



## Interstate Data Exchange Consortium

### Limited Partner Matching & Collections

#### TEXAS

This year was an interesting year for the Interstate Section of the Texas Special Collections Unit. Maybe it was just me, but it seemed like we have experienced an increase in cases that were referred for liens and an increase in collections. We had also added to our workload by handling unclaimed property cases and working closely with the Texas Comptroller's office and field offices throughout Texas to intercept these funds. Keeping up was a bit of a challenge, but it was certainly manageable.

And then, we started receiving matches from the 15 IDEC states. At first, I was able to keep up, but quickly realized my case load had tripled and keeping up was no longer an option.

Management quickly assessed the backlog, made some personnel adjustments and assigned a second Child Support Officer to assist me. Now, the attack was on.

Our office made the initial communication with the Financial Institutions' (FI) legal departments to ensure they would accept a Texas lien. If they accepted our lien, it was processed immediately. If not, then we coordinated with FI's state to process the lien according to their state laws. This action required significant follow up on our part to obtain court orders from the Texas field offices, process the paperwork and send it to the correct staff in the appropriate state. Once sent, we then followed up with that state after 60 days for an update.

Measuring success is not numbers on a spreadsheet, increase in collections or even having your boss recognize your efforts. Success is measured by collecting \$457,823.54 for 245 families, ensuring the children have the necessities they need. That is success! Without the data provided through these matches, these families would have gone without the financial assistance they are entitled to and so dearly needed.

Texas is very appreciative of the relationship we have built with our IDEC partners. We understand that we all have the same mission...helping the families we serve.

*Scott Hamilton  
FIDM Interstate Coordinator  
Texas Office of the Attorney General, Child Support Division*

#### MICHIGAN

Participating in state-to-state matching with IDEC in 2011 has been a very rewarding experience for Michigan. In the 3rd quarter alone, more than 6 million accounts were processed, locating more than 7,700 matches. This means possible collections exceeding \$12 million. With the amount of bank information received, the low cost of participating in the quarterly match pays for itself. Even a small collection will cover the cost of the match.

We are working with hundreds of financial institutions new to Michigan and they have not balked at the increased file sizes. These are banks that the state of Michigan made little to no progress with obtaining collections from in the past.

In addition to the FIDM monies we are distributing, these additional account matches allow us to renew communication with many non-custodial parents (NCPs). We have been able to obtain locate information, initiate new income withholding orders and handle other case clean-up issues. With all of these factors combined, it doesn't make sense to let this precious resource go to waste.

In summary, Michigan has had nothing but good experiences with state-to-state matching with IDEC. We would highly recommend other states come on board, making the costs even more affordable for all.

*Darcy Swagart  
Department Analyst  
Michigan Department of Human Services, Division of Child Support*

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#### IDEConsortium Full Member States:

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## New Tool

### Attaching Thrift Savings Plan Retirement Accounts

Beginning in February 2011, the Office of Child Support Enforcement (OCSE) has conducted quarterly matches with the Federal Retirement Thrift Investment Board. The Retirement Thrift Investment Board administers the Thrift Savings Plan (TSP), which happens to be the largest defined contribution plan in the world. TSP is a tax-deferred retirement savings and investment plan for Federal civilian employees as well as members of the military. The plan is similar to a 401(k) offered by a private corporation. TSP holds over \$215 billion in assets with 4.12 million participants.

The matches are sent to states via the "MC" Record on the Federal Case Registry (FCR) file, using the same method states use to receive all Multistate FIDM (MSFIDM) matches. The matches will provide information as to what type of account the Obligor has with TSP. The accounts types are Uniformed (U), Civilian (C), Uniformed Beneficiary (BPAU) and Civilian Beneficiary (BPAC). The account type information will appear in the Account Number field in the returned FCR file.

TSP's Legal Process Unit (LPU) has worked tirelessly to respond to the high volume of child support orders they have received over the past year. Soon after the first matches were made available back in February 2011, the LPU was bombarded with requests from states and since that time has been working to significantly reduce a backlog of over 7,000 child support orders. The LPU has hired many more full time employees in the past year to provide better customer support. OCSE works in close connection with the LPU to make sure the process is as streamlined as possible to handle the large volume of requests received to attach TSP accounts.

TSP Collection figures provided by the states to OCSE for 2011 thus far is as follows:

Texas:	\$8.7 million
Virginia:	\$105,000
Oklahoma:	\$346,000
Montana:	\$68,000
California:	\$157,000
North Dakota:	\$455
New York:	\$44,000

Texas by far has had the best success with attaching TSP accounts. Texas originally submitted 3,069 Income Withholding Orders (IWOs) in March, May and August 2011. Although each request was done manually, the process was very simple. Because of the volume, the IWO forms were bulk mailed with individual sheets of color paper between each individual attachment request. This made the task of processing the large volume of documents much easier for the LPU personnel.

The processing of the November 2011 TSP matches was made smoother with a revised one page form developed by TSP. The new form, titled "Income Withholding Order for State Agencies", makes the process of attaching accounts much simpler. All of the information necessary for TSP to process a request is provided by filling out information regarding the Non-Custodial Parent (NCP) (name, address, SSN), state agency mailing address,

account type to be attached and the amount of past due support. Texas programmed the new form into their list of available legal documents, requiring a one button touch to generate the form and fax it to TSP. Using the revised form, Texas sent an additional 806 requests in the month of November.

Of the 3,875 IWO requests submitted by Texas to TSP, 806 are currently being processed and are awaiting notification letters on pay out dates. 263 IWOs were released as a result of new order agreements, direct payments, NCPs paying the arrears in full on their own and other various reasons as well. The total number of requests either already being paid on or awaiting payment totals up to 2,806.

As of December 21, 2011, Texas has collected \$8,761,331.22 with an additional \$1,469,885.22 in pay out notification letters to be remitted by the middle of January 2012. It should be noted that over 30% of the collections resulted in a collection of over \$5,000 on a single case. The largest Texas TSP collection to date is over \$89,200.

The addition of this collection tool is a tremendous help to state agencies in their never ending quest to bring in support dollars to those that need it most.

*Andrew Szymak  
Oklahoma Child Support Services FIDM  
Coordinator  
Contributors: Matt Marsolais, OCSE Business  
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Collections Unit, Texas Office of the Attorney  
General, Child Support Division*

- The number of matches they see are increasing using our system
- Our process is much easier to use than previous applications
- Our support group is very responsive and knowledgeable

The past year has been a year of growth for IDEC. Not only have we seen increased usage with the Parent Locate system, but Informatix has been able to assist in the expansion of locating assets outside of IDEC. In January of 2011, IDEC began its limited partnership with the FIDM Alliance states. This endeavor has been highly successful and has located more than 75,000 matches for the IDEC states in addition to their own data sharing conducted each quarter. Below are statistics that demonstrate IDEC's success this past year.

#### Quarterly FIDM Statistics:

Total Matches: 517,690  
Total FIs: 3,575  
Total FIs who matched: 3,541  
Match Compliance: 99.14%

Based on the information shown above, Informatix has been able to locate over \$430 million in assets every quarter for IDEC as shown in the table below.

State	Located Funds	Number of Matches
Alabama	\$57,017,661	56,088
Arkansas	\$4,454,855	5,614
Delaware	\$2,034,755	4,299
Georgia	\$18,007,415	18,350
Kentucky	\$26,510,937	35,409
Louisiana	\$57,364,027	61,015
North Carolina	\$27,497,500	51,223
New Mexico	\$7,001,628	13,960
Oklahoma	\$26,365,538	42,679
Pennsylvania	\$67,480,434	75,418
South Carolina	\$39,673,157	38,283
South Dakota	\$1,812,507	5,300
Tennessee	\$57,023,082	68,529
Virginia	\$20,062,226	25,312
West Virginia	\$20,047,473	16,211

Not only has the FIDM processing been successful for IDEC, but the Parent Locate system usage is growing rapidly. We have seen several new data files added to the Parent Locate system over the past year, making more data accessible to the states. Our Parent Locate database contains over 1.45 billion records. State usage has also increased over the past year, particularly batch searches. State users can search online or through batch requests. Below are figures from the first year of operations:

On-line searches: 271,902  
Batch searches: 2,527,802

The first year of IDEC processing for both FIDM and Parent Locate has been a huge success and Informatix looks forward to being even more effective and productive next year.

*Danielle Pittman  
IDEC Project Manager  
Informatix, Inc*

## Operations

### IDEC and Informatix: First Anniversary

It has been just over one year since Informatix started processing for IDEC. Both FIDM and Parent Locate components of the IDEC project are a huge success. We have seen growth not only in the FI compliance numbers, but also in the actual match numbers reported every quarter.

On average, Informatix is matching and locating over half a million accounts every quarter for the IDEC states. This increase from over a year ago is largely due to increasing the Financial Institution (FI) compliance numbers. Our operations center has done a stellar job, not only recruiting FI participation, but also ensuring that we receive files from every participating FI each quarter. Informatix has been able to achieve and maintain a 99% compliance rate with the IDEC FIs, which was actually achieved within the first few quarters of processing for IDEC.

Informatix has a unique approach in that we build strong relationships with the financial institutions. Our staff turnover rate is very low so the FIs build strong working relationships with our data processors. The FIs appreciate this connectivity they have with our operations center and have been shouting their praises over the past year. Our team is very responsive and willing to assist in any way possible. Some of the most frequent positive observations we receive from the FI's are:

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