



Operational Service Plans

Department:	Economic Assistance – Child Support	Date:	5/25/21
Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)			
Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).			

On June 14, 2021 all Scott County government buildings will re-open to the public following closures related to the COVID-19 pandemic. Safety protocols which apply to the entire organization can be found on the County’s Coronavirus web page at [Scott County Organizational Covid Health and Safety Guidelines](#). Supervisors are responsible for sharing organizational safety protocols and all staff are required to follow current protocols. If your duties require you to make home visits those specific guidelines can be found in your function of the operational service plan.

- **Function A: Collections on child support orders**
 - Collections will continue via income withholding and various other payment methods available to Non-Custodial Parents
- **Function B: Redirection of support for IVE and non-IVE cases (foster care) and eligible relative**
 - Automatic redirection of support will continue when possible
 - New cases requiring a court will be scheduled and processed as needed. Court hearings are being held via Zoom or in-person only if Judge requires it
- **Function C: Checking and distributing messages on the Child Support 952-496-8183 line**
 - Case Aides and Supervisor will continue to monitor line and distribute as usual
- **Function D: Paternity establishment**
 - Scott County CS employees schedule all appointments for genetic testing. When testing can be scheduled at an approved LabCorp testing site away from the Government Center, that will be the first preference for services. For those unable to get to an approved testing site, Scott County Child Support will offer in-person genetic testing, by appointment only.
 - Clients/customers who are not referred to a LabCorp site will be scheduled with Scott County Child Support staff in the GCW building.
 - In-Person Genetic Testing
 - One Case Aide is assigned to schedule and conduct genetic testing; all staff are trained and can provide coverage if needed
 - Case Aide will contact the client to schedule the appointment
 - To reduce in-person process, all required information will be obtained, and documents completed by county staff prior to the testing appointment.
 - All in-building testing appointments will be conducted in an interview room in GCW
 - At least 30 minutes will be allotted for each appointment to ensure proper sanitation between meetings.
 - **Face covering and gloves will be worn by staff; clients will be required to wear face coverings because of the medical-like procedure, the collection of swabs, and the close proximity that must occur between the staff and the client.**
 - All supplies will be kept in a travel bucket used for Genetic Testing
 - Staff will supply the client with the swab and envelope required for testing.

- The client will move their mask enough to obtain an observed sample
 - Remaining close enough to observe, staff will watch as the client swabs their own cheek, places the swab in the envelope provided.
 - The client will then seal the envelope before returning it to staff.
 - The client will put mask back in place.
 - Once the process is complete, the CS employee will remove gloves and escort the client back to the exit and return to sanitize the room.
- Several weeks after genetic testing is complete, and the results are returned, an in-person meeting is required to sign and notarize legal documentation needed to obtain a Court order establishing paternity.
 - The assigned Child Support officer will schedule the appointment
 - Appointments will be scheduled in an interview room in GCW
- conducting business in County facilities.
- CS employee will call the client on their cell phone, directing them to remain in their car if testing is occurring outside. If testing is going to occur in the building, CS staff will direct the customer to the customer service entry of GC1.
- If customer is not in the parking lot at the time of that call, the appointment may be cancelled at the discretion of the CS staff
-
-
-

Appointment setting:

-
- If there are no health concerns the meeting will be scheduled for a minimum of 15 minutes

Appointment contact:

- Whenever possible, document signing and notarizing will be conducted outside.
- Initial appointment contact will follow the same process followed when conducting genetic testing.
- If there are no health concerns the customer can remain in the vehicle and a CS staff will come out and notarize documents. In the rare instances where in-office meetings are necessary, the client/customer will be escorted from the customer entry to the hall countertop outside Community Development.
- The CS staff member and the customer will review, sign and notarize the required legal documents.
- Once complete, the customer will be escorted to exit through the Customer Service exit.
- The CS Staff will complete the appointment by cleaning the counter area with bleach solution and water.

● **Function E: Establishment of child support order**

- Child Support Officers will attempt to get agreements on child support orders, or proceed via default
- If either party contests, a hearing will be scheduled. Hearings are currently being held via Zoom or in-person only if a Judge requires it
- If parties come to an agreement, we can move forward with the process
- We can proceed by default and if either party contests, this will be put on hold until a court hearing can be held
- All other establishment cases requiring a court hearing will be put on hold

● **Function F: Enforcement of court orders**

- All enforcement actions that require a hearing are being held via Zoom or in-person only if a Judge requires it

- All enforcement remedies continue to be on hold due to state waivers. Once the peacetime emergency ends, enforcement remedies will resume upon direction from the State Child Support Division
- Modification of support orders can proceed. If a hearing is required it will be scheduled via Zoom or in-person only if a Judge requires it. ~~if there is an agreement between parties; if either party contests, this will be put on hold until a court hearing can be held.~~
- **Function G: Legal enforcement remedies**
 - New actions for enforcement remedies have been suspended until the peacetime emergency ends and will resume upon direction from the State Child Support Division
- **Function H: Process and scan all incoming mail, faxes and documents received on State printer**
 - Staff will continue to date stamp and scan all documents into CaseWorks
- **Function I: Ongoing case maintenance and management functions**
 - Staff will continue to perform all case maintenance and management functions until waived or otherwise directed by the State; all can be done electronically or by phone
 - If additional documentation is needed from the client, they may send in electronically, mail or drop off in the drop box at the Government Center. Clients may also request an appointment by contacting their Child Support Officer.
- **Function J: Child Support payments**
 - Payments will be accepted at the HHS Service Counter
 - Payments may also be dropped off at drop box if Non-Custodial Parent so chooses; other payment options remain available

Level of Staff Changes and Resource Needs

Describe staff changes based on your department's functioning under the "new normal" (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

Please note a few items that apply to all functions: ~~1) Most Child Support Officers will be working from home with all necessary equipment and supplies, 1) Case Aides will be in the office, 2) Some Child Support Officers will be working a hybrid schedule with both remote and in-office time; others will be working remotely full-time and will come into the office for unit meetings, court hearings, coverage, etc., will remain in the office to process and scan all documents into CaseWorks, and to assist with other mailings and administrative needs, 3) Supervisor may work from home occasionally, 4) A minimum of one unit meeting, per month, will be held in person~~

- **Function A: Collections on child support orders**
 - No changes at this time
 - Coverage will be provided as needed
- **Function B: Redirection of support for IVE and non-IVE cases (foster care) and eligible relative**
 - Currently this is a centralized function assigned to one Child Support Officer
 - If needed, cases would be redistributed to other workers
- **Function C: Checking and distributing messages on the Child Support 952-496-8183 line**
 - We have the ability to make this line available to all staff if coverage is needed
- **Function D: Paternity establishment**
 - One Case Aide is assigned to schedule and conduct genetic testing; all staff are trained and can provide coverage if needed
 - PPE used for genetic testing will include face masks,; sanitization products and gloves
 - Two Child Support Officers are currently responsible for this and can cover for one another (refers to legal part of establishment; no changes)

- Two other Child Support Officers have limited training in this function and can provide coverage if needed (refers to legal part of establishment, no changes)
- **Function E: Establishment of child support order**
 - ~~Two~~ Three Child Support Officers are currently responsible for this and can cover for one another
 - ~~Two~~ One other Child Support officers is ~~is~~ retrained in this function and can provide coverage if needed
- **Function F: Enforcement of court orders**
 - Seven Child Support officers are currently responsible for this and can cover for one another
- **Function G: Legal enforcement remedies**
 - n/a as they are suspended until the peacetime emergency ends and upon direction from the State Child Support Division at this time
- **Function H: Process and scan all incoming mail, faxes and documents received on State printer**
 - Case Aides will remain responsible primarily for this
 - Child Support Officers will provide coverage as needed
 - Staff can also redirect state printing to a shared folder for each of access when working remotely
- **Function I: Ongoing case maintenance and management functions**
 - Supervisor will stay well-informed of waivers issued by the Department of Human Services or by the MN Judicial Branch and will ensure staff is compliant with any policies or procedures that have temporarily changed
 - Supervisor will monitor timelines and make adjustments as necessary
 - Coverage will be provided as needed
- **Function J: Child Support payments**
 - Payments made via drop box or in-person at HHS Service Counter will be processed by Case Aides and Accounting as usual
-

Adherence to Governor’s Executive Orders

Division Director Comments

Strategic Branch Comments

County Administrator Comments

County Administrator Signature _____ Lezlie Vermillion _____

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.