

**FAMILY SUPPORT
FORUM**

The Official Newsletter of the Illinois Family Support Enforcement Association

Vol. 21

September, 2009

No. 2

Child Support Enforcement Veteran Thomas M. Vaught Retires

After 25 years of service to the citizens of the State of Illinois, Tom Vaught retired from his position as head of the Illinois Attorney General’s Public Aid Bureau, effective June 30, 2009.

On March 1, 1984, Tom started as an Assistant Attorney General in the Public Aid Bureau. In May 1986, then Bureau Chief Madalyn Maxwell promoted Tom to Supervisor of the Central District—a position he served in for 16 years. When Madalyn retired, Tom was promoted to Bureau Chief, effective February 16, 2002.

As Chief of the Public Aid Bureau, Tom directed a large staff of Assistant Attorneys General, Supervising Attorneys, and support personnel in representing the Department of Healthcare and Family Services in 89 counties throughout Illinois in child support enforcement proceedings, as well as administrative review actions, bankruptcies, and estate cases.

Tom is a well-known face of IFSEA, having co-

founded the organization in 1987. Tom has served for many years on the IFSEA Board of Directors, and was one of its earliest Presidents, hosting the Second Annual Conference in Springfield in 1990.

He has been a speaker and/or panelist at many conferences, sharing his significant experience in and knowledge of child support enforcement.

Before joining the Attorney General’s Office, Tom was a staff attorney for Land of Lincoln Legal Assistance Foundation and an Assistant State’s Attorney in Macon County.

Tom also served in the United States Military. He received his undergraduate degree from Southern Illinois University, and his law degree from Seton Hall University.

IFSEA would like to thank Tom for the many years of service to the cause of child support enforcement with our best wishes on his retirement.



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From the President . . .

...IFSEA UPDATE

By Sherrie Runge

Fellow Members:

The 2009 IFSEA annual training conference is just around the corner. I hope you are all planning to attend. The conference will be held October 18th, through October 20th at the Crowne Plaza Hotel in Mundelein. Irene Curran is chairing this year's conference and has worked very hard to bring some new and exciting things to this year's conference.

I had the privilege of attending the Annual ERICSA conference from March 29th through April 2nd, 2009 in Myrtle Beach, South Carolina. The conference offered many workshops and training sessions that were very informative and educational. I had a wonderful time and learned so much. It was an honor to attend this conference and represent IFSEA.

I would like to encourage the members to share copies of the Forum with other co-workers who may not have received a copy. Further, I would like to encourage members to share our Scholarship program information with co-workers who might like to attend the annual conference in October. The Scholarship program is a wonderful opportunity to share and introduce IFSEA to our partners and co-workers who might not otherwise have the ability to attend the conference.

Hope you are all having a great summer and hope to see you at the conference.

Sherrie



From HFS . . .

. . . ILLINOIS IV-D UPDATE

By Pamela Lowry

Hello, fellow IFSEA members. Another fiscal year has begun for the State of Illinois, and as you all have seen in the media it is a very challenging year. The economic difficulties of the nation are reflected in our collections, and in the resources of the families we serve. Collections through Unemployment Insurance Benefits increased throughout the year, with December 2009 setting an all-time high of \$5 million. Each subsequent month included even higher collections through unemployment benefits, demonstrating the real impact of the economy and jobs on families who receive IV-D services. It is heartening however to know that the child support system is in place and working, as families do receive their share of unemployment benefits. We have also endeavored to get the word out to parents who are child support obligors on IV-D cases that they may request a review for modification of terms based on changed circumstances.

Even in this challenging economy, State Fiscal Year 2009 total collections increased slightly over 2008, with \$1.38 billion in collections. During SFY09, more than \$85 million was collected through federal tax refund offsets, more than \$43 million through the administrative driver's license suspension program, and more than \$18 million was collection through administrative liens and seizures. More than \$4 million was collected through offset of state income tax refunds and other state payments and nearly \$1.4 million was collected through the passport denial program.

We are a performance-based organization, so we often use key measurements to illustrate our activities. But I do want to take a moment to put our measurements into context. It's important to look behind the numbers. We measure outcomes – every number represents our impact on the economic life of a family. So when we focus on achieving performance goals, it's critically important that we develop strategies that positively affect outcomes. In other words, we are working to improve outcomes not merely to move numbers. This is something I hope to discuss with the entire IV-D community throughout the next state and federal year, both in our everyday interactions and in larger or more formal settings.

I wanted to also share some quick thoughts about a policy debate that will be explored at IFSEA – guidelines models for setting support. As you all know, Illinois is a “percentage of obligor income” state, which is relatively uncommon these days. Most states either opted for “income shares” when guidelines were first adopted or have since transitioned to that model. There are a few states, like Illinois, that began with “percentage of obligor income” and have retained that model. There are lots of different views about each

model, about the impact of a potential transition, and about whether Illinois should transition to an “income shares” model of some kind. Some of the arguments for retaining our current model are ease of use, conservation of resource time, and that in many cases the award is the same regardless of which model is used. Some of the arguments for transitioning to an income shares model are ability to adjust based on greater amounts of shared parenting time, ability to work with new federal requirements for medical support, and the potential for a greater perception of fairness by parents. HFS-DCSE is working closely with all interested parties – most especially with the House Family Law Study Committee and the Illinois Child Support Advisory Committee. It is important to us that we work collaboratively with all stakeholders to arrive at the conclusion that is best for Illinois children and their parents, and we will continue to participate fully and thoughtfully in this dialogue. For those of you who work in or are interested in this area, I encourage you to use the resources available on the internet to familiarize yourself with the issues. There are some excellent materials that may be viewed at the OCSE website, and many of our sister states include explanations of their guidelines models on their state child support websites. I know that this year’s IFSEA conference will include discussion of this topic.

Many of you received a previous note from me about the new OCSE commissioner, but I did want to take this opportunity to again announce that Vicki Turetsky has been appointed as the Commissioner of the Office of Child Support Enforcement. Vicki is well-known in Illinois, in part because she completed law school at the University of Chicago. Over the years, Vicki has worked on several legislative policies in Illinois, and has testified before the Illinois General Assembly on child support issues. I have personally known and deeply admired her for a number of years and simply could not be happier about her new role. I am confident that over her tenure as Commissioner we will see a lot of her, and I encourage everyone to talk with her whenever you have a chance. She is very approachable, extremely knowledgeable, and very kind.

I’ll close with a note of appreciation to all IFSEA members and especially to members of the IFSEA Board – thank you for supporting IFSEA in these difficult times and thank you for your continued work for Illinois families. Last year I was honored to receive IFSEA’s Madalyn Maxwell Lifetime Achievement Award. It hangs over my desk where I can see it every day, and every day I am reminded of what wonderful friends and colleagues I have. So once again, thank you so much. In these difficult times, it’s often our personal relationships that carry us through and I am certainly fortunate in mine.

Sincerely,
Pam

Enhancements Coming to the ILSDU

By Joe Tucker, ACS, ILSDU Deputy Project Manager

If you haven't heard, the Illinois State Disbursement Unit (ILSDU) will convert from an AS400 mainframe payment processing system to a new, fully integrated child support system called SDU360. We thought that this would be the perfect opportunity to shine the spotlight on the ILSDU and share some operating statistics with you.

First and foremost, the ILSDU is a payment processing center. In fiscal year 09 we disbursed more than 7 million child support payments totaling \$1.1 billion dollars. Our focus is the processing of these payments, customer service and the support behind operations for CP's, NCP's, employers and other constituents. Our staff can be broken down into three main categories: Operations, Customer Service and Administrative.

Operations

Incoming mail is received from the US Post Office and delivered to our operations center. Processing occurs Monday through Saturday each week; the hours vary depending on the daily volume. Mail is opened and scanned in a secure environment and all work is performed under camera security. The images of the checks and corresponding documents are used by our data entry staff to research and post payments to the correct child support case. When completed, the checks are endorsed, encoded, balanced and then transported to the bank for deposit.

In addition to incoming paper payments, the ILSDU receives more than 57% of our incoming payments via ACH or Electronic Funds Transfer. These payments are also processed by our data entry staff, Monday through Friday. Our EFT staff also assists new clients and employers with setting up their child support payments electronically.

Customer Service

Our customer service area handles inbound calls and the back end processing of exception items. During the regular processing day, operations may not be able to post a payment without further research and/or a call to the employer or NCP. Our dedicated customer service staff works with the same systems as our operations folks, but has the resources to fully research any vague or missing information to ensure that correct posting occurs. We also provide assistance for address changes, direct deposit and EPPICard setups and cancellations, and resolving issues with electronic payments.

Our call center handled over 647,000 calls last year, and another 1.3 million calls were handled by the Automated Voice Response (AVR) system. Child support participants can also gain access to their information from our website: www.ilsdu.com – last year we had almost 1.7 million interactive logins to our webpage. Customer Service Representatives are available Monday thru Saturday to handle calls about incoming payments and outgoing disbursements. Enforcement calls are directed to Healthcare and Family Services, Division of Child Support Enforcement.

Administration

Supporting our payment processing operations and customer service areas is our administrative staff. These functions include senior project leadership, human resources, finance, quality assurance and IT support.

New System – New Enhancements

SDU360, created and developed by ACS, Inc., provides a fully integrated system that will provide efficiencies for each of our areas – Operations, Customer Service and Administration. The new system will streamline operations, reduce manual processing, provide faster access to data and facilitate continuous process improvements. Illinois child support participants will experience more comprehensive customer service, and easier access to their child support payment information.

In an upcoming issue of the Family Support Forum, we will expand on the new system. For the time being, we would like to leave you with some important ILSDU information.

Address for Inbound Payments

ILSDU
P.O. Box 5400
Carol Stream, IL 60197-5400

Address for Return Forms

ILSDU
P.O. Box 5921
Carol Stream, IL 60197-5927

ILSDU Call Center – Phone

Hours of CSR Availability

1-877-225-7077

8am – 8pm Mon – Thu

8am – 5pm Fri

9am – Noon Sat

Fiscal Year 2009 – By the Numbers

Incoming Payments

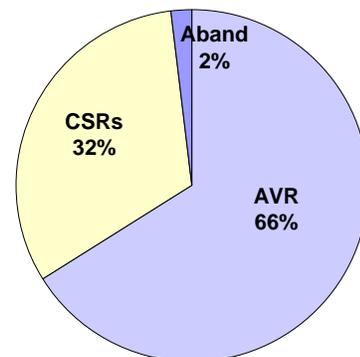
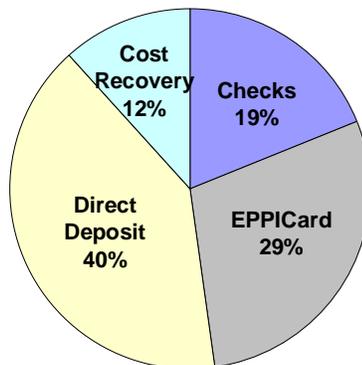
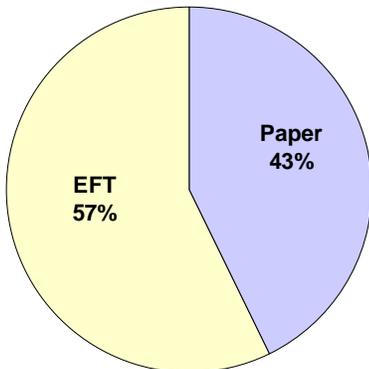
Paper 2,964,149
EFT 3,975,169

Outgoing Disbursements

Checks 1,327,366
EPPICard 2,047,086
Direct Deposit 2,864,919
Cost Recovery 818,301

Inbound Calls

CSR 647,010
AVR 1,344,719
Abandoned 41,134



Department of Healthcare and Family Services collects over \$1 billion in child support during fiscal year 2009

FY2009 fifth year of record collections for Illinois families

Governor's Office Press Release – 7/23/2009

CHICAGO – Department of Healthcare and Family Services (HFS) Director Barry S. Maram today announced that for the fifth consecutive year, the department has collected a record amount of child support for Illinois children. The \$1.38 billion collected for custodial parents during fiscal year 2009 is a slight increase over the amount collected during fiscal year 2008. This small increase reflects the nation's economic recession, which has brought new challenges to collecting money from noncustodial parents who may be experiencing unemployment or decreased wages.

“We understand that the troubled economy means families are struggling, and custodial parents depend on child support perhaps more than ever before. As unemployment rises, we understand that increasingly more noncustodial parents are finding themselves out of work,” said Director Maram. “As a department, we will continue to help both parents get through these uncertain economic times and find the best possible way to make sure their children get the financial support they need.”

Despite the challenges posed by the current recession, the department was able to achieve successful collections through several programs proven to be effective in the past. The department continues a successful partnership with the Department of Natural Resources to deny hunting and fishing permits for parents who do not pay child support. HFS also continues to work with Secretary of Other tools used to target parents who do not pay child support include the Deadbeat Parent Web site, which is used as a last resort mechanism to collect child support from the most egregious evaders by posting their photos online. The New Hire Outreach Program, which has been highly successful in the past, saw significantly reduced success mainly due to rising unemployment numbers in Illinois. Decreasing numbers of new hires resulted in decreased collections.

Child support enforcement services are available to any parent who needs assistance in establishing legal parentage, establishing child support or medical support, or enforcing support. Some enforcement tools, like interception of income tax refunds, are available only to customers of the child support enforcement program. To register for free child support enforcement services, parents must complete and sign an application. Applications are available online at <http://www.ilchildsupport.com/>. Parents who need assistance making arrangements to pay child support can go online or call 1-800-447-4278.

Illinois Child Support Official Receives National Award

Child Support Enforcement Head Named Outstanding Manager of the Year

Governor's Office Press Release – 9/2/2009

CHICAGO – The National Child Support Enforcement Association (NCSEA) today recognized Ms. Pamela Lowry, Administrator of the Division of Child Support Enforcement for Illinois, as Outstanding Manager of the Year. NCSEA thanked Lowry for her tireless efforts to improve the state's child support collection program, resulting in record annual collections.

"I would like to thank Pam for her devotion for more than 20 years to making a difference in the lives of Illinois children and their parents," said Governor Pat Quinn. "Pam Lowry is an unwavering advocate for Illinois families, and I commend her for her years of service to the people of this state."

NCSEA's Board of Directors presented the award, recognizing Lowry for spearheading new initiatives and programs, and for fostering a positive working environment. The Outstanding Manager of the Year Award recognizes experienced managers in the public and private sector, who have made significant contributions to child support enforcement at the local level.

"Pam is a shining star at HFS, and I am privileged to work by her side day after day for Illinois families," said Department of Healthcare and Family Services Director Barry S. Maram. "We have worked together to implement innovative new programs to hold parents accountable for their children. Pam inspires me and everyone around her to work harder for results, which she achieves year after year with record amounts of dollars collected, and families are lucky to have her on their side."

Lowry began her career in public service in 1989 at the Illinois Department of Children and Family Services. She joined the Department of Healthcare and Family Services (HFS) in the Bureau of Finance handling child support accounting in 1991. She moved to the Division of Child Support Enforcement in 1998 where eventually she became the division head.

Several years ago, Illinois was ranked as one of the worst programs in the country, and under Lowry's direction, the same program has been recognized for its unprecedented turnaround and annual record-setting child support collections.

Lowry holds a Bachelor of Arts in Management from the University of Illinois at Springfield (UIS), and is working on her Master of Arts in Political Studies at UIS. Lowry is an active member of the boards of both NCSEA and the Illinois Family Support Enforcement Association, as well as an active member of the National Council of Child Support Directors. In October 2008, she was presented with the Illinois Family Support Enforcement Association's Madalyn Maxwell Lifetime Achievement Award.

HFS collected a record \$1.38 billion of child support dollars during fiscal year 2009. The fiscal year marked the fifth straight of record collections in Illinois, despite the current economic climate posing new challenges to collecting money.

In September 2007, Illinois was honored by the federal Office of Child Support Enforcement with a Commissioner's Award of Excellence for High Performance. In August 2006, Illinois was named the 2006 Most Improved Program in the country by NCSEA.



**Conference Keynote Speaker:
JUDGE KRISTIN H. RUTH
District Court Judge, Wake County, North Carolina**

The Honorable Kristin H. Ruth is a district court judge in Wake County, Raleigh, North Carolina. Judge Ruth is now currently in her third term and has concentrated the majority of her time presiding in the courtroom designated for the enforcement of child support. Judge Ruth has been instrumental in implementing alternatives to incarceration and promotes employment resources, electronic house arrest and mediation in the disposition of her cases.

In July 2008, Judge Ruth was awarded a three-year Federal Special Improvement Project (SIP) grant - one of only four SIP grants awarded in 2008 to focus on collaborations between child support enforcement and the courts. Office of Child Support Enforcement (OCSE) selected the 10th Judicial District's Wake County, NC problem-solving court, Judge Kristin Ruth presiding, as a replicable model for family courts hearing child support cases.

In 2000, Judge Ruth was awarded the North Carolina Child Support Council's Distinguish Service of Excellence Award, in 2003 she received the national American Business Woman of the Year for 2003 by the American Business Women's Association, and in 2004, Judge Ruth was awarded the Commissioner's Judge of the Year Award presented by the Federal Office of Child Support Enforcement in Washington, DC.

She currently serves on the board for Carolina Dispute Settlement Services, Carolina Correctional Services, and a member of the National Council for Juvenile and Family Court Judges, the Federal Child Support Task Force and recently completed a three-year term on the Chief Justice's Commission for Professionalism.

Judge Ruth grew up on a wheat farm in Kansas, graduated from Kansas State University and worked her way through law at Campbell University. Judge Ruth was the senior partner in her law firm before being elected to the bench. She is married to Lt. Col. John Preston Ruth, USMCR retired and they have one son, Kenan, age 15. While in law school, Judge Ruth participated in a summer service and study tour of Guatemala.

A GUIDE TO YOUR CONFERENCE

SUNDAY, 10/18/ 2009

4:00 PM - 7:00 PM	Registration
6:00 PM - 7:00 PM	Meet and greet
7:00 PM	Banquet
8:30 PM	Guest Speaker
9:00 PM - 11:00PM	Hospitality Suite

MONDAY, 10/19/ 2009 - AM

8:30 - 10:00	Plenary Session I
10:15 - 11:30	<u>Breakout Session 1</u> A Problem Solving Court

MONDAY, 10/19/2009 - PM

11:30 - 12:15	Annual Mtg I / Elections
1:00 - 2:15	<u>Breakout Session II A</u> Administrative Process
	<u>Breakout Session II B</u> You're not a lawyer....
	<u>Breakout Session II C</u> HFS – DCSE
2:30 - 3:50	<u>Breakout Session III A</u> C/S what is it good for?
	<u>Breakout Session III B</u> Can't find the Parent?
	<u>Breakout Session III C</u> UIFSA Strategies
4:00 - 5:00	<u>Breakout Session IV-A</u> C/S Michigan & Wisc.
	<u>Breakout Session IV-B</u> Special needs of minorities

TUESDAY, 10/20/2009 - AM

8:30 - 10:00	<u>Plenary Session II</u> JUDGES PANEL
10:15 - 12:00	<u>ANNUAL MEETING</u>

DOOR PRIZES

(REMEMBER...be present for this)



IFSEA

**ILLINOIS FAMILY SUPPORT
ENFORCEMENT
ASSOCIATION**

ANNUAL CONFERENCE

October 18 - 20, 2009

**CROWNE PLAZA HOTEL
CONFERENCE CENTER
510 EAST ROUTE 83
MUNDELEIN, IL 60060**

Registration Form

	<i>PRICE</i>	<i>TOTAL</i>
<input type="checkbox"/> Registration Fee (Including box lunch)	\$135.00	\$ _____
<input type="checkbox"/> Registration Fee (After 9/30/09)	\$140.00	\$ _____
<input type="checkbox"/> Illinois CLE Fee	\$15.00	\$ _____
TOTAL		\$ _____
Illinois ARDC# _____		

SUNDAY BANQUET

- I will attend** / **will not attend**
 Chicken **Pasta**
(Check dinner choice)

Additional Sunday dinner tickets
needed _____ **\$35.00 ea** _____

Make checks payable to:
IFSEA
335 E. Geneva Road
Carol Stream, IL 60188

Name (to appear on Membership Certificate):

Name Tag _____

Title _____

Employer _____

Address _____

Phone _____

Email Address _____

IFSEA

A not for profit organization dedicated to the improvement of the administration of family support programs in the State of Illinois. One of the goals of **IFSEA** is to provide ways and means whereby state and county officials, organizations, and individual practitioners involved in family support enforcement can exchange information, ideas and experience and obtain expert advice.

CONTACT INFORMATION

Irene Halkias Curran,
 First Vice-President
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 Waukegan, IL 60085
 847 377 3131

ICurran@lakecountyil.gov

Crowne Plaza Hotels & Resorts
510 E. Rt 83, Mundelein, IL 60060
(847) 949-5100 (847) 970-6904

<http://www.hotelchicagonorthshore.com/>
(847) 970-6962 (fax)

Illinois Family Support Enforcement Association Board of Directors announces the 5th annual opportunity for an IFSEA Training Conference Scholarship. IFSEA's 2009 Conference will be held October 18th-20th, Mundelein, Illinois.

- IFSEA awards two scholarships each year to the annual conference.
- Each scholarship will include the conference registration fee and lodging for the 2009 Annual Training Conference.
- Conference registration includes all meals with the exception of dinner on Monday night.
- The Scholarship recipient will be responsible for their transportation to and from the conference.
- Applicants need not be current IFSEA members but are required to be dedicated to the improvement of family support enforcement in Illinois.

Applicant Information:

Name:	
Title:	
Agency:	
Address:	
Telephone #:	Fax #:
E-mail Address:	

For what type of child support agency do you work? Check one:

- HFS
 Illinois Attorney General's Office
 State's Attorney's Office
 Private Attorney
 Other _____

Job Description – Please attach a brief description of the type of work you do.

Essay – Please tell us in one to two pages why you are interested in applying for the scholarship and how attending the IFSEA Training Conference will benefit you and your customers.

Applications must be postmarked by September 18, 2009. Please return this application and related documentation to:

Illinois Family Support Enforcement Association
 Attention: Christine Towles
 335 E. Geneva Road
 Carol Stream, IL 60188

Thank you for your application!

Nominations Sought for IFSEA Director Election

Note: The 2009 Election of Directors will be Unique!

The IFSEA Membership incorporated amendments to several by-laws at the October 2008 Annual Meeting. The changes made to *Article VI: Board of Directors* and *Article VII: Election of Directors* create unique circumstances for the upcoming 2009 Election of Directors to be held during Part I of the 2009 Annual Meeting on Monday, October 19, 2009 in Mundelein, IL. The specific language from *Article VII: Election of Directors, D. Terms of Office* follows:

“4. At the 2009 Annual Meeting, the terms of all previously elected Directors shall terminate and an election shall be held to elect a new Board of Directors. In order to provide staggered terms of elected Directors, the initial terms shall be as follows:

Region One:

*One term of one year
One term of two years
One term of three years*

Regions Two and Three:

*Two terms each of one year
Two terms each of two years
Two terms each of three years”*

Existing terms of the Board’s 20 elected Directors terminate at the conclusion of the 2009 Annual Meeting and 15 Directors will be elected to a one, two or three-year term. Those terms commence November 1, 2009. At the conclusion of the 2009 Annual Meeting, the composition of the Board will be reduced to 21 Directors – six appointed Directors and 15 elected Directors. The Agency-Appointed Directors serve at the pleasure of the Agency they represent, the Appointed “At Large” Directors will serve one-year terms and the 15 Elected Directors will serve staggering terms. Directors elected to the Board at the 2010 Annual Meeting forward will be elected to three-year terms and may not serve more than two successive three-year terms.

The Nominations Committee convened at the conclusion of the 2009 Board of Directors Spring Meeting to discuss how the term lengths of Directors elected at the upcoming 2009 Annual Meeting will be determined. Consensus was reached. The newly elected Directors will “draw straws” at the Board of Directors Fall Meeting and this will determine each Director’s term length.

The Annual Meeting will again be split into two parts during IFSEA’s Conference program. The election of Directors (including any nominations from the floor) will take place Monday, October 19th at the Conference. Results will be announced at the Annual Members’ Meeting on Tuesday, October 20th.

Pursuant to Article VII of the By-Laws, nominations for election are to be submitted in writing to the Nominations & Resolutions Committee at least seven days prior to the

election - i.e., by October 12, 2009. Nominations may also be made from the floor if supported by five members from the region to be represented by the elected Director. However, time is extremely limited at the meetings, so advance nominations are urged.

If you would like to be elected to the IFSEA Board of Directors, or you know someone you would like to see elected, please complete the Director Nomination form provided below and return it to: **IFSEA, 335 E. Geneva Road, Carol Stream, IL 60188**. Incumbents seeking re-election also require nomination. Only regular members in good standing (membership dues paid for 2009-2010) may be elected or appointed to the Board of Directors.

**NOMINATION FOR ELECTION TO THE BOARD OF DIRECTORS
ILLINOIS FAMILY SUPPORT ENFORCEMENT ASSOCIATION
October 18-20, 2009**

Term of Office will be one, two or three years and determined after election.

I hereby nominate the following person for election to the IFSEA Board of Directors:

Nominee:

Position/Employer:

Office Address (County):

Credentials/Comments:

Person Making Nomination if other than Nominee:

Office Address (County):

To be eligible for election the nominee must be a regular member of the association, in good standing (with dues paid for the upcoming year) prior to the election.

**Return before October 12, 2009, to:
IFSEA, Nominating & Resolutions Committee
335 E. Geneva Road, Carol Stream, IL 60188**

FAMILY SUPPORT FORUM

is the official newsletter of the

ILLINOIS FAMILY SUPPORT ENFORCEMENT ASSOCIATION

335 E. Geneva Road
Carol Stream, IL 60188

Published and distributed free to members of the Association.

Officers 2008 - 2009

<i>President</i>	Sherrie Runge	HFS, DCSE, Marion
<i>First Vice President</i>	Irene Halkias-Curran	SAO, Waukegan
<i>Second Vice President</i>	Deborah Packard	HFS, DCSE, Rockford
<i>Secretary</i>	Christine Towles	HFS, DCSE, Carol Stream
<i>Treasurer</i>	Christa Ballew	MAXIMUS, Inc., Chicago
<i>Technology</i>	Doug Homeier	HFS, OIS, Springfield
<i>Immediate Past President</i>	Jeffrey S. McKinley	AAG, Rock Island

Directors

Scott Black - Asst. Atty. Gen'l., Springfield	Lawrence Nelson - Asst. Atty. Gen'l., Rockford
John Carnick - Lake SAO, Waukegan	Deborah Packard - HFS, DCSE, Rockford
Christine Kovach - Asst. State's Atty., Edwardsville	Debbie Roan - HFS, DCSE, Marion
Lyn Kuttin - HFS, DCSE, Belleville	James Ryan - Private Attorney (Retired), Hillside
Pamela Lowry* - HFS, DCSE Administrator	Andrea Sarver - HFS, DCSE, Champaign
Barbara McDermott - HFS, DCSE, Springfield	Karen Slattery* - Circuit Clerk, Grundy County
Jeff McKinley - Asst. Atty. Gen'l., Rock Island	Norris Stevenson - HFS, DCSE, Chicago
Lori Medernach - HFS, DCSE, Aurora	Bryan Tribble - HFS, DCSE, Springfield
Mary Morrow - HFS, DCSE, Chicago	Joseph Tucker - ACS, Carol Stream
Kathryn Munzer - HFS, DCSE, Chicago	Angie Williams - Asst. Atty. Gen'l., Peoria

(* indicates appointed Directors representing designated agencies or organizations)

Newsletter Editor Christine Towles

335 E. Geneva Road
Carol Stream, IL 60188

Ph: 630-221-2329 Fax: 630-221-2332

e-mail: Christine.Towles@Illinois.gov

ILLINOIS FAMILY SUPPORT ENFORCEMENT ASSOCIATION
Application for Membership / Address Correction

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

- Regular membership - please enclose \$20.00 annual dues.
- Subscription membership - please enclose \$20.00 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)

Special Green Note

If you still receive the Forum by snail mail and would prefer to get it electronically, please provide your email address to Christine Towles at Christine.towles@illinois.gov

**Illinois Family Support
Enforcement Association**

Is Your Address Correct?
See Reverse to Correct.

www.illinoisfamilysupport.org