



Interstate Data Exchange Consortium

Welcome to the latest edition of *Finder*, IDEC's re-vamped and updated newsletter publication! This newsletter will focus on news and successes at the FIDM operations center for 15 IDEC member states, talk about IDEC's new vendor, Informatix, and includes some first quarter statistics. In this *Finder* edition, we will discuss the successful transition of IDEC's FIDM and Parent Locate programs as well as describe the new service offerings of the IDEC Consortium.

A Letter from the Director



Dear Colleague:

I invite you to look at our newly designed and improved services offered by the IDEC Consortium that afford all states the opportunity to effectively work together to enhance child support locate and collection processes.

The Interstate Data Exchange Consortium (IDEC) is a group of fifteen states whose mutual objective is to improve the collection of child support payments. This is achieved by providing cost-effective solutions for interstate and intrastate child support issues.

IDEC Consortium offers three proven services:

- ◆ **Financial Institution Data Match (FIDM)**
- ◆ **Automated Enforcement of Interstate (AEI) cases**
- ◆ **Parent Locate Services**

Financial Institution Data Match (FIDM)

IDEC Consortium's FIDM solution improves the collection of child support in the following ways:

- ◆ Cost sharing/savings
- ◆ Data sharing across state lines at no additional cost
- ◆ Frequent and accurate data match results
- ◆ Flexible matching schedules, allowing for constant information sharing throughout the quarterly cycle
- ◆ Effective Financial Institution (FI) outreach and compliance services
- ◆ Superior Customer Service

Automated Enforcement of Interstate (AEI) cases

AEI is a secure web base application that provides an on-line collaborative platform for member states to initiate and respond to requests. AEI capabilities include:

- ◆ FI match information
- ◆ Ability to request, update and close liens
- ◆ Notification abilities to keep state parties informed
- ◆ Optional production and distribution of lien and levy forms
- ◆ Comprehensive reporting capabilities

Parent Locate Services

A Shared Database Locate tool is available to Full IDEC Member states. The IDEC Consortium database contains approximately 300 million records from sources such as participating state DMV's, food stamps, workers' compensation, correctional institutions, and state and federal employers reporting new hire and wage data. These records can be searched on-line. The IDEC Consortium Shared Database provides the following capabilities.

- ◆ Online name or SSN search
- ◆ Online Historic Information Search
- ◆ Metropolitan Area Search
- ◆ Online Sounds Like Search
- ◆ Queued Search Request
- ◆ Batch Location Option

MEMBERSHIPS

The IDEC Consortium is state-owned and operated. States may join as either Full Members or Limited Partners.

Please take a good look at IDEC, and consider joining our consortium of fifteen states that refuse to let borders get in the way of a successful child support case.

Sincerely,

Thomas L. Christmus

Thomas L. Christmus, IDEC Director
South Carolina Department of Social Services
Child Support Enforcement Division

IDEC Consortium Full Member States:

Alabama ◆ Arkansas ◆ Delaware ◆ Georgia ◆ Kentucky ◆ Louisiana ◆ New Mexico ◆ North Carolina ◆ Oklahoma ◆ Pennsylvania ◆ South Carolina ◆ South Dakota ◆ Tennessee ◆ Virginia ◆ West Virginia

Transition Success Story

IDEC is pleased to announce that we have recently updated our service offerings and successfully transferred our FIDM and Parent Locate service solutions to a new vendor, Informatix, Inc. The transition process for our program began in December of 2009 and was implemented on schedule on July 1, 2010. Informatix has been providing FIDM services for over ten years and utilized their expertise to smoothly transition our 15 state consortium from the previous vendor. The success of this transition is apparent in the statistics gathered from processing since July 1st. During the first quarter of operations, we had over 3,200 FIs match with our new vendor for our FIDM solution, a success rate of over 87%. Informatix worked hard to ensure that the FIDM transition was as seamless as possible. They leveraged their current relationships with many of the service providers the FIs use to attain top compliance rates. One service agent, Fiserv, said of the transition: "Another big change for our Fiserv data center here in Des Moines this year was the switch from South Dakota DCS reporting via ACS State & Local Solutions to IDEC/Informatix. One big improvement that I particularly liked is previously we had to submit a separate reporting file for each of the five South Dakota financial institutions we're reporting for. We are now able to submit a single file containing all our South Dakota banks, which means less manual intervention for

us. Actually, the whole process improved from notifications, to file submissions, to post-submission verifications of successful processing."

Our new Parent Locate system is also being used by 7 of the 15 IDEC states. Since our new solution is web-based, we hope that many more of the IDEC states will begin using the new application. For the month of September alone, the 7 states conducted 9,971 name searches and 14,893 SSN searches against the Parent Locate database. Stephen Yarborough from South Carolina said "Our switch from a mainframe locate system to a web-based one was an exciting and nearly seamless one. Our staff encountered a couple of small glitches, but all were resolved within days, and some within hours. Now we're reveling in la vida locate!" IDEC is looking forward to seeing improved efficiencies for both the FIDM and Parent Locate solutions due to our recent updated solution and delivery system.

of processing files as the new vendor. Informatix' operations staff worked diligently to ensure that a match occurred with as many financial institutions as possible, given the transition impacting the FIs. In fact, we matched with almost 3,200 FIs, locating \$601 million in assets from more than 418,000 matches. I'd say that's a successful start to IDEC's new and improved FIDM program. Currently all 15 member states are utilizing Informatix' data matching services.

As part of the suite of services offered, IDEC states can also take advantage of IDEC's new user friendly Parent Locate tool. Informatix implemented a web based Parent Locate tool that's easy to use and offers next generation technology and web-based efficiencies to IDEC Locate users. From the period of July 1, 2010 through September 30, 2010, participating IDEC states have conducted over 429,000 batch and online searches against the data warehouse containing data from 61 different state agencies. Currently 7 member states are utilizing the tool and IDEC looks forward to expanding that number in the near future.

In other news, Informatix is also working to update the look and feel of the IDEC website, create a marketing brochure to be used at child support conferences and provide a comprehensive marketing strategy for expanding both the IDEC FIDM and Parent Locate member state base.

We hope you enjoyed reading our new edition of Finder!

Danielle Pittman
Informatix, Inc.
IDEC Project Manager

Operations Column

Recently, Informatix, Inc, a company based in Sacramento, CA, was awarded the IDEC Consortium contract and began processing FIDM files. Informatix is an experienced FIDM vendor and a great partner to update IDEC's technology and expanded list of services. Quarter 3, 2010 was Informatix' first full quarter

Please visit us at www.IDEConsortium.com

Tom Christmus
IDEC Consortium
South Carolina Department of Social Services
Tom.Christmus@dss.sc.gov
803.898.7342



Caroline Pierce
Marketing Manager
Interstate Data Exchange Consortium
www.IDEConsortium.com
Caroline.Pierce@Informatixinc.com
916.830.1940
707.484.1651 (cell)

IDEC Consortium Full Member States:

Alabama ♦ Arkansas ♦ Delaware ♦ Georgia ♦ Kentucky ♦ Louisiana ♦ New Mexico ♦ North Carolina ♦ Oklahoma ♦ Pennsylvania ♦ South Carolina ♦ South Dakota ♦ Tennessee ♦ Virginia ♦ West Virginia