**• How do you establish that?**

*When you're here, you're Family*

- Very strong network structure – Community oriented
- Create an outreach program (Church, NGOs, Hospitals, Radio – AM, Embassies / Consulates)
- Educate your local Latino community about who you are and the services you provide.
- Make sure you have available a list of resources to provide to your clients, specially if you don't have a Spanish speaking case worker in your division.

---

---

---

---

---

---

---

---



**Questions?**



---

---

---

---

---

---

---

Gracias por su Atención

**Pati & Emiro**

Thank you for your Attention

---

---

---

---

---

---

---