



KEN PAXTON
ATTORNEY GENERAL *of* TEXAS

The Office of the Attorney General of Texas IV-D Agency Trends, Initiatives & Updates

Texas Association of Domestic Relations Offices

Wednesday, October 5, 2022

Ryan Morrow

Assistant Attorney General, Deputy Division Chief for Field Legal Practice



CSD FY22 Performance

- Total Disbursements: \$4,380,310,149.49
- Medical Disbursements: \$408,073,734.05
- Dental Disbursements: \$3,780,727.04
- Paternity Establishments: 18,206 children
- Newly Obligated Cases: 39,408 obligations
- Total Caseload 1,475,307 cases



FY22 Federal Performance Comparison

Caseload (2021)

Staff (2021)

Total 12,665,871

1. Texas 1,477,126

2. California 1,043,988

3. Michigan 779,981

4. Ohio 745,305

Total 47,806

1. California 6,699

2. Ohio 3,450

3. Florida 2,643

4. Texas 2,567

5. New York 2,291

Average 885



FY22 Federal Performance Comparison

Distributions (2021)

TOTALS	\$29,521,877,168
1. Texas	\$4,510,841,464
2. California	\$2,617,456,689
3. New York	\$1,807,980,911
4. Ohio	\$1,614,228,878

Cost Effectiveness (2021)

1. Puerto Rico	\$12.38
2. Texas	\$11.80
3. South Dakota	\$10.62
<i>AVERAGE</i>	<i>\$5.27</i>
51. California	\$2.68
52. Delaware	\$2.65
53. Guam	\$1.70
54. Dist. Of Columbia	\$1.43
55. Virgin Islands	\$0.97



Operational Changes

Organization and Functions



Field Update

- Region 0 – Special Collections / ICR / Case Initiation
 - Regional Director – Jaime Heard
- Region 1 – West Texas / Panhandle (Amarillo, Lubbock, Midland, Odessa)
 - Regional Director – James Clem
 - Senior Regional Attorney – Shelly Marshall
- Region 2 – San Antonio area
 - Regional Director – Michael Sanchez
 - Senior Regional Attorney – Christina Whitis



Field Update

- Region 3 – South Texas (Brownsville, Corpus Christi, Laredo, McAllen)
 - Regional Director – Norma Ortiz
 - Senior Regional Attorney – Ana Hansen
- Region 4 – Dallas area
 - Regional Director – Felicia McCowan
 - Senior Regional Attorney – Karen Young
- Region 5 – East Texas (Beaumont, Tyler, Texarkana)
 - Regional Director – Jessica Wooley
 - Senior Regional Attorney – Mona Penister



Field Update

- Region 6 – Houston / Harris County
 - Regional Director – Chad Grant
 - Senior Regional Attorney – Anna Casillas
- Region 7 – Austin / Central Texas (Austin, Waco, Bryan, Victoria)
 - Regional Director – Deborah Bray
 - Senior Regional Attorney – Heather Monroy
- Region 8 – El Paso area
 - Regional Director / Senior Regional Attorney – Elizabeth Edwards



Field Update

- Region 9 – Fort Worth area
 - Regional Director – Valerie Kitchings
 - Senior Regional Attorney – John Cashman
- Region 10 – Surrounding Harris County (Conroe, Ft. Bend Co., Galveston)
 - Regional Director – Jerlyn Smith
 - Senior Regional Attorney – Elaine Burgess



State Office Team

- IV-D Executive Leadership
 - Ruth Anne Thornton, Director of Child Support (IV-D Director)
 - Steve Roddy, Deputy Director for Child Support
 - Joel Rogers, Associate Deputy Attorney General for Child Support Legal Services
- Field Support
 - Troy Martin
- Legal Services
 - Matt Block
 - Rebecca Foster
 - Ryan Morrow
- Training
 - Charles Whitehead
- Contract Operations
 - Michael Gray
- Customer Engagement
 - Orlando Acosta



Field Update – Virtual Services

The screenshot shows the website for the Texas Child Support Division. At the top left is the logo for Ken Paxton, Attorney General of Texas. The navigation menu includes links for Español, About, News, Opinions, Careers, and Contact Us, along with a search icon and a menu icon. Below the navigation is a breadcrumb trail: HOME > CHILD SUPPORT IN TEXAS. The main heading is "Child Support in Texas" with the tagline "On a mission to make sure every child receives the support they need and deserve." A red button labeled "Login to Your Online Account" is prominent. Below this are three columns: "Who We Are" (mission statement), "Get Started with Child Support" (next steps), and "About Your Online Account" (managing cases). A chat window titled "Texas Child Support Chat Team" is open, displaying a welcome message and a form with fields for Name and Email, and a "Start Chatting" button. At the bottom, there are sections for "Child Support Services & Programs" with links for "Paying & Receiving Child Support", "Get Back on Track", and "Families & Parenting".

- CSD Chat
- Online Appointments and CSRPs
- Supreme Court’s 55th Emergency Order



Offices and Storefronts

- Office Changes / Reorganizations / Closures
 - Region 2
 - San Antonio Southwest Storefront
 - Region 4
 - Dallas North Storefront
 - Grand Prairie Storefront
 - Region 5
 - Nederland Office
 - Sherman Storefront
 - Regional Call Center
 - Region 6
 - Houston East Storefront
 - Houston Northwest Storefront
 - Norchester Village Storefront
 - Region 8
 - Alpine Storefront
 - Region 9
 - Fort Worth Central
 - Mansfield Storefront
 - Statewide
 - Southcliff Training Center



Special Collections

SCU Functions



Special Collections Unit

FIDM Liens / Levys

Insurance Liens /
Intercepts

TDCJ Trust
Accounts

Real Property
Liens & Releases

QDROs

SSA / Employer
Lump Sums

State Debt Set-
Offs

Passport Denial

Denial of Renewal
of Motor Vehicle
Registration

Estate Claims

Alaska Permanent
Fund



Contacting the SCU

External Phone Numbers

- FIDM:
 - 866-445-4556
- Insurance:
 - 800-591-7615
- Denial of Renewal of Motor Vehicle Registration:
 - 866-646-5611

IV-D Internal Staff Only

- CSD-SCU-MGT@oag.Texas.gov
- SCU-Passport@oag.Texas.gov
- CSD-SCU-Property@oag.Texas.gov



CSD Policy Update

Recent Changes in Policy



Integrated Child Support Services

- The Integrated Child Support Services (ICSS) Policy & Procedures' title and content has been rebranded.
- Automatic referral process to establish a child support case expired as of 9/1/21
- A Title IV-D application is now required to open a Full-Service case



Full Service or Registry Only

- Creating a full-service case requires:
 - Signed Record of Support Order (ROSO) form, and
 - An application for Title IV-D Services
- Creating a registry only case requires:
 - A ROSO form
- The ROSO form contains an application for Title IV-D, however, the application for Title IV-D services is voluntary.



Child Support Guidelines

- Low-Income Cases
 - Obligor with monthly net resources of less than \$1000
 - Adds low-income single and multiple family adjusted child support guideline charts
 - Tex. Fam. Code §154.125(c)
- Child Support Guideline Fields on the TORO Screen (Policy & Procedures)
 - Low-income adjustment code added to the child support guidelines policy.



Change in Physical Possession of a Child

- Upon death of a CP, the court determines if prior restrictions on the other parent's right to possession are still in the child(ren)'s best interest.
 - Tex. Fam. Code §156.106(b)
- A Motion for Further Orders After Death of Child Support Oblige is available in ALPS.



Contempt Assessment and Ability to Pay

- Non-Covid related policy change in 2020.
- The Office of Child Support Enforcement (OCSE) requires the IV-D agency to establish guidelines for the filing of civil contempt actions. [45 CFR § 303.6] Federal guidelines require:
 - Procedures for screening case information regarding the NCP's ability to pay or otherwise comply with the order. [45 CFR § 303.6(c)(4)(i)]
 - Procedures for providing the court with information regarding the NCP's ability to pay, or otherwise comply with the order, which may assist the court in making factual determinations regarding the NCP's ability to pay the purge amount or comply with purge conditions. [45 CFR § 303.6(c)(4)(ii)]
 - Procedures for providing the NCP clear notice the ability to pay constitutes the critical question in a civil contempt action. [45 CFR § 303.6(c)(4)(iii)]



Foster Care

- Courts are required to notify the OAG within 10 days after rendering an order modifying an existing support order.
 - Tex. Fam. Code § 154.001(b-1)
- A dedicated email address has been established for the courts to send orders directly to the OAG CSD Foster Care Unit:
 - FCOrders@oag.texas.gov



Incarcerated Modifications

- Incarceration of more than 180 days is a material and substantial change for modification purposes.
 - Tex. Fam. Code §156.401(c-1)
- The Court may not consider incarceration as intentional unemployment or underemployment when establishing or modifying a support order.
 - Tex. Fam. Code §154.066(c)



Incarcerated NCPs

- A Notice of Right to Request Review was developed for use in incarcerated NCP cases with current support obligations that are eligible for modification.
- Form automatically sent to the NCP and CP on system identified cases when:
 - the NCP is incarcerated in TDCJ,
 - Texas state felony, and
 - will be incarcerated more than 180 days.



Notice of Termination of Assignment

- The Notice of Termination of Assignment and Child Support Services (TOAA) is required to be sent to any local child support registry when closing a case if the last order that set or modified support was issued prior to 1994 in a county with a local child support registry indicator on the County Code (CNTY) screen.



Possession Orders

- Updates to the Contents of Standard Possession Order (SPO) section, which includes a breakdown of each section:
 - Conservators Who Reside 50 Miles or Less Apart
 - Tex. Fam. Code §153.3171
 - Conservators Who Reside More Than 50 Miles and Less Than 100 Miles Apart
 - Tex. Fam. Code §153.312
 - Conservators Who Reside Over 100 Miles Apart
 - Tex. Fam. Code §153.313
- Elections for expanded possession times for weekends, holidays, and summer periods



Qualified Domestic Relations Orders

- QDROs now permissible through private order under Tex. Fam. Code Chp. 8 via private order.
- Policy includes additional cites
 - Tex. Fam. Code §§ 154.003(5), 157.501 - 157.508



Query Interstate Cases for Kids

- Query Interstate Cases for Kids (QUICK) is an electronic communication tool that provides data in real time from participating IV-D agencies.
- Policy provides information on how to access QUICK, how to navigate, and what content is available within the website.



Spousal Maintenance

- TXCSES now allows IWO to contain spousal support obligations
- Staff no longer need to suppress the AIWA and AIWC functions nor issue manual IWOs to capture spousal obligations
- Exceptions were added to policy to clarify that the *OAG does not*:
 - enforce spousal maintenance when there is no current or past-due child, cash medical, or cash dental support owed
 - Once all current child, cash medical, cash dental support, and arrears have been paid in full, spousal maintenance is no longer enforceable as a IV-D function



PELO and ALPS Changes



Party Appearances / Setting Type

PELO - Case Selection Screen

Select a conference or docket: * Negotiation Date: * **Setting: ***

032122 212 0506E 03/21/22 In-Person Virtual

Select a Case: * Legal Action: *

[Redacted] PATY

Cause Number: County: * Court Number: *

[Redacted] [Redacted]

Additional options for ACTION or ORDER TYPE (no selection required): Clear Selection

Adjudication of Nonparentage Reset

Nonsuit Order for Parentage Testing - 2nd Test

Order for Parentage Testing

Exit Print List Calculator Next >>

PELO - Case Environment Screen

[Redacted] (CP) Appearance: * Attorney Name (if applicable): Bar Number:

[Redacted] [Redacted]

[Redacted] Attorney Name (if applicable): Bar Number:

[Redacted] s case):

SPECIAL CONDITIONS, check all that apply:

Disabled dependent

Family Violence/Nondisclosure

Parties have minor children together not included in DEPENDENT LIST

Long-Arm Jurisdiction

Parties living together

Temporary Order

NCP Incarcerated

Who has possession of the children? Custodial Parent Non-Custodial Parent Other Party

Exit Previous Next >>



Residency Restrictions / Distances

PELO - Conservatorship, Residency, Possession and Terms

CONSERVATORSHIP: *
 Joint Managing Conservatorship Sole Managing/Possessory Conservator

RESIDENCY RESTRICTIONS: *
Maintain the children's primary residence in Smith or any contiguous county
May determine the children's primary residence without regard to geographic location
Other (enter detail in pop-up window)

POSESSION and ACCESS: *
 Standard defaults apply
 Modified Possession and Access Order needed

GENERAL TERMS and CONDITIONS - NCP: *
 Surrender the child to the CP at the NCP's residence
 Return the child to the CP at the CP's residence or the child's school
 Surrender the child to the CP at:

GENERAL TERMS and CONDITIONS - CP: *
 Surrender the child to the NCP at the CP's residence or the child's school
 Surrender the child to the NCP at:

SUPPLEMENTAL ORDER CONDITIONS:
Electronic communication to be ordered

Exit Previous Next >>

PELO - Conservatorship, Residency, Possession and Terms

CONSERVATORSHIP: *
 Joint Managing Conservatorship Sole Managing/Possessory Conservator

RESIDENCY RESTRICTIONS: * Maintain the children's primary residence in Wichita or any contiguous county

POSESSION and ACCESS: *
Elections:
 Modified Possession and Access Order needed

Residences Distance:
All Distances Included
0 to 50 Miles Apart Only
51 to 100 Miles Apart Only
Over 100 Miles Apart Only

GENERAL TERMS and CONDITIONS - NCP: *
 Surrender the child to the CP at the NCP's residence
 Return the child to the CP at the CP's residence or the child's school
 Surrender the child to the CP at:

GENERAL TERMS and CONDITIONS - CP: *
 Surrender the child to the NCP at the CP's residence or the child's school
 Surrender the child to the NCP at:

SUPPLEMENTAL ORDER CONDITIONS:
Electronic communication to be ordered

Exit Previous Next >>



Agreed NCP Choices and Authorization

PELO - Additional Questions

Has the CP agreed to the entry of these orders as evidenced by signature? *

Has the NCP agreed to the entry of these orders as evidenced by signature? *

Did the NCP appear and refuse to submit to court ordered parentage testing? * N

Does this order remove information pertaining to a father from a child's certificate of birth? *

Does parentage testing confirm NCP as father? *

After court action(s) needed? *

NCP Choices:

- No NCP Choices Language
- No NCP Choices Language
- NCP Choices Agreed Referral Order
- NCP Choices Form/Drop-In Text

A record of this proceeding was (select one): *

Waived by parties with court consent

Made by audio recording

Made by court reporter

ORDER DISPOSITION: * ORD Order Obtained Date: * 08/01/19

Signing attorney: * Include all AAGs

Signing judge: * ASSOCIATE JUDGE PRESIDING

Exit Add AAG Remove AAG Previous Next >>



Disabled Child PAK

- Includes the appropriate pleading and order content, based on the number of children (i.e., step-downs)
 - Provides for ongoing indefinite support for the named disabled child
- FIB drop-in PAK to expand the termination of support language and include medical and dental obligation language.
- A detailed instruction page available



System Modernization



System Modernization

- Case Management Systems & Processes
- External Portals
- Data & Analytics Capabilities

We are driving these System Modernization goals...



1. SUSTAINABILITY

maintaining our fundamental ability to serve children & families



2. PRODUCTIVITY & PERFORMANCE

obtaining data and insights to improve our efficiency & effectiveness



3. AGILITY

enhancing our ability to adapt to changes, innovate, & grow



4. USER EXPERIENCE

improving how CSD users accomplish & experience their work



5. CUSTOMER EXPERIENCE

enhancing the customer experience to improve service to families

...so we can better serve children and families.



System Modernization

Fall & Winter 2022 Releases



**Employer Website
& Employer
Support**



**Contact Center
Application
*(pilot release)***



**Customer Self-
Service Portal**



**Case Initiation
*(for INET apps)***

2023 Preview



**Contact Center
Application
*(full release)***



Financial



Enforcement



Program Innovation

Current and Upcoming Projects



CSD Program Innovation

“Creating new pathways of communication and build bridges that help connect Texas families to the support they need and deserve.”



Our Team

- Amanda Vasquez
- Annette Quintero
- Nikki Hunt
- Justin Reed



AV Hotline & POLL LiveChat

Access and Visitation Hotline



The Office of the Attorney General's Child Support Division operates a toll-free hotline which provides easy access for parents in Texas to basic legal information, education and resources on the following issues:

access, visitation and custody,

parenting time modifications,

parenting time enforcements.

To speak with a parenting time specialist, please call (866) 292-4636 Monday thru Friday from 1:00 pm until 5:00 pm CST. Calls will be answered in English and Spanish.



POLL LiveChat

Customers can chat with an attorney on txaccess.org to help with your access and visitation questions, in English and Spanish.

Monday & Wednesday 1:00 pm – 5:00 pm CST
Friday 1:00 pm – 3:00 pm CST
POLL LiveChat is a service of the Texas Legal Services Center.

Enter your message here...





Procedural Justice Informed Alternatives to Contempt (PJAC) Project

Procedural justice speaks to the idea of fair processes, and how people's perception of fairness is strongly impacted by the quality of their experiences and not only the result of these experiences

- Increase reliable child support payments
- Increase cost-effectiveness
- Increase parent's trust in confidence in the child support process
- Reduce arrears
- Minimize the need for continued enforcement actions
- Reduce the ineffective use of contempt

The seal of the Attorney General of Texas is visible in the background on the left side of the slide. It features a five-pointed star in the center, surrounded by a circular border with the text "ATTORNEY GENERAL" at the top and "TEXAS" at the bottom.

Thank you for what you do!

Ryan Morrow

Assistant Attorney General

Deputy Division Chief for Field Legal Practice

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