






INDIANA
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**CHILD
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SBOA Annual Clerks Conference



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SBOA Annual Clerks Conference

**Indiana Department of Child Services
Child Support Bureau**

Dawn Blanford, Assistant Deputy Director



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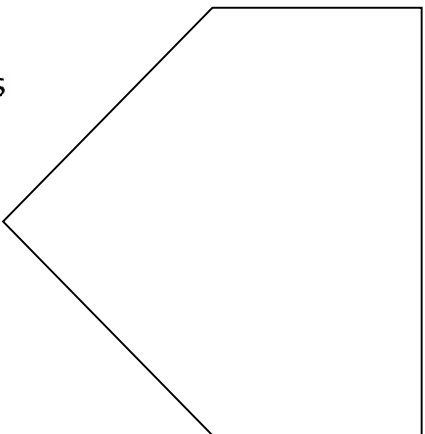
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INDIANA DEPARTMENT OF CHILD SERVICES

Agenda

- New Clerk Worker Basic Training
- IRS Background Checks Reinvestigations
- Data Reliability Audit and EDE
- New IV-D Expenditure Review Process
- Clerk BPA
- Trial Rule 41E Guidance and Public Information Guidance







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INDIANA DEPARTMENT OF CHILD SERVICES

New Clerk Worker Basic Training

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New Clerk Worker Basics Training

CSB, 500 N. Meridian St.
Indianapolis, IN 46204
9:00 a.m. – 4:00 p.m. Eastern

- March 13
- May 13
- July 29
- September 23

Learn how to:



- Build a case in ISETS
- Add and Modify a court order in ISETS
- Enter Payments
- Adjust Subaccounts
- Approve a batch
- Enter and update addresses and employers

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CSR Training Calendar & INclass

The screenshot displays the CSR Training website interface. At the top, there is a navigation bar with the 'Training' logo and a search bar. Below the navigation bar, there are several icons representing different training topics: Clerk, Prosecutor, CSA, Need Help?, Report a Security Incident, Communication & Self-Defense, Forms & Downloads, Outreach, Policy, Security, Training, and CSB & County Contact Information. The main content area is divided into two columns. The left column, titled 'Training Guides by Category', lists various training categories with their respective counts: Case Initiation (11), Case Management (43), Data Reliability (3), DCS Practice Model (5), Enforcement (22), Establishment (8), Financial (20), Intergovernmental (20), Locate (13), Other Guides (31), Security & CSA (19), Self Assessment (4), and Welcome Packet (11). The right column, titled 'Training Guides by Course', lists specific training courses: Administrative Enforcement (4), Case Closure (5), County Security Administrator (11), Intergovernmental Case Management (13), Locate (1), and New Worker Basics (43). To the right of these columns is a section for 'INclass', which includes a link to the online learning portal and a 'Training Calendar' listing upcoming webinars: 2/11/2025 10:00 AM E-Lien Process Changes Webinar, 2/12/2025 10:00 AM E-Lien Process Changes Webinar, 2/12/2025 10:30 AM IRS Background Check Reinvestigation Webinar for CSAs, and 3/4/2025 10:00 AM Case Closure Resource Discovery: Maximizing Tools for Success. At the bottom right, there is a page number indicator '1 - 4'.

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INDIANA DEPARTMENT OF CHILD SERVICES	<h1 style="margin: 0;">IRS Background Check Reinvestigations</h1> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;">   </div>
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INDIANA DEPARTMENT OF CHILD SERVICES	<h2 style="margin: 0;">IRS Background Check Reinvestigations</h2> <ul style="list-style-type: none"> • Background checks must be reinvestigated every five (5) years <ul style="list-style-type: none"> ○ I-9 verification ○ Local law enforcement check ○ FBI fingerprinting • Workers are starting to come due for reinvestigation • CSAs: Be on look for an email from DCS IT Security Team <ul style="list-style-type: none"> ○ RE: Action Required: IRS Background Check Reinvestigation Due Date Approaching ○ 60 days prior to last completed Local Law Enforcement Check
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IRS Background Check Reinvestigations

- Updated/new resources
 - IRS Background Check Complete Guide
 - Conducting the IRS Background Check Checklist for CSAs (new)
 - Completing the IRS Background Check Checklist for Employees (new)
 - Sample Record-Keeping Spreadsheet



IRS Background Check

Your complete guide to understanding the key components to the IRS Background Checks.

Conducting the IRS Background Check Checklist

This document serves as a checklist for conducting the IRS Background Check for new hires prior to granting access to Indiana Tax Information (FTI) and for current employees completing the five (5) year reinvestigation per [IRS Publication 2025](#), Section 2.2. As a reminder, the IRS Background Check is to determine suitability to access FTI.

Citizenship/Residency Check

- For current employees, no action is needed unless employment eligibility is expiring, such as a work visa.
- Contact Human Resources Department or hiring manager to verify IR information was collected for the new hire.
- Note it can take 10-15 business days to receive results.

Local Law Enforcement (LLE) Check

- Enter employee's new hire information into the database system (<https://indianadocs.com>).
- Select **Security Background Check Package**.
- Send request to initiate LLE check to the employees' new hire.
- Monitor completion of LLE check.
- Review and advise results against the Favorability Standard outlined in the [policy](#).
- Determine whether the employee's new hire should be allowed access to FTI.
- Notify employee of **pass/fail** and note completion date in the [Background Reinvestigation](#). Note: Please do not enter the employee's results in Status as this would be a violation of IR-FTI LLE policy.
- If you decide to take an adverse action, an Adverse Action letter must be sent.

FTI Fingerprint Check

- Notify employee's new hire to schedule the FBI Fingerprint Check through Identifix providing them with your official billing account code, service code, and the [Department Scheduling Card](#).
- If the new hire will have primary, secondary, or tertiary access to fingerprint check results, [upload](#) them to CSIS System and inform them to complete the assigned level of LLE training. As a reminder, LLE training is to be completed every year for employees that have direct or indirect access to fingerprint results.
- Review the fingerprint results in [Hides](#). See the [Background Results in Hides Desktop Guide](#) and [Hides CSIS Resource User Manual](#) (pages 4-4 & 9-13).
- Review and advise the results against the Favorability Standard outlined in the [policy](#).
- Send your final notification and mark completion date on the [Background Reinvestigation](#). Note: Please do not enter the employee's results in Status as this would be a violation of IR-FTI LLE policy.

Completing the IRS Background Check

Per [IRS Publication 2025](#), Section 2.2, employees who currently have or will be granted access to Indiana Tax Information (FTI) must undergo background checks to determine their suitability to access FTI. This has been the case since the implementation of the new background check system in the first agency directly from the Internal Revenue Service.

The IRS Background Check includes three (3) components:

- Citizenship/Residency Check
- Local Law Enforcement Check
- FBI Fingerprint Check

Follow the steps below for completing the federally mandated requirements.

Citizenship/Residency Check

- For new employees: Complete an IR-1 within three business days of hire.

Local Law Enforcement (LLE) Check

- The new hire must have information on email from the database associated with a link to the LLE Check.
- Complete the LLE check. Note: If you do not complete the LLE check within 30 days of starting the new hire, you will be required to complete the LLE check and will need to be re-evaluated. See the [Guidelines for Background Checks](#) for more information.
- Note: When completing the LLE check, you will need a copy of the new hire's Social Security Card (SSN) to complete the LLE check.
- The new hire must have a current mailing address of record before the LLE. The LLE check is a one-time check.

FBI Fingerprint Check

- Submit the FBI Fingerprint Check through Identifix using the service code and billing account code provided by the Department's Administrative and the [Department Scheduling Card](#).
- If you receive results with security check and negative action may be taken against your employment status (not being an, terminating an, or meeting your FTI access), an Adverse Action letter will be sent.

Next Steps

- The employee's new hire, if you are determined suitable to access FTI, the County Security Administrator (CSA) will take the steps to report your access to FTI (e.g., reporting your FTI sign-in information).
- The LLE and Fingerprint check portion of the IRS Background Check is to be reported every year.
- As a reminder, LLE training is to be completed every year for employees that have direct or indirect access to fingerprint results. If you are a new hire, you must complete LLE training. Check with your CSA.

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IRS Background Check Reinvestigations

Security/CSA Communications

- 2024 (5)
- 2023 (2)
- 2022 (8)
- 2021 (7)
- 2020 (7)
- 2019 (5)
- 2018 (5)

Security Policies

- CSB IT Policies (23)
- 2010 (1)
- 2009 (1)
- 2008 (1)
- 2007 (1)
- 2004 (3)
- 2003 (1)

Forms

- FTI Forms (5)
- General Forms (11)
- IRS Background Check Forms & Guides (26)**
- Barada Associates Online User Guide
- CSIS Training Desktop Guide
- Client User Certification Form
- Completing the IDEMA Net 30 Account Application Desktop Guide
- Completing the Information Needed to Add an Agency to CSIS Online Form Desktop Guide

Security Guides

- Assigning Referral Ranges in ISETS Smart Guide
- Authorized Access List (AAL) Sample
- CSA FTI and Security Smart Guide
- Federal Tax and Security Desktop Guide
- FTI Logs and Confirmation Form Desktop Guide
- FTI Procedures and Logs Frequently Asked Questions
- FTI Receipt Destruction Distribution Log Sample
- FTI Security Disclosure 5161 Labels
- How to Review ISETS Worker Status and Profile

Nclass
Child Support Training Portal

Click here for online learning



Links

- Background Investigation Policy
- ISD-Shared Password Change
- OCCS Security Agreement
- Publication 1075
- Self-led Information Security Training (FTI)

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INDIANA DEPARTMENT OF CHILD SERVICES	<h2 style="margin: 0;">IRS Background Check Reinvestigations</h2> <ul style="list-style-type: none"> • Upcoming Webinars: <ul style="list-style-type: none"> ○ Wednesday, July 16th @ 2 p.m. ET ○ Thursday, August 28th @ 2 p.m. ET • Webinars scheduled through December 2025 • Each webinar is an hour long • May forward webinar join information to back up CSAs or Appointing Authorities • Walkthrough of Conducting the IRS Background Check Checklist + FAQ
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INDIANA DEPARTMENT OF CHILD SERVICES	<h1 style="text-align: center; margin: 0;">Data Reliability Audit (DRA)</h1> <div style="display: flex; justify-content: space-between; align-items: flex-end; margin-top: 20px;">   </div>
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What is DRA?

- Full Data Reliability Audit
 - Encompasses work done during FFY 2024 (10/1/23-9/30/24)
 - Purpose is to compare what the IV-D program reported on the OCSS 157 with what our actual files contain
- Results of DRA Audit
 - If we pass (95% or greater), then we should not have a full DRA for another 2 years
 - If we do not pass, then:
 - Full DRA again next year
 - Risk of loss of federal funding – IV-D incentive funds and Indiana’s TANF grant






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The Clerk’s Role in DRA

- Send your entire file via EDE to CSB
 - OCSS Auditor needs to review all of the court orders and supporting documentation
 - EDE is the most secure method of transmission
- Why are Clerk’s files needed?
 - Verify what should have been reported on the OCSS-157 was reported and what should not have been reported on the OCSS-157 was not reported
 - When case was IV-D at any point in the review period, provides a robust view of the case along with the Prosecutor’s file


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INDIANA DEPARTMENT OF CHILD SERVICES	<div data-bbox="423 422 1195 600" data-label="Section-Header"> <h1>Electronic Document Exchange (EDE)</h1> </div> <div data-bbox="250 783 341 940" data-label="Image"> </div> <div data-bbox="1076 806 1396 932" data-label="Image"> </div>
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INDIANA DEPARTMENT OF CHILD SERVICES	<div data-bbox="261 1188 365 1239" data-label="Section-Header"> <h2>EDE</h2> </div> <div data-bbox="261 1285 482 1327" data-label="Text"> <p>Why use EDE:</p> </div> <div data-bbox="261 1331 1131 1770" data-label="List-Group"> <ul style="list-style-type: none"> • Documents are sent to clerks using EDE • Secure way to send documents with PII or FTI • Types of documents you might receive include: <ul style="list-style-type: none"> ○ Transmittal #3 from other States forwarded by CSB ○ Transferred Court Files from other Indiana Counties • Types of documents you might send: <ul style="list-style-type: none"> ○ Court orders to other states ○ Payment Histories to other states ○ Venue/Transfer court files to other Indiana Counties ○ Court Files to CSB for federal audits </div>
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INDIANA DEPARTMENT OF CHILD SERVICES 	<h2 style="margin-top: 0;">EDE</h2> <p>Reminders when using EDE:</p> <ul style="list-style-type: none"> • Download Unsolicited Documents Section (for documents received) • Upload Unsolicited Documents Section (for documents you are sending) • Make sure the Receiving Counties field has only your county selected • Documents assigned to CLERK should have CLERK in the Receiving State Case ID field • For assistance in process reach out to your Clerk Field Consultant
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INDIANA DEPARTMENT OF CHILD SERVICES 	<h1 style="text-align: center; margin-top: 0;">New IV-D Expenditure Review Process</h1> <div style="display: flex; justify-content: space-between; align-items: flex-end; margin-top: 20px;"> <div data-bbox="251 1696 341 1858">  </div> <div data-bbox="1088 1717 1404 1848">  </div> </div>
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INDIANA DEPARTMENT OF CHILD SERVICES	<h2 style="text-align: center;">New IV-D Expenditure Review Process</h2> <ul style="list-style-type: none"> • Every county every year <ul style="list-style-type: none"> ○ Review most recently completed MEC ○ One month instead of three ○ Limited in person meetings <ul style="list-style-type: none"> • In person as needed • Teams meetings optional • Available upon request <div style="text-align: right;">  </div>
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INDIANA DEPARTMENT OF CHILD SERVICES	<h2 style="text-align: center;">Supporting Documents</h2> <ul style="list-style-type: none"> • Upload supporting MEC documents to Portal <ul style="list-style-type: none"> ○ Helps speed up process/eliminate emails ○ Must be PDF – Currently no Excel ○ 10 MB file size limit per file ○ Info can be split into six files if necessary (60MB total available) • Still have questionnaire <ul style="list-style-type: none"> ○ Sent out in email ○ Short answers and questions from documents <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="text-align: center;">  </div> <div style="text-align: right;">  </div> </div>
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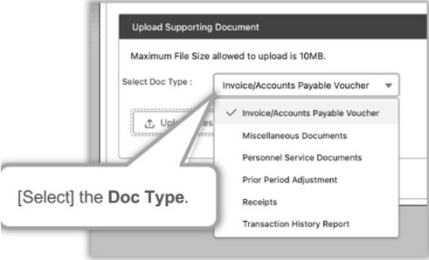
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Supporting Documents

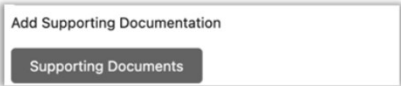
IV-D Expenditure Portal (MEC) Smart Guide

Uploading Supporting Documents to the MEC Form (optional)

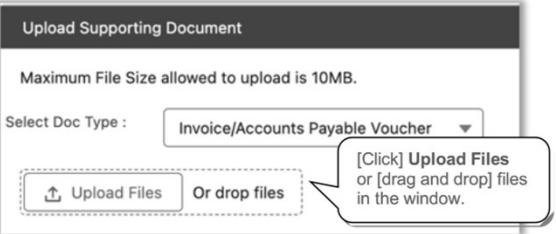
Step 2 – [Click] **Supporting Documents** to add supporting documentation.



Step 4 – [Click] **Upload Files** to find and select your documents or navigate using your computers file functions and **[drop files]** in the browser window.




Step 3 – [Click] the **dropdown box** under Select Doc Type to choose the document type.




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Clerk BPA







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Trial Rule 41(E) Guidance







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Trial Rule 41(E) Guidance

- IC 31-15-4-14(2): Provisional Order terminated when the petition for dissolution or legal separation is dismissed.
- Indiana Court of Appeals clarified that the same principle applies in a paternity action. (Douglas v. Spicer, 8 N.E.3d 712, 715 (Ind. Ct. App. 2014)).
- A Provisional Order is terminated upon the T.R. 41(E) dismissal - Even if the dismissal order does not explicitly address the termination.






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Trial Rule 41(E) Guidance

- Regarding IWO, the Clerk discuss a termination IWO with the judge.
- Same process as any other case where a child support order has been terminated.
- Placing a STOP on the IWO in ISETS or sending a copy of the dismissal order to the employer is not sufficient to terminate the current IWO.



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Public Information Guidance



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Public Information Guidance


- Any child support records that are not part of the court file (such as ISETS information)
- Can only be disclosed if such disclosure complies with existing confidentiality policies.
- Chapter 18 of the Title IV-D Policy Manual, beginning  [here](#).






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Public Information Guidance

- Refer to the Title IV-D Policy Manual regarding confidentiality of court files,  [here](#).
- Indiana Supreme Court's Public Access to Court Records Handbook provides extensive resources on this matter.
 - Sample response letters for Clerks and Clerk FAQs.
- Contact Clerk Field Consultant
- Contact County Attorney





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Public Information Guidance

- Information on Indiana Judicial Branch’s Publications and Forms website, particularly:
 - Public Access to Court Records Handbook (2023 Edition)
 - Frequently Asked Questions Regarding Access to Court Records
 - List of Excluded Records and Documents



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Thank

You!

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Contact Information

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