

**2007 Innovations Awards Program  
APPLICATION**

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ID # (assigned by CSG): 07-S-24VACHILDSUPPORTCELLPHONE

**Please provide the following information, adding space as necessary:**

State: **Virginia**

Assign Program Category (applicant): **Health and Human Services – Children & Families**

1. Program Name: **Division of Child Support Enforcement Cell Phone Records Initiative**
2. Administering Agency: **Department of Social Services**
3. Contact Person (Name & Title): **Nathaniel L. Young, Jr., Deputy Commissioner and Director, Child Support Enforcement**
4. Address: **7 North Eighth Street, Richmond, Virginia 23219**
5. Telephone Number: **(804) 726-7417**
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7. E-mail Address: **[nick.young@dss.virginia.gov](mailto:nick.young@dss.virginia.gov)**
8. Web site Address: **<http://www.dss.virginia.gov/family/dcse.html>**
9. Please provide a two-sentence description of the program.

**Virginia was the first state to initiate administrative subpoenas to cellular phone companies requesting addresses and phone numbers for delinquent noncustodial parents who owe child support. Virginia is now leading federal and state efforts to automate the matching of names with these same companies.**

10. How long has this program been operational (month and year)? Note: the program must be between 9 months and 5 years old on April 2, 2007, to be considered.

**The program became operational in June 2005.**

11. Why was the program created? What problem[s] or issue[s] was it designed to address?

**The program was created to track down some of the hardest to locate offenders for nonpayment of child support when other enforcement methods had been exhausted.**

12. Describe the specific activities and operations of the program in chronological order.

**a. In a coordinated effort between the Office of the Attorney General and the Division of Child Support Enforcement (DCSE), the project initially attempted to obtain the voluntary cooperation of cell phone companies in conducting data match processes between their customer records and DCSE.**

- b. **When DCSE's attempts at written and verbal communications were unproductive, DCSE began issuing administrative subpoenas to seven of the largest cell phone providers in Virginia.**
- c. **In the spirit of cooperation, Verizon and Cingular agreed to conduct data matches without mandatory state legislation, and quarterly matches are now ongoing.**

13. Why is the program a new and creative approach or method?

**Millions of Americans now own cell phones. Virginia was the first state to hypothesize that a considerable number of noncustodial parents hiding from DCSE probably owned cell phones and to realize the potential benefit of obtaining locate information from companies' customer records.**

14. What were the program's start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.)

**Virginia has been able to use existing staff to both issue subpoenas and track incoming responses, as well as establish and conduct data matches.**

15. What are the program's annual operational costs?

**The program's annual operational costs are approximately \$30,000, which includes the salaries of one policy specialist, one business analyst and one systems analyst.**

16. How is the program funded?

**The program is funded by the existing administrative DCSE budget.**

17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number.

**Existing federal and state statutory authority was already in place prior to commencement of the program.**

18. What equipment, technology and software are used to operate and administer this program?

**DCSE communicates with each cell phone partner using encrypted File Transfer Protocol (FTP). The inquiry files and match files are processed on a mainframe IBM running Z/OS using DB2, COBOL and CICS.**

19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address.

**Yes, to the best of our knowledge, Virginia was the first state to send subpoenas and to conduct a "live" data match. Nathaniel (Nick) Young was the innovator.**

20. Are you aware of similar programs in other states? If YES, which ones and how does this program differ?

**Yes, several other states are now sending subpoenas and/or beginning to conduct data matches. They include Delaware, California, Iowa, and Wisconsin.**

21. Has the program been fully implemented? If NO, what actions remain to be taken?

**The program has not yet been fully implemented. Virginia plans to shortly begin negotiations with two additional cell phone companies to conduct data matches.**

22. Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples.

- **To date 4,730 manual subpoenas have been generated for 840 noncustodial parents.**
- **Locate information is returned to DCSE for 40-50% of the submitted names.**
- **More than 375 delinquent parents have been located as a result of the subpoenas and are now paying child support.**
- **A recent match with Verizon yielded information associated with 17,233 noncustodial parents, including a total of 30,714 reported cell phone numbers.**
- **At the 16<sup>th</sup> National Child Support Enforcement Training Conference in September, 2006, Virginia DCSE was awarded the Administration for Children and Families' Office of Child Support Enforcement (OCSE) "Innovative Partnership" Award, along with Verizon and Cingular.**
- **The program was included in the 2006 Federal OCSE Compendium of Best Practices/Good Ideas for Child Support Enforcement.**

23. How has the program grown and/or changed since its inception?

**The program is evolving from a manual paper process to an automated match process. The matches have proven to be mutually beneficial, providing a much more efficient and less time-consuming process than preparing and answering individual subpoenas. DCSE will continue to pursue automated matches with additional companies.**

24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program?

- **Some states must pass legislation in order to adopt this program.**
- **The major cell phone companies are inundated with requests from most states to initiate data matching processes; therefore, states should expect delays.**
- **Some states' computer systems will require more adjustments in order to meet the cell phone companies' specifications.**
- **Virginia DCSE is taking a major role in forming a national work group designated by the Federal OCSE. This work group will address how all states can best work together to develop a model program with uniform file layout and centralized automated responses, instead of 54 different states attempting 54 different solutions to the problem/opportunity. This will be a tremendous benefit and incentive to the cell phone companies.**

## **2007 Innovations Awards Program Program Categories and Subcategories**

Use these as guidelines to determine the appropriate Program Category for your state's submission and list that program category on page one of this application. Choose only one.

### *Infrastructure and Economic Development*

- Business/Commerce
- Economic Development
- Transportation

### *Government Operations*

- Administration
- Elections
- Public Information
- Revenue

### *Health & Human Services*

- Aging
- Children & Families
- Health Services
- Housing
- Human Services

### *Human Resources/Education*

- Education
- Labor
- Management

- Personnel
- Training and Development
- Workforce Development

### *Natural Resources*

- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
- Parks & Recreation
- Water Resources

### *Public Safety/Corrections*

- Corrections
- Courts
- Criminal Justice
- Drugs
- Emergency Management
- Public Safety

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This application is also available at [www.csg.org](http://www.csg.org), in the Programs section.

**Deadline: April 2, 2007**