



INDIANA  
DEPARTMENT OF  
CHILD  
SERVICES

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

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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



# 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



# 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



# PLS Cont'd

- 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@dcs.in.gov](mailto:INCEUBMVLiens@dcs.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)



# 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



# CEU Stats

## 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



# Kidsline

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

## QUESTIONS???

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

