

IV-D Meeting
November 8, 2006

Attendance:

Called In:

Barry Miller	State Office	Beverly Sulecki	Forsyth
David Daughtry	State Office	Cathie Alexander	Consultant
Phyllis Senzel	Wake County	Edna Futrell	Onslow
Sharon Stanley	State Office	Steve Garrison	Buncombe/Polk
Vickie Odom	State Office	Von Cole	PSI
Beth Amos	State Office	Columbus County	
Joe Crook	Wake IV-D	Scotland County	
Mary Worrell	Wayne Co.	Rowan County	
John Jablonski	Pitt County		
Carol Ray	State Office		

Barry Miller conducted the meeting in the absence of Ben Rose.

Debit Card Update

Vickie Odom reported in Barry Burger's absence. They are presently designing and working with ACTS functional tea. Direct deposit and debit cards will be affected, so functional changes are being made. They have targeted January for completion. CSE is also working with AOC to get all parties involved.

The pilot county will be Franklin. This is scheduled for February if all other items are completed in time. A rollout letter will be forthcoming in January and will advise the counties. Plans are to work with Franklin County for about 3 months to de-bug the system. Rollout will be in small phases so it will be manageable for all involved. We do not anticipate many complaints but non-IV-D cases could be vocal.

There will still be a few clients who may receive paper checks due to physical limitations or other very specific issues.

Posters and brochures are already available. An informational package will be mailed to all who participate upon enrollment.

Collection Fee

Vickie Odom reported in Barry Burger's absence.

Deficit Reduction Act – In North Carolina to collect the \$25 after collecting \$500 NPA requires legislation. Anticipate this to be implemented by 01/08. Actually the \$25 is a recurring annual fee, as long as the client has collected over \$500. However, the federal government receives 2/3 of this fee. The federal government is in the process of determining regulations.

Regarding Medicaid cases – the Federal government will have to determine if an annual collection fee (in addition to application) is to be charged on Medicaid cases.

Journey to Excellence (J2E)

David Daughtry reported. The Oversight Committee had a booth at the Conference in September representing the Journey to Excellence and explaining the different J2E committees in which participation is requested. Employee Relations also had a booth at the conference to plug the Child Support Yearbook.

We also had a booth at the DSS Institute in October.

Management Functions Committee is putting together a Manager's Resource Guide to assist with training new and/or current employees.

Collections Committee is working on an anonymous tip line that we hope to have in place in 01/07. Paternity Committee has welcomed a new member and chair person, Sandra Chestnut.

Medical Committee is researching legal/legislative issues relating to writing an RFP. Potential vendors have come forth already.

Web Technology Committee is working on getting a J2E page on the website.

Quality Circles has been fully implemented at Central Office. Awaiting results to determine if/when this will be offered to county operated offices.

Opportunities For Improvement have been discussed & categorized to disburse to J2E Committees Surveys – Would like to ask the directors if they wish to use our survey instrument. Responses are totally anonymous. This is a way to determine satisfaction with job, work environment and with management. We offer this service to you. You provide the questions you want to answer, or you may use questions we have used. We will then forward to the survey company to be dispersed to chosen recipients. Responses will be compiled and then dispersed to the surveying originator. There is no cost to the counties for this service.

Other

Vickie asked if there were any questions regarding policies upcoming, in particular change in guidelines and passport denial regarding reduction in threshold amount for passports. OSCE is working with us and we would like to know of success stories. Please get in touch with Gloria Welham with any stories that will help promote our successes.

The next policy change is planned for implementation by end of November (ASR changes). This will be more reflective of time spent on activities, administrative activities as well as in court. This should be reflected in our collections.

Look for a broadcast announcement around the end of November.