

Child Support Bureau Update

State Board of Accounts Clerks of the Circuit Court State Called Conference Crowne Plaza, Union Station – Indianapolis, Indiana June 14, 2018

I. Parenting Time Update

- Parenting Time HelpLine
 - Monday-Friday, 11:00 a.m. – 6:00 p.m. (ET)
 - 844-836-0003
- 2019 Parenting Time Calendar –The 2019 calendars are not expected until early to mid-fall 2018.
- Spanish-English Parenting Time Guidelines – Available from CSB; ask your Field Consultant

II. New Clerk Worker Training and Clerk Regional Meetings in 2018

- Clerks can now register for all CSB on-line and classroom trainings at *INclass.dcs.in.gov*
- **Clerk Worker Basics Trainings** will be at CSB offices, 500 North Meridian St, Indianapolis on:
 - Wednesday, September 12, 2018
- **County Security Administrator (CSA) Trainings** will be at CSB offices, 500 North Meridian St, Indianapolis on:
 - Wednesday, September 19, 2018
- **CSB Regional Meetings for Clerks** will be held on the following dates:
 - August 21st - Regions 1, 2, 3 - TBD
 - August 23rd - Regions 4, 6, 7 - TBD
 - August 28th - Regions, 13, 16, 17 – Gasthof Amish Village, Montgomery, IN
 - August 30th - Regions 5, 8, 9 – The Beef House, Covington, IN
 - September 6th - Regions 14, 15, 18 – Brown Co Govt Center, Nashville, IN
 - September 11th - Regions 10, 11, 12 – Hoosier Park & Casino, Anderson, IN

III. ASFE

- ASFE Notices to NCP were mailed between February 19th through February 28th for 2018 ASFE charge due to the State. Payment due to INSCCU by 4/30/18.
- If not paid, an ASFE income withholding order will be sent to the NCP's employer in July 2018 (a communication will be sent to inform counties when they are mailed out)
- 66% of IV-D ASFE monies collected are due to the federal government as program income based on the information displayed on the ISETS Report, Annual Support Fee Monthly Distributions. This report is sent to the Clerk's REPORTSQ on the last physical business day of the month. Checks must be mailed to DCS AO (Rob Conrad) by 15th of the following month.
- **NEW** 2018 General Assembly Legislative Change** – HB 1406 amends statute to clarify the respective responsibilities of the county clerks and the Child Support Bureau regarding the collection of past due annual support fees and to explicitly permit clerks or the Child Support Bureau to contract with collection agencies to collect past due annual support fees.
- Clerks can only collect for ASFE charges still owing from the beginning of the court order through year 2011. **ASFE charges from 2012 to present are due to the State.**
- Clerks should NOT be sending notices to NCPs for payment of any ASFE balances that contain the ASFE charges from 2012 to present.

- Based on 6-year statute of limitations (SOL), the time has elapsed for Clerks to be able to collect fees for any unpaid fees owed from 2011 and earlier. ***This is at the Clerk's discretion whether they want to collect the total amount or only collect what is due based on SOL.***
- The ASFE Balance Report on the ISETS Data Warehouse has an additional column titled 'County Portion of ASFE Balance Accrued 2011'. Since the 6-year SOL has elapsed, this column will list all balances as \$0.00. To obtain correct balances for collection of fees prior to 2012, you must use this report as the ASFE balance in ISETS could also include any remaining fees owed to the State from 2012 to present. You can request a copy of this report through your regional field consultant or the ISETS Help Desk.

IV. ISETS Monthly Bank Reconciliation

- **NEW**** Cooperative Agreement requires ISETS bank reconciliation to be performed monthly and in a timely manner, and should never be more than 3 months behind. NOTE: Not keeping bank reconciliation up-to-date could lead to payments accidentally being disbursed more than once.
- The ISETS Help Desk is available to help with your adjustment questions (note that incorrect adjustments can lead to reconciliation issues)
- Contact ISETS Help Desk with questions on bank reconciliation (1-800-876-4515 or #isetshelpdesk@dcs.in.gov)

V. Credit/Debit Cards Statewide Service for Non-Custodial Parents

- State Website
 - Visa, Master Card, American Express, Discover
 - 2.25% convenience fee
- **Accessible via IVR or Web (1-866-972-9427 or ChildSupportBillPay.com/Indiana)**
- Advantages
 - Less Bank Reconciliation for Clerks
 - State responsible for recoupment on any fraudulent charges
 - E-disbursement for CPs
 - Typically cheaper for NCPs
- **NEW**** Updated Credit Card Statistics
 - Total amount processed on State website from December 2012 to April 30, 2018 – \$209.5 million (\$150 million as of 4/30/17)
 - In 2017, \$55.4 million processed (\$45.8 million in 2016)
 - Average monthly numbers processed on the State website in 2017
 - Transactions – 28,500 (23,605 in 2016)
 - Amount processed - \$4.6 million (\$3.8 million in 2016)
- Contact your regional field consultant to obtain wallet cards with the various 'Ways to Pay' business cards (i.e., credit/debit card, check to INSCCU, cash payment options)
- **NEW**** The vendor who handles the credit/debit card payments will be changing in October 2018. Once this change is implemented, we will no longer be accepting American Express and the fee structure will be changed. Prior to implementation, a communication will be sent out to the counties providing the new website address and phone number plus any other changes that were made to this process.

VI. INSCCU (State Disbursement)

- INSCCU address information (P.O. Boxes) where payments are mailed to:
 - NCP Payments: INSCCU, P.O. Box 7130, Indianapolis, IN 46207-7130
 - Employer Payments: INSCCU, P.O. Box 6219, Indianapolis, IN 46206-6219
 - Annual Support Fee (ASFE) Payments: INSCCU, P.O. Box 6271, Indianapolis, IN 46206-6271
- Contact INSCCU vendor, Informatix at 1-844-298-3138 with payment processing questions for payments posted by INSCCU (user ID-SDUVNDR1)
- **NEW**** State Contract Manager over INSCCU – Nadine Reese. Nadine.Reese@dcs.in.gov. 317-789-8515 or 317-439-1213 (cell)
- Contact your regional field consultant to obtain wallet cards with the various ‘Ways to Pay’ business cards (i.e., credit/debit card, check to INSCCU, cash payment options)

VII. Cash Payment Options

- **NEW**** 2018 General Assembly Legislative Change – HB 1406 updates the statute to clarify the authority for DCS to accept cash payments via money transfer companies like PayNearMe and MoneyGram.
- **UPDATED STATS**
 - MoneyGram began August 2016 - 3,777 payments - \$732,272.09 as of 5/31/18
 - New retail location for MoneyGram – Kroger Grocery Store
 - PayNearMe began July 2017 – 1,013 payments - \$200,449.45 as of 5/31/18
 - Total NCP Cash Payments (retail locations) – 4,790 payments - \$932,721.54.

VIII. IV-D Claims

- IV-D Claims Training - *limited space remaining*
 - Walks through the IV-D claims reimbursement process
 - Provides guidance on IV-D fund expenditures and supporting documentation
 - Provides hands-on experience in filing monthly claims electronically
- Two more regional trainings available for the remainder of 2018:
 - July 19, 2018 – LaPorte County, 1621 S Woodland Ave, Michigan City, IN
 - November 29, 2018 – Vanderburgh County, 100 E Sycamore St, Evansville, IN
- **NEW**** Guidance on how to determine and claim the county paid portion of self-insured health insurance premiums will be released very soon.

IX. “IV-D Expenditure Portal”

- The IV-D Expenditure Portal is mandatory for the submission of the Monthly Expense Claims (MEC), Quarterly Incentive Expenditure (QIE) forms, and the Annual Budget Addendum (ABA).
- The MEC, QIE, and ABA forms require a separate preparer and certifier. This is required by the State Board of Accounts to improve internal controls.
- **NEW**** Complete and electronically certify the MEC and QIE online. The due date has changed from the 13th to the 15th. All forms now have electronic signature.
- Any issues or questions about using this Portal, contact CSB at CSBACRequest@dcs.in.gov.
- If you need to be set up in the Portal, contact CSB at CSBACRequest@dcs.in.gov.

- Even if you have a vendor completing your forms, you need to have at least one person from the Clerk's office trained on the Portal. Your office must request the vendor to be connected to your office by sending a request to CSB at CSBACRequest@dcs.in.gov.
- Contacts for questions related to monthly expense claims (MEC) or quarterly incentive expenditure (QIE) reporting
 - CSB Financial Quality Assurance Team mailbox – CSBQA@dcs.in.gov
 - John Mallers, CPA, Assistant Deputy Director, Financial Quality Assurance – John.Mallers@dcs.in.gov or 317-619-0165

X. Financial Updates – New Information and Reminders

- Available Guidance on the Child Support Resources Website (CSR) under 'IV-D Claims – Incentives' link
 - Administrative Claiming Guide
 - Claim Training Documents
 - Links to Federal Guidelines
 - Most Recent County Quarterly Incentive Balances
 - Guidelines for Meetings and Conference Expenditures
 - Updated Federal Rules Regarding Use of Vehicles as a Fringe Benefit
 - Personnel Expenditures Documentation Requirements Power Point and Guidance
 - Paying Bonuses and Other Fringe Benefits Guidance
 - Construction/Major Renovation Costs Guidance
 - Inventory Listing Guidance
 - **NEW**** Self-Insured Health Insurance Guidance (coming soon)
- Financial Quality Assurance (QA) Reviews
 - These continue statewide. If your county is selected, you will be contacted with an information request and scheduling information.
 - **NEW**** 2019 will start the 2nd three-year cycle for QA Reviews.
 - Risk assessment system will be implemented in 2018 to help determine areas that will need more attention and scrutiny. It will help determine scheduling beginning in 2018.
- Cash Basis
 - Monthly expenditures reported on the MEC and incentive expenditures reported on the QIE need to be done on a *cash basis* (item has already been paid by the County Auditor).
 - Example: Invoice for a monthly expenditure is sent to the Auditor for payment on 5/29/18. Auditor does not pay the invoice until 6/7/18. The expenditure should not be included on your May MEC but on the June MEC because that is when funds were actually expended by the County Auditor's Office.
- Funding Streams
 - Federal Financial Participation (FFP) reimbursement at 66%
 - Performance Based Incentives (Funds 8895 and 8899)
- Incentive Rules/Guidelines
 - May only be used for IV-D expenditures
 - Purpose is to improve the IV-D program
 - Must be used to supplement **not** supplant Title IV-D child support budgets (See 45 CFR 305.35 Reinvestment)
 - Types of costs eligible to be paid with FFP and incentives are basically the same (See 45 CFR 304 and 45 CFR 75)
 - Expenditures must be appropriate and reasonable; only relatively few items are specifically prohibited
 - Expenditures of incentives are not reimbursable
 - CSB encourages county officials to collaborate on spending from all incentive accounts

- Expenditures do not require appropriation by county fiscal body (*unless increasing \$ for an elected official*) See IC 31-25-4-23(b)
- Expenditures must meet county rules for spending
- Can transfer between regular incentive funds using Incentive Funds Transfer Agreement on CSR
- **NEW**** ARRA Incentive funds can now be combined into the respective Regular Incentive Fund. There is no longer any need to track them separately. County Auditors will oversee the closing of the ARRA incentive fund accounts.

XI. FFY 2017 Performance Information Update (OCSE Preliminary Data)

	FFY 2017 Percentage	FFY 2017 Ranking	FFY2006 Ranking
● Paternity Establishment	105.24%	7 th	31 st
● Support Order Establishment	93.90%	2 nd	42 nd
● Current Collections	65.98%	19 th	43 rd
● Cases Paying on Arrears	72.32%	3 rd	32 nd
● Cost Effectiveness	\$5.25	25 th	2 nd
Overall national rankings:	FFY 2017 – 8th		
	FFY 2016 – 6 th		
	FFY 2015 – 7 th		
	FFY 2006 – 35 th		