

**Annual IV-D Directors' Business Meeting**

Sunday, September 8, 2019

12:00 PM to 4:30 PM Eastern

*Conference Call Number 877-336-1828 Access Code 3630643#*

**Meeting Minutes**

1. Roll Call

<b>IV-D Directors – In attendance</b>		
Michigan	Erin Frisch	<b>President</b>
North Dakota	Jim Fleming	<b>Vice President</b>
Massachusetts	Michele Cristello	<b>Secretary</b>
Utah	Liesa Stockdale	<b>Treasurer</b>
Alaska	Carol Beecher	
Arizona	Heather Noble	
Arkansas	Alan McVey	
California	David Kilgore	
Delaware	Heather Morton	Chief of Administration
District of Columbia	Benidia Rice	
Florida	Ann Coffin	On phone
Georgia	Tangular Gray	
Guam	Andrew Perez	
Illinois	Mary Bartolomucci	
Indiana	Adam Norman	
Iowa	Carol Eaton	
Kansas	Elizabeth Cohn	On phone
Kentucky	Bryan Hubbard	
Louisiana	Lydia Scales	
Maine	Jerry Joy	
Minnesota	Shaneen Moore	
Mississippi	Lyndsy Landry Irwin	

Missouri	Matthew Williams	Deputy
Montana	Chad Dexter	
Nebraska	Cindy Wiesen	
Nevada	Cathy Kaplan	
New Hampshire	Karen Hebert	
New Jersey	Pat Risch	
New Mexico	Jeremy Toulouse	
New York	Eileen Stack	On phone
North Carolina	Carla West	
Ohio	Jeff Aldridge	
Oregon	Kate Cooper Richardson	
Texas	Joel Rogers	Assistant to Deputy
Vermont	Robin Arnell	
Virgin Islands	Terrence Joseph	
Washington	Sharon Redmond	
Wyoming	Kristie Arneson	

2. Welcome

3. President's Annual Report

- a. Erin will send documents by email.
- b. This year NCCSD has maintained a strong relationship with OCSE.

4. Treasurer's Report

- a. 2019 Treasurer's Report provided to group.
- b. August Treasurer's Report submitted to Finance Committee.
- c. End of August balance \$142,031.38 (pre-conference expenses).
- d. Marcum LLP, NCCSD's accounting firm, filed extension and taxes on time. Draft report of the annual review of NCCSD's financial records provided. Finance Committee reviewed and approved draft report. Awaiting final report.
- e. Draft report indicated no material modifications needed however one finding that the method of accounting was not according to GAAP; Not a material finding.
- f. Conference expenses need final reconciliation but about 152 registrants and \$31K in sponsorships.

## 5. Committee Reports

- a. Collaborative Analytics – Sharon Redmond
  - i. Committee started in 2016;
  - ii. Currently the workgroup is being surveyed to determine next steps and direction of the group going forward; group membership is changing
  - iii. Creating a predictive analytics model to share
    - 1. Subgroup 1 – Orange Cty, NY, WA; looking at amount due vs. wage withholding; looking at ways to access income data
      - a. Use line 24A as the most accurate way to calculate amt due
      - b. Looking at access and reliability of data;
    - 2. Subgroup 2 – NY, VA, WA; looking at arrears;
      - a. Determining metrics to create a model;
      - b. Looking at common standards across state lines
  - iv. Open if states want to join; delegated to data experts in the team;
- b. Lump Sum – Jim Fleming
  - i. NCCSD and OCSE and American Payroll Assoc. formed workgroup
  - ii. Subcommittee – Lump Sum legislation;
    - 1. A Model Act has been prepared and disseminated to directors and APA; Designed to be used/adapted in any state and will help states comply with CCPA, requires child support agencies to respond timely and protects employers if they don't;
  - iii. Subcommittee – communication through the OCSE portal between employers and states;
    - 1. Letter from APA recommend OCSE enhance portal for two way communication; feds working on mockups to see if it can be done (likely)
    - 2. Workgroup remains in place but just called on when OCSE portal issues arise; no timeframe from OCSE on the portal but they are pretty far along;
- c. Mentoring – Jim Fleming
  - i. Newbie group continues to have a monthly call. Regular process in place for new directors; efficient onboarding process; Jim maintains spreadsheet of when directors are appointed.
    - 1. Kate would like to pass on the newbie call to another director – looking for volunteers; let Jim know; regional reps responsibility to share what is in the executive committee after each meeting.
    - 2. Newbie call limited to directors only; don't send a staff designee; not for acting for the most part; comfortable being frank and ask questions;
  - ii. New Director Training – OCSE has previously done this exclusively but NCCSD wanted to be equal partners in this; should continue to support this strongly and be consistent with OCSE that this is not just their training

- d. Policy & Practice – Jim Fleming/Eileen Stack
  - i. Committee started with a lot of proposed agenda items;
  - ii. The Work Number– wondering what they are going to do next; set up new platform (free) for verification but connected to paid locate; need to break that apart but haven't heard from them.
    - 1. NC – paying for their service; TANF, child care, child support and Medicaid have group contract including full locate stuff
    - 2. IN – the Work Number partnering with Appriss; going to counties together to put pressure on states
    - 3. Employer symposium will discuss verification of employment; potential for standardization for VOsEs, employers consider handling in-house or needing third party;
    - 4. Michigan letter will be shared at the Employer Symposium – reminding employers of their responsibility
  - iii. OCSE Security Agreement – original version was sent in error. As soon as brought to OCSE attention, they agreed to revisit. New agreement resulted but it's important to make sure the right version is used each year – before signing and returning.
  - iv. OCSE and NCCSD agreed that new issuances will be given heads up and get a redlined version when new things come out.
  - v. AT19-02 concurrent benefits – SSI, SSDI; technical corrections vs. substantive changes; held in abeyance!
  - vi. Limited services – if asking for help; need to pay for it. OCSE not expecting comments as an official comment period but states should let them know; now on agenda for closed door meeting;
  - vii. Incentive measures – meeting not held this morning; good discussions during committee meetings; Carol Eaton has prepared a document which was sent to the team;
    - 1. Idea is not to propose changes to incentives; but directors want to be ready to respond if Congress is prepared to do so; we need to have a sense of what we're doing;
    - 2. NCSEA session – talked about simplifying paternity measure; supplement with additional measures; committee will also talk about additional data we can get across states and additional measures we can look at;
    - 3. Possible separate committee to consider discussing incentives; really want to be prepared to be responsive if this comes up.
- e. Public Relations – Erin Frisch
  - i. Joint workgroup with NCSEA and OCSE; former IVD directors (Trisha, Wally, Alisha) on the committee
  - ii. Child support media guide – sending to listserv and putting on website; intended for states to use to cover media issues; language, reduce jargon, etc.;

high level overview of program; history of program; short glossary for terms; put together as a resource for states to use.

1. NCSEA board voted on it at the last meeting; ERICSA weighed in and supported; WICSEC will support as well;
  - iii. Digital marketing grant work – keeping tabs on this; pull best practices from grantees and figure out how to scale and disseminate across a broader group
  - iv. Survey – sent an updated public relations survey; would love more responses; Erin will resend.
  - v. Will tackle basic fact sheets next; looking at feedback as to whether this will be useful;
    1. NCSEA quick fact sheets – how are these different? Really great resource on NCSEA website;
    2. Topic areas – creating an elevator speech;
  - vi. Looking for committee members – need IVD directors on the committee
- f. Systems Modernization & Data Sharing – Robin Arnell/Carla West
- i. Committee meets twice a month - once a month with OCSE with a goal of creating resources to help state with technical issues;
  - ii. Feasibility studies – DCL sent out; guidance to states for a new approach; will hear about at the closed door session;
  - iii. Cynthia Longest is a liaison with OCSE; really good translator with OCSE staff.
  - iv. Data sharing – feedback from Norfolk that we do more; merged with this committee; Cynthia engaged on OCSE side;
  - v. Technical scrum at NCSEA leadership symposium; ask directors to fill out sheet about prioritization of items for OCSE
  - vi. Vendor presentations - setting up a series of presentations 10/18, 10.25, 11/1; invitations to a variety of vendors to speak to IVD directors and educating us on refactoring/replatforming and/or low-code/no-code (no sales, no company history)
    1. Directors should invite IT staff as well but preferably keep it to state staff; sessions will not be recorded
    2. Requests for questions sent out (see handout) – review questions and let know if there is something missing or needing clarification; will go out to vendors to give them an opportunity to shape their presentations;
  - vii. System Symposium at the Policy Forum; response was very good; do we think we should have another one and how should it look?
    1. Suggestion – keep at Leadership Symposium because it has an IT track; less federal presentations (didn't really tell us anything new) more of a conversation from them; being at Policy Forum allows more fed analysts there
    2. Giving the IT staff in the states have an opportunity to communicate together; ISM may be another venue for us to add on to. IT staff attend
    3. Different sessions; different audiences (w/feds, directors, separate IT)

- viii. OCSE asked committee to serve as feedback for them on feasibility studies, data sharing, cert guide, etc. valuable to have inside information
  - ix. Committee is open to have new members; will send out through the listserv
- g. Website Committee – Kate Cooper Richardson
- i. This year the committee created an updated logo for NCCSD and relaunched the directors website on a new platform with increased functionality;
  - ii. Includes both a public website and a directors only website structured by committee, resources, etc.
  - iii. The committee worked on gaining familiarity about how to edit/maintain the site; building some administrator help;
  - iv. Goals for next year – increasing traffic; putting out more resources; supporting effective use of the listserv
  - v. Public listing of directors do not include email address; internal list has email addresses
  - vi. Resources area – keep adding to this; more concerted effort to grab things off the listserv; committees need to use it more
  - vii. Listserv etiquette – be mindful of reply all; staff person can't reply to listserv

## 6. Employer Activities

- a. Employer Symposium
  - i. Hosting with OCSE; 40 employers attending; 30 state staff/directors; working session; review recommendations from previous symposiums; new things that have come up; goal – new recommendations coming out;
- b. Employer tables – do we all need to individually maintain these? A national employer table? MI and TX gave 100 employer records to OCSE; analysis with their data (NDNH) – Sherri Grigsby will talk about it more in the closed door session; DC and MD exchanged data from their tables
- c. Federal employer website – discuss in symposium; could feds provide an employer website used for all of us? Consolidating – go to one website rather than individual states

## 7. OCSE Closed Door Session

- a. National Employer Table Analysis
- b. DRAudit process – Karen wrote up her pain; encourage others to share their pain as well; also want to discuss timeframes; consistency issues; subjectivity of individual auditors; off the cuff, unpublished, unpeer-reviewed opinions;
  - i. Provide OCSE with information to highlight that directors have concerns and then figure out next steps
  - ii. DRA is supposed to be about not manipulating data to improve performance not the subjectivity of the policy, exception cases, not policy specifics
  - iii. Consequences are so huge; we all have federal certified systems so we should be doing this right

- c. Limited services/who pays for what
  - i. OCSE may suggest that NCCSD form an intergovernmental committee to talk about cooperation
- d. Cynthia Longest – technical side; update on data analysis; feasibility studies
- e. IRS proposed reg – if you’ve read and if there is anything to discuss? 5 years vs. 10 years; lot of additional training requirements; for mtg – acknowledge new requirements; can OCSE build training for all states?
- f. SNAP feasibility study? Where are they with this?

8. Conference update

- a. 6 or so legislators will be attending; Meghan McCann will be here
- b. Invited Donna Bonar – find time to do a quick thank you/acknowledgment; part of the kickoff tomorrow morning

9. Nominations for Officers for FY2020

Nominated:

President – Jim Fleming

VP – Michele Cristello

Secretary – Kate Cooper Richardson

Treasurer – Liesa Stockdale

Motion and seconded

All in favor. None opposed.

10. Selection of Regional Representatives for FY2020

Region 1: Robin Arnell

Region 2: Terrence Joseph

Region 3: Benidia Rice

Regions 4: Lyndsy Irwin

Region 5: Jeff Aldridge

Region 6: Alan McVey

Region 7: Carol Eaton

Region 8: Chad Dexter

Region 9: Heather Noble

Region 10: Kate Cooper Richardson