

FAMILY SUPPORT FORUM

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2013 Conference Wrap Up

By Angela Williams, Immediate Past President

Approximately 200 attendees gathered together last October at the Marriot Hotel and Conference Center in Bloomington – Normal for IFSEA’s 25th Silver Anniversary Conference Celebration. The Conference was kicked off with a Silver Celebration Dinner and Dance. IFSEA’s founders and past presidents were given special recognition for their contributions to the Association. We were honored to have NCSEA President, Scott Cade, in attendance.

Xerox also helped commemorate this special event by sponsoring a photo session members could take advantage of all evening. The photo opportunity was an overwhelming hit as attendees kept the photographers hopping all evening!

The Conference was filled with excellent educational sessions. I want to thank all of

the presenters and planners for the time they spent pulling everything together.

Members also had fun with the fund raising opportunities provided throughout the conference. Attendees were able to purchase 50/50 tickets and bid on silent auction baskets. I want to thank the scholarship committee for the ideas and hard work that went into organizing these events that generated the monies raised for our scholarship fund.

I believe everyone’s enthusiasm for the conference is demonstrated by the number of members who signed up to participate on Association committees. The Committees have been meeting and working hard. Plans are already underway for the 2014 IFSEA Conference which will be held at Chicago Hilton’s Indian Lakes Resort. Look forward to seeing you then.

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From the President . . .

. . .IFSEA UPDATE

Dear Friend,

As the President of the Illinois Family Support Enforcement Association (IFSEA), I am happy that you have chosen me to guide this organization through what is truly an exciting time. With landmark legislation allowing for same sex marriages and recent developments regarding contempt through the Turner decision, the child support landscape is quickly changing and IFSEA is indeed poised to assume and maintain leadership in it for many years to come. We successfully celebrated our 25th Anniversary at last year's annual conference and it has set the stage for where we are heading today.

The membership of IFSEA is its backbone, its foundation and its strength. Comprised of professionals from a variety of disciplines, IFSEA membership represents a perfect vehicle to prepare us to work not only on child support but the work that needs to be done to strengthen all Illinois families. This year IFSEA will be sponsoring a number of events designed to provide its members with the most up to date and topical information available to address the needs of its constituents. In March, IFSEA will be sponsoring a video conference entitled, **“UNDERSTANDING THE WORLD OF ADMINISTRATIVE APPEALS: A QUICK GUIDE TO EFFECTIVE USAGE”**, which will present a practical view of the Administrative Appeals process. This is the first of other such events that will be sponsored for the general membership.

Finally, this year's annual conference is entitled “Stepping Into Tomorrow” and it will include the inaugural presentation of IFSEA's awards to celebrate the accomplishments of our members and partners. As you can see, it is going to be a busy exciting year for us and I encourage your participation in all of it. By the way, tell a friend, IFSEA can be a great organization for them to be involved with!

I look forward to taking this journey with you and to IFSEA leading the way as Illinois continues, “Stepping Into Tomorrow.”

Sincerely,

Norris A. Stevenson, President
Illinois Family Support Enforcement Association



From HFS...

...ILLINOIS IV-D UPDATE

Hello, IFSEA members! I hope you are all getting through this snowy, cold winter in good health and good spirits. I imagine we are all looking forward to Spring at this point!

One sign of Spring is the annual session of the Illinois General Assembly. General Assembly deadlines for bill introduction are fast approaching and we are beginning to see the bills that will occupy the Assembly for the remainder of the Session. So far, we have seen bills introduced that address child support and incarcerated parents, parentage establishment through acknowledgement, and the terminology used to describe children born to unmarried parents. House Bill 1452, first introduced last year and which proposes to revise the Illinois Marriage and Dissolution Act, will also continue to be debated in this Session. I expect that additional bills will be introduced prior to the deadlines. HFS reviews all legislative proposals that have an impact on IV-D services. Our process, which includes consultation and guidance from the Office of the Governor, results in a position of neutral, support, or oppose for each relevant bill. The position is then communicated to the members of the General Assembly through the Committee process. HFS staff work with the sponsor of any legislation that causes concern, and we try to accommodate the concerns of the legislator and work on a compromise. Last year, we were very fortunate to be authorized a new enforcement remedy – intercept of certain gaming winnings. We are in the process of finalizing our Administrative Rules to implement that authority. We are also finalizing our Administrative Rules related to the pre-2006 interest notice, also granted during the Spring 2013 Session. I am sure that implementation of these legislative changes, as well as any proposals adopted during the 2014 session, will be topics for the training conference to be held this coming Fall.

Since IFSEA last met in October, the IV-D program's federal fiscal year 2013 performance measures have been finalized. We came in at:

- Statewide Paternity Establishment Percentage: 89.99%
- Percentage of Cases with Orders: 81.92%
- Current Support Paid as it was Due: 60.64%
- Cases with an Arrears with a Collection Towards Arrears: 59.86%
- Cost Effectiveness Ratio: \$4.61

The story behind the numbers this year is all about the Paternity Establishment percentage (often referred to as the PEP rate). As you know, we have struggled with this metric for the past five years. Prior to FFY 09, this number routinely was at the highest levels. In FFY09, we dropped nearly 10 points over the previous year. We held more or less steady for one year and then dropped an additional 5 points in FFY11. As I shared with all of you at the IFSEA training conference last fall, that has been a very significant concern for the Agency. We have determined several root causes – some related to data and some to practices. This year's achievement of 89.99% reflects the correction of the problems identified in the root cause analysis. We are back on the right track at last!

Service delivery, both in Cook County and Statewide, continues to be primary topic for the IV-D program leadership. In 2013, we accomplished relocation and reengineering of service delivery in Cook County. While it was certainly a huge challenge, we are already seeing benefits from the new

service delivery model. I want to take a moment here to acknowledge the Cook County cross-organizational service delivery improvements that resulted from our 2010 initiation of the Cook Service Delivery Assessment Committee:

- Met the goal to integrate administrative and judicial processes through judicial registration of administrative orders,
- Refined (and re-refined) the walk-in customer service process in Cook,
- Made huge progress in the area of accessibility to court orders by HFS staff in Cook through coordination of the Clerk of Court and the Agency,
- Completed the download of Cook legal packets,
- Revised and re-worked the court order entry process by Cook DCSS staff, and
- Relocated our staff and re-engineered our processes to provide more local service delivery

Those are remarkable results for 3 ½ years of work on some very complex service delivery issues!

We continue our work on service delivery improvements across organizations (and statewide) through the Leading the Nation initiative. This effort, introduced at IFSEA last Fall, is well underway. Five groups have been formed:

- Improving Community Outreach and Customer Communications, led by Ruth Waller
- Improving Communications Among Partners, led by Stephanie King
- Expanding “Neutral Zones” for Parents and Children, led by Lyn Kuttin
- Establishing Reasonable Support Orders, led by Debbie Packard
- Improving the Connection to Jobs, led by Irene Curran

Each of these groups have identified strategies to begin the process of improving outcomes for IV-D families.

KIDS Modernization efforts have also proceeded since the Fall training conference. HFS staff have worked with the Illinois Framework planning vendor to identify a roadmap to modernization, which includes both short and long term tasks. There are many steps still before us, but we are now at least on the path. I almost said we have started down the Yellow Brick Road, but I don't want to get to Emerald City and find out that the Great Oz is just an ordinary person behind a big machine! On the other hand, maybe that isn't so far off. ☺ Actually, we are energized by the progress we have made and by the potential for some near term “wins”. I won't be able to provide any additional details for a while but I did want to let you all know that we are progressing.

Finally, I wanted to share with you some key retirements in the IV-D leadership team. Both Deb Roan and Barb McDermott have decided that retirement is a good thing! ☺ Deb's retirement was effective at the end of 2013, and Barb will retire at the end of February. Both have been integral to the success of the DCSS leadership during my tenure, and I thank them both from the bottom of my heart for their long and committed service to IV-D families. I want to make a special note that Barb M and I have been together since the day I moved from Fiscal Operations to the Division of Child Support. I could not have been successful in my tasks without her support and advice. Best of luck to both Deb and Barb!

Looking forward to seeing all of you at the 2014 Training Conference this Fall!

Sincerely,
Pam

2013 Conference Scholarship Winners

Susan Anthony

I really enjoyed myself at IFSEA this year because I came to gain some knowledge from networking with my fellow Child Support workers. I enjoyed meeting and talking to my fellow scholarship winners as well as various other people that I sat in the breakout sessions with. It was a pleasure meeting others from Maximus as well as the various attorneys that work with Child Support. The learning experience I gained is something that I was able to share with my fellow workers right here in my regional office and I encouraged them to attend and gain the same wonderful benefits that I received from attending IFSEA as well. Susan Anthony, Child Support Specialist, Belleville Regional Office.

Chad Ewing

It was truly a privilege to attend the IFSEA Conference in Bloomington this year. While it was an incredible opportunity for anyone who was fortunate enough to attend, I feel it was even more so for me. I am an Office Coordinator for the Springfield Regional Office, and I work from a satellite office in Adams County. My primary responsibilities include order entry, location services, and court calculations. While I enjoy my job and my coworkers, it can sometimes feel like we are a little isolated. Being able to listen to people from all over the state helped reinforce the fact that we all share the same problems and concerns, but also the same benefits from working with such a professional group of people.

The best part of IFSEA was being able to participate in the various break-out sessions. It was clear that all of the presenters brought not only a wealth of knowledge regarding various issues in the child support program, but also a clear passion for what they do. Our jobs (regardless of what job you may have) can sometimes be very difficult. Some of us work with data and numbers, while others have more personal interactions with our clients and non-custodial parents. Simply put, our jobs can be nerve-racking, sometimes heart-breaking. The presenters provided great information and ideas that can help ease some of these difficulties, whether it is gaining a better understanding of intergovernmental processes, listening to a judge's perspective on some very important issues, or trying to better empathize with the people we serve, the speakers made it clear that our first priority is, and must always be, helping families. Chad Ewing, Office Coordinator, Springfield Regional Office.

Linda Grimble

This year I was selected as one of the IFSEA scholarship winners. I had gone to IFSEA conference one other time, and that was the previous year. When I attended the previous year I was new to Child Support, and did not even know what to expect. Honestly it was a little overwhelming my first year. So, this year when I went, I enjoyed it so much more. Over the last year I had made some previous contacts, and it was great to put faces with names. It was so beneficial to hear the panels, and go to the classroom break-out sessions. It was hard to choose at times what break-out session to attend! I also enjoy my job, and it is so nice to see so many others that have the same passion for families, and making a difference in so many lives. I learned so much about Child Support, and how we all make a difference, and every job we do is so very important. Six of my staff attended Monday's conference with me. I enjoyed spending time with them, and hearing how much they enjoyed it and their input and thoughts. They really enjoyed attending, and getting to meet so many other employees of the agency.

Thank you so much for allowing me to attend the conference on a scholarship. I am truly grateful you picked me. I really enjoyed the conference, and I am so very proud to say that I work for a

great agency that makes a wonderful impact for families. Keep up the great work everyone! We all make a difference in so many families, even though we may not know it or see it, WE DO! Thanks again for picking me as a scholarship winner, Linda Grimble, Call Center Manager.

Dawn Register

I have to admit that I only applied for the IFSEA scholarship on a whim. Kind of like buying a lottery ticket- you know someone else is going to get that jackpot. After all, I'm just an office coordinator in a regional office. There are plenty of other people that I'm sure have applied and are infinitely more eloquent in writing than I am. So imagine my surprise when I was informed that I had been chosen.

I spend most of my days listening to, and helping in various ways, the clients who come to us with their questions, problems and issues. It's very intensive and very rewarding, but it does not leave much time to raise your head up to see the bigger picture. We can't see the forest for the trees.

IFSEA was a chance to look past the trees and see the forest and find out that others had the same problems, questions, concerns and issues at other levels as well. It gave me a chance to put faces with names and listen first hand to some of the people who sign our memos and directives. IFSEA was a welcome moment to be able to see that my efforts and problems and concerns were the same as everyone's no matter what position they were in. It was heartening to know that their thoughts and concerns are really no different than mine and they are in the position to effect the changes and it was good to hear that they are working diligently toward solutions to problems and limitations we face every day.

Would I go to another conference? Absolutely! We all need to see that bigger picture, to hear what others face and the solutions they have implemented. We need to hear our Managers and Administrators thoughts of the future of our department and how we fit within it. It's a time to rejuvenate the original enthusiasms that originally drew us to child support enforcement.

Coming Soon: Annual Recognition Awards

At the Fall 2013 meeting of the IFSEA Board of Directors, the Board authorized the creation of an annual recognition program for IFSEA members. The group selected to create the program has been hard at work since then, and is scheduled to present detailed recommendations to the Board in February. Look for more news soon!

HFS Launches Mobile Web App

Written by Barb Radtke
Submitted by Debbie Packard

HFS is very excited to announce that on January 31, 2014, the mobile version of the Child Support Services website was successfully launched.

CPs/NCPs may access the mobile version by visiting our website at www.childsupportillinois.com where they can either scan the QR Code with their electronic device or they can select the **Mobile Website** option found under On-Line Services. If they select the mobile website option, it will (in most cases) detect what type of device they are on and the screens will automatically be sized to fit the device they are using. The customer can also download an icon so it will be stored on their mobile device where they can have it at their fingertips.

Just a quick reminder, for those customers who have an active case but have not registered, they can register via the **Full Website** at www.childsupportillinois.com. On the left side under the **Customers** heading they will find the **On-line Services** tab. Once they click on that button, it will take them to the Registration page where they can complete the registration process. The customer will need to enter their Recipient Identification Number (RIN), social security number, e-mail address and enter a security question and answer. After successfully entering all of the required information, a PIN and a temporary passphrase will be mailed to their address on file.

The information that can be found on the mobile version is the same as on the full website. Note: The mobile version is scaled down to only provide limited information about Payment Information, Account Balance, IWN and Appointment Information. If the customer wants more information, i.e. FAQs, or instructions on how to request an account review, etc. they must visit the full website.

Thank you to everyone who helped get this mobile version into production: DCSS staff: Nancy Oschwald & Steve Minder. OIS staff: Lori Payne-Mullett, Brad Smalley and Doug Homeier. This was definitely a team effort and one that I believe we can all be proud of! Yea Team!!



From the Courthouse . .

. . .Case Law

By: Scott Black

Schultz v. Performance Lighting, Inc., 2013 IL 115738

A notice of withholding that fails to include a social security number and termination date as required by 750 ILCS 28/20(c) is statutorily deficient and is insufficient to impose a duty on an employer to withhold child support payments from the obligor's income. The notice must be in strict compliance with the requirements of 28/20(c). The omission of the social security number rendered the notice invalid.

Note: the requirement that the notice of withholding contain a termination date was removed from the statute by Public Act 98-81, effective July 15, 2013

In re Aaliyah L.H., 2013 IL App (2d) 120414

Father paid support for a prior child and covered that child on his employer provided health insurance. The cost for the family plan was \$485.00 per month. There was no additional cost to add additional children. Mother argued and, the trial court found, that father should not be allowed to deduct the cost of health insurance premiums from his net income in determining support in this case because there was no additional cost to add this child to the plan, and he had already deducted the cost in calculating child support for the first child. The trial court also ordered father to pay one-half of day care expenses in addition to the guideline amount of child support. Father appealed arguing that he should have been permitted to deduct the cost of health insurance before calculating support in this case, and the trial court abused its discretion in ordering him to pay one-half of the day care expenses without considering the statutory factors for deviating from the guidelines.

The appellate court reversed the trial court's failure to deduct health insurance premiums in calculating father's net income. Section 505(a)(3)(f) is clear on its face. It does not indicate that the deduction can be taken only if the premium increases for adding the child at issue to the plan. The trial court's order requiring father to pay one-half of the day care expenses in addition to the guideline amount of child support is affirmed, finding he forfeited the argument because he first raised it on appeal.

In re Marriage of Marsh, 2013 IL App (2d) 130423

Marital Settlement Agreement provided that father would retain ownership of shares of stock gifted to him during the marriage. The MSA also provided that father was to pay child support of \$731.00 per month plus 20% of all additional income every three months. Mother filed a rule to show cause alleging that father received \$275,000.00 from the sale of stock and failed to pay her 20%. Evidence was introduced indicating the cost basis of the shares was \$289,079.00. Illinois courts have defined "income" as a gain or profit, increasing the wealth of the recipient. The appellate court affirmed the trial court finding that father's sale of the shares owned prior to the dissolution, from which no gain or profit was realized, did not constitute "income" for child support purposes.

In re N.C., 2013 IL App (3d) 120438

During the course of pre-adjudicatory neglect proceedings, the State moved to have Alfred,

the man who voluntarily acknowledged he was the father of N.C., a day after the child's birth, submit to a DNA test to determine if he truly was the father of N.C. No one objected. The results showed conclusively that Alfred was not the biological father of N.C. The State subsequently filed a motion for declaration of non-paternity, and on the state's motion the court found that based on the DNA results "there clearly was a mistake of fact in that [Alfred] is not the biological father." The court also found that granting the motion was in the child's best interest and dismissed Alfred from the juvenile court proceeding.

N.C.'s mother appealed, arguing that the trial court erred in granting the State's motion to declare that Alfred C. was not the father of N.C. The State conceded that it could not bring an action to determine the nonexistence of the parent and child relationship under section 7 of the Parentage Act, but argued that it could challenge the VAP on the basis of fraud, duress, or material mistake of fact pursuant to section 6(d) of the Parentage Act.

The appellate court reversed, finding that the provisions of the Parentage Act govern issues relating to paternity in proceedings under the Juvenile Court Act of 1987. Sections 7(b) and 7(b-5) explicitly specify which parties may bring an action to declare the nonexistence of the parent and child relationship, and nothing in those sections authorizes the State to bring such a motion. Citing *In re M.M.*, 401 Ill. App. 3d 416, the court noted that the GAL presumably could have brought an action, in the name of the child, under section 7(b) to declare the nonexistence of the parent and child relationship. Further, the State does not have standing to assert a cause of action under 6(d) on behalf of the VAP father. Whether he signed the VAP due to fraud, duress, or material mistake of fact is a claim that should be advanced by the father himself. Moreover, even if the State did have standing to challenge the VAP on the basis of a material mistake of fact, the State did not meet its burden. It is unclear whether the genetic identity of N.C. is material to Alfred; therefore, the DNA test results do not conclusively establish a material mistake of fact under these circumstances.

Note: The Illinois Supreme Court allowed the State's petition for leave to appeal on September 13, 2013. The Department of Healthcare and Family Services was permitted to intervene as a Respondent and Diane Potts filed a brief on January 22, 2014. Argument is scheduled for March.

In re Custody of C.C., 2013 IL App (3d) 120342

In 2008 Erica filed an action against David seeking an order for custody and support. The court entered an order finding David to be C.C.'s father based on a voluntary acknowledgment of paternity signed by Erica and David the day after C.C.'s birth. In 2009 Klay moved to intervene in the action. He also filed a petition requesting the court to vacate the 2008 order and a petition to establish a father and child relationship between himself and C.C. The petition to intervene was allowed in February 2010. In December 2010 DNA tests showed that Klay was the biological father of C.C. and the court ordered Klay to pay guideline child support. On February 14, 2011 the court denied Klay's petition to vacate the 2008 order. On June 29, 2011 Erica filed a petition seeking contribution for payment of her attorney fees. On July 5, 2011 Klay filed a motion asking the court to deviate from the guidelines for the reason that the child has three legal parents who can support the child. The request to deviate was denied by written order on August 5, 2011. An order directing Klay to pay one-third of Erica's fees was entered on March 28, 2012. Klay appeals from that order and the February 14, 2011 and August 5, 2011 orders.

The appellate court reversed the order requiring Klay to pay one-third of Erica's fees because the trial court did not make a specific finding that he had the ability to pay the fees and the record does not suggest he has the ability to pay. However, the court concluded

that Klay's notice of appeal with regard to the other two orders was not timely and the court had no jurisdiction to determine those issues. However, the majority wrote:

... we share the dissent's concerns that a trial court may not be able to simultaneously recognize two different men as the legal fathers of a child born out of wedlock, in the same parentage action. The various issues tackled in the trial court, and perhaps others in the future, will continue to arise until the legislature modifies existing statutory presumptions of paternity. ...

Like the dissent, absent legislative action, we look forward to receiving our supreme court's guidance with respect to whether one child, born to an unwed mother, may simultaneously have two additional parents who share equal court-ordered parental rights and obligations with the biological mother based on the existing statutes

In re Marriage of Turk, 2013 IL App (1st) 122486

The trial court had authority to order the custodial parent to pay support to the non-custodial parent where both parents have significant parenting time and incur expenses relating to that parenting time and there is a disparity in income between the two parents. It is in the best interest of the child where there is comparable parenting time and a significant disparity in income. The appellate court reversed as to the amount of support and remanded for an evidentiary hearing to consider the non-custodial parent's parenting expenses and the requirements of Section 505 of the Marriage and Dissolution of Marriage Act.

Note: The Supreme Court allowed the custodial parent's petition for leave to appeal on November 27, 2013.

Rule 138 Update

On December 24, 2013 the Illinois Supreme Court amended Rules 15 and 138. Rule 15 no longer applies to civil cases. The confidential treatment of an individual's Social Security number in civil cases is controlled by Rule 138.

Rule 138 in its initial form prohibits the inclusion of "personal identity information" in documents or exhibits filed in the public court file. Personal identity information is defined as: 1) Social Security and individual taxpayer-identification numbers; 2) birth dates; 3) names of individuals know to be minors; 4) driver's license numbers; 5) financial account numbers; and 6) debit and credit card numbers. As a result of the amendment, the prohibition on the inclusion of birth dates and names of individuals know to be minors in public filings has now been delayed until January 1, 2015. The amendment also provides a form "Notice of Confidential Information Within Court Filing." The amendment provides that when the filing of personal identity information is required, the party shall file a form in substantial compliance with that form. The amendment also changes the terminology if not the practice. Instead of filing the notice containing confidential information "under seal," the notice is "impounded." The amendment clarifies the rule in that after the initial impounded filing, subsequent filings need only be redacted filings. It will not be necessary to file an additional "Notice of Confidential Information Within Court Filing" unless the initial filing requires amendment or updating.

Federal Bureau of Prison and OCSE Pilot

By Mary Morrow

In November 2013 OCSE staff contacted Parent Support Service to request that Illinois be part of the OCSE Child Support Modification Guide Project (Changing a Child Support Order Guide). Illinois was selected to pilot the project because of the work Joan Weiss has been doing with the four Federal Prisons in Illinois (FCI Greenville, FCI Pekin, USP Marion and MCC Chicago). Illinois is currently the only IV-D program in the US that provides Federal Prison In-reach to incarcerated inmates at all BOP facilities within the state. .

There are three components to this Modification Guide project. The first will include training of the BOP staff on how to facilitate the inmates' usage of the guide, including awareness of what the guide covers and where to direct inmates to find the guide. The materials needed for this training include:

- The Guide – This will include an introduction, glossary and sample state (Illinois)
- Training Power-Point
- FAQs for Unit Teams, RACs and staff working at RRCs
- Fact sheet on “Role of Child Support

The second, component will include the field testing pilot of the “Changing a Child Support Order” guide itself by nine or fewer inmates in an Illinois facility via a focus group. The goal of the testing is to make sure that there are no major issues or items that may have been missed in the draft version of the guide (using Illinois' module), notably language and vocabulary. The field testing Pilot will take place on February 27th at MCC Chicago with Joan Weiss and Terika Smith, Re-entry Affairs Coordinator leading the focus group.

The third, component will be a follow up on the service delivery of the guide for all 54 planned modules (which includes states and tribes). OCSE will conduct the follow up study to measure ease of use and relative value of the guide.

Forum Committee members contribute their time and talent to getting interesting and relevant information to IFSEA members. If you have a story or article idea you would like included in the Forum, please contact any of our committee members:

- Sherrie Runge sherrie.runge@illinois.gov
- Mary Morrow marry.morrow@illinois.gov
- Deborah Packard Deborah.packard@illinois.gov
- Dawn Register dawn.register@illinois.gov
- John Harris john.c.harris@illinois.gov
- Joshua Niziolekiewicz Joshua.niziolekiewicz@illinois.gov
- Norris Stevenson Norris.stevenson@illinois.gov
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- Rodney Kyles Rodney.kyles@xerox.com
- Loretta Ursini Loretta.ursini@cookcountyil.gov
- Maurice Franklin maruicefranklin@maximus.com



Illinois **F**amily **S**upport **E**nforcement **A**ssociation

UNDERSTANDING THE WORLD OF ADMINISTRATIVE APPEALS: A QUICK GUIDE TO EFFECTIVE USAGE

- *What happens when HFS takes an administrative action?*
- *Do you know what your rights are?*
- *Do you know how to exercise them?*

Overall Goal: This session will guide you through the process of understanding the HFS Administrative Appeals process from its inception to its resolution. Participants will become familiar with what is appealable and how each matter can be resolved.

When and Where? March 13, 2014 from 2:00-4:00 PM. The program will run 2 hours, and will be available via videoconferencing in various locations across Illinois. No credit will be given to late attendees after the first 10 minutes of the program.

<u>Aurora Region</u> 280 East Indian Trail Aurora, Illinois	<u>Champaign Region</u> 313 North Mattis, Suite 218 Champaign, Illinois	<u>Joliet Region</u> 16 West Cass Street, 4th Floor Joliet, Illinois	<u>Peoria Region</u> 401 Main Street, Suite 680 Peoria, Illinois	<u>Springfield Region</u> 509 S. Sixth, 5 th Floor Springfield, Illinois
<u>Belleville Region</u> 1220 Centreville Avenue Belleville, Illinois	<u>Chicago Region</u> 401 S. Clinton 7 th Floor Chicago, Illinois	<u>Marion Region</u> 3419 Professional Park Drive Marion, Illinois	<u>Rockford Region</u> 1114 Taylor Street Rockford, Illinois	Materials will be sent electronically to all confirmed attendees

Why? To learn valuable information and earn continuing legal education credit. The program will be worth up to 2 credit hours.

Who? Our distinguished expert panel includes:

Diane Potts is the Illinois Deputy Attorney General for Child Support. She oversees attorneys and staff in the Child Support Enforcement Division throughout Illinois, and has argued over 100 cases on behalf of the State in the Illinois Supreme Court, Appellate Court, and the Seventh Circuit Court of Appeals. Diane is a frequent speaker at international, national and Illinois child support conferences.

Diane serves on the Board of Directors of the National Child Support Enforcement Association, Illinois Family Support Enforcement Association, and Illinois Child Support Advisory Committee. She also is a member of the National Policy and Government Relations Committee and several Committees for the Illinois Family Support Enforcement Association. Diane

received her law degree from Washington University Law School and her undergraduate degree from the University of Illinois.

Warren Cottrell is the Cook Assistant Deputy Administrator currently overseeing Cook Administrative Appeals, Intergovernmental, and Statewide Field Accounting. Prior to coming to Healthcare and Family Services, Mr. Cottrell served as the Regional Administrator with the Department of Human Services. Warren received his Bachelor's degree from Illinois State University.

Hilary Johns currently serves as the Fair Hearings Section Chief in the Illinois Department of Healthcare and Family Services. She oversees the administrative hearing process for Medicaid client appeals and child support appeals. Prior to joining HFS, Hilary served as an assistant Attorney General in the Office of the Illinois Attorney General's Crime Victim Services Division and administered the Illinois Crime Victim Compensation Program. She received a joint Master of Arts in Political Science and Juris doctor from Loyola University, Chicago and her Bachelor of Arts in Political Science from the University of California, San Diego.

Target Audience: This program will is geared toward all Illinois Family Support Enforcement Association members. IFSEA Membership is required to register. If you are not a current member please see below to become one!

How Do I RSVP? If you are planning to attend the program, please rsvp by March 6, 2014 to **Sharon Lowe** at Sharon.lowe@illinois.gov or (217)782-9080, and include the site that you will be attending. Due to a limited number of seats that are available, we will not be able to take reservations after this date.

**ILLINOIS FAMILY SUPPORT ENFORCEMENT ASSOCIATION
2013-2014 Application for Membership / Address Correction**

Please: accept my application for membership in IFSEA. correct my address as noted below.

- Regular membership - please enclose \$25.00 annual dues.
- Subscription membership - please enclose \$25.00 annual fee.
- Affiliate membership - (dues to be determined by Directors upon acceptance).

Applicant's Name: _____

Position/Title: _____

Employer/Agency: _____

Office _____

City/State/Zip: _____ Office Phone: _____

Preferred Mailing Address: _____

Preferred Phone: _____ Preferred Fax: _____

E-Mail Address: _____

Send Forum to E-Mail Address

Is this a New Application Renewal Address Correction ONLY?
Please return with dues to: IFSEA, 335 E. Geneva Road, Carol Stream, IL 60188

(FEIN: 37-1274237)

(1/05)

UPCOMING CHILD SUPPORT CONFERENCES

WICSEC 2014

SAN DIEGO, CALIFORNIA

October 26th - 30th, 2014

Visit www.wicsec.org for more information

NCSEA

[2014 Policy Forum](#)

Washington, D.C.

February 6-8, 2014

Visit www.ncsea.org for more information

NCSEA

2014 Annual Conference & Expo

Portland, Oregon

August 11-13, 2014

Visit www.ncsea.org for more information

ERICSA

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