

# *FAMILY SUPPORT FORUM*

The Official Newsletter of the Illinois Family Support Enforcement Association

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## ***HFS Division of Child Support Services Named Outstanding Program of the Year***

*Governor Quinn proclaims August as Child Support Awareness Month*

### **Press Release – August 9, 2010**

CHICAGO – Today the Illinois Division of Child Support Services, administered through the Department of Healthcare and Family Services (HFS) received the 2010 Outstanding Program of the Year award. The honor was awarded by the National Child Support Enforcement Association (NCSEA) at its annual conference and expo, which is taking place today (Aug. 9) through Wednesday (Aug. 11) at the Sheraton Chicago Hotel and Towers in Chicago.

“Every child is entitled to financial support by both parents and our Child Support Services Division works every day to ensure these children are protected,” said HFS Director Julie Hamos. “I am extremely proud of the work of this division and its commitment to continually strive for better outcomes for the families of Illinois.”

The Outstanding Program of the Year Award recognizes programs that have consistently exemplified the best in child support enforcement through an outstanding record of performance, and in providing effective services to its community.

“Our employees continue to amaze me and this award should stand as a testament to their tireless efforts to help protect some of the most vulnerable citizens of our state,” said HFS Administrator of Child Support Services Pam Lowry. “While this award is a great honor, we are constantly looking for ways to improve services for families and we are dedicated to continue our efforts to make the Illinois Child Support system second to none.”

Governor Pat Quinn’s Chief of Staff, Jerry Stermer, was on hand to accept the award on behalf of the state. Stermer also announced Governor Quinn’s proclamation naming August 2010 as Child Support Awareness month.

Since 2001, HFS’ focus on improving the child support program has resulted in significant gains for Illinois families. HFS collections for FY2010 were \$1.36 billion, the sixth consecutive year of collections greater than \$1 billion.

For more information about HFS’ Child Support Services Division, please visit [childsupportillinois.com](http://childsupportillinois.com).

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*From the President . . .*

## **. . .IFSEA UPDATE**

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By Irene Halkias Curran  
IFSEA President

It seems like yesterday that all of us were at the Mundelein Crowne Plaza participating in the IFSEA fall conference 2009. Yet, a year has gone by. Some of us will miss seeing each other this October. This year's format is a bit different, because of budget constraints. Hopefully, we can see each other in October 2011 in Springfield.

Some of us were lucky enough to attend the NCSEA conference in Chicago. I was lucky to participate at the National Conference as our representative from IFSEA. It was an enjoyable conference. Friends were made and sessions were attended. Kudos to our friends at the Department of Healthcare and Family Services who helped organize the whole event. A whole lot of information was condensed into 2 1/2 days. The Department of Healthcare and Family Services won an award, being named Outstanding Program of the Year. Even Governor Quinn acknowledged the accomplishment by proclaiming August as Child Support Awareness Month. We should be proud of that accomplishment! Another big thank you must go to Deb Packard who organized the IFSEA booth at the National Conference. She set up the booth and arranged for the IFSEA pads of paper and HFS sticky notes. Thanks must also go to Christa Ballew who purchased the gift certificates for our big raffle. Lastly, a big thank you must go out to all of the board members who volunteered to "man" the booth.

As my year comes to an end, I wanted to thank my fellow board members for such a great year. I hope that we will continue to work together to make IFSEA grow and prosper.

Yours fondly,  
Irene Halkias Curran  
Chief, Child Support Enforcement Division  
Lake County State's Attorney's Office  
Waukegan, Illinois 60085

## NCSEA Private Sector Individual of the Year



By Mary Morrow

Margaret Stapleton, was awarded the NCSEA Private Sector Individual of the Year Award.

Margaret Stapleton has been an advocate for children of unwed parents since 1986. She fought for the rights of those unwed parents and their children whose family cases were heard under deplorable conditions in criminal courts to be treated in equally as well as married parents and children whose cases were heard in family courts. She has been involved indirectly and directly with Illinois Child Support for 25 years.

Margaret has utilized her legal and advocacy skills to help ensure comprehensive and affordable health care for children, to help eliminate barriers to employment for people with conviction records so that child support can be met, and she has fought to improve the Temporary Assistance to Needy Families program. She serves on the Illinois Child Support Advisory Committee, all of which have many facets which address the Child Support Program. She is currently advocating for a review of the support guidelines in Illinois and is supporting legislation to change to the income shares model in Illinois.

Margaret is both an IFSEA and an NCSEA member, she serves on the Illinois Child Support Advisory Committee, the Illinois Department of Health and Human Services Social Service Advisory Committee, the Chicago Council of Lawyers, and she is a Board Member of the Center for Family Policy and Practice.

Margaret was previously recognized by receiving the Thomas H. Morsch Public Service Award in 2009. The Thomas H. Morsch Public Service Award is bestowed annually for excellence in the quality of an individual's work and the length and breadth of his or her career in public service; for innovation in the delivery of legal services; for leadership within the agency by which he or she is employed; and for lack of public recognition for his or her dedicated efforts.



## **HFS Unveils New Name and Website Design for Child Support Division**

*New name encompasses all services provided while website will better protect customers*

Press Release – July 1, 2010

The Illinois Department of Healthcare and Family Services (HFS) today announced its Division of Child Support Enforcement (DCSE) will adopt a new name and an updated website. On July 1, DCSS will become the Division of Child Support Services (DCSS). In 2009, the Illinois Child Support Advisory Committee and HFS-DCSS participated in a grant to determine the level of public awareness of services offered by the Illinois child support program. It was learned during this process that parents had a negative reaction to the program name “Division of Child Support Services.” Therefore a name change was recommended which is now being implemented at no cost.

“The consensus was that the name of the child support division may actually discourage parents from participating in the program,” said HFS Director, Julie Hamos. “We offer free services that both custodial and non custodial parents can take advantage of, and we don’t want anything to keep children in Illinois from getting the support they deserve.” The Division of Child Support Services is first and foremost a program intended to bring economic benefits to children but is also about strengthening families and being fair to both parents. DCSS provides many free services including establishment of legal parentage, establishment of support, locate services, collection and disbursement of support payments statewide, as well as enforcement services.

“We have made the improvement of child support services top priority”, said HFS Administrator of Child Support, Pamela Lowry. “We want all parents to feel comfortable participating in the process. This name change is a way to show our customers and hopefully other parents that we are listening and want to help them in any way we can.” Along with the name change comes an updated website. The re-design will incorporate a new customer validation process required by Public Act 98-0674 Identity Protection Act. The website will have a different look, a simplified structure, streamlined information, and above all will be more secure. Customers will use a PIN to access their account information. PINs are being mailed to current website users.

HFS-DCSS’ main focus is to reduce childhood poverty by ensuring that when one parent is not in the child’s home, the child still receives economic support from both parents. FY 2010 will be the sixth year in a row the department has collected over \$1 billion in support for Illinois children. The name change and redesigned website are all being accomplished at no cost.

## **EPPICard™ and Direct Deposit Enrollment Campaign to Begin**

By Joe Tucker, ILSDU Deputy Project Manager – ACS, Inc. A Xerox Company

Preparations are underway to begin another enrollment campaign for Child Support Disbursements. Currently about 18% of the Child Support Disbursements from the ILSDU are mailed as paper checks to the recipients.

Because of the nature of paper checks, recipients can experience delays in receiving support payments due to bad weather, delays in postal processing, or when a recipient moves to a new address.

Participants can gain quicker access to their funds by using electronic methods of disbursements. Electronic funds are processed each business day and recipients usually have their funds available in their accounts within 1 – 2 business days after processing.

The two types of electronic disbursement currently available are Direct Deposit and EPPICard™. Direct Deposit allows a recipient the choice of having funds deposited to a checking or savings account of their choice. EPPICard™ is a bank debit card; funds are deposited to the cardholders account. This is an alternative method for recipients who might not have personal checking or saving accounts.

The enrollment process will begin at the end of September. For a month period we will provide enrollment campaign materials to all child support recipients receiving disbursements via paper check. The materials will contain a letter indicating the advantages of using electronic disbursement methods and the enrollment process along with enrollment forms to return to the ILSDU.

The recipients will have three choices:

1. Fill out the form and return it to the ILSDU indicating a choice of direct deposit or EPPICard™.
2. Contact the ILSDU and ask to Opt Out of the Direct Deposit and EPPICard™ enrollment campaign.
3. Do nothing at all and at the end of the enrollment period, the recipient will be automatically enrolled in EPPICard™.

In order for choice 3 to take effect, a series of checks and balances are reviewed. We make sure the recipient has not already signed up for direct deposit or EPPICard™; the recipient has not opted out of the present campaign, or any past campaigns; and two paper disbursements have been received and negotiated. This way we are sure that they had received the marketing materials during the current campaign period.

The enrollment campaign will conclude at the end of October. During this time enrollment forms received at the ILSDU for Direct Deposit and EPPICard™ will be processed as they are received. The auto enroll process will be completed during the first weeks of November.

## International Delegation Tour at NCSEA

By Deborah Packard

On Monday, August 9<sup>th</sup> prior to the start of the NCSEA conference, a group of NCSEA attendees from foreign countries participated in a tour of child support operations in Cook County. The tour started with The Honorable Judge Martha Mills giving a tour of the expedited court rooms as well as explaining the expedited process. Next, the group headed to the Daley Center where a nice continental breakfast, provided by Zee Williams and the Cook County State's Attorney's office was waiting. The Honorable Moshe Jacobius, Presiding Judge of the Domestic Relations Division for the Circuit Court of Cook County gave an overview of the judicial process within Cook County. Contact information as well as information regarding the Cook County judicial process was provided to all attendees. From there, they headed back to 32 W. Randolph where a high level overview of the customer service/call center area of Maximus was discussed. The tour concluded in the administrative/interstate area in Cook County where Marcia Taylor-Martin discussed various aspects of the child support process with regard to HFS. The international delegation was so pleased with the tour that NCSEA has decided to make it a part of each NCSEA conference annually.



### Save the Date – IFSEA Web-Talk – October 29, 2010

Because NCSEA was in Illinois this year, there are some changes that are taking place with regard to how we conduct our annual meeting. There will be 2 web-talks held this year. The first one is scheduled for Friday, October 29th from 10 am – noon. During this session, we will hear from Mike Vicars (OCSE), Pam Lowry (IV-D administrator), Diane Potts (Attorney General's Office), Rick Saavedra (General Counsel) as well as our president, Irene Halkias-Curran. We will also be taking nominations for board members from the floor and holding elections. The Web-Talk is free, however, registration and IFSEA membership are required. If you are unsure of your current membership status or whether or not a third party has paid your 2010-2011 membership fees, please contact Christine Towles or Debbie Packard (Christine.towles@illinois.gov or Deborah.packard@illinois.gov). Web-Talk login information will be emailed to you after your registration is received. You will need a computer, internet connection and a phone to participate. A second web-talk will be held this winter and will be an enjoyable session for all who are involved in child support. CLE credits will be available. Stay tuned for more information.

# 2010 IFSEA Annual Meeting Registration Form

*October 29, 2010 from 10:00AM to Noon*

*Meeting will be held by WebEx*

*Login information will be emailed to you after your registration is received  
(Please submit separate registration for each person attending)*

***PLEASE TYPE OR PRINT LEGIBLY.***

Name (to appear on Membership Certificate): \_\_\_\_\_

Title & Employer: \_\_\_\_\_

Office Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Preferred Mailing Address: \_\_\_\_\_ Ph: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

My membership fee of \$\_\_\_\_\_ ☐ is enclosed ☐ will be paid by (agency): \_\_\_\_\_  
☐ I am a 2010-2011 IFSEA member

*Please confirm, in advance, with the appropriate authority if you think your agency is paying your membership.  
(Membership fees must be paid in full, or firm-billing arrangements must be made prior to the start of the meeting.)*

NOTE: If a payment is not enclosed, the signature of an official authorized to guarantee payment is required.  
The undersigned hereby certifies that he/she is authorized to guarantee payment by the agency indicated below.

Signature: \_\_\_\_\_

Agency: \_\_\_\_\_

Please return to:  
**IFSEA Meeting Registration**  
**335 E Geneva Road**  
**Carol Stream, IL 60188**  
(FEIN No. 37-1274237)  
Fax: 630-221-2332  
Email: Christine.towles@illinois.gov

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, 1018 N. Scott St., Wheaton, IL 60187**. Incumbents seeking re-election also require nomination. Only regular members in good standing (membership dues paid for 2010-2011) may be elected or appointed to the Board of Directors. IFSEA Board of Directors with terms expiring this year:

**NOMINATION FOR ELECTION TO THE BOARD OF DIRECTORS  
ILLINOIS FAMILY SUPPORT ENFORCEMENT ASSOCIATION  
October 29, 2010 Meeting**

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

Nominee:

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Position/Employer:

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Office Address (County):

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Credentials/Comments:

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Person Making Nomination if other than Nominee:

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Office Address (County):

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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 22, 2010, to:  
IFSEA, Nominating & Resolutions Committee  
335 E Geneva Road, Carol Stream, IL 60188  
Or Fax: 630-221-2332**

Christa Ballew, Maximus  
Scott Black, Springfield AAG  
Christine Kovach, Madison SAO  
Jeffrey McKinley, Rock Island AAG

Christine Towles, HFS, DCSE  
Debbie Roan, HFS, DCSE  
Angela Williams, Peoria AAG



# ***FAMILY SUPPORT FORUM***

is the official newsletter of the

## **ILLINOIS FAMILY SUPPORT ENFORCEMENT ASSOCIATION**

335 E. Geneva Road  
Wheaton, IL 60188

Published and distributed free to members of the Association.

### **Officers 2009 - 2010**

<i>President</i>	<b>Irene Halkias-Curran</b>	SAO, Waukegan
<i>First Vice President</i>	<b>Deborah Packard</b>	HFS, DCSS, Rockford
<i>Second Vice President</i>	<b>Bryan Tribble</b>	HFS, DCSS, Springfield
<i>Secretary</i>	<b>Christine Towles</b>	HFS, DCSS, Carol Stream
<i>Treasurer</i>	<b>Christa Ballew</b>	MAXIMUS, Inc., Chicago
<i>Technology</i>	<b>Joseph Tucker</b>	ACS, Carol Stream
<i>Immediate Past President</i>	<b>Sherrie Runge</b>	HFS, DCSS, Marion

### **Directors**

<b>Scott Black</b> - Asst. Atty. Gen'l., Springfield	<b>Lori Medernach</b> - HFS, DCSS, Aurora
<b>John Carnick</b> - Lake SAO, Waukegan	<b>Mary Morrow</b> - HFS, DCSS, Chicago
<b>Becky Jansen*</b> - Circuit Clerk, Effingham County	<b>Diane Potts*</b> - OAG, Chicago
<b>Christine Kovach</b> - Asst. State's Atty., Edwardsville	<b>Debbie Roan</b> - HFS, DCSS, Marion
<b>Lyn Kuttin</b> - HFS, DCSS, Belleville	<b>James Ryan</b> - Private Attorney (Retired), Hillside
<b>Pamela Lowry*</b> - HFS, DCSS Administrator	<b>Norris Stevenson</b> - HFS, DCSS, Chicago
<b>Barbara McDermott</b> - HFS, DCSS, Springfield	<b>Angie Williams</b> - Asst. Atty. Gen'l., Peoria
<b>Jeff McKinley</b> - Asst. Atty. Gen'l., Rock Island	<b>Zeophus Williams*</b> - Cook SAO, Chicago

(\* indicates appointed Directors representing designated agencies or organizations)

### **Newsletter Editor Christine Towles**

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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)

## Call for Forum Articles!

*Do you have any news to share with your colleagues? Write an article and submit it to Christine Towles*

*[Christine.Towles@illinois.gov](mailto:Christine.Towles@illinois.gov) for publication in your Forum.*