

MINNESOTA FAMILY SUPPORT & RECOVERY COUNCIL
2018 ANNUAL CONFERENCE



The Three Ls and an R of Supervision

Leah Bruch – Washington County
Lisa Burkhartzmeyer – Scott County
Linda Olson – Dakota County
Ruth Sundermeyer – Aitkin County

9/20/2018 MFSC Annual Conference 1

Networking Now



Bring Your Business Cards to Share

9/20/2018 MFSC Annual Conference 2

Learning: Training, Security, Reports



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Budget and Planning

- Calendar Year (January – December)
- State Fiscal Year (SFY July 1 – June 30)
- Federal Fiscal Year (FFY October 1 – September 30)
- Incentives (Based upon FFY)
- Projection (Incentives, Staffing, Expenses)
- Cooperative Agreements (In Conjunction with CSD, County Attorney's Office and Sheriff)
- <https://www.dhssir.cty.dhs.state.mn.us/PRISM/Documentation/CooperativeAgreement/Pages/default.aspx>

9/20/2018 MFSRC Annual Conference 4

Security and PRISM Roles

- ROD (Remedy on Demand): https://mn-itsservices.us.onbmc.com/rso/start?bypass-auth=true&tenant=*&goto=http://mn-itsservices.us.onbmc.com/arsys/
- PRISM Roles
 - Security Officer
 - SEME: Screen in PRISM
 - DHS-SIR: Supervisor Information Page

9/20/2018 MFSRC Annual Conference 5


Reports:

- Data Warehouse:
 - Resource for Measuring Performance
 - Standardized: Great Starting Point for New Supervisors
 - Ad-Hoc Reports
- InfoPac:
 - Resource for Measuring Performance – Individual and County

9/20/2018 MFSRC Annual Conference 6

Training Plan

- Based upon County Capacity
- CSD Suggested Curriculum Path




9/20/2018 MFSRC Annual Conference 7

PRISM Tips:
Many of Which Translate into Training Tips

Work List Management


- Many fall into categories such as:
 - MX
 - I (Interstate – EX: I-CA)
 - PO (Probation)
 - PR (Prison)
 - MS (Medical Support)
- Craft worklists to put that code first (Ex: Jail-CWC-monitor monthly Auto Suspend)
- Allows workers to batch calls



9/20/2018 MFSRC Annual Conference 8

PRISM Tip


- Use of “File Location” field on CAST
 - Field shows on most case-based screens
 - We have codes : PR (prison), SSI, J (jail), W (warrant), \$0, DP (data privacy release)
 - Helps with work list management



9/20/2018 MFSRC Annual Conference 9

PRISM Tip


- Frequently used Word letters in a DORD format
 - How to obtain a BC after parentage established
 - Court-appointed attorney
 - Intervention memo, and so forth
- Cut/Paste into DORD memo form
- For legal letter – tie the CAAD after printing to LETL for easy tracking
- Do the same for pertinent calls



9/20/2018 MFSRC Annual Conference 10

Training for New Staff

- Security and mandatory county trainings first
- Screen print web-based Student Center and JobAid trainings, prioritize-worker can self-learn between other more formal settings
- Checklists such as Intake, Contempt Stipulation, Info Collection for Establishment or Mod, Order Loading, Review for Legal Action
- Shadow a seasoned worker making calls using a speaker phone
- Provide a list of priority functions
- Even in a small county, try repetitive tasks
 - EX: new CSO does EST for entire caseload




9/20/2018 MFSRC Annual Conference 11

Training for New Staff

Access to our WORD “manual”

- A collection of tips/techniques
- Examples of legal documents and/or letters
- WORD folder called PRISM TIPS/Screens
 - Put in codes/screen names for items we don't use often
 - PRISM processes – basically screen grabs, step by step of a variety of functions
 - A list of CAAD codes that we use often
 - List of FODE documents with frequently used highlighted
 - Subsequent list of FODE documents sorted by functions (medical, legal, etc.)
 - The old flow charts showing how PRISM screens tie together
 - Instructions for functions we rarely use such as finding a 2nd name on a refund check



9/20/2018 MFSRC Annual Conference 12

Relationships with Your County Attorney

- Professional, error-free work product- always. Aitkin uses buddy system proofing.
- Transparency-specifically bring to their attention anything in a legal document that's out of the usual and customary
- Ask for input in advance if you have a complicated scenario
- If possible, meet with CAO regularly before court to go over cases
- Provide a cheat sheet-basic details of the case, the county's position on settlement
- Make sure your workers are consistent; consistency is defensible

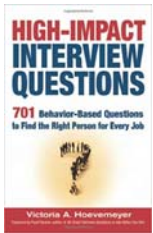
9/20/2018 MFSRC Annual Conference 13

Relationships with Your County Attorney

- Keep a tracking log of prior answers/suggested language so you don't repeat questions
- Remember, you have hired them to represent you. Your job is to let them know what you want. Their job is to advise you if you're asking for something outside statutory guidelines.
- Ask their input on how your staff is performing
- Make them look good 😊
- Like every other part of our life, watch your timing, pick your battles.

9/20/2018 MFSRC Annual Conference 14

Resource




“High Impact Interview Questions
701 Behavior-Based Questions to Find the Right Person for Every Job”
Victoria A. Hoevemeyer

9/20/2018 MFSRC Annual Conference 15

Division of Work


- Aitkin uses a team approach
 - Cases Assigned to CSO/CSS, but they focus on legal work
 - SEAs work specific functions on CNWT such as locate, IW, etc., and take most calls other than NCP and court-related calls
 - OSS does CRDL, scanning, clerical duties
 - Cover phones for each other
 - Some Infopac reports such as Partial/Full Delinquency worked by both SEAs (focus on the IW) & CSOs who focus on the rest



9/20/2018 MFSRC Annual Conference 16

Case Banking


Case Banking in Stearns County
 Rotation of Duties
 Performance Evaluation
 Jannell Boeckerman



9/20/2018 MFSRC Annual Conference 17

Resources, Groups and Organizations for Supervisors

- Networking
 - MN Supervisor Conference – September of each year
 - MFSRC
 - Metro, Southern and Northern Sups Meetings
 - Connect with supervisors in other counties – Reach out for ideas and assistance
- CSD sponsored meetings
- Work groups
- Regional meetings
 - Create your own regional meeting for specific purposes (i.e. Interstate issues)




9/20/2018 MFSRC Annual Conference 18



Longevity

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Work-Life Balance

- Union Environment
- Flexibility
- Technology
- Role model the behavior you want to see


9/20/2018 MSRC Annual Conference 20



Leadership

9/20/2018 MSRC Annual Conference 21


Leadership



- What is Leadership?
 - **Definition:** The action of leading a group of people or an organization (Merriam Webster Dictionary)
 - **Traits:** Awareness, Decisiveness, Empathy, Accountability, Confidence, Optimism, Honesty, Focus, Inspiration

9/20/2018 MFSRC Annual Conference 22


Types of Leaderships Styles



- **Transformational:** Inspire others, encourage positive changes, energetic, concerned and involved in the process
- **Transactional:** Focuses on the role of supervision, organization and group performance, direct chain of command, uses rewards and punishments to motivate, subordinates need to be monitored to ensure expectations are met
- **Adaptive:** Helps people thrive in challenging environments, awareness of own emotions, doesn't shy away from truth, makes people feel respected and valued, "walk their talk"
- **Servant:** Is a servant first, aspires to lead, focus on growth and well-being of people. 10 characteristics: Listening, empathy, healing, persuasion, awareness, foresight, conceptualization, commitment to the growth of people, stewardship, build community

9/20/2018 MFSRC Annual Conference 23

Vision, Relationships, Boundaries and Goals




- Clearly defined vision
- Boundaries between supervisor and staff
- Navigating relationships
- Setting professional goals
 - County and Unit goals vs. Individual goals
 - County/Unit goal is to increase collections
 - Individual goal would be "CSO will send out green employment resource folders to each NCP who has missed a payment the previous month"

9/20/2018 MFSRC Annual Conference 24

Performance and Accountability


- Individual staff
- County
- State
- Federal



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Succession Planning

- Spark Book: <https://leadstar.us/>
- Baby Boomers impact vs. Millennials impact
- What is your agency doing to plan?
- Moving from Buddy to Boss



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Spark

SPARK
The New York Times
Best Seller




9/20/2018 MSFRC Annual Conference 27



Relationships


9/20/2018 MSRC Annual Conference 28



Culture, Communication and Change Management

- Organizational Culture
- Team Building
- Communication with Staff
- Communication with Management/Board of Commissioners
- Out of Agency Mentor

9/20/2018 MSRC Annual Conference 29



Stakeholders in Child Support

- County Attorney's Office
- Sheriff's Department
- Economic Assistance
- Social Services
- Non-profits
- Community
- Outreach
- DHS/CSD
 - HELP DESK 651.430.4600

9/20/2018 MSRC Annual Conference 30



Questions?


9/20/2018 MFSRC Annual Conference 31



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9/20/2018 MFSRC Annual Conference 32



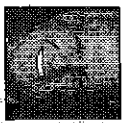
9/20/2018 MFSRC Annual Conference 33

9/20/2018 MF SRC Annual Conference 34

Leadership traits are as simple as ABC

Steve T. 9/19/11

OUTSWIMMING THE SHARKS HARVEY MACKAY



As children, we played "follow the leader" for hours on end. The crazier the route and antics, the more we liked it. Being the leader was the best part. As working adults, "follow the leader" takes on a whole new meaning. Leadership is an art and a skill. It's hard work that is rewarding and occasionally thankless. What traits make a great leader? Try these:

A is for accountability. When President Harry Truman said "The buck stops here," he demonstrated that he was willing to take the blame along with the praise. Leaders accept responsibility for their actions as well as those of the people who report to them.

B is for boundaries. Effective leaders respect personal and professional boundaries. They never expect followers to do something they wouldn't do themselves.

C is for courage. Doing the right thing instead of the easy thing is a mark of courage.

D is for decisions. Good decision-making skills are priceless. Remember, not making a decision is a decision in itself.

E is for enthusiasm. My mantra: Do what you love, love what you do, and you'll never work a day in your life.

F is for fearless. Leaders should adopt Franklin Roosevelt's philosophy: "The only thing we have to fear is fear itself."

G is for growth. This includes your growth as a leader, your employees' growth to reach their potential, and your company's growth to achieve goals.

H is for heart. A good decision must factor in the human element. When your head and your heart say the same thing, you can bet it's right.

I is for influence. Leadership doesn't mean getting people to do their jobs; it means getting people to do their best.

J is for judgment. A leader must demonstrate consistently good judgment to set the standard for the organization.

K is for knowledge. No one expects leaders to know everything, but everyone expects leaders to know whom to ask when they don't have the information at hand.

L is for learning. Lifelong learning is an important attribute. **M is for mentor.** Just as you needed some help to get to the top, offer your expertise to the next generation of leaders.

N is for new. Never be afraid to try something new, even if the old way isn't broken. The results might be better than you expected.

O is for organization. This is a twofor: your personal organization and the organization you lead. Your office may be a disaster area, but make sure your mind is organized. The organization you lead should always be foremost on your list of priorities.

P is for people person. You are leading people. **Q is for quick-thinking.** A leader must be able to think on the spot, even if the answer is "we need to give this more thought." A leader can figure out the difference.

R is for recognition. Be sure to heap recognition on those who've worked hard and achieved. Sharing credit doesn't diminish you; it shows your ability to hire well and acknowledge achievement.

S is for strength. A strong leader never waivers on values, ethics or commitment. That's a tall order, but it's absolutely essential.

T is for team-builder. Whether you are a team of two or 2,000, as a leader you are also cheerleader-in-chief. "Go, team, go" works only if you provide the right environment.

U is for ubiquitous. Your presence and influence must be felt everywhere. Make sure the team knows whom to follow.

V is for visible. Not only should your presence be felt, you should be present at events large and small. Get to know your staff beyond their working titles.

W is for wisdom. No one is born wise, but some people learn faster than others what makes an organization tick.

X is for example. (I'm not a good speller.) If you want people to follow, you must set a proper course. Inspire those you lead.

Y is for yeoman's service. A leader must be willing to work harder than everyone else in the organization.

Z is for zest. Let your passion show; see if it isn't contagious!

Mackay's Moral: Take the lead and be a superstar!

Harvey Mackay is a Minneapolis businessman. Contact him at 612-378-6202 or send e-mail to harvey@mackay.com. His column is distributed by United Feature Syndicate.

FORMS/CHEAT SHEETS/COACHING

Case Name: _____ {initial case opening}

OSS

CS applications received Y N (OnBase has been checked)

GC form received Y N

Waiver of Personal Service received Y N

Financial Worker send CS forms Y N Date: _____

If no CS form, send forms Y N Date _____ worklist one week & let worker know

NCP other PRISM children:

_____	DOB _____	CS Obg _____	Arrears _____
_____	DOB _____	CS Obg _____	Arrears _____
_____	DOB _____	CS Obg _____	Arrears _____

CP other PRISM children:

_____	DOB _____	CS Obg _____	Arrears _____
_____	DOB _____	CS Obg _____	Arrears _____
_____	DOB _____	CS Obg _____	Arrears _____

_____ Intake set to yes

_____ Create LEHD if in state and no order

_____ Copy of parentage order in file

.....
SEA

_____ Check MAXIS NCP - copy pertinent notes (M1087) - update NCID

_____ Check MAXIS CP - copy pertinent notes (M1088) - update CPID

_____ Check MNCIS NCP - free note with number & types of cases

_____ Check MNCIS CP - free note with number & types of cases

_____ DL CP/CPLD and NCP/NCLD

_____ Financial Statements: NCP: Y N Date _____ CP: Y N Date _____

_____ Child: special needs? Y N - Code CHDE Receive SSI? Y N Amt. _____

Receive SSA? Y N Amt. _____ Which parent? _____

Any insurance listed? CP _____ NCP _____ COST _____

_____ Subsidized daycare: Y N Average Amt. _____ CP Co-pay _____

Total & dates \$ _____ (print out) _____

.....
CSO

_____ Want CP interview scheduled Y N (worklist SEA) Completed _____

_____ For EST, prior 2 yrs PA printed & calculated. Total: _____

Average month grant _____

_____ NCP employer: _____ Gross: _____

_____ CP employer: _____ Gross: _____

_____ REAM appropriate? Y N N/A

Expenses: His _____ #Adults _____ #Chn _____ Contrib: Y N

Hers _____ #Adults _____ #Chn _____ Contrib: Y N

CONTEMPT STIPULATION {used at court}

OTC or Revocation or Review Judge _____ NCP Attorney: _____

Hearing date: _____ CAO: LR SW Other _____

NCP present Y N CP present: Yes No CP approve Stipulation: Yes No

Continuance: Yes No Date: _____ Time: _____

Admission of Contempt: Yes No Sentence: 90 days 6 months

Continue stay of previous sentence: Yes No Extend sentence from 90 to 180: Yes No

CONDITIONS:

1. Waive Attorney Y No Waive hearing Y N **Waive Personal Service Yes No**

2. Immediate payment: \$ _____ Due date: _____

3. Ongoing payment: \$ _____ Commencing: _____

4. Job searches: Yes No Commencing: _____
Report: monthly bi-weekly weekly

5. Auto review: Yes No Date/Time: _____

6. File Motion to Modify: Yes No By: _____

7. Driver's License agreement? Yes No

8. Other conditions: _____

**If I/W goes out, remind NCP/Att it will be for 120%, even if this order is for less.

Findings for the Court: _____

No show by NCP: Warrant: Yes No Missing payments: _____
Bond: _____ Bail: _____

Request Revocation be granted: Yes No Purge: _____

Worker: _____

Gathering Information for a MTM Legal Action:

Check	Information	Source	Parent A	Parent B
	Good cause granted or is pending? On Public Assistance?	GCSC		
	Name Change?			
	Number of joint child(ren)? Special Needs? Any emancipations shortly?	§application form §CAST §CAFS §CHDE		
	Parenting Time ordered? Custody order date/terms/County	§SUOD §court order		
	Child(ren) Soc Sec Benefit – (must manually request on PRISM)	§CHMR §MAXIS		
	Prior order support details: CS MS, CC, %, arrears Prior order --PA status Prior Order Expenses Prior Order Income COLA			
	Expenses # adults #chn, Spouse/GF/BF contributes?	§Fin. Stmt.		
	Monthly income received? List employer if not on PRISM	§NCID §CPID §CPQW / NCQW	\$	\$
	Reemployment/Unemployment income?	§REID §NCUI §CPUI		
	Social Security Income?	§SSTD §SSSD §MAXIS		
	Potential Income Based on:		\$	\$
	Court ordered child support and/or alimony owed;-current charges only	§NCOL §court orders §case file	\$	\$

Check	Information	Source	Parent A	Parent B
	nonjoint child(ren) names, and DOB	§CPHL §NCHL §MAXIS §FIN STMT §case prep sht		
	Nonjoint child(ren) in home, names, and DOB?	§court orders §case file §CPHL §NCHL §MAXIS §FIN STMT §case prep sht		
	Is health care coverage available?	§POF/NCID §CPID		
	Is health care coverage in place Who is covered? What is the cost? Cost of adding dependents?	§NCPD §CPPD		
	Is dental coverage available?	§NCID/CPID		
	Is dental coverage in place? Who is covered? What is the cost? Cost of adding dependents?	§NCPD §CPPD		
	Medical Assistance status and dates of eligibility?	§MAXIS §CACE §PAEA		
	Child care/Subsidy? Out of pocket? Monthly cost? Co-pay? Total cost & dates (Need Verification to attach)	§Financial Statement §CACE §PAEA §MAXIS		

Gathering Information for an EST

Legal Action:

Check	Information	Source	Parent A	Parent B
	CP in county? Y/N Jurisdiction over NCP? Y/N PA Status			
	Good cause granted or pending?	§GCSC §CAST		
	Limited Services? Y/N			

Check	Information	Source	Parent A	Parent B
	Number of joint child(ren)? Where do they reside? Special Needs?	§app form §CAST §CAFS §CHDE		
	ROP? Marriage Date? Separation date? Retro to what date? Written waiver of retro?	§CPRE §MAXIS §ROPD		
	Marriage Presumption? (12%) PT/Custody order date/terms?	§SUOD §court order		
	Expenses # adults/#children Spouse/GF/BF contributes?	§Fin. Stmt.		
	Monthly income received? List employer if not on PRISM	§NCID §CPID §CPQW §NCQW	\$	\$
	Unemployment income?	§ REID §NCUI §CPUI		
	Social Security income? Child(ren) Soc Sec? (manually request on PRISM)	§SSTD §CHMR §MAXIS		
	Potential Income Based on:		\$	\$
	Court ordered child support and/or alimony owed;-current charges only Non-joint child(ren) names, DOBs	§NCOL §court orders §case file §CPHL/NCHL §MAXIS/Fin Stmt §case prep sht	\$	\$
	Number of non-joint child(ren) in home, names, and DOBs	§court orders §case file §CPHL §NCHL §MAXIS		

Check	Information	Source	Parent A	Parent B
		§FIN STMT §case prep Sht		
	MFIP dates and amounts. Food Stamps (SNAP)? Average \$?	§MAXIS §case prep Sht		
	Is health care coverage available?	§POF §NCID §CPID		
	Is health care coverage in place? Who is covered? What is single cost? Cost of adding dependents?	§NCPD §CPPD		
	Is dental coverage in place? Who is covered? What is single cost? Cost of adding dependents?	§NCPD §CPPD		
	Medical Assistance status?	§MAXIS §CACE §PAEA		
	Child care/Subsidy? Out of pocket? Monthly cost? Co-pay? Total cost & dates (Written proof for attachment)	§Financial Statement §Accounting §FW		
	Voluntary child support payments? Date/amounts?			
	Special Circumstances? History of CD, jail, GA?			

PRISM - SUPPORT ORDER DETAIL [remember to update case type LEHD]

{on CARE, close if cnpt done, today's date} (Not Complete)

Case _____ Enforce Dt: _____ Order FIPS: ___ ___ CO Type: _____ APX-Appendix "A"

added

Legal Hdg Seq: F1

Legal Tracking: Proc: Y N Court Admin Type: F1 (or fix LEHD)

BKL-Bankruptcy Stay Lifted

Entry Dt: _____

Sign Dt: _____ CO Method: JUD EXP

CGT-Compelled to Genetic Test

With Prejudice: Y N

Hearing Officer: F1 (797/Hermerding; 370/Fossum)

BND-Bond Obtained

CNT-Continuance Order

CTA-Contempt/Adj Plus Support Mo

Child Support Reserved
Y N

Reimbursement Only Order: Y N

CTM-Contempt

CTP-Contempt/POF

Medical Support Y N

Number of Tax Exempts CP: _____ NCP: _____

DAB-Domestic Abuse

Child Care Y N

AIW: Y N E

DSS-Dissolution

Spousal Maintenance Y N

Bond Required:

EOS-Enforce Other State Order

Reimbursement Y N

Deviation Reason: _____

GAL-Guardian ad Litem ordered

Reevaluation Date _____

NCP Income This Order: _____

IWL-AIW Order to Release Lump

PT NCP % _____ CP% _____ Overnights NCP _____ CP _____

CP Income This Order: _____

JDC-Conditional Judgment

Medical Support for: R C S B

Medical Policy Holder: CP NCP

Private: Y N

JDG-Judgment

LSA-License Suspension Appeal

Dental Support for: R C S B

Dental Policy Holder: CP NCP

Private: Y N

MDC-Motion to Deny-COLA

Uninsured Medical Support Expense: NCP % _____ CP % _____

MS \$ _____

MDI-Motion to Deny-IW

MDJ-Motion to Deny-SM Judgment

MDM-Motion to Deny-Modification

MCI	Name	Pat Est	Med Ins	Den Ins	Emancipation Date
1.	_____	_____	_____	_____	_____

Protected Party under Order: CP NCP BTH DAB Expiration Date: _____

MES-Minnesota Statute 256

COLA Effective Date: _____ **COLA Index Code: A N**

MFM-Motion to Deny-UIFSA Reg For

(If you put something here, you must complete thru date)

MFN-Motion to Deny-UIFSA Reg For

Non-Financial Condition: _____

MOS-Support Set Based on a Motion

Non-Financial Terms: _____

Non-Financial Frequency: _____

Non-Financial Evaluation Date: _____

NON-Non Disclosure

OTH-Other-Conversion

PAT-Paternity

RAM-Review Adjust/Modification

RES-Redirection of Support

REV-Revocation

SES-Support Established

Judgment Type: _____ JCC, JCH, JME, JMI, JMS, JPB, JSP, JUF

TMP-Temporary

Orig Prin Amt: _____

Date From: _____ to _____

TPR-Termination of Parental Rights

Judgment Method: CO

Stay Penalty _____

TPT-Temporary Paternity

1. _____

UCO-UIFSA-Controlling Order

2. _____

UFE-UIFSA-Establish

Docket in Other Jurisdiction? Y N (List Below)

UFM-UIFSA-Register for

Modification

1. _____

2. _____

UFN-UIFSA-Register for

Enforcement

UFP-UIFSA-Paternity

Judgment Type: _____ JCC, JCH, JME, JMI, JMS, JPB, JSP, JUF

Orig Prin Amt: _____

Date From: _____ to _____

Judgment Method: CO

Stay Penalty _____

1. _____

2. _____

Docket in Other Jurisdiction? Y N (List Below)

1. _____

2. _____

Judgment Type: _____ JCC, JCH, JME, JMI, JMS, JPB, JSP, JUF

Orig Prin Amt: _____

Date From: _____ to _____

Judgment Method: CO

Stay Penalty _____

1. _____

2. _____

Docket in Other Jurisdiction? Y N (List Below)

1. _____

2. _____

Update cpre if appropriate

NCP OBLIGATION DETAIL (CCC, CCH, CMI, CMS, CSP, CUF, JCC, JCH, JME, JMI, JMS, JPB, JSP, JUF - Not Complete)

Oblig Code: _____ Type: _____ Accruing: Y N Co Seq No: F1
 Judgment Co Seq No: F1
 Freq: _____ Amt: _____ Beg Date: _____ Mo Non-Accrl: VOL/CO Interest
 Ovr: Y N
 Debt/Arrears: D A Reserved: Y N Offset: Y N Debt Suppression: Y N
 (*always suppress CMS)
 Oblig Code: _____ Type: _____ Accruing: Y N Co Seq No: F1
 Judgment Co Seq No: F1
 Freq: _____ Amt: _____ Beg Date: _____ Mo Non-Accrl: VOL/CO Interest
 Ovr: Y N
 Debt/Arrears: D A Reserved: Y N Offset: Y N Debt Suppression: Y N (*always
 suppress CMS)
 Oblig Code: _____ Type: _____ Accruing: Y N Co Seq No: F1
 Judgment Co Seq No: F1
 Freq: _____ Amt: _____ Beg Date: _____ Mo Non-Accrl: VOL/CO Interest
 Ovr: Y N
 Debt/Arrears: D A Reserved: Y N Offset: Y N Debt Suppression: Y N (*always
 suppress CMS)
 Oblig Code: _____ Type: _____ Accruing: Y N Co Seq No: F1
 Judgment Co Seq No: F1
 Freq: _____ Amt: _____ Beg Date: _____ Mo Non-Accrl: VOL/CO Interest
 Ovr: Y N
 Debt/Arrears: D A Reserved: Y N Offset: Y N Debt Suppression: Y N (*always
 suppress CMS)
 Oblig Review Dt: _____ Variable Oblig: Y N Review Dt: _____ Charge
 Interest: _____ IW Variance: _____
 Comments:

Pay to Jurisdiction & Address: _____ Separate Entity:
 FIPS: _____ Dest: Addr 1: _____
 In/Out State: Addr 2: _____
 Per Child: Y N City: _____ St: _____
 Zip: _____

OBLIGATION BALANCE DETAIL

Oblig Code: _____

	<u>Principal</u>	<u>Interest</u>	<u>Total</u>	<u>Total Owed</u>
PA Arrears _____	_____	_____	_____	_____
PA Arrears _____	_____	_____	_____	_____
PA Arrears _____	_____	_____	_____	_____
NPA Arrears _____	_____	_____	_____	_____
NPA Arrears _____	_____	_____	_____	_____
NPA Arrears _____	_____	_____	_____	_____
TOTAL _____	_____	_____	_____	_____

OB BT - Transfer from any sub-account balances? Y N From _____ To _____
 From _____ To _____
 Comments:

REAM? Y N

LETL (Don't close if warrant active)

Process Result: Order Cancel Dismiss Reason _____ End Date: Y N Order Obtained By: Consent
 Default Contested
 Notice of Filing _____ Co. Atty Appeared at Hearing: Y N N/A County Atty Appeared at
 Settlement Conf: Y N N/A

Advisement: Y N Continued?Review: C R Date:_____

Time:_____ Bench Warrant Issued: Y N Bench Warrant Canceled: Y N
Purge
Conditions:_____

Purge by Date:_____ Amount:\$_____

Comments:_____

Any CPODs? Y N Amount:\$_____

Notice to 4A: Y N DAIL Notice to Other State: Y N Notice Daycare: Y N
Copy Order to Other State: Y N Watch for I/W: Y N N/A Do ID Affidavit: Y N
Change CHDE, CHPA: Y N ~~BONUS: Y(print) N~~ Modify CPRE: Y N Docket: Y N
Docket in Other Co: Y N

Special Instructions:

Special Contempt worklist? Yes No Worklist to monitor MS Yes No (6 months)
Work Lst: Y N Date:_____ Comment:
Work Lst: Y N Date:_____ Comment:
Load New LETL: Y N Type_____ Load New CAHL: Y N Date & Time:_____

Update Ins Sheet: Y N

If this was a divorce, change "married status" on NCDE & CPDE

Gathering Information for a Legal Action:

Check	Information	Source	Parent A	Parent B
	Has good cause been granted or is pending?	GCSC		
	What is the number of joint child(ren)?	§application form §CAST §CAFS		
	What is the number of child support or spousal cases?			
	Court ordered child support and/or spousal maintenance;- current charges only nonjoint child(ren) names, and DOB	NCOL	\$	\$
	What is the number of nonjoint child(ren) in home, their names, and DOB?	§court orders §case file §CPHL §NCHL		
	What is the monthly income received? and list employer if not on PRISM	§NCID §CPID §CPQW / NCQW	\$	\$
	Potential Income Based on:		\$	\$
	Is there reemployment income?	REID. NCUI CPUI		
	Is there Social Security Income?	SSTD		
	Child(ren) Soc Sec Benefit – must manually request on PRISM	CHMR MAXIS		
	Parenting Time ordered?	§SUOD §court order		
	Is health care coverage available?	§POF §NCID §CPID		
	Is health care coverage in place Who is covered? What is the cost? What is the cost of adding dependents?	§NCPD §CPPD		
	Is dental coverage available?	§NCID		

Check	Information	Source	Parent A	Parent B
		§CPID		
	Is dental coverage in place? Who is covered? What is the cost? What is the cost of adding dependents?	§NCPD §CPPD		
	What is the Medical Assistance or MinnesotaCare enrollment status and dates of eligibility?	§MAXIS §CACE §PAEA		
	Child care- out of pocket? Monthly cost Co-pay Total cost & dates	Financial Statement		
	Is the child care assistance or MFIP child care benefits? Monthly cost Co-pay Total cost & dates	<ul style="list-style-type: none"> · MAXIS · CACE · PAEA 		
	For paternity actions review PRISM screens for potential ALF information and/or locate information on participants	RACL		

ESTABLISHMENT/MODIFICATION

- Review Case
 - CS Application – NPA or PA (any prior orders needed?)
 - DL search, etc. for NCP & CP (BD or DJ does this)
 - Maxis search w/ printed notes/\$ for NCP/CP (BD or DJ does this – I check for any changes)
 - Check MNCIS (Information, Divorce (if married), etc.)
 - NCP employment - \$/Insurance Coverage, etc.
 - CP employment - \$/Insurance Coverage, etc.
 - Send Notice of Liability & Financial Statement to NCP –watch for return (SEA's to send to CP, but double check)
 - Send Memo/Financial Statement to CP (if not done by SEA)
 - Check DEWS and print latest job history for NCP/CP
 - Dord Docs (Statement of Rights, Confidential Info Form & DEED Form)
 - Verify bringing correct legal action (MES, RAM, MOS, etc.)
 - Do I need to intervene in a pending or forthcoming action
 - Prepare Establishment/Modification Docs (Motion/Aff, S/C/Aff, etc.)
 - § Make sure language flows smoothly (think less is more)
 - § If reserving MS, CC, etc., only include PA pymts in the beginning and not the end
 - § Remember 800#
 - § If have Reimbursement, type it on headings of cs worksheets
 - § If CP not working and on TANF, no last employer needed
 - § If tribal and no CD or jail history, impute @ min wage and use tribal income
 - § Use redirect language
 - § Arrears 20% language
 - § Reserve language
 - § Add in anything pertinent to how I have arrived at income figures/cs figures
 - § Make sure my dates are all the same (PA dates/separation/arrears, etc.)

CONTEMPT/REVOCATION

INITIAL OTC

1. All CS orders listed in chronological order
2. Itemized listing of COLA increases
3. Total amount of arrears w/ interest
4. Missing payments (due-paid-missing)
5. If needed, any other extremely pertinent info (won't happen often)

FIRST MTR

1. Contempt Order with conditions (list them out)
2. Missing payments (due-paid-missing)
3. Total amount of arrears w/ interest

SECOND & UP MTR'S

1. Original Contempt Order with conditions (don't list out conditions put "certain conditions")
2. Most recent MTR (language can say "reaffirmed by multiple (or # of) subsequent order, the most recent of which is...")
3. Missing payments (due-paid-missing (from the most recent MTR))
 - a. If prior orders granted the MTR & referenced a prior MTR and if NCP paid the purge, you'll need to include those order because it governs the conditions.
 - b. NCP paid the purge (most recent) on said date and the prior order, dated ____ is reinstated effective ____ (date).

SECOND CONTEMPT (after NCP sits time/request 6 month jail sentence)

1. All prior establishment/modification orders in chronological order
2. Itemized listing of COLA increases
3. 1st prior original contempt w/o conditions
4. Last order granting MTR (the one NCP sits on)
5. Jail time started and released dates (give actual dates)
6. Missing payments (due, paid, missing) beginning 1st of the month after their release from jail

OTHER CONSIDERATIONS:

**If given the date in court and you come back for a review hearing and NCP is a no show, can ask for a warrant. Check with CAO in advance. Don't strike a review hearing for "no show" if order had bad or minimal conditions and you need to change them.

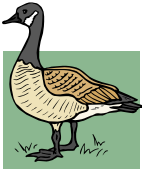
**If the contempt order you're enforcing has 90 days, you can negotiate w/ NCP to extend the sentence if it appears he's blown you off too many times. Court cannot extend.

DL AGREEMENTS

1. If you get a DL worklist and you have JUST entered the order, no time to pay, it may be appropriate to suppress DL for 1 month. You can make this call based on the circumstances of each case.
 - o New establishment order – if default order and no response or employer, no DL suppression
 - § Worklist SEA to see what comes in after 30 days
 - o 6 month worklist (move to 1 month and if no extenuating circumstances take off suppression)
 - o 1st letter – okay to suppress if proof of PA or incarcerated, otherwise, the appropriate response is to enter into a payment agreement
2. Once NCP has been suspended, even if he starts paying again, you still need a DL AGREEMENT.

- a. If paying again, could agree to the 120% (depends on circumstances – 1st agreement? Been paying long? Or other extenuating circumstances?)
- b. Get an upfront payment of at least 1 month – (first ask how much he can pay)
 - i. Can do short term payment agreements or graduated payment agreements, etc.
 - ii. Try to never do one long term for less than 120% - always have a way to get back in until it reaches this goal.
3. After payment agreement has been signed –
 - a. If not paying, send the notice of non-compliance letter
 - b. If NCP contacts us after this and even if he sends payment, but it's not enough, must be very clear & document that you advise him it was not sufficient or could request DL hearing
 - c. If you send a "thanks for payment but not sufficient" you will need to send another letter of non-compliance (also purge the old wrklist as the new ltr shld create a new wrklist)
 - d. New establishment order – if default order and no response or employer, no DL suppression
 - i. Worklist SEA to see what comes in after 30 days

****REMEMBER PAPD IS NOT ACCURATE – DO YOUR OWN CALCS****



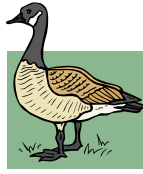
The Wisdom of Geese

When you see geese heading south for the winter flying in a “V” formation, you might be interested in knowing what science has discovered about why they fly that way. It has been learned that as each bird flaps its wings, it creates uplift for the bird immediately following. By flying in a “V” formation, the whole flock adds at least 71% greater flying range than if each bird flew on its own. *(People who share a common direction and sense of community can get where they are going quicker and easier, because they are traveling on the thrust of one another.)*

Whenever a goose falls out of formation, it suddenly feels the drag and resistance of trying to go it alone, and quickly gets back into formation to take advantage of the lifting power of the bird immediately in front. *(If we have as much sense as a goose, we will stay in formation with those who are headed the same way we are going.)*

When the goose gets tired, he rotates back in the wing and another goose flies point. The geese honk from behind to encourage those up front to keep up their speed. *(It pays to take turns doing hard jobs with people.)*

Finally, when a goose gets sick or is wounded by gunshots and falls out, two geese fall out of formation and follow him down to help and protect him. They stay with him until he is either able to fly or until he dies and they then they launch out on their own or with another formation to catch up with the goose. *(If we have the sense of a goose, we also will stand by each other.)*



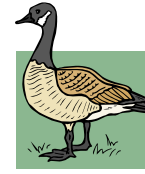
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Scott County-Lisa Burkhartzmeyer

Quarterly Meeting and Unit Retreat Ideas- Build Community and relationships

Keep cost down or no cost

Schedule off Site quarterly Unit meetings around lunch and staff meeting. The idea is to get away from the work space.

Have pot-luck lunches, do your activity/presentation and then have your staff meeting.

Ideas for places to meet-no cost

- Use public library conference
- Use public parks with shelters
- Use any park facility buildings or community center buildings
- Go to staff members' house

Ideas for things to do

- Tour county facilities-jail or any other county or public facility
- Have a K9 demo from your county sheriff or police department and personal protection
- Have Fraud FPI investigator come talk about what they do
- Invite Financial workers to come and talk/share how Child Support and Income Maintenance work together
- Ask your Extension office if they offer any trainings or presentations
- Invite other units you work with to come and talk about what they do.
- Have the Mental Health Center come and do a presentation and activity on personality types. Learn each other's personalities and how the different personalities work together.
- Watch the DVD "I Am". Then break the group up into teams of 3 or 4. Give them each some money (I did \$20.00 out of my pocket) and tell them to go out into the community and do something for someone with the money. Don't give them too much direction. Tell them to come back in one hour and meet as a group to talk about what they did. I covered the unit while they were gone.
- Play "minute to win it" games. Make up your own low cost games. I had several people in the unit help me. We all picked a game and provided the supplies. Very low cost. We broke the group up into teams we pre made so people were with others that they don't normally hang out with. Google "minute to win it games"
- Brown Bag game. Take brown paper grocery bags. Put random things into each bag. Each bag has the same supplies in each one. Break the team up onto groups of 3 or 4 and give each team a bag. They have to create something out of the supplies in the bag. Most creative thing wins.
- Pictionary-work related. Use terms or acronyms that you use in your daily work. Each team picks one and has to draw it out for their team members to guess.
- Photo Scavenger hunt. Break up into teams and have each team go find a list of items and take a picture of that item. Examples: lady walking a dog.
- Play "The Price is Right". Purchase about 10-12 low cost items from one store. Have people guess the price without going over. Closest to the price wins. If there is a tie-roll the dice. At the end you will add up all your guesses and the "showcase" winner will be the person closest to the total cost of all items without going over.

REVENUES	OBJECT CODE	BA
Real Estate/Levy	500110	
State Operating Grant	530010.DHS	
Federal Operating Grant IV-D	540010	
Fees for Service		
<i>Fees for Services (1%fees, GTF/CPI/NIF fees)</i>	550001	
<i>Application Fees (PRISM App & Motion Fees)</i>	550102	
Restitution & Recovery	583110	
Other financing source	599300	\$ -
		\$ -

EXPENDITURES	OBJECT CODE	BA
Personnel Services/Empl Benefits	610000	
Services and Charges (interp & DHS maps)	620000	\$ -
Communication Services (cell phone)	620260	
Citrix Charges	620320	
Copy, Printing, Binding	623110	
Advertising, Subscrip,Dues		
<i>Dues and Memberships</i>	624310	
<i>Notary</i>	624340	\$ -
Prof-Technical, Ser & Fees		
<i>Consultant Services (NCT)</i>	626210	
<i>Legal Consultant (CAO)</i>	626230	
<i>Paternity Testing</i>	626470	
<i>Process Serving</i>	626480	
<i>Citizenship Verf (ROPS/Birth Cert)</i>	626490	
<i>Court Process (Bailliff)</i>	626500	
<i>Professional Development</i>	626600	
<i>Interpreter</i>	626710	
Travel		
<i>Parking & Tolls</i>	633110.604	
<i>Mileage</i>	633110.606	
<i>Meals w/o lodging</i>	633210.608	
<i>Meals with lodging</i>	633210.609	\$ -
<i>Lodging</i>	633210.610.	
Rentals & Leases	634120	
Misc Expences		
<i>(DHS Maps, State Industries, Registration)</i>	635610	
Material & Supplies		
<i>Software</i>	640140	
<i>Program Supplies (ID badges & background c</i>	641150.612	
<i>Books & Periodicals</i>	645100	
<i>Minor Equipment</i>	648110	\$ -
<i>PC New</i>	648220	
<i>Minor Equipment (PC Replacement)</i>	648220	\$ -
<i>Copier 555 replacement</i>	660310	\$ -
Expenditures Total		\$ -

First Calculation for FFP		
<i>Expenditures</i>		
<i>Federal Incentives</i>		
<i>Fees</i>		
<i>Subtotal</i>		\$ -
<i>FFP (66%)</i>		\$ -
<i>FFP (66%) - rounded up</i>		

Second Calculation for Fed Operating Grant		
<i>FFP (66%)</i>		
<i>Federal Incentives</i>		
<i>Federal Operating Grant</i>		\$ -

Third Calculation for Levy Amount		
<i>Subtotal for first calculation</i>		
<i>FFP</i>		
<i>Restitution/Recovery</i>		
<i>State Incentives</i>		
<i>Levy</i>		\$ -