

MFSRC – HOT TOPICS
FOR CHILD SUPPORT
2013

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HOT TOPICS – FEDERAL LEVEL

- Order Modifications: timely, user friendly
- Push to make sure we are enforcing the "right" order
- Orders have a life and we have to remember that families change and orders should too
- Agencies need to be open to working with their clients on agreements

HOT TOPICS – STATE LEVEL

- What did the Order Modification Grant do?
 - ▣ Currently mandated to do modifications for parties both npa and pa.
 - ▣ Can not stop the review for no paperwork.
 - ▣ Required to do incarcerated modifications.

HOT TOPICS – STATE LEVEL

- ▣ Counties are encouraged to work with parties on stipulations
- ▣ Counties are encouraged to pursue modifications both upward and downward.
- ▣ Counties are encouraged to pursue modifications for total and permanent disability cases.

HOT TOPICS- COUNTY LEVEL

- ▣ This is a huge culture change for the way we do business
- ▣ This is hard work and many times folks are not very appreciative
- ▣ We have to make sure we are treating similar cases similarly

HOT TOPICS – COUNTY LEVEL

- ▣ 5 to 7 years ago in Ramsey County, we used to pursue a limited number of modifications. We didn't pursue Modifications when:
 - ▣ The obligor was incarcerated
 - ▣ If the order was less than 3 years old
 - ▣ Parties agreed (we never pursued stipulations)
 - ▣ Didn't pursue agency initiated mods

HOT TOPICS – COUNTY LEVEL

- We have been doing a streamlined incarcerated review mod process for over 7 years
 - ▣ 3 scenarios:
 - Set support at zero until further order if in longer than 1 year
 - Set support at zero with rev. hrg if less than one year and order is not reasonable
 - Set support at zero and reinstate charging 90 days after release if order is reasonable.

HOT TOPICS – COUNTY LEVEL

- In Ramsey County we have a dedicated Review/Modification Unit.
 - ▣ Staffing: 4.5 support enf. Agents, .75 lead agent, .75 atty, .5 supervisor
 - ▣ Results:
 - 2010 – 300 modification orders
 - 2011 – 424 modification orders
 - 2012 – 588 modification orders (including 70 streamlined incarcerated mods)

HOT TOPICS – COUNTY LEVEL

- Between 2011 and 2012, added .5 FTE to work the establishment/modification or Paternity/Modification combo cases.
- Received over 1,200 referrals from parties and internal staff
 - ▣ 35% of those cases did not go ahead with a modification.

HOT TOPICS – COUNTY LEVEL

- Education of agents and clients became essential with a 35% rejection rate
 - ▣ Trained entire staff on the modification process
 - ▣ Gave staff talking points to ask parties when they call or come in for a review
 - ▣ Started trusting the information we have access to

HOT TOPICS – COUNTY LEVEL

- STIPULATIONS IN RAMSEY COUNTY
 - ▣ Pilot stipulation project began on March 25, 2013
 - ▣ 47 Stipulations in 5 months (March through August)
 - Medical Only – 4
 - COLA – 1
 - Parties living together suspension – 22
 - Other modification - 20

HOT TOPICS – COUNTY LEVEL

- One of the ? We have agents ask is: do you think the other party would agree
- If yes, then agents ask them more ? to determine what they really want to happen
- Parties can agree together or we will do the negotiating

HOT TOPICS – COUNTY LEVEL

- Cases are then referred to an SEA III who does the negotiating and or verifies info and if it can be done
- If yes, then case goes to Attorney to draft the docs.
- An agent sets up an appointment for parties to come in, day or night and they sign and we send to court.

HOT TOPICS – OVERALL

- DO THE RIGHT THING
 - In Ramsey County we try to do the right thing:
 - Best (“right sized”) orders are enforceable
 - Even best orders need to be modified when circumstances change to keep the order enforceable
 - Enforceable orders are collectable
 - Collectible orders get money to children

HOT TOPICS

THANK YOU FOR YOU TIME!

HOT TOPICS FOR CHILD SUPPORT 2013

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