

Vermont Web Portal Board meeting
May 14th 2013
Electronic Meeting

Present:

Board members: Richard Boes, Marty Reid, Tracey Harrington, Brad Leven, Michael Clasen, Sam Young, Christine Loso, Abigale Winters

DII: Harry Bell

OCS: Roberta Garrand

VIC: Jamie Gage, Robert Swartz

This meeting was originally scheduled for the first week of April but was postponed due to board member obligations with the Legislature.

After the meeting was rescheduled for May the 14th the Office of Child Support asked if there was any way the board could expedite the review process to accommodate their desired launch date. After consulting with Board Chair Michael Clasen it was decided to attempt to review the OSC proposal electronically rather than waiting until the 14th for the scheduled in-person meeting. Board members were informed that if any member, at any time, felt that the process was insufficient to properly review the proposal then the process would be suspended until the scheduled May 14th meeting.

The electronic process for approval was as follows:

- The materials for the service were attached to an email. Members had until 8 AM Thursday (5/1) to review the materials and respond with any questions or comments.
- Replies were compiled and a response was prepared by Friday afternoon (5/3).
- Members were notified on the following Monday (5/6) to see if members were ready to consider the service.
- All members agreed that they were ready to proceed and the proposal was put into the eSignature system where members had a full day to sign the proposal.
- Signature signified a yes vote.

The results of the voting for the OCS project were 6 Yeas and 2 Nays. This is sufficient for the project to be recommended to JFO for their consideration.

The following questions were asked and answered electronically as part of the review process:

1. OCS makes a good case for allowing NCPs to pay by credit card. Why doesn't OCS allow NCPs to do so without a new online system and avoid the additional \$5 charge?

The only way OCS can do this without requiring additional programming in ACCESS is to route these payments through the Lockbox file. Either way there would need to be a system setup to accept the payments which would require additional manpower and programming on the part of the State. By utilizing VIC for this service it is cost neutral to the State.

2. How many NCPs are there? How many are anticipated to use the new system?

While we don't necessarily do case counts by NCP's, as of March, 2013, there were approximately 20,522 OCS child support cases. Some NCP's have multiple cases so each case would be counted as one in the 20,522 case count. In FFY2011, OCS received 219,408 personal and employer checks for a total dollar amount of \$30,463,565 or an average check amount of \$138.84.

3. What is the range of child support payments?

Based on the numbers we have, the average range of child care payments ranges from \$120 - \$307. These are averages based on the four categories of payments types, so payments could be higher/lower than these averages.

4. Why is there a \$5 dollar flat fee for all online charges rather than setting the charge proportional to the amount of the child support payment?

There was discussion around a flat 3% based on the payment amount, however, we thought for payments on the higher end in the \$300 range, a \$9 fee would deter people from using the system. The \$5 flat fee seems more reasonable for users to take advantage of the system.

The meeting for the 14th of May was cancelled as the OSC project was the only business on the calendar.