



This issue of Pacific Northwest News Child Support and Financial Recovery Quarterly newsletter was published by the State of Washington Department of Social and Health Services, Division of Child Support.

We hope others from the child support and financial recovery communities will be able to assist with the development of future issues of the Pacific Northwest News. Together, we can build a stronger national community of child support and financial recovery professionals. Please e-mail article request to June Johnson—johnsjc1@dshs.wa.gov.



NEWS FROM THE “OTHER” WASHINGTON

Washington State prides itself on innovation and creativity with our numerous programs. We at the



Division of Child Support (DCS) and Office of Financial Recovery (OFR) believe we are strategically aligned with our many friends and partners in this modern approach. This is the kick off issue of our electronic newsletter to tell our story of what we do and how we do it.

Our goal is to communicate our successes, share best practices, the realities of the barriers we face, and hopefully expand the network of our partners by sharing this information. This newsletter represents a new way to communicate by our division, and I hope you enjoy it.

Wally McClure, DCS Director

DCS and OFR, our two main “collection” units, deliver results. Last year alone, the two combined to collect \$938 million in child support, medical reimbursements, and other debts owed.

When I look at the [Bubble Chart](#) provided by our Federal partners at the Office of Child Support Enforcement, I am motivated to identify ways we can do more. What stops us from improving our performance? What holds us back from bucking the trend? What can we do to ensure all members of a family have the tools and resources to assist them in creating opportunities to successfully support their children? **(Continued on Page 2)**



FACEBOOK UPDATE

Economic Services Administration's Division of Child Support (DCS) and the Mobile Community Services Office (MCSO) continue to expand the use of Facebook to reach out to clients. The MCSO Facebook page went live June 2010 and DCS followed in August 2012.

Combined they have about 565 viewers. The Facebook pages provide on-line links that direct viewers to the prospective internet pages where viewers can access and learn more about the services these programs provide.

DCS and the MCSO post articles, YouTube videos, job recruitments, performance measures, program information and dates of when the MCSO will be in certain areas. We also share and receive information from our Federal partners as well as other partner agencies.

The Facebook community is one avenue to provide outreach to local communities and enhance access to program services. You can view these Facebook pages by following these links:

DCS: <https://www.facebook.com/Division.of.Child.Support>
MCSO: <https://www.facebook.com/dshsmobileoffice>



DSHS Mobile CSO - WA State

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NEWS FROM THE “OTHER” WASHINGTON (CONTINUED)

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We have numerous activities going on throughout Washington. I am very proud of the great work we are doing in not only our core mission of child support, but of the many unique efforts our division is undertaking to make a difference in our community. In ensuing issues of this newsletter we will highlight those activities including such programs as our Alternative Solutions, a new employment initiative. This program is focused on assessing DCS and OFR cases to identify and remove the barriers of Non-Custodial Parents and debtors that keep them from being able to consistently meet their child support and other financial obligations. The goal is to provide a broad base of services that ultimately lead to long term employment and sustainability.

Other features will include our work with veterans, early intervention programs, tribal relations, employer outreach, special collections, innovations in IT and fatherhood engagement. Over the coming year we will publish more detailed articles about these and other efforts in the Pacific Northwest News. We will share practices we find promising and highlight activities that show results.

I hope you find our first issue useful. We are pleased to have you as a reader and I thank you for connecting with us!

Wally McClure

Director

Washington State Division of Child Support

BOEING IS VITAL DCS PARTNER

Some \$690 million in child support is collected each year by the Division of Child Support (DCS), and almost 65% of that is remitted by employers in the form of wage withholds, commonly referred to as garnishments. One such employer is Boeing.

DCS has been working closely with the aerospace giant for many years to ensure smooth collections for many Non-Custodial Parents who work at the company. The division works specifically with Boeing's Legal Orders Team in their payroll department, whose sole job is to process withholds for employees. Last year the company remitted nearly \$14 million in child support to DCS. Most recently, Boeing paid out millions in end-of-the-year bonuses to thousands of machinists, which meant long and extra hours for the team to process DCS withholds in a timely fashion. Despite a very short timeframe, including working on weekends during Seahawks games, the unit processed over \$600,000 alone in bonuses that were quickly transmitted and processed by DCS for families.

“The group is always gracious and willing to go to any length to quickly process our monthly withholds,” said DCS Director Wally McClure. “They do it because they truly care about helping the children we serve receive the money they need, and we certainly appreciate that.”

DCS recently recognized the unit with a plaque for their ongoing efforts. Pictured in the photo are Kerri Driskell-Bangs, Michelle Stewart, Heather Villers and Renee Witty, who make up the Boeing Legal Orders Team.



DCS PERFORMANCE CORNER

Washington is near or above the national average in each of these measures. In fact, we were fifth nationally in order establishment and 2.5% above the national average in parents paying toward current support. Still, readers can see that we have a long way to go to achieve our targets in current support and arrears collections, not just as a state but as a nation, with around a third of children not receiving the support they have a right to expect. The Division of Child Support won't be satisfied until every child receives regular child support. To achieve that, we will need the help from our partners across the state, with services ranging from overcoming barriers to employment, helping them address legal or family violence issues, or connecting them to services vital to their success or the success of their children. We look forward to building and improving our work with those partners.

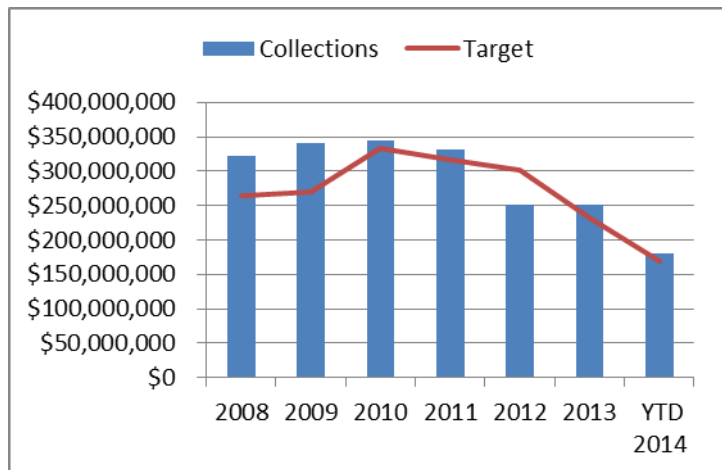
	Actual	Target
Paternity Establishment Percentage	100.0%	80.0%
Order Establishment	91.2%	80.0%
Collections on Current	64.7%	80.0%
Paying Toward Arrears	60.7%	80.0%

OFR PERFORMANCE

The Office of Financial Recovery (OFR) is a collection arm of the Department of Social and Health Services (DSHS). Working with service programs, clients, and customers, OFR focuses on maximizing collections for DSHS, the Health Care Authority (HCA), Department of Early Learning (DEL), and state taxpayers. Funds recovered are returned to the originating programs to continue providing financial assistance, medical care, and a host of other services for our state's most vulnerable citizens. In State Fiscal Year 2013, OFR's 75 employees collected **\$250.8 million**.

Housed within the Economic Services Administration's Division of Child Support, OFR manages programs that receive revenues, collect overpayments, and bill and collect fees for DSHS, DEL, and HCA.

The chart below shows OFR's collections over the past six and a half years. The significant drop in collections from Fiscal Year 11 to Fiscal Year 12 occurred mostly because the one revenue stream (the Regional Support Network reconciliation function, which was \$60 million per year) returned to its source program. OFR has exceeded targets five of the last six fiscal years and is ten million dollars over target so far this year.



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TRIBAL NEWS

The Washington State Division of Child Support (DCS) has 27 Tribal Liaisons throughout the state who manage specialized tribal caseloads and serve as local contacts for staff, Tribes, and tribal members. Along with three staff from the DCS Headquarters Tribal Relations Team (TRT), the liaisons partner with 29 federally recognized Tribes to improve the lives of children and families in Indian Country. For over 25 years, DCS and Indian Tribes have worked together to develop innovative processes and agreements to address child support. The work of DCS's tribal relations efforts

begins with a commitment to recognize the sovereignty of each Indian Tribe and together build and strengthen our relationships.

We work with each Tribe to understand each other's governments and concerns regarding child support. DCS continues to look for new and better ways to partner with Tribes. We recently sought tribal input in developing DCS's Strategic Plan, surveyed Tribes for specific input into how DCS was performing in tribal relations, and we are using that input to develop a detailed business

plan to advance tribal relations and services to Tribes and tribal members. Please visit our Tribal Relations website at www.dshs.wa.gov/dcs/tribal to find Contact information, the history of State/Tribal Relations, information on Washington's Tribes, News, links to State and Federal Child Support Policy, and links to all of our Agreements and Contracts with Tribes.



DCS TRT Business Planning Meeting Participants
2/13/2014

VETERAN NEWS

DCS frequently comes in contact with customers who have served in the military and may be eligible for a variety of federal and state services and benefits. Oftentimes, these individuals do not even know that these potential benefits exist.

The division's ongoing partnership with the Washington Department of Veterans Affairs (WDVA) identifies resources for education, training, and financial and professional development programs. Washington has about 603,000 veterans and 2 million family members. By improving child support processes and experiences, the partnership is improving the economic stability of these families. By improving child support processes and experiences, DCS and WDVA help to increase economic stability for the whole family. There is a tremendous opportunity to reach out to our Veterans and their families who have sacrificed so much.

DCS is involved in a variety of ongoing efforts to serve veterans, active duty service members and their families. Some of these efforts are as follows::

- Assigning 14 experienced Support Enforcement Officers throughout the state as Veteran Liaisons to enhance access to the child support program and be a resource and connection to the military community.
- Dedicating an internet [Veterans Page](#) specifically for veterans. This webpage connects WDVA and DCS activities as they relate to veterans or the military community. Veterans can also locate employment and educational opportunities as well as other [Veteran Resources](#) including interstate information about [How Do I Register an Out-of-State Custody Order in Washington?](#)
- Developing a brochure to help veterans get all the benefits that they have earned and assist them with their child support issues.
- Facilitating community partnership meetings with WDVA and community based organizations.
- Conducting outreach to correctional facilities to include incarcerated veterans.
- Working with veteran service organization's including National Association for Black Veterans, American Legion, Veterans of Foreign Wars (VFW), American Veterans (AMVETS), Blinded Veteran Association, Disabled American Veterans, VET Centers, Rally-Point/6, and others.
- Participating in veteran Stand Downs throughout the state and providing live access to child support case records during outreach events, which provide case specific assistance to the veterans and family members.
- Routinely attending Veteran Court sessions and receiving referrals from the WDVA representative to the court on participants that have child support issues in Washington. The court also contacts the DCS liaisons directly if they become aware of any participants with child support issues.

“Working to help veterans find employment not only benefits them, but also gives former service members the ability to help support their children financially.”

Wally McClure, Director Washington Division of Child Support