

# **Child Support Advisory Committee Meeting**

**May 10, 2022 1:30 p.m. – 3:30 p.m.**  
**Healthcare and Family Services (HFS)**  
WebEx Meeting

## **Committee Members Present via WebEx/phone:**

Darryl Apperton, Maria Barlow, Maggie Bennett, Juanita Sanders (for Secretary Grace Hou), Elizabeth Lingle, Christina Mahoney, Turyia Clay (for The Honorable Iris Y. Martinez), Jessica Patchik, Christine Raffaele, Vickie Smith, & Richard Zuckerman

## **Committee Members Absent:**

Trent Cameron, Howard Feldman, The Honorable La Shawn Ford, Geraldine Franco, Dr. Kirk Harris, Nicole McKinnon, Honorable Judge Pamela Loza, The Honorable Sidney Mathias, The Honorable Alana I. Mejias, & Phillip Mohr

## **HFS Staff Present:**

Bryan Tribble, Gina Hemphill, Daun Perino, Irene Curran, Hilary Johns Felton, Sharon Shapiro, Kim Rossini, Eric Watson, Matt Farrell, Allen Nosler, Steve Sharer, Christine Towles, Patricia Dulin & Carrie Benson

## **Public Guests:**

None

- **Welcome to CSAC members – Richard Zuckerman**
  - Richard welcomed everyone to the meeting. He asked everyone to please mute when they are not speaking. He reminded attendees that they can use the chat feature for any questions or comments.
  - Roll call of committee members
  - Introduction of state employees and members of the public
  - Approval of March 8, 2022 meeting notes.  
Motion made and seconded to approve as submitted.
  
- **Legislation – Richard Zuckerman & Bryan Tribble**
  - SB 3036 – Passed both chambers and sent to the Governor on 4/8. It is currently pending signature. This proposed child support be secured by life insurance and addresses contemplation of future events in modification hearings.
  - HB 4423 – This bill is pending. the discussion is ongoing. This proposes to increase TANF grant amounts and would end the pass-through requirements. It would provide for full pass-through for all TANF recipients. This is still being worked on. We may see something that is similar to amend the way that pass-through is done in Illinois. It would remove the limit. There would be a cap. We are not sure what direction this is going to take. We suspect that there will be a change to the way pass-through is done and will continue to give an update on this in the future.

- **Quadrennial Review Discussion – Bryan Tribble**

- **Report of Public Input Subcommittee – Richard Zuckerman**

Bryan reported that the first thing as we walk through this is that we have another meeting tomorrow night 5/11, 7:00pm to 8:30pm. For that town hall we need at least 1 moderator and 3 to 4 individuals that would be panelists. Maggie, Liz, Jessica, & Darryl offered to participate. Kim Rossini stated that she missed the new formatting. She will try to watch it Wednesday to pick up on it. She offered to help out for future town halls but can't 5/11. Darryl asked if there are any new topics that are going to be covered. Bryan asked Irene if she had that list. Irene stated that she did not have the list with her. She said that they talked about incarceration, shared parenting, multiple families/children, and blended families. Maggie mentioned when child support ends, but Liz said that they had abandon that. Irene stated that they had put to the side emancipation and health insurance because really no one was arguing about them. Darryl said that he would volunteer. Christina Mahoney said that she would help out if we needed a moderator. Bryan said that if anyone else is interested in helping out they can let us know. Irene stated that she is going to set up a meeting for the people that volunteered for 2:30pm today following this meeting. Bryan thanked those that agreed to help on the town hall and said that this takes care of what he initially needed to do to make sure that we are covered for the town hall.

Bryan stated that we have three more town hall meetings in Cook County on 5/11, 5/18 & 5/25, Aurora on 6/1 & 6/8 and Rockford on 6/15 & 6/22. The town halls started off slow and then we picked up steam over the last few weeks. We have continued to work on better partnering with our community partners and better partnering with DHS. We have been sending out emails directly to customers and are trying to make an effort just before each town hall starts in a particular area making certain that we get another press release out in area publications. Bryan said that he thinks that the combination of all of that has led to better attendance. Initially we were getting one perspective from the parents paying support and not much from the parents receiving support. In the last couple of weeks that has thankfully changed a little bit. Now we are getting a broader spectrum of participants and a little more diversity in the role that those participants play in regards to their child support case. That is a good thing. Bryan stated that from his perspective, largely they are really good. There is probably some tweaking that needs to be made and that has been coming up in the town halls. Much of that is related to the fact that ours is still based on a prior version of Betson-Rothbarth 4, which was based on the customer expenditure survey that was done between 2005 and 2009. There is a more updated version. We have all been to the grocery store and see how much prices are increasing. That is one of the main areas that we hear needs tweaking. Richard and Daun have both moderated a couple of panels and Bryan wanted to bring them in on this conversation. Richard stated that he moderated the second Peoria one and the first Cook one. He said that we seem to get a lot of people sign up and then only a small number of them show up. In Cook County we had 400 that signed up and had about 80 that actually showed up. On the live portion of it we get anywhere from 10 to 20 people who actually participate by giving oral testimony. He agrees that it has improved. Richard also

stated that as expected, there has been a considerable amount of information in the chat. As the town halls move north, we have been getting more participation from people that want to talk and are willing to talk about what we actually want to talk about, which are those issues that concern us in terms of legislative changes and possible recommendations to the general assembly. Richard stated that it has taken us a while to get there, but he thinks that it is working.

Daun Perino agreed with Richard's assessment. Daun stated that she thinks that initially there were groups that had their own agenda with respect to the information that they wanted to convey to the committee that was not necessarily related specifically to the topics that we were talking about regarding the review of the guidelines. As we have continued on the journey, we have tweaked how we are presenting the questions to the group. There has been a learning curve for us as well. Daun believes that we are in a good rhythm right now with respect to that. She said that she thinks that there has been more interaction not only with the panelists and the group but within the group themselves. It is a little bit more balance now. She agreed that in the beginning we had more parents paying support than parents receiving support. There now seems to be a better balance of both groups being represented. That was one of things that we migrated into the current format. We try to find out who we have on the call so that we can get an idea of who our audience is. Daun said that she believes that despite our best-efforts people still want to talk about their own case as opposed to wanting to fix the guidelines. The people that are monitoring the chat spend a lot of time and energy trying to address those issues. Daun thanked those that often man the chats; Irene, Eric, Beth, Lori, Allen, Carrie, and all others that have helped. Overall, there has been marked improvement from where we started in January. Daun stated that we are getting useful information from every session and that it is serving its purpose. Daun also said that they would like more help from CSAC. It is always the same people that are volunteering every single week. It is Maggie, Jessica, Liz, Kim, Christina, and Darryl. They have all been panelists and it has basically been the same group since the beginning. It would be nice to have some assistance on the panel. It would be great to have a diverse panel, and not just HFS people. We have a lot of the same people coming to these meetings. It would be good for them to see different panelists who are part of the CSAC community that would bring different perspectives.

Darryl Apperton agrees that a lot of things have been learned at these town halls. Particularly the things that are missing in the guidelines like enforcement issues. When people are telling us about the problems with the guidelines, they are telling us what is missing from the guidelines. It is good information to have when it comes to the review. Bryan agrees with Darryl.

Maggie stated that the people who are manning the slido, Missy and Eric, are doing a great job. This has been a very useful tool that allows those that don't want to orally participate to participate. They feel like they are part of the process. In turn the CSAC receives valuable information based on the slido pool. She extended a thank you.

Richard stated that he thinks that we are meeting our goal. We are having more public input than we have ever had before. He also said that he has been involved in many quadrennial reviews, and of all of them this one definitely takes the cake as far as the amount of public input that we have gotten. The breadth and depth and significance of it. He agrees with what Darryl said, as far as the process and people understanding the process and what we can do to do a better job explaining the process. It will all be very helpful when we draft the report.

Bryan asked Eric Watson and Irene Curran if they wanted to add anything in terms of the emails and all of the communications that they are seeing and that some of your staff are fielding before and after the town hall meetings.

Irene stated that Eric and his staff have done a fantastic job responding to some of the emails and directing people to where they need to go. On some of the special cases Eric has given some TLC to some of those participants. It is getting more difficult to respond to the chats. We are looking for something different to do so that we can kind of control the banter that is going on. Some of it is getting out of hand. We are working on it. Eric added that there is a lot of interest and that our outreach has been a lot better lately. Our customers are a lot better speaking about it. He thinks that they would like individual rules for their cases and situations. We are getting a lot of emails to the guidelines. This gives a lot of ideas of what people believe is working or not working.

Bryan Tribble spoke about the weekly meeting that is held with the public input subcommittee. One of the issues that is getting talked about as we are nearing the end of the town hall meetings, approximately June 22<sup>nd</sup>. We are kicking around the idea of seeing if additional meetings needed to be scheduled. If so, we are talking about who the participant will be in those meetings. We are looking to Christine to have a specific session that would be geared toward survivors of domestic violence. There have been other special groups that have come up in our discussions, such as a special town hall with judges, and a special town hall for attorneys. Bryan wondered if anyone had an opinion on this. He asked for opinions regarding this and any meetings that needed to be scheduled. Richard Zuckerman stated that he and Maggie had talked about this at the ISBA. Bryan asked that anyone with ideas reach out to either him or Richard. Maggie said that she thinks that many people that attend the town hall meetings have questions that could be easily answered. Some had questions about out of state cases and one a couple of people had questions about collecting out of pocket medical expenses. She thinks that it may be nice to get short responses to these questions typed up and into the Internet so that people can find answers to their questions. She also suggested getting on YouTube. She said that extracurriculars' seem to be a problem but are not a part of the VD program. She is suggesting getting this kind of info together and out there for people to use. She believes that there are a lot of cross overs. She would like to clean some of this up and make it nice a simple for people to get to and understand.

Bryan said that Eric Watson is putting together an FAQ that is coming out of the town hall meetings. Bryan has had many discussions with people at the town

halls. He thinks that the FAQs would address much of what Maggie was talking about. Bryan mentioned that he has been talking to several committee members about getting a forum together that would be able to address some of these specific questing. This could allow members of the public come in and either enroll them in the IV-D program or at least answer their questions and help us see what other services they may need or want. He is hopeful that this is something that they can report back on in the future.

Bryan talked about Gina having sent out reports from other states so that everyone could see how they did their quadrennial reviews. Those reports range from 70 pages to pages to 400 pages. That is our next step. To take the info that we have been able to gather through the town halls and the post town hall participation surveys and the post court response survey. We also have the qualitative surveys that this group has looked at along with the demographic portion of the surgery. After the court hearings we have the qualitative and, in the months, to come we are looking at switching to quantitative along with the demographic portion of the survey. This is how we were going to come up with the random sampling. We want to pull in that info as another component or piece of the quadrennial review. That work is ongoing. One of the things that was put together and shared was the tables of contents from the various states thinking that this would be the easiest way to look at the information and organize our report. With that information I have started to put together a proposed table of contents for our review and try to build it out from there. This is an implementation matrix of sorts as far as who will be responsible for each of these pieces and where we are at in the process. If we look at all of this info as well as the info, we have from our own review it will help us flush out each of these groups. For example, we know that our economic analysis and the review of HFS data meaning the default and the deviations. That is all being looked at by the Center of Policy Research. They will be responsible for drafting that portion or piece of our final report. There will have to be formatting and editing done to where it looks like this document has one author. We also did a breakout of the other surveys and all of the town halls. Through all of these streams we would discuss the recommendations the committee would have to move forward. Then finally a listing of appendices that would go through our outreach methodology and the partners to whom outreach was conducted, all of our town hall meeting minutes, our full results of all of the various surveys, etc. Bryan stated that he isn't sure where we will go from here. He was hopeful that there would have been more people on the call today so that we would be able to start building these groups but does not believe that is possible today. He asked Richard's opinion. Richard agreed with Bryan suggesting that we may have to reach out to those that missed today's meeting and find out where they are at. Richard stated that we could survey here at this meeting to see who is interested in working on what but does not think that it is fruitful at this time. Bryan agreed and mentioned that there have been many of the same people that have been taking part in the town halls. This will take up a lot of time. That is why we devoted the entire second half of the year to this. This is also why we should be able to start this in July. In order for us to do this we at least have to work through making sure that we have identified the components that are going to comprise the final report. Then we will stat be flushing out what each section will look like,

then finally who will be responsible for delivering those sections. We will need to have one or two final editors for this so that it sounds like one voice rather than 20 different speaking styles.

Richard said that he was looking back at his notes to when we were talking about how we were going to proceed on this and a number of committee members beside the public input subcommittee and the statute review committee and there were a number of people that volunteered for those committees. There are a number of them that are not present here today. We have the deviation of default committee, the final report drafting committee and the self sufficiency and family strengthening committee. We may want to make those more active and proceed from there. A lot of the input that we have received from the town halls would affect a number of these committees also. Richard stated that he believes that we have some guidance from November or December of last year as to peoples interests and the committees that they were interested in working on. If a copy is needed Richard has his colored coded copy. Bryan stated that he would review and reach out if he needs a copy. Richard asked if anyone had anything further.

➤ **Center for Policy Research Review – Steve Sharer**

Steve received an update from Dr. Venohr. She is reviewing the case file analysis that her assistant completed. She is in the infancy stages of that. She is planning to have an updated child support schedule, based on new economic data available before our next meeting in July. That may be something that could be put on the agenda. Richard stated that this is a key component that he hopes we know far enough in advance to include this in the agenda.

• **Old/New Business**

➤ **Old Business:**

No old business

➤ **New Business:**

No new business

• **Public Comments:**

No comment

• **Meeting Adjourned**

Motion made and seconded to adjourn