



## Interstate Data Exchange Consortium

### Breaking A Million in Collections

#### *IDEC Limited Partnership yields good results in Oklahoma and Texas*

Oklahoma and Texas child support reached a major milestone with their combined collections from IDEC Limited Partnership matches, breaking the one million dollar mark. Presently, the combined collections from both states total \$1,137,593.49 (\$543,681.36 for Oklahoma and \$593,912.13 for Texas). These collection figures are from January 2011 to the present and come about due to successful collection efforts based upon Financial Institution Data Match (FIDM) data matches shared across state lines.

The Limited Partnership program allows child support agencies access to an increased number of obligor financial institution account data matches across state lines. Non-IDEC states have access to their obligor accounts in the consortium's fifteen (15) member IDEC states. And in return the IDEC states are given access to accounts in the participating non-IDEC states.

In the case of Oklahoma, successful inter-state collections include Arizona, Michigan, New Jersey, North Dakota, Ohio and Texas, all of which are non-IDEC states. Most of Oklahoma's successful collection efforts have come courtesy of Texas' participation in the Limited Partnership program.

The use of Limited Services have accounted for a large percentage of the collections between Oklahoma and Texas. A number of Oklahoma financial institutions will not accept levies directly from other states, but Oklahoma Child Support Services (OCSS) will accept limited services requests and open cases for the specific purpose of attaching an obligor's bank account to collect past due child support. Forty nine Limited Services requests based upon Limited Partnership FIDM matches have been sent by Texas to process and of this number 35 cases were successful with collections. Limited Services collections for Texas completed by Oklahoma total \$113,808.77. Of this amount the two largest individual collections were for \$29,980 and \$17,108 respectively.

Oklahoma's largest single FIDM collection came about courtesy of a Limited Partnership match received from Texas. A collection by the Altus District Office in the amount of \$73,089.89 was processed in September 2011. Due to Texas being a direct levy state (Texas financial institutions are allowed to process levy requests received from other states IV-D agencies), the Altus office sent their levy for processing straight to the financial institution and when the action was completed they received funds to cover not only the principal owed by the obligor, but the interest as well.

Overall, the states participating in IDEC's Limited Partnership program are very pleased with the results. Just looking at the results received by both Texas and Oklahoma should be an indication of the potential that can be reached when states are willing to work together and share resources towards the common goal of collecting support for the children in their states.

### Awards

#### *New Mexico Received Awards from NCSEA and WICSEC for the Most Improved State Program*

In August, the National Child Support Enforcement Association (NCSEA) presented the "2012 Most Improved State Program Award" to New Mexico during their annual conference held in Denver.

In October, New Mexico picked up the Western Interstate Child Support Enforcement Council's (WICSEC) "2012 Most Improved Program Award" during the annual WICSEC conference held in Jackson Hole, Wyoming.

The awards are in recognition of a child support program that has shown exceptional improvement in key child support enforcement performance areas over the past three years, which include:

- Paternity Establishment Percentage – Improving the ranking from 54th in the nation to 29th in the nation (Each state maintains a child support program, as well as the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.)
- Collections on Past Due Child Support – Improving the ranking from 12th in the nation to 9th in the nation
- Overall National Ranking – Improving the ranking from 48th in the nation to 40th in the nation

CSED collected a record \$129.5 million for the children of New Mexico last fiscal year. The number of cases with court orders has also increased from 42,300 in July 2010 to over 48,350 in November, 2012. This means that more children are likely to get the support that is due to them.

#### *A Letter from the Director*



Dear Colleague:

Best wishes to you for the New Year! It's great to look forward both optimistically and realistically knowing that there will be opportunities and challenges for the upcoming year. Hopefully, the challenges will provide better Child Support opportunities for the children and families we serve. The articles in this issue of the Finder will focus on collections, innovations and improvements for IDEC member states. We are looking forward to more of these to come in the current year.

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

## Success Stories

### Tennessee Child Support Sees Highest Collections Ever

The Tennessee Child Support Program is a program in transition. Under the leadership of David A. Sanchez, Assistant Commissioner for Child Support, the program is re-organizing to make the most of available resources to increase collections. Aggressive goals have been established to dramatically increase our current rate of annual collections. Child support collections have shown a steady increase over the past several Federal fiscal years with FFY2012 reporting the highest child support collections ever for Tennessee's program.

FFY2009 = \$546.6M in collections

FFY2010 = \$548.1M collections (0.28%↑)

FFY2011 = \$568.1M in collections (3.65%↑)

FFY2012 = \$601.6M in collections (5.90%↑)

To reach our goals, we recognized the need to exercise maximum control over many of the collection resources available. To this end, collection functions have been centralized by establishing the Policy and Centralized Services Unit. Under the centralized services umbrella, we are on the lookout for any and all possible collection resources. As a member of the Interstate Data Exchange Consortium (IDEC), we learned about the Federal Thrifty Savings Plan accounts, the Deepwater Horizon – Gulf Cost Injury Claims, and the Alaska (PDF) payments (for more information contact [bill.duffey@tn.gov](mailto:bill.duffey@tn.gov)). We have collected more than \$1.5 million dollars from these resources in the past year. These resources would not have been tapped, in all likelihood, if not for our membership in IDEC! We are reviewing other states' best practices and adopting those practices that make good business sense to us.

We know that our major resource for meeting our collection goals rests with maximizing the Financial Institution Data Match (FIDM). FIDM functions are in the process of being centralized. Over the past ten (10) years, we have averaged \$1.5 million dollars in collections per year. Realizing that this is a fraction of the available assets to be collected, we are moving toward increased automation that will make centralization of the process feasible. Our first phase of centralizing FIDM, requires the centralized services unit to collect against those accounts of \$5,000 or more and the amounts less than \$5,000 to be collected by local child support office staff located in thirty-one (31) Judicial Districts across Tennessee. Within two (2) months of starting this process, FIDM collections reached \$531,636! At this pace, FIDM collections will more than double our current rate of FFY collections. We anticipate when the process is automated FIDM collections will show a significant spike. The match for this

process to identify parents with assets in financial institutions is completed by IDEC through the technical support of Informatix, Inc., IDEC FIDM Operations.

Through the years, the FIDM process has yielded numerous success stories. Three recent success stories that the reader may find interesting are provided:

1. A bank account was seized in the amount of \$10,000. The account holder had his attorney bring a cashier's check for \$32,000 to the child support office. He did not want funds to be drawn from his account so he paid off the full amount of his arrearage!
2. A prominent New York disc jockey contacted us after learning that his bank account had been seized. He exclaimed that he did not know he owed \$4,000 in child support and he immediately contacted his bank to have the funds released to cover the arrearage. He sent us a thank you note for assisting to get this matter resolved (a child support thank you note is as rare as a happy pro-football fan in Tennessee!)
3. A bank account was seized for \$10,000. The account holder contacted our office and paid the \$10,000 plus another \$10,000 to satisfy his arrearage of \$20,000. He exclaimed that he only paid \$50.00 per month against the arrearage because that was what he was advised to do!

Being a member of IDEC has proven to be a valuable asset to the Tennessee Child Support Program through the years. To learn more about IDEC services and becoming a member of IDEC contact

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(803) 898-9342.

## TSP Matches Help States Increase Collections

In January 2011, the federal Office of Child Support Enforcement (OCSE), in partnership with the Federal Retirement Thrift Investment Board (FRTIB), implemented the Thrift Savings Plan (TSP) match. The TSP, a retirement plan administered by the FRTIB, is offered to federal civilian employees and members of the military.

Each quarter, OCSE and FRTIB conduct a match to identify individuals who owe past-due child support and have a TSP account. OCSE sends match information to the state child support agencies responsible for collecting past-due support. The last match conducted on October 30, 2012

resulted in OCSE returning 38,290 matches to states with a total dollar value of \$386 million.

TSP's Legal Processing Unit (LPU), responsible for processing all court and child support orders, worked closely with both OCSE and states over the past two years to streamline the garnishment process and reports the majority of states are issuing orders to collect past-due support from these accounts. They just received an order from Guam – the first from a U.S. territory!

The LPU also reports states have been and continue to be responsive and flexible throughout the freeze and seize process. However, one area that could be improved is for all states to use the revised notice created by FRTIB for child support orders. This is a one-page form that includes all the required information the TSP LPU needs to process an order.

States are taking advantage of the TSP match and Pennsylvania's child support agency reported an increase in collections attributable to TSP from \$12,600 in 2011 to \$979,000 in 2012.

Collections reported by other states from the TSP match include:

State	Cumulative Collections
Texas	\$13,577,062
Illinois	\$2,601,662
Tennessee	\$1,651,442
Arizona	\$908,880
Oklahoma	\$672,589
Florida	\$426,981
New York	\$186,450
West Virginia	\$179,590
North Dakota	\$171,059
Colorado	\$73,922
New Mexico	\$8,356

If you have any questions regarding the TSP match, please contact Mathew Marsolais at [matthew.marsolais@acf.hhs.gov](mailto:matthew.marsolais@acf.hhs.gov).

Please visit us at  
[www.IDEConsortium.com](http://www.IDEConsortium.com)



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IDEConsortium Full Member States:

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