Behind the Scenes at ISETS – Enforcement (PLS, EMU, ICRU, CEU and Kidsline)

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Topics Covered

• Parent Locate Services (PLS) and Vehicle Lien Unit (VLU)
• Employer Maintenance Unit (EMU)
• Intergovernmental Central Registry (ICRU)
• Centralized Enforcement Unit (CEU)
• Kidsline
Parent Locate Services (PLS)

- Locate non-custodial parents
- Locate custodial parents
- Locate efforts done to help establish/enforce child support orders and disburse funds
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Locate Sources Used by PLS

- Accurint
- Experian
- Justice Exchange
- FPLS
- DWD
- Sex & Violent Offender Registries
- BMV
- Facebook
- Panoptic
- Department of Corrections
- VineLink
- Bureau of Prisons
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More Locate Services

• White Pages
• Yellow Pages
• Newspaper Obituaries
• Military Locates
• FCR (JTAC, SSA, NDNH, FIDM)
Main Functions of PLS

- Work cases referred by county worker to SPLS
- Work returned mail notices
- Work National Change of Address (NCOA) Report
- Work the Undistributed Collections Report and Stale Dated Report
- Work FCR Error Report
- Work Date of Death report
• Respond to Out-of-State Locate Requests
• Work the Report of Cases with no payments within 180 days (6 months)
• Update addresses from correspondence

• Break the Link on FCR Misidentified Participants
• Retrieve Tip Line Information to research
• Monitor Most Wanted Mailbox
Vehicle Lien Unit (VLU)

- Update ISETS with the date title is received within 2 days
- Respond to emails sent to INCEUBMVLiens@dcsh.in.gov
- Answer phone calls from NCPs, car dealerships, insurance companies, and county staff
- Update address of the NCP or update verification date
VLU Cont’d

• Work incoming mail within 2 days of receipt
• Research Weekly Vehicle Lien Release Report to mail out titles that have been released
• Review old titles for possible destruction (title owner no longer owns the vehicle)
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PLS/VLU Stats

PLS Stats 2015
Participant Addresses updated – 27, 255
Employment History added – 1,122
County SPLS referrals worked – 6,608

VLU Stats 2015
Titles received – 9,336
Titles released – 7,158
Phone calls – 4,874
Employer Maintenance Unit (EMU)

- Answer Employer Hotline
- Update Employer Information
- Work EMU InfoPath forms from the county
- Respond to Lump Sum Inquiries
- Work on Data Clean-Up of the Employer Database
EMU Infopath Form Tips

• Provide Federal Identification Number (FEIN)
  - The more information provided, the easier EMU can verify
    - Results in a quicker response time

• EMU notes on the Employer screen are visible at the HOST level
Intergovernmental Central Registry (ICRU)

Main Functions:

• Process incoming UIFSA packets and forward to county
• Serve as liaison for county staff or other state agency staff on problem cases
• Research and resolve financial issues with other IV-D agencies
• Answer questions on intergovernmental issues or on portal tools
ICRU – Processing Incoming UIFSA Packets

• ICRU Worker Reviews Packet to ensure it is complete
• If information missing, ICRU requests and obtains the information
• Return packet to other state if asking for something county cannot do
ICRU Cont’d

• Load case in ISETS in the county where the NCP lives

• Send packet to county by Electronic Document Exchange (EDE)

• Send acknowledgement to other state within 10 Days (Federal Requirement)
Centralized Enforcement Unit (CEU)

The Centralized Enforcement Unit was created in 2007 to provide customer service, guidance, and assistance to county offices.

CEU has 16 Staff:

- 1 Manager
- 2 Supervisors
- 13 Staff
Main Functions of CEU

- State Tax Intercept
  - State Tax Injured Spouse Requests
  - State Tax Return Mailers
  - Indiana Tax Intercepts Provided To Other States

- Federal Tax Interception (Potential Fraudulent Intercepts)

- Passport Reinstatement

- Administrative Offsets (Federal Retirement)
Main Functions of CEU Cont’d

- Bankruptcy
- Financial Institution Data Match (FIDM)
- Credit Bureau
- Unemployment Compensation
- Casino Intercepts
- Lottery Intercepts
- Department of Insurance License Suspension
- Driver’s License and DNR Suspensions
More Functions of CEU

- Insurance Match Process
  - OCSE
  - CSLN

- Unclaimed Property

- IWO Non-Compliance Letters

- Appeal Requests
  - State Tax Intercept
  - Professional License Suspension including Department of Insurance
  - Income Withholding
  - Driver’s License Suspension
Unclaimed Property

• CEU issued 12,273 IWOs, as of April 18, 2016
• $220,100.34, as of February 19, 2016

Calendar YTD (As of March 31, 2016)

• Casino - $192,317.50
• Lottery - $26,235.37
• OCSE Insurance Match - $218,637.86
• CSLN - $511,486.52
Most Recent CEU Stats

Calendar YTD (As of April 15, 2016)

- IW Non-Compliance Letters - 14,108
- State Tax Offset Notices - 24,083
- General Tax Calls - 5,553
- Returned State Tax Mailers - 594
- State Tax Injured Spouse - 634
The Kidsline provides quality customer service to the public (CPs and NCPs), employers, and county child support offices

- **17 Staff**
  - 1 Kidsline Manager
  - 2 Supervisors
  - 1 Trainer
  - 13 Customer Service Representatives

- **Hours** – 7:00 a.m. – 6:00 p.m. Monday-Friday
Main Functions of Kidsline

• Update mail addresses of NCP and CP and last names in ISETS if proper verification or documents provided
• Enter Direct Deposit information in ISETS if all documentation provided
• Processing CP’s request for a debit card
2015 Kidsline Stats

- **Total IVR Calls:** 4,554,516
  - Average per month – 379,543
  - Average per day – 12,478

- **Total CSR Calls:** 202,021
  - Average per month – 16,835
  - Average per day – 821

- **Over 30 disconnects:** 6,191

- **Direct Deposit requests received:** 11,251
QUESTIONS???

Future Questions: Refer to Child Support Phone List on CSR for contact names of State CSB staff for specific units.