

FAMILY SUPPORT FORUM

The Official Newsletter of the Illinois Family Support Enforcement Association

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SDU EXPANDS FUNCTIONALITY

By Rodney Kyles

The State Disbursement (SDU) Unit now provides additional self-service customer service offerings to the child support constituents of the State of Illinois. These offerings are provided by calling the toll free number (877-225-7077) and utilizing the Automated Voice Response (AVR) System or by visiting the SDU website at www.ilsdu.com.

The new offerings include the ability to receive payment history on demand. Custodial and non-custodial parents can request a payment history for the most recent year via the AVR system and can request a payment history to be faxed or can be printed for any timeframe on the SDU website.

In addition custodial parents can sign up to receive disbursement notifications via email or text message that a payment has been disbursed to their child support case will be sent. Registration for text message notifications can be done via the AVR system or the website, registration for email notification can be done only through the SDU website. Child Support constituents can also send messages to the Illinois SDU via the website's contact us page. A brief message can be written and delivered to the SDU, upon

receipt the SDU will review and contact the party with resolution.

The SDU also enhanced the security for the Extranet, making the Extranet available for authorized users via the Internet.

The SDU's electronic payment card has been enhanced as well. It's no longer called "EppiCard", the new name is "IL Debit MasterCard". Parent's who use the card can now use the card's website to pay bills online and sign up for deposit notification.

Internally, the SDU added XCM, a new Customer Relationship Management tool to the customer service unit. XCM tracks all interactions with the child support stakeholders and provides HFS access to view the interactions.

The SDU is excited about the offerings and the value they provide to the Illinois Child Support Community.

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From the President...

...IFSEA UPDATE

Dear Fellow Members,

We are nearing the end of summer, which means October is just around the corner. Our theme, “Adapting to Big Changes” appears to be fitting. As seasons change so does the Child Support Program. If you haven’t registered for the 2015 IFSEA Conference, you still have an opportunity to do so. Scott Black has organized an educational and informative conference that you should not miss.

With the changes this year, the Conference Committee had become creative in the logistics and organization for our conference at the Lincoln Land College. By scaling the conference from three days to two, they were able to implement the same ideas and approaches of the past; but made it functional in a two day schedule. The Conference Committee has met the challenge and was able to include the following Vendors:

- Maximus
- Xerox
- Veritas
- DDC
- CSG
- ProVest

It’s exciting to see their participation in our IFSEA Conference this year. They all have contributed to IFESA’s conferences over the past few years. Remember to stop by their booths to view and seek out information regarding their product and services. They also have planned to have a fantastic speaker for Monday evening’s dinner.

During this current year, there were educational workshops and seminars, eligible for Continuing Legal Education Credit (CLE) that covered the following topics:

- Rules and Procedures for Distributing Confidential Information
- How Employees and Attorneys Should Handle Conflicts of Interest
- Solving the Paternity Puzzle

Please continue to inform us of any workshop or seminar that would interest you that could assist you in your educational development. IFSEA is highly committed to your achieving your pursuits in the Child Support Program. Our expectation is to create a stimulating learning environment to guide you to your success.

As we get closer to October 19th, look to see the “At-A-Glance” for the Plenary and workshops that are scheduled for the 2015 IFSEA Conference. I’m looking forward to the Conference and hope to see you there!

Sincerely,

Sharon M. Quarles, President
Illinois Family Support Enforcement Association



From HFS...

...ILLINOIS IV-D UPDATE

Hello, everyone. I am glad to be able to share information with you through the IFSEA newsletter once again. I want to acknowledge that this is a particularly tough year for IFSEA due to travel restrictions and I hope that as individuals we will do our part to support our organization during the remainder of the year.

As you all know, the State of Illinois does not yet have a budget for Fiscal Year 2016. Child support payments are of course going out as usual. However, without a budget the state is not able to process payments to intergovernmental partners and to vendors. The child support community has come through as always and everyone continues to provide services. I especially want to thank the various Offices of the State's Attorneys for their understanding, and also our SDU vendor Xerox, Modification and Employer Services vendor Maximus, and genetic testing vendor DDC for continuing to provide all services. The child support community – public and private – really is committed to the mission of establishing paternity and support and collecting support and it shows.

For the third quarter of Federal Fiscal Year 16 (the quarter ending 6/30/15), the Illinois child support program is trending a bit ahead of last year. Support established was at 81.85%, up from 81.79% at the same time last year. Current collections were at 62.35%, up from 60.87%. Arrears collections came in at 59.28%, up from 57.21%. Paternity performance is harder to predict, but it does look like we may be up about 1.5 points from last year. I hope to have final fiscal year numbers to discuss at the training conference.

DCSS continues to diligently pursue KIDS modernization, and is near completion on federal documents necessary to federal approval to move forward. An in-house IT and program team is working on replacement of the WP-based petitions technology with a web-based application (PEGASUS). Parallel to the development of the new technology, DCSS staff and legal partners worked very diligently to reduce and standardize the documents. DCSS also continues to work on a replacement of the KIDS document generation module with more current technology.

Another long term initiative has also moved forward. The legislative proposal to replace percentage of obligor net income with income shares as the model for establishing guidelines for support was introduced in the Illinois House of Representatives on February 27 of this year as HB3982 by Representative Kelly Burke. The bill was reviewed by many parties and groups this year and will likely be debated in the spring 2016 session of the General Assembly.

I regret to share with you that the Leading the Nation initiative has been put on hold due to budget and travel restrictions. DCSS does however continue to monitor and focus on performance improvement.

Lastly, I want to share my excitement about the future of court order data exchange through the CSIDE application being developed using a data standard known as NIEM. If you want to know all about this, please see Christine Towles, Eppie Dietz, or Tracy Brown-Hagmann, all of who are being NIEM gurus. This model and the application that DIS and the Clerk of Court of Lake County are developing is the future of child support data exchange with Clerks of Court and offers incredible opportunities for better, faster, and more reliable communication about new and modified judicial orders.

I look forward to attending this year's conference at my own expense and hopefully next year we will again be able to fund attendance. Many DCSS, AG, and SAO staff are attending this year at their own expense and I want to close by expressing my appreciation to each of them.

Sincerely, Pam

IFSEA 2015- ADAPTING TO BIG CHANGES

Monday, October 19, 2015 at 10:00 am kick off with *Good Morning IFSEA!*
Lincoln Land Community College, 5250 Shepherd Road, Springfield, IL 62703

The IFSEA Annual Conference.....

.....An Essential Benefit for More Than 25 Years

For more than a quarter of a century, IFSEA has held an annual conference in the spirit of bringing members together to learn, network, and rally around our cause. Each year features a different theme, and nearly every member of IFSEA takes time out of their busy schedule to attend. It's that good! Regular features and events at the IFSEA Annual Conference include:

- Keynote speakers at awards dinner banquet
- Educational seminars (attorneys can earn CLE credits)
- Group dining events
- Golf outings



2015 Annual Conference – Adapting to Big Changes Agenda-at-a-Glance

Time/Date	Track	Session Title	Speakers	Moderators
Monday – October 19, 2015				
10:00 – 11:00	Plenary	Good Morning IFSEA! <i>Plenary updates</i>	Pam Lowry, Diane Potts, Sharon Shapiro, OCSE Rep, Performance Report (Formerly the Koonce Report)	Deb Packard
11:00 – 12:00	Plenary	Impact of ACA on Child Support	Bob Williams, Veritas	Scott Black
12:00 – 1:30		Lunch Break		
1:30 – 2:30	Plenary	Annual Meeting I	Norris Stevenson, Past President, Chair, Nominations Committee	
2:30 – 3:45	HFS	Administrative Appeal Process	Daun Perino	
	Legal	Bankruptcy Panel	Peter Alexander, former Dean and Bankruptcy Professor at SIUC Law	Scott Black
3:45 – 4:00		Refreshment Break		
4:00 – 5:15	HFS	Succession Planning		
	Legal	Foster Care: Establishing and Modifying Orders		
6:30 – 7:00		Meet and Greet		
7:00		Annual Awards Dinner: Springfield Firefighters Postal Lake Club	Sidney C. Hurlbert	
Tuesday – October 20, 2015				
8:30 – 10:30	Plenary	What to Say and How to Say It! <i>Professional development of communication and coping skills</i>	Sidney C. Hurlbert	Angela Williams
10:30 – 10:45		Refreshment Break		
10:45 – 12:00	Plenary	Uniform Parentage Act	Bryan Tribble and Margaret Bennett	Diane Potts
12:00 – 1:30		Lunch Break		
1:30 – 2:00	IFSEA	Annual Meeting II		
2:00 – 3:00	Plenary	UIFSA 2008	Diane Potts	Deb Packard
3:00 – 5:00		Annual Directors Meeting and Luncheon		

2015.000188.01

And the Winners are.....

This year there were many qualified applicants for the five scholarships to attend the 2015 IFSEA Conference being held October 19-20 in Springfield! This response is proof of the high level of interest among child support professionals to join IFSEA, attend conferences and be engaged in providing World Class Service to our customers!

As previously explained, the evaluation process was formalized into a scoring system based on the application, which had all identifying information redacted from the group who conducted the evaluation and scoring. The winners for the 2015 IFSEA Scholarships are:

Tawana Bramlett –For the last 20 years, Tawana Bramlett has worked for the Department of Healthcare and Family Services. During the last 3 and half years, Tawana has worked in Cook Central as a Child Support Specialist I and prior to that, she was an Office Coordinator in Cook Northern. Tawana receives much fulfillment out of working with clients and knowing that she is helping the families of the State of Illinois. Tawana is looking forward to going to IFSEA, learning from the many speakers that will be present and networking with so many child support workers from throughout the State.

Sandra Gant – Sandra currently works as a Child Support Specialist I and has been with the agency for a year and half. She previously worked for the State of Missouri for over 15 years and served in her last position as the Housing Program Loan Administrator for the Missouri Housing Development Commission which assisted low-income families with housing assistance. Sandra received a Master of Business Administration (MBA) in 2007 from Webster University and later received a Master of Public Administration (MPA) from DeVry University in 2012. She is a divorced mother of one, Ms. Gabrielle Simone Gant, 13.

Yolanda Hernandez –Yolanda currently works as a Child Support Specialist II in the Cook County intergovernmental unit. She began her career at Child Support in the Northern Cook County judicial region where she gained basic knowledge of the program and of the judicial process. She came to Child Support from the Department of Human Services where she worked in the capacity of Human Services Caseworker and other special assignments.

Christina Mahoney – Christina is an AAG Northern District Supervisor since April 2015. She has practiced as a state prosecutor and private attorney in Boston, Massachusetts, from 1999-2004. She moved to Illinois in 2004 and was hired on with the Attorney General's office in criminal appeals. In January 2006, she transferred over to the public aid bureau (now child support services) in Joliet, until 2011, when she transferred back to the criminal department of the AG's office in the Statewide Grand Jury Bureau, where she indicted and prosecuted various multi-county drug and gun cases, as well as a handful of criminal child support cases. In 2015, she was offered the opportunity to return to this bureau as the Northern District supervisor.

Nakesha McCoy –Nakesha started her time with the state of Illinois in 2006 at the Department of Revenue as an Office Clerk. After four months she was promoted to an Office Assistant with the Department of Human Services and later promoted to a Human Resources Associate. She then left the State and moved to Georgia, but soon returned in 2008. She has been with Healthcare and Family Services Child Support Division for over five years. At that time, she started as an Office Specialist in the Call Center. She then worked in the Intergovernmental Unit and moved on to Personnel where she now serves as a Human Resources Representative.

The **IFSEA Scholarship Committee** would like to thank everyone who applied for the 2015 IFSEA Scholarships. The committee found your answers to the questions enlightening and encouraging due to your dedication throughout your years of service to support the many families we serve. We appreciate your enthusiastic participation and hope you will apply again next year. We look forward to seeing you at the IFSEA Conference!

Nominations Sought for IFSEA Director Election

Sought for Five of the fifteen member-elected IFSEA Director positions will be subject to election at the Annual Members' Meeting.

One Director is to be elected from Cook County plus two from each of the two downstate regions. Terms of office for those elected this year extend until October 2018.

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 during Part I of the Annual Meeting. Results will be announced that afternoon and the newly elected Directors will be asked to attend the IFSEA Board Meeting following Part II of 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, 2015. 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 attached here and return it by email to christaballew@maximus.com or fax to 312-665-0872. Incumbents seeking re-election also require nomination. Only members in good standing (membership dues paid) may be elected or appointed to the Board of Directors.

Those holding elected positions on the current IFSEA Board of Directors and their terms of office are as follows:

10/2012-10/2015	10/2013-10/2016	10/2014-10/2017
Norris Stevenson (HFS, DCSS) Region 1	Maurice Franklin (MAXIMUS) Region 1	Sue Dalton (Cook SAO) Region 1
Lori Medernach (HFS, DCSS) Region 2	Sharon Quarles (HFS, DCSS) Region 2	Deborah Packard (HFS, DCSS) Region 2
Jeffrey McKinley (Rock Island SAO) Region 2	Angela Williams (HFS, DCSS) Region 2	Monique O'Toole (Dupage SAO) Region 2
Bryan Tribble (HFS, DCSS) Region 3	Angela McCubbins (HFS, DCSS) Region 3	John Harris (HFS, DCSS) Region 3
Lyn Kuttin (HFS, DC SS) Region 3	Kimberly Rossini (Office of the Attorney General) Region 3	Lorelei Frost (Office of the Attorney General) Region 3

* Directors whose terms end this year. The one-year terms of "At-Large" Directors Sherrie Runge (HFS, DCSS) and Tyler Wilke (SAO Madison County) also expire at this year's election.

NOMINATION FOR ELECTION TO THE BOARD OF DIRECTORS ILLINOIS FAMILY SUPPORT ENFORCEMENT ASSOCIATION

October 19-20, 2015

For a three-year term of office

2015 - 2018

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

Nominee: _____

Position/Employer: _____

Office Address (County): _____

Credentials/Comments: _____

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ILLINOIS FAMILY SUPPORT ENFORCEMENT ASSOCIATION

509 S. 6th St.
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Published and distributed free to members of the Association.

Officers 2014 - 2015

<i>President</i>	Sharon Quarles	HFS, DCSS, Chicago
<i>First Vice President</i>	Scott Black	OAG, Springfield
<i>Second Vice President</i>	Maurice Franklin	MAXIMUS, Inc., Chicago
<i>Secretary</i>	Barb Smithers	HFS, DCSS, Springfield
<i>Treasurer</i>	Christa Ballew	MAXIMUS, Inc., Chicago
<i>Technology Officer</i>	Drew Aschenbrenner	HFS, DCSS, Springfield
<i>Immediate Past President</i>	Norris Stevenson	HFS, DCSS, Chicago

Directors

Appointed Directors

Pamela Lowry – HFS, DCSS Administrator
Diane Potts - OAG, Chicago
Zeophus Williams - Cook SAO, Chicago
Kim Kellerman - Circuit Clerk, Perry County
Sherrie Runge (At Large) – HFS, DCSS, Marion
Tyler Wilke – Madison SAO, Edwardsville

Region 1

Christa Ballew - MAXIMUS, Inc. Chicago
Norris Stevenson - HFS, DCSS, Chicago
Sue Dalton – Cook SAO, Chicago

Region 2

Jeffrey McKinley - SAO, Rock Island
Lori Medernach - HFS, DCSS, Aurora
Monique O'Toole – Dupage, SAO, Wheaton
Deborah Packard - HFS, DCSS, Rockford
Sharon Quarles –HFS, DCSS, Joliet
Angela Williams – HFS, DCSS, Peoria

Region 3

Scott Black - Asst. Atty. Gen'l, Springfield
Lyn Kuttin - HFS, DCSS, Belleville
John Harris - HFS, DCSS, Springfield
Angela McCubbins - HFS, DCSS, Springfield
Lorelei Frost –Asst. Atty Gen'l, Springfield
Bryan Tribble - HFS, DCSS, Springfield

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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, 509 S. 6th St., Springfield IL 62701

(FEIN: 37-1274237)