

Title 18: Human Services

Part 3 Division of Child Support Enforcement

Part 3 Chapter 1: Child Support Enforcement Policy

## **CHILD SUPPORT ENFORCEMENT POLICY**

### **(Title IV-D)**

## **PROVISIONS AND RESPONSIBILITIES**

### **Child Support History**

#### **Title IV-A Background**

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This program of financial assistance to certain groups of needy children who are deprived of the support and care of their parents is known nationally as AFDC, Aid to Families with Dependent Children. The provision of this financial assistance was authorized as one of the original titles of The Economic Security Program passed by congress in August 1935, as Title IV-A of the Social Security Act, and remained in effect, though amended many times during the years since its passage, until the passage of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996.

Title IV-A of the Social Security Act provided for the granting of assistance on behalf of a dependent child under the age of 18 who had been deprived of parental support and care by reason of death, continued absence or incapacity when the child resides with a relative.

When Congress enacted the AFDC program in 1935, the basis for including needy children of deceased parents was a concept that was generally accepted. However, the inclusion of this group as recipients of Social Security resulted in the subsequent removal of many of the children of deceased parents from the AFDC rolls. At the close of World War II the AFDC rolls began to grow rapidly nationally and in Mississippi. This was brought about by a need for financial assistance for children who are deprived of a parent due to illegitimacy, divorce and desertion.

On August 22, 1996, Public Law 104-193 was signed into law eliminating the open-ended federal entitlement program of Aid to Families with Dependent Children and creating a block grant for states to provide time-limited cash assistance for needy families. With the demise of the AFDC program, TANF, Temporary Assistance for Needy Families, was born.

The purpose of TANF is to provide assistance to needy families with children so they can be cared for in their own home, and to reduce dependency by promoting job preparation, work and marriage.

### **Child Support Background**

Due to the rising cost of the AFDC program nationally, Congress amended Title IV-A to require that aid granted to children whose legal parent had deserted or failed to provide support be reported by the state to the appropriate law enforcement officials in that county or district. This reporting was made mandatory as of July 1, 1952, and was repealed effective July 1981.

Mississippi Department of Human Services staff worked with absent parents to obtain voluntary agreement for support. Beginning in 1967, with further amendments to Title IV-A of the Social Security Act, Congress again required greater efforts on the part of the states toward locating absent parents, establishing paternity, and obtaining child support. Under this provision Mississippi Department of Human Services staff sought both voluntary and court ordered support from absent parents.

Despite this requirement and much publicity with regard to deserting parents, the caseloads and expanded administrative expense of the AFDC program grew larger. Congress then passed Public Law 93-647, which established Title IV-D of the Social Security Act. The effective date of this statute was July 1, 1975.

### **Federal Law**

Public Law 93-647, passed by Congress in December 1974 was signed into law January, 1975, requires that all states make special provisions to identify, locate, and obtain support from parents of children for whom financial assistance in being paid because of the desertion and/or nonsupport of the parent or parents. This Federal statute makes mandatory the establishment of a single and separate organizational unit in each state for the specific purpose of locating and securing child support from absent parents and establishing and obtaining child support for AFDC children. It also requires that the state provide location and support services for Non-AFDC children when the responsible relative requests such services and pay an application fee.

The Federal statute in another of its main provisions requires that support be paid to the separate unit and not directly to the mother or other grantee relative with whom the child lives. It was necessary then in 1975 for Congress to pass another amendment, Public Law 94-88, to modify Part D of Title IV to protect AFDC families against decreased amount of the AFDC money payment because of the payment of support by the absent parent directly to the state.

In August, 1984, Public Law 98-378, The Child Support Enforcement Amendments of 1984, was signed into law. This legislation was designed to help the states strengthen their child support programs by providing stronger enforcement practices.

As a condition for receiving federal financial participation, the State must cooperate with other states in establishing paternity, locating absent parents and securing compliance with court orders. The primary interstate support enforcement mechanism was the Uniform Reciprocal Enforcement of Support Act (URESA) which established procedures in each state initiating or responding to interstate support actions.

The Family Support Act of 1988, Public Law 100-485, implemented the standards for processing child support enforcement cases and timeframes for distributing child support collections. The States were required to establish paternity for all children receiving AFDC as soon as possible after a child's birth and prior to the child's eighteenth birthday.

Genetic tests were to be made available at the request of either party in a contested paternity action. This act also required States to review child support cases at least every three years to determine whether the child support award amount should be adjusted in accordance with state guidelines. Another major provision of this legislation was the advent of immediate income withholding on all new or modified child support orders in IV-D cases entered on or after 11-01-90 without regard to existence of an arrearage.

Public Law 103-66, Omnibus Budget Reconciliation Act of 1993, contained four major features requiring States to adopt laws; improving Medical Support Enforcement, establishing a simple civil process for the voluntary acknowledgment of paternity, providing a voluntary acknowledgment creating a presumption of paternity and seeking a child support order, and adopting a variety of procedures to streamline the paternity establishment process.

On August 22, 1996, Public Law 104-193, Personal Responsibility and Work Opportunity Reconciliation Act of 1996, was signed into law. This comprehensive legislation replaces the AFDC program with block grants to States for temporary assistance to needy families. This legislation also makes far-reaching changes and restructures the administration of the Child Support Enforcement program.

### **State Law**

The Mississippi Legislature in its regular 1976 session passed Senate Bill No. 2822, to be effective on and after July 1, 1976, authorizing the Mississippi Department of Human Services to establish a single and separate child support unit in order to carry out the requirements of Title IV-D of the Social Security Act.

In order to comply with Public Law 98-378, the Mississippi legislature in its regular 1985 session passed Senate Bill Nos. 2294 and 2295, effective July 1, 1985. These new laws require the state to use strong proven practices for enforcing child support payments.

The URESA provisions of the State of Mississippi were adopted by the 1954 session of the Mississippi State Legislature. The 1954 version of URESA was repealed with the adoption of UIFSA in 1997.

### **Organizational Requirements**

Under Federal and State statute and regulations each state must set up a single and separate organizational unit to carry out the functions of the Child Support program.

In accordance with these federal and state statutes, the Mississippi Department of Human Services has established the Division of Child Support Enforcement as the single and separate organizational unit responsible for the operation of the child support program. In general the Division's duties are:

- Developing detailed policies and procedures for locating noncustodial parents, establishing paternity, obtaining court orders for support, and enforcing support obligations.
- Providing technical supervision through appropriate administrative lines to all staff involved in child support functions.
- Working with appropriate support departments to set up proper records accounting for all monies received and disbursed in accordance with prescribed procedures.
- Working with appropriate support departments to ensure proper reporting of work done in child support cases as required under Federal and State statute and regulations.
- Serving as liaison with law enforcement officials over the State, Judges of various courts involved in child support activities, child support units in other states and representatives of the Federal Department of Health and Human Services, Office of Child Support Enforcement.

### **Regional Office**

The child support regional office is responsible for supervising the implementation and operation of the child support program. Technical supervision is provided by the Division of Child Support Enforcement through the regional office to the county office.

### **Child Support Secretary Regional Office**

The child support secretary assigned to the regional director or to the legal staff in the regional office is responsible for performing clerical functions for the child support attorneys of the child support regional director.

### **Child Support Regional Director**

Some of the responsibilities are:

1. Providing direction, supervision and training to county child support supervisors and staff;
2. Providing administrative and personnel supervision to assigned county staff;
3. Identifying problems and weaknesses in assigned counties of responsibility and recommends
4. Interpreting program policy and transmitting this knowledge to assigned county staff to ensure staff has a good understanding;
5. Interpreting and complying with agency's administrative policy;
6. Documenting client and other case related contacts.
7. Ensuring proper processing and handling of returned/undeliverable and held child
8. Making retroactive adjustments.

## **County Office**

The Child Support program is conducted in each county under the supervision of the child support Regional Director. Day-to-day supervision of the child support staff in the county office is provided by the child support supervisor.

Listed below are some of the fiscal functions handled at the county office:

1. Providing affidavits of accounting;
2. Completing payment credits and arrears adjustments;
3. Accepting payments from court proceedings, application fees, and other lump sum payments and forwarding to CRDU;
4. Entering all court orders into METSS;
5. Providing court testimony regarding financial aspects of a child support case;
6. Handling future money;
7. Handling all claims;
8. Researching incorrectly posted payments, and,
9. Handling all client and noncustodial parent telephone calls.

## **Child Support Supervisor**

The child support supervisor provides daily supervision to the county child support staff. Some of the child support supervisor's responsibilities are:

1. Providing program supervision to county staff to ensure the implementation of program policy and procedures;
2. Providing administrative and personnel supervision to the county staff;
3. Establishing and maintaining operational controls in order to ensure program compliance;
4. Providing technical assistance and training in child support policies by holding regular staff meetings to discuss changes and additions to agency policy;
5. Reviewing case records and computer data for cases being referred to the attorney for legal action;
6. Ensuring proper processing of returned/undeliverable and held child support checks by following applicable policies;
7. Performing case work, as necessary;
8. Coordinating with County Director regarding IV-A/IV-D interface and other child support related matters, as necessary; and,
9. Documenting client and other case related contacts.

## Child Support Worker

The child support worker is responsible for the following child support functions:

1. Completing case resolutions and reviewing the initial TANF, IV-E Foster Care, Medicaid- only, and Food Stamp child support referrals from the referral source and accepting applications for child Support Services received from Non-TANF applicants;
2. Determining the noncustodial parent's legal obligation to support his/her dependent child(ren) that he/she has an apparent legal obligation of support in the case of unmarried parents
3. Making necessary appointments and interviewing all TANF, Food Stamps and Medicaid-only recipients, and Non-TANF applicants in order to gather needed information used to locate noncustodial parents, determine their employment, and gather other data essential to complete the investigation and obtain an order of support and/or a determination of paternity;
4. Notifying the appropriate eligibility worker when the TANF, Medicaid-only or Food Stamp recipient refuses/fails to cooperate in location efforts, or in any other activity required to obtain support from the noncustodial parent or establish paternity;
5. Documenting the case record of a Non-TANF applicant/recipient's refusal/failure to cooperate in location efforts, activities to obtain support from the absent parent or establish paternity;
6. Maintaining the official child support record, including filing all mail;
7. Engaging in local location activities and coding the automated child support system (METSS) as appropriate;
8. Documenting the case record and METSS of all efforts and attempts made and the means used to locate noncustodial parents and obtain and collect support.
9. Documenting all efforts and attempts made to locate the recipient of services, including use of SPLU, when child support checks are returned or held;
10. Interviewing noncustodial parents to obtain information and completing Stipulated Agreement whenever possible. In the case of a paternity action secure, if possible, a sworn, Admission of Paternity from the noncustodial parent;
11. Completing all necessary forms/documents reflecting information received and obtaining the signature of the TANF recipient or Non-TANF applicant when the signature is required. In the case of a paternity action, a sworn Affirmation of Paternity is to be secured from the biological parent.
12. Reporting promptly to the Eligibility Worker any information which may affect the status of the TANF, Medicaid-only, and Food Stamp case. Examples: Change of address, child (ren) no longer residing with the recipient, and other information received affecting IV-A eligibility.
13. Establishing a working relationship with local agencies, Court Clerks, Judges, et al., in order to utilize resources effectively.

14. Completing and routing to the Child Support Attorney all investigative packets and information compiled on a case, as required by policy.
15. Making good cause determinations;
16. Exercising good customer service practices; and
17. Documenting all client and other case related contacts.

### **Child Support Senior Attorney**

The child support senior attorney has the following responsibilities:

1. Supervising county staff attorneys in the assigned region by ensuring that state policy and procedures, and state and federal laws are followed;
2. Supervising assigned secretarial and clerical staff in the regional office;
3. Providing legal advice and support to the assigned area's regional director;
4. Assisting staff attorneys with difficult cases and cases being appealed to the Mississippi Supreme Court;
5. Carrying a case load when there is a shortage of staff attorneys;
6. Monitoring the performance of assigned staff;
7. Assisting in training assigned staff, and,
8. Documenting all client and other case related contacts.

### **Child Support Attorney**

The child support attorney is responsible for all functions necessary for court actions. Responsibilities include:

1. Establishing a working relationship with court officials in the area of assignment in order to facilitate the legal steps necessary to obtain and enforce child support orders;
2. Establishing a working relationship with the county child support supervisor, child support workers, and regional director to facilitate effective operation of the overall program;
3. Receiving information prepared by the child support workers and making decisions as to the legal action required on specific cases;
4. Taking appropriate action to dispose of all cases in a judicious manner;
5. Providing technical supervision to child support workers in the preparation of legal forms and pleadings;
6. Reviewing legal pleadings prior to submitting cases for court action;
7. Checking the status of a TANF, Medicaid-only, or Food Stamp case prior to filing the case and again before the scheduled court date;

8. Providing technical and legal assistance to the counties upon request;
9. Reviewing and submitting court costs and genetic testing bills for payment in a timely manner;
10. Responding to inquiries from other states regarding UIFSA cases and handling UIFSA responding actions for other state IV-D agencies when appropriate;
11. Assisting in training other appropriate staff, when necessary;
12. Interpreting in writing individual court orders upon written request from county child support staff;
13. Taking necessary action to update computer files;
14. Preparing statistical reports, as required; and,
15. Documenting client and other case related contacts.

### **Central Receipting and Disbursement Unit (CRDU)**

The CRDU is responsible for:

1. Collecting and receipting child support payments;
2. Disbursing payments within two business days of receipt;
3. Providing assistance to employers, other state IV-D agencies, county child support supervisors and regional directors;
4. Resolving deposit discrepancies and completing bank reconciliation for the CRDU account;
5. Providing employers with a central location for inquiries; and,
6. Helping resolve improperly posted receipts.

### **CRDU Program Administrator Senior**

The CRDU is under the supervision of the program administrator senior. The program administrator senior's duties include:

1. Providing direction and supervision to the CRDU;
2. Identifying problems and recommending, implementing and monitoring corrective action;
3. Interpreting program policy and transmitting this knowledge to staff;
4. Interpreting and complying with MDHS administrative policy;
5. Preparing statistical reports;
6. Providing administrative and personnel supervision to staff; and,
7. Performing fiscal responsibilities when necessary.

**CRDU Supervisor and Project Officer IV**

The CRDU supervisor and Project Officer IV provide daily supervision and instructions to assigned fiscal control officers. The CRDU supervisor's and Project Officer's duties include:

1. Ensuring child support fiscal integrity by ensuring proper receipting, distribution and proper performance of accounting functions;
2. Establishing and maintaining operational controls to ensure program compliance;
3. Providing administrative and personnel supervision;
4. Providing program policy direction;
5. Providing technical assistance and training;
6. Depositing daily to METSS and physical bank.

**CRDU Fiscal Control Officer**

The fiscal control officer's duties include:

1. Receipting all child support collections;
2. Processing incoming and outgoing mail;
3. Handling all employer contacts related to payments.
4. Handling problem payments, i.e.; lack of identification, unsigned payments, etc.

**CRDU Program Specialist**

The program specialists' responsibilities include:

1. Depositing daily to METSS and physical bank; and
2. Resolving deposit discrepancies and completing bank reconciliation for the CRDU account.

**Customer Service Program Administrator Senior**

1. Handling customer service calls;
2. Responding to written inquiries;
3. Providing administrative and personnel supervision to staff;
4. Preparing statistical reports; and
5. Interpreting and complying with MDHS administrative policy.

## **Monitoring**

### **Legal Base**

Federal regulations at 45 CFR 302.10 require the Division of Child Support Enforcement to “have assigned IV-D staff at the State level to conduct regular, planned examinations and evaluations of operations in local offices.” To comply with this regulation, program specialists are assigned to conduct planned program compliance reviews in county offices on a regular basis to determine that each child support office: 1) is implementing all State-issued policies, standards, procedures and instructions, and 2) is in compliance with Federal regulations governing the operation of the child support program. Follow up and/or target reviews are conducted according to need and availability of staff.

Program compliance reviews are conducted in accordance with guidelines and procedures specified by Child Support Operations. Findings of the review are analyzed to evaluate the quality, efficiency, effectiveness, and scope of the child support enforcement services available in each office. Required corrective action is monitored.

### **Operational Procedures**

During the performance of a review, appropriate staffs involved in child support activities are interviewed. The provisions of required services, timeliness in moving from one service function to another, case maintenance, distribution and accounting procedures, case records, and other administrative records and reports are examined. At the close of the review, the program specialist conducts an exit conference to provide a written and verbal preliminary summary of the findings to the appropriate staff.

The program specialist will provide a copy of the written preliminary report of the program compliance review to the regional director, the senior attorney and to the county child support supervisor. The report directs the child support supervisor and/or the regional director, and the senior attorney when appropriate, to prepare and submit a written report of the corrective action taken and/or planned for all problems and errors identified by the review within 45 days of the date of the exit conference. Any exceptions to the report should be indicated and submitted with sufficient documentation for Program Operations staff to make a determination if the exception will be granted. If no documentation is provided by the field staff, no exception will be granted. The corrective action plan and exceptions should be forwarded to Program Operations with a copy to the program specialist that conducted the review.

The corrective action plan is reviewed, analyzed, and evaluated by Child Support Program Operations staff. Any exceptions will be reviewed and a determination made as to the validity of the exception. If the exception is approved and results in a significant change in the percentage of any particular performance criteria, a recalculation will be made by Program Operations. Upon receipt of the corrective action plan, a review and/or recalculation of performance indicator percentages will be conducted by Program Operations staff. The regional director, senior attorney and county supervisor will receive an official copy of the final results of the program compliance review. If necessary, child support staff at the state level will help the appropriate

regional director and/or senior attorney determine the type of additional assistance needed by a particular office. Such assistance may consist of clarifying policy by bulletin or memorandum, provision of legal assistance, or through staff development and training.

### **County Staff Responsibilities**

When a child support office is subject to a compliance review, the county child support supervisor and other appropriate staff, including the attorney assigned to the county, involved in child support activity must:

1. Provide or make available information requested by the program specialist.
2. Participate in review conferences and interviews as requested.
3. Provide additional information and comments, if necessary, regarding the program compliance report given to the regional director, county child support supervisor and child support senior attorney.
4. Submit a written, approved corrective action plan, including documented exceptions, if appropriate, to Child Support Program Operations, with a copy to the program specialist that conducted the review, within 45 days from the date of the exit conference. NOTE: Do not send this report to Program Operations until it has been approved by the regional director/senior attorney.
5. Follow through with action to correct the problems or errors identified in the compliance report.
6. Submit a report to the regional director/senior attorney when the corrective action is completed.

### **Regional Director Responsibilities**

In relation to the compliance review, the child support regional director must:

1. Attend review conferences with the county or other staff, if requested.
2. Review the program compliance review report.
3. Work with the county staff to ensure that effective corrective action is developed, implemented, and continued.
4. Work with the child support senior attorney in reviewing findings related to attorney activities to determine responsibility for submitting a response to the compliance review report and implementing corrective action or taking exceptions as needed.
5. Approve and sign the corrective action plan prior to submitting to Child Support Program Operations, with a copy to the program specialist conducting the review.
6. Within 60 days of the date of the corrective action plan, submit a status report of the effectiveness of the corrective to Child Support Program Operations through the program specialist.
7. Report to Child Support Program Operations when corrective action is completed.

### **Child Support Senior Attorney Responsibilities**

In relation to the compliance review, the child support senior attorney must:

1. Attend review conferences with the county or other staff, if requested.
2. Study the Program Compliance Review report, and, if necessary, the case records identified in the cover memorandum.
3. Work with the regional director to submit to Child Support Program Operations, with a copy to the program specialist conducting the review, within 45 days from the date of the exit conference a joint response for corrective action or an individual response when the finding or problem area is determined to pertain solely to child support attorney functions. Send a copy to the general counsel.
4. Implement and monitor corrective action pertaining to child support attorney functions.
5. Within sixty (60) days of the date of the corrective action response for Child Support Attorney functions, submit to Child Support Program Operations, through the program specialist, a status report of the effectiveness of the corrective action.
6. Report to the Child Support Program Operations when corrective action is completed. Send a copy to the general counsel.

### **State Office Staff Responsibilities**

To ensure the purpose of the Program Compliance Review is met, Child Support Program Operations must:

1. Supervise program specialists in scheduling Program Compliance Reviews, conducting reviews and preparing the final compliance review results.
2. Monitor the completion of program compliance reviews and corrective action plans. These functions will be performed by the program specialists.
3. Evaluate findings of the compliance reviews and plans for corrective action to ensure compliance with program policy and objectives.
4. Provide technical assistance as needed for corrective action.
5. Recommend follow-up action, targeted reviews and specific corrective action as appropriate to the county, area or state.
6. Analyze data to identify error trends to implement effective corrective action at the county, area and/or state level that will improve the overall performance of the child support program.
7. Review preliminary reports, corrective action plans and exceptions noted by the counties.
8. Within 30 calendar days of receipt of corrective action plans and exceptions, prepare the final audit summary reports and send to the regional director, senior attorney, and county supervisor.

## **CRDU Monitoring**

### **Background**

Section 454B of the Social Security Act required States to establish a State Disbursement Unit (SDU) for the collection and disbursement of child support payments by October 1, 1998, or October 1, 1999, if payments were received by the courts. The SDU must process payments in all IV-D cases and in non-IV-D income withholding orders issued on or after January 1, 1994. The SDU must be operated by the State IV-D agency or a contractor directly responsible to the agency. The SDU must post collection information directly into the State's automated child support enforcement system in IV-D cases, or post collection information to a front-end system and provide collection information in IV-D cases to the child support system through an electronic interface.

Upon recommendation of the PEER Committee, a quarterly audit will be conducted in accordance with guidelines and procedures specified by Child Support Program Operations. Findings from this audit will be analyzed to evaluate the quality, efficiency, effectiveness and scope of the services provided by the Central Receiving and Disbursement Unit (CRDU).

### **Compliance with the Code of Federal Regulations (CFR)**

45 CFR 302.20 "Separation of Cash Handling and Accounting Functions," specifically Section 302.20(a) states, "The IV-D agency will maintain methods of administration designed to assure that persons responsible for handling cash receipts of support do not participate in accounting or operating functions which would permit them to conceal in the accounting records the misuse of support receipts. Such methods of administration shall follow generally recognized accounting standards."

### **Objective**

To ensure control procedures are adhered to and provide reasonable assurance those specific entity objectives will be achieved and all payments received are receipted according to federal regulations.

Control Procedures include the following:

- Proper authorization of transactions and activities.
- Segregation of duties to reduce the opportunities to allow any person to be in a position to both perpetrate and conceal errors or irregularities in the normal course of his duties—assigning different people to the responsibilities of authorizing transactions, recording transactions, and maintaining custody of assets.
- Design and use of adequate documents and records to help ensure the proper recording of transactions and events.
- Adequate safeguards over access to and use of assets and records, such as secured facilities and authorization for access to computer programs and data files.

- Independent checks on performance and proper valuation of recorded amounts, such as clerical checks, reconciliations, comparison of assets with recorded accountability, computer-programmed controls, management review of periodic reports that summarize the detail of account balances, and user review of computer-generated reports.

### **Operational Procedures**

During the performance of a review, appropriate staffs involved in CRDU activities are interviewed. At the close of the review, the program specialist conducts an exit conference to provide a written and verbal preliminary summary of the findings to the appropriate staff.

The program specialist will provide a copy of the written preliminary report of the program compliance review to the program administrator senior and CRDU supervisors. The report directs the program administrator senior and/or the CRDU supervisors when appropriate, to prepare and submit a written report of the corrective action taken and/or planned for all problems and errors identified by the review within 45 days of the date of the exit conference. Any exceptions to the report should be indicated and submitted with sufficient documentation for Program Operations staff to make a determination if the exception will be granted. If no documentation is provided, no exception will be granted. The corrective action plan and exceptions should be forwarded to Program Operations with a copy to the program specialist that conducted the review.

The corrective action plan is reviewed, analyzed, and evaluated by Child Support Program Operations staff. Any exceptions will be reviewed and a determination made as to the validity of the exception. If the exception is approved and results in a significant change in the percentage of any particular performance criteria, a recalculation will be made by Program Operations. Upon receipt of the corrective action plan, a review and/or recalculation of performance indicator percentages will be conducted by Program Operations staff. The program administrator senior and CRDU supervisors will receive an official copy of the final results of the program compliance review. If necessary, CRDU supervisors will help the appropriate program administrator senior determine the type of additional assistance needed by CRDU staff. Such assistance may consist of clarifying policy by bulletin or memorandum, provision of legal assistance, or through staff development and training.

### **CRDU Staff Responsibilities**

When CRDU is subject to a compliance review, the CRDU supervisors and other appropriate staffs involved in CRDU activities must:

1. Provide or make available information requested by the program specialist.
2. Participate in review conferences and interviews as requested.
3. Provide additional information and comments, if necessary, regarding the program compliance report given to the program administrator senior and CRDU supervisors.
4. Follow through with action to correct the problems or errors identified in the compliance report.

5. Submit a report to the regional director/senior attorney when the corrective action is completed.

### **Program Administrator's Responsibilities**

In relation to the compliance review, the program administrator senior must:

1. Provide or make available information requested by the program specialist.
2. Participate in review conferences and interviews, if requested.
3. Submit a written, approved corrective action plan, including documented exceptions, if appropriate, to Child Support Program Operations, with a copy to the program specialist that conducted the review, within 45 days from the date of the exit conference.
4. Work with the CRDU supervisors and staff to ensure that effective corrective action is developed, implemented, and continued.
5. Within 60 days of the date of the corrective action plan, submit a status report of the effectiveness of the corrective to Child Support Program Operations through the program specialist.

### **State Office Staff Responsibilities**

To ensure the purpose of the Program Compliance Review is met, Child Support Program Operations must:

1. Supervise program specialists in scheduling Program Compliance Reviews, conducting the reviews and preparing the final compliance review results.
2. Monitor the completion of program compliance reviews and corrective action plans. These functions will be performed by the program specialists.
3. Evaluate findings of the compliance reviews and plans for corrective action to ensure compliance with program policy and objectives.
4. Provide technical assistance as needed for corrective action.
5. Recommend follow-up action, targeted reviews and specific corrective action as appropriate to CRDU.
6. Analyze data to identify error trends to implement effective corrective action in CRDU that will improve the overall performance of CRDU.
7. Review preliminary reports, corrective action plans and exceptions noted by CRDU.
8. Within 30 calendar days of receipt of corrective action plans and exceptions, prepare the final audit summary reports and send to program administrator senior and CRDU supervisors.

## **PRIVACY SAFEGUARDS FOR CASES WITH PROTECTIVE ORDERS**

### **Legal Base**

The Personal Responsibility and Work Opportunity Act of 1996 (PRWORA), PL 104-193 requires that all states have safeguards in place against unauthorized use or disclosure of confidential information when a protective order has been entered.

### **Purpose**

To protect the privacy rights of all parties in a case, the county child support office will safeguard all confidential information of the parties, against:

1. Unauthorized user disclosure of information relating to proceeding or actions to establish paternity, or to establish or enforce support.
2. The release of information regarding the whereabouts of one parent to another parent whom a protective order has been entered to protect one of the parents, usually the custodial parent.
3. The release of information on the whereabouts of one parent to another parent if the state has reason to believe that the release of the information to the second parent may result in physical or emotional harm to the first parent.

### **Case Assignment and Review Procedures**

When an order has been entered to protect any member in a case, the Supervisor must process all actions in the case (except payments). The Supervisor must enter information in METSS and must keep the physical case record in a secure place, locked if possible. Others (such as attorney) must also take these measures.

When the supervisor places a “Y” in the blank adjacent to “confidential” at the bottom of ABSP screen, the METSS case will be protected. Worker/Users will have access **only** to MEMB screen. A Supervisor, Regional Director, Attorneys and some State office users can access the other screens. When case is no longer confidential, Supervisor should remove flag from ABSP field.

## **CONFIDENTIALITY**

### **Regulations Safeguarding Confidential Information**

The assistance titles of the Social Security Act require that the Mississippi Department of Human Services, establish safeguards which restrict the use or disclosure of information concerning applicants and recipients of TANF, Medicaid, Child Support or Social Services to purposes directly connected with the administration of the programs. These regulations also specify that information may be shared with programs administered under Titles IV-A, IV-D, IV-E, IV-F, XVI, XIX and XX, and any federal or federally assisted program which provides assistance, in cash or in-kind, or services directly to individuals on the basis of need. The State statutes prescribe that the Mississippi Department of Human Services shall establish rules and regulations restricting the use of disclosure of information records, papers, files and

communications concerning applicants and recipients to purposes directly connected with the administration of the program.

The information which may be disclosed and that which must be safeguarded is set out below.

### **Nature of Information to be Safeguarded**

The Social Security Act restricts any employee, state or local, working in any capacity from disclosing confidential information concerning any applicant or recipient of assistance or services, except in the administration of the program as described above. The information which shall be considered confidential and shall not be disclosed except in the administration of the laws under which the Division works, shall be:

1. Names and addresses of applicants and recipients.
2. Lists of applicants and recipients. Lists of applicants and recipients will on occasion be requested for commercial, personal or political use. Under no condition may a list of clients be disclosed to any person, agency or business organization except as described below.
3. Case records, with each and every document included. Information and/or knowledge of a confidential nature, even though a written record of information has been made, shall not be disclosed.
4. Information pertaining to the collection and disbursement of child support payments received by any child support enforcement office shall not be given to anyone by telephone. This information is confidential and can only be given in person to the custodial parent and/or absent parent and/of noncustodial parent. Upon receipt of a written request, the child support worker will issue a written response to the requestor.
5. Information regarding the noncustodial parent's wages shall not be divulged.
6. The social security number of child(ren) is not released to the noncustodial parent or the noncustodial parent's employer. The only information released to the noncustodial parent is information that was provided by the noncustodial parent or information pertaining to the amounts of child support due, paid, etc. The noncustodial parent's employer must obtain the child(ren)'s social security number from the custodial parent. NOTE: To enforce the court ordered health insurance for the child(ren) in the case, it may become necessary for the agency to release the child(ren)'s social security number for this purpose only to the employer. Employees shall not disclose information of a confidential nature even though a written record of information has not been made.
7. Any DCSE or private contractor employee is prohibited from working on his/her own case or the case of a relative. Any employee's case will be assigned to a supervisor to access and work. A relative's case will be assigned to an unrelated employee.
8. Employees shall not disclose information of a confidential nature even though a written record of the information has not been made.

9. All personnel files of MDHS employees must be treated with utmost confidentiality. Any need for personnel information will be addressed to and cleared by the Personnel Director or his/her designated representative. Verification of employment, past and present, income, credit or other legitimate reference checks should be sent to the Human Resources Division for response.

### **Penalty**

Disciplinary action will be taken against any agency employee violating the regulations pertaining to the safeguarding of information in accordance with the disciplinary policies and procedures of the State Department of Human Services and/or the State Personnel Board. A willful violation of this regulation will be termed inefficiency in office and the employee may be suspended or removed. In addition, State statutes specify that such acts may be considered as misdemeanors and upon conviction an individual may be fined or imprisoned or both. The specific details of these penalties are located in Sections 43-15-21, 43-17-7, and 43-19-45 of the Mississippi Code of 1972.

If the representative of an agency or organization to whom information has been disclosed violates the regulations, the Executive Director of the Mississippi Department of Human Services, after conducting an investigation, will report the employee or representative to the head of the agency involved.

The Mississippi Department of Human Services will provide all employees with a copy of the rules and regulations governing the safeguarding of information, including a statement regarding the penalty for any use of such information in violation of the regulations. The Department will also make available copies for distribution to all agencies and individuals who are interested.

### **Persons Authorized to Disclose Information**

Disclosure of all information, including records of every kind, shall be made only by authorized staff.

Observe these regulations as set out below regarding the release of information when a request is made and the Department does not have an agreement with the agency requesting the information.

1. Information from State office records: Requests must be referred to the Division of Child Support Enforcement for requests concerning child support applicants and recipients of noncustodial parents. The Director of the Division of Child Support Enforcement will obtain information about the request and make a decision in accordance with the regulations.
2. Information from county or regional records: Requests must be referred to the County Supervisor or Regional Director, who will investigate the request and release the information in accordance with these regulations or deny the request if not in accord.

3. Court subpoenas: When a state county staff member receives a subpoena for the record, this must be obeyed. See discussion, Subpoena of Case Records, below.

### **Information to be Released**

The information listed below will be released under the circumstances described:

1. Information shall be provided to County and District Attorneys in connection with the fraudulent receipt of TANF, Medicaid Food Stamps, Social Services or Child Support. Also in connection with the location of putative or deserting parents, the establishment of paternity, and/or obtaining of support. See the discussion below, Disclosure to County or District Prosecuting Attorneys.
2. Information with regard to putative and deserting parents in TANF shall be disclosed to the grand jury in session for purposes directly connected with obtaining or enforcing child support.
3. Information concerning TANF, Child Support or Social Services shall be shared with agencies authorized under Title IV-A, IV-E, IV-C, IV-D, XVI, XIX, XX and others which are federal or federally assisted programs which provide assistance, in cash or in-kind, or services directly to individuals on the basis of need. See the discussions below, Disclosure to Agencies, Agencies Providing Assistance or Services and Agencies with whom lists are exchanged.

The client or his authorized representative will have access to certain information in his case record as set out below under discussion, Disclosure to Client or Client Representative.

Members of the Foster Care Review Board will sign a statement regarding their understanding and acceptance of the agency's policy on confidentiality. Information regarding foster children and their families may be shared with this group.

Information regarding child support arrears shall be provided, according to policy, to Consumer Credit Agencies.

Information regarding the noncustodial parent's social security number, address, and place of employment may be provided to the location-only client. The full service child support client may receive the same information upon receipt of a written request that states that the information is to be used for child support services. For example, a custodial parent wants the information to share with a private attorney who is handling a child support matter.

### **Information to be Disclosed**

The State Department of Human Services prepares and publishes regularly, statistical and financial data about the programs. The county and state staffs are authorized to release and to interpret the following information:

1. Disbursements of payments to eligible TANF families, recipients of food assistance, and applications for Medicaid and TANF;
2. Number of applications received, number approved, number rejected, type of assistance requested and similar data, compiled monthly, quarterly or annually;
3. Services available from the Department and the conditions under which services can be given. Number of persons requesting services and number receiving them, by nature of the request when available; and,
4. Child support activities and information concerning the collection and distribution records summarized.

The Mississippi Department of Human Services prepares and publishes an annual report on the operation of the programs, in accordance with the State statute. Other reports, usually those required by Federal regulations, are also available and are published.

### **Disclosure to Grand Juries**

When cases involving fraud, a deserting legal or putative father or establishing paternity and obtaining support are presented to the grand jury in active session, the information necessary for their consideration and decision will be made available. Members of such bodies are expected to observe the regular court ethics with regard to use of this information.

### **Disclosure to Agencies**

Disclosure of information concerning applications and recipients of TANF, Medicaid, Child Support and Social Services will be made available to other agencies under the prescribed conditions. These agencies must meet one of these two criteria;

1. The applicant or recipient has requested assistance or service from the other agency; and the agency's program is administered under Title IV-A, IV-B, IV-C, IV-D, IV-E, XVI, XIX, XX or another federal or federally funded assisted program which provides assistance, in cash or in-kind, or services directly to individuals on the basis of need.

Or the agency has entered into a contract or agrees with this Department to provide required service and will use the information only in relation to providing that specific service.

### **Agencies Providing Assistance or Service**

Agencies which are known to have standards of confidentiality comparable to those of the Department and provide assistance or services to clients, and with whom information is exchanged for purposes of administration of the TANF, Child support or Social Service programs include:

1. Human Service Agencies in other states
2. Division of Medicaid, and its fiscal agent, the Blue Cross-Blue Shield Agency

3. Department of Rehabilitation
4. Mississippi Department of Education
5. Social Security Administration, Bureau of Retirement, Survivors, Disability Insurance, and Bureau of Supplemental Security Income
6. Mississippi State Board of Health
7. State Department of Mental Health and Regional Mental Health Centers
8. Public Housing Administration
9. Department of Mental Health and general hospitals, reimbursement officers of the Mississippi Hospital Reimbursement Commission
10. Mississippi Employment Security Commission.
11. Social Service Department Veterans Administration
12. Catholic Charities; the Family Counseling Center, Jackson
13. State Selective Service
14. American Cancer Society and the American Red Cross
15. University of Mississippi Medical Center
16. Public Employees' Retirement System of Mississippi
17. Mississippi Department of Wildlife, Fisheries and Parks
18. Mississippi Department of Corrections
19. Mississippi State Tax Commission
20. Mississippi Department of Public Safety

No lists of names of applicants or recipients shall be released to these or other agencies, except as specified, but the release of information shall be on request from the agency and the purpose must reasonably relate to the function of the programs of the Department and the function of the agency requesting the information. When an agency makes a request for information which that agency normally would be ascertaining for itself and which is not in favor of the client the request will be denied. Usually a request for assistance or service by a client implies his consent for the release of information about himself that is required to enable him to obtain the assistance or service.

The head of these agencies will be held responsible for seeing that the information is used only for the purpose for which it is disclosed.

If the county child support supervisor receives a request from an agency not included in the above listing, refer the request through appropriate supervisor channels to the Program Division handling the work to which the request relates.

### **Public Agencies**

Formal arrangements have been made for the Mississippi Department of Human Services to supply printed lists of names and addresses or specific information to other public agencies as follows:

1. To the Disability Determination Services, Vocational Rehabilitation Division, State Department of Education. The department will supply medical and social reports obtained in the current category of Medicaid, upon request by DDS. The DDS will request the needed medical data for persons converted to SSI as of 1/74 by sending in lists. Otherwise, the DDS will request medical data on individuals by use of an agreed-upon form. The county department will also use this form with which to request medical report from DDS.
2. To the county health department at the prescribed time in order that the federal statutory and regulatory requirement for early, periodic screening and diagnosis of TANF children may be carried out. This will be done county-by-county at the agreed upon dates.
3. To designated county health departments as glaucoma screening clinics are set up, so that the Medicaid recipients may be notified of the service. The staff member in the health department authorized to work in glaucoma clinics notifies the Assistance Payments Department of the planned clinics to be held. This program department makes arrangements for the information to be provided and notifies the particular county or counties involved.
4. To the Mississippi Medicaid Commission. The department will provide specified medical support information to be used in third party liability activities.

These agencies will be expected to keep the information confidential and use it only for the specified purpose.

### **Disclosure to the Client or Client Representative**

The case record is not available for examination by the applicant or recipient or his authorized representative. The department reserved the right to withhold any information which pertains to medical and medical social facts or severe social problems such as illegitimacy, incest, neglect and abuse of children or adults, marital discord, and other serious conditions and changes. The County Supervisor will release certain information to a client or his authorized representative as follows:

1. In connection with a request for a hearing, state or local.
2. Information as to receipt of an amount of child support or assistance received by a recipient when requested by a person filing a Federal or State income tax return and when authorized in writing by the recipient. Federal regulations specifically prohibit the release of information to the Internal Revenue Service except on signed authorization of the recipient.
3. Information supplied by the client or obtained by the worker that the client needs in order to be able to qualify for a benefit which he has requested. This excludes medical reports, as the examining physician must release this information to his patient. It includes proof

of age, documents relating to real and personal property, and other factual material that will assist a client in obtaining a service or benefit.

4. Client's statement of income and resources and other forms which the client has signed which are contained in assistance, service, food assistance or child support case records.
5. Budgets worked to determine eligibility for programs for which the Department is responsible.
6. Any case information, other than medical, medical social, or information concerning severe social problems as described above when the client presents a written request which specifies the material desired and the purpose for which the material will be used.

When the request is made by a person other than the client, the information will not be made available without the client's written permission prior to releasing the information. This written statement will be made a permanent part of the case record. The worker will speak from the case record or provide copies of the material requested.

Excepted: For food stamp cases, the written permission to release case information must be from a responsible member of the food stamp household, its current authorized representative, or a person acting in the household's behalf.

### **Handling of Complaint Letters**

When an applicant for or recipient of TANF, Medicaid, Food Stamps, Child Support or Social Services makes a complaint, usually by letter to a public official about his denial inadequate receipt or other action taken about his request. The State or County Department handling the complaint may include that information in the reply which will provide an adequate explanation of the Department's action. That is when the person or authorized representative sets out facts about the person's circumstances and enters a complaint against the Department; this implies the consent of the client for the Department to reply to the complaint.

Congressional or other public agency, the public official usually sends the letter, so that the County or State Department knows that the inquiry or complaint is from the client. Do not include more information than is necessary to explain the position or action of the State Department of Human Services.

### **Disclosure to County or District Prosecuting Attorneys**

The County and District Prosecuting Attorneys shall have access to information from the case records for the following reasons.

1. Making an investigation of an alleged violation of the sections in the State statute on fraudulent receipt of TANF, Medicaid, Food Stamps, Child Support or Social Services.
2. Locating deserting or putative parents established paternity and securing support for TANF children.

When acting in their official capacity in behalf of the State Department of Human Services, County and District Attorneys are authorized to review without written request case record material in the case of the individual involved and other material related to the individual case such as, food stamp issuance records and child support fiscal and bookkeeping records. This is in accordance with Federal regulations and the Mississippi Code of 1972, Sections 25-31-11, 19-23-11 and 43-19-45.

Law enforcement officials will request case record information involving:

1. Social Services on a case-by-case basis.
2. Fraudulent receipt of TANF, Medicaid, Food Stamps, Child Support or Social Services in instances in which the Legal Services Department staff has asked assistance in a particular case.
3. Child Support or paternity actions on TANF recipients based on information provided by the staff of the Child Support Department or based on information contained on the referral form.

### **Subpoena of Case Records**

When the Court issues a subpoena to the County Child Support Supervisor or a county child Support staff member to personally appear, or produce a case record, the employee must appear or be held in Contempt of Court. Follow these procedures:

1. The Regional Director will notify the Division Director by sending a Xerox copy of any subpoena immediately to the General Counsel, State Department of Human Services, Jackson, Mississippi. The General Counsel should be contacted by telephone immediately in emergency situations.
2. If the Court will permit do not turn over the entire case but read from it the portions pertinent to the legal action.

Note that with reference to child support or fraud activities, the County Child Support Supervisor, upon request of the County or District Attorney may provide copies of any material pertinent to the legal action at the time of the trial without a subpoena being issued.

### **Disclosure to Legislative Offices**

The Federal regulations also provide for the disclosure of information to a committee or legislative body (Federal, State or local) when such body certifies that the information is needed in connection with their official duties with regard to the program and that the information will not be used for any other purposes.

## **Court Activity**

### **Use of Records for Court Activity**

All child Support records will be available to the Child Support Attorneys and Child Support workers, as well as to Probation Officers, County and District Attorneys and Courts having jurisdiction in paternity, support or abandonment proceeding in accordance with State law as stated above. Therefore, child support records may be requested by these individuals or Courts and used in Court activity on behalf of the Department in efforts to establish paternity and/or obtain child Support without benefit of subpoena.

These records are particularly important and necessary in Court proceedings on contempt action which grew out of an absent parent's failure to fulfill his child Support obligation. However, they may also be needed for other child Support actions as well.

### **Staff Appearance in Court to Give Testimony**

Staff involved with IV-D child Support activity may be needed in Court to give testimony relating to information provided to them by the client, defendant, or from records documenting payment history and arrears. The usual procedure for having persons appear in Court as witnesses is to have the person issued a subpoena by the Clerk of the Court. However, this procedure results in Court costs for issuance of the subpoena and a person can appear as a witness without benefit of subpoena. Therefore, the Attorney (County, District or Department) handling a IV-D child Support action on behalf of the Department may request a Department staff member to appear in Court as a witness in relation to that case without benefit of subpoena. Note that the employee may also be requested to bring material from the case record or the child support fiscal record with him. For a discussion of this, refer to CONFIDENTIALITY, DISCLOSURE TO COUNTY OR DISTRICT ATTORNEYS.

The Child Support Attorney will make the request to the staff member of before the date for the appearance. The Child Support Attorney will make the request to the staff member and to the staff member's immediate supervisor. The request should be made as early as possible for the staff member to prepare for court. Attendance of Child Support staff for court is permissible and encouraged for the purpose of assisting the attorney when requested. However, child support staff should not be present for hearings for which their assistance is not required.

Only Child Support staff responsible for handling the legal action and those providing testimony in accordance with a request from the child support attorney or a subpoena will be in attendance at a Child support hearing.

## **CUSTOMER SERVICE**

### **Definitions**

**Customers** are noncustodial parents, custodial parents, children, other state agencies and employers.

**Customer service** is the process of providing assistance to someone who recognizes DCSE as the source of information, support, or subsidy.

**The Golden Rule is the guiding principle and is stated -"Do unto others as you would have them do unto you."**

### **Importance of Good Customer Service**

Good customer service is important because to the customer, you are the agency. The customer's image of the agency is formed by you. When you deal with the customer, you are in a position of trust, and you control the quality of service to your customer. Customers are not an interruption, to your work; they are the reason for it.

All county child support staff must keep their policy manuals up-to-date and must be proficient in understanding policy in order to perform at maximum competency and to provide quality customer service.

### **Customer Service Unit**

Customer service is a critical element in the delivery of successful child support services. Payment information is valuable to the families that depend on child support to meet their everyday needs. The CRDU customer service unit will:

- Provide general assistance regarding receipt and disbursement information for payers, payees, employers and agencies;
- Provide general information regarding lost, damaged, or delayed receipts and disbursements; and
- Provide customers with appropriate agency/county telephone numbers.

### **Defusing Hostility**

Customers/clients call usually because something has gone wrong. They are upset and/or want action now. Upon receipt of the next hostile customer call, try the following:

- Hear them out! Listen.
- Empathize-Try to see it from the customer's point of view. Don't tell the customer to calm down.

- Apologize-Do not transfer blame or make excuses. Apologize generally, i.e., "I'm sorry you had this experience." Remember that the customer is not angry at you.
- Take action Find out exactly what the customer wants/needs. Tell the customer what you can do - and then do it. Follow-up to make sure you deliver on what you say.

**Do not hang up on a client!** In extreme situations with unreasonably hostile, abusive, or cursing clients, it may be necessary to end a call. In situations where it is impossible to continue the call, calmly inform the caller that you are going to hang up and then hang up the telephone. Do not refer customer calls to the Executive Director's or the Governor's offices.

### **Written Communication**

The Customer Service Unit will respond to all correspondence received by that unit within five (5) business days of receipt. If input from the field is required, the Customer Service Unit will fax the request to the appropriate regional director/senior attorney. The regional director/senior attorney must respond to the Customer Service Unit's request within one (1) business day, unless otherwise indicated by the Customer Service Unit. Should the regional director/senior attorney not be in his/her office to receive the fax, the regional staff will fax the request to where he/she is.

The county child support staff will respond in writing within five (5) business days to written correspondence received in the county. The Customer Service Unit will only respond to correspondence assigned to them by the Governor's liaison, Executive Director's office and/or DCSE Director.

All business related correspondence will be typed in block style on the agency's letterhead and will be neat and professional using proper grammar and punctuation. Always use courtesy titles (Mr., Mrs., the Honorable, Congressperson, etc.) when addressing customers, either in writing or orally. **Correspondence should not be typed in all capital letters.**

**NOTE:** Upon receipt, all correspondence will be date stamped. The receipt of and response to all written and telephone inquiries must be documented in the appropriate case action log(s) and/or ledgers.

### **Telephone Inquiries**

Telephones should not ring more than twice before being answered. The telephone should be answered with a pleasant greeting followed by the agency's name or location, as appropriate, and your name. Example: Good morning, Panola County Child Support Enforcement, this is Jane Doe. The manner in which a telephone call is answered creates either a positive or negative atmosphere. If the call is handled in a pleasant and positive manner, a hostile situation may be avoided or diffused.

When speaking on the telephone give the person your undivided attention and treat them with utmost respect. Be courteous and respond honestly and truthfully. If you do not know how to respond, tell the person that you don't know or that you are unsure, but will find out and let

him/her know. In all circumstances, when in doubt, confer with or refer the caller to your supervisor. Respond to all telephone inquiries within 2 business days;

Client and/or other telephone inquiries should be documented in METSS. After checking the case in METSS, before exiting, document the conversation.

### **Voice Response**

The county staff should refer customers/clients to the 1-800-434-KIDS (5437) number. When METSS is down, the voice response number is not operational and the client should be given this information. The toll free number to the Division of Child Support Enforcement should not be given to the public unless absolutely necessary. The telephone number of the METSS Help Desk should never be given to the public.

### **County Administrative Time**

The county child support supervisor will submit to the regional director a written customized strategy defining administrative time for their staff. Office procedures for administrative time will be determined by county size and staff and will be approved by the field operations director.

Some general guidelines for administrative time are:

1. The telephones will be answered courteously and professional. If the person to whom the call should be directed is on administrative time, the person answering the call should respond to the caller by saying, "May I take a message, your worker is unable to take your call at this time."
2. All telephone calls should be returned within two working days. If the worker is on leave, the call should be returned by another worker or the supervisor, depending upon office procedures.
3. Walk-in clients will be assisted by someone in the office.

### **Office Security**

The security of DCSE staff is of paramount importance. Each county office should develop a plan of action should an instance of workplace violence occur. If the county director has established a safety plan for the building, each employee should adhere to the plan.

Whenever possible, arrange office space to leave yourself an escape route by placing furniture so that the client is not between you and the door.

If a disturbing telephone call is received and the caller threatens to come to the office, call the police and alert the supervisor and the county director of the situation. The supervisor will inform the regional director, who will inform the field director. In every situation deemed to be potentially dangerous, notify the child support supervisor immediately.

Under no circumstances should an employee of the Division of Child Support Enforcement file any complaint against any noncustodial parent or custodial parent without contacting the state office via the regional director/senior attorney, as appropriate, prior to taking the action. In certain circumstances, it may become necessary to have the staff attorney obtain an order restricting a person's access to the office. This determination must be made by the Division Director.

## **CASE ASSESSMENT AND INITIATION**

### **Legal Base**

Federal Regulations at 45 CFR 303 specify standards for program operations and require processing of child support cases to 1) establish and maintain case records; 2) provide services needed, based on an assessment of the case to determine necessary action; and 3) meet specific standards for action and timing of action.

Federal regulations (45 CFR 302.85 and 307) require states to have a mandatory statewide computerized support enforcement system and specify the functional requirements. Automated case initiation that establishes and maintains cases electronically is one of the functional requirements. MISSISSIPPI ENFORCEMENT AND TRACKING OF SUPPORT SYSTEM (METSS) is Mississippi's statewide computer system. METSS supports computerized case initiation and case maintenance (See METSS Procedures Manual, 12.B and 12D).

### **Services Provided**

Child support cases are provided the following services as determined appropriate based on an individual assessment of each case:

- LOCATION of the noncustodial parent by searching all available local, state, and federal sources.
- PATERNITY ESTABLISHMENT, including In-Hospital Paternity Acknowledgment, through investigation, genetic testing, signed acknowledgment, and court action as appropriate.
- ESTABLISHMENT of a legally enforceable CHILD SUPPORT OBLIGATION, including
- MEDICAL SUPPORT when feasible, through appropriate court action.
- ENFORCEMENT of a SPOUSAL SUPPORT OBLIGATION for a spouse or former spouse who is living with the children), but only if a child support obligation has been established for that spouse and the child support obligation is being enforced under the State IV - D Plan
- ENFORCEMENT of the CHILD and/or MEDICAL SUPPORT OBLIGATION by initiating appropriate enforcement actions.
- PERIODIC REVIEW of existing child support orders in IV-D cases to determine if the child support award is in accordance with the State guidelines for setting child support obligations; to determine if the existing child support order contains provisions for health insurance coverage; and to determine if the criteria for seeking a modification are met.

- MODIFICATION of an existing child support order as appropriate after a periodic review.
- COLLECTION and DISTRIBUTION of support payments in accordance with Federal regulations and State prescribed procedures.

NOTE: The Mississippi Department of Human Services is required to collect and disburse support payments in accordance with the income withholding provisions of the State of Mississippi. No services other than receipting and disbursing payments will be provided in cases originating in Mississippi that are not IV -0 cases. However, all incoming UIFSA and interstate income withholding requests are honored and appropriate services provided since by State statute the Department is designated an income withholding agency for the state and is mandated to handle all incoming UIFSA and interstate income withholding referrals.

### **Case Initiation**

Case initiation, sometimes known as the intake process, involves all activities necessary to establish or reopen a child support case. This includes activities to determine and document eligibility for services requested. Part of the case initiation is to provide the applicant with information regarding the availability of child support enforcement services. During case initiation, the referral document, application form, and court orders are screened to determine if the service requestors are known to the agency and if the information provided is complete and accurate.

Appropriate contacts are made to obtain required information and initiate verification of the information. The case record folders and METSS case records are set up. An assessment to determine the next appropriate action is completed.

### **Case Assessment**

A case is considered officially opened/reopened on the date the child support worker receives a referral or a properly completed application and the required fee. Within three working days of receipt of the referral or application, a case record must be established.

Within 20 calendar days of the date the case opens, conduct an assessment of the case and determine the action that is necessary; and based on the assessment.

1. Interview the custodial parent to obtain necessary and relevant information or otherwise solicit needed information from the custodial parent;
2. Initiate verification of the information provided by the custodial parent;
3. If there is inadequate location information to proceed with the case, request additional information and/or begin further location attempts.

The case assessment process is begun by reviewing the application/referral and other information/documents provided by the custodial parent or referral source. For cases referred by

IV-A, it may be helpful to review information in the IV-A case as well as information and documents forwarded by IV-A with the referral.

The case assessment includes determining the legal status of the case; i.e., must paternity be established, must an obligation be established, or must an existing obligation be enforced. It also includes determining the specific action that must be taken to accomplish the obtaining of support, and determining if there is adequate location information to proceed. If there is sufficient information and documentation to make these determinations and if there is adequate location information, it may not be necessary to interview the custodial parent prior to determining the next action that must be taken and proceeding. Although it is best to interview the custodial parent before referring to a child support attorney or any contact being solicited or made with the noncustodial parent, this is not always possible.

### **Custodial Parent Interview**

Schedule the initial interview with the custodial parent within 20 calendar days of the date the child support case is officially opened; request additional information as needed. Two attempts must be made to interview the custodial parent prior to notifying IV-A staff of noncooperation on IV-A referrals and sending a notice of closure to the non-TANF applicants. Notice A601 simultaneously notifies applicants of their first appointment, the second scheduled appointment, if they are unable to keep their first appointment, and of pending penalties if they fail to keep these appointments. Refer to Volume VI, Section C for further discussion.

Conduct the interview as scheduled/re-scheduled. Explain and/or obtain the signature of the custodial parent on the following forms as indicated:

- MDHS-CSE-67S, Application for Child Support Services, page two, provides conditions for the provision of non-TANF services. This information must be explained in detail to all applicants.
- MDHS-CSE-634, Authorization of Optional Support Services, provides documentation that service options have been discussed with referred Medicaid only custodial parents and non-TANF applicants and documents their decision prior to action being pursued on the case.
- The Affidavit and Affirmation of Paternity is a notarized written statement from the mother of a child(ren) born out of wedlock concerning the identity of the putative father of the children). The affidavit is required to be filed with the Clerk of the Court when a stipulated agreement for support and an admission of paternity is to be approved by the Judge.

### **Verification of Information**

Initiate verification of the information provided on the referral document, application forms and obtained from the custodial parent during the interview and/or from other sources. The following information must be verified:

- A copy of all existing support orders, including a divorce decree or separate maintenance agreement, must be obtained from the custodial parent, referral source, or the clerk of the court who issued the order and be made a permanent part of the child support case.
- Any support arrearage accruing prior to the application for non- TANF child support services or approval for TANF Medicaid only must be documented by official or unofficial records. Examples of official records are records of the Clerk of the Court and fiscal records of IV-D child support offices. Examples of unofficial records are records maintained by the custodial parents and/or a sworn notarized affidavit signed by the custodial parent.
- Social security numbers for all case members must be furnished. Acceptable verification may be in the form of a social security card and/or other official documentation from the SSA or the place of employment.
- Efforts are necessary in each child support case to establish a verified location on the noncustodial parent and/or information on his/her ability to pay support. Various authorized forms are used for verification (See Volume VI, LOCATION). Correct entry of social security numbers in METSS is critical for automated location efforts.

### **Redirection of Child Support Payments**

All existing court orders of support for any child(ren) receiving services through Title IV-D shall be amended, by operation of law, and without the necessity of a motion by the Division and a hearing thereon to provide that the support payment shall be directed to the appropriate child support office and not to the recipient. The noncustodial parent must be notified of the redirection prior to its taking effect. (See Volume VI, REDIRECTION OF PAYMENTS, for detail policy)

### **Referral for Location Services**

Within 20 calendar days of opening/reopening a case, a determination must be made if further location efforts are required. If location services are necessary, all local, state, interstate, and federal location sources must be utilized as appropriate (See Volume VI, Section C, LOCATION).

### **Information Regarding Child Support Enforcement Services**

Information regarding child support enforcement services must be provided to anyone who requests it. In addition, such information must accompany all applications provided to individuals interested in applying for child support enforcement services. An informational pamphlet is used for this purpose. Information must be provided to the individual on the day the individual makes a request in person, or sent to the individual within five (5) working days of a written or telephone request.

Also, information regarding child support enforcement services must be provided to TANF, Medicaid only, and Title IV-E foster care recipients within five (5) working days of referral to the IV-D agency. IV-A staff are responsible for giving an informational pamphlet to applicants

and recipients of programs for which they determine eligibility (TANF and certain Medicaid programs). IV-A policy requires that a pamphlet be provided at the time of application. There is a place on the IV-A application for documentation that the pamphlet was given the applicant. This meets the requirement that the information be given such individuals referred within five (5) working days of referral.

### **MDHS-CSE-614, Child Support Services Pamphlet**

The MDHS-CSE-614, *Child Support Services Pamphlet*, is written and published by the Division of Child Support Enforcement to provide information regarding child support enforcement services. The information provided includes a description of available services, the individual's rights and responsibilities, and the policies regarding fees, cost recovery, and distribution.

All area and county child support offices must maintain a supply of the informational pamphlets. Pamphlets must be displayed in prominent places in the offices where they are most likely to be noticed by interested persons.

### **Documentation**

The county staff must establish and maintain a log to document the date information was requested, name of requestor, and the date information was given or mailed. The MDHS-CSE-675 Log must be used for this purpose.

The child support case record must be documented to indicate the date an informational pamphlet was provided to TANF, Medicaid only, and foster care applicants/recipients referred for child support services.

### **Eligibility for Services**

There are three groups of children potentially eligible for child support services, either full child support services, location only services, full child support services without medical support, collection and distribution only services, or services related to securing medical support only.

The child(ren)'s eligibility for services must be determined upon the receipt of a referral for services, an application for services, or a court order to provide services (usually income withholding). The type of services requested must be documented in the case record.

### **Referred for Services**

Upon receipt of an appropriate referral, children automatically eligible for full child support services or services related to securing medical support are:

- Mississippi recipients of Temporary Assistance To Needy Families (TANF), IV-E Foster Care board payments, Food Stamp Benefits, and/or Medicaid only benefits;
- Former recipients of TANF, IV-E Foster Care board payments, Food Stamp Benefits and/or Medicaid only benefits who do not decline the continuation of full child support

services upon termination of their eligibility for TANF, IV-E Foster Care, and/or Medicaid only benefits;

- Recipients of IV-D child support services who live in another state; and,
- Non IV-D UIFSA and income withholding requests for children who live in another state

### **Referral Sources**

For children automatically eligible for child support enforcement services, the referral sources are:

- The Mississippi Department of Human Services, Division of Economic Assistance (IV-A), refers noncustodial parents of children who are recipients of Temporary Assistance To Needy Families (TANF) and/or certain Medicaid only benefits through the METSS/MA VERICS interface. (See METSS Procedures Manual, 12.B.07)
- The Mississippi Department of Human Services, Division of Economic Assistance (IV-A), refers custodial and noncustodial parents, putative and legal fathers, who are recipients of Food Stamp Benefits and have children under the age of 18 through the METSS/MA VERICS interface
- The Mississippi Department of Human Services, Division of Family and Children Services, refers noncustodial parents of foster children who receive Title IV-E foster care board payments or Title IV-B (CWS) Medicaid benefits. The MDHS-CSE-444-D, Absent Parent Referral, is used for this purpose. A copy of the original referral with "LOC" (Loss of Custody) notated on the form is used to notify IV-D staff when these benefits terminate or loss of custody occurs. (See METSS Procedures Manual, 12.B.08)
- The State of Mississippi, Division of Medicaid (DOM), refers noncustodial parents of children who receive Medicaid benefits. The DOM- TPL- 410, Absent Parent Referral, is the referral document used. A memorandum is used by DOM to notify IV-D staff when these benefits terminate. (See METSS Procedures Manual, 12.B.08)
- The Social Security Administration refers noncustodial parents of children who are recipients of Supplemental Security Income (SSI) and Medicaid benefits. A memorandum is used to refer and notify IV-D of benefit termination. (See METSS Procedures Manual, 12.B.08)
- The Central Registry is the unit within the State IV-D agency responsible for receiving, establishing, disseminating, and overseeing incoming interstate child support cases, including UIFSA actions and requests for income withholding. (See METSS Procedures Manual, 12.B.10 and Section C, Interstate Case Processing, below.)

### **MDHS-CSE-634, Authorization for Optional Support Services**

Mississippi recipients of Medicaid only benefits may decline full child support services and elect to receive only IV-D services related to securing medical support. A MDHS-CSE-634, Authorization for Optional Support Services, must be completed and signed by the Medicaid

only custodial parents to document that service options have been discussed with them and to record their decisions.

### **Assignment of Rights**

Recipients of TANF money payments, IV-E Foster Care board payments, and Medicaid only benefits must assign their rights to child, spousal, and/or medical support to the State as a condition of eligibility for these programs. The State is thereby authorized to recover from the support collection the amount expended for TANF money payments, IV-E Foster Care board payments, and/or Medicaid only benefits. Therefore, enforcement and collection/distribution services must continue after termination of these benefits as long as a public assistance (PA) arrearage exists from which recovery can be made.

The DRA revised section 408(a) (3) of the Social Security Act now eliminates the assignment of pre-assistance arrearages in new assistance cases effective October 1, 2009. Under this requirement, assignments of rights on or after the effective date will be limited to the amount of child support that accrues during the assistance period, not to exceed the cumulative amount of unreimbursed public assistance (URPA). Such support may include the retroactive support ordered for the period that the family received assistance.

### **Applications for Services**

Children who are not referred for child support services, as indicated in Volume VI, Section B may become eligible for full child support services, location only services, or full child support services without medical support. The child (ren) for whom child support services are requested must be under the age of eighteen (18) if paternity establishment is an issue. If the applicant is owed an obligation for child support, which is enforceable under State laws (i.e., is not barred by a statute of limitations), all appropriate services must be made available irrespective of the fact that the child for whom support is sought may no longer be a minor, or may be emancipated. These children may reside in Mississippi or another state.

### **Application Process**

Each applicant for child support enforcement services must complete and sign an application for services. Applicants must give their consent to receive medical support services and certify their agreement with the conditions of service. The completed and signed application form must be accompanied by the total amount of the application fee, if required.

### **MDHS-CSE-675, Application for Child Support Services**

The MDHS-CSE-675, Application for Child Support Services, is the form completed by applicants for child support services. Application forms must be readily available to the public and provided to individuals interested in applying for child support services on the day the individual makes a request in person, or sent to the requestor within five (5) working days of a written or telephone request. An information pamphlet (MDHS-CSE-614) must accompany applications provided.

An application log must be established and maintained in each county child support office to track application requests. The log must document the date of request, name of requestor, date application given or mailed, and the date returned to the county child support office. The MDHS-CSE-675 LOG must be used for this purpose.

The State Parent Locator Unit is the unit within the State IV-D office responsible for receiving, establishing, and processing location only applications. When a location only application is received in a county child support office, the application must be mailed to the State Parent Locator Unit. Child support staff must help applicants who request assistance in completing the application or who appear to need assistance and accept it when offered. This assistance must include mailing the completed application to the State Parent Locator Unit.

### **Application Fee**

The application fee for full child support services is twenty-five dollars (\$25.00), and must be paid by cash, personal check, cashiers or certified check, or money order. The fee is nonrefundable. No application fee is required for location only services.

### **Explanations to Applicants Regarding Conditions of Service**

All applicants for child support services must be informed of the following conditions of service. Each applicant MUST:

- Authorize the Mississippi Department of Human Services, Division of Child Support Enforcement, (DCSE) to take whatever action is necessary to provide child support enforcement services.
- Understand that DCSE does not guarantee the efforts made on their behalf will be successful.
- Understand that the application fee is non-refundable and no action will be taken until the application fee is paid.
- Understand that if they do not cooperate with DC SE the case may be closed after advance notice is provided.
- Notify DCSE of address changes and understand that failure to keep DCSE advised of address changes may result in delayed payments and/or case closure.
- Notify DCSE of any direct payments received from the noncustodial parent or any subsequent support orders obtained.
- Understand that any overpayment received in error must be repaid by them.
- Understand that if they have an existing court order, payments will be redirected automatically to DCSE, by operation of State law.
- Understand that the attorneys for DCSE cannot represent them in any legal action taken, but represents the State's and children's best interest and that DCSE does not deal with custody or visitation rights.

- Understand if legal advice is needed or a conflict of interest exists they must obtain private counselor assistance from the local legal services.
- Understand that any information provided, orally, in writing, or in other form is not protected by attorney-client privilege and could be used by the State in a civil or criminal action against them.
- Understand that no monies paid are attorney fees.
- Understand that either parent of the children may request a review of the support obligation to ensure the amount is appropriately based on the established guidelines and such a review may result in an increase or decrease in the child support obligation.
- Understand that they are subject to criminal prosecution for giving false information.
- Recognize that DCSE has the authority to allocate and distribute all monies collected in accordance with Federal guidelines and State laws.
- Provide information regarding Medicaid eligibility
- Understand that medical support is an optional service.
- Understand that filing a false affidavit will result in a \$1,000.00 fine.

Also, a putative father who applies for support services related to paternity establishment must be informed of the following conditions and must sign a MDHS-CSE-675B, Acknowledgment by Putative Father, to indicate his understanding of the services available to him and the specific conditions under which the services will be provided.

- He may be required to submit to and advance payment for a genetic test to provide evidence of paternity.
- The court will be asked to establish a support obligation based on his ability to pay.
- The Division of Child Support Enforcement cannot represent him in any legal action taken, but will perform services that the Division determines to be in the best interest of the child(ren). The child support attorney handling the case cannot have the traditional "attorney-client" relationship with him.
- The Division cannot handle custody/visitation issues.
- He may have to advance certain costs of the action determined necessary by the Division to handle the case. He also may be ordered by the court to pay certain costs when the action is completed

### **Custodial Parent Applications**

Children who are not referred for child support services may become eligible for full child support services, location only services, or full child support services without medical support, if the custodial parent signs a MDHS-CSE-675, Application for Child Support Services, and pays the required twenty-five dollar (\$25.00) application fee. A custodial parent, for purposes of accepting a child support application, is the person with whom the children are living and/or who

is responsible for the care of the children. This includes individuals acting on behalf of MDHS for a child in CWS foster care who is not eligible for Medicaid.

### **Putative Father Applications**

Children who are not referred for child support services and are not included in any open IV-D child support case may become eligible for full child support services if the putative father seeking to establish paternity signs a MDHS-CSE-675, Application for Child Support Services, a MDHS-CSE-675B, Acknowledgment by Putative Father, and pays the required twenty-five dollar (\$25.00) fee.

*675B, Acknowledgment by Putative Father, and pays the required twenty-five (\$25.00) fee.*

### **Noncustodial (Legal) Parent Applications**

Children who are not referred for child support services and are not included in any open IV-D child support case may become eligible for full child support services if the noncustodial (legal) parent requests services, signs a MDHS-CSE-675, Application for Child Support Services, and pays the required twenty-five (\$25.00) fee.

### **Services to Noncustodial Parents**

#### **Legal Base**

Federal regulations at 45 CFR 302.33(a) require that IV-D services be made available to any applicant.

#### **Procedures**

The Division of Child Support Enforcement (DCSE) is required to perform all child support services for the noncustodial parent that are performed for the custodial parent with the exception of locate. DCSE will not attempt to locate the custodial parent for the noncustodial parent, as this is not a proper IV-D function. If the whereabouts of the custodial parent are unknown, DCSE will not proceed with the noncustodial parent's application. **NOTE:** The only exception: if the noncustodial parent is applying for locate services under the Parental Kidnapping and Custody provisions outlined in Location policy.

**Before** accepting the noncustodial parent's application and application fee, METSS must be checked for an active case, intrastate or interstate. If an active record is found, do not accept application and fee. Determine the status of the case and proceed with action necessary to obtain child support. If no record is found, proceed with the noncustodial parent's application by accepting the MDHS-CSE- 675, Application for Child Support Services, application fee, MDHS-CSE-675B, Acknowledgment by Putative Father, if required, and provide appropriate child support pamphlets. The noncustodial parent must pay the standard application fee, and read and sign all appropriate documents. The child support worker must ensure that the noncustodial parent has read and understands the provisions on the back of the MDHS-CSE-675. Once the

forms and fee are received, the case should be processed, as appropriate. The services provided to the noncustodial parent will be all inclusive. He/she may not choose a particular service.

If it is determined that there is no active case, the child support worker must notify the custodial parent via notice A234 from WORD of the noncustodial parent's application. A IV-D application and child support pamphlets will be sent with the notice to the custodial parent. The custodial parent must complete the application for child support services and agree to cooperate or show "good cause" for DCSE not to accept the noncustodial parent's application. If the custodial parent completes the application, an application fee is not collected. The custodial parent will have 10 days from the date of the notification letter to respond in writing to DCSE. Should the custodial parent not respond to the notice, DCSE will proceed with the noncustodial parent's application.

If the custodial parent completes the application for child support services, the noncustodial parent's case will be closed. If the custodial parent substantiates good cause, the noncustodial parent's case will be closed. In either of these two situations, the noncustodial parent's application fee is not refunded.

### **Good Cause Determined**

If the custodial parent responds within 10 days claiming good cause, the custodial parent must provide evidence that it is not in the best interest of the child(ren) or himself/herself for child support services to be provided to the noncustodial parent. Policy regarding good cause determination must be followed. Document findings on the ACTN. **Note:** Do not contact the noncustodial parent to make a determination of good cause.

If the determination is made that good cause exists, the child support worker must notify the custodial parent that good cause was upheld and no further action will be taken on the noncustodial parent's case as long as good cause exists. The noncustodial parent is notified via free form text notice of the good cause determination and that his/her child support case is being closed. The application fee is not refunded.

### **Good Cause Does Not Exist**

If the custodial parent does not provide good cause verification/documentation as required by policy, notify the custodial parent of this decision and proceed to provide child support services to the noncustodial parent. DCSE must provide services to the noncustodial parent, if the custodial parent does not prove good cause or complete a IV-D application.

### **Interstate Cases (Mississippi Initiating)**

When the custodial parent resides in a state other than Mississippi, the other state should be contacted to determine special procedures that may be required when the noncustodial parent is the applicant for IV-D services. A UIFSA packet should be prepared and mailed to the other state.

If there is an active case in the other state, proceed to establish paternity and/or child support obligation. A UIFSA packet must be sent to Mississippi for case processing. The application fee should not be collected.

### **Court Ordered Services**

Children who live in Mississippi and are not eligible for child support services, as described in Volume VI, Section B and 06.B will be provided collection and distribution services only when the IV-D agency is ordered to do so by a Mississippi court (usually an income withholding order).

### **Court Orders**

DCSE is required to collect and disburse support payments in accordance with the income withholding provisions of the State of Mississippi. The state statute designates the Division as the income withholding agency for the State. Therefore, upon receipt of a court order (usually income withholding) AND a support payment, a non IV-D child support case/subcase must be officially opened IF no open IV-D child support case/subcase exists for the same set of children, specified in the court order.

If an open child support case exists:

- Document the existing case record, as needed;
- Make any necessary changes to the existing case record and other records, including METSS (ie., updating court order information, adding a new subcase, adding children and/or custodial parent, etc.);
- File the court order in the existing case record.

### **A 731, Notice to the Custodial Parent**

Effective March 1, 1996, METSS automatically generates a notice, A731, to each custodial parent as a new non IV-D case is opened. The notice explains how the non IV-D case will be processed and other options available to them.

Additionally, the IV-D child support staff must send a MDHS-CSE-675, Application for Child Support Services, and a MDHS-CSE-614, Information Pamphlet, to the custodial parent when the A731, Notice to the Custodial Parent, is generated. Issuance of the MDHS-CSE-675 must be documented on the MDHS-CSE-675 Application Log.

### **No Support Collection Received with Court Order**

If the court order is received prior to a support collection, the non IV-D child support case is opened on the date a support payment is received. Procedures/controls must be developed to maintain the court orders in the administrative files and to ensure a case is opened when a support payment is received.

## **Establishing Child Support Cases**

A child support case is officially opened on the date a referral, an application and the required application fee, or a court order (usually income withholding), with a support payment, is received in any IV-D child support office. All referrals, applications, and court orders must be date-stamped to indicate the date of receipt and must be filed as permanent documentation in a case record folder.

## **Screening Applications/Referrals/Court Orders**

Within three working days of the receipt of a referral, application, or court order, a case record and all associated required documents must be created, including manual and automated records. Each application, referral, and court order (usually income withholding) must be screened to determine (1) if the information provided is complete and accurate; (2) if the person(s) is already known to the agency; and (3) if there is already a case open for the same set of children. (See METSS Procedures Manual, 12.B.07, 12.B.08, and 12.B.09).

- If the information provided is not complete and accurate, any incomplete or inconsistent information contained on the referral, application form, or court order must be clarified with the referral source, applicant, or Clerk of the Court that issued the court order, to ensure that the case record/associated documents are created correctly.
- If the person(s) is already known to the Agency, resolve any conflicts and update existing identifying information as needed, such as, birth dates, middle initials, race, sex, addresses, etc.
- If there is no case already open, a new child support case is established.
- If a child support case is already open in the name of the noncustodial parent for any child of the same set of children:
  - Provide services in the case that is already open.
  - Notate that there is already an open case on the application form/referral document and file in the existing case folder.
  - Return, when necessary, the application fee to the applicant.
  - Document and make any necessary changes to the case record and other records, including METSS, i.e. adding a child(ren)/custodial parent, creating a new sub case, updating addresses.

## **Applications: Including All Children of the Same Set**

By interview with the applicant, determine if all the children in the same set are included in the application. If the application does not include all the children of the same set, explain to the applicant that all the children are eligible for child support services and may be included. Obtain all pertinent information concerning the names, location and circumstances of the other children.

Explain to the applicant that the child support staff attorney may have to be consulted for legal advice to determine if the additional child(ren) should be included or excluded.

Some factors to consider are paternity status, terms of an existing court order and circumstances/location of the other children.

### **Referrals: Special Paternity Situations**

There are special paternity situations which require special procedures to be considered when setting up a child support case (See METSS Procedures Manual, 12.C.06.i - 12.C.06.i.07).

### **Legal vs. Alleged Father**

If a referral gives the name of the legal father as the noncustodial parent and notate that the custodial parent has named another man as the biological father of the child(ren), the case must be established in the name of the legal father. The case must remain in the name of the legal father until he is determined by the court not to be the biological father.

If the legal father is determined by the court not to be the biological father, close the case and open another case in the name of the man determined by the court to be the father. Open the new case immediately without waiting for the expiration of the sixty (60) days' notice of closure for the case being closed.

### **Unknown Noncustodial Parents and Multiple Allegations**

If a referral states that the noncustodial parent is unknown or that there is more than one alleged father, open the case with the case name consisting of the word UNKNOWN. By a thorough and probing interview with the custodial/other biological parent attempt to obtain the name of the noncustodial parent and other identifying information.

- If the name is obtained and the case was referred by IV -A, contact the IV -A staff for an amended referral.
- If the name is obtained and the case was not referred by IV-A, change the case name from unknown to the name that she gives. If she states or continues to state that the father may be one of two or more individuals:
  - Document this information in the case record;
  - Determine through use of such techniques as probe interviewing which of the alleged fathers is the most likely to be the biological father;
  - Change the case name to the name of the individual determined to be the most likely biological father as a result of the interview;
  - File a copy of the annotated referral form in the case folder.

- If such a determination cannot be made, change the case name to the name of the alleged father that appears most feasible to pursue regarding paternity. Consultation with the child support attorney may be necessary.
- If the noncustodial parent in whose name the case is established is determined by the court not to be the father, close the case and open another case in the name of the next alleged father to be pursued. If no alleged father has been named, open the case with the case name consisting of the word UNKNOWN. Proceed with efforts to obtain the name of the alleged father. Open the new case immediately without waiting for the expiration of the sixty (60) days' notice of closure for the case being closed.

### **Invalid Referrals**

If a referral, other than from IV-A, gives the name of one individual as the legal or alleged father and in the interview the custodial parent states that the original name is incorrect and names another individual:

- Document on the referral form that the referral is invalid and state the reason, including the date the information changed and the name of the individual determined to be the alleged noncustodial parent.
- Close the case following procedures for closing a case except neither a closure reason is required nor a sixty (60) day notice.
- Open immediately a case in the name of the alleged father provided by the custodial parent.
- File a copy of the annotated referral form in the case folder of the new case and the original annotated referral form in the closed case folder.

If the referral was initiated by IV-A, contact IV-A and request an amended referral.

### **Case Types**

Child support cases maintained and handled by the Mississippi Department of Human Services (MDHS) are classified as either IV-D child support cases or Non IV-D child support cases. A IV-D child support case is one that meets federal requirements for use of federal funds to provide specific services under Title IV-D of the Social Security Act. A Non IV-D case is a case that does not meet federal requirements for use of federal funds under Title IV-D of the Social Security Act, but which must be handled by MDHS using State funds because of requirements of State Law.

### **Child Support Program Status**

The program status of each child included in a child support case must be determined. Program status is determined by the child's eligibility for child support services ( Volume VI, Section B, ELIGIBILITY FOR SERVICES) and is recorded on the APPD.CASE screen in METSS at the sub case level (see METSS Procedures Manual, 12.B.12h through 12B 12.h.03).

## Program Status Categories

The program status categories are:

- a) TANF - child eligible for TANF money payments in Mississippi or another State.
- b) Medicaid Only - child eligible for Medicaid only benefits in Mississippi or another State
- c) IV-E Foster Care - child eligible for IV-E Foster Care board payments in Mississippi or another State.
- d) Non-TANF - child eligible for child support services due to an application for child support services in Mississippi or another State or due to the receipt of food stamp benefits.
- e) Non-IV-D - child's noncustodial parent is ordered by the court to pay child support through a county child support office in Mississippi usually through income withholding) and there is no open IV-D child support case in any county in the state; or an incoming URESA/UIFSA or interstate income withholding request is received from an entity other than the IV-D agency in another state and/or there is not a IV-D case in the other state or in Mississippi.

## Program Status Codes

Each program status is represented by a two position numeric code. The first position of the code indicates program status (TANF, Non-TANF, etc.) and the second position indicates interstate case processing status

First position codes:

- |    |                  |
|----|------------------|
| 1x | TANF             |
| 2x | Medicaid Only    |
| 3x | IV-E Foster Care |
| 4x | Non TANF         |
| 9x | Non IV-D         |

Second position codes:

- |    |  |
|----|--|
| x0 | Instate. No interstate services involved.  |
| x1 | Interstate Initiating. A non UIFSA action request to another state initiated by Mississippi (example, request for interstate income withholding based on a Mississippi order). |
| x2 | Interstate Responding. A non UIFSA action request from another state to  |

Mississippi (example, request for interstate income withholding based on the other State's order).

- x3 UIFSA Initiating. A UIFSA action request to another state initiated by Mississippi (UIFSA forms are completed).
- x4 UIFSA Responding. A UIFSA action request from another state to Mississippi (UIFSA forms are received). NOTE: This also includes request for interstate income withholding in non IV-D cases/subcases.
- x5 Food Stamp Recipient. Any applicant/recipient of food stamp benefits shall be required, as a condition of eligibility for those benefits, to cooperate with IV-D in determining paternity for the purpose of obtaining and enforcing child support obligations.

### Changes in Program Status

Under certain conditions the program status assigned a child(ren) may change to another to identify the corresponding change in service eligibility of the child(ren). The case record must be updated to reflect all changes resulting from the program status change. All resulting changes must be effective the first calendar day of a future month. Documentation in the case record must indicate the date of the change and the reason for the change. (See METSS Procedures Manual, 12.D.12.)

- Any program status to TANF: The child(ren) is approved for TANF benefits by IV-A.
- Any program status to IV-E Foster Care: The child(ren) is approved for foster care board payments under Title IV-E of the Social Security Act.
- Any program status to Medicaid Only: The child(ren) is approved for Medicaid Only benefits.
- TANF, IV-E Foster Care, or Medicaid Only program status to Non-TANF: The TANF money payment, IV-E foster care board payments, and/or Medicaid benefits terminated and child support services continue in the existing case. See NOTE, below.
- Non IV-D program status to Non-TANF: A custodial parent applies for child support services after the county child support office has begun processing collections as ordered by the court.

NOTE: When an TANF money payment or IV-E Foster Care payment terminate and continuation of services is declined, the child support case/subcase must remain open and coded arrears only if there is support arrearage and unrecovered TANF payments or IV-E Foster Care board payments. Also, if cash medical support arrearage accrued and remain unpaid at the time Medicaid benefits terminate and unrecovered Medicaid benefits exist and continuation of services is declined, the case/subcase must remain open and coded

arrears only See METSS Procedures Manual, 12.B.12.h.02.

### **Child Support Case Composition**

A child support case is established in the name of an absent parent/noncustodial parent (mother, father, or alleged father) who has been, is now, or eventually may be obligated under law for support of a child(ren) of one other parent.

The composition of the child support case is:

- Absent Parent/Noncustodial Parent (AP/NCP) - The legal parent or alleged (putative) father of the child(ren) in the case for whom support is sought and/or paternity must be established.
- Other Biological Parent (OBP) - The other natural parent of the child(ren) included in the case. The other biological parent is usually, but not always, the custodial parent.
- Child(ren) - The child(ren) of this absent parent and the other biological parent for whom support services are sought.
- Custodial Parent (CP) - The person with whom the child(ren) in the case lives and/or the person or entity who is responsible for the care of the child(ren). The custodial parent is usually, but not always, the other biological parent. Also, MDHS is considered the custodial parent of a child(ren) in foster care. There may be more than one custodial parent in a case.

Each child support case has a component through which an accounting of amounts owed, collected, and disbursed is maintained. This component of a case is called a subcase.

When there is more than one custodial parent within the child support case, a subcase is established for each custodial parent. Each child support case must have at least one subcase. The composition of a sub case of a child support case consists of one custodial parent and all the children having the same program status associated with this one custodial parent. When the children associated with this one custodial parent have a different program status, a new subcase for this one custodial parent is established EXCEPTION: Only one child is allowed per IV-E foster care subcase. A subcase must be created for each IV-E foster child in a child support case. This applies to IV-E foster care children only.

### **Establishing Case Record and Case Record Folders**

All child support cases opened or reopened must be entered in METSS. The METSS Procedures Manual, Section B, provides an explanation and description of the screens used during the case initiation process and instructions for researching and establishing cases. Follow these instructions to establish a case in METSS A separate case record folder must be set up for each child support case. Refer to Volume VI, Section B for additional information on case folders.

### **Assignment of Case Number**



Unless otherwise indicated in the form instructions for filing, the material on each side of the case folder is filed in date order with the most recent document on top.

### **Case Assignment**

Child support cases must be assigned and maintained in the county where the custodial parent and child(ren) reside. A child support case entered in METSS must have the same county for all subcases. If the county is changed on one subcase within a case, all of the sub cases in the case will be changed.

Within the county child support offices, cases are assigned to workers alphabetically by noncustodial parent last name.

### **County of Responsibility**

When children in one child support case live with multiple custodial parents in two or more counties (one case with multiple subcases), a county of responsibility must be determined to maintain and house the case folder. Use the following criteria to make the determination:

- If the custodial parent is also the other biological parent, the county where he/she resides is the county of responsibility
- If neither of the custodial parents is the biological parent, METSS will assign the case to the county in which the first custodial parent referred/applied resides

When it is found that children of the same set (same AP and OBP) reside in more than one county, the county of responsibility must take steps to coordinate with the other county(ies) all information and necessary action to ensure unduplicated child support services are provided for the set of children. Each worker involved must update the case record, including METSS, as necessary. Ongoing communication and cooperation with the other county(ies) involved are essential.

### **Primary Worker for Location and Tax Offset**

When the noncustodial parent has multiple cases in multiple counties, METSS maintains a primary worker for the noncustodial parent for location and tax offset purposes. To identify the worker assigned as the primary location worker, type FUTR in D mode and the case number. The primary worker is responsible for receiving all correspondence related to location activities and updating the METSS case regarding location. For tax offset purposes, the county certifying the highest amount of arrearage will determine the primary worker. The primary worker will be designated as the point of contact for the noncustodial parent who has questions regarding the tax offset and who may request an administrative review. Ongoing communication and cooperation with the other county(ies) involved are essential.

### **Transfer of Case Records**

Since the child support case must be assigned and maintained in the county of responsibility or the county where the custodial parent and child(ren) reside, the child support case record must be transferred if 1) the custodial parent moves from one Mississippi county to another Mississippi county, or 2) a new county of responsibility is determined for the case.

The case record is sent by first class mail to the county to which the custodial parent has moved or the new designated county of responsibility. The transfer of records may be effective any calendar day of a month.

If the custodial parent moves out-of-state, the Mississippi county to which the court order directs the support payments must maintain the child support case. Therefore, the case must be transferred to the Mississippi county where the court order is payable.

It is not necessary to transfer a child support case with ONLY non IV-D sub cases to another Mississippi county when the custodial parent moves. The county to which the court order directs the support payments must continue to receipt the support payments as non IV-D collections.

### **Filing Case Records**

Child support case folders are maintained in the county office in a central file alphabetically by case name. The file must contain only child support cases. Closed and open case records are maintained in separate, centrally located files. If space does not allow for a central file, case folders may be housed in the office of the child support caseworker to whom the cases are assigned.

Each time the case is removed from the central file or individual office a charge out must be completed and placed in the file to indicate the location of the case. For example: A case is completed and placed in the attorney's "work drawer" for review at the next scheduled visit. A charge out must be placed in the file to indicate the whereabouts of the case.

### **Labeling and Filing Closed Case Records**

When a child support case closes a colored label which designates the year of closure is placed on the folder. The colors to be used during for each state fiscal year are as follows:

FY 2009	BROWN
FY 2010	ORANGE
FY 2011	GREEN
FY 2012	YELLOW
FY 2013	BLUE
FY 2014	BLACK

FY 2015	BROWN
FY 2016	ORANGE
FY 2017	GREEN
FY 2018	YELLOW
FY 2019	BLUE
FY 2020	BLACK
FY 2021	BROWN
FY 2022	ORANGE

Red labels are used to designate permanent folders. If, at a later date, the permanent status of a closed case changes, place a label on the case or destroy it based on when the case was closed.

Closed cases (and the fiscal record components) must be easily located in a section of the files labeled "Closed Child Support Cases". Procedures for the filing of and designated location of closed child support cases and the closed fiscal record components are determined by internal procedures. According to the space available, it may be necessary to file the closed case folders in an area separate from the closed fiscal folders. Each county must be consistent in the method of filing used. The system of filing must be documented and the documentation filed in the administrative file.

### **Retention/Destruction of Records**

Retention of records of continuing value and the systematic elimination of other records are critical components for effective records management in the Child Support Enforcement Program. The retention and destruction of child support records must be in accordance with State law (25-59-1 et seq.)

### **Records to Be Retained**

The McBee MDHS-CSE-691, Individual Ledger, used for recording and maintaining the payment history of the noncustodial parent is a permanent record and must be retained indefinitely.

A child support case involved in an internal, state or federal audit or a suspicion of fraud related to child support must be retained until all issues in the case concerning the audit or suspected child support fraud are resolved. For this reason, when a case is selected for audit or is under investigation for suspected fraud the folder must be labeled "Permanent" and, when appropriate, with the date and type of audit. At the normal time of destruction, these cases must be reviewed to determine if relevant issues have been resolved.

Fiscal control/accounting records identified at the normal time of destruction as being involved in an internal, state or federal audit or a suspected fraud investigation must be retained until all issues concerning the audit or the suspected fraud are resolved.

A request/approval for a waiver of the mandated cash handling procedures must be retained in the county administrative file as long as the waiver is in effect and for four years after the waiver is no longer in effect.

### **Records to Be Destroyed**

When a child support case has been closed for four years, the material, including legal documents, contained in the case record and the component fiscal record(s) may be destroyed, except those cases with unresolved audit or child support fraud issues. To avoid premature destruction and to ensure a systematic procedure for eliminating records, destroy the records at the beginning of the fifth state fiscal year after closure of the child support case. For example, a case closed between July 1, 1993 and June 30, 1994, may be destroyed on or after July 1, 1998, the beginning of the fifth fiscal year since the case was closed.

When the following named records or documents have been retained for four years since the date of the last entry on the record/document, the records/documents may be destroyed, except those with unresolved audit or suspected fraud issues at the time of normal destruction: child support receipt and disbursement journals, accompanying reconciliation forms, bank statements/deposit slips, canceled checks/receipts, monthly summaries/reports, and any related documents.

To ensure a systematic procedure for retention/destruction of the records, destroy the material at the beginning of the fifth state fiscal year following the date of the last entry on the records/documents. For example, all journals, documents, records/documents with last entry date falling between July 1, 1993 and June 30, 1994 may be destroyed on or after July 1, 1998. This is the beginning of the fifth state fiscal year since June 30, 1993.

02-27-97

**CASE MANAGEMENT – PROCESSING CHILD SUPPORT CASES****SUPPORT – TYPES AND REQUIREMENTS****Child Support Enforcement****Legal Base**

Federal regulations (45 CFR 301 through 45 CFR 307) and State law (43-19-31 et seq.) require that the department establish and enforce child and spousal support obligations and collect support payments under specific conditions.

**Criteria for Services**

Children automatically eligible for full child support services with no requirements for the custodial parent to complete an application or pay an application fee are:

1. Mississippi recipients of Temporary Assistance for Needy families (TANF) money payments.
2. Former recipients of TANF following termination of a TANF money payment.
3. Recipients of IV-E Foster Care board payments.
4. Recipients of TANF and Non-TANF children who live in another state and who are referred for service by the IV-D agency in the other state.
5. Children who live in another state and are referred by an entity other than the IV-d agency in the other state through URESA or for interstate income withholding services.

Children who are not eligible as indicated above but who may become eligible for location only services or for full child support services if the custodial parent completes an application for Non-TANF child support services and pays the required application fee is:

1. Children who do not receive TANF and who reside in Mississippi.
2. Children who do not receive TANF and who reside in another state but who have not been referred for service by the IV-D agency in the other state.

**NOTE:** A custodial parent, for purposes of accepting a Non-TANF child support application, is the person with whom the children are living and/or who is responsible for the care of the children.

**09-15-09**

A putative father seeking to establish paternity can receive child support services by signing the MDHS-CSE-675, *Application for Non-TANF Child Support Services*, and paying the full service fee. The application for service applies to children who:

1. Are not current TANF recipients; and
2. Are not included in a Non-TANF child support case.

The putative father must be informed of the following conditions related to the provision of services to establish paternity and must sign the Form MDHS-CSE-675B, *Acknowledgement by Putative Father*.

1. He may be required to submit to and advance payment for a genetic test to provide evidence of paternity.
2. The court will be asked to consider the income and resources of both parents and to apportion support liability between them.
3. The department cannot represent him in an adversarial or traditional “Attorney – Client” capacity, but will perform services deemed to be appropriate and in the best interests of the child (ren).
4. Custody issues cannot be handled by the department.
5. He may be assessed and/or have to do advance certain costs.

The department provides only collection and distribution services for children not eligible for child support services as described above when ordered to do so by the court.

### **Assignment of Rights**

As a condition of eligibility, applicants and recipients of TANF money payments and IV-E Foster Care board payments must assign their rights to child support to the Department. The Department is thereby authorized to recover from the child support collection the amount expended for the TANF money payment or IV-E foster care board payment. Therefore, enforcement and collection services must continue after termination of the money/board payment as long as a public assistance (PA) arrearage exists from which recover can be made.

The DRA revised section 408(a)(3) of the Social Security Act now eliminates the assignment of pre-assistance arrearages in new assistance cases effective October 1, 2009. Under this requirement, assignments of rights on or after the effective date will be limited to the amount of child support that accrues during the assistance period, not to exceed the cumulative amount of unreimbursed public assistance (URPA). Such support may include the retroactive support ordered for the period that the family received assistance.

02-01-09

**Monitoring**

Payment of court ordered child support must be monitored by child support staff. At any time the noncustodial parent becomes delinquent in paying child support, child support staff must take appropriate action, according to policy in Volume VI, to initiate enforcement activities.

**Enforcement**

Refer to policy regarding basic legal procedures and actions allowed or mandated for enforcement of child support obligations.

09-15-09

**SPOUSAL SUPPORT****Legal Base**

Spousal support is a legally enforceable obligation assessed against an individual for the support of a spouse or former spouse who is living with a child (ren) for whom the individual also owes support. Federal regulations (45 CFR 302.17 and 45 CFR 302.31) and State law (43-19-31 and 93-11-101) require the department to enforce and collect spousal support under limited conditions.

**Criteria for Services**

When a support obligation has already been established for a spouse or former spouse, either separately or in the order that established a child support obligation, the department must enforce, collect, and distribute the spousal if the following conditions are met:

1. The child support obligation is being enforced and/or collected through a IV-D child support case; and
2. The child (ren) and spouse are living in the same household; and
3. The child support obligation and the spousal support obligation are owed by the same noncustodial parent to the same custodial parent.

The Department does not establish an order for spousal support. However, the Department does enforce spousal support obligations under the conditions stated above.

**Assignment of Rights**

The rights to spousal support, as well as to child support, are assigned to the Department by the TANF payee. Spousal support also is applied to TANF recovery and must be enforced and

collected after termination of benefits as long as a public assistance (PA) arrearage exists from which recovery can be made.

The DRA revised section 408(a)(3) of the Social Security Act eliminates the assignment of pre-assistance arrearages in new assistance cases effective October 1, 2009. Under this requirement, assignments of rights on or after the effective date will be limited to the amount of child support that accrues during the assistance period, not to exceed the cumulative amount of unreimbursed public assistance (URPA). Such support may include the retroactive support ordered for the period that the family received assistance.

### **Monitoring**

Payments of spousal support must be monitored by fiscal staff in conjunction with the monitoring of child support payments when the above criteria are met.

### **Enforcement**

All procedures available for enforcement of child support may be used to enforce spousal support under the specific conditions described above.

**02-12-09**

## **MEDICAL SUPPORT**

### **Legal Base**

Medical support is a legal obligation assessed against an individual for the provision of medical/health care for the child (ren). Federal regulations (45 CFR 303.30 and 303.31) and State law (43-13-303 and 43-19-31) require that the Division secure medical support information and establish and enforce medical support and/or cash medical support in all new or modified child support orders.

45 CFR 303.32 requires states to have laws that enforce the mandatory use of *notice A821, National Medical Support Notice (NMSN)*, in all cases where the parent is required to provide health insurance for the child(ren), and the employer is known and verified by the agency. The **only** exception to this ruling is if the court stipulates alternate health care coverage. The **NMSN must** be sent within **two** business days of receipt of a new hire alert.

The Deficit Reduction Act of 2005 requires State's child support orders in IV-D cases include a provision for medical support to be provided by either or both parents and shall be enforced. Medical support can be health care coverage, cost of premiums, co-pays, or paying medical expenses incurred on behalf of the child.

### **Criteria for Service**

45 CFR 303.31 (a)(1) states that health insurance, for the purpose of child support enforcement, is considered *reasonable in cost* if the cost to the parent responsible for providing medical support or ordered to pay cash medical support does not exceed five percent (5%) of his or her gross income. In applying the 5% for the cost of private health insurance, the cost is for adding the child(ren) to the existing coverage or the difference between self-only and family coverage.

DCSE must petition the court for private health insurance that is accessible to the child(ren), and is available to the parent responsible for providing medical support at reasonable cost in **all** new or modified orders. If private health insurance is not available at the time the order is entered or modified, petition to include cash medical support until such time private health insurance becomes available and is accessible to the child(ren).

In some areas of the state, judges may issue directives regarding reasonable/unreasonable cost of health insurance. If a directive exists, a copy of the judge's directive, along with documentation of costs, must be filed in the case record and documented in METSS. A copy of the judge's directive should be kept in the county's child support administrative file.

Children for whom services must be provided are the following:

1. Medicaid applicants or recipients who are:
  - a. Recipients of TANF (IV-A) money payments, Foster Care (IV-E) board payments, or Medicaid only benefits; or
  - b. Former recipients of TANF, Foster Care board payments or Medicaid-only benefits for whom such benefits have terminated and who have received notification that child support services will continue without the requirement for an application or application fee. All child support services must be provided in continuation of service cases unless the custodial parent requests that the child support case be closed.
2. The child(ren) of a custodial parent who completes an application for child support services and pays the application fee for Non-TANF services;
3. Recipients of Food Stamp benefits who are automatically eligible for full support services; and,
4. IV-D recipients for whom a specific cash amount is designated for medical purposes in an existing court order for support. The Division does petition for cash medical support when seeking a new or modified order for support.

Medicaid-only recipients cannot decline child support services pertaining to medical support enforcement. Applicants for child support services, whose children are recipients of Medicaid, are those applicants who are not referred by the agency determining Medicaid eligibility. These applicants must complete the MDHS-CSE-675, *Application for Child Support Services*, and pay the \$25.00 application fee. **Example:** The applicant is a recipient of Medicaid for the unborn

child. After the birth, the baby is deemed eligible for Medicaid for one year. If the mother wishes to be referred for child support services by Economic Assistance or Medicaid after the baby's birth, she must request TANF, Food Stamps or Medicaid benefits for the child. If she wants child support services, but does not wish to apply for TANF, Food Stamps or Medicaid, she may request child support services through the IV-D agency. See the section below pertaining to Assignment of Rights.

### **Assignment of Rights**

Recipients of TANF, IV-E Foster Care board payments, and Medicaid-only benefits assign their rights to medical support, including health insurance and specific cash amounts designated for medical purposes to the State (Division of Medicaid). Due to this assignment, a Medicaid recipient is required to cooperate in establishing paternity and taking the necessary steps to obtain and enforce an order for health insurance or enforce an existing order for cash medical support, unless good cause for not cooperating is determined. Notification of failure to cooperate with medical support requirements must be sent to the entity establishing Medicaid eligibility (Medicaid Commission). This task is accomplished via METSS interface with these state agencies.

### **Collection of Medical Support**

The Division of Medicaid is the agency for assigned health insurance and assigned designated cash medical support (current and arrears). The Division of Child Support Enforcement (DCSE) does not collect health insurance premiums, payments for medical bills, or any other type of third party or reimbursed medical support.

When cash medical payments are received on Non-TANF cases, the collection is receipted and disbursed to the client according to the instructions in the METSS procedure manual.

### **Modifications for Medical Support**

To determine if an existing order for child support must be modified for the sole purpose of securing health insurance, the current court order must be measured against the case criteria below.

1. The parent has secured new employment and there is evidence/documentation that the employer provides health insurance.
2. The parent is a government employee or a member of a union or other organization that typically provides health insurance to its members.
3. Documented evidence exists of special medical needs.

If the petition is being prepared for the sole reason of securing health insurance, documented evidence must exist that:

1. Health insurance is or may be available in the future to the parent at a reasonable cost;

or

2. Facts show a need for increased medical coverage due to factors such as, but not limited to, disabling or long term illness of the child(ren). Either condition should meet the requirement for a material change in circumstances.

### **Health Insurance Enrollment – National Medical Support Notice (NMSN)**

Upon receipt of a court order that includes medical support or cash medical support, the worker codes ORDR screen in METSS that health insurance has been ordered. The worker then requests notice A818, *Order/Notice to Withhold Income for Child Support* and notice A821 *National Medical Support Notice (NMSN)* from WORD and sends them to the employer within two business days, if they have not already been sent. The employer then sends the *NMSN* to their health care provider within twenty (20) days.

The A821 *NMSN* contains two parts: (1) Instructions on completing the forms; and (2) Response Forms. Some employers may request that only the Response Forms be sent and not the Instructions when sending the *NMSN*. If this occurs, the supervisor or the regional director is to access the MAINT screen from the EMPL screen and enter N in the SEND.MED.SUP.INST field. This field shall remain blank unless instructed by employer to not send instructions.

When a new hire alert is received through the National Directory of New Hires (NDNH) or State Directory of New Hires (SDNH), and the income withholding requirements are met, METSS automatically generates and sends the appropriate notices based on the following criteria:

1. The incoming employer is matched to an existing METSS employer and the ‘Health Insurance Offered’ field on APPD.ABSP.EMPL.MAINT screen is coded ‘N’, notice A823, *Automatic Income Withholding Notice*, is sent within two business days. The worker will receive the alert ‘Employer Income Withholding Notice Sent Based On NDNH/SDNH Info-Use ACTN To View Notice’.
2. The incoming employer is matched to an existing METSS employer and the ‘Health Insurance Offered’ field on APPD.ABSP.EMPL.MAINT screen is coded ‘Y’ or blank, notice A824, *Automatic Combination Income and Medical Notice (AICM)*, is sent to the employer within two business days of receiving the alert. Notice A824 is a combination of notices A823, *Automatic Income Withholding Notice (AIWN)*, and A821, *National Medical Support Notice (NMSN)*. The worker receives the alert ‘Employer Income Withholding Notice Sent Based on NDNH/SDNH Info – Use ACTN to View Notice’.
3. The incoming employer is not matched to a METSS employer, the supervisor or regional director must enter employer information to the APPD.ABSP.EMPL.MAINT screen. Notice A824 is sent within two business days. The worker receives the alert ‘Employer Income Withholding Notice Sent Based On NDNH/SDNH Info – Use ACTN To View Notice’.

4. The incoming employer is matched to a METSS employer, the 'Health Insurance Offered' field on the APPD.ABSP.EMPL.MAINT screen is blank or 'Y', and the 'Send Med Sup Instr' field on the APPD.ABSP.EMPL.MAINT screen is 'N'; the notice A825 'Income Withholding/Medical Support Notice Without Instructions' (combined A821/A823), is sent within two business days. The worker receives the alert "Employer Income Withholding Notice Sent Based on NDNH/SDNH Info – Use ACTN To View Notice".

Immediately upon notification by the insurance provider that the child (ren) has been enrolled in the plan, the employer withholds the parent's child support and/or insurance premiums in accordance with the limits allowed by the Federal Consumer Credit Protection Act (CCPA). If the child support amount, combined with the medical support deduction, exceeds the limits allowed by CCPA, the employer completes Item 4 of the Employer Response and returns the *NMSN* to the case worker. The case worker documents in ACTN in METSS that combined deductions exceed CCPA limitations.

If the parent is terminated, quits a job, or allows coverage to lapse, the employer is required to notify the case worker immediately. Upon notification that the parent is no longer employed or allows health insurance to lapse, enter the termination date and a reason on INSU. If the parent allows the health insurance to lapse, complete the necessary paperwork to reinstate health insurance. When the coverage starts again, do not remove the termination date, but add a new entry with the carrier information and new coverage start date.

### **Enrollment, Monitoring and Notification**

When a court order includes a provision for health insurance, cash medical support, or any type of third party or reimbursed medical support, and there is an assignment of medical support to the State, METSS notifies the Division of Medicaid (DOM) via interface. METSS submits an update record to DOM whenever one of the following occurs:

- A new court order with health insurance is entered;
- The health insurance field is changed on an existing order;
- A new court order with a cash medical support obligation is entered;
- The cash medical support obligation on an existing order is modified;
- Insurance information is entered for a child;
- A previously entered insurance record for a child is changed; and/or
- Insurance coverage has terminated.

DCSE enforces the securing and maintaining of employment-related health insurance through the use of the *NMSN* and monitors only the collection/enforcement of designated specific cash amounts.

1. If health insurance is available to the parent and has been obtained, the child support worker:
  - a. Codes the ORDR screen with an H in the Health Insurance field in METSS that health insurance is ordered and code the responsible party field.  
  
*NOTE:* If the ORDR screen is coded with an ‘H’ in the Health Insurance field, METSS generates an action deleted alert, ‘Health Insurance Has Been Required For 20 Days. Check For Compliance.’ This alert is only deleted when the worker accesses the INSU screen and enters insurance information, or enters ‘NONE’ in the command field and enters an explanation on the pop-up window.
  - b. Records the insurance information on INSU and KID.xx in METSS;
  - c. Accesses the APPD.ABSP.EMPL screen and codes the INSU OFF: and TAKEN: fields appropriately;
  - d. Accesses the APPD.ABSP.EMPL.MAINT screen and enters a ‘Y’ in the ‘Health Insurance Offered’ field, if it isn’t already coded ‘Y’. The ‘Send Med Sup Instr’ field should be blank or an ‘N’; and,
  - e. Notifies the custodial parent via notice A505, Notice of Enrollment for Health Insurance, that the child(ren) has been enrolled in the health insurance plan provided by the parent’s employer. The notice also informs the custodial parent that the parent’s insurance plan administrator will provide all necessary information regarding the insurance including, but not limited to a description of the coverage, the effective date of coverage, summary plan, and claim forms. Further, that if more than one option is available and help is needed in choosing an option, to contact the case worker. The worker does not make the decision for the custodial parent, but may offer guidance and interpretation of the information. However, if more than one option is available, and the parent is already covered under one of the available options, the child(ren) is to be enrolled in the same plan as the parent.
2. If health insurance is court ordered and available to the parent, but has not been obtained, the child support worker:
  - a. Codes ORDR panel with an “H” in the Health Ins field that health insurance has been court ordered. The worker then requests the A821 *NMSN* through WORD and sends the notice to the parent’s employer within two business days, if it has not already been sent. METSS records this to ACTN log. If this is a new hire alert, METSS automatically sends the A824 (A823 & A821) within two business days of receiving the alert;  
  
If employer information is received via the NDNH or SDNH, and income withholding conditions are not met, but there is a court order, the worker receives

an alert: **‘Employment Received from New Hire Directory. See ACTN and Send NMSN and Income Withholding if Appropriate’.**

If employer information is received via NDNH or SDNH, and income withholding conditions are not met and there is not a court order, the worker receives an alert ‘Employment Received From New Hire Directory, Take Appropriate Action’.

- b. Notifies the custodial parent via notice A505, *Notice to Custodial Parent*, the plan administrator will provide all necessary information regarding the insurance including, but not limited to, effective date of coverage, summary plan, and claim forms;
  - c. Informs the parent through notice A605, *Notice to Parent*, from WORD, that health insurance has been court ordered and their employer has been notified to enroll the dependent child(ren) in his/her health plan;
  - d. Sets a twenty (20) day tickler to contact the employer to confirm that the child (ren) has been enrolled in the health plan. If more than one plan is available and the custodial parent has not reached a decision by the end of the 20-day time frame, the insurance provider automatically enrolls the child(ren) in the provider’s default plan; and,
  - e. Completes the INSU and KID.xx screens, upon receipt of the insurance information.
3. If health insurance is ordered, but is not currently available, the child support worker codes ORDR screen, if it has not already been coded, with an (H) in the Health Ins field. The worker then enters NONE in the CMD field on the INSU screen in METSS that insurance is ordered but not available and presses ENTER. A pop-up screen appears and the worker **must** document and provide an explanation as to why insurance is not available (e.g., employer does not offer, parent works part-time, etc.). The worker then sets a tickler to reevaluate the availability of insurance at a future date, if applicable.

#### Employer Responsibilities:

1. If the plan administrator informs the employer that there must be a waiting period, e.g., 90 days before enrollment can be completed; it is the responsibility of the employer to notify the plan administrator when the parent is eligible for enrollment. If the waiting period for the parent is more than 90 days from the date of receipt of the NMSN, or the parent is required to complete a certain number of hours or tasks, the Plan Administrator completes Response 4 under the Plan Administrator Response section of the NMSN and returns it to the employer and DCSE.
2. If the employer determines that the amount of child support combined with the premium for health care coverage exceeds the maximum amount allowed by the Consumer Credit Protection Act (CCPA), the employer must notify DCSE immediately by completing No.

4 on the Employer Response form of the NMSN and returning it to the worker. The worker then enters NONE in the CMD field on the INSU screen in METSS. When the information is entered, a pop-up window appears and worker must document that insurance is ordered but exceeds the limit allowed by CCPA.

### **Enforcement of Medical Support**

Upon determination that court ordered health insurance, which is currently available at a reasonable cost, has not been obtained or that the parent has allowed court ordered health insurance to lapse, the child support worker must contact the employer and/or parent to determine the reason for the lack of insurance for the child(ren) and enter a termination date and reason on INSU. The worker completes the necessary steps to enroll the child (ren) in the available health insurance plan (see *Health Insurance Enrollment – National Medical Support Notice*). When the insurance coverage starts again, do not remove the termination date and reason from the previous entry, but add a new entry with the carrier information and enter a new record with the new insurance carrier information on INSU. If insurance is not available at this time, the worker must code METSS and document this on ACTN screen.

If the parent provides court ordered health insurance through his/her employment and then changes employment, and the new employer provides health care coverage, the worker enters the new employer information on the ABSP.EMPL screen in METSS and codes the ORDR panel that insurance is ordered and available, and through WORD sends the NMSN to the new employer within 2 days of notification of employment. The worker must enter a termination date and reason on the old insurance carrier information and enter a new record with the new insurance carrier information on INSU.

If a child is removed from a policy that is still in effect for another child(ren), the worker accesses the INSU screen and enters a coverage end date and reason on the child that has been removed.

It is imperative to maintain and keep INSU current. **Maintaining INSU enables DCSE to provide DOM the most current insurance information available.**

### **Contesting the Enrollment of the Dependent Children**

The parent has the right to voice his/her concerns to the child support worker regarding the enrollment of the child(ren) by the Division. The Division will not halt the enrollment process unless the parent contests the enrollment by legal proceedings and obtains a court order eliminating the parent's responsibility to provide health insurance for the child(ren).

The parent may contest the enrollment of the child(ren) based on mistake of fact within 15 calendar days of mailing of the notice A605, *Notice of Intent to Enforce Health Insurance*. However, the employer must still initiate withholding until the employer has been notified that the matter has been resolved. Should the 15 days lapse without any contest, the parent must appeal through the court system concerning his/her objection to the enrollment.

Should the parent verify that he/she is not responsible for providing health care coverage, the child support worker will notify the employer, via free form text in METSS, to discontinue the deduction of dependent health care coverage from the parent's wages. The Division then petitions the court to terminate health insurance.

### **Unlawful Refusal to Enroll**

It is unlawful for the insurance provider to deny enrollment of the child(ren) on the grounds that:

1. The child was born out of wedlock;
2. The child is not claimed as a dependent on the parent's Federal income tax return;
3. The child does not reside with the parent in the plan's service area; and/or
4. The child is receiving benefits or is eligible to receive benefits under the State Medicaid plan.

If the insurance plan requires that the obligated parent also be enrolled in the health insurance plan, and the obligated parent is not currently enrolled, the plan administrator must enroll both the obligated parent and the child(ren) in the health insurance plan. All enrollments are to be made **without regard** to open season restrictions.

### **Medicaid Referrals**

Currently there are three agencies determining Medicaid eligibility for children: Mississippi Department of Human Services, Division of Economic Assistance, Regional Medicaid Offices and the Social Security Administration.

**02-14-08**

### **Regional Medicaid Offices**

The Regional Medicaid Office determines eligibility for all Medicaid except for children who are on TANF. Regional Medicaid offices may use Form DOM-TPL-410 or the automatic interface to refer noncustodial parents of these children to DCSE.

### **Social Security Administration**

Children who receive Supplemental Security Income (SSI) are recipients of Medicaid benefits; therefore, they are eligible for child support services. As the state IV-D agency, DCSE is to provide Medicaid-only child support services for a SSI eligible child who has a noncustodial parent or an alleged parent responsible for support of a child.

When it is learned that a SSI child is included in the family of a TANF referral, Non-TANF application, or an existing child support case in any category, the worker must verify that the child is a SSI recipient. Verification may be obtained via Social Security Administration Benefit

Award Letter, IV-A case record, etc. A hard copy of the verification used must be filed in the case record.

Also, verification may be obtained by completing MDHS-CSE-679, *SSI Child Eligible for Medicaid-only Child Support Services*. The form is initiated by the child support worker, who mails it to Child Support Program Operations. Program Operations forwards the form to the Division of Medicaid (DOM) to confirm Medicaid benefits for the child based on SSI eligibility. DOM verifies if the child is a recipient, completes the form, and returns it to Program Operations. Program Operations forwards the form to the county with attention to the worker initiating the request. The worker handles the form per the form's instructions.

### **Child Support Services**

Upon receipt of verification confirming that a child receives SSI Medicaid or a referral from one of the agencies, the child support worker must take immediate steps to provide all appropriate child support services according to existing child support policy. There is no application or application fee for these services.

**07-15-04**

## **PROVISIONS FOR CHILD CARE CERTIFICATION**

The Office for Children and Youth (OCY) has added, as part of their policy and procedures, the requirement of applying for child support enforcement services as part of the approval process for a child care certificate. The child care certificate recipient must cooperate with the Division of Child Support Enforcement as a condition of continued eligibility for the child care certificate.

### **OCY Procedures**

OCY sends application packets to their child care applicants. The packet contains MDHS-CSE-675C, Application for Child Support Services for Child Care Certificate Recipients, and OCY's Verification of Application for Child Support Services. The child care applicants are instructed to complete the child support application, take it to their local child support office, pay the \$25.00 application fee, and cooperate with child support enforcement. If the client is already a recipient of child support services and is cooperating, the client needs only to have child support staff complete and sign the verification form. The child care applicant only has 15 days to have the form completed and returned to the Planning District Office.

### **Child Support Procedures**

The child support office will determine if the custodial parent is an existing, cooperating client, by reviewing METSS. If the child care applicant is not an existing child support client, accept the application and fee and complete, sign, and return the *Verification of Application for Child Support Services* to the child care applicant. Give the child care applicant pamphlets MDHS-CSE-614 and MDHS-CSE-616 at this time. The child support worker will handle the application the same as any other child support application in regards to setting up the case record file and

following the time frames. The child care applicant then returns the completed *Verification of Application for Child Support Services* to the appropriate Planning District Office.

If the child care applicant is not an existing, cooperating child support client or doesn't complete the MDHS-CSE-675C and pay the application fee, the child support office will not sign the verification form.

When an active case is found in METSS for the child care applicant or when a new case is set up for a child care applicant, the child support worker should enter a 'Y' in the child care field on APPD.CASE screen. Any changes made to the child care field will be documented on ACTN.

When a child care recipient refuses to cooperate with Child Support Enforcement, the APPD.CLNT screen must be coded as not cooperating, "ND".

### **METSS/OCY Interface**

On the second of each month, METSS extracts data on all cases closed on the first of the current month that have a "Y" flag in the child care field and the cooperation code on the APPD.CLNT screen equals 'ND'. The child care field will be reset to blank once the case information is written to the file for OCY.

OCY sends a file to METSS on a monthly basis which contains a record of all child care clients whose certificates have been terminated. METSS then matches the clients' names and social security numbers against METSS data along with the child (ren)'s names and SSNs to find the appropriate child support cases. If a case is found, the child care flag on APPD.CASE is reset to blank.

**11-01-98**

## **LOCATION**

### **Legal Base**

The federal regulations (45 CFR 303.3) require the IV-D agency to locate noncustodial parents for child support purposes using all appropriate local, state, Federal, and interstate sources as authorized by state law and have established a State Parent Locator Unit (SPLU). The SPLU is, by agreement, authorized to provide services in parental kidnapping and child custody determination cases. Specific requirements and time frames for location must be met by the IV-D agency.

Section 43-19-45 of the Mississippi Code of 1972, Annotated, as amended, requires the Division of Child Support Enforcement to establish a state parent locator service for the purpose of locating absent and non-supporting parents and alleged parents, which will utilize all appropriate public and private locator sources.

All information shall be confidential and shall not be used or disclosed for purposes except for the specified purposes.

### **Location Defined**

Location means information concerning the physical whereabouts of the noncustodial parent, or the noncustodial parent's employer(s), other sources of income or assets, as appropriate, which is sufficient and necessary to take the next appropriate action in a case.

### **Location Process Timeframes**

The IV-S Agency must meet federally mandated time frames for location efforts. If the whereabouts of the noncustodial parent are unknown, the child support worker must begin local location efforts within 20 calendar days after receipt of a referral or application. The child support worker must obtain information from all appropriate local sources, enter data in METSS, and initiate verification of this information.

Within no more than 75 calendar days of determining that locations necessary, all appropriate locate sources must be accessed. The 75 calendar day time frame runs concurrently with the 20 calendar day time frame.

The location process begins on the date the noncustodial parent's referral is received by child support enforcement. If the noncustodial parent is not located in another METSS case, METSS automatically places the noncustodial parent in locate status. With adequate identifying information, METSS automatically processes data through appropriate interfaces quarterly and annually (including referral to the Federal Parent Locator Service (FPLS) and a letter to the custodial parent for information). Some forms, requiring worker intervention, must be generated in METSS.

Without the social security number of the noncustodial parent, all interfaces cannot be utilized. When the social security number is unknown and the noncustodial parent is not located, METSS automatically sends a referral to the SPLU.

Efforts to locate a noncustodial parent must continue for three years or until the child support case is closed.

### **Identifying Information**

The noncustodial parent's social security number and/or date of birth provide a sound basis for establishing that data obtained through various interfaces is for the correct person. Therefore, it is essential that the child support worker obtain both in all possible instances. Since the data acquired during investigation will be used to initiate legal action against the defendant to establish paternity and/or obligation for child support, it is essential that information provided is for the noncustodial parent and not for another person with the same or similar last name.

Race, sex, last known address, last known employer, city, state or country where the noncustodial parent was born, and parents' names (the mother's maiden name) help in identifying the noncustodial parent and are particularly important in obtaining the social security number from FPLS.

### **Investigation**

An investigation to establish a verified location on the noncustodial parent/alleged parent and information on his/her ability to pay support is necessary for each child support case. The investigation may simply consist of verifying information provided by the custodial parent or may involve an extensive search for clues and information. In some instances the noncustodial parent may have another case in METSS in which he/she has been located. If this is the situation, action must be initiated immediately to complete successful service of process and paternity establishment within 90 days.

Location information must be such that the person serving process can readily locate the noncustodial parent to serve with a subpoena or an address verified where notices can be sent. The street address where the noncustodial parent resides and/or employer name and street address are essential location data. Rural addresses or other locations less specific than street and house number must be accompanied by directions to the home to ensure service of process.

**NOTE:** For various reasons, service of process may not be successful even if an address is verified.

**Example:** An individual does receive mail at the address verified by the post office, but does not reside at the address. If process is not served or other necessary actions cannot be initiated, the child support worker must return the noncustodial parent to locate status.

The amount of wages paid and the availability of health insurance must be verified whenever possible as this information can be present to the court as proof of the noncustodial parent's ability to support the children. The name and address of the employer (verified) are also necessary to serve a wage withholding order:

### **Verification of Information**

Information received from any source, except MDOC and SDNH, must be verified. Verification means that a reliable source such as an employer acknowledges (\*written statement) that a noncustodial parent either is employed or is not employed by him/her. Addresses are verified by the post office. Various authorized forms are used for verification and are generated by METSS.

\*If telephone confirmation of employment is obtained, an existing wage withholding order may be served on the employer without waiting for written confirmation. Oral confirmation must be documented in the case and must be followed with written verification.

**Note:** Information received from the Mississippi Department of Corrections (MDOC) for an absent parent who is incarcerated does not require verification; parole and probationer addresses

must be verified. Information received from State Directory of New Hires (SDNH) is considered to be verified upon receipt.

### **Local Location Efforts**

During the 75 calendar day time frame, the child support worker must use all available sources (public and private) to locate the noncustodial parent concurrently with METSS interfaces. All sources contacted, dates, and results of contacts, including telephone and personal contact, must be documented in METSS. Sources, other than the custodial parent, which often provide information are:

1. The IV-A, Temporary Assistance to Needy Families (TANF), and Food Assistance records are good sources of information.
2. Current or former employers; labor unions; utility companies; fraternal and civic organizations; former landlord; credit companies; city and telephone directories; policy records; automobile dealers; church attended; hospitals; clinics or physicians; stores where the noncustodial parent traded; local law enforcement agencies; and similar sources of information.
3. Organized recreational facilities (bowling, golf) or other organized activities.
4. School(s) that the child (ren) is attending or has attended may also be a source to obtain an address for the noncustodial parent.

### **Location Interfaces**

Applicable interfaces are checked when the noncustodial parent is in locate status, and some of the following information is entered in METSS: social security number, date of birth, last known address or a combination of information for submittal to Federal Parent Locator service.

Automatic interfaces are:

1. Mississippi Department of Public Safety
2. Mississippi Employment Security Commission (verified social security number)
3. Mississippi State Tax Commission
4. Mississippi Department of Health – (1) death and (2) birth
5. Mississippi State Personnel Board
6. Trans Union Credit Bureau
7. Expanded Federal Parent Locator Service
8. Mississippi State Directory of New Hires
9. National Law Enforcement Telecommunications Systems, Inc. (NLETS)
10. Public Employees Retirement System

If enough information is included to verify that the social security number is for the correct noncustodial parent, the social security number should be entered and verified on ABSP. Employment information appears on WAGE screen and ACTN. The child support worker is alerted by METSS when information is returned from interfaces.

### **State Parent Locator Unit**

The SPLU is located within the Mississippi Department of Human Services, Division of Child Support Enforcement. The SPLU provides location and employment information when requested from authorized individuals on non-supporting parents and provides information (obtained from the FPLS only) to authorized individuals in parental kidnapping and child custody determination cases.

METSS automatically submits the noncustodial parent to SPLU when the noncustodial parent's social security number is not entered on ABSP, or he/she is not located within 40 days. Any information known regarding the noncustodial parent must be entered on FACT.

### **Expanded Federal Parent Locator Services**

The Federal Parent Locator Service (FPLS) is a computerized, national location network operated by the Federal Office of Child Support Enforcement (OCSE). FPLS was originally established to provide address and Social Security number information to state and local child support enforcement agencies to locate noncustodial parents. With the passage of welfare reform legislation in August 1996, the FPLS has been expanded to include the following new programs, and is now referred to as the Expanded Federal Parent Locator Service (EFPLS).

- The National Directory of New Hires (NDNH),
- The Federal Case Registry (FCR).
- FPLS External Locate Sources

Social Security Administration

Department of Defense

Internal Revenue Service

Department of Veteran Affairs

Federal Bureau of Investigation

Quarterly Wage and Unemployment Insurance Data for FBI Employees

Office of Personnel Management

### **Location Requests to Other States**

States are required to cooperate with other states in the location of noncustodial parents for child support purposes. The child support worker must send a request to another state when there are indications that the noncustodial parent lives or works in that state. To do this the child support worker must manually generate notice A307, *Locate Data Sheet*, in WORD.

If the state is a CSENet state, a LO1 (quick locate request) must be generated to that state using CSENet request (CSRE). An automatic reminder to the other state is sent for a CSENet referral. Staff must not use the LO2 (full locate request) option to request information from other states.

02-12-09

### Referrals by Local Child Support Offices

The SPLU referral is made automatically only once by METSS. If another request to SPLU is necessary, it must be made by changing the AP action code on the ABSP screen. It may be necessary to submit a referral to SPLU when the child support worker is unable to obtain the noncustodial parent's social security number, date of birth, address, and employer or for any reason deemed appropriate. **Any available information concerning the noncustodial parent must be entered on FACT.**

The SPLU currently checks only the data base of the Mississippi Department of Public Safety to obtain the social security number and date of birth and other information. If the social security number and the date of birth are entered in METSS by the child support worker, other data bases are searched using the internal interface and tape matches with other sources. Any of the following sources will be checked when specifically requested on the SPLU

1. Mississippi Department of Corrections
2. Mississippi Employment Security Commission
3. State Tax Commission (Motor Vehicle)
4. Federal Parent Locator Service

Please note that all interfaces mentioned above, except MDOC, are operational through METSS. Different forms of identification are required for each. Some sources can be utilized with the name and date of birth and others require the social security number.

If any information is obtained in the SPLU, the Location Specialist enters AP ACTION CODE "12" on ABSP in METSS. The SPLU Referral Report notated with "12" and attachment(s) are sent to the child support worker. The worker must evaluate the information received, discuss with the custodial parent, as needed, and enter any data that is missing from the case (such as social security number or date of birth). The child support worker must initiate verification of address(es) or employer(s) in METSS and change the AP ACTION CODE from "12" to "13" (long term locate). See METSS procedures 12.C.05.c and 12.C.05.d.

If no information is obtained, the location specialist enters AP action code “13” on ABSP in METSS. The SPLU Referral Report, notated with “13”, is returned to the child support worker, and further action is not necessary in METSS on this particular request.

**NOTE:** If the worker receives additional information, which would assist in obtaining the noncustodial parent’s location, the location process must begin again.

**09-01-04**

### **Location Only Applications**

Federal regulations require DCSE to accept applications for Locate Only Services. The applicant must attest that the request is related to establishing parentage, establishing, setting the amount of, modifying or enforcing child support obligation. Applicants must provide evidence that they are the resident parent, legal guardian, attorney or agent of a child who is not receiving assistance under title IV-A. Applications (MDHS-CSE-675, *Application for Child Support Services*) for in-state location only cases are sent directly to SPLU. There is no fee for this service. Information is entered in METSS by the SPLU worker. One complete, exhaustive search is made using all sources available, including the EFPLS. If the noncustodial parent is located, the verified residence address, social security number, and employer’s name/address are provided to the applicant. No other information is given.

No additional search is made without another application.

### **Location Requests by Other States**

Request for location services from other states are usually made using CSENet or the *Locate Data Sheet*. These cases are not entered in METSS. Information received from the Mississippi Department of Public Safety and the Mississippi Employment Security Commission is returned attached to the request or electronically through CSENet. This information is not verified and is notated as such. The other state is responsible for verification.

When a state makes a location request via the, Child Support Enforcement Transmittal (interstate form), a location case is set up and information is entered in METSS. Any information obtained by SPLU is verified and returned to the other state.

### **Documentation/History of Location Activities**

METSS documents location efforts that are performed by the system. This information is found on the LOCATE TRACKING (LTRK), ADDR, EMPL, ABSP EMPLOYER MAINTENANCE HISTORY (HIST), WAGE, AND ACTN screens. LTRK displays the noncustodial parent’s name, current locate status, date noncustodial parent is placed in locate status, submission source, submission date, response date, and resubmission date.

ADDR displays all addresses and other information from location interfaces and addresses that have been manually entered on ADDE. POIs are automatically generated from addresses

received from the interfaces. This screen is used to process pending addresses. These addresses can be verified, negated, deleted, or pending. If more than one address is verified by the post office, one or more may be pending for future re-verification and use. The worker may also generate a POI from this screen.

The date of the request and the results appear on the ADDR screen. Entries must not be deleted from ADDR unless absolutely necessary because of the historical nature of this information. EMPL/HIST displays all former employers of the noncustodial parent that have been entered or obtained by interfaces which have end dates.

It is very important to code end dates for employment under service address on EMPL when the noncustodial parent terminates employment so that the notice A417, Request to Employer, will not be re-generated to these employers.

WAGE screen displays information from MESC for five quarters. The notice A417 is automatically generated from information received from MESC.

The child support worker must document telephone and personal contacts in METSS. Other documentation which must be filed in the case record includes postal inquiries, request to the employer, and any other requests made to any sources. The worker must also document in METSS all requests/correspondence from another state, including receipt of the notice A307.

### **Reporting Location Activities**

METSS automatically performs the reporting of location activities for Federal reports.

## **LOCATION REQUESTS IN PARENTAL KIDNAPPING, CHILD CUSTODY OR VISITATION CASES**

### **Authorized Purpose**

Title IV-D of the Social Security Act authorizes use of the FPLS for enforcing a Federal or state law with respect to the unlawful taking or restraint of a child, often referred to as parental kidnapping, or for determining the whereabouts of a parent or child for the purpose of making or enforcing a child custody or visitation determination. In this context, "custody or visitation determination" means a judgment, decree, or other order of a court providing for the custody or visitation of a child. The term includes permanent and temporary orders, an initial orders and modifications.

### **Authorized Person**

Authorized individuals include an agent or an attorney for any state or the United States who has the authority to investigate, enforce, or prosecute the unlawful taking or restraint of a child. A parent seeking to locate another parent or a child in a case of parental kidnapping or for custody or visitation purposes is not an "authorized person" and may not receive FPLS information. A private attorney is also not considered an authorized person for purposes of requesting FPLS

information in such cases. Child support staff are not authorized to request these services.

### **Authorized Information**

In response to a location request in the case of parental kidnapping or for custody and visitation purposes, the information that is obtained from FPLS includes only the most recent address and place of employment of the parent or child whose location is sought.

Federal regulations require the state IV - D agency to ensure that the information received is used and disclosed solely for the authorized purpose, and the information is sent to the court or other authorized person. The IV -D agency must destroy any confidential records and information related to the request.

### **Authorized Use and Disclosure**

When DCSE receives a request to use the FPLS for parental kidnapping, child custody or visitation purposes, the IV-D agency must ensure the requestor is the proper entity in the state for making such a request and that the authorized requestor understands that no re-disclosure is permissible, except to another authorized court or agent or attorney of the state.

When family violence (FV) is determined to exist in a case and the FV indicator is set, no information from the case record will be disclosed to any person unless directed by the court. The court or an agent of the court must submit the request to the SPLU for forwarding to the FPLS. This provision gives the court the responsibility for making an individualized assessment of whether disclosure is appropriate in a specific case and creates a means of obtaining information in cases bearing a family violence indicator.

### **Procedures for Requesting FPLS Information**

Requests are made directly to the SPLU by authorized persons using MDHS-CSE-647, *Request to Access the Federal Parent Locator Service, Parental Kidnapping Cases*, and MDHS-CSE-648, *Request to Access the Federal Parent Locator Service, Child Custody Determination Cases*. Each child support office must maintain a supply of these forms and provide the forms to individuals who are authorized to request services. Information concerning authorization, instructions and requirements is detailed on the reverse side of the forms. These requests are highly confidential and under no circumstances should information concerning these cases be entered in METSS. See information on the reverse sides of these forms regarding confidentiality.

When an authorized person contacts the IV -D agency to request information from the FPLS in a parental kidnapping case or for purposes of making or enforcing a child custody or visitation determination, the IV -D agency should assist that individual by informing him or her of the requirements and procedures.

### **Confidentiality**

All information obtained by child support staff is confidential and may be used only for the

specified purposes (child support, parental kidnapping, and child custody determination) by authorized personnel. Unauthorized use or disclosure of Federal tax information obtained through the Federal Parent Locator Service could result in criminal penalties. Unauthorized use or disclosure of State Employment Security Agency (SESA) information obtained through FPLS could result in civil or criminal penalties.

This information (as well as all other) must be verified prior to use in litigation. Data systems may only be accessed by authorized personnel using their own identification codes and passwords.

**12-01-02**

### **Actions When Noncustodial Parent Is Located**

A noncustodial parent is removed automatically from locate status when either of the following occurs:

1. A verified mailing and a verified residential address are obtained or
2. A verified employer and a verified mailing address are obtained. Interfaces continue to run if there is no verified employer, even if the noncustodial is not in locate status. When the noncustodial parent is located, the worker is alerted by METSS for the next actions to be taken.

### **LOCATION OF RECIPIENT OF SERVICES**

When it is learned that the address of a recipient of services (custodial parent) is no longer valid, county staff must begin efforts to locate/contact the recipient. Location attempts for the recipient include: local locate efforts, State Parent Locator (SPL), Expanded Federal Parent Locator (EFPL), and the Mississippi Department of Public Safety (MDPS).

The Division of Child Support Enforcement (DCSE) must try to locate the recipient for at least 60 calendar days. Federal regulations at 45 CFR 303.11 b (10) provide for closure of a non-TANF IV-D case when DCSE is unable to contact/locate the recipient within a 60 calendar day period, which includes at least one letter, sent by first class mail, to the last known address. Please refer to **Case Closure** policy In Volume VI, Section C. The location of the recipient of services is also discussed in Volume VI, Section D in conjunction with **Returned/Undeliverable Checks** and **Held Checks**.

### **Automated Location Efforts**

When it becomes necessary to locate the recipient, the child support worker enters a 'Y' in the submit for locate field on APPD.CLNT screen. If the 1) person is in a case, 2) person is not a noncustodial parent in an open IV-D case, and 3) there is no mismatch between the person's METSS SSN and their FCR SSN, METSS sends a locate request to EFPL and MDPS. These submissions occur at the beginning of a month. These two interface searches run for two months

without worker intervention. If there is a mismatch between the METSS SSN and FCR SSN, the submit-for-locate flag is cleared and a worker alert which reads "CP may not be submitted for locate because of FCR SSN mismatch". METSS does not allow the worker to enter a 'Y' in the submit for locate field, if the person is also a noncustodial parent in an active IV-D case. The worker will receive the following error message: "Locate flag not allowed on CP who is also a NCP."

If the interfaces are successful, METSS writes the address to ADDR and sends a worker alert which reads "Pending address has been added for custodial parent". The worker confirms the address by contacting the client at the new address and deletes the 'Y' in the submit for locate field.

If the recipient is located by means other than the interface during the first month period, the child support worker stops the locate process by removing the 'Y' from the submit for locate field. If the recipient is not located within the two month time frame, METSS automatically terminates the search and deletes the 'Y'. All submissions and terminations are documented on the ACTN log by METSS.

### **Manual Location Efforts**

In addition to the automated efforts, the child support worker must attempt to locate the recipient of services by using local location efforts. Please refer to Location, Volume VI, Section C, for further discussion of local location efforts. The worker is required to refer the recipient to the State Parent Locate Unit (SPLU) for location by sending the recipient's name and social security number via METSS e-mail. If the social security number is not known, provide the recipient's date of birth, sex, and the parents' names, especially the mother's maiden name, in lieu of the social security number. If it is believed that the recipient is incarcerated in a Mississippi prison, request MDOC search from SPLU.

Should mail be returned by the post office for the recipient with a forwarding address, the case worker must attempt to contact the recipient at that address. The address provided on the returned envelope by the postal service is not considered verified and must not be entered in METSS until the case worker has contacted the recipient for verification.

All manual location attempts/efforts must be documented in METSS by the worker.

**07-01-00**

### **Addresses Received for Recipient**

Addresses received as a result of METSS' interfaces are written to ADDR screen as a pending address for the recipient of services. Each of the recipient's child support workers receives a user deleted alert stating: "Pending address has been added for custodial parent." The worker accesses ADDR screen for the recipient by using the recipient's social security number in the case number

field. Any address for the recipient is saved with the appropriate code, i.e., CPPS - Mississippi Department of Public Safety, CPW4 - FCR (W4 Data), and CPFP - FCR (all other data).

The A301 , *Post Office Inquiry*, notice is *not* automatically generated for an address added to ADD R for a recipient of services. A POI can be requested from the ADDR screen for the pending address verification by a worker in one of his /her active cases. The POI is generated for the first active case found for the recipient with the requester as the case worker.

When the worker indicates on ADDR that a pending address, which has a CP locate source code, is to be used to update the individual's METSS address, METSS will use the same address source codes that are currently used for the AP address source (MDPS, FPLS, W4, etc.)

## **ESTABLISHMENT OF SUPPORT OBLIGATION AND PATERNITY**

Within 90 calendar days of locating the putative father or noncustodial parent the IV-D agency must:

1. Establish a support order, and; if necessary, establish paternity, or,
2. Complete service of process necessary to begin proceedings to establish a support order and paternity, if necessary, or document, in accordance with guidelines, the unsuccessful attempts to serve process. Refer to the appropriate reference in Volume VI, Section C for guidelines of diligent efforts to serve process.

Actions to establish support orders must be completed from the date of service of process to the time of disposition within the following time frames: (A) 75 percent in six (6) months; and (B) 90 percent in twelve (12) months. **NOTE:** "Disposition" is defined as the date a support order is officially established and/or recorded, or the action is dismissed.

If the court dismisses a complaint for a support order without prejudice, at the time of dismissal examine the reasons for dismissal and determine the time in the future it would be appropriate to seek an order and file the complaint at that time. The child support attorney must document the case record as to why the case was dismissed.

In lieu of legal proceedings initiated to obtain support for a dependent child from the responsible parent, a written stipulated agreement for support executed by the responsible parent when acknowledged before a clerk of the court having jurisdiction over such matters or a notary public and filed with and approved by the court has the same force and effect as an order of support entered by the court. The administrative order is enforceable, retroactively and prospectively, and subject to modification in the same manner as is provided by law for orders of the court. If the alleged father will not sign a stipulated agreement, paternity will be established by court action.

**NOTE:** As stated in State law 93-9-15, parties involved in an action to establish paternity are not entitled to a jury trial.

An order of child support specifies the sum to be paid weekly or otherwise and provides for support and maintenance of the child prior to the making of the order for child support. The noncustodial parent's liabilities for past education and necessary support and maintenance and other expenses are limited to a period of one year next proceeding the commencement of an action.

### **Investigation**

An investigation must be conducted on each case involving a putative father and/or legal father to obtain the information necessary to establish a support obligation and paternity.

**10-09-08**

### **Putative/ Alleged Father**

The child support worker will:

1. Review material provided on the application or referral form which gives the background information on the Non- TANF or TANF client.
2. Interview the custodial parent for the purpose of obtaining information about the putative father and an affirmation of paternity. The affirmation will name the father, and the information includes, but is not limited to:
  - a. Place and time of cohabitation and duration of the non-legal union.
  - b. Circumstances under which the union was terminated, if these seem pertinent to the location of the putative father and the establishment of paternity. For example, the putative father may have left to obtain work rather than to terminate the union and may retain an interest in his child(ren) and be in touch with the custodial parent.
  - c. Any contributions which the putative father may have made. He may have helped with or paid the cost of prenatal care, natal care, delivery cost, or may have continued to help following the birth of the child.
  - d. The names and addresses of persons who can give information about the time, place and duration of the non-legal union and the birth of the child. These persons may be used as witnesses later in establishing the paternity of the child. Witnesses may include the parents of the putative father. Take written signed statements from these persons if possible.
  - e. Whether or not the putative father has ever made a written admission of paternity and how this can be obtained.

### **Paternity Establishment**

**Legal Base**

Section 93-9-9 of the 1972 Mississippi Code Annotated, contains a 2008 amendment which authorizes the Department of Human Services to institute proceedings to establish paternity at any time until the child attains the age of 21 years unless the child is emancipated.

In lieu of legal proceedings instituted to establish paternity, a written admission of paternity containing a stipulated agreement of support executed by the putative father, when acknowledged by the putative father before a clerk of the court having jurisdiction or a notary public and filed with and approved by a judge, and accompanied by a written affirmation of paternity executed and sworn to by the mother of the dependent child, shall have the same force and effect, retrospectively and prospectively, as an order of filiation and support entered by the court. The order approving the stipulated agreement shall be enforceable and subject to modification in the same manner as is provided by law for orders of the court.

**06-27-11****PATERNITY DISESTABLISHMENT****Legal Base**

Section 93-9-10 of the 1972 Mississippi Code Annotated, contains a 2011 amendment that establishes circumstances under which a legal father may disestablish paternity and terminate a child support obligation when it is determined that he is not the biological father.

**Procedure for Paternity Disestablishment**

The legal father must file a petition in the court where the child support order was obtained. The petition must be served on mother or other legal guardian or custodian of child. If the Department of Human Services is or has been involved in the establishment of paternity or collection of child support, the Attorney General of the State of Mississippi must be served with a copy of the petition. The petition must include the following:

1. An affidavit executed by the petitioner that new evidence has been discovered relating to the paternity of the child has come to the petitioner's knowledge since the initial paternity determination.
2. (a) The results of genetic testing that show a probability of paternity, administered within one (1) year before the filing of the petition, which the results indicate that the legal father has been excluded as the biological father of the child or  
  
(b) An affidavit executed by the petitioner stating that he did not have access to the child to have the genetic testing performed before the filing of the petition. if the petitioner files such an affidavit then a request can be made asking the court to order mother and child to be tested, if available.

The court shall grant relief on a petition filed in accordance with the criteria listed above upon findings by the court of the following:

1. Newly discovered evidence relating to the paternity of the child has come to the petitioner's knowledge since the initial paternity determination.
2. The genetic testing required was properly conducted.
3. The legal father ordered to pay child support has not adopted the child.
4. The child was not conceived by artificial insemination while the legal father ordered to pay support and the child's mother were married.
5. The legal father ordered to pay child support did not act to prevent the biological father of the child from asserting his parental rights with respect to the child.

However, even if the previously mentioned criteria is met, a court shall not set aside the paternity determination or child support order if the following conditions exist:

1. The legal father married to or cohabited with the mother of the child and voluntarily assumed the parental obligation and duty to support the child after having knowledge that he is not the biological father or the child;
2. The legal father consented to be named as the biological father on the child's birth certificate and signed the birth certificate application or executed a simple acknowledgment of paternity and failed to rescind acknowledgment within the appropriate timeframe, unless he can prove fraud, duress or material mistake of fact;
3. The legal father signed a stipulated agreement of paternity that has been approved by order of the court;
4. The legal father signed a stipulated agreement of support that has been approved by order of the court after having knowledge that he is not the biological father of the child;
5. Been named as the legal father or ordered to pay support by valid order of the court after having declined genetic testing;
6. Failed to appear for a scheduled genetic testing draw pursuant to a valid court order compelling him to submit to genetic testing.

Relief granted according to this section is limited to the issues of prospective child support payments, past-due child support payments, termination of parental rights, custody and visitation privileges. The petitioner may not interpret this section as a cause for action to recover child support paid before the filing of the petition to disestablish paternity. The duty to pay child support and other legal obligations will not be suspended while the petition is pending except in the case of good cause. However, the court does have the authority to order that amounts paid as child support be held by the court or the Department of Human Services until such time a final determination of paternity has been rendered.

The court at the request of any party or its own ruling may order the biological mother and child

through the child's legal guardian or custodian, to submit to genetic testing. The party requesting genetic testing shall be required to pay for any fees associated with the testing. If the noncustodial parent's petition is not granted by the court, the noncustodial parent shall be assessed the court costs, genetic testing fees and any reasonable attorney fees.

## **A SIMPLE ACKNOWLEDGMENT OF PATERNITY (ASAP)**

### **Legal Base**

The Omnibus Budget Reconciliation Act of 1993 (OBRA '93) amended Title IV-D of the Social Security Act to require states to adopt procedures for a simple civil process for the voluntary acknowledgment of paternity. This simple civil process is available in hospitals as well as outside hospitals. This procedure is recognized as a basis for seeking a support order without requiring any further proceedings by the court to establish paternity.

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 requires that signed voluntary acknowledgments of paternity be considered as legal findings for paternity subject to the right of either parent to rescind the acknowledgment within the earlier of: one (1) year or the date of a judicial proceeding relating to the child (including a proceeding to establish a support order) in which either parent is a party.

Sections 93-9-9, 93-9-28, and 41-57-23 of the Mississippi Code of 1972 annotated as amended, provides for procedures to secure a voluntary acknowledgment of paternity from the mother and father of any child born out of wedlock in Mississippi. The completed voluntary acknowledgment of paternity shall be filed with the Mississippi State Department of Health, Office of Public Health Statistics, Vital Records. All sections referred to above state that a signed voluntary acknowledgment of paternity is subject to the right of any parent to rescind the acknowledgment within the earlier of: one (1) year or the date of a judicial proceeding relating to the child, including a proceeding to establish child support.

### **Rights and Responsibilities**

The rights and responsibilities of acknowledging paternity must be explained verbally and in written form to both the mother and alleged father. The rights and responsibilities are clearly and simply explained on the acknowledgment forms. A video explaining the voluntary acknowledgment of paternity is available at all hospitals and birthing centers.

The acknowledgment forms state that the execution of the acknowledgment of paternity carries with it the same legal effect as if the father and mother were married at any time between conception and birth of the child. The form also clearly indicate the right of the alleged father to request genetic testing through the Department of Human Services within the one (1) year time period and the adverse effects and ramifications if the alleged father does not avail himself of this one-time opportunity of definitively establishing the paternity of the child. Once paternity is acknowledged by this process, the duty to financially support the child is made. The amount of

child support will be established by stipulated agreement or court process.

### **In-Hospital Paternity Program**

As part of ASAP, the In-Hospital Paternity Program has been developed. All public and private birthing hospitals/centers are required to participate.

A signed voluntary acknowledgment of paternity is subject to the right of any signatory (either parent) to rescind the acknowledgment within the earlier of

1. One (1) year; or
2. The date of a judicial proceeding relating to the child (including a proceeding to establish a support order) in which the signatory is a party.

During the one (1) year time period, the alleged father may request genetic testing through the Department of Human Services. The one (1) year time limit for the right of the alleged father to rescind the signed voluntary acknowledgement of paternity shall be suspended from the date the alleged father files his formal request for genetic testing with the Department of Human Services until the date the test results are revealed to the alleged father by the department.

After the expiration of the one (1) year, not including the period for the purpose of acquiring genetic testing, a signed voluntary acknowledgment of paternity must be challenged in court only on the basis of fraud, duress, or material mistake of fact. The burden of proof rests with the challenger. The legal responsibilities, including child support obligations, of any signatory arising from the acknowledgment may not be suspended during the challenge except for proof of good cause.

### **Definitions**

Birthing Hospital is a hospital that has an obstetric care unit or that provides obstetric services.

Birthing Center is a facility physically located outside a hospital that provides obstetric services.

### **Recipients of Services**

ASAP provides services to all unwed mothers and alleged fathers, regardless of their participation in IV-A or IV-D programs.

### **Responsibilities for Administering ASAP**

#### **Birthing Hospital/Birthing Center**

Upon the birth of a child to an unmarried woman, the hospital/birthing center must:

1. Provide to the mother and alleged father, if present:

- a. Written materials about paternity establishment,
  - b. Forms necessary to voluntarily acknowledge paternity.
  - c. A written description of the rights and responsibilities of acknowledging paternity, and
  - d. The opportunity to speak with IV-D staff, via the telephone, who can clarify information and answer questions about paternity establishment.
2. Provide the opportunity to voluntarily acknowledge paternity in the hospital.
  3. Ensure that an obtained voluntary acknowledgment is signed by both parents, and that the parents' signatures are authenticated by a notary, and
  4. Forward completed acknowledgments to the Mississippi State Department of Health, Office of Public Health Statistics (OPHS), Vital Records.

#### **IV-D Agency**

In IV-D cases needing paternity establishment, the IV-D agency must, as appropriate:

1. Provide an alleged father the opportunity to voluntarily acknowledge paternity after the birth of the child,
2. Develop and furnish birthing hospitals/centers written and audiovisual aids for use in explaining ASAP,
3. Establish paternity by legal process, if not voluntarily acknowledged,
4. Determine if identifying information about a voluntary acknowledgment has been recorded with the OPHS by written request,
5. Establish a support order either by stipulated agreement or by court process,
6. Assess each birthing hospital's/center's program on at least an annual basis,
7. Give full faith and credit to a determination of paternity made through voluntary acknowledgment by any other state, and
8. If an order establishing paternity is obtained by DCSE within 60 days of any party signing an acknowledgment, DCSE must provide OPHS with a copy.

#### **Mississippi State Department of Health, Office of Public Health Statistics**

MSDH, Office of Public Health Statistics, has been designated as the entity to which birthing hospitals/centers must forward copies of completed voluntary acknowledgments.

The OPHS is responsible for:

1. Providing training, guidance, and written instructions to the staff of the birthing hospitals/centers regarding the completion of the paternity affidavits;
2. Recording the identifying information about the acknowledgments and any subsequent rescindments; and,
3. Providing the IV-D agency, in a timely manner, with the recorded information and, upon request form MDHS, providing a certified copy of the birth certificate with the Acknowledgment of Paternity affixed to the back.

### **Procedures for Paternity Established via ASAP**

Form No. 564, *Acknowledgment of Paternity*, and Form No. 546, *Acknowledgment of Paternity Name of Child*, are the two forms devised for use in the ASAP program. MSDH furnishes Form No. 546 to the hospitals/birthing centers and Form No. 564 to the local child support offices. These forms are used for official business only and distributed for the sole purpose of acknowledging paternity voluntarily. No other form or copy of this form shall be used.

Form No. 546 is used in hospitals, birthing centers, and related facilities. The form is valid only when filed by the hospital with the birth certificate. Form No. 546 must be attached to the birth certificate and filed with Vital Records Registration, OPHS, MSDH. The birth certificate must show the father's name and the child's name as they appear on Form No. 546.

Form No. 564 is used by DCSE and other designated entities for the voluntary acknowledgment of paternity. The child support worker will use Form No. 555, *Transmittal for Acknowledgment of Paternity*, to forward the *Acknowledgment of Paternity* to OPHS to process the Acknowledgment of Paternity or to process the Acknowledgment of Paternity and request a certified copy of the birth certificate. Form No. 564 can be requested by the parents from the OPHS to voluntarily acknowledge paternity.

After the execution of either Form No. 546 or Form No. 564, whichever is applicable, the name of the father will be entered on the birth certificate. Both Form No. 546 and Form No. 564 clearly state that the execution of the form has the same legal effect as if the father and mother were married at the time of the child's birth. When either of these forms has been completed according to the established procedures and the signatures of both the mother and father have been notarized, then such voluntary acknowledgment will constitute a full determination of the legal parentage of the child.

**NOTE:** When the mother signs Form No. 564, the father may be unavailable and unable to sign the same form. For example, the mother signs the Form No. 564 after she has the baby, and the father is stationed in Germany with the military, another Form No. 564 may be mailed to the father. When his acknowledgment is returned, signed and notarized, both forms should be forwarded to the OPHS.

The forms also state that the signed voluntary acknowledgment of paternity may be rescinded by

either parent within the earlier of one (1) year or the date of a judicial proceeding relating to the child (including a proceeding to establish a support order) in which the parent is a party. It also notifies the alleged father of his right to request genetic testing through the Department of Human Services during the one (1) year time period. After the expiration of the one (1) year period, not including the period for the purpose of acquiring genetic testing, a signed voluntary acknowledgment of paternity can be challenged in court only on the basis of fraud, duress, or mistake of fact, with the burden of proof upon the challenger. The legal responsibilities, including child support obligations, of the challenging party may not be suspended during the challenge, except for proven good cause.

If the child's name appears on the ASAP screen in METSS and the custodial parent has a copy of the birth certificate with the father's name appearing on the face, the child support worker will accept this as verification that paternity has been established and proceed with establishing a child support obligation or enforcement of the obligation. A copy of the birth certificate must be made for the record. The reason for not having an original certified copy of the birth certificate in the case record must be documented.

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### **Other Means of Paternity Establishment**

For paternities established by adjudication, when a copy of the court order is not available, a certified copy of the birth certificate must be requested from MSDH, OPHS. The birth certificate will have either the court order or the paternity acknowledgment form superimposed on the reverse side. If the mother and father were married, if a court order adjudicating the father's paternity was filed, or if a voluntary acknowledgment of paternity was executed by the mother and father, the father's name will appear on the birth certificate and full legal parentage is established. Certified copies of birth certificates are required to be filed on the left side of the case record.

In some instances, the father and the mother were married at the time of conception; at the time of birth or anytime in between, but the mother did not provide the father's name and other information at the hospital. Form No. 547, *Legitimation*, is used to add the legal father's information to the birth certificate. Child support case workers must check the date of marriage against the date of the child's birth. MSDH requires a certified copy of the marriage license and a ten (\$10.00) dollar fee to be attached to the original Form No. 547. DCSE does not pay this fee or for the certified copy of the marriage license. Once completed and sent to MSDH, OPHS, Vital Records, parents do not have the right to rescind the information. No other form or copy of this form will be accepted.

Form No. 514, *Legitimation-A*, is provided by the MSDH specifically for cases where the mother was not married while she was pregnant and marries the biological father after the birth of the child, Child support staff must obtain a certified copy of the marriage license for verification of the date of marriage and the ten (\$10.00) dollar fee required by MSDH, DCSE does not pay this fee or for the certified copy of the marriage license. This form does allow both parents the right to rescind the acknowledgment within one (1) year of signing the original. This right must be

explained to both parents. No other form or copy of this form will be accepted.

### **Rescission of Paternity Acknowledgment**

In order for either party to rescind a completed Acknowledgment of Paternity or Legitimation-A, Form No. 513, *Rescission of Acknowledgment of Paternity*, must be completed and sent to MSDH, OPHS, Vital Records. Form No. 513 only requires the signature of one parent. Vital records will attempt to notify the other parent of the rescission and will provide DCSE with a list of rescissions each month. Once OPHS receives the Form No. 513, the father's information will be removed. If the child's name was changed as a result of the Acknowledgment of Paternity or Legitimation-A, the name will return to what appeared on the original birth certificate. No other form or copy of this form will be accepted. Once a rescission is processed by Vital Records, changes involving the child's name and legal father information must be made through a Mississippi Chancery Court. DCSE may establish paternity by court order, but in order for the child's name to be changed, the parents must obtain a private attorney.

### **MDHS/MSDH Interface**

METSS has an automated interface with the OPHS which provides DCSE with information regarding paternity establishment by either voluntary paternity acknowledgments from 1989 to the present or by court order.

The information sent includes:

1. Father's name and social security number.
2. Mother's maiden name and social security number.
3. Child's name, sex, date of birth and birth certificate number.

When METSS receives this information, the system searches the cases in METSS to determine if there is an existing case for this child with this set of parents. If a match or a possible match is found, METSS sends an alert to the child support worker based on a court order or voluntary acknowledgment.

The child support worker will review the information by using the ASAP function in METSS. The ASAP function allows the child support worker to review all possible matches and select one, if correctly matched. If no match is found, the information from MSDH, Office of Public Health Statistics is saved in METSS for later use. If that child is ever added to METSS, METSS will determine if the child is a possible match or an exact match. The worker will be notified of the match and will use the ASAP function to either review or resolve the match.

If a match is found, paternity has been legally established. The child support worker must request a certified copy of the birth certificate from MSDH, Office of Public Health Statistics, Vital Records.

The birth certificate will have an acknowledgment form or a court order affixed to the back. The child support worker will proceed to enforce the existing court order or obtain a support order either by stipulated agreement or by court process.

Certified copies of birth certificates will be ordered on State Department of Health Form No. 522. The child support worker must complete the form in its entirety, including signature of the child support worker, and the return address must be that of the DCSE County making the request. The birth certificate is filed on the left side of the case record folder and becomes a permanent part of the record.

If paternity has been established by court order, the information regarding the court order, including the county in which the court order was obtained, will be on the reverse side of the birth certificate. The child support worker must obtain a copy of the court order in order to proceed with enforcement.

Once the voluntary paternity alert is resolved and it is determined that there is a match, the child support worker will:

- a. Notify Economic Assistance that paternity has been established, if the custodial parent is receiving TANF benefits and the child named on the paternity match is included in the TANF case, and/or
- b. Update the paternity status accordingly on the KID.XX screen in METSS, if there is a case in METSS for the custodial parent and the child is included in the case.

At any time, after filing with the court having continuing jurisdiction of such matters of an acknowledgment of paternity in which a provision of support has not been entered, upon notice the defendant shall be required to appear in court (time and place named in the notice) to show cause why the court should not enter an order for support. The order may include provisions for reimbursement for medical expenses incident to the pregnancy and the birth of the child. Notice by the Division to the defendant shall be given by certified mail, restricted delivery, return receipt requested at his last known address and without the requirement of a summons. Notice shall be deemed complete as of the date the delivery as evidenced by the return receipt. The required notice may also be delivered by personal service in accordance with the Mississippi Rules of Civil Procedure.

A written stipulated agreement may also be used to obtain periodic payments of support for a dependent child when acknowledgment before a clerk of the court having jurisdiction or a notary public and filed with and approved by a judge. This stipulated agreement shall have the same force and effect, retroactively and prospectively, as an order of support entered by the court. This administrative order shall be enforceable and subject to modification in the same manner as is provided by law for orders of the court.

**07-01-99**

## **Legal Procedures**

A legally enforceable support obligation for the noncustodial parent will be established by one of the means described below:

1. An order of a court having jurisdiction over the parties and subject matter.
2. A stipulated agreement to support a dependent child(ren) by periodic payments executed by the responsible parent and approved by the court. Once the stipulated agreement is approved by the court, it is a court order in force and effect, retroactively and prospectively.
3. A stipulated agreement of support and admission of paternity for a child(ren) executed by the putative father for the dependent child(ren) when accompanied by a written affirmation of paternity executed and sworn to by the mother approved by the court. This stipulated agreement, once approved by the court, has the force and effect, retroactively and prospectively, as any order of filiation and support entered by the court.
4. A stipulated agreement for the provision of periodic payments towards an arrearage approved by the court. This stipulated agreement, once approved by the court, has the same force and effect, retroactively and prospectively, as a judgment for overdue support entered by the court. The stipulated agreement is enforceable and subject to modification in the same manner as is provided by law for any order entered by the court.
5. A stipulated agreement for modification executed by the responsible parent when acknowledged before a clerk of the court or a notary public and approved by a judge. Upon approval by the court, this stipulated agreement has the same force and effect, retroactively and prospectively, as an order for modification of support entered by the court.

### **Court Order - Regular**

When the court has entered an order requiring a noncustodial parent to provide a certain amount of support for a child(ren), the amount specified in the court order constitutes the obligation for child support.

No obligation shall be held to exist prior to the date of the order or the date of beginning obligation specified in the order.

1. Section 43-19-35 of the Mississippi Code of 1972, Annotated, as amended, requires court orders of support to specify that the defendant pay support to the Department of Human Services for disbursement.
2. In accordance with Section 93-11-71 of the Mississippi Code of 1972, Annotated, as amended, failure of the noncustodial parent to comply with an order for support for a period of 30 days shall be directed to the court having jurisdiction of the matter for contempt proceedings or execution in the manner prescribed by State statute. Refer to the discussion of enforcement below.

### **Court Order - Stipulated Agreement, Legal Parent**

Section 43-19-33 of the Mississippi Code of 1972, Annotated, as amended, provides that the Division may use a written stipulated agreement for support of a dependent child in lieu of the

formal court proceedings described above. A legally enforceable stipulated agreement consists of the following provisions:

1. The legal parent must execute the agreement to support the child(ren) by acknowledging the facts before the clerk of the court having jurisdiction over the matter or before a Notary Public.
2. The agreement is to provide for periodic payments by the parent on behalf of the child(ren). If periodic payments are not required or cannot be agreed upon, but paternity is an issue, a stipulated agreement to establish paternity only shall be executed.
3. The staff attorney will file and submit the agreement to the court for approval.
4. The agreement, when approved by the Judge, has the same force and effect, retroactively and prospectively, in accordance with the terms of the agreement, as any order of support entered by the court. This order is enforceable and subject to modification in the same manner as is provided by law for orders of the court in such cases.

Stipulated agreement procedures are described below and will be followed in all appropriate cases.

### **Court Order - Stipulated Agreement and Admission of Paternity**

Section 43-19-33 of the Mississippi Code of 1972, Annotated, as amended, provides for the execution of a written admission of paternity containing a stipulated agreement to support executed by the putative father of the dependent child(ren) support that may be used in lieu of formal court proceedings.

State statute provides that:

1. An affirmation of paternity be executed and sworn to by the mother of the dependent child.
2. The putative father must acknowledge the child's paternity before a clerk of the court having jurisdiction or a notary public.
3. The child support attorney will file and submit the above documents to the judge of said court,
4. The agreement, when approved by the judge, shall have the same force and effect, retroactively and prospectively, in accordance with the terms of the agreement, as an Order of Filiation and Support entered by the court, and shall be enforceable and subject to modification in the same manner as provided by law for orders of the court in such cases.

### **Stipulated Agreement for Genetic Testing Issued 07-01-98**

The alleged father may request genetic testing prior to the commencement of a paternity action. Upon the alleged father's request, the Division may require all parties to submit themselves for genetic testing. The following steps will be followed when the alleged father requests genetic

testing at the initial interview.

1. The child support worker will secure the alleged father's signature on the stipulation for genetic testing form.
2. The child support worker refers the case to the child support attorney for genetic testing scheduling. The case should be entered in METSS as an un-filed case in CTRK as genetic testing fees will be requested after the testing is completed.
3. The child support worker or the child support attorney will sign the stipulation for genetic testing. Appointment letters will be sent to the alleged father and the custodial parent and the mother, if different from the custodial parent.
4. If the alleged father does not appear for the genetic testing, the child support attorney will refer the case to the child support worker. The child support worker will then refer the case as a paternity and support action to the child support attorney to be filed in court. Genetic testing may be ordered by the court, and if the alleged father does not appear for genetic testing, the issue of his paternity of the child(ren) may be resolved against him.
5. After the genetic testing results are received from the genetic testing laboratory, the child support attorney will code the APPD.KID screen to reflect the results.
6. A copy of the results will be sent to the custodial parent.
7. If the alleged father is excluded as being the father of the child(ren), the child support attorney will refer the case to the child support worker with the original results.
8. If the alleged father is not excluded as being the father of the child, the child support attorney will refer the case to the child support worker with the original results. The child support worker will schedule an appointment with the noncustodial parent for the purpose of securing a stipulated agreement for support and admission of paternity.
9. After the stipulated agreement if signed, the child support worker will refer the case back to the child support attorney to secure an order approving the stipulated agreement and to file the original genetic testing results with the court.
10. If the noncustodial parent fails to appear for the appointment with the child support worker to execute the stipulated agreement, the case will be referred with the original genetic testing results to the child support attorney for filing of a Paternity and Support Action.

**NOTE:** Genetic testing scheduling may be performed by the child support worker rather than the child support attorney, if necessary to effect the completion of genetic testing.

### **Temporary Support**

State law 93-11-65 allows temporary support to be ordered by a court if there is clear and convincing evidence of paternity. Temporary support makes the benefit of child support available to the child(ren) at the earliest possible date. If there is a barrier preventing the order for support or divorce decree from being finalized, child support staff attorneys must obtain temporary support. Attorneys have the ability to obtain temporary support orders in situation§

such as, but not limited to:

1. An alleged father disagrees with a positive genetic test and requests another test be performed. The staff attorney may petition the court for a temporary support obligation while awaiting the results of the second genetic test.
2. A divorcing couple is battling over a property settlement or custody/visitation rights and causes a delay in the establishment of a support obligation. If the custodial parent is not represented by private counsel, the staff attorney may petition the court for a temporary support amount to be enforced until the divorce is final.

**07-01-00**

### **Stipulated Agreement Procedures**

When a noncustodial parent has been known to have admitted paternity for a child born out of wedlock and has in the past or is presently contributing voluntarily to the support of the child(ren), it is likely that he will be willing to enter into a stipulated agreement for support and voluntarily admit paternity. Likewise, a legal parent who has maintained contact with the child(ren) and who has or is contributing to the support of the child(ren) may be willing to enter into a stipulated agreement for support.

The child support worker will arrange and schedule an interview with the noncustodial parent or putative father in order to:

1. Explain to the putative father that he has been named by the mother of the child as the father.
2. Review with the putative or legal father the kind of agreement he formerly had and the circumstances under which he entered into it. During the interview, notice his responses indicating his interest, or lack of interest in the child(ren), his relationship with the custodial parent, and determine his history of contributions and other forms of help, if any, he has provided for the child(ren).
3. Explain the Federal regulations and State statutes as simply as possible, including the reason why he must make his child support payments, if he is not now doing so. Refer to Volume VI, Section B for a discussion of the meaning of the assignment of support rights and pertinent points.
4. Explain what the Stipulated Agreement for Support or Stipulated Agreement for Support and Admission of Paternity is and how it must be signed before a Notary Public and approved by the judge. If he is willing to sign the agreement, complete the agreement with him.
5. Reach an agreement with the noncustodial parent or putative father as to the amount of support which he will pay based on "Guidelines for Setting Child Support Obligations" in Volume VI, Section C. If the noncustodial parent will not agree to the amount, a

stipulated agreement cannot be processed and a regular court order must be initiated by the attorney.

6. Explain that if the noncustodial parent fails to make the support payment in accordance with the stipulated agreement when approved by the judge, legal action can be taken to enforce it, just as a person can be held to be in contempt if he fails to comply with a court order.
7. If the noncustodial parent or putative father is willing to sign the stipulated agreement, arrange for the noncustodial parent to sign the agreement before a Notary Public.
8. Include with the stipulated agreement a statement from the noncustodial parent including information on his income on which the support obligation was set. This will give the judge the information which was the basis for the amount the noncustodial parent agreed to pay.
9. Follow procedures set by the individual judge and attorney in obtaining the judge's approval, such as leaving the agreement with the clerk of the court for approval or forwarding it to the attorney for presentation to the judge.

### **Attorney Procedures in Accepting and Handling Cases**

Once determined that legal action is required, the child support worker refers the case to the staff attorney. The attorney will:

1. Review the case record to determine appropriate action.
2. If stipulated agreement procedures are appropriate, follow the procedures set out above under the heading, Stipulated Agreement Procedures.
3. If a regular court hearing seems appropriate:
  - a. The staff attorney will prepare a complaint from information contained in the case record.

The petition should contain the information listed below under the heading "Elements Contained in a Properly Prepared Child Support Petition or Complaint" to ensure accuracy and protection to the Division in filing the petitions.

- b. The staff attorney will file the petition with the appropriate clerk of the court and follow through with legal action.

### **Elements Contained in a Properly Prepared Child Support Petition or Complaint for Paternity and/or Support**

A child support petition or complaint should include the following:

1. Statements to the effect that the child(ren) for whom support is being sought or for whom paternity is to be established is a resident of the county. If the child(ren) are recipients of

TANF, this statement must be included in the petition.

2. The child(ren)'s name and facts concerning the child(ren), such as mother's name, father's name, birth dates, addresses, etc., are stated.
3. An Affidavit and Affirmation of Paternity signed by the mother of the child(ren) accompanies each petition to establish paternity and the affidavit names the same man as father of the child(ren) as named in the petition.
4. The address of the defendant is stated in exactly the same manner as it was stated in the case record; however, other information may be included, i.e., directions, etc.
5. The complete petition or complaint is without errors on the face of the document such as a missing page, transposed name, etc.
6. The Attorney of Record's name, address, telephone number and Bar number are entered on the last page of the petition or complaint.

When the above elements are present, the petition or complaint will then be filed with the appropriate court clerk by the attorney.

**07-01-97**

## **DEFAULT JUDGMENTS IN PATERNITY CASES**

### **Legal Base**

Section 93-9-9, of the Mississippi Code of 1972, as amended, provides that a default judgment (order) will be entered against an alleged father in a paternity action if he does not answer the complaint.

### **Procedures**

In a paternity action against an alleged father in which the Division of Child Support Enforcement is a party the court enters a default judgment establishing paternity of the child(ren) when:

1. The alleged father fails to appear or respond for a scheduled hearing, and
2. The alleged father is served with process or notice consistent with the Mississippi Rules of Civil Procedure, and
3. The court receives a sworn Affidavit of Paternity completed by the mother attesting the alleged father's paternity of the child(ren), and
4. The sworn Affidavit of Paternity accompanies the complaint to decide paternity.

If the above conditions are met, the affidavit is sufficient grounds for the court's finding of the alleged father's paternity. The presence or testimony of the mother of the child(ren) is not

necessary in court. Upon a motion from DCSE, a judgment of paternity is rendered.

**01-01-99**

## **Voiding of Fraudulent Transfers**

### **Legal Base**

Public Law 104-193 known as the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 requires that states have a law in effect specifying indicia (signs or indications) of fraud which create a prima facie case (one that prevails until contradicted and overcome by other evidence). The prima facies case shows that a noncustodial parent transferred income or property to avoid payment of child support. States are also required to have procedures to seek to void the transfer or obtain a settlement in the best interest of the child support case when a prima facie case exists.

Section 93-11-118 of the Mississippi Code of 1972, Annotated, as amended, holds that indicia of fraud which create a prima facie case that a noncustodial parent transferred income or property to avoid payment of child support contains remedies to set aside the conveyance. Penalties for fraudulent conveyance shall be a fine of not more than \$1,000.00.

### **Procedures for Setting Aside Fraudulent Transfers**

In any case in which the child support worker has knowledge of a transfer by a noncustodial parent and a prima facie case exists, refer the case to the child support attorney, who will:

1. Seek to void such transfer, or
2. Obtain a settlement in the best interest of the child.

**07-01-00**

## **GENETIC TESTING**

### **Legal Base for Administrative Orders for Genetic Testing**

State statute 93-9-21 of the Mississippi Code of 1972, Annotated, as amended, allows the Division of Child Support Enforcement (DCSE), upon sworn statements of the mother, putative father or DCSE alleging paternity, to issue an administrative order for paternity testing in all IV - D cases. The administrative order requires the mother, putative father and minor child(ren) to submit themselves for genetic testing.

State statute 93-9-27 of the Mississippi Code of 1972, Annotated, as amended, provides that parties to an action to establish paternity shall not be entitled to a jury trial.

### **Notification**

Once an administrative order for paternity testing is generated, DCSE sends the putative father, by certified mail, restricted delivery, return receipt requested, a copy of the administrative order for genetic testing, a *Notice for Genetic Testing*, and a *Notice and Complaint to Establish Paternity*. The *Notice/or Genetic Testing* includes the date, time and place for collection of his genetic sample. The *Notice and Complaint to Establish Paternity* specifies the date and time of the hearing. Notice is deemed complete the date delivered, as evidenced by the return receipt. Personal service of process may also be used.

### **Putative Father Consequences**

In the event that the putative father does not submit to genetic testing on the scheduled date, time and place, the court shall, without further notice, on the date and time previously set through the *Notice and Complaint to Establish Paternity*, review the documentation of his refusal to submit to genetic testing and make a determination as to whether the complaint to establish paternity should be granted. The refusal to submit to such testing creates a presumption of an admission of paternity by the putative father.

**NOTE:** Parties involved in a proceeding to establish paternity are not entitled to a jury trial.

### **Requests for Genetic Testing by Alleged Father**

The alleged father may request genetic testing prior to the commencement of a paternity action. Upon the request of the alleged father, the Division requires all parties to submit themselves for genetic testing. If all parties agree, the prior filing of a complaint to order genetic testing is not required. If any party refuses to submit to such tests the court will resolve the issue. DCSE pays for the requested genetic testing and recovers the cost from the putative father, if paternity is established. If one of the parties contests the initial test results, additional testing may be done at the expense of the contesting party.

### **Payment of Genetic Testing Costs**

In all cases in which DCSE orders genetic testing, the Division will advance costs of the testing. If paternity is established, DCSE will recover the costs from the father. If either party challenges the original test results, the Division will order additional testing at the expense of the challenging party.

**07-01-99**

## **EXPEDITED PROCEDURES**

Expedited procedures give the Division of Child Support Enforcement (DCSE) the authority to take the necessary actions to establish paternity or enforce support orders without the necessity of judicial proceedings.

### **Legal Base**

Public Law 98-378 mandates that states have and use procedures under which expedited processes are in effect under the state judicial system for obtaining support orders.

Public Law 104-193 known as the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 requires states to use expedited procedures to establish paternity and to establish, modify and enforce existing support obligations. DCSE is allowed to execute some expedited procedures administratively.

### **Definition**

Federal regulations at 45 CFR 303.101 define expedited processes as administrative and/or expedited judicial processes which increase effectiveness and meet processing timeframes in IV - D cases.

### **Basic Federal Requirements of Expedited Procedures**

Expedited procedures must be:

- a. In effect and be used to establish and enforce support orders in intrastate and interstate cases;  
and
- b. Completed from the time of successful service of process to the time of disposition within the following timeframes:
  1. 75 percent in 6 months, or
  2. 90 percent in 12 months

**NOTE: Activity between locate and service of process is measured by the 90 calendar-day timeframe at 45 CFR 303.4(d) rather than the expedited process timeframe at 45 CFR 303.101(b)(2)(i).**

- c. Referred to the full judicial system for resolution in cases involving complex issues after establishing a temporary support obligation.

### **Appointment of Masters**

The State of Mississippi provides expedited process within the judicial system through the appointment of Family Masters in Chancery Court (9-5-255). A Family Master may be appointed in each of the Chancery Court districts with the approval of the Mississippi Supreme Court.

## **Functions of Masters**

Family Masters have the power to take testimony and establish a record.

Family Masters must evaluate evidence and make recommendations to establish and enforce orders.

## **Expedited Process Procedures**

Family Masters are authorized to hear cases and recommend orders establishing, modifying and enforcing orders for support. The Family Master makes his recommendation by filing a report with the court. The court may accept, reject, or modify the Family Master's findings of fact or refer the matter back to the Family Master with instructions. The Family Master's reports have the same force and effect under state law as orders established by a jury, and the judge does not set aside the report unless there is overwhelming weight of the evidence (Rule 53(g)(2) MRCP).

The due process rights of the parties are protected. The Family Master is a Master of the Chancery Court (Rule 53 MRCP) and as such is governed by the Mississippi Rules of Civil Procedure and the Mississippi Rules of Evidence.

The parties must be provided a copy of the order recommended by the Family Master. The Clerk of the Court is under a duty to provide a copy of any order to any person who requests and pays for it.

## **Ratification**

The recommendation of the Family Master is ratified by the referring judge. Upon receipt of the Family Master's report, the referring judge under state law (9-5-255) may:

1. Accept in whole or in part the findings or recommendations made and reported by the Family Master;
2. Reject in whole or in part the findings or recommendations made and reported by the Family Master;
3. Modify in whole or in part the findings or recommendations made and reported by the Family Master; or
4. Recommit the matter to the Family Master with instructions.

**07-10-00**

## **Judicial Review**

Action taken by a Family Master may be reviewed under the state's general judicial procedures (Rule 53, MRCP).

#### **IV-D Administrative Actions**

The new administrative actions include: I) genetic testing; 2) administrative subpoena; 3) access to utility companies, cable television and bank records; 4) access to state and local government records; 5) change of payee; 6) immediate income withholding on arrears; 7) interception of unemployment, worker's compensation, other state benefits; 8) judgments and settlements for arrears; 9) attachment and seizure of bank assets from an obligor's bank account to satisfy child support arrears; 10) attach public and private retirement funds to pay child support arrears; and II) attach property automatically, impose liens, and force the sale of property to satisfy arrears.

#### **Issuing Subpoenas for Specified Customer Records**

As permitted by state statute 43-19-45, customer records of utilities and cable television Company's are obtained by administrative subpoena issued by DCSE. Customer names and addresses and the names and addresses of the customer's employers are the only information that may be subpoenaed. The information obtained is used only for locating parents or alleged parents who have a duty to provide support and maintenance for their children.

DCSE can administratively subpoena banking and financial institutions for information which includes: account numbers, names, and social security numbers of record for assets, accounts and account balances. This information is obtained from individuals, financial institutions, businesses or other entities, public or private. The information is requested and used solely for the purposes of establishing, modifying or enforcing a support order. All uniform administrative subpoenas issued by other state child support units must be given full faith and credit.

The recipient of an administrative subpoena supplies DCSE with all information relative to the location, employment, and employment related benefits including the availability of medical insurance, income and property.

#### **Access to State and Local Government Records**

The Mississippi Department of Information Technology Services (ITS) and any agency in the state using the facilities of ITS permits DCSE to obtain certain information from their files, ITS provides information for the purpose of locating non-supporting parents and alleged parents as outlined in state statute 43- I 9-45. DCSE E uses such information for the sole purpose of investigating or enforcing a support order.

DCSE secures information from the records of the Mississippi Employment Security Commission (MESC) for the purpose of locating non-supporting parents and alleged parents. Upon the request of DCSE, all departments, boards, bureaus and agencies of the state provide DCSE with verification of employment, address and social security number of the absent or non-supporting parent or alleged parent. In addition to the above state entities, any private employer or payor of any income to a non-supporting parent or alleged parent provides DCSE with verification of employment or payment and the address and social security number of the person so named. Full faith and credit must be given to all such notices issued by child support units in other states.

## **Privacy Safeguards**

All records and information obtained administratively or otherwise are confidential and are used solely to locate non-supporting parents and alleged parents and to establish paternity and establish, modify and enforce child support orders. Any entity complying with a subpoena issued by DCSE is not liable in any civil action or proceeding as a result of compliance by supplying the requested information.

Violations of the privacy safeguards discussed here and elsewhere in this policy manual shall be unlawful, and any person convicted of violating the provisions of these requirements will be guilty of a misdemeanor and shall pay a fine of not more than \$200.00. Any DCSE or contractual employee guilty of violating the confidentiality of the information may be issued a group three offense and subject to dismissal.

## **Changing Payees to DCSE**

Court orders of support for any child (ren) receiving services through the IV-D program shall be amended, by operation of law, to direct child support payments to DCSE. Refer to Volume VI, Section C, *Redirection of Support Payments*, for further discussion.

## **Immediate Income Withholding of Arrears**

All child support orders enforced by the Division must contain a provision for monthly income withholding procedures to take effect in the event the obligor becomes delinquent in paying the order for support. The employer is required to withhold an additional amount specified for arrears upon the receipt of an affidavit of accounting, a notarized record of overdue payments of an attested judgment for delinquency or contempt. Refer to *Income Withholding* for specific information on this topic.

## **Securing Assets**

For cases in which the noncustodial parent owes support arrears, the Division has the ability to secure assets to satisfy the arrears. The Division has the ability to intercept or seize periodic or lump sum payments from:

1. A state or local agency, including unemployment compensation, workers' compensation and other benefits; and
2. Judgments and settlements.

The Division may also attach and seize:

1. Assets of the noncustodial parent which are held in financial institutions,
2. Public and private retirement funds, and
3. Real and personal property, by imposing liens and, in some cases, forcing the sale of property and distributing the proceeds.

Refer to the policy of Liens in Volume VI, Section C for more details.

### **Liens Against Workers' Compensation Benefits**

The Division can place liens on a noncustodial parent's workers compensation benefits for payment of unpaid and delinquent child and spousal support. The unpaid and delinquent support must be for a minor child (ren) and the minor child (ren)'s other parent when the spousal support is collected by DCSE in conjunction with child support.

Notice of the lien is filed with the Executive Director of the Mississippi Workers' Compensation Commission either by serving a certified copy of the court order by first class mail or by automated means. The lien is effective upon notice being filed with the Executive Director of the Mississippi Workers' Compensation Commission. The notice contains the name, address and social security number (if known) of the delinquent noncustodial parent, the name of the custodial parent, and the amount of delinquent child and/or spousal support.

Any person, firm or corporation, including insurance carriers, making any payment of workers' compensation benefits to the noncustodial parent or to his attorney, heir or legal representative named in the notice, after receipt of the notice, can be held liable. In this situation, the lien can be enforced by the Division against any person, firm, or corporation making the workers' compensation benefit payment.

Upon receipt of a notice, the Executive Director of the Mississippi Workers' Compensation Commission mails a copy to the noncustodial parent or to all attorneys and insurance carriers of record. The parties are deemed to have received the notice within five (5) calendar days of the mailing of the notice by the Executive Director of the Mississippi Workers' Compensation Commission. The lien attaches to all workers' compensation benefits payable thereafter.

Any amount deducted from the noncustodial parent's workers' compensation benefits, is paid by the Commission to the Division for distribution to the custodial parent. The noncustodial parent is given credit toward the payment of his/her child/spousal support benefits for any amount received by the Division from the workers' compensation benefits.

### **Statewide Jurisdiction/Venue in Support Actions**

Any action regarding paternity, support, enforcement or modification, in which the Division is a party, subsequent to an initial filing, may be heard in any county which has jurisdiction and venue. This process can occur without the need for application to the court.

The clerk of the court of the original county transfers a certified copy of the court file to the clerk of the appropriate transfer county, upon the written request of the child support attorney. The written request certifies that the Division issued timely notification of the transfer in writing to all involved parties.

The written request and notice is entered into the court file by the transferring clerk of the transferring court. The transferred action remains on the docket of the transferred court in which

the action is heard, subject to another such transfer.

### **Deletion of Jury Trial in Paternity Actions**

Public Law 104-193 known as The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) requires that noncustodial parents no longer have the right to a jury trial in paternity actions.

State law 93-9-15 states that parties to an action to establish paternity shall not be entitled to a jury trial.

### **Notification of Hearings**

As a result of the PRWORA, the Division of Child Support Enforcement is required to notify all IV-D parents (custodial and noncustodial) of all proceedings in which support might be established or modified. The Division must also provide all IV-D parents (custodial and noncustodial) a copy of any order establishing or modifying a child support obligation, or a copy of the notice of determination that there will not be a change in the amount of the child support obligation. This documentation must be provided within 14 working days from the date the judge signs the document.

The custodial parent and the noncustodial parent must each be given a two week advanced notice of any proceeding to be held that would impact upon a child support award. The free form text in METSS is used for these notification purposes.

### **Child Support Staff Responsibilities**

The responsibility for notifying the parents of the hearing time and date, and/or the copying and mailing of the order depends upon the staffing situation in each county. The regional director and senior attorney must assign responsibilities as appropriate.

**02-12-09**

## **GUIDELINES FOR SETTING CHILD SUPPORT OBLIGATIONS**

### **Legal Base**

Public Law 98-378 requires each State to establish guidelines for setting child support award amounts. The Family Support Act of 1988 (Public Law 100-485) requires use of the guidelines as a rebuttable presumption unless deemed inappropriate based on State established criteria. State statute (43-19-101 and 43-19-103) establishes the guidelines and the criteria for use as a rebuttable presumption. The guidelines must be made available to all persons who determine child support awards. Specific descriptive and numeric criteria must be the basis for the guidelines which must result in computation of the support obligation (45 CFR 302.56).

The Department of Human Services must review the appropriateness of the guidelines every four years beginning January 1, 1994 and report its findings to the Legislature no later than the first day of the regular legislative session (43-19-101). The Legislature will amend the guidelines as necessary to ensure that equitable support is awarded in all cases involving the support of minor children.

All orders involving support of minor children, as a matter of law, shall include reasonable medical support. Medical support can be private health insurance and/or cash medical support. Notice to the parent's employer that medical support has been ordered shall be on a form as prescribed by the Department of Human Services.

### **Background/Purpose/Source**

Guidelines for setting child support obligations were first established by the Governor's Commission on Child Support to provide an equitable and uniform standard that would ensure awards are: 1) comparable for similarly situated children from similarly situated noncustodial parents; and 2) high enough to realistically meet the basic needs of the child(ren). The Commission reported that the lack of such a standard in Mississippi has contributed to a wide variation in the amount of support ordered on behalf of children in like circumstances and, in most cases, has resulted in child support obligations that do not provide for the minimum basic needs of the child(ren) involved.

**09-01-04**

### **Formula for Setting Child Support Obligations**

The formula for setting child support obligations uses adjusted gross income as defined by State statute (43-19-101). The obligation is determined by the court based on information presented. However, the Child Support Worker must make the determination when the guidelines are being used to determine a stipulated agreement for approval by the court. The basis for the determination must accompany the stipulated agreement when it is referred to the Child Support Attorney so it will be available for review by the Judge.

Compute annual adjusted gross income as follows:

1. Determine gross income from all potential sources that may reasonably be expected to be available to the noncustodial parent including, but not limited to, the following:
  - a. Wages and salary income.
  - b. Income from self-employment.
  - c. Income from commissions.
  - d. Income from investments, including dividends.

- e. Interest income.
  - f. Income on any trust account or property.
  - g. Noncustodial parent's portion of any joint income of both parents, including the current spouse.
  - h. Workman's compensation, disability, unemployment, annuity and retirement benefits, including an individual retirement account (IRA).
  - i. Any other payments made by any person, private entity, federal or state government or any unit of local government.
  - j. Alimony.
  - k. Any income earned from an interest in or from inherited property.
  - l. Any other form of earned income.
2. Subtract any monetary benefits included above which are from a second household, such as income of the noncustodial parent's current spouse.
  3. Subtract the following legally mandated deductions:
    - a. Federal, state, and local income taxes. Contributions to the payment of taxes over and beyond the actual liability for the taxable year shall not be considered a mandatory deduction.
    - b. Social Security contributions.
    - c. Retirement and disability contributions except any voluntary retirement and disability contributions.
  4. Subtract the amount of the court-ordered support, if the noncustodial parent is subject to an existing court order for another child (ren).
  5. The court may subtract an amount that it deems appropriate to account for the needs of any biological child (ren) of the noncustodial parent residing with him/her. NOTE: When negotiating a stipulated agreement, staff of the DCSE shall not subtract any such amount unless the court has issued a written directive specifying that it be done and how the amount is to be determined. A copy of the directive will be filed in the case record as permanent.

Compute the obligation amount by dividing the annual adjusted gross income by 12 for monthly adjusted gross income or by 52 for weekly adjusted gross income, then multiplying the result by the appropriate percentage from those listed below.

07-01-97

Number of Children Due Support	Percentage of Adjusted Gross Income That should be Awarded For Support
One (1)	14%
Two (2)	20%
Three (3)	22%
Four (4)	24%
Five (5) or More	26%

### **Obligation Amount**

The Commission recommended that the child support obligation amount be expressed in the court order as a fixed monthly amount. Therefore, Child Support Attorneys must request orders with obligations expressed as fixed monthly amounts. Monthly obligations, regardless of how paid, simplify allocation and distribution of support payments and make computation of arrears easier for all parties to understand. A fixed monthly obligation would not prevent the order requiring or the noncustodial parent voluntarily paying the obligation in weekly or other more frequent installments. Neither would it prevent an employer withholding on a more frequent basis.

### **Use of the Guidelines**

The guidelines are a rebuttable presumption in all judicial or administrative proceedings regarding the awarding or modifying of child support obligations. They apply unless the judicial or administrative body makes a written finding or specific finding on the record that application of the guidelines would be unjust or inappropriate in a particular case according to the following criteria.

- a. Extraordinary medical, psychological, educational or dental expenses.
- b. Independent income of the child.
- c. The payment of both child support and spousal support to the obligee.

- d. Seasonal variations in one or both parents' incomes or expenses.
- e. The age of the child, taking into account the greater needs of older children.
- f. Special needs that have traditionally been met within the family budget even though the fulfilling of those needs will cause the support to exceed the proposed guidelines.
- g. The particular shared parental arrangement, such as where the non-custodial parent spends a great deal of time with the children thereby reducing the financial expenditures incurred by the custodial parent, or the refusal of the noncustodial parent to become involved in the activities of the child, or giving due consideration to the custodial parent's homemaking services.
- h. Total available assets of the obligee, obligor and the child.
- i. Any other adjustment which is needed to achieve an equitable result which may include, but not be limited to, a reasonable and necessary existing expense or debt.

In cases in which the adjusted gross income is more than \$75,000 or less than \$10,000 per year, the court must make a written finding in the record as to whether or not the application of the guidelines is reasonable.

The guidelines must be used as a rebuttable presumption for any temporary, final, or revised order for child support. Therefore, Child Support Workers must make every effort to determine the noncustodial parent's adjusted gross income and include the information in the investigation report/packet submitted to the Child Support Attorney.

### **Distribution of Guidelines**

A copy of the guidelines and relevant information is sent once each year to all judges responsible for determining child support obligations.

A copy of the material may be obtained by any individual or organization who submits a written request and a certified check or money order for \$3.00 payable to the Department of Human Services to:

Division of Child Support Enforcement  
Attention: CSE Obligation Guidelines  
Mississippi Department of Human Services  
Post Office Box 352  
Jackson, Mississippi 39205

Any individual may view the guidelines contained in Volume VI of the Division's manuals located in any child support office by making an appointment with the Child Support Supervisor. Give individuals requesting copies the above information regarding ordering copies.

07-01-99

**ENFORCEMENT OF SUPPORT OBLIGATIONS**

The child support worker is responsible for:

1. Monitoring the compliance of each obligor with the support order, including provisions for health insurance for the child (ren). Refer to the policy in Volume VI, Section B regarding medical support in the form of health insurance,
2. Following up when support obligations are not paid on the date the support is due by identifying the non-compliance with the court order. If the court order does not specify the exact day of the month that the support is due, the support is considered past due on the first working day of the . next month, and
3. Taking the appropriate action to enforce the court order.

Enforcement action is required within no more than 30 calendar days (if service of process is not needed) or 60 calendar days (if service of process is needed) of identifying a delinquency or other support related non-compliance, or location of the noncustodial parent, whichever is later.

In lieu of legal proceedings for contempt, a written stipulated agreement for the provision of periodic payments towards arrears executed by the noncustodial parent, notarized and filed with the court, and approved by a judge, shall have the same effect as a judgment for overdue support entered by the court.

If the noncustodial parent does not have the ability to pay child support, it is necessary to document the case record with the following:

1. The noncustodial parent is not employed and has no known source of income.
2. A property search shows the noncustodial parent does not own real property i.e., land, houses.
3. A search of the tax rolls reveals the noncustodial parent does not own personal property i.e., vehicle, boat, camper.
4. A search of any known bank accounts reveals no funds.

**NOTE:** When the noncustodial parent does not have the ability to pay support, case processing must not cease. Nor does the noncustodial parent's inability to pay child support prevent a case from being filed with the court. However, if a case is dismissed in court, a determination must be made by the child support worker as to what point in the future it will be feasible to file the case again. The staff attorney must document on the case action log the reason for the dismissal.

## **SERVICE OF PROCESS**

### **Legal Base**

45 CFR 303.4(d) mandates that within 90 calendar days of locating the alleged father or noncustodial parent (regardless of whether paternity has been established) DCSE must establish an order for support or complete service of process necessary to commence proceedings to establish a support order and, if necessary, paternity. Unsuccessful attempts to serve process, in accordance with the state's guidelines that define diligent efforts, must be documented. Diligent efforts to serve process are defined below.

Federal regulations at 45 CFR 303.3(c) requires the implementation of guidelines to ensure that diligent efforts are made to serve process.

### **Definition**

Diligent service of process is defined as the utilization of all available resources by the IV-D agency to ensure that the respondent has been served with notice of legal action within the specified time frames as prescribed by law. The requirements for diligent service of process have not been met until all available resources have been exhausted and the unsuccessful attempts to serve process have been documented.

### **Guidelines for Diligent Service of Process**

Service of process attempts must be periodically repeated for cases in which previous attempts to serve process have failed but there exists adequate identifying and other information to attempt service of process. The child support worker must have verified that the residence and/or employment address of the noncustodial parent is sufficient for service of process before submitting the case to the child support attorney.

The child support attorney has the responsibility of ensuring that the guidelines for diligent service of process are followed. Those guidelines are:

1. The child support attorney must document on the summons, or attachment to the summons, any leads or information as to the respondent's whereabouts including, but not limited to:
  - a. Directions to the noncustodial parent's place(s) of residence
  - b. Place of employment
  - c. Working hours
  - d. Known "hang-outs"
  - e. Any distinguishing feature of the noncustodial parent's physical appearance
2. The child support attorney must submit the summons to allow time for the process server to serve the summons on the respondent at least 30 days or 7 days, as determined by the Rules of Court, prior to the return date.

- 3 The child support attorney may attempt service of process by certified mail, restricted delivery, return receipt requested, at any time after filing with the court having continuing jurisdiction of such matters as an acknowledgment of paternity wherein a provision of support has not been entered into or in cases enforced under title IV-D of the Social Security Act at least 30 days prior to the hearing. Service of process must be fully documented in METSS by the staff attorney.
4. If service of process is not successful, determine the reason and proceed accordingly. The date and the reason must be documented on the ACTN function in METSS. It may be necessary to begin location efforts if the residence or employment of the noncustodial parent has changed. If there is no indication of a change of address, add to the summons any additional leads or information available and submit for a repeated attempt.
5. At least three (3) documented attempts to serve process must be made within a calendar year for all cases in which the noncustodial parent has been located and the next appropriate action requires service of process. Document all actions taken on the case action log in METSS.
6. The child support attorney must use every available resource to ensure prompt action on the part of the person or law enforcement agency responsible for serving process or for ensuring service of process by certified mail, restricted delivery, return receipt requested, to the noncustodial parent's last known address, when this method of service is appropriate.
7. The date of successful service of process must be documented in METSS in the SERV function.

For cases where service of process is obtained through mail, service is deemed complete as of the date of delivery as evidenced by the return receipt. A copy of the receipt must be placed in the child support record and documented in METSS. **NOTE:** Any individual who fails to comply with a subpoena relating to paternity or child support proceeding after appropriate notice may be subject to license suspension. Refer to License Suspension in this section.

8. Every action taken and the date taken must be accurately documented in .METSS in SERV or ACTN, as appropriate, by the child support attorney.

### **Other Actions Requiring Service of Process**

Within 60 days of identifying non-compliance with the support order or of location of the noncustodial parent, whichever is later; take other appropriate enforcement action for which service of process is necessary, which may include service of process via certified mail, restricted delivery, return receipt requested, to the noncustodial parent's last known mailing address.

If process is not successfully served, diligent attempts (in accordance with required procedures) must be documented within 60 days of the identification of the delinquency.

### **Actions not requiring Service of Process**

Within 30 calendar days of identifying the non-compliance or location of the noncustodial parent, whichever is later; take other appropriate enforcement action for which service of process is not necessary. An example of enforcement action that does not require service of process is contacting the noncustodial parent by telephone or by letter.

**08-01-96**

## **REDIRECTION OF SUPPORT PAYMENTS**

### **Legal Base**

Section 43-19-35(2) of the Mississippi Code, Annotated, 1972 states that all court orders of support for any child (ren) receiving services through Title IV-D shall be amended, by operation of law, and without the necessity of a motion by the Division of Child Support Enforcement and a hearing thereon to provide that the payment of support shall be directed to the appropriate child support office and not to the recipient. The law further states that the noncustodial parent must be notified of the redirection prior to its taking effect.

### **Purpose of Redirection**

Court orders of support originally directed to an IV-D client for any child(ren) receiving services through Title IV-D of the Federal Social Security Act shall be amended, by operation of law, to be directed to the local child support office. The purpose of redirection is accountability.

Because TANF recipients have assigned their support rights to the state, they are required to forward their child/spousal support payments as they are received to the child support office. For clients who do not comply with this, redirection of the support payments will help with overpayments in TANF benefits. Also, redirection will help to assure proper accountability in the automatic tax intercept in METSS.

### **Responsibilities of Child Support Worker**

The noncustodial parent must be notified of such action prior to its taking affect. A 734 Notice of Redirection of Child Support Payments will be generated through METSS to ensure that the noncustodial parent receives this advanced notification. The child support worker will send notices simultaneously to all parties involved, thereby notifying all concerned that the redirection is taking affect.

The child support worker uses these notices to notify all IV-D recipients of child support services, the noncustodial parent, the employer of the noncustodial parent, and the clerk of the court that any recipient of child support services with an existing order for child and spousal support will, by operation of law, be redirected for payment to the local child support office.

Explanations should be made during the initial interview to a new client with an existing child

support order that the department will have the order redirected to the Department of Human Services.

**08-01-98**

### **Procedures for Arrears**

Any referral or applicant for child support services (TANF or Non- TANF) with an existing court order must complete an affidavit of accounting prior to the commencement of enforcement action. This notarized affidavit serves as the basis of our arrears calculations (documented arrears). At the time redirection occurs, if the child support worker has reason to believe that the arrears amount is incorrect, the client should be contacted for a current affidavit of accounting.

Discrepancies about the arrears can occur when the support payments are not made through the Division. If the noncustodial parent complies with the court order and pays directly to the custodial parent, credit for these payments can be given when the noncustodial parent has receipts to verify payments and the custodial parent agrees with the records. Credit may also be given when the noncustodial parent does not have receipts, but the custodial parent agrees that the noncustodial parent has paid and signs an affidavit of accounting to the effect.

When the court order directs payments to the custodial parent and the noncustodial parent complies with the court order, but the two parents do not agree on the receipts or stated payment record, then the matter must be decided by a judge.

### **Canceling Redirection**

Once the redirection of support payments has been implemented, the Non- TANF client may decide that (s) he no longer wants child support services and may wish to close the case. In this situation closure reasons set forth in policy should be followed. The case would be changed from a IV -D case to a non IV-D case, and the custodial parent would contact outside counsel to have the child support payments redirected. When DCSE hasn't received a payment in three months, the case would then be closed.

### **Notice Procedures**

When the A733 *"Notice of Redirection of Child Support Payments"* is addressed to the custodial parent, the name of the noncustodial parent and the cause number must be referenced. When the A 734 *"Notice of Redirection of Child Support Payments"* is addressed to the noncustodial parent, reference the custodial parent's name and cause number and send a copy of this notice to the clerk of the court. When the A 735 notice is sent to the employer or the A 736 notice is sent to the clerk of the court, reference both the name of the custodial parent and the name of the noncustodial parent and the cause number.

In some situations the noncustodial parent has been ordered to pay child/spousal support through the clerk of the court, the clerk would need a separate notice in this situation. The clerk of the court will need to receive a copy of the notice sent to every noncustodial parent to file in the

court file for verification that the noncustodial parent was indeed notified of the redirection prior to the redirection taking effect.

06-01-09

## INCOME WITHHOLDING

Income withholding is the process whereby the employer of a noncustodial parent withholds from the income due the noncustodial parent an amount for payment of the current support obligation and additional amounts to be applied toward any past due support and fees owed, if applicable.

### Legal Base

Public Law 98-378 requires that income withholding be triggered when arrears accrue that are equal to the support obligation for one month. State law (93-11-101 through 93-11-119) requires all new or modified orders issued on or after July 1, 1985 be accompanied by an order for income withholding. All support orders issued prior to July 1, 1985, are presumed to contain such an order. Neither modification of the support order nor further action by the court is required.

Section 93-11-103 of the Mississippi Code of 1972, Annotated, as Amended, states on or after October 1, 1996, any order for support entered for a custodial parent who is a recipient of IV - D child support services must have a **separate order for withholding which takes effect immediately, regardless of whether support payments are delinquent.** All withholding orders must be on a form as prescribed by the department.

Any order for support entered for a custodial parent who is not a recipient of IV-D child support services must have a **separate order for withholding which takes effect immediately, regardless of whether support payments are delinquent.** These orders will be excluded from immediate withholding only if the following conditions exist:

1. If one of the parties (i.e., noncustodial or custodial parent) demonstrates, and the court finds, that there is good cause not to require immediate income withholding, or
2. If both parties agree in writing to an alternative arrangement.

The Department of Human Services shall be the designated agency to receive payments made by income withholding in all child support orders.

Section 93-11-1 05 of the Mississippi Code of 1972, Annotated, as Amended, authorizes the Division of Child Support Enforcement (DCSE) to implement administrative orders for withholding pursuant to a previously rendered order for support. The administrative order is filed with the clerk of the court by the DCSE and a copy is transmitted to the obligor by first class mail to the last known address.

Public law 104-193, known as the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), requires states to use an automated system to assist and facilitate the collection and disbursement of support payments. Automated transmission of orders and notices to employers (and other debtors) for income withholding is required. The standard form issued by the Federal Office of Child Support Enforcement (OCSE) must be forwarded to the employer within two (2) business days of receipt of new hire information or verified employment information from another source.

PRWORA requires that all orders for support issued prior to October 1, 1996, be amended to conform with the new provisions. All orders for support issued shall:

1. Contain a provision for monthly income withholding procedures to take effect in the event the obligor becomes delinquent in paying the order for support, without further amendment to the order, or further action by the court; and,
2. Require the payor to withhold an additional amount for delinquency as specified in the order when accompanied by an affidavit of accounting, notarized record of overdue payments or an attested judgment for delinquency or contempt.

Any person who willfully and knowingly files a false affidavit, record or judgment shall be subject to a fine of not more than \$1,000.00.

Child support orders issued or modified in another state, but not subject to immediate income withholding, become subject to immediate income withholding on the date the child support payments are at least one month in arrears, or the earliest of:

- a. The date the noncustodial parent requests that withholding begin, or
- b. The date the custodial parent requests that withholding begin, or
- c. Such other date as may be determined by the court.

The clerk of the court shall submit copies of such orders to the noncustodial parent's employer and submit required information to the Mississippi Department of Human Services State Case Registry. The clerk of the court, the noncustodial parent's attorney, or the child support attorney may serve the immediate order for withholding by first class mail or personal delivery on the noncustodial parent's employer. In cases of the noncustodial parent's attorney or the child support attorney serving the order for withholding, the attorney shall notify the clerk of the court in writing of the service for filing in the court file. There shall be no need for further notice, hearing, order, process or procedure prior to serving the order on the employer or on any additional or subsequent employer.

### **Income Subject to Withholding**

For purposes of the income withholding process, income is defined as any form of periodic payments made to an individual, regardless of the source. Income includes, but is not limited to:

1) wages; 2) salary; 3) commission; 4) compensation as an independent contractor; 5) workers' compensation; 6) disability benefits (SSA); 7) annuity benefits; 8) retirement benefits; and 9) any payments made by any person or private entity, the federal government, any state government, or any unit of local government.

Income excludes, but exclusion is not limited to: 1) public assistance benefits; 2) unemployment insurance benefits, except as provided by law; 3) any amounts required by law to be withheld, other than creditor claims, such as federal taxes, state taxes, local taxes, Social Security and other retirement and disability contributions; and 4) any amounts exempt according to Federal law.

**05-01-02**

### **Percentage of Income Subject to Income Withholding**

The total amount of income withheld by an employer/payor, including any fees, must not exceed the amount permitted by the Consumer Credit Protection Act, as follows:

1. Fifty percent (50%) of the noncustodial parent's disposable earnings, if the noncustodial parent is supporting a spouse or dependent child (ren) other than those required to be supported under the support order, unless a greater percentage is applicable as indicated in number three, below.
2. Sixty percent (60%) of the noncustodial parent's disposable earnings, if the noncustodial parent is not supporting a spouse or dependent child (ren), unless a greater percentage is applicable under item three, below.
3. If the unpaid support is past due for more than 12 weeks, the percentage to be withheld as described in items one and two above, is increased by 5% to 55% and 65% respectively.

The amount withheld, not to exceed the maximum deductions allowed by the Consumer Credit Protection Act, must include:

1. An amount for payment of the support obligation for the current month, including spousal support and/or cash medical support being enforced by the IV -D agency;
2. An amount not less than 20% of the support obligation to be applied to payment of past due support; and
3. An amount for fees for the employer/payor and the IV-D agency, as specified below.

The order for withholding must be honored above any prior or subsequent garnishments, attachments, wage assignments or any other claims of creditors under State law. However, some federal claims may take priority. In cases in which more than one order for withholding for the same noncustodial parent has been served, the employer/payor must honor the orders on a pro rata basis to result in withholding an amount for each order that is in direct proportion to the

percentage of the noncustodial parent's adjusted gross income that the orders represent.

The employer/payor must honor all such orders to the extent that the total amount withheld does not exceed the maximum amount permitted by the Consumer Credit Protection Act, as specified above.

### **Administrative Order for Withholding**

DCSE is authorized by state law to implement administrative orders for income withholding without the necessity of obtaining an order through judicial proceedings. The administrative order for withholding is implemented pursuant to a previously rendered order for support.

The administrative order for withholding is subject to the same requirements as any other income withholding order.

The administrative order is filed by the child support attorney with the clerk of the court and a copy is sent to the obligor by first class mail to the last known address.

The administrative order for income withholding is sent to the employer by first class mail and directs the employer:

1. To withhold an amount equal to the order for the current support obligation;
2. To withhold an additional amount equal to 20% of the current support obligation, unless a different amount has previously been ordered by the court, until payment in full of any delinquency; and,
3. Not to withhold in excess of the amount allowed under the Consumer Credit Protection Act

### **Immediate Income Withholding**

Immediate income withholding is the deduction of support payments from a noncustodial parent's income on the date the order for withholding is received by the employer, whether or not support payments are in arrears.

If the noncustodial parent is employed when the order for income withholding is entered, the income withholding order must be transmitted to the employer within two (2) business days of receipt of the order by the county office. If the noncustodial parent's employer changes, the income withholding order must be transmitted within two (2) business days of verifying any subsequent employer. There is no need for further notice, hearing, order, process or procedure prior to service on any subsequent employer/payor. Immediate orders for income withholding must specifically indicate whether or not the employer/payor is required to withhold an additional amount specified for delinquency at the time the income withholding order is served.

The noncustodial parent may contest, if grounds exist, the serving of the order for income withholding on additional or subsequent employers/payors, by filling an action with the issuing court. This action shall not stay the noncustodial parent's duty to pay support pending judicial

determination of the noncustodial parent's claim.

If the noncustodial parent does not have income which can be reached through withholding when the support order is entered, an order for immediate income withholding is still required. When it is determined that the noncustodial parent does have income that can be withheld, the income withholding order must be implemented without further action by the issuing court.

### **State and National Directories of New Hires**

DCSE receives employer information from the State Directory of New Hires (SDNH) and National Directory of New Hires (NDNH). Employer information received from SDNH and NDNH is considered verified and income withholding orders are to be transmitted to the employers within two (2) business days. Refer to policy in Volume VI, Section C on State and National Directories of New Hires.

### **Notice of Additional Withholding**

All existing orders for support shall become subject to additional withholding when arrears accrue. DCSE must notify each delinquent noncustodial parent via notice A750, *Delinquency Notice*, that the withholding on the delinquency has commenced. The A750, along with an affidavit of accounting, or a notarized record of overdue payment completed by the recipient of services, or an attested judgment of delinquency/ contempt is sent to the employer at the same time the A750 is sent to the noncustodial parent. Both are delivered by first class mail.

The noncustodial parent has the right to file an action with the issuing court on the grounds of mistake of fact within 30 days of receipt of the notice A750. This action shall not stay the noncustodial parent's duty to pay support pending judicial determination of the noncustodial parent's claim.

Any employer who complies with an income withholding notice that is regular on its face and is accompanied by the required affidavit of accounting, notarized record of overdue payments or attested judgment of delinquency or contempt shall not be subject to civil liability to any individual or agency for conduct in compliance with the notice.

### **Active Income Withholding Orders**

An income withholding order is considered "active" when the first payment is received. If the order is enforced through the interception of unemployment benefits, etc., it is activated upon receipt of the alert: "The noncustodial parent has applied for or is receiving unemployment benefits."

### **Inactive Income Withholding Orders**

An income withholding order is considered "inactive" when the withholding order has not yet been served on an employer or cannot be enforced through other sources such as unemployment benefits.

**NOTE:** When changing the modifier on the ORDR panel in METSS from an “I” to an “A” or vice versa, **extreme caution** must be exercised with the Change Date Field. Special precautions must be utilized when a noncustodial parent pays to multiple custodial parents through active income withholding orders.

### **Employer Penalties**

When an employer willfully fails to withhold or to submit income withheld pursuant to a valid order for withholding, the following penalties shall apply:

1. The employer shall be liable for a civil penalty of not more than \$100.00 or \$500.00 in any situation where the failure to comply is the result of collusion between the payor and the payee.
2. The court may enter a judgment and direct the employer to pay the total amount that was willfully not withheld or paid over.

In cases in which a payor discharges, disciplines, refuses to hire or otherwise penalizes an obligor, as a result of a withholding order having been issued to said payor, the court shall fine the payor an amount not to exceed \$50.00.

Any obligee, DCSE, or obligor who willfully initiates a false proceeding or who willfully fails to comply with the requirements of Sections 93-11-101 through 93-11-119 may be held in contempt of court.

### **Responsibility for Income Withholding Procedures**

In order to ensure that the basic income withholding requirements are met in a timely manner, it is necessary for individuals and entities to be responsible for certain actions related to initiating and maintaining income withholding procedures. The basic responsibilities are discussed below.

### **Designated Income Withholding Agency**

DCSE is the designated income withholding agency for the state; and, as such, it is publicly accountable for services provided and actions taken in complying with federal and state laws and regulations regarding income withholding. Also, DCSE must provide services related to income withholding in all cases appropriately referred from another state, regardless of the source of referral.

The state IV -D agency must document, track, and monitor support payments through the income withholding process when the order specifies that such payments be made to the IV -D agency. In Mississippi, the IV -D agency receipts and disburses these payments through the Central Receipting and Disbursement Unit (CRDU) via the METSS automated system in accordance with applicable federal and state laws.

### **Clerks of the Court**

At the time an income withholding order (immediate or upon delinquency) is entered by the court, the Clerk of the Court is responsible for:

1. Submitting copies of all orders issued or modified to the noncustodial parent's employer/payor, any additional or subsequent employer/payor, and submit order information to the Mississippi Department of Human Services State Case Registry.
2. Providing copies of the order for withholding and the order for support to the noncustodial parent, along with a statement of the rights, remedies and duties of the noncustodial parent.
3. Serving an immediate order for income withholding on the employer/payor by first class mail or personal delivery, or provide a copy of the order for income withholding to the custodial parents or IV-D agency's attorney to serve on the employer/payor.
4. Making copies of the order for support and the order for withholding available to the custodial parent and to the IV-D agency or its local attorney.
5. Placing service of process notices in the court file once process has been completed by the IV-D agency's attorney or the custodial parent's attorney.

#### **IV-D Child Support Office**

The local child support office is responsible for:

1. Verifying employers via notice A417, *Request to Employer*, in METSS on APPD.ABSP.EMPL when employment information is received from sources other than NDNH/SDNH.
2. Requesting notice A818, *Order/Notice to Withhold Income for Child Support*, and notice A433, *Notice of Income Withholding*, from METSS and mailing them to the employer when employment is verified manually as mentioned above.
3. Providing a copy of the A818 and A433 to the noncustodial parent and filing the originals with the clerk of the court.
4. Reviewing ACTN for the transmission of the income withholding orders sent automatically by METSS, to the employer/payor and any subsequent employer/payor (see Clerks of the Court above) within two business days of receiving verified employment information from NDNH and SDNH.
5. Transmitting the income withholding order to the employer for all incoming UIFSA and interstate income withholding IV -D child support cases when certified orders for withholding are included.
6. Updating METSS with all new information provided by the employer on notice A41 3, *Notice to Employer/Payor*.
7. Monitoring payments and taking enforcement action as required by policy, which includes notifying the attorney when an employer/payor fails to withhold income in accordance with the provisions of the income withholding orders.

8. Referring the case to the child support attorney to:
  - a. Modify, suspend or terminate the order for withholding because of a modification, suspension or termination of the underlying order for support; or,
  - b. Suspend the order for withholding because of inability to deliver income withheld to the custodial parent due to the custodial parent's failure to provide a mailing address or other means of delivery.
9. Notifying the employer/payor within seven (7) calendar days of the date the arrears balance equals zero, or the IV - D agency is no longer authorized to receive payments for the custodial parent, i.e., the child reaches the age of majority.

**NOTE:** Notice A907, *Free Form Legal to Employer*, and notice A719, *Employer Notice of Zero Arrearage*, are used to communicate with the employer/payor regarding the income withholding of support payments from the income of a noncustodial parent. Copies of the forms must be sent to the child support attorney as appropriate and the original filed with the clerk of the court. Any subsequent employer/payor is also noticed.

10. Requesting and mailing notice A750, *Delinquency Notice*, and an affidavit of accounting, notarized record of payment or attested judgment to the employer/payor when the noncustodial parent becomes 30 days delinquent.
11. Sending each noncustodial parent who is thirty (30) days delinquent a copy of the A750, *Delinquency Notice*, indicating:
  - a. The withholding on the delinquency has commenced;
  - b. The information, along with the required affidavit of accounting, notarized record of overdue payment, or attested judgment of delinquency or contempt has been sent to the employer/payor; and,
  - c. The noncustodial parent may file an action with the issuing court on the grounds of mistake of fact within thirty (30) days of receipt of notice. This does not stay the noncustodial parent's duty to pay support pending judicial determination of the noncustodial parent's claim.

**NOTE: No amount owed may be collected/enforced without prior notice to the noncustodial parent.**

12. Refunding the employer/payor any payment received that is improperly withheld from the noncustodial parent's income. Prior to making the refund, a case-by-case clearance is required from the state IV -D agency.
13. Issuing notice A417, Request to Employer, to the employer when updated wage information is needed.

### **Mississippi Enforcement Tracking of Support System (METSS)**

**METSS functions:**

1. Receiving noncustodial parent employment information through interfaces.
2. Alerting child support case worker of information received.
3. Issuing notice A823, which is a combination of notice A818, *Order/Notice to Withhold Income for Child Support*, and notice A433, *Notice of Income Withholding*, automatically within two business days of receipt to the employer when employment information is received from the National Directory of New Hires (noted in ACTN with W4) or the State Directory of New Hires (noted in action with NHIR). This information is considered verified upon receipt. No child support case worker intervention is necessary. This notice complies with PRWORA mandates requiring the use of a standardized order for income withholding.

When METSS issues the A823, all case workers with a case involving the noncustodial parent receive an alert stating: "Employer income withholding notice sent based on NDNH/SDNH info- Use ACTN to view notice." If necessary, the case worker must send the A 750, *Delinquency Notice*, and affidavit of accounting according to the policy above.

**Exceptions:** Notices A823 is **not** issued automatically by METSS when one of the following is true:

- a) The previous month's obligation (s) was met for any of the noncustodial parent's cases.
- b) There is an existing verified employer for the noncustodial parent and the information received lists a different employer.
- c) The employer received is an existing verified employer.
- d) The income withholding order, in any of the noncustodial parent's cases, is coded "active".
- e) The case is coded for closure the following month.
- f) There is a mismatch between FCR SSN and the METSS SSN.
- g) The family violence code is marked on any of the noncustodial parent's cases.

In these situations, METSS sends the case worker an alert. The case worker must review the case and decide how to proceed.

**NOTE:** Notice A823 is not accessible by county staff and is used only when METSS issues an automatic income withholding and worker intervention is not necessary.

4. Issues notice A413, *Notice to Employer/Payor*, to the employer ten (10) days after withholding order is issued requesting insurance information.
5. Generates a monthly "Employer Bill." This reminds the employer/payor of the monthly

support amount due and notifies them when support payments are made which change the amount of the arrears, e.g. tax offset.

6. Sends the child support case worker an alert stating: "No payment received within forty-five (45) days of the withholding order being issued, Review case for enforcement action."

**06-01-09**

### **Employer/payor**

The employer/payor is subject to the following requirements:

1. Reporting noncustodial parents' name, address, date of birth, social security number, and employer's name, address, State and Federal Employer Identification Number to the State Directory of New Hires within fifteen (15) days of hiring, rehiring or returning to work of employees.
2. Withholding child support and required fees from the wages of noncustodial parents, not to exceed the maximum amounts permitted under the Consumer Credit Protection Act.
3. Combining all withheld amounts from noncustodial parents' wages and making a single payment to the CRDU when the individual noncustodial parents' names and amounts are identified.
4. Implementing income withholding no later than the first pay period that occurs after fourteen (14) days from the date the order or notice was received.
5. Sending the withheld amount to the CRDU within seven (7) working days of the date the wages/income is withheld.
6. Notifying the local child support office promptly when the noncustodial parent terminates employment and providing the noncustodial parent's last known address and the name and address of the new employer/payor, if known.
7. Withholding and sending a \$5.00 fee to the CRDU for administrative costs.
8. Withholding a \$2.00 processing fee for each intrastate withholding from the income of that noncustodial parent in addition to the support payments, regardless of the number of times per month income withholding occurs. This processing fee is retained by the employer. However, in all interstate withholding, the rules and laws of the state where the noncustodial parent works shall determine the employer's/payor's processing fee.
9. Honoring the income withholding order until the noncustodial parent is no longer employed, or until notified by the court or the child support office.
10. Withholding any fees indicated on the income withholding order, i.e., court costs, genetic testing fees, etc.

**NOTE:** An employer/payor who complies with an income withholding order notice that is regular on its face and which is accompanied by the required affidavit of accounting, notarized record of overdue payments, or attested judgment of delinquency or contempt shall not be subject to civil liability to any individual or agency for conduct in compliance with the notice.

An employer who has been served with an order for withholding, which includes a provision of payment of arrears, shall notify the Department of Human Services (DHS) before making any lump-sum payment of more than Five Hundred Dollars (\$500.00) to the obligor. Notification of intent to make a lump-sum payment must be sent to DHS at least forty-five (45) days before the planned date of the lump-sum payment, or as soon as the decision is made to make the payment, should that be less than forty-five (45) days. The employer shall not release the lump-sum to the obligor until thirty (30) days after the intended date of the payment or until authorization is received from the DHS, whichever is earlier.

Upon receipt of notice to pay a lump sum from an employer, DHS shall provide the employer with a Notice of Lien in accordance with Section 93-11-71, specifying the amount of the lump sum to be withheld for payment of child support arrearages. Unless the lump sum is considered severance pay, any amount of the lump sum up to the entire arrearage may be withheld. If the lump sum is for severance pay, the amount withheld for child support arrearages may not exceed an amount equal to the amount the employer would have withheld if the severance pay had been paid as the employee's usual earnings.

### **Child Support Attorney**

The child support attorney is responsible for:

1. Representing the IV-D agency at any hearing set by the court to consider the facts of the case when the noncustodial parent contests the initiation of income withholding.
2. Petitioning the court for a hearing when an employer/payor does not honor an income withholding order in a IV-Dcase.
3. Petitioning the court at any time to:
  - a. Modify, suspend or terminate the order for withholding because of a modification, suspension or termination of the underlying order for support; or
  - b. Suspend the order for withholding because of inability to deliver income withheld to the custodial parent due to the custodial parent's failure to provide a mailing address or other means of delivery.
4. Filing other legal actions as necessary.

### **Noncustodial Parent**

A noncustodial parent who begins working for a new or additional employer/payor must give written notification to the local child support office within seven (7) days of the change in

employment. Also, at any time, the noncustodial parent may petition the court to:

1. Modify, suspend or terminate the order for withholding because of a modification, suspension or termination of the underlying order for support; or,
2. Suspend the order for withholding because of inability to deliver income withheld to the custodial parent due to the custodial parent's failure to provide a mailing address or other means of delivery.

### **Custodial Parent**

A custodial parent who has a change in residence or mailing address must notify the local child support office within seven (7) days of the address change. Also, a custodial parent who is a recipient of TANF must provide a copy of any filed Notice of Delinquency, which the custodial parent caused to be initiated, to the local child support office or IV-A office.

The custodial parent may at any time petition the court to modify, suspend, or terminate the order for income withholding due to modification, suspension, or termination of the underlying order for support.

### **IV-D Cases**

For all IV-D cases in which support payments are made through income withholding, there are responsibilities that must be performed immediately by the county staff when:

1. Payments cease and no notice of change in employment is received, the child support worker must contact the employer/payor to obtain the status of the income withholding. If legal action is necessary, the child support worker must notify the child support attorney for enforcement.
2. The employer/payor sends notification that the noncustodial parent has left employment and a new verified employer/payor is known, the child support worker sends notice A818, notice A433, notice A750 and attaches the affidavit of accounting, notarized record of overdue payment, or attested judgment of delinquency to the new employer/payor within two (2) business days. METSS automatically sends notice A413 to the new employer.
3. Circumstances or court actions occur that change the amount of the current monthly obligation, such as a child reaching the age of majority, or a modification due to review and modification proceedings.
4. Location activities must begin at any time the forwarding address of the noncustodial parent and/or the identity and address of the new employer/payor is not known.

The county child support staff is responsible for reviewing the Delinquency Report monthly to determine if the noncustodial parents' support payments have become thirty (30) days past due. If the noncustodial parent is delinquent, the child support worker requests Notice A750, *Delinquency Notice*, and attaches copies of the affidavit of accounting, notarized record of

overdue payment, or attested judgment of delinquency or contempt. Copies must be sent by first class mail to the employer/payor and the noncustodial parent.

A narrative must be recorded to ACTN by the child support worker indicating that copies have been forwarded to the appropriate parties.

### **Non IV-D Cases**

Non IV-D support payments made through income withholding are receipted and disbursed only. For cases originating in Mississippi, the custodial parent must be notified and given the opportunity to complete an application and pay the fee to receive child support services. If payments cease, no action is taken to enforce the order.

Upon request of the court or the custodial parent, the IV -D agency must submit an accounting of support payments (Affidavit of Accounting). This accounting may be provided to the attorney of the custodial parent if the custodial parent submits a written authorization.

If payments are received and the address of the custodial parent is not known, county staff must attempt to contact the custodial parent to obtain the address. If the attempts are unsuccessful and two or more payments are being held for disbursement, refer the case to the child support attorney who will petition the court to:

1. Suspend the order for income withholding; and/or,
2. Allow payments to be disbursed to the clerk of the court for establishment of a trust account, or other appropriate action ordered by the court.

### **Terminating or Suspending Income Withholding**

An order for income withholding remains in effect as long as the underlying order for support on which it is based remains in effect. Once income withholding is initiated, it is not terminated unless:

1. The underlying order for support is terminated because of the emancipation of all children or the child(ren) reaches the age of majority;
2. The court terminates the order for income withholding because of termination of the underlying order for support; or
3. The court terminates the order for income withholding after a hearing in which it is determined that there is a mistake of fact that makes the income withholding improper.

The court may suspend the order for income withholding when:

1. The custodial parent fails to provide a mailing address or other means by which the IV-D agency can deliver income withheld; or

2. The underlying order for support is suspended.

To suspend or terminate an order for income withholding, refer the case to the child support attorney for evaluation and appropriate action.

**01-01-99**

### **Voluntary Entry**

Any person who is the obligor in a support order from any other state may obtain a voluntary order or withholding by filing with the court a request for such withholding and certified copy of the support order of the other state. The court must issue an order for withholding pursuant to the act. Payments must be made to the CRDU.

### **Withholding Child Support from Department of Veterans Affairs**

#### **Legal Base**

Section 459 of the Social Security Act, as amended, provides for the withholding of certain Federal payments for the enforcement of child and spousal support. The test to determine if a payment is subject to withholding is whether the payment is remuneration for employment. Benefits paid by the Department of Veterans Affairs (VA) are generally based on either the veteran's disability and wartime service or disability from service-connected injury or disease, neither of which is considered remuneration for employment, and are generally excluded.

The Social Security Act and 42 U. S. C. 659(h)(I)(B)(iii) provide one exception by which dependents may obtain financial support from veterans' benefits. This exception is explained below.

#### **VA Benefits Eligible for Child Support Withholding**

Two examples are provided which detail the laws or regulations under which benefits paid by VA can be paid for child and spousal support obligations.

Example 1. 42 D.S.C. 659(h)(1)(A)(ii)(V) of the Social Security Act provides that if a veteran is eligible to receive military retired/retainer pay and has waived a portion of his/her retired/retainer pay in order to receive disability compensation from VA, that portion of the VA benefit received in lieu of retired/retainer pay is subject to withholding.

Example 2. 38 U.S.C. 5307 provide for an apportionment of VA benefits between the veteran and his/her dependents under certain circumstances. V A regulations at 38 CFR Section 3.450(a)( I )(ii) provide that, if the veteran is not residing with his/ her children and/or spouse and the veteran is not reasonably discharging his/her responsibility for the spouse's or children's support, all or any part of the veteran's pension, compensation, or emergency officers' retirement pay may be apportioned.

## **Cases of Hardship**

Where a hardship is shown to exist, 38 CFR Section 3.451 authorizes a special apportionment of a beneficiary's pension, compensation, emergency officers' retirement pay, or dependency and indemnity compensation between the veteran and his/her dependents. The apportionment is based on the facts in the individual case and may not cause undue hardship to the other persons in interest.

## **Determining Hardship**

Factors which determine the basis for special apportionment include the amount of V A benefits payable, other resources and income of the veteran and those dependents in whose behalf apportionment is claimed, and special needs of the veteran, the dependents, and those applying for apportionment. Usually, the V A considers that an apportionment of more than 50 percent of the V A benefits would constitute undue hardship on the veteran, while an apportionment of less than 20 percent would not provide a reasonable amount for any dependent.

## **VA Withholding Procedures**

The child support worker arranges for withholding by contacting the VA Regional Office that provides the noncustodial parent's benefits. VA provides a toll free number to help in determining which regional office is appropriate (1-800-827-1000), or refer to 5 CFR Part 581. The VA office will determine if the veteran has waived any portion of his/her retired/retainer pay in order to receive VA benefits. Send service of process for withholding to the regional office serving the veteran.

The child support worker will:

1. Write the Department of Veterans Affairs using agency letterhead to request an apportionment review. The letter should be signed by both the child support worker and the custodial parent.
2. Address the letter to the VA Regional Office servicing that veteran's benefits. Use the toll free number to determine which regional VA office is appropriate (1-800-827-1000).
3. Complete and attach VA Form 21-4138, Statement in Support of Claim. This form is used to provide information regarding income and net worth.
4. Attach a copy of the current support order.
5. Attach an Affidavit of Accounting.

**12-01-99**

## **Enforcement of Child Support Obligations from Members of the Armed Forces**

### **Legal Base**

Section 465 [42 U. S. C. 665] states that in any case in which child/spousal support payments are owed by a member of one of the uniformed services on active duty, the member shall be required to make allotments from his pay and allowances as payment of such support. When the member has failed to make payments under a support order and the resulting delinquency is in a total amount equal to the support payable for two months or longer, that member shall be required to make allotments (i.e., involuntary allotments) from his pay and allowances as payment of such support.

### **Location of a Member of the Armed Forces**

The Expanded Federal Parent Locator Service (EFPLS) interfaces with the Department of Defense (000) to furnish the address of a member of the Armed Forces. The address furnished by 000 will be the member's residential address except for the member:

1. Who is permanently assigned overseas, to a vessel, or to a routinely deployable unit; or
2. With respect to whom the DOD makes a determination that the member's residential address should not be disclosed due to national security or safety concerns.

In these two situations the member's duty address will be provided.

### **Criteria for Requesting an Involuntary Allotment**

In order to seek an involuntary allotment from the pay and allowances of a member of the uniformed services, the following criteria must be met. The member must:

1. Have an order to pay child support or child and spousal support.
2. Has failed to make periodic payments under a support order.
3. Has a delinquency in a total amount equal to the support payable for two months or longer.

### **Procedures to Obtain an Involuntary Allotment**

DCSE must notice the member of the uniformed services designated official. The notice must contain an affidavit of accounting, a notarized record of overdue payment or attested judgment of delinquency or contempt. The notice must also specify the person to whom the allotment is to be paid. The designated official will, in turn, give the notice and attachment to the affected member.

**NOTE:** The uniformed services will take no action to require an allotment from the pay and allowances of any member of the uniformed services until the member has had a consultation with a judge advocate, law specialist, or legal officer to discuss the legal and other factors involved or until 30 days have elapsed after the notice is received.

### **Leave for Attendance at Hearings**

The Secretary of each military department and the Secretary of Transportation with respect to the Coast Guard when it is not operating as a service in the Navy shall grant leave to a member of the Armed Forces when:

1. Leave is needed for the member to attend a hearing to:
  - a. Determine whether a member of the Armed Forces is a natural parent of a child; or
  - b. Determine an obligation of a member of the Armed Forces to provide child support.
2. The member is not serving in or with a unit deployed in a contingency operation; and
3. The demands of military service do not otherwise require that such leave not be granted.

**07-01-99**

## **STATE AND NATIONAL DIRECTORIES OF NEW HIRES**

### **Legal Base**

P. L. 104-193 known as the Personal Responsibility and Work Opportunity Reconciliation Act and Section 43-19-46 of the Mississippi Code of 1972, annotated, as amended, requires each employer doing business in the state to report the hiring of any person who resides or works in the state to whom the employer anticipates paying wages and the hiring or returning to work of any employee who was laid off, furloughed, separated, granted leave without pay or was terminated from employment.

### **State Directory of New Hires (SDNH) - Information from Employers**

Each employer reports information including noncustodial parent's name, address, date of birth and social security numbers, and the employer's name, address State and Federal Employer Identification Number to the SDNH within 15 days of hiring, rehiring or the returning to work of the employees.

The Division of Child Support Enforcement (DCSE) receives employer information from the SDNH by an automatic interface with METSS. Employer information from the SDNH is considered to be verified, because it is current (not more than 25 days old when received). However, the Notice A417, *Request to Employer*, is automatically sent by METSS to obtain other required information related to insurance coverage and wages.

If there is an order in the case, the child support worker receives an alert on DAIL stating "Employment received from new hire directory - See ACTN and send income withholding, if applicable." The worker must immediately check the name and SSN and other relevant information to make sure the information is for the correct person and case. The child support

worker must view ACTN, enter the employer information on EMPL and verify. If the case meets the criteria for income withholding per Volume VI policy, an income withholding order must be transmitted within 2 business days by first class mail to the employer, and, if applicable, notice A 750, *Delinquency Notice* must be attached.

**Example:** The noncustodial parent's employment was terminated by a previous employer and DCSE had been receiving current child support and arrears payments. DCSE receives new employer information from the SDNH. The new employer must be sent an income withholding order and notice A750, *Delinquency Notice*, by first class mail, along with other appropriate documents within 2 business days. When this action is taken, the alert may be removed. If the income withholding order is not sent, the reason must be documented in CONT.

If there is not an order in a case, the alert will read "Employment Received From New Hire Directory take appropriate actions." The worker must check the name, SSN and other relevant information to make sure the information is for the correct person and case. The child support worker must review ACTN, enter the employer information on ABSP, EMPL, verify and take next appropriate action as required by policy.

### **National Directory of New Hires (NDNH) – Information from Employers**

The SDNH forwards new hire information to the National Directory of new Hires (NDNH) and DCSE receives information from the NDNH via Expanded Federal Parent Locator Service (EFPLS) interface with METSS. This information is processed in the same manner as the information received from the SDNH (refer to the previous page). Note: This information is considered verified upon receipt. However, notice A417 is automatically sent to obtain other required information related to insurance coverage and wages.

### **Employer Penalty**

In cases in which an employer fails to report as required to SDNH, a penalty not to exceed \$25.00, per instance, may be levied against the employer. A penalty, not to exceed \$500, may be levied against an employer, per instance, when the failure to report or the report is false or incomplete and is a result of a conspiracy between the employer and employee.

**12-07-97**

### **TAX OFFSET**

Tax Offset is the interception of a noncustodial parent's federal and/or state income tax refunds. It is a primary method for the collection of child support arrears. This collection of court order based arrears may be used to collect regular past due child support, spousal support, and medical support.

### **Legal Base**

Public Law 97-35, the Omnibus Budget Reconciliation Act of 1981, specifies that the collection of past due child support obligations owed on behalf of children who receive TANF, and have assigned their rights of support to the state, can be made by an offset process against Federal income tax refunds.

Public Law 98-378, the Child Support Enforcement Amendments of 1984, expanded the Internal Revenue Service (IRS) Tax Offset Program to include the collection of past due child support on behalf of IV-E Foster children and other children when the custodial parent applies for services as a Non- TANF applicant. This Federal law also provides for the collection of past due child support in TANF, *IV-E* Foster Care, and Non-TANF cases by an offset process against State income tax refunds. State §43-19-31 and §27-7-501 conform to the federal requirements.

Public Law 100-203, effective July 1, 1988, authorizes the collection of past due support in Medicaid-only cases by the tax offset process against Federal and State income tax refunds.

Public Law 109-171, Deficit Reduction Act of 2005, authorizes the collection of past due support on behalf of children who are not minors.

### **Criteria for Submittal**

Criteria have been established for the submittal of cases for tax offset. METSS determines which IV-D cases meet the criteria for submittal and submits them for offset.

### **Certified Arrears**

For the purpose of tax offset, certified arrears are unpaid court ordered child support obligations which have accrued as of September 30th of each year as documented and/or substantiated by records. Cases where the child support payments are directed to the Division have documented arrears. Cases submitted prior to payments being directed to the Division must have sworn arrears affidavits executed by the Non-TANF custodial parent before a chancery clerk. Refer to Volume VI, Section C, for further information regarding certified arrears.

**07-21-10**

### **METSS Selection Criteria**

TANF and *IV-E* foster care cases must have court ordered arrears. The arrears must be at least \$150.00. The noncustodial parent's name, current address (at the time of the original submission) and Social Security number must be verified. METSS combines arrears of TANF related cases for the same noncustodial parent.

Non- TANF cases must have court ordered support arrears of at least \$500.00 as of the submittal date. The noncustodial parent's name, current address (at the time of the original submission) and Social Security number must be verified.

## **SAFEGUARDS**

The Mississippi Department of Human Services, Division of Child Support Enforcement is prohibited by the Internal Revenue Services (IRS) Privacy Act of 1974 from disclosure of individual's tax or refund information. Therefore, a non-custodial parent's federal tax information should not be divulged at any time to a third party including during court proceedings or hearings. An affidavit of accounting is the only document that should be used or presented in court as evidence of a non-custodial parent's payment history, since it does not disclose the payment source.

### **Electronic Mail**

The Division of Child Support Enforcement prohibits the transmitting of Federal Tax Information (FTI) via email.

### **Retention and Disposal**

Usage and printing of the FLOG, INTC and ADDR screens in METSS should be limited to **only when absolutely necessary**. When these screens are printed, they should be shredded after use and the document destruction must be recorded on the Federal Tax Information/Confidential Data Destruction Log and retained for five (5) years.

Users of FTI are required by Internal Revenue Code (IRC) Section 6103 (p)(4)(F) to take certain actions after using Federal tax information to protect its confidentiality. This information will be made "undisclosable" by shredding paper documents, reports or imaging software copies of FTI to effect 5/16 inch wide or smaller strips and reported on the FTI/Confidential Data Destruction Log.

Sanitization of electronic media should be done by overwriting all data tracks a minimum of three times using maximum current that will not damage or impair the recording equipment; or purge by running a magnetic strip of sufficient length to reach all areas of the disk over and under each surface a minimum of three times as outlined by IRS policy. It is critical that a record be maintained of what media were sanitized, when, how they were sanitized and the final disposition of the media.

### **Information to Non-TANF Custodial Parent**

The Non-TANF custodial parent must be given certain information concerning the Tax Offset program. These items are covered on the MDHS-CSE-675, Application for Child Support Services and the pamphlet MDHS-CSE-614.

Custodial Parents can only be told the case was submitted for Tax Offset. If a joint tax collections are being held six months, this information can only be shared with the noncustodial parent and their spouse. Tax Offset collections cannot be shared with any division of Mississippi Department of Human Services (MDHS).

**Former TANF Client**

If the client is a former TANF client, ail tax offset collections will first be applied to offset the TANF recovery.

**Spousal Support**

If spousal support is a specified part of the child support order, spousal support arrears will be subject to Tax Offset.

**No Guarantee**

There is no guarantee that a collection will be made regardless of the amount of the arrears.

**Joint Returns**

Non-TANF IRS joint tax collections are held six months to give the noncustodial parent's current spouse time to file an amended (Injured Spouse) return. The collection will be released prior to the end of the six months if the spouse's portion has been refunded. If the noncustodial parent and current spouse sign Form 438, IRS Release Form, that they are not filing an injured spouse form and present it to the proper county, the county may then request the Tax Offset Unit to release the collection.

The State Tax refund is held for 30 days to allow the noncustodial parent or current spouse to contest the collection. The Tax Offset Unit handles the injured spouse claim for State tax collections.

**Improper Distribution**

If the collection is improperly disbursed to the custodial parent, the custodial parent is personally liable for the return of any amount improperly received.

**Direct Payment to Custodial Parents**

Non-TANF custodial parents must notify the county office of any support collection received directly from the noncustodial parent as these amounts may affect the tax offset arrearage.

**Reporting Changes in Certified Arrears**

METSS reports changes in certified arrearage on a weekly bases as collections on past due support are received by the county office.

METSS also reduces the arrearage as collections are received and disbursed from IRS or State tax offset refunds. The certified arrearage is not reduced by a joint IRS collection, held for six months, until the collection goes through the distribution process.

**Modification of Arrears**

METSS reports reductions in certified arrears as county offices receive collections on past due support or adjust arrears balances. Certified arrears cannot be increased, only reduced after September 30 each year.

**Deletion of Arrears**

METSS reports deleted cases as arrears balances are reduced to zero. This may result from county collections, arrears adjustments or tax offset collections. Closure of a case does not create a deletion of the tax offset certified arrears. Only a reduction in the certified arrears will cause a deletion.

**State Payments**

METSS reports state payments when all or part of the IRS collection is returned to the noncustodial parent.

**IRS Adjustments**

Adjustments occur when IRS takes back all or part of a refund previously received for tax offset. Adjustments may be created by the current spouse filing an "Injured Spouse" claim, errors in the original claim, or for some other reason. If the collection has been credited to TANF recovery, there is no overpayment. If the collection has been disbursed to the custodial parent, a claim is established against the custodial parent. Adjustments can occur up to six years after the filing of the original tax return.

**Interstate Cases**

Cases classified as Interstate (Responding) must not be submitted for tax offset. State tax offset is initiated only upon written request from the other state. METSS will by-pass cases with "Responding" codes.

**10-11-06****PASSPORT DENIAL PROCESS****Legal Base**

Section 370 of the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) provides for the denial, revocation or limitation of passports. Effective October 1, 2006, amendment to Section 7303 of the Deficit Reduction Act (DRA) of 2005 reduced the threshold amount. Upon certification by a state IV-D agency that a noncustodial parent owes child support arrears in an amount exceeding \$2500.00, the Secretary of State may refuse to

issue a passport to the individual, or revoke, restrict and/or limit a passport previously issued to such an individual.

## Procedures

METSS automatically submits a noncustodial parent's name for passport denial to the Office of Child Support Enforcement (OCSE) via tax offset submittal process when his/her arrears exceed \$2500.00. Arrears reductions, i.e., modifications and/or deletions, are reported to OCSE by METSS weekly. Once received, OCSE updates the Department of State on a weekly basis. Reductions in arrears below \$2500.00 result in exclusion from the passport denial process. Refer to **Exclusions** below.

The pre-tax offset notice affords the noncustodial parent a one time only notification of possible passport denial, should his/her child support arrears exceed \$2500.00. The notice also offers the noncustodial parent 30 days from the date of the notice to request an administrative review. Failure to file a review request will bar the noncustodial parent from contesting the passport denial at a later date.

**NOTE:** Should the noncustodial parent request an administrative review within the 30 day time frame, follow the procedures for *Complaints Administrative Review for Tax Offset* outlined in Volume VI, Section E.

As new noncustodial parents are entered into METSS, the system determines when an offset notice is due and sends as appropriate. When applying for a passport, the noncustodial parent owing in excess of \$2500.00 in arrears is notified of the passport denial by the State Department.

## Exclusions

Some situations require a noncustodial parent to be manually excluded from the submission of passport denial. The following are appropriate exclusion examples:

1. Noncustodial parent provides a lump sum payment on arrears owed to substantially reduce the arrears balance. Before accepting a minimal payment to lower the arrears, the staff attorney must negotiate the largest payment possible. Once a passport is reinstated/issued, it is valid for 10 years.

If the arrears balance remains greater than \$2500.00, the exclusion must be made manually. However, if the payment reduces the arrears to below \$2500.00, METSS will automatically exclude the noncustodial parent.

2. Court order requires the exclusion of passport denial.
3. Court orders including retroactive support of more than \$2500.00 must be excluded until the noncustodial parent becomes 30 days delinquent.
4. Noncustodial parents involved in a bankruptcy must be excluded. Refer to **Bankruptcy** policy, pages 3370-3373.

When it is determined that a case is to be excluded from passport denial, the child support case worker accesses the EXCL screen in METSS and places a "Y" in the appropriate blank for passport denial. This screen requires the worker to explain the exclusion before exiting the screen.

Ticklers must be set by the child support worker to add and remove the exclusion indicator/marker as appropriate. Also, a quarterly report provides the child support supervisor with all the cases containing manual exclusion. This report must be reviewed by the worker and county supervisor upon receipt.

**Example:** A court order containing \$2600.00 in retroactive support is obtained. The case worker must place a manual exclusion on the case for passport denial until the noncustodial parent becomes 30 days delinquent. Alerts must be set to monitor the case. Also, every three months, the quarterly exclusion report must be reviewed, and the cases must be evaluated to determine if the exclusion indicator is still required. Once the noncustodial parent becomes delinquent, the manual exclusion must be removed to allow submission for passport denial.

If a case is considered for exclusion of passport denial for any reason not listed above, the regional director must review the case, approve the exclusion and document the case via CONT.

### **Reinstatement**

Reductions of arrears below the \$2500.00 minimum will, in effect, reinstate eligibility for a passport. Unique circumstances, such as life and death situations and reporting the wrong person, require special attention to get passports reinstated prior to the next METSS interface.

### **Emergency Reinstatement Process**

The state IV-D agency submits an automated update file to OCSE on a weekly basis via tax offset interface file adding and removing noncustodial parents from the passport denial process. OCSE provides the updates to the Department of State on a weekly basis as well. The only exceptions to this process include life or death situations or the erroneous submittal of an individual. Life and death situations involve immediate family members only. Immediate family is defined as: parent or guardian of obligor, child (ren), grandparent, sibling, aunt, uncle, step-child(ren), step-parent, stepsibling, or spouse. An erroneous submittal is limited to the denial of an individual that has never owed child support, not an individual that owed child support at the time of submittal/denial and has since made payment.

All exceptions require verification and must be properly documented in the case record and METSS. The Department of State requires a letter from a doctor or notification from the Red Cross as verification of a life or death situation. Only in these emergency situations, can a state request OCSE to expedite notification to the Department of State that the noncustodial parent's passport should be reinstated.

Each state IV-D agency is provided with a form, *Notice of Withdrawal Passport*, that is used in speeding the reinstatement process in dire/unique situations, as stated above. The county child

support office telephones Child Support Program Operations, Tax Offset Unit, in state office to explain the case situation. The Tax Offset Unit will FAX the form to OCSE, who contacts the State Department for processing the passport reinstatement.

**NOTE:** The county child support office will handle all client inquiries regarding passport denials. If a reinstatement is required, the county will contact the Tax Offset Unit. At no time is a client told to contact the Tax Offset Unit directly. The reinstatement, even with State Office intervention, is not an instantaneous process.

A copy of the *Notice of Withdrawal Passport* may be provided to the noncustodial parent by the county in emergency withdrawals only. The county must request a copy of the notice when contacting the Tax Offset Unit and explain to the noncustodial parent that the notice itself does not release the passport. The obligor must allow time for OCSE to transmit the withdrawal to the Department of State. The notice is provided to the noncustodial parent only to provide him/her with documentation that the request for reinstatement has been made.

**06-30-01**

## **CREDIT BUREAU REPORTING**

### **Legal Base**

Section 93- I 1-69 of the Mississippi Code of 1972, Annotated, as amended, requires that information regarding the amount of overdue support owed by a noncustodial parent be provided to consumer reporting agencies upon request. The noncustodial parent must be given advance notice and an opportunity to contest the accuracy of the information to be provided to the consumer reporting agency (45 CFR 303.105).

Public Law 104-193, known as Personal Responsibility and Work Opportunity Reconciliation Act of 1996, requires that states report periodically to consumer reporting agencies. States are required to report the name of any noncustodial parent who is delinquent in the payment of child/spousal support and the amount of overdue support.

State statute defines a consumer reporting agency as any person who, for monetary fees/dues or on a cooperative nonprofit basis, regularly engages in the practice of assembling consumer credit or other information on consumers for the purpose of furnishing consumer reports to third parties and who uses any means or facility of interstate commerce for preparing or furnishing the report (93-11-69).

### **Purpose of Credit Reporting**

Credit reporting refers to the process by which a noncustodial parent's name and child/spousal support payment history are reported to credit bureaus. The purpose of the reporting is to notify the consumer reporting agency that the noncustodial parent has a support obligation and whether or not the payments are being made as ordered.

Credit reporting is an effective enforcement technique for several reasons: it could negatively impact the noncustodial parent's credit history, thus endangering his/her purchasing power, and it could be particularly effective in cases involving the self-employed.

### **Criteria for Releasing Information**

Before releasing the information to the consumer reporting agency, the following conditions must be met:

1. The noncustodial parent must have a child support order and have delinquent support that has remained unpaid for at least 60 days after the payment is due. Overdue support also includes payments that are ordered by a court to be paid for maintenance of a spouse in cases in which the Division is collecting the spousal support in conjunction with child support.
2. The noncustodial parent has advance notice concerning the proposed release of the information and the methods for contesting the accuracy of the information. METSS automatically sends advance notice A405, *Credit Bureau Submittal*, to the non custodial parent who meets the criteria. Refer to the METSS Procedures Manual 12.C.08.g and 12.C.09.f.

### **Information to be Released to Consumer Reporting Agency**

The Division of Child Support Enforcement furnishes information on a noncustodial parent who meets the criteria for reporting to the consumer reporting agency. The information is provided on a monthly basis and is automatically shared via interface. The consumer reporting agency receives name, address and social security number along with the monthly obligation amounts, the total arrears, and the date of the last payment. The case opening date and the case closing date, if the noncustodial parent is no longer required to make payment. is also provided.

### **Confidential Nature of Information Submitted to Credit Bureau**

As a result of reporting information to the credit bureau, lending institutions and credit card companies may inquire of the county child support offices regarding the information they receive. The information reported to the credit bureau is confidential and cannot be discussed with these agencies/companies by the county child support staff. The county staff must not verify (discuss or release) by telephone information reported to the credit reporting agency. The child support staff may discuss the information reported with the noncustodial parent upon the signed written request from the noncustodial parent. The Division can release to the noncustodial parent an affidavit of accounting and/or other specific payment information upon written request.

DCSE reports credit information to several credit reporting agencies. If the credit reporting agency submits a written request for verification of child support information reported to them, child support must respond to their request within 30 days of request receipt. Failure to do so would cause the child support information to be deleted from the credit bureau files. Until further notice, the forms must be completed by State Office Staff. The county office should

forward any forms requesting verification to METSS Operations, State Department of Human Services, P.O. Box 352, Jackson, MS 39205.

In addition to verification forms, the county office may also receive Consumer Dispute Verification (CDV) forms. These forms must also be sent to METSS Operations at the address given above.

### **Information in the Report Not Contested**

Within 15 days after the A405 notice is mailed, if the noncustodial parent has not contest the accuracy of the information, METSS automatically notifies the credit bureau of the noncustodial parent's payment history and account information via the interface tape on the next monthly run.

### **Information in the Report Contested**

If the noncustodial parent contests the accuracy of the proposed report, he/she must notify DCSE in writing within 15 days of notice A405 being mailed. The written statement must state the nature of the alleged inaccuracies contained in the report.

Immediately upon receipt of the noncustodial parent's statement contesting the proposed reporting, the child support worker must enter a narrative on CONT and the child support supervisor must enter the "hold submission" code "H" on the CRDT screen. Since CRDT can only be accessed by a child support supervisor, the supervisor is responsible for updating the CRDT screen each time CRDT is accessed. For an explanation of the codes, refer to 12.c2.09.f.O I in the METSS Procedures Manual.

Within five days of receipt of the noncustodial parent's written statement, the child support worker must examine the payment record and other relevant information submitted by the noncustodial parent. Any required arrears adjustments are made. If the adjustment leaves no overdue arrears amount, the child support worker notifies the noncustodial parent via notice A406, *Credit Bureau Follow Up*, requested from WORD, that he/she is not being submitted to the credit reporting agency. A case narrative entry must be made on CONT. The child support supervisor must update CRDT to remove the "hold submission" code. The correct interface code is leaving the blank field.

If the report is found to be correct or if the adjustments made to the case are not sufficient for deletion of the noncustodial parent's name from the report, the child support worker notifies the noncustodial parent via notice A406. A tickler must be set for ten days from the date the notice is mailed to allow the noncustodial parent time to contest the report again.

If within ten days of notice A406 being mailed the noncustodial parent does not contest the accuracy of the reexamined report, the child support worker must enter a case narrative on CONT and the supervisor must update the interface code on CRDT. Refer to METSS Procedures Manual 12.e.09.f.01 for the valid codes. METSS writes the noncustodial parent's payment history and account information to the interface tape on the next monthly run.

If within ten days of notice A406 being mailed the noncustodial parent again contests the accuracy of the report, the child support worker informs the noncustodial parent via notice A406 that the overdue child support is being reported to the consumer reporting agency. However, the report states that the noncustodial parent does contest the information. The supervisor updates the interface code on CRDT to "C" The "C" code denotes in the report to the consumer reporting agency that the information is contested.

### **Criteria for Credit Bureau Submission**

The following conditions must be met in order for a noncustodial parent to be submitted as overdue to the credit bureau:

1. The noncustodial parent must not be flagged for suppression.
2. The noncustodial parent must have been previously notified that he/she may be submitted to the credit bureau.
3. For noncustodial parents who pay weekly or bi-weekly, the arrears amount at the end of the month must be equal to the payment amount for weekly payments or half the payment amount for bi-weekly payments.
4. Arrears amounts must be calculated on open IV-D cases and on orders which currently are in effect.

### **Removal from Credit Reporting Interface**

When the noncustodial parent's arrears are reduced to zero or are less than 60 days old, his/her name is automatically removed from the credit reporting interface and METSS notifies the credit bureau in the next monthly run that the noncustodial parent is in good standing. The noncustodial parent is not specifically notified of his/her good standing. However, the "good standing" status may be viewed on CRDT and ACTN. Subsequently, another A405 is automatically generated should the child support become overdue and remain unpaid for at least 60 days.

There are situations in which the noncustodial parent must never be subject to credit reporting. The "X" code entered on CRDT prevents credit bureau reporting. An example of using the "X" code is a court order stating that the noncustodial parent is not to be submitted. The "X" code is not to be used arbitrarily. When it is used, the child support supervisor must access CONT and enter justification documentation.

Also, the noncustodial parent must not be subject to credit reporting when there is a retroactive court order. **EXAMPLE:** A Judge signs an order making the payments retroactive for one year. This would cause the noncustodial parent's case to have an arrears balance, but the noncustodial parent is not delinquent. In this situation, the noncustodial parent must not be submitted to the credit bureau.

This scenario does not warrant a permanent removal reason. The "X" code is used, but the case

requires monitoring. When the "X" code is used, the child support supervisor must access CONT and enter justification documentation. If the noncustodial parent becomes overdue, the "X" code is removed; the noncustodial parent is submitted to the credit bureau for the full amount of retroactive arrears ordered

### **Interstate Credit Reporting**

Mississippi, as the responding state, is responsible for credit reporting of noncustodial parents. The responding state is usually responsible for implementing enforcement actions (except for Federal Income Tax refund offset).

The responding state may coordinate credit reporting with the other enforcement techniques. Also, the responding state may have the most current payment and location information regarding the noncustodial parent.

Finally, since the noncustodial parent normally lives in the responding state, the responding state is more likely to report to credit reporting agencies which focus on the area where the noncustodial parent lives.

### **Requests for Consumer Credit Reports**

The Division may request a consumer credit report from a credit bureau for a noncustodial parent when the report is needed to establish the noncustodial parent's ability to make child support payments or to determine the appropriate amount of such payments. The noncustodial parent must have acknowledged or had paternity established in accordance with state laws prior to a request for a consumer credit report.

### **Purpose for Requesting Consumer Credit Reports**

Consumer credit reports are beneficial to child support enforcement when the noncustodial parent is self-employed, working for cash, or when an employer for the noncustodial parent cannot be located after diligent and repeated attempts. Case documentation must be made to substantiate employment verification attempts.

Consumer credit reports are used to determine an initial or to modify a child support award. These reports are used to prove a noncustodial parent's ability to pay support in contempt and/or modification hearings, or to show proof of income or assets in U.S. Attorney case referrals.

Consumer credit reports may be entered in court by the child support attorney as evidence of the noncustodial parent's ability to pay child support. The consumer report becomes a permanent part of the court file in this situation.

### **Criteria for Requesting Consumer Reports**

Before a request is made to a credit bureau for a noncustodial parent's credit report, all the following conditions must be met:

1. Paternity is not in question;
2. The noncustodial parent has a social security number~
3. The case has been open or reopened at least 40 days prior to making the request;
4. The noncustodial parent has been provided advance notice that the request is being made;
5. The notice is sent by certified mail to the noncustodial parent's last known address; and
6. The request for a consumer report must not be made more than once quarterly.

### **Procedures for Requesting Consumer Credit Reports**

Notice A418, *Advance Notice to Noncustodial Parent Regarding Request to Consumer Reporting Agency*, is initiated from WORD by the child support worker. ***Supervisory approval must be obtained by the child support worker prior to the notice being requested and/or sent. The supervisor must document in METSS or on ACTN that (s)he has reviewed the case and approves the decision to make the request.*** The notice is sent to the noncustodial parent's last known address by certified mail.

The State Parent Locator Unit (SPLU) automatically receives an alert 20 days after notice A418 is sent to the noncustodial parent. In response to the alert, the SPLU requests a credit report on the noncustodial parent. The SPLU obtains the credit report from the credit agency and forwards the report to the county child support supervisor in a sealed envelope marked CONFIDENTIAL. The supervisor maintains a log of these reports. As the consumer reports are received, the supervisor enters the date received and the case worker who receives the report.

30 days after notice A418 is sent to the noncustodial parent, the case worker receives an informational alert asking if the credit report was received. If the report was received, the alert may be deleted. If the report was not received, the case worker must check with the supervisor to ensure the report was not received in the office. After determining that the credit report was not received by the county, the case worker contacts SPLU, via E-mail, to obtain the status of the request.

### **Procedures for Recanting the Request for a Consumer Credit Report**

The noncustodial parent may stop the request for a consumer credit report by providing verification of current income. Verification consists of *current* wage stubs, *current* income tax returns, or a *current* W-2 form. If the noncustodial parent responds to notice A418 and furnishes the required wage/income verification within the 15 days from the date of the notice, the case worker immediately alerts, via E-mail, the SPLU that the required documentation has been received. The request and consumer credit report is never requested. See below for the information necessary for SPLU.

### **Information Required by SPLU**

In each E-mail communication with SPLU, the child support worker must provide SPLU with the noncustodial parent's name, address, date of birth, social security number and case number.

## **Information Obtained from Consumer Credit Report**

The consumer credit report is returned with the noncustodial parent's name, last known address, telephone number, social security number and employment. In addition, the report contains a credit history which lists past and present indebtedness and/or obligations and the address and telephone number for each creditor. If the noncustodial parent's employment is not listed or is not current, the child support worker must contact the listed creditors to obtain information on the noncustodial parent's wages and/or ability to pay. The noncustodial parent's address and employer/wages must be verified by the child support worker upon receipt of the report. The report must be secured in the case record folder while the information contained in the report is verified. Once the information is verified, the report is returned to the supervisor. The supervisor must notate on the log maintained for the consumer reports the date returned. The report is filed in the administrative file, which is locked at all times.

If the report is needed by the child support attorney, a copy of the report is made for the administrative file and the original is given to the attorney for court presentation. The log is notated that the attorney was given the original report and the date.

The credit reporting agency assesses a fee for each report requested; therefore, consumer reports **MUST NOT** be requested except to prove the noncustodial parent's ability to pay support. Supervisory approval must be obtained in advance of notice A418 being requested for the noncustodial parent and/or of a request being made for a consumer credit report.

## **Confidentiality of Consumer Report**

The consumer credit report must be kept confidential and must be used solely for determining the noncustodial parent's ability to pay child support. The report must not be used in connection with any other civil, administrative, or criminal proceeding, or for any purpose other than to set an initial child support order, a modified child support award, or for use in contempt proceedings.

## **Penalty**

Disciplinary action must be taken against any agency employee violating the confidentiality of a consumer credit report in accordance with the disciplinary policies and procedures of the State Department of Human Services and/or the State Personnel Board. A willful violation of this regulation is termed inefficiency in office and the employee may be suspended or removed. In addition, State statutes specify that such acts may be considered as misdemeanors and upon conviction an individual may be fined or imprisoned or both. The specific details of these penalties are located in sections 43-15-21, 43-17-7, and 43-19-45 of the Mississippi Code of 1972.

The Mississippi Department of Human Services provides all employees with a copy of the rules and regulations governing the safeguarding of information, including a statement regarding the penalty for any use of such information in violation of the regulations. The Department also makes available copies for distribution to all agencies and individuals who are interested

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## LICENSE SUSPENSION

### Legal Base

The Mississippi legislature enacted §93~11-157 et seq. of the Mississippi Code of 1972 to allow the state IV-D agency to order license suspension. The law also allows for recipient of services, through their attorneys, to petition for the suspension of a license issued by an agency of the State when past due child support is owed. These state issued licenses include professional and occupational licenses, hunting and fishing licenses, driver licenses and business licenses.

### Purpose

The purpose of the license suspension process is to impress upon noncustodial parents the seriousness of a child support obligation by encouraging noncustodial parents to pay their child support regularly and to pay arrears in full or through negotiated payment arrangements. License suspension is to be used in conjunction with other enforcement tools as a means of collecting child support as well as establishing paternity.

### Definitions

**Adjusted Gross Income:** The gross income from all sources less any legally mandated deductions and court ordered child support.

**Department:** The Mississippi Department of Human Services.

**Division:** The Division of Child Support Enforcement which is charged with the state administration of Title IV-D of the Social Security Act.

**Licensing Entity:** Any state agency that issues a license or registration authorizing a person to drive, hunt or fish, or engage in a business, profession or occupation in Mississippi. The Supreme Court of Mississippi, which has 'authority over attorneys licensed to practice law in Mississippi, is considered the licensing entity for the legal profession.

**License:** A license, certificate, permit, credential, registration, or any other authorization issued by a licensing entity that allows a person to engage in a business, occupation or profession, to operate a motor vehicle, or to hunt and fish. This law applies to licenses that are issued in the name of an individual person, not a corporation.

**Licensee:** Any person holding a license issued by a licensing entity.

**Order For Support:** Any judgment or order, temporary or final, enforced in Mississippi that provides for payments of a sum certain at a prescribed time(s) for the support of a child (ren),

and includes, but is not limited to, an order for reimbursement of public assistance or an order for making periodic payments on support arrears.

**Out Of Compliance:** To be. out of compliance with an order for support means that the noncustodial parent is delinquent in making payments in full for current support or in making payments on support arrears, or has failed to comply with a subpoena or warrant relating to paternity or child support proceedings after receiving appropriate notice.

**Delinquency:** Any payments, of a sum certain ordered by a court to be paid at a prescribed time(s) by a noncustodial parent for the support of a child, that have remained unpaid for at least 30 days after payment is due. Delinquency also includes payments of a sum certain ordered by a court to be paid at a prescribed time(s) for maintenance of a spouse that have remained unpaid for at least 30 days.

### **Criteria for License Suspension**

Before initiating the license suspension procedure, one of the following conditions must exist: 1) the noncustodial parent has failed to comply with a subpoena or warrant relating to paternity or child support proceedings and the case contains a last known address for the NCP; or 2) the noncustodial parent is one or more months delinquent in making payments in full for current support and support arrearage and the case contains a last known address for the NCP; or 3) the NCP becomes delinquent after agreeing to a payment plan.

### **Information Provided by Licensing Entities**

All licensing entities must provide the Division of Child Support Enforcement with information on licensees for use in establishment, enforcement and collection of child support obligations. The Division has access to the name, address, social security number, sex, date of birth, employer's name and address, type of license, effective date of the license, expiration date of the license, and active or inactive license status for the noncustodial parent. The Division receives this information on a quarterly basis. Noncustodial parents, who are identified through METSS as meeting the criteria for license suspension, are matched with persons who hold licenses.

State Parent Locate Unit staff may access the Driver's License Search screen (DRIV) in METSS to verify the noncustodial parent's name, social security number, sex, race, date of birth and address. DRIV displays the information available on the driver's license file.

### **Procedures for License Suspension**

#### **Noncompliance with Subpoena or Warrant**

Any noncustodial parent who fails to comply with a properly served subpoena or warrant relating to paternity or any child support proceedings may be subject to license suspension. As soon as possible upon learning of the noncompliance, the child support staff attorney must document METSS concerning the noncompliance and code the Complied w/Subpoena or Warrant field on APPD.ABSP screen with a 'N' indicating that the noncustodial parent failed to

comply. Once this code is entered, METSS searches for a licensee(s) held by the noncustodial parent. If the noncustodial parent has a license, METSS will send notice A458 to the last known address of the noncustodial parent. This notice informs the noncustodial parent that his/her license may be suspended in 90 days and lists the steps the noncustodial parent must take to stop the license suspension process.

If the noncustodial parent wishes to stop the license suspension process, he/she must contact the Division of Child Support Enforcement in writing within 95 days (90 day notice and 5 days mailing) from the date the notice was sent. The noncustodial parent may request a review for two reasons: 1) mistake in identity and/or 2) compliance with a subpoena or warrant.

If the noncustodial parent does not contact the child support office within 95 days, METSS alerts the child support worker. The child support worker is responsible for informing the staff attorney. The staff attorney must ensure that the noncustodial parent is out of compliance and notify Program Operations, via the LSR form in Con-nect, to suspend the noncustodial parent's license(s) due to noncompliance with a subpoena or warrant. Program Operations requests the suspension of any license(s) held by that person. The licensing entity (ies) notifies the noncustodial parent that his/her license is suspended.

To have a suspended license(s) reinstated, the noncustodial parent must contact the child support attorney and comply with the subpoena or warrant. Upon compliance, the child support staff attorney removes the 'N' on APPD.ABSP. METSS sends the child support worker an alert stating, "AP has complied with subpoena/warrant. Review case(s) for reinstatement of licenses." If the noncustodial parent is in compliance on all cases, notice A409 is requested from WORD and sent to the licensing entity.

**Note:** There is not an alert when the noncustodial parent does not comply with a subpoena or warrant. It is imperative that the staff attorney monitor compliance and code the case when necessary.

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### **Noncompliance with a Court Order**

When the noncustodial parent is out of compliance with a child support order, METSS automatically sends notice A407 to those NCP's who would have a valid license to suspend. The noncustodial parent is informed that at the end of 90 days the licensing entity may be notified to suspend his/her license(s). The notice informs the noncustodial parent of steps to take to stop the license suspension process. For time frame purposes, it is presumed that the noncustodial parent receives the notice five days after the notice is mailed.

If the noncustodial parent wishes to stop the license suspension process, he/she must contact the local county child support office within 95 days of the date of the notice to schedule an appointment. Any verbal appointment date and time must be confirmed with an appointment

letter generated through METSS. The child support worker must explain the two options available to the noncustodial parent: 1.) pay entire arrears amount owed according to the accounting records of the Division; or 2) may enter into a stipulated agreement and agreed judgment establishing a schedule for the payment of the arrears.

Should the noncustodial parent pay the entire arrears balance(s) owed; the arrears payment is receipted into METSS by the Central Receipting and Disbursement Unit (CRDU), the arrears balance(s)\*on FBAL is reduced to zero, and the license suspension process is stopped. \*Note: If the noncustodial parent meets these criteria for license suspension in more than one case, the license suspension process cannot be stopped unless all arrears balances in all cases are reduced to zero.

If the noncustodial parent enters into a stipulated agreement and agreed judgment, the child support worker enters the agreement date on the APLD screen in METSS. The date the noncustodial parent signs the stipulated agreement and agreed judgment is the date entered on APLD. When this information is entered into the system, the license suspension process stops. Note: If the noncustodial parent meets these criteria for license suspension in more than one case, the noncustodial parent may enter into a stipulated agreement and agreed judgment for all cases in which he meets this criteria for license suspension before the license suspension process can be stopped.

When an order is signed by a judge approving the stipulated agreement and agreed judgment, child support county staff must update ORDR to show the increased arrears obligation amount and the change date of the new order.

After receiving notice A407, if the noncustodial parent does not contact the Division within 95 days, METSS sends an informational alert to the child support worker with the name of the noncustodial parent who meets the criteria for license suspension. To determine that a noncustodial parent meets these license suspension criteria, METSS concludes that the following conditions exist:

1. There is an arrears balance equal to one or more months' child support payments;
2. There is no stipulated agreement and agreed judgment date on APLD;
3. There is not suppression date on APLD;
4. There is a last known address for the noncustodial parent.

**NOTE:** METSS does not send A407 unless the noncustodial parent has a valid/active license. If the noncustodial parent has a license (s), but it is suspended, METSS continually matches. The A407 is sent when the license is reinstated.

The license enforcement date is read by METSS to ensure the noncustodial parent is eligible for license suspension based on a delinquency. This date is originally populated by METSS on ORDR.APLD and coincides with the latest of the following dates:

1. The date the arrears obligation becomes effective.
2. The latest change date on the ORDR screen.

If the obligation or the payment frequency in the child support order changes, the license enforcement date must be updated by the child support worker. METSS sends a warning message notifying the child support worker to change the license enforcement date, if the update to ORDR requires it.

### **Determination of Lump Sum Payment and Monthly Obligation for Stipulated Agreement and Agreed Judgment**

If the noncustodial parent is unable to pay the entire arrears amount, the stipulated agreement and agreed judgment should include a lump sum payment. The amount of the lump sum payment is deducted from the arrears owed, as determined by the Division fiscal records. The lump sum payment should be three times the existing current and arrears obligation amounts; however, if the noncustodial parent is not able to pay this amount, the child support worker refers the case to the staff attorney for negotiation of the lump sum amount.

**EXAMPLE:** The noncustodial parent owes \$2,000.00 in arrears, as determined by the Division's fiscal records and has an obligation of \$100.00 current support plus \$50.00 arrears. The lump sum payment should be \$450.00 ( $\$150.00 \times 3$ ). In this example, the noncustodial parent's arrears will be reduced by \$450.00 leaving an arrears balance of \$1,550.00.

**IMPORTANT:** The noncustodial parent must not sign the stipulated agreement and agreed judgment until the lump sum payment, if there is one, is received in the child support office for forwarding to the CRDU. **Note:** Receipt of the noncustodial parent's tax offset does not alleviate or replace the lump sum payment or stop the license suspension process.

### **Calculating the Monthly Obligation for the Stipulated Agreement and Agreed Judgment**

For the stipulated agreement and agreed judgment, the monthly obligation is calculated by increasing the arrears payment by 20% of the current support obligation.

**EXAMPLE:** The noncustodial parent was ordered to pay \$100.00 a month current support. The noncustodial parent became delinquent in paying the support and now owes \$2,000.00 in arrears. Notice A750, *Delinquency Notice*, was sent and the noncustodial parent's obligation became \$100.00 current and \$10.00 arrears. The noncustodial parent became delinquent in paying child support. After paying a lump sum amount of \$330.00 ( $\$110 \times 3$ ), the arrears are reduced to \$1,670.00. The noncustodial parent entered into a stipulated agreement and agreed judgment which increased the arrears payment by 20%. The monthly arrears obligation becomes \$30.00. The noncustodial parent now owes, on a monthly basis, the sum of \$130.00 ( $\$100.00 \times .20 = \$20.00$ ;  $\$10.00 + \$20.00 = \$30.00$ ;  $\$100.00 + \$30.00 = \$130.00$ ). When the arrears are paid, the noncustodial parent's monthly obligation will be \$100.00.

**Important:** When the stipulated agreement and agreed judgment is signed by a judge, the arrears obligation amount is the only monetary change made on the ORDR screen. The child

support current obligation amount does not change. The license suspension date is updated with this change.

### **Referral to Child Support Attorney for Negotiation**

The child support worker must make every effort to work with the noncustodial parent in obtaining a stipulated agreement and agreed judgment using the guidelines contained in this section. The case must be referred to the child support attorney to negotiate the monthly amount for the stipulated agreement and agreed judgment, when the noncustodial parent does not agree to the 20% increase or to a lump sum payment. If the worker cannot reach an agreement with the noncustodial parent, the child support attorney must schedule an appointment using form A431 to meet with the noncustodial parent. If the child support attorney is in the office and able to meet with the noncustodial parent on the day that the child support worker attempts to reach an agreement with him/her, there is no need to schedule a later appointment.

**NOTE:** The amount agreed upon through the use of the guidelines contained in this section or through negotiation must be in addition to the licensee's current support obligation under the latest order for support.

Application of the guidelines used in this section may be viewed as unjust or inappropriate as follows:

Example 1 - The noncustodial parent has extraordinary medical, psychological, educational or dental expenses. Example 2 - The noncustodial parent has more than one court ordered child support obligation. When the guidelines used in this section cannot be used, the child support attorney must document the reason on CONT in METSS. Also, hard copies of verification of expenses indicated by the noncustodial parent must be filed on the right side of the case record.

### **Responsibilities for License Suspension Procedures**

#### **Child Support Worker**

Upon receipt of the alert that a noncustodial parent meets the criteria for license suspension, the child support worker is responsible for:

1. Explaining to the noncustodial parent who responds to notice A407 or A458 what options are available to avoid suspension of the license(s).
2. Responding to a review request from the noncustodial parent who contests issues of identity or noncompliance.
3. Encouraging the noncustodial parent to pay the entire arrears balance owed or pay the largest amount possible and enter into a stipulated agreement and agreed judgment establishing a schedule for the payment of the arrears, if applicable. When the noncustodial parent is out of compliance with a warrant or subpoena, the case worker is also responsible for encouraging he/she to comply.

4. Explaining to the noncustodial parent that defaulting on the agreed judgment causes immediate suspension of the license with no notification from the Division.
5. Referring the case to the attorney to negotiate a payment plan when a lump sum payment amount cannot be reached.
6. Referring the case to the staff attorney to file with the court for approval of the stipulated agreement and agreed judgment, if applicable.
7. Referring the case to the staff attorney to check for compliance with a subpoena or warrant.
8. Referring the case to the Child Support Program Operations designee via Con-nect for the final steps in the license suspension process.

**NOTE:** If for any reason there is a question as to whether, under special circumstances, a license suspension should not take place, the facts should be entered on the Con-nect form.

9. Responding within 48 hours of receipt of a request in writing delivered personally, by mail or by electronic means, from the licensee, licensee's attorney or other authorized representative for a copy of the Division's fiscal records of the licensee's payment history.
10. Continuing with other enforcement methods; i.e., IRS tax offset, income withholding, liens, etc.
11. Ensuring that the required screens (ORDR and APLD) in METSS are properly populated.
12. Documenting all actions taken per established policy and procedure.

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### **Child Support Legal Staff**

The child support attorney is responsible for:

1. Encouraging the noncustodial parent to pay the entire arrears balance owed or to enter into a stipulated agreement and agreed judgment establishing a schedule for the payment of the arrears using the guidelines, if applicable.
2. Negotiating with the noncustodial parent on a payment plan when the use of the guidelines is determined inappropriate.
3. Explaining to the noncustodial parent that defaulting on the stipulated agreement and agreed judgment causes suspension of the license with no further notification from the Division.
4. Explaining to the noncustodial parent what must be done to comply with the subpoena or warrant issued relating to paternity or child support proceedings.
5. Submitting request to suspend license of noncustodial parent to Program Operations via LSR when noncompliance with a subpoena or warrant occurs.
6. Submitting to the court the stipulated agreement and agreed judgment containing the

payment schedule for the court's approval and filing with the chancery court clerk.

7. Representing the Department at a hearing to establish a payment schedule agreement, if the stipulated agreement and agreed judgment is not approved by the court. This action does not stop the license suspension process.
8. Documenting all actions taken per established policy and procedure.
9. Determining if DCSE should enter into another stipulated agreement and agreed judgment with the noncustodial parent should he/she fail to comply with the first stipulated agreement and agreed judgment.

### **Noncustodial Parent**

The noncustodial parent is responsible for:

- I. Requesting a review with the Division when license suspension notice A407 or A458 is received.

However, the only issues the noncustodial parent may raise at the review are whether the licensee is the person required to pay under the order for support or whether the licensee is out of compliance with the order for support.

**NOTE:** Each request for a review must be handled promptly by the county child support staff. The review provides the noncustodial parent the opportunity to be heard concerning the evidence presented. The administrative review must follow the guidelines as outlined in ADMINISTRATIVE REVIEW, Volume VI, Section E.

2. Paying the arrears balance(s) to zero or participating in establishing a stipulated agreement(s) and agreed order(s).
3. Appealing the license suspension to the Chancery Court of the county in which he/she resides or to the chancery court of the First Judicial District of Hinds County, Mississippi, within 30 days of the suspension. The department is the appellee in the appeal, and the licensing entity is not a party in the appeal.

NOTE: If there is an appeal, the appeal may, in the discretion of and on motion of the chancery court, stop the license suspension process.

4. Complying with subpoena or warrant.

### **Child Support Program Operations Staff**

The Program Operations designee is responsible for:

1. Reviewing the cases as referred by the county staff for accuracy.
2. Notifying all applicable licensing entities, in writing, to suspend the noncustodial parent's license. This is accomplished by the Program Operations designee populating LISU,

Noncustodial Parent License Suspension Screen. METSS sends notice A408 to the licensing entity.

3. Inquiring against the licensing database files, when a licensed private attorney submits a request to the Division for licensing information. If a match is found, the requested information is returned to the attorney making the request. There is no further assistance from the Division

### **Licensing Entities**

The licensing entities are responsible for:

1. Immediately suspending the license without a hearing, upon written notification from the Division. Within three business days, notifying the licensee and the licensee's employer, when known, of the license suspension and the date of such suspension by certified mail, return receipt requested.
2. Immediately reinstating the suspended licenses, upon written notification from the Division that the licensee has complied with the subpoena/warrant, has entered into a stipulated agreement and agreed judgment, no longer has arrears, or that the child support case has closed. Within three business days, the licensing entity notifies the licensee and the licensee's employer, when known, of the license reinstatement.

### **Second Offense by Noncustodial Parent**

If a noncustodial parent, who enters into a stipulated agreement and an agreed judgment, subsequently becomes out of compliance with the stipulated agreement and agreed judgment, the child support worker receives an alert stating "Suspend Licenses - AP is delinquent after an agreed upon payment plan." Noncompliance in this situation refers to a delinquency on the stipulated agreement equal to or greater than one month's arrears obligation. The child support worker reviews the case and, if the case meets the above stated criteria, immediately notifies Child Support Program Operations. If warranted, Child Support Program Operations notifies the licensing entity to immediately suspend the noncustodial parent's license(s). The noncustodial parent is not entitled to receive prior notification and there is no 90 day time period in which to resolve the issue. Upon notification from the Division, the licensing entity immediately suspends the license and within three business days, notifies the noncustodial parent and the noncustodial parent's employer, when known, in writing of the license suspension.

After the suspension of the license(s), if the noncustodial parent subsequently enters into another stipulated agreement and agreed judgment. the Division, within seven days, notifies in writing the licensing entity that the noncustodial parent is in compliance. Within three days of the Division's notification of the noncustodial parent's compliance, the licensing entity reinstates the license and notifies the noncustodial parent and the noncustodial parent's employer, when known, of the reinstatement.

**Note: If the noncustodial parent becomes out of compliance with the stipulated agreement and agreed judgment for a second time, he or she must pay the full amount of arrears unless the staff attorney makes the determination that it is appropriate to enter into**

**another stipulated agreement and agreed judgment.****Interstate Cases**

In accordance with ongoing policy, an incoming UIFSA case is given the same full services as a Mississippi case. If Mississippi is enforcing a court ordered child support obligation and the noncustodial parent meets the criteria for license suspension, the UIFSA case is submitted for license suspension.

**Procedures for Private Attorney**

Any licensed private attorney representing the party to whom support was ordered may request licensing information from the Division for an individual who is out of compliance with a child support order not being enforced by the Division. The attorney submits a twenty-five dollar (\$25.00) fee payable to the Division of Child Support Enforcement with the name of the noncustodial parent and a record of accounting showing an arrears balance.

Child Support Program Operations searches the METSS licensing data bases to determine what licensing information exists on the individual. The LIQU screen provides information on all licensed individuals, whether they have a child support case or not. Due to the extensive information provided, only the Program Operations staff processing the license suspensions has access. The results are sent to the inquiring attorney. The attorney proceeds with no further involvement from the Division.

**Suppression of License Suspension Process**

The license suspension process is suppressed by direct order of the court. Since the child support worker is unable to enter changes on the APLD screen, the child support supervisor is required to enter the suppression code on APLD. The suppression reason must also be given. This suppression is in effect until the judge rescinds his order. When a suppression date is entered on APLD, all suspended licenses are reinstated and all pending 90-day notices are voided.

The license suspension process is suppressed by the child support supervisor, when a judge orders retroactive child support. When the order and the prior support are entered, the noncustodial parent would appear to have arrears. In this situation the license suspension process must be suppressed. The suppression remains in effect until the noncustodial parent becomes out of compliance with the court order.

**License Reinstatement**

One of the following criteria must exist before a license can be reinstated:

1. The noncustodial parent's arrears balance(s) is zero, or

2. A stipulated agreement and agreed judgment date appears on the APLD screen(s), or
3. A suppression date and reason appear on the APLD screen, or
4. The noncustodial parent has complies with a summons or warrant.

If a case meets anyone of the above listed criteria, METSS automatically sends notice A409 by first class mail to each applicable licensing entity requesting that the license be immediately reinstated.

### **Case Closure After License(s) Suspension**

When the noncustodial parent's license(s) is suspended and the case (40-1) closes, the license should be reinstated when:

1. There are no TANF arrears, and
2. Multiple cases are not involved.

**Explanation:** The noncustodial parent may meet the criteria for license suspension in more than one case. If more than one case is involved, the license cannot be reinstated unless the license should be reinstated in all cases.

To reinstate a suspended license when the case closes, the child support worker requests Notice A409 from WORD, Notice A409 is sent to each licensing entity requesting that the suspended license be reinstated.

**06-01-09**

## **LIENS**

### **Legal Base**

Section 93-11-71 of the Mississippi Code of 1972, Annotated, as amended, requires that when a court orders any person to make periodic payments of a sum certain for the maintenance or support of a child, and when the payments due remain unpaid for a period of at least 30 days, a judgment by operation of law shall arise against the obligor in an amount equal to all payments which are then due and owing"

### **Imposition of Liens**

Any judgment obtained under this provision shall have the same effect and be fully enforceable as any other judgment entered. A judicial or administrative action to enforce the judgment may be commenced at any time and any judgment arising in other states by operation of law shall be

given full faith and credit. Any judgment arising shall operate as a lien upon all the property of the judgment debtor, both real and personal.

The child support attorney shall furnish an abstract of the judgment for periodic payments for the maintenance and support of a child, along with sworn documentation of the delinquent child support, to the circuit clerk of the county where the judgment is rendered, and it shall be the duty of the circuit clerk to enroll the judgment on the judgment roll.

Liens arising under the provisions of Section 93-11-71 may be executed upon and enforced in the same manner and to the same extent as any other judgment.

### **Assets Subject to Lien**

Normally, to subject an asset, such as real property, to seizure, the judgment must be enrolled on the judgment roll of the county where the asset is located, according to the provisions stated above. However, the following assets are subject to interception or seizure without regard to the entry of such judgment on the judgment roll of the county where the assets are located and such assets shall apply to all child support owed including all arrears:

1. Periodic or lump-sum payments from a federal, state, or local agency, including unemployment compensation, workers' compensation and other benefits;
2. Winnings from lotteries and gaming winnings which are received in periodic payments made over a period in excess of thirty (30) days;
3. Assets held in financial institutions;
4. Settlements and awards resulting from civil actions; and
5. Public and private retirement funds, only to the extent that the obligor is qualified to receive and receives a lump sum or periodic distribution from the funds; and
6. Lump-sum payments.

### **Satisfaction of Liens**

The child support attorney has the authority to release a judgment entered on the Judgment Roll by endorsing the Judgment Roll when the judgment has been paid in full. The circuit clerk must attest and subscribe such endorsements. When the judgment is otherwise released, the circuit clerk must make and subscribe the appropriate entry on the Judgment Roll (11-7-189).

### **Duration of Liens**

The judgment ceases to be a lien upon the noncustodial parent's property seven years from the date rendered unless renewed, if based on a judgment rendered in Mississippi. All other judgments cease to be a lien three years from the date rendered, unless renewed (15-1-43, 15-1-45). The judgment should be renewed until the arrears are satisfied.

08-01-96

## **BONDS, SECURITY, OR OTHER GUARANTEE**

### **Legal Base**

Public Law 98-378 mandates that states have in effect procedures which require that a noncustodial parent give security, post a bond or give some other guarantee to secure payment of overdue support.

In Mississippi whenever a Court has ordered a noncustodial parent to make periodic payments for support, State Law allows the Court to enter an order requiring that bond, sureties and other security be posted (93-11-65, 93-9-31, 93-5-23).

### **Guidelines**

The Child Support Attorney must make the determination whether to seek security, bond or other guarantee using the following guidelines:

1. The noncustodial parent must be ordered by a court to make periodic payments for support.
2. The noncustodial parent is at least 30 days in arrears.
3. The noncustodial parent is not presently under a bond, security or other guarantee as to those payments.
4. The noncustodial parent must be subject to the jurisdiction of the court.
5. The amount of past due support justifies the expenditures of time, funds and manpower to seek the bond, security or other guarantee

### **Due Process Requirements**

The Child Support Attorney must petition the Court to require the bond, security or other guarantee in accordance with all procedural and substantive due process

The noncustodial parent must receive advance notice of the delinquency and the requirement of posting security, bond or guarantee. The noncustodial parent must be informed of his rights and the methods available for contesting the impending action.

Bonds, security and other guarantee must be sought only after all legal or other considerations have been reviewed. Caution is advised.

12-01-01

## **ENFORCEMENT OF CHILD SUPPORT FROM COUNTY, CITY OR STATE EMPLOYEES**

### **Legal Base**

Section 27-7-45 of the Mississippi Code of 1972, as amended July 1, 1997, states if any officer or employee of the State of Mississippi, or any political subdivision thereof, is in arrears with child support for thirty (30) days after such payments become due and payable, his/her wages, salary or other compensation shall be withheld. Such withholdings may not exceed the amounts specified in Section 303(b) of the Consumer Credit Protection Act, 15 USCA 1673, as amended and are paid to the Mississippi Department of Human Services (MDHS). These withholdings continue until all child support arrears, including any interest or penalty, if applicable, are paid in full.

### **Purpose**

Enforcement of this law assures that noncustodial parents working for the State or a political subdivision thereof, and owing past due child support, pay their court ordered child support obligation.

### **Public Employees Retirement System (PERS) Interface**

A quarterly interface between PERS and METSS matches state employees and noncustodial parents. The interface is used primarily for location; i.e., an address and employer, but also assists the child support worker in identifying noncustodial parents who are active State/Public employees or who are currently receiving retirement benefits and are delinquent in child support obligations. Location information is used for the establishment, enforcement and modification of child support obligations; however, collection methods described in Section 27-7-45 are only applicable for the collection of child support arrears owed by county, city or state employees.

The data received from the PERS/METSS interface is processed and recorded on ACTN and ADDR. Based on this information, METSS generates notices; i.e., A417, *Request to Employer*, and A301, *Post Office Inquiry (POI)*, and alerts the child support worker to review the information received.

### **Procedures for Intercepting Salaries of Officers/Employees Who Have a Child Support Case**

When a noncustodial parent, who works for the State or a political subdivision, has a child support case with the Division of Child Support Enforcement (DCSE) and is identified as owing child support arrears for 30 days or more, the child support worker must review the noncustodial parent's case to ensure the case has been worked properly and the arrears are correct before proceeding. Note: This law is enforced only on active IV-D cases.

If the noncustodial parent owes arrears, the child support worker notifies him/her via first class mail with Notice A440, *PERS AP Delinquency Notice*. This notice is mailed to his/her last known address and advises the noncustodial parent of DCSE' s intention to initiate proceedings pursuant to Section 27-7-45. The noncustodial parent has 15 working days from the date the notice is mailed to satisfy the arrears in its entirety or to contact the county office handling the case for a review of the arrears.

If contacted, the county supervisor must conduct a face to face review of the child support payment records with the noncustodial parent. If the noncustodial parent feels the arrears are not owed, the burden of proof is his/hers.

If the noncustodial parent satisfies the arrears or proves the arrears are not owed within the 15 working day time frame, the process is stopped. The case is thoroughly documented and any necessary adjustments are made to the case.

If the arrears are not satisfied or the noncustodial parent does not prove that the arrears are not owed within the IS working day time frame, the child support case worker must notify the noncustodial parent's employer or the appropriate fiscal officer that the child support payments have not been made. Notice A439, *PERS Withholding Notification*, is served as a lien or attachment on the salary or other compensations due the noncustodial parent. The employer or other fiscal officer must withhold a percentage, not to exceed that allowed in Section 303(b) of the Consumer Credit Protection Act, 15 USCA 1673, as amended, beginning with the next appropriate pay period and any subsequent pay periods. The amount withheld must be directed to the Central Receiving and Disbursement Unit (CRDU) until all arrears are satisfied.

### **Procedures for Payment**

The noncustodial parent must pay the entire arrears balance in order to avoid the lien/attachment. The full payment may be in the form of personal check, money order or certified check and must be payable to CRDU, P.O. Box 4301, Jackson, MS 39296-4301. The noncustodial parent must include his/her name and social security number on the payment. The amount(s) to be receipted to each METSS case(s) and the case number(s) must also be specified. Example: Joe Doe, 123-45-6789, pays \$1,000.00. \$600.00 goes to case number 600-00-0000, and \$400.00 goes to case number 61000-0000.

### **Hardship Waivers**

The Division may waive the provisions of section 27-7-45 on behalf of any public officer or employee in the event of an extended personal illness, an extended illness in his/her immediate family, or other emergency. All hardship waiver requests must be carefully considered and well documented in METSS and the case file.

### **Confidentiality**

DCSE staff must strictly adhere to policy regarding confidentiality. Divulging any case information is a Group Three Offense as explained in the Mississippi State Employee Handbook

and may result in termination of employment.

**08-01-96**

## **UNSUCCESSFUL ATTEMPTS AT ENFORCEMENT**

In cases in which enforcement attempts have been unsuccessful, at the time the attempt to enforce fails, examine the reason the enforcement attempt failed and determine the time in the future it would be appropriate to take an enforcement action, and take the enforcement action at that time. Such actions must be in accordance with the requirements cited above.

**09-01-98**

## **FEDERAL CRIMINAL PROSECUTION FOR NONSUPPORT**

### **Legal Base**

The Child Support Recovery Act of 1992, (18 U.S.C 228) makes the willful failure to pay a past due support obligation with respect to a child living in another state a federal crime. This law will be an especially useful enforcement tool for the Division of Child Support Enforcement in cases where DCSE has been unable to enforce child support actions against such non-complying noncustodial parents: for lack of jurisdiction.

The Deadbeat Parents Punishment Act of 1998 (The Act) amended 18 U.S.C 288, establishes the failure to pay a legal child support obligation as a felony violation, The existence of a support order that was in effect for the time period charged in the indictment creates a rebuttable presumption that the noncustodial parent has the ability to pay. Punishment for a first offense violation of the criteria listed below can be by fine, imprisonment or both.

This policy explains the criteria for selection and the process for referral of cases to the United States Attorney's Office (USAO). This policy also explains the Division of Child Support Enforcement's responsibility for continual maintenance of cases after they have been referred.

### **Criteria For Selecting Noncustodial Parents For Referral**

Noncustodial parents who qualify under this statute:

1. Are not currently paying child support:
2. Have not paid child support obligation for more than one year or arrears greater than \$5,000: or
3. Have not paid child support obligation for more than two years or arrears greater than

\$10,000; and,

4. Have willfully taken steps to avoid a support obligation which has remained unpaid for a period longer than one year or arrears is greater than \$5,000; i.e., unreported changes in employment, concealing assets or location, using false identification, or relocating out of state to avoid paying support.

### **Criteria For Selecting Cases**

Cases which qualify for referral for federal prosecution to the USAO are those in which:

1. The case must be active with DCSE;
2. One parent must live in Mississippi and the other must live in another state;
3. Paternity must have been established;
4. There is a current support order; and
5. All other enforcement remedies have been exhausted.

### **Procedure For Referral Of Cases To The USAO**

Referrals to the USAO should be made by the child support attorney through child support senior attorney. Prior to referring the case for federal prosecution the following conditions must be met:

1. Each of the criteria listed for selecting noncustodial parents and cases listed above must be met.
2. The custodial parent or the other IV-D agency, as applicable, must be contacted to verify the custodial parent's address and the fact that the child(ren) is still in his/her physical custody. The date of contact must be documented in the case record.
3. The senior attorney must approve the referral.
4. The USAO referral form must be completed and the case record documented in detail with the efforts that were made and when they were made for enforcing the child support order.
5. A duplicate case record folder must be prepared and forwarded to Legal Operations in State Office. The duplicate file must contain:
  - a) printout of the case action log from METSS.
  - b) an affidavit of arrears,
  - c) copies and results of any administrative subpoenas issued in the case.
  - d) income and asset verifications for the period in which child support was due,

- e) USAO referral form, and
- f) a chronological narrative summary of prior enforcement efforts. Copies of the referral form and the narrative should be kept in the case record file in the county. Legal Operations will conduct a final review of the case for referral and will be DCSE's liaison with the USAO.

### **On-Going Case Maintenance**

Referral of a case to the USAO is an enforcement tool. The child support worker and the staff attorney must continue with all appropriate case actions. The USAO, via Legal Operations, must be apprised of any updated information, activity, or successful enforcement of the case.

USAO must be provided updated information on a semiannual basis. This update will be provided by sending a copy of the initial referral form with dated changes and back up material. This will be done even if there have been no changes or if updated changes have already been provided in the past six months. A narrative of the changes will be included.

### **Cases Referred Directly to the USAO**

Persons who directly contact the USAO or the Federal Bureau of Investigation (FBI) for prosecution of parents will be referred to DCSE. If the person who is referred is not already receiving DCSE services, DCSE will offer to take an application from them.

DCSE will process such applications like any other with the exception that, if the applicant states that he/she was referred by the USAO or the FBI, the senior attorney will be notified. It will be the senior attorney's responsibility to maintain a tracking process for such cases and to monitor the progress of these cases.

**02-01-11**

## **INTERGOVERNMENTAL/UIFSA CHILD SUPPORT CASES**

### **Intergovernmental Child Support Cases**

#### **Legal Base**

Federal law (42 USC 654(9)) requires intergovernmental cooperation for the purpose of obtaining child support through services mandated by Title IV-D of the Social Security Act. Federal regulations governing provision of services in intergovernmental cases are found at 45 CFR 301.45 CFR 302.45 CFR 303, and 45 CFR 305. In addition to requirements regarding action and timing of action, a central registry must be established to coordinate the disposition of intergovernmental IV-D child support cases.

The Central Registry for Intergovernmental Child Support Cases in Mississippi is located in the Division of Child Support Enforcement of the Mississippi Department of Human Services.

## Definitions

**Central Registry** - A single unit or office within the State IV-D Agency which receives, disseminates, and has oversight responsibility for incoming intergovernmental IV-D cases, including UIFSA petitions and requests for income withholding. The Central Registry may also perform these functions for outgoing intergovernmental IV-D Cases.

**NOTE:** The Central Registry in Mississippi does not perform all these functions for outgoing intergovernmental IV-D cases but does monitor these cases for actions/communications regarding the cases.

**Agency** - The Agency that is responsible for the administration of the child support program under Title IV-D of the Social Security Act. Some IV-D agencies contract with District and/or County Attorneys or other entities for provision of specific IV -D services; therefore, intergovernmental cases received from such offices are considered to be from the IV-D Agency.

**Country-** A foreign country (or a political subdivision thereof) declared to be an foreign reciprocating country (FRC) under section 459A of the Act and any foreign country (or political subdivision thereof) with which the State has entered into a reciprocal arrangement for the establishment and enforcement of support obligations to the extent consistent with Federal law as outlined in section 459A(d) of the Social Security Act.

**Incoming Intergovernmental IV-D Cases** - Incoming UIFSA and intergovernmental income withholding requests received from another State, Tribe and country for cases that meet the definition of a IV-D case as stated in Volume VI, Section B.

**Incoming Intergovernmental Non-IV-D Cases** - Incoming UIFSA and intergovernmental income withholding requests received from another state, Tribe or country for cases that do not meet the definition of a IV-D case as stated in Volume VI, Section B.

**Initiating Agency** - The state, or Tribal IV-D agency or an agency in a country that originates the UIFSA or intergovernmental income withholding request. Mississippi is the initiating state when a UIFSA or intergovernmental income withholding request for a Mississippi case is sent to the IV-D Agency in another state.

**Responding State** - The state to which the UIFSA or intergovernmental income withholding request is sent. Mississippi is the responding state when a UIFSA or intergovernmental income withholding request is received from another state.

**Substantive Requirements** - Information/documentation needed to take required action on a case.

**CSENet** - A Nationwide Communication Network linking child support agencies. It allows information between local child support offices in different states to flow electronically. It also links state automated child support systems encompassing CSE offices and Central Registries.

**UIFSA** - Uniform Interstate Family Support Act.

### **Provision of Services in Intergovernmental IV-D Cases**

The full range of child support services must be provided to all IV-D cases referred by other states, Tribal IV-D agency and country as defined previously. These services are:

1. Locating a noncustodial parent who is residing in Mississippi;
2. Establishing paternity;
3. Establishing a child support obligation;
4. Enforcing the support obligation of a noncustodial parent residing in Mississippi. The support obligation may be one established with a court order or an order of an administrative process conducted in the initiating State, Tribe or country. The obligation may be for child support and spousal support; and
5. Carrying out any other function required by policy for Mississippi IV-D cases.
6. Cooperate with requests for the following limited services: Quick locate, service or process, assistance with discovery, assistance with genetic testing, teleconferenced hearings, administrative reviews, AEI, and copies of court orders and payment records.

### **Incoming Non-IV-D UIFSA and Intergovernmental Income Withholding Cases**

The requirements regarding time/action are not mandated by Federal regulation for non-IV-D UIFSA and non-IV-D intergovernmental income withholding cases. However, the Mississippi Department of Human Services must provide services to all incoming UIFSA and intergovernmental income withholding cases since State statute designates the Department as the income withholding agency for the State §93-11-111 and mandates the Department to handle all incoming UIFSA requests §93-11-23.

### **Central Registry**

The Central Registry for Intergovernmental Child Support Cases (Central Registry) is responsible for receiving, entering the case into METSS, if appropriate, disseminating, and responding to inquiries on all incoming intergovernmental child support cases. In Mississippi, the Central Registry also monitors action regarding outgoing intergovernmental IV-D cases. These cases include UIFSA petitions and requests for intergovernmental income withholding.

### **Incoming Intergovernmental Cases**

The Central Registry must perform the following functions within the specified time frames for incoming intergovernmental IV-D cases.

1. Within ten working days of receipt of an intergovernmental IV-D case from an initiating state, Tribal IV-D agency or country:

- a. Review the documentation submitted with the case to determine whether it is complete and sufficient for taking the requested action on the case.
  - b. Forward the case for necessary action, either to the State Parent Locator Unit for location of the noncustodial parent or to the appropriate office for processing.
  - c. Enter case information into METSS. If the case is already in METSS, the packet is forwarded to the county for processing.
  - d. Acknowledge receipt of the case and request any missing/incomplete documentation from the initiating state.
  - e. Inform the initiating state, Tribal IV-D agency or country where the case was sent for action.
2. If the documentation received with a case is incomplete for taking the requested action and cannot be remedied by the Central Registry without the assistance of the initiating state, Tribal IV-D agency or country forward the case to the appropriate local office for any action that can be taken pending receipt of additional information/documentation from the initiating state, Tribal IV-D agency or country.
  3. Respond to inquiries from other states within five working days of receipt of the request for a case status.

**NOTE:** Mississippi local IV-D staff must respond to inquiries regarding all action/communication related to incoming intergovernmental cases in order for the Central Registry to be able to meet this requirement.

### **Outgoing Intergovernmental Cases**

The Mississippi Central Registry monitors outgoing intergovernmental child support cases and takes appropriate action to ensure needed communication between Mississippi IV-D staff and IV-D staff of the responding state, Tribal IV-D agency or country.

### **Initiating State Responsibilities**

The initiating state, whether it's Mississippi or another state, is responsible for performing certain actions within specified time frames. The child support worker initiates an enforcement action through the intergovernmental process:

1. Determine whether or not there is a support order or orders in effect in a case using the Federal and State Case Registries, State Records, information provided by the recipient of services and other relevant information available;
2. Determine in which State a determination of the controlling order and reconciliation of arrearages may be made where multiple orders exist;
3. Within 20 calendar days of determining that the noncustodial parent is in another state, and whether it is appropriate to use long-arm to establish paternity and establish, modify and enforce a support order including medical support and income withholding, refer to

the appropriate intrastate tribunal or responding state's office for a determination of the controlling order and reconciliation of arrearages, if needed.

4. For all cases referred to the central registry of the IV-D Agency in another state, Tribal IV-D agency or country send sufficient, accurate information and any documentation necessary for that agency to act on the case.
  - a. UIFSA Request - When initiating a UIFSA request to the responding state, prepare a UIFSA packet from WORD panel in METSS which includes:
    - Child Support Enforcement Transmittal
    - Uniform Support Petition
    - General Testimony, andInclude with the packet:
    - Three certified copies of the court order
    - All modifications
    - A certified statement of arrears, and
    - Mississippi's UIFSA Laws
  - b. Intergovernmental Income Withholding - When sending an intergovernmental income withholding request to the responding state, Tribal IV-D agency or country's appropriate office, submit under cover of an intergovernmental Child Support Enforcement Transmittal Form the information requested in the above section.
  - c. Intergovernmental Administrative Review for Tax Offset - Refer to Volume VI Section E for detailed procedures.
  - d. CSENet States - Generate pleadings through METSS in WORD. Follow instructions in "a" and "b" above, On the same date, initiate a request to the other state through CSENET using CSRE panel
5. Within 30 calendar days of receipt of a request for information from the responding state:
  - a. Send the requested information, or
  - b. Notify the responding state's appropriate office of the date that the requested information will be provided, if there is a delay. Make the response on the INTS panel/WORD or CSENET panel CSRE.
  - c. Within ten working days of receipt of new information that might affect the status of the case, send the information to the responding state's appropriate office. This includes, but is not limited to, such information as changes in case type from TANF to Non-TANF or

Non- TANF to TANF, and legal action taken on the case. Some updates are made automatically; refer to METSS procedures.

- d. If no payments have been received for a case in which the noncustodial parent has an established support obligation and 90 calendar days have elapsed since the responding state sent a status report, request a status report from the responding state's appropriate office.
- e. Transmit requests for information and provide requested information electronically to the greatest extent possible.
- f. Instruct the responding agency to close its case and to stop any withholding order or notice the responding agency has sent to an employer before the initiating State transmits a withholding order or notice to the same or another employer unless the two States reach an alternative agreement on how to proceed.

### **Responding State Responsibilities**

The full range of child support services must be provided to all IV-D cases referred by other states, Tribal IV-D agency, or country. These cases have equal priority and must receive the same services as all other IV -D cases, regardless of whether the initiating agency elected not to use long-arm jurisdiction.

### **Time/Action Requirements**

The responding state, whether Mississippi or another state, is responsible for performing certain activities within specified time frames. These activities are stated below with basic procedures outlined for child support staff when Mississippi is the responding state:

1. Upon receipt of an Intergovernmental Child Support Enforcement Transmittal Form, a UIFSA Action Request, or other alternative state form that has the same information in the same format, the office sets up the case folder and assigns it to a child support worker to review to determine action to be taken and to enter required pertinent information in METSS contained in packet.
2. Within 75 calendar days of receipt:
  - a. Provide location services if the request is for location or if the information submitted does not include adequate location data on the noncustodial parent. If the request is for full services, the State Parent Locator Unit provides information obtained from available data, forwarding with the case to appropriate local staff; however, local staff must verify the information is for location only, the case is referred for handling to the State Parent Locator Unit.
  - b. If the documentation provided by the initiating state meets substantive requirements but is not the child support attorney must make needed corrections/additions and proceed with provision of requested services. For example, if three copies of a specific document are required and only one was sent, make the additional copies and proceed. Make every effort to proceed with a case by remedying faulty documentation or accepting

documentation not in the usual form, as long as the substantive requirements are met.

- c. If the documentation provided by the initiating state does not meet substantive requirements or cannot be remedied without the assistance of the initiating state, the child support worker must notify the initiating state's appropriate office of the necessary additions or corrections to the transmittal form or other documentation.

The child support attorney must process the case to the extent possible pending necessary action by the initiating state. At any point that it is not possible to proceed further, document this fact and state the reason., giving notice to the initiating state's appropriate office. For example, if additional information is necessary to locate the employer of a noncustodial parent, but a support order has been established and criteria are met for imposing a lien against real or personal property of the noncustodial parent, action to impose such a lien must be initiated/taken by the child support attorney pending receipt of the additional information. If the additional location information still has not been received, the child support worker must send a reminder to the initiating state's central registry and document the reason for not proceeding further.

3. Within ten working days of locating the noncustodial parent in a different Mississippi county, the child support worker must forward/transmit the case with the transmittal form and documentation to the county where the noncustodial parent currently resides, and notify the initiating state's appropriate office. The transferring county must take appropriate action to transfer the case.
4. Within ten working days of locating the noncustodial parent in a different state, the child support worker must forward/transmit the transmittal form and documentation, including the new location, to the initiating state's appropriate office. However, if requested to do so by the initiating state appropriate office, forward/transmit the material to the central registry of the IV-D Agency in the state where the noncustodial parent currently resides and notify the initiating state's appropriate office.
5. No later than 15 calendar days after a collection is received, the county child support office must send the payment to the location specified by the initiating state, unless the court has ordered otherwise. Include:
  - a. The names of the noncustodial parent and the custodial parent, the case number, and other identifying information sufficient for the initiating state to be able to identify the case;
  - b. The date the collection was received,
  - c. The amount of the total collection and any fees/costs deducted; and
  - d. The FIPS code of the county in the responding state. For the FIPS code, refer to METSS Case panel. Process tax offset collections as directed in Volume VI Section D.
6. At any time notice is served on the noncustodial parent related to any legal action and/or court hearing that may result in an order establishing paternity/support or modification of an order, the child support attorney must give the initiating state's appropriate office advance

notice of the action/court hearing.

7. Within ten working days of receipt of new information that might affect the status of the case (including action taken on the case), the child support attorney must forward/transmit the information to the initiating state, Tribal IV-D agency or country's appropriate office using INTS panel/WORD or CSENET (CSRE).
8. At the time a case is closed, the child support worker must notify the initiating state's appropriate office.
9. Within 10 working days of receipt of instructions for case closure from an initiating State agency, stop the responding State's income withholding order or notice and close the intergovernmental IV-D case, unless the two States reach an alternative agreement on how to proceed.

### **Cost - Payment and Recovery in Intergovernmental IV-D Cases**

1. Upon determination by the responding state that genetic tests are necessary in a paternity action, the responding state must pay the costs of genetic testing (45 CFR 303.7 (e)(1)). Mississippi will not advance costs of genetic tests in outgoing UIFSA cases.
2. Each State IV-D agency may recover its costs of providing services in intergovernmental non-IV-A cases from the individual who owes a support obligation to a non-IV-A family on whose behalf the IV-D agency is providing services, except that a IV-D agency may not recover costs from a foreign reciprocating country (FRC) or from a foreign obligee in that FRC, when providing services under sections 454(32) and 459A of the Act.

### **Genetic Testing - Specific Responsibilities/Procedures**

Incoming UIFSA: If paternity is established in Mississippi for an incoming UIFSA and cost are paid by Mississippi and not the putative father, the child support attorney must attempt to obtain a judgment against the putative father for the costs of genetic testing.

Outgoing UIFSA: Mississippi will not advance costs of genetic tests in outgoing UIFSA cases.

## **UNIFORM INTERSTATE FAMILY SUPPORT ACT (UIFSA) Revised 10-01-1997**

### **Legal Base**

In 1992, the Uniform Interstate Family Support Act (UIFSA) was drafted by the National Conference of Commissioners on Uniform State Laws (NCCUSL) and approved by that body and then approved by the American Bar Association on February 9, 1993. States began enacting UIFSA in 1993. The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 revised the Social Security Act to require all states to enact UIFSA "as approved by the American Bar Association together with any amendments officially adopted before January 1, 1998, by NCCUSL" In July of 1996 NCCUSL revised UIFSA.

UIFSA, at section 311 (b), requires the use of the Federally approved interstate CSE forms.

Effective July 1, 1997, UIFSA was adopted by Mississippi Law under Senate Bill 2164.

### **Definitions**

***Child*** - an individual, whether over or under the age of majority, who is or is alleged to be owed a duty of support by the individual's parent or who is alleged to be the beneficiary of a support order directed to the parent.

***Child Support Order*** - support order for a child, including a child who has attained the age of majority under the law of the issuing state.

***Continuing Exclusive Jurisdiction (CEJ)*** - the authority to modify a support order.

***Controlling Order*** - the order entitled to future enforcement.

***Duty of Support*** - an obligation imposed or that can be imposed by law to provide support for a child, spouse, or former spouse, including an unsatisfied obligation to provide support.

***Home State*** - the state in which a child lived with a parent or a person acting as a parent for at least six consecutive months immediately preceding the time of filing a petition or comparable pleading for support and, if a child is less than six months old, the state in which the child lived from birth with the parent.

***Initiating Tribunal*** - the authorized administrative agency or court in an initiating state.

***Issuing State*** - the state in which a tribunal issues a support order or renders a judgment determining parentage.

***Issuing Tribunal*** - the court or administrative agency that issues a support order or renders a judgment determining parentage.

***Register*** - to record a support order or judgment determining parentage in a court of the state having jurisdiction.

***Registering Tribunal*** - a court or an administrative agency in which a support order is registered.

***Responding Tribunal*** - the authorized court or administrative agency in a responding state.

***Spousal Support Order*** - a support order for a spouse or former spouse of the obligor.

***State*** - a state of the United States, the District of Columbia, Puerto Rico, the United States Virgin Islands, or any territory or insular possession subject to the jurisdiction of the United States. The term includes: an Indian tribe; and a foreign jurisdiction that has enacted a law or established procedures for issuance and enforcement of support orders which are substantially similar to the procedures under this Act, the Uniform Reciprocal Enforcement of Support Act, or the Revised Uniform Reciprocal Enforcement of Support Act.

**Support Order** - a judgment, decree, or order, whether temporary, final, or subject to modification, for the benefit of a child, a spouse, or a former spouse, which provides for monetary support, health care, arrearage, or reimbursement, and may include related costs and fees, interest, income withholding, attorney's fees, and other relief.

**Tribunal** - a court, administrative agency, or quasi-judicial entity authorized to establish, enforce, or modify support orders or to determine parentage

## Overview

The purpose of UIFSA is to improve the effectiveness of interstate child support enforcement. The main change brought about by UIFSA is the concept of a "one order at one time" system. The beginning point for a "one order at one time" system is to decide which one tribunal will have jurisdiction in the future over the child support issue. UIFSA eliminates the confusion of multiple orders by the determination of the controlling order. Because UIFSA establishes the rules for determining the controlling order, enforcement should be based on only one controlling current support amount. One of the main concepts of UIFSA is Continuing Exclusive Jurisdiction (CEJ). *CEJ* determines which state has the authority to modify a support order. By following this concept, multiple support orders issued by multiple states will eventually be eliminated. A state can no longer modify another state's order without first obtaining CEJ.

## Continuing Exclusive Jurisdiction

UIFSA describes any tribunal that issues a valid order as having "continuing, exclusive jurisdiction." UIFSA provides the mechanism to identify the only tribunal that will have exclusive jurisdiction to modify the one order. The one order that is recognized as the controlling order issued by the tribunal with CEJ will be the order that specifies the terms and conditions of the prospective support obligation.

To become the tribunal with continuing, exclusive jurisdiction, a tribunal must have the ability to assert personal jurisdiction over an individual for whom one of the following applies:

- Resides in the state;
- Can be served in the state, even if not a resident of the state; or
- Has taken some action or committed some act in the state that justifies the tribunal's exerting jurisdiction over him or her, even if the person has later left the state, i. e. long arm jurisdiction.

A tribunal of the state issuing a support order consistent with the law of the state has continuing, exclusive jurisdiction over a child support order:

1. As long as the state remains the residence of the obligor, the individual obligee, or the child for whose benefit the support order is issued; or
2. Until all of the parties, who are individuals, have filed written consent with the tribunal of the state for a tribunal of another state to modify the order and assume continuing, exclusive

jurisdiction.

A tribunal of the state issuing a child support order consistent with the laws of the state may not exercise its continuing jurisdiction to modify the order if the order has been modified by a tribunal of another state pursuant to this act or law substantially similar to this act.

If a child support order of the state is modified by a tribunal of another state which had the legal authority to modify the order, the state loses its continuing, exclusive jurisdiction with regard to prospective enforcement of the order issued in the state, and may only do the following:

1. Enforce the order as to amounts accruing before the modification;
2. Enforce non-modifiable aspects of that order; and,
3. Provide other appropriate relief for violations of that order which occurred before the effective date of the modification.

**12-01-97**

### **Controlling Order Determination**

When multiple orders exist, a controlling order determination must be made prior to any enforcement action being taken. The case worker may, if necessary, consult with the staff attorney to determine which order is valid and to make the controlling order determination. To determine the effective date of the controlling order, allow at least 30 days after the determination is made, and make the effective date the first of the following month. For example, if the controlling order determination is made on 10-20-97, the effective date would be a factor in determining the controlling order is to identify which state has *CEJ* and therefore, the authority to modify an order.

The controlling order is the order to be prospectively enforced. Once a controlling order determination is made, all states involved in enforcing orders which affect the same parties, must be notified and must recognize the controlling order determination. By doing so, the problem of multiple orders being enforced by multiple states is eliminated.

Both the initiating and responding states have a responsibility in making the controlling order determination. The initiating state makes a preliminary determination and the responding state makes the final determination. UIFSA provides a priority scheme to determine which order is the controlling order as follows:

1. If only one child support order exists, that order is the controlling order.
2. If two or more orders exist but only one court has *CEJ*, the order issued by the court having *CEJ* is the controlling order.
3. If two or more states have issued orders and can assert *CEJ*, the order from the state where the child resides is the controlling order.

4. If two or more states have issued orders and can assert *CEJ*, but no state is the child's home state, the most recent order is the controlling order.
5. If two or more states have issued orders but no court has *CEJ* under UIFSA, the responding state shall issue a new order and assume *CEJ*. Because the tribunal is issuing a new order rather than modifying an existing order, the issuing tribunal will establish all terms and conditions of the support order, including amount and duration.

**NOTE:** Determination of a controlling order is not necessary for enforcement of arrearage only cases because a controlling order determination only affects prospective enforcement.

**NOTE:** For intrastate multiple orders, use the same process for determining orders as you would for interstate orders.

## **Establishment**

### **In-State Process Using Long-Arm Jurisdiction**

In a paternity establishment case, there is no existing order for child support, so there is no tribunal with continuing, exclusive jurisdiction over that issue. The tribunal that establishes the first order will be the tribunal with continuing, exclusive jurisdiction. A tribunal can establish the first order and become the tribunal with *CEJ* by asserting long-arm jurisdiction over the nonresident party provided the minimum contact requirement is met.

In an action to establish paternity, enforce, or modify a support order, a court may exercise jurisdiction over a nonresident if any of the following applies:

1. The noncustodial parent can be personally served with process within this state; or
2. The noncustodial parent submits to the jurisdiction of the court by consent, by entering a general appearance or by filing a responsive document which has the effect of waiving any contest to personal jurisdiction.
3. The noncustodial parent resided with the child in Mississippi.
4. The noncustodial parent resided in Mississippi and provided parental expenses or support for the child.
5. The child resided in Mississippi as a result of the act or directives of the noncustodial parent.
6. The noncustodial parent engaged in sexual intercourse in Mississippi and the child may have been conceived by that act of intercourse.
7. The noncustodial parent asserted parentage in the putative father registry maintained in his state by the department of health; or
8. There is another basis consistent with the constitution of this state and the United States for the exercise of the personal jurisdiction.

The case worker makes the long-arm determination. If the long-arm provision is not appropriate, the case worker makes this documentation in the case record.

The long-arm provision should be used before any other interstate action, except contempt processing, when it is confirmed that the noncustodial parent lives in another state and one of the previous circumstances exist.

### **Two-State Process**

If long-arm jurisdiction does not exist, then a two-state action must be initiated. In this situation, the case worker sends the following:

- Child Support Enforcement Transmittal #806
- Uniform Support petition #811
- General Testimony #810

### **Enforcement**

UIFSA authorizes three types of enforcement:

- Direct Enforcement
- Administrative Enforcement
- Registration for Enforcement

**NOTE:** Before initiating enforcement on an interstate case, the case worker must first make a controlling order determination if there are multiple orders in existence for the same parties.

### **Direct Enforcement**

UIFSA allows for the direct submission of one state's income withholding order to an employer in a UIFSA state. An income withholding order issued in a state may be sent to the person or entity defined as the obligor's employer under the income withholding law of this state without first filing a petition or comparable pleading or registering the order with a tribunal of a state. When dealing with a noncustodial parent's employer who does business in multiple states, serve the withholding order on the in-state company. For example, if the noncustodial parent works at Wal-Mart in Michigan, serve the Wal-Mart in Mississippi, unless the employer has specified otherwise. Refer to Volume VI, Section C for the policy regarding Income Withholding.

Upon receipt of an income withholding order from a UIFSA state, an employer in a UIFSA state shall do the following:

1. Treat an income withholding order issued in another state, which appears regular on its face, as if the order had been issued by a tribunal of that state.
2. Immediately provide a copy of the order to the affected noncustodial parent (employee).
3. Withhold and distribute the funds as directed in the withholding order.

### **Employer's Compliance with Income Withholding Order of Another State**

The employer shall withhold and distribute funds as directed in the withholding order by complying with the terms of the order which specify the following:

1. The duration and amount of periodic payments to be made.
2. The address to which the payments are to be forwarded.
3. The amount specified for the medical support.
4. The amount of periodic payments for fees and costs specified for the support enforcement agency, the issuing tribunal, and the custodial parent's attorney.
5. The amount of periodic payments of arrearage and interest on arrearage specified for the support enforcement agency.

An employer must comply with the law of the state of the employee's (noncustodial parent's) principal employment for withholding from income for the following:

1. The employer's fee charged for processing an income withholding order.
2. The maximum amount permitted to be withheld from the employee's income.
3. The time within which the employer must start the withholding order and forward the child support payment.

### **Contest by the Noncustodial Parent**

A noncustodial parent may contest the validity or the enforcement of an income withholding order issued in another state and received directly by his employer in the same manner as if the order had been issued by a court of his state. Section 114 Choice of Law applies to the contest. The noncustodial parent shall give notice of the contest to at least one of the following:

1. The support enforcement agency providing services to the custodial parent.
2. Each employer that has directly received an income withholding order.
3. The person or agency designated to receive payments in the income withholding order.
4. The custodial parent if no person or agency is designated.

**NOTE:** When the issuing state learns that the noncustodial parent has contested the Direct Income Withholding, it may be more efficient for the issuing state to terminate the direct income withholding order and initiate a traditional two-state enforcement action.

It may not be appropriate to use Direct Income Withholding when at least one of the following conditions apply:

- The case requires enforcement of health insurance and not cash medical support.
- Other enforcement remedies are necessary.

- An interstate referral exists with a IV -D agency in another state.
- Multiple support orders exist for the custodial parent and noncustodial parent; or
- The noncustodial parent has multiple child support cases.

### **Administrative Enforcement**

The responding state, with administrative enforcement procedures, may initiate administrative enforcement actions without registering the order. Before seeking enforcement through the registration process, the support enforcement agency is to utilize all available administrative remedies to enforce either the income withholding order or the support order. The noncustodial parent is given an opportunity to contest. If the noncustodial parent contests the validity or administrative enforcement of the order, the responding state shall register the order. Refer to the Division of Child Support Enforcement Bulletin No: 5305, dated July 3, 1997, for the information regarding Administrative Interstate Enforcement.

### **Registration for Enforcement**

Registration, as a UIFSA enforcement mechanism, provides access to the full range of enforcement remedies. Before requesting that an order be registered by another state, the initiating state must identify all existing child support orders, including modifications associated with the case. If more than one order exists, a preliminary determination should be made as to which order is the controlling order.

Also, the initiating state must include its arrears calculation in the information sent to the responding state. If more than one order is used to determine the arrears, note the time periods applicable for each order on the debt calculation that is forwarded to the responding tribunal.

When the initiating state has made a preliminary controlling order determination and has determined the arrears, the case worker will send the Notice of Determination, available in METSS, to the responding state's Central Registry.

Upon receipt of a request for registration of an order, the responding state's central registry will:

- Review the request to ensure that it is complete.
- Return the request to the initiating state if incomplete.
- Forward the petition to the appropriate local office for processing.
- Acknowledge receipt of the case to the initiating state.

Upon receipt of the petition, the case worker will perform the following:

1. Determine the controlling order and any arrears owed on the case (NOTE: The initiating state should have made a preliminary determination as to the controlling order and arrears. However, it is the responsibility of the responding tribunal to make the final determination regarding the controlling order and arrears amount).

2. If the responding and initiating states agree as to the controlling order and arrears, the responding state must file the controlling order and any order used to determine the arrears in the appropriate state tribunal.
3. If the responding and initiating states do not agree as to the controlling order and/or arrears, the request for registration and attached documents should not be filed until the dispute is resolved. In these instances, contact the initiating state and discuss your differing determinations of controlling order and/or arrears. Ask the initiating state to provide an amended registration packet in conformance with your determinations. When you receive the amended registration packet, file the appropriate paperwork and orders with your tribunal.

A party contesting the validity or enforcement of a registered order or seeking to vacate the registration has the burden of proving one or more of the following conditions:

- The issuing tribunal does not have personal jurisdiction over the party.
- The order was obtained by fraud.
- The order has been vacated, suspended, or modified by a later order.
- The issuing tribunal has stayed the order pending appeal.
- There is a defense under the law of this state to the remedy sought.
- Full or partial payment has been made.
- The statute of limitations under choice of law of this state precludes enforcement of some or all of the arrearage.

An order registered for enforcement under UIFSA remains the order for the original issuing tribunal and does not become an order of the state where it is registered.

A confirmation of a registered order, whether by operation of law or after notice and hearing, precludes further contest of the order with respect to any matter that could have been asserted at the time of registration.

### **Procedure to Register Order for Enforcement**

A support order or income withholding order of one state may be registered in another state by sending the following documents and information to the appropriate tribunal of the other state:

- A letter of transmittal requesting registration and enforcement.
- Two copies, including one certified copy, of all orders to be registered, including any modification of an order.
- A sworn statement by the party seeking registration or a certified statement by the custodian of the records showing the amount of any arrearage.
- The name of the obligor and, if known:

1. The obligor's address and social security number.
2. The name and address of the obligor's employer and any other source of income of the obligor.
3. A description and location of property of the obligor in this state not exempt from execution.
4. The name and address of the obligee and, if applicable, the agency or person to whom support payments are to be remitted.

Upon receipt of a request for registration, the registering tribunal shall cause the order to be filed as a foreign judgment, together with one copy of the documents and information regardless of their type of forms.

A petition or comparable pleading seeking a remedy that must be affirmatively sought under other laws of this state, may be filed at the same time as the request for registration or at a later date. The pleading must specify the grounds for the remedy sought.

### **Documents to Be Filed When an Order Is Registered**

The following documents are to be filed by the staff attorney:

- The letter of transmittal requesting registration and enforcement.
- A certified copy of the order that is requested to be registered.
- A sworn statement by the party seeking registration or a certified statement by the custodian of the records showing the amount of any arrearage; if applicable.

### **Notice of Registration of Order**

When a support order or income withholding order issued in another state is registered in a Mississippi tribunal, the staff attorney shall notify the noncustodial parent. The Notice of Registration, available in METSS, must be accompanied by a copy of the registered order, documents and relevant information accompanying the order.

The Notice of Registration must inform the noncustodial parent of the following:

- That a registered order is enforceable as of the date of registration in the same manner as an order issued by a tribunal of this state.
- That a hearing to contest the validity or enforcement of the registered order must be requested within twenty (20) days after notice.
- That failure to contest the validity or enforcement of the registered order in a timely manner shall result in confirmation and enforcement of the order, and the alleged arrearage precludes further contest of that order with respect to any matter that could have been asserted.
- The amount of any alleged arrearage.

Upon registering an income withholding order for enforcement with a Mississippi tribunal, the case worker shall notify the obligor's employer.

### **Modification**

Under UIFSA, the designation of CEJ determines which state has the authority to modify an order. The state that issued the order has CEJ as long as one of the parties (or the child) lives in the issuing state or until the parties agree in writing for another state to exercise jurisdiction. If the individual parties no longer reside in the issuing state, or if they agree in writing for another state to exercise jurisdiction, UIFSA has established a registration for modification. Under these circumstances, the party seeking the modification must register the order in the state which has personal jurisdiction over the opposing party. The state modifying the order becomes the state with CEJ. Either party, the obligor or the obligee, may request a modification. UIFSA requires the petitioner to be a nonresident. Therefore, jurisdiction over both parties is assured because the tribunal already has jurisdiction over its state's residents. An out-of-state order must be registered specifically for modification before it can be modified. In addition, a petition requesting modification must be filed.

When a responding state is requested to register an order for modification, they must follow these procedures:

- Serve the non requesting party with notice of the intent to modify.
- When the order is registered for modification, proceed with the modification action using the same procedures that apply to the modification of any order issued by the responding state, including use of the responding state's child support guidelines.
- When the responding state has modified the out of state order, a certified copy of the modified order must be filed with the tribunal that issued the original order, and with every tribunal that has previously registered the order.

A tribunal in the responding state may not modify any aspect of a child support order that may not be modified under the law of the issuing state. If the underlying divorce order is silent as to the support obligation, the appropriate action under UIFSA is the establishment of a support order. However, if the underlying order expressly sets support obligation at zero dollars, the appropriate action would be modification.

If a modification action is appropriate, *CEJ* must be determined to ensure that the appropriate tribunal (issuing or responding) processes the modification action. A state without *CEJ* cannot add a medical support provision to an existing order because to do so would require a modification of the existing order. Therefore, the initiating state would need to have the order modified in the *CEJ* forum.

### **Recognition of Orders Modified in Another State**

A tribunal of a state shall recognize a modification of its earlier child support order by a tribunal of another state which assumed jurisdiction pursuant to this act or a law substantially similar to

this act and, upon request, except as otherwise provided in this act, shall:

1. Enforce the order that was modified only as to amounts accruing before the modification.
2. Enforce only non-modifiable aspects of that order.
3. Provide other appropriate relief only for violations of that order which occurred before the effective date of the modification.
4. Recognize the modifying order of the other state, upon registration, for the purpose of enforcement.

Within 30 days after issuance of a modified child support order, the case worker shall file a certified copy of that order with the issuing tribunal that had continuing, exclusive jurisdiction over the earlier order, and in each tribunal in which the party knows the earlier order has been registered. A party who obtains the order and fails to file a certified copy is subject to appropriate sanctions by a tribunal in which the issue of failure to file arises.

The failure to file does not affect the validity or enforceability of the modified order of the new tribunal with continuing, exclusive jurisdiction.

### **Jurisdiction to Modify Child Support Order of Another State When Individual Parties Reside in this State**

If all of the parties reside in one state and the child does not reside in the issuing state, a tribunal of this state has jurisdiction of the parties and subject matter and therefore can assume *CEJ* to modify the issuing state's child support order.

### **Review and Modification**

In intergovernmental cases, the initiating state is the state in which the custodial parent receives Temporary Assistance to Needy Families (TANF) benefits and an agency-initiated review is being conducted, or when either parent requests a review.

After receiving a review request, the initiating state makes a determination as to which state has *CEJ* if there are multiple orders. Then, within 15 calendar days, the initiating state should make a determination whether to:

- Conduct the review and modification because it has *CEJ*; or
- Refer the case to the state that has *CEJ*, or to the state of the non-requesting party for review and modification.

The responding state is the state that receives a referral requesting review and modification from the initiating state. In a modification process, the responding state's law and procedures apply.

### **Credits for Payment**

**Determining Arrearage in Multiple Order Situations**

All orders issued are entitled to full faith and credit. Amounts collected under an order issued by another state for a particular period must be credited against the amounts accrued or accruing for the same period under a support order issued by Mississippi.

When attempting to reconcile the arrearage on a case with multiple orders, the case worker should:

- Gather the payment records for all orders in existence;
- Compute the arrearage using the highest order in effect at any given time; and
- Apply all payments made to the highest order in effect at the time the payments were made.

The following are examples of determining arrearage on multiple orders:

**EXAMPLE 1**

**ORDER INFORMATION**

Texas divorce decree, effective 09-15-1995, for \$500.00 per month

Mississippi URESA order, effective 01-15-1996, for \$300.00 per month

**PAYMENT INFORMATION**

Noncustodial parent made the following payments in Texas:

10-15-95	\$500	05-15-96	\$400
03-01-96	\$700	10-31-96	\$500

Noncustodial parent made the following payments in Mississippi:02-01-96 03-15-96

\$300 \$300

07-01-96 10-15-96

\$600 \$200

**ADDITIONAL INFORMATION**

Noncustodial parent resides in Idaho. CP and child have resided in Mississippi since 12-95. Today is 01-01-1997. You are preparing to initiate an enforcement action.

The total arrearage due on this case is \$4500.00.

The Mississippi order is the controlling order.

TEXAS ORDER FOR ARREARS OF \$4500.00 MISSISSIPPI ORDER FOR CURRENT

## EXAMPLE 2

### ORDER INFORMATION

Montana divorce decree, effective 02-15-1995, for \$200.00 per month Mississippi URESA order, effective 06-15-1996, for \$600.00 per month

Noncustodial parent made the following payments in Montana:

02-15-95	\$200	04-15-95	\$100	02-01-96	\$200
03-01-95	\$200	10-30-95	\$500	05-15-96	\$600

Noncustodial parent made the following payments in Mississippi:

07-01-96 08-15-96

\$300 \$300

09-01-96 11-15-96

\$600 \$100

### ADDITIONAL INFORMATION

Noncustodial parent resides in Mississippi. CP and child have resided in Montana since 01-95. Today is 01-01-1997. You are preparing to initiate an enforcement action.

The total arrearage due on this case is \$4300.00.

The Montana order is the controlling order.

MISSISSIPPI FOR ARREARS OF \$2900.00

MONTANA FOR CURRENT AND ARREARS OF \$1400.00

## CHOICE OF LAW

Under UIFSA, the general rule regarding choice of law is that the responding state's law controls. However, there are exceptions to this general rule. The exceptions are:

- UIFSA specifies that the nature, extent, amount and duration of the current support and other

obligations of support and payment of arrearage are governed by the law of the state issuing the controlling order.

**UIFSA [96) Notice Requirements**

<b>Section</b>	<b>Sender</b>	<b>Recipient</b>	<b>Type of Notice</b>	<b>Time</b>
305(a)	Responding Tribunal	Petitioner	Where/When Petition/Pleading Filed	Within 10 Business Days
305(e)	Responding Tribunal	Petitioner, Respondent, Initiating Tribunal	Copy of Order Send Certified Copy To Initiating Tribunal	Within 14 Business Days From Date Judge Signs Order
307(b)(4)	Support Enforcement Agency	Petitioner	Copy of any Written Notice from Initiating, Responding, or Registering Tribunal	Within 2 Business Days of Receipt
307(b)(5)	Support Enforcement Agency	Petitioner	Copy of any Written Communication from Respondent or Respondent's Attorney	Within 2 Business Days of Receipt
307(b)(6)	Support Enforcement Agency	Petitioner	Notice that Jurisdiction over Respondent cannot be obtained	Within 10 Business Days
502(a)	Employer	Obligor	Copy of <u>Intergovernmental Income Withholding</u>	Immediately

506(b)	Obligor	A Support Enforcement Agency Providing Services to the Oblige, Each Employer that has Directly Received an Income Withholding Order, and (1) the Person or Agency Designated to Receive Payments in the Order or (2) Oblige, if None Designated	Notice of Contest Of <u>Intergovernmental Withholding</u>	Immediately
605(a)	Registering Tribunal	Non-registering Party	Notice of Registration	At Time of Registration
605 (c)	Registering Tribunal	Employee	Notice of Income Withholding	Upon Registration of Income Withholding Order for Enforcement
606(a)	Non-registering Party	Registering Tribunal	Notice of Contest to Validity Enforcement of Registered Order	Within 20 Days After Notice
606(c)	Registering Tribunal	Parties	Notice of Date, Time, and Place of Hearing to Contest Registration	Immediately
611(e)	Party Obtaining Modification	Issuing Tribunal which had <i>CEJ</i> and every Tribunal where Registered	Certified Copy of Modified Order	Within 30 Days After issuance of Modified Order

## FULL FAITH AND CREDIT FOR CHILD SUPPORT ORDERS

### Legal Base

The Full Faith and Credit for Child Support Orders Act, (28 U.S.C. 1738B) was enacted on October 20, 1994. The law impacts the intergovernmental processing of child support cases. This law requires states to enforce child support orders made by another state and prohibits states from modifying other state's child support orders unless certain jurisdictional requirements are met. This law establishes national standards under which the courts of the various states shall determine their jurisdiction to issue a child support order and the effect to be given by each state to child support orders issued by the courts of other states.

### Purpose of Full Faith and Credit

The purposes of this Act are:

1. To facilitate the enforcement of child support orders among the states;
2. To discourage continuing intergovernmental controversies over child support in the interest of greater financial stability and to secure family relationships for the child; and
3. To avoid jurisdictional competition and conflict among state courts in the establishment of child support orders.

When a state gives full faith and credit to another state's order, it honors the terms of that order as it would its own orders.

### Definitions

In regard to this policy the following definitions are provided.

**Child** - A person under 18 years of age; and a person 18 or more years of age with respect to whom a child support order has been issued pursuant to the laws of a state. Note: The definition of "child" includes persons over age 18 allowing for the duration of support to extend beyond a child's 18th birthday, if the issuing state's law so provides.

**Child's State** - The state in which a child lives with a parent or a person acting as parent for at least six consecutive months immediately preceding the time of filing of a petition or comparable pleading for support. If a child is less than six months old, the child's state is the state in which the child lived from birth.

**Continuing Exclusive Jurisdiction** - A court of a state that has issued a child support order has continuing exclusive jurisdiction (*CEJ*) over the order as long as the issuing State remains the resident state of the obligor, the obligee, or the child for whose benefit the support order is issued (or until the individual parties agree in writing for another state to exercise jurisdiction).

**Contestant** - (I) a person., including a parent, who claims a right to receive child support; is a

party to a proceeding that may result in the issuance of a child support order; or is under a child support order; or (2) a state to which the right to obtain child support has been assigned.

**Controlling Order** - The order that was obtained by the state that has continuing exclusive jurisdiction. In cases where multiple orders exist, the controlling order is the one entitled to future enforcement.

**De novo** - Anew, afresh or a second time. The same as if there had never been a previous court order.

**Full Faith and Credit** - The principle that an out-of-state order, obtained by a lawful exercise of jurisdiction., should be recognized and given the same force and effect in all states as it would be given in the state of origin.

**Modification** - A change in a child support order that affects the amount, scope, or duration of the order and modifies, replaces, supersedes, or otherwise is made subsequent to the child support order.

**Enforcement of Prior Orders** - A court of a state that no longer has continuing exclusive jurisdiction of a child support order may enforce its order with respect to non-modifiable obligations and unsatisfied obligations that accrued before the date on which a modification of the order is made by a state which has obtained continuing, exclusive jurisdiction.

### **Requirement of Full Faith and Credit**

Full Faith and Credit for Child Support Orders Act requires each state to enforce, according to the terms of the court order, a child support order issued by a court of another state, if:

- the issuing state's court had subject matter jurisdiction to hear the matter and enter an order; and,
- the issuing state had personal jurisdiction over the parties; and,
- reasonable notice and the opportunity to be heard was given to the parties.

If a support order meets these three conditions, it is entitled to full faith and credit regardless of whether it was issued before or after the effective date of the new Federal law. A support order that does not meet all three of these criteria may be subject to challenge, in either the original state or in the state where enforcement is sought.

### **Modification**

The Full Faith and Credit for Child Support Orders Act addresses the problem of a responding URESA state entering a new order by making an existing order for support enforceable, on its own terms, by other states, and restricting the ability of a responding state's court to make a new order or change the existing one except in limited circumstances. The new law should ensure

that support orders are recognized and enforced across state lines.

The concept of *CEJ* determines which state has the authority to modify an order.

- The state which issued the original order has continuing exclusive jurisdiction to modify the order.

*CEJ* exists as long as one individual party (or the child) lives in the issuing state (or until the individual parties agree in writing for another state to exercise jurisdiction).

- If individual parties no longer reside in the issuing state, or if they agree in writing for another state to exercise jurisdiction, the party seeking modification must register (file) the order in the state with personal jurisdiction over the opposing party. The state modifying the order becomes the new *CEJ* state.

The issuing state's court retains authority to enforce the prior order with respect to the arrears that accrued prior to the modification. This is not to say that any state that has *CEJ* cannot enforce arrears, but to clarify that an issuing court, even after losing *CEJ*, still has the power to enforce arrears which accrued prior to the modification.

The modifying state retains continuing exclusive jurisdiction as long as it continues to be the residence of the father, mother or the child. As a result, the new Federal law helps promote a "one order, one time, one place" system which avoids the problems associated with multiple orders.

### **Multiple Existing Orders**

Prior to the enactment of the Full Faith and Credit for Child Support Orders Act, in intergovernmental actions, a state frequently would not recognize and enforce a support order issued by another state unless it was registered and, thus, became an order of the responding state. A responding state's court would determine the duty of support and the ability to pay, culminating in a *de novo* order of the responding state. This often occurs even if an order exists in another state.

Full Faith and Credit provides that a state shall enforce an existing child support order according to its terms, and shall only modify another state's order under limited and specified circumstances. See Modification above. While the entry of a *de novo* order in a case with an existing order governing the same parties does not legally modify the terms of the original order, it has the practical effect of a modification.

The only way that an issuing state, which is enforcing its order, knows that the order is modified by another state is for the modifying state to file a certified copy of the new order with the issuing court which had continuing exclusive jurisdiction over the earlier order, and in each court in which the party knows that earlier order has been registered (filed). Such notification is important because the state that issued the earlier order, or any state that registered (filed) the earlier order, will need to update its financial records to reflect the new order and to stop

prospective enforcement of the earlier order. If multiple orders currently exist governing the same obligor/obligee/child, both URESA and UIFSA contain provisions under which payments made on one order are credited towards the amounts due on other orders. For example, in a case with two orders (one for \$150 per month and one for \$200 per month) for the same obligor/obligee/child, a State cannot cumulatively enforce both orders, i.e., cannot collect a total of \$350 per month. Amounts collected under the \$150 order would be credited towards the \$200 order and vice versa.

### **Multiple Order Situations**

In multiple order situations in order to determine which order to enforce, the controlling order must first be known. Follow the order priority scheme below to determine the controlling order.

- I. When only one child support order exists, that order is the controlling order;
2. When two or more courts have issued child support orders for the same obligor and child, but only one court has CEJ, the order issued by the CEJ court is the controlling order;
3. When two or more courts have issued child support orders for the same obligor and child and more than one of the courts would have CEJ, the order issued from the court of the child's current home state is the controlling order. If an order has not been issued in the current home state of the child, the order most recently issued must be recognized; and,
4. When two or more courts have issued child support orders for the same obligor and child and none have CEJ, the responding state may issue a new order and assume CEJ.

### **Registration**

If a responding State's law provides for a registration process, that process can still be used as long as appropriate orders are registered, and registered orders are afforded full faith and credit. The initiating State must still meet the responding state's legal requirements for registration, e.g.; providing the required number of copies, properly certified, if required, by the responding State.

Even though Federal law requires a state to give full faith and credit to child support orders issued in other States, there may remain benefits to the registration process. Registration fulfills an administrative function by providing a mechanism for the registering State to include the registered child support order in its own records. Registration may be necessary for certain enforcement procedures to be utilized, such as imposition of a lien. Furthermore, notice to the non-registering party and the opportunity to contest help to ensure due process.

Full faith and credit does not limit a court's authority to register another state's child support order. However, the law may alter the effect of registration, particularly the registering court's ability to modify the registered order. The registering court can only modify a registered order if appropriate.

When Mississippi receives a petition from another state requesting full faith and credit be afforded their order, the case is set up according to normal procedures. The child support worker

refers the case to the child support attorney, who petitions the court to give full faith and credit to the requesting state's order.

**02-14-08**

## **REVIEW AND MODIFICATION OF SUPPORT ORDERS**

### **Legal Base**

Section 43-19-34 of the Mississippi Code, annotated, as amended, and the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 requires states have procedures to notify parents of their right to request a review of their child support order every three years (36 months). Any review and subsequent modification will be done in accordance with State guidelines, taking into account the best interest of the children. States must notify parents of their right to request a review not less than once every three years.

PRWORA also mandates that 180 days after receiving a Written request for a review or of locating the non-requesting parent, whichever occurs later, a review of the order must be conducted and the order adjusted or a determination that the order should not be adjusted must be made.

Effective October 1, 2007, the Deficit Reduction Act of 2005 (DRA) was amended to require a mandatory review and adjustment of child support orders for families receiving TANF.

### **Definitions**

A review is an objective evaluation of information necessary for application of the state's guidelines for support. Refer to Volume VI, Section C for the proper application of the guidelines. The purpose of the review is to determine:

1. The appropriate support award amount in accordance with the guidelines;
2. The need to provide for health care needs of the child(ren) in the order through health insurance coverage; and
3. If the criteria for seeking a modification are met.

Modification applies only to support provisions for a child(ren) in the order and means:

1. An upward or downward change of the child support amount based upon application of the State guidelines for setting and adjusting child support awards; and/or
2. A provision for medical support for the child(ren) through health insurance coverage.

**NOTE:** An upward modification may be ordered back to the date the event occurred justifying the change. A downward modification **may not** be ordered retroactively.

Substantial Change in Circumstance is defined as a 25% change in the adjusted gross income of

the custodial parent and/or the noncustodial parent or a change in the needs of the child which requires a change in the support amount from the noncustodial parent.

Examples of such changes in the needs of the child are:

1. Extraordinary medical, psychological, educational or dental expenses;
2. Independent income of the child;
3. Total available assets of the child;
4. Age of the child, taking into consideration the greater needs of older children; and
5. Change in the involvement of the noncustodial parent in the activities of the child (ren) that impacts the financial expenditures incurred by the custodial parent.

Parent is a custodial parent, noncustodial parent or any other person or entity who may have authority to request a modification to the child support order.

Best Interest of the Child is defined as the focus on the needs of the child rather than the needs of the custodial and noncustodial parent. On a case-by-case determination examine all circumstances to make a decision.

**02-07-01**

### **Cases to Be Reviewed**

All parents with IV-D child support cases in the state are automatically notified of their right to request a review of their court order every three years (36 months) by METSS. The notification is sent to the parents at 36 month intervals after establishment of an order or the most recent review. Reviews shall be conducted on all active TANF cases every 36 months. Non-TANF reviews are conducted upon written request only. Three (3) year reviews require no proof of a substantial change of circumstances. Parents (TANF and Non-TANF) or other IV-D agencies may request a review more often than every three years, if a substantial change in circumstances exists. The burden of proving substantial changes in circumstances exist rests with the requesting party. (See definition of substantial change in circumstances).

**02-14-08**

### **Criteria for Seeking Modification of the Support Order**

In the review process, it must be determined if a modification of the child support order is appropriate. The criteria for seeking a modification of the support order to raise or lower the amount of the court ordered support obligation and/or the inclusion of health insurance are as follows:

1. There is no provision for health insurance available at reasonable cost included in the current order. If the child support obligation does not require modification or child support services have been declined, the criteria for modifying the order for the sole purpose of including health insurance must be met. (Refer to Volume VI, Section C. Medical Support, for this criteria); or
2. The child support obligation, based on the current adjusted gross income and the guidelines, is for an amount that is 25% per month more or less than the current court ordered amount (see the exception stated below for a deviation from the guidelines); or

**Exception to No. 2:** An exception can be considered, if the existing court ordered obligation resulted from a deviation from the guideline amount and the condition(s) which warranted the deviation has not changed.

Example: The noncustodial parent is currently court ordered to pay \$200 a month child support obligation. The case is reviewed and it is determined that according to the guidelines he should be paying 25% more. However, his earnings are the same as at the time of the order (his circumstances have not changed). There is a written finding on the record that the application of the guidelines would be inappropriate as determined by the court. The deviation may have been based on the number of children the noncustodial parent is supporting in addition to this court order or is based on special needs of the child, etc.

3. There has been a substantial change in the circumstances of the noncustodial parent, the custodial parent, or the child(ren) (see the definition of substantial change in circumstances); and
4. There is an indication that the substantial change will not be a temporary situation; and
5. There is no legal barrier to seeking the modification of the court order. If a legal barrier exists, it must be DOCUMENTED and explained in the case by the child support attorney.

The above criteria do not have to be determined in the order given. If at any time a fact is known to exist which would preclude a case from being eligible for modification, then determine at that time that a modification will not be sought and notify the requesting parent via A580.

### **Source and Verification of Information**

All information used in the review must be verified and each parent must help provide appropriate information and verification. Income tax returns, notice A417, *Request to Employer*, and/or a submission to State Parent Locator Unit (SPLU) through METSS to search Mississippi Employment Security Commission (MESC) for wage information may be required. All possible sources of income must be utilized to obtain sufficient income verification. Temporary or seasonal changes in income should not be considered for modification of the court order. The case record must be documented and hard copies of the verification must be filed in the case record folder.

When reviewing a case for modification, the child support worker must use, at a minimum, the same mandated deductions that were used when the original order was entered, if applicable.

**Note:** *The Fund screen should be reviewed for income information.*

## **Review Process and Notification Requirements**

As new and/or modified orders are entered into METSS, Notice A627, *Notice of Right to Request Review*, is sent automatically by METSS notifying the parents of their right to request a review of the child support order every three years. At the end of the three-year period notice A627 is generated by METSS as a reminder of their right to request a review of the court order. METSS automatically continues to generate these notices every thirty-six months (3 years) based on the order date or the most recent modification date on the ORDR screen.

If location of the non-requesting parent is an issue, a review cannot be conducted but will be pending until that parent is located. METSS does not automatically generate a notice to unlocated parents; therefore, the child support worker must notify the requesting parent via notice A580, that the review cannot be conducted until the other parent is located.

When the non-requesting parent is located, **if the non-requesting parent is the noncustodial parent**, METSS populates the LOCATE DATE on the REVIEW AND MODIFICATION SCREEN (RVMO) with the date from AP ACTION field on APPD.ABSP. The child support worker receives an alert stating, "NCP HAS BEEN LOCATED, PROCEED WITH REVIEW AND MODIFICATION PROCESS". This is an action alert and can be deleted by entering a review date on RVMO.

If the non-requesting parent is the custodial parent, METSS checks the SUBMIT FOR LOCATE FIELD on the APPD.CLNT screen. When there is a 'Y' in this field, METSS does not allow a review date to be entered on RVMO. Therefore, when the custodial parent is located, the child support worker must:

- Access the APPD.CLNT screen and remove the 'Y' from the SUBMIT FOR LOCATE FIELD, and
- Access RVMO and, if there is a pending review, manually enter the LOCATE DATE, and
- Proceed with the Review and Modification process.

**Within 180 calendar days of receiving the alert for reviewing TANF cases or a written request for a review or of locating the non-requesting parent, whichever occurs later, a review of the order must be conducted and the order adjusted or a determination that the order should not be adjusted must be made. The following notifications and/or time frames must be completed.**

1. Within two working days of receipt of the alert for review or written request for a review, the child support worker accesses RVMO in METSS and enters the date the review request was received and reviews the criteria for seeking the requested review. If a determination is made that the criteria for seeking a review is not met, the worker sends notice A580, *Child Support Order Review Determination*, notifying the requesting parent that a review will not be conducted and the reason(s) why and enters the date that notice

A580 is sent on RVMO in the Review Determination Code field. or

2. Within two working days of receiving the alert or written request for a review, the child support worker determines that a review is to be conducted. In METSS, the worker enters the date the alert or written request was received on RVMO. Once a date is entered in this field, the worker will receive alerts until a final decision date is entered on RVMO. In interstate cases, the state with legal authority to adjust the order conducts the review, when notified that a request has been made, and adjusts the order; if necessary, when the review is completed. (See Interstate Review and Modifications)
3. On the day the decision is made that a review is in order, send notice A578, *Custodial Parent Review of Child Support Order*, and notice A579, *Noncustodial Parent Review of Child Support Order*, that a review is to be conducted in 20 calendar days. Access RVMO and enter the scheduled date of review. Until the 20 calendar days elapse a decision cannot be rendered, unless all necessary information is available in advance. The notices, named in this paragraph, request all needed information and the date by which such information must be provided.

**Exception:** Advance notice of modification is not required during contempt proceedings when the attorney discovers that a modification is appropriate. The attorney may petition the court for modification without returning the case to the child support worker.

4. Conduct the review and make a decision concerning modification.
  5. Within two working days of reaching a decision, notify both parents via notice A580, *Child Support Order Review Determination*, or the other state's IV-D agency on the appropriate form, of the proposed modification or the determination that there will not be a modification and the basis for the decision. The notice informs each parent of the right to challenge the review results. The challenge proceedings are initiated by submission of a written statement of disagreement and the documentation that supports the disagreement within 15 calendar days of the notice date. Only the material submitted in writing may be considered in the challenge proceedings. On RVMO enter the REVIEW DETERMINATION CODE (NC for no change or MO for modification) and the date of the decision. **NOTE: This date is the same date as notice A580.** METSS tracks 15 days from the REVIEW DETERMINATION DATE and if a CHALLENGE DATE has not been entered, an alert is sent to the worker stating "**15 DAYS HAVE PASSED AND A CHALLENGE DATE HAS NOT BEEN ENTERED**". This is an action alert and can only be deleted when a challenge date or final decision date has been entered.
6. Within 15 calendar days of receipt of a challenge to the proposed modification, the worker must:
- Enter the CHALLENGE DATE on RVMO screen.
  - METSS notifies the non-challenging party that the other party challenged the review using form A625, *Notice of Review Challenge*.
  - Notify the supervisor. Review of the challenge is performed by the child support supervisor with any input needed from the child support attorney and/or the regional

director.

- Review the challenge and documentation and make a FINAL DECISION. If there is proof of an error of fact which would cause the decision to be changed, the review determination will be changed.
  - Complete the bottom section on RVMO, if applicable and
  - Notify both parents on notice A626, *Notice of Review Challenge Results*.
7. Refer the case to the child support attorney when the review results in a modification to the order. The attorney has the balance of the 180 days to complete the modification process by obtaining an adjusted order. For this reason, the child support worker must adhere to the time frames set out above.
  8. Upon receipt of the modified order, the worker completes the lower portion of the RVMO screen. Enter 'MO' as the RESULT CODE and the date the judge signed the Order as the FINAL DECISION DATE. If there is no order change, enter 'NC' as the RESULT CODE and enter the current date as the FINAL DECISION DATE. Notify both parents via notice A581, *Final Review Decision*. The form can only be generated by supervisors.
  9. Within 14 days of the issuance of an order modifying the child support obligation, METSS alerts the worker to provide each party with a copy of the order.
  10. Subsequent reviews, **if requested**, must be conducted at 36 month intervals based upon:
    - a. The date the child support order of modification was signed,
    - b. The date upon which the most recent review ended, or
    - c. A substantial change in circumstances. Refer to page 3300.

### **Administrative Process for Modification**

Section 43-19-34 of the Mississippi Code of 1972, Annotated, allows for administrative process for the modification of child support orders.

When the Division determines that a modification is appropriate, the child support attorney will send a motion and notice of intent to modify the order, together with the agreed order for modification to the last known mailing address of the defendant.

The notice must specify the date and time certain of the hearing and will be sent by certified mail, restricted delivery, return receipt requested. The notice is deemed complete as of the date of delivery as evidenced by the return receipt.

The defendant may accept the agreed order for modification by signing and returning it to the Division prior to the date of the hearing for presentation to the court for approval. In the event the defendant does not sign and return the proposed modification, the court shall on the date and time previously set for hearing review the motion for modification and make a determination as

to whether it should be approved in whole or in part.

In lieu of legal proceedings instituted to obtain a modification for an order of support, a written stipulated agreement for modification executed by the responsible parent when acknowledged before a clerk of the court having jurisdiction over the matter or a notary public and filed with and approved by the judge shall have the same force and effect as an order for modification of support entered by the court. This administrative order for modification shall be enforceable and subject to subsequent modification in the same manner as is provided by law for orders of the court.

### **Interstate Review and Modification**

When the review of a child support order involves interstate action, the state with the legal authority to adjust the order will conduct the review and adjust the order.

### **Initiating State's Responsibilities**

The state in which a request for a review is made by either parent or the State with the TANF client must determine within 15 calendar days of the request if the review should be conducted and by which state. When it is determined that another state will conduct the review, send the request for review to the other state within 20 calendar days of receipt of sufficient information to conduct the review. Provide the other state with sufficient information on the requestor to act on the request. If the request for review is the first contact between the initiating and responding States, send the request for review to the interstate central registry in the responding state. However, if the initiating state has previously referred the case to a responding state for action, the request for review should be sent directly to the appropriate agency in the responding state for processing. The parent in the initiating state must be sent a copy of any notice issued by the responding state in connection with the review and modification of an order within 5 working days of receipt of the notice in the initiating state. The child support case must be DOCUMENTED that the notice has been forwarded to the parent and the date it was forwarded.

When a custodial parent in Mississippi requests a review and the location of the noncustodial parent is not known, location of the noncustodial parent must be attempted prior to submitting the case to the other state. If sufficient identifying information exists, generate Form 307, Locate Data Sheet, or Quick Locate (LO1) in CSENET to the other state.

The factors which should be evaluated in making a decision as to the suitable forum for conducting the review and making any appropriate modification to the child support order include the location of existing order(s), the current residence of each party, and jurisdiction over the parties.

### **Responding State's Responsibilities**

Within 15 calendar days of receipt of a request for a review from another state, determine if a review should be conducted and document the child support case. A responding state should not make a determination that a review would not be in the best interest of the child for a case where

support is assigned to the other state. This decision belongs to the state to which the case belongs.

Within 180 calendar days of determining that a review should be conducted or of locating the non-requesting parent, whichever occurs later, the responding state must complete all the requirements listed for the "REVIEW PROCESS AND NOTIFICATION REQUIREMENTS."

When the responding state is Mississippi, follow all the criteria for a review, time frames, notification, and modification for intrastate cases. (See Full Faith and Credit).

**NOTE:** At any time notice is served on the noncustodial parent related to any legal action and/or court hearing that may result in a modification of an order, the child support attorney must give the initiating state advance notice of the action/court hearing.

The responding state is responsible for sending notice to the parent in their state.

## **RECOUPMENT**

### **Legal Base**

The Mississippi Code of 1972 § 43-19-39, as amended, authorizes the Mississippi Department of Human Services, Division of Child Support Enforcement ("DCSE" or "Division"), to withhold from distribution of a current support collection a portion of that collection to reimburse the State for support payments incorrectly paid, if permission is received from the custodial parent. This amendment to the Code was effective July 1, 1996. This amendment also allows the Division to recover funds mistakenly paid prior to July 1, 1996.

### **Statute of Limitations**

Generally, the statute of limitations does not apply to the State on civil actions. This means that actions taken to recover improperly obtained child support monies can occur without regard to the time of occurrence.

### **Claims**

Claims occur when child support monies are disbursed erroneously. Erroneous disbursements usually result from the receipting of bad checks, the mis-posting of accounts, reversal of an electronic payment, IRS adjustments, retroactive payments and retroactive adjustments, and from entering a new order retroactively when more than one custodial parent is involved (income withholding). METSS automatically establishes a pending claim on the RECO function when it is determined that an erroneous payment/disbursement has occurred and alerts the case worker of the pending claim.

### **Establishment of a Claim**

When an erroneous payment/disbursement occurs, METSS:

1. Creates the pending claim;
2. Generates an alert to the county child support supervisor and the worker with the case on which the overpayment occurred; and
3. Creates the appropriate future-dated notice which is sent to the claimant in three working days stating that the overpayment has occurred and requesting that the money be repaid or allow DCSE to recoup the overpayment from his/her future disbursements. The notice contains information regarding the claim; i.e., the amount of the claim, available payment plans, and time frames in which to contest the claim. Upon receipt of the alert, the county has seven days in which to review the claim.

### **Claim Review**

If the claim was due to erroneous information entered into the system, the correct information must be entered into the system within three days to allow the case to reprocess and eliminate the claim. The claim will have to be activated at 100% to allow money to reapply toward the claim when the case is reprocessed thus obsoleting the pending claim.

If the claim is eliminated by re-processing within the three day review period, METSS automatically voids the notice to the claimant.

### **Permission for the Recoupment of Erroneous Disbursements**

In order to recoup an overpayment made to a custodial parent from the next or subsequent child support payments, DCSE must obtain the custodial parent's permission. This is accomplished in either of three (3) ways.

1. If the applicant checked the "yes" block on the back of MDHS-CSE-675, *Application for Child Support Services*, during the IV-D application process, or if the referral signed MDHS CSE-676, *Permission to Recoup Overpayments*, during the interview process with the child support worker;
2. If the custodial parent provides written permission for recoupment when notified of an overpayment; (See note below.)
3. If the custodial parent gives default consent, which occurs only after the third notice is sent requesting permission to recoup the overpayment and no response is received.

Note: If the case is an older on-going case, established prior to the issuance date of this policy (01-01-2004), the custodial parent's consent must be obtained for **each** overpayment before recoupment can be made from subsequent child support payments. These clients are notified of overpayments via notice A742, *Notice of Overpayment*.

Upon receipt of permission, the child support worker activates the claim at 25% or 100% depending on the pending claim balance or the agreement made with the custodial parent.

### **Default Consent**

When custodial parents do not respond to notices from DCSE, requesting consent to recoup an overpayment from the next or subsequent child support payments, permission to recoup may be assumed as granted when no response is received after a third letter requesting permission is sent.

Each notice allows ten (10) days to respond. The final notice specifies that if DCSE does not receive a response within ten (10) days of the notice date, permission to recoup the overpayment from subsequent child support payments is assumed by default. **DEFAULT CONSENT IS ONLY VALID FOR "A PARTICULAR OVERPAYMENT OCCURRENCE AND DOES NOT AUTOMATICALLY AUTHORIZE RECOUPMENT FOR FUTURE OVERPAYMENTS.**

### **METSS Process for Recoupment**

In order for METSS to automatically process the recoupment of overpayments, the child support worker must complete 'Auto Claim Reco' field on APPD.CLNT. when entering a new case into METSS. The worker must code 'Auto Claim Reco' with either a 'Y' or an 'N' based on the option selected by the custodial parent. Changes to this field are written to action log (ACTN) for each of the custodial parent's active cases. The "Date" field always defaults to the current date and the worker cannot enter or change the date.

MDHS-DCSE-675, *Application for Child Support Services*, and MDHS-DCSE-676, *Permission to Recoup Overpayments*, contain a "YES" block for the applicant or the referral to check agreeing for DCSE to recoup any overpayments made. There is a "NO" block which can be checked, allowing the custodial parent to deny permission for recouping overpayments.

If there is a 'Y' in the 'Auto Claim Reco' field when a claim is established, METSS generates notice A741, *Notice of Recoupment*, activates the claim and begins recouping 13 days from the date of the claim. If there is an 'N' in the 'Claim Reco' field, METSS automatically obsoletes the claim in seven days after the overpayment occurs.

### **Notification of Recoupment**

If the claim is not eliminated within the first three days of its establishment and the 'Auto Claim Reco' field is blank, METSS sends notice A742, *Notice of Overpayment*, which contains information regarding the claim; i.e., the amount of the claim, available payment plans, and the time frame in which to contest the claim. Should the custodial parent contact the child support office with permission to recoup the overpayment, the worker must thoroughly document the case explaining how permission was received. Once permission to recoup from the next and/or subsequent child support payments is obtained, the worker activates the claim.

When there is no response to notice A742, after ten (10) days from the date of the notice and the claim is still pending, another notice A742 is sent. If there is no response from the custodial parent after ten (10) days from the date of the second notice and the claim is still pending, notice A743, *Final Notice of Overpayment*, is sent. Notice A743 provides the same information regarding the claim as the two previous notices, but explains if the parent does not respond

within ten (10) days, permission to recoup the overpayment from the next and subsequent child support payments is assumed by default. Ten days after the A 743 is sent, METSS determines the status of the claim and, if the claim is still pending, an action deleted alert is sent to the worker stating "**10 days have passed since the A741 was sent - Activate or Obsolete claim**". The worker must either activate or obsolete the claim. If the claim is obsoleted, the worker is required to enter a valid reason code on the RECO.DISP.XX screen. The options are "I" for invalid or "U" for uncollectible.

**NOTE:** DCSE can recoup the claim if the A742 or A743 is returned with the permission to recoup "YES" box checked.

Each notice (A741/A742/A743) can contain up to ten claims related to a single receipt. If there are more than ten claims per receipt, the claims will be reported on multiple notices in groups of ten and listed by the claim number. If the initial notice A742 lists multiple claims and some, but not all, the claims are activated or obsoleted, prior to the second notice A742 or final notice A743 being sent, only the claims which are still pending will be listed on the A742 or A743, whichever is applicable.

When a claim is first activated or obsoleted, the worker has the option of activating/obsoleting any other pending claim which is listed with it on the notice. METSS has a pop-up window which lists a summary of the other related claims which are still pending and which may be selected and updated. The selection field for each pending claim is initially marked with an 'X', but the worker may clear any of the selection fields.

### **Contesting the Claim**

From the date of the notice advising that a claim has occurred, the claimant has ten days to contest the claim. The child support supervisor reviews the case to determine that the case has been worked properly and that an erroneous disbursement did in fact occur. The custodial parent may request a face to face interview.

The interview should be granted and used as an opportunity to fully explain the situation and to gain the custodial parent's cooperation.

The supervisor should work with the claimant to obtain a repayment schedule, if the custodial parent received a payment in error. The repayment plan can be an informal agreement written by the supervisor and signed and dated by the claimant.

### **Recoupment Procedures**

In all IV-D and non-IV-D child support cases, the recoupment of erroneous disbursements may be made in several ways after permission/consent to recoup is received. The claimant may repay the overpayment either in a lump sum payment or in monthly installments. If the claimant chooses to repay the overpayment monthly, the payments will be automatically withheld from future child support collections.

The minimum claim amount on which an installment payment plan is established is \$51.00. On claims of \$ .01 to \$50.00, the total amount owed is recouped from the next child support collection, if the collection is at least \$50.00. If not, the entire collection is withheld until the claim is paid. For claims of \$51.00 or more, the minimum amount to be withheld from a child support collection is 125%. This amount will minimize any hardship caused by recouping overpayments from current support payments. The custodial parent may request withholding of a larger percentage, but the minimum percentage will remain at 25%. Written consent or default consent must be documented in the case record and METSS. A hard copy of the written consent must be filed in the case record. The case record should be thoroughly documented regarding the repayment agreement regardless of the circumstances involved in obtaining the agreement. If the custodial parent requests to pay off the entire claim balance, the claim must be activated at 100%. This allows the entire payment to be applied toward the claim balance.

During nightly processing, METSS sets the recoupment percentage on the RECO.UPDT.XX screen to 100% on all pending claims of \$50.00 or less and 25% on those greater than \$50, except those created from the reversal of a noncustodial parent's IRS or State Tax distribution. If the percentage is not appropriately set when the claim is activated, the worker must access the screen and enter the correct percentage amount.

### **Claims Paid Directly by Claimant**

Refer to the METSS Procedures Manual for detailed instructions. IV-D claims paid directly to the Division by a custodial parent are handled through normal receipting and depositing procedures. The pending claim must be activated the same day that payment is received and the appropriate percentage entered on RECO. The child support supervisor/CRDU must ensure that the RECO screen shows the claim has been activated and that the receipted amount is not more than the amount owed.

Recoupment receipts are posted to the person's social security number, with a pay code of "90" to designate the payment as a recoupment payment. During nightly processing, METSS updates the IV-D claim record with the payment amount. Payment distribution is to claim recoupment.

### **Noncustodial Parent Overpayment**

If an overpayment to a noncustodial parent occurs, every effort must be made to recoup the erroneous disbursement. Although an overpayment made to the noncustodial parent cannot be recouped as discussed in this section, a claim will be established and recoupment will be made from the first available funds received which are owed to the noncustodial parent. Voluntary repayment by the noncustodial parent should be documented by a written, signed statement.

**NOTE:** All erroneous disbursements will be recouped, if possible, from the party (custodial parent, noncustodial parent, IV-D, Non-IV-D client) receiving the erroneous disbursement.

10-01-98

**FAILURE TO COOPERATE IN ESTABLISHMENT OF PATERNITY AND SECURING SUPPORT****Legal Base**

The Personal Responsibility and Work Opportunity Reconciliation Act, Public Law 104-193, was enacted on August 22, 1996. With the passage of the law, the Division of Child Support Enforcement (DCSE) was given the responsibility of determining good cause for noncooperation. An individual not cooperating with DCSE in establishing the paternity of, or in establishing, modifying or enforcing a support order for any child(ren) for whom the individual is receiving assistance must prove good cause for noncooperation.

**Definition of Cooperation**

Cooperation is the joint action of working toward a common goal. DCSE must encourage cooperation from the applicant and/or recipient so that paternity and/or support orders may be established to benefit the child (ren).

**Cooperation**

During the initial interview with a custodial parent, the child support worker must explain what is meant by and the benefits that can be derived from cooperating with the Division. The child support worker will give the custodial parent MDHS-CSE-616, CHILD SUPPORT FOR YOUR FAMILY'S BENEFITS AND PROTECTION, and the case record will be documented to reflect that the pamphlet was given.

1. Benefits of cooperation:
  - a. The establishment of a child's paternity may give the child the rights to future Social Security, Veteran's or other government benefits, and inheritance rights.
  - b. Child support payments established with the use of child support guidelines can help provide financially for the child.
  - c. Medical support in the form of health insurance can help provide for the medical needs of the child.
2. Cooperation includes:
  - a. Keeping or rescheduling interviews with DCSE. Please refer to the information below regarding scheduling appointments.
  - b. Providing sufficient information to verify the identity of the father and to establish, modify, and/or enforce a support order. Sufficient information may include, but is not limited to, the following about the father or putative father:

- Name, past or present address, and telephone number
- Date of birth
- Social Security Number
- Past or present place of employment or school
- The names and past or present addresses and telephone numbers of relatives or friends
- Other information DCSE determines is necessary

NOTE: Information is considered available if it can be obtained through reasonable and diligent efforts, i.e. using sound judgment and persevering in attempts to gain information.

- c. Submitting oneself and/or child(ren) to genetic testing and otherwise assisting in the establishment of paternity for a child(ren) born out of wedlock for whom assistance is claimed and naming another alleged father when genetic testing results have excluded the person originally named
- d. Providing and identifying relevant information on private health insurance
- e. Appearing as a witness at judicial or other hearings or proceedings
- f. Appearing or responding by mail or telephone when requested by a DCSE office to provide information.
- g. Providing information or attesting to lack of information
- h. Paying to DCSE any child support payments

### **Scheduling Appointments**

In scheduling appointments for applicants or recipients, reasonable advanced notice must be given to the applicant/recipient to provide adequate time to make the necessary arrangements to keep scheduled appointments. A reasonable request to reschedule an appointment suggests a willingness to cooperate on the part of the applicant/recipient. With a rescheduled appointment mutually agreed upon by the applicant/recipient and DCSE, a greater likelihood of cooperation can be expected from the custodial parent.

A failed appointment is when the custodial parent has taken no initiative to make other arrangements prior to the date of the appointment and fails to keep the appointment. If the TANF, Medicaid-only, or Food Stamp recipient misses two scheduled appointments, notice of noncooperation is sent to the referring office by entering the noncooperation information on the APPD.CLNT or APPD.ABSP screen, as appropriate. If the non-TANF client misses two scheduled appointments, a closure notice for noncooperation is sent. The closure notice must state what is required of/from the custodial parent to cooperate and to keep the case open.

The following action is required prior to determining noncooperation:

- Schedule the first appointment.
- If the applicant/recipient fails to keep the first appointment, schedule the second appointment.
- If the applicant/recipient contacts IV-D prior to case closure, a subsequent appointment must be scheduled. In such cases the applicant/recipient should be rescheduled for the next available date. Case documentation substantiates the child support worker's efforts in this area.

### **Determination of Refusal to Cooperate in TANF, Medicaid-only, or Food Stamp Cases**

DCSE determines that noncooperation exists when:

- The custodial or noncustodial parent misses two scheduled appointments; or
- The custodial or noncustodial parent fails to provide requested information after two requests for the information; or
- The custodial or noncustodial parent refuses to cooperate during the interview; or
- The custodial or noncustodial parent fails to appear for a court date or genetic test. (If the parent contacts the DCSE office to reschedule in advance of the court date or genetic test date, schedule the parent for the next available court date or genetic test date.)

NOTE: Noncooperation by the custodial parent is recorded on APPD.CLNT, and the noncustodial parent's noncooperation is recorded on APPD.ABSP. The importance of cooperating and what cooperation means must be discussed during the initial interview.

### **Penalty for Refusal to Cooperate in Establishing Paternity and Obtaining Support**

TANF assistance will be denied to the family whose adult caretaker relative fails to assign support lights to the state. TANF assistance will be terminated for the family who fails without good cause to cooperate with child support enforcement activities to establish paternity and to obtain support. If the TANF case is closed because of failure to cooperate with DCSE without good cause, the family will not be approved for TANF upon reapplication until child support compliance/cooperation is verified by DCSE or the family becomes exempt for good cause.

Only the individual who fails to cooperate without good cause with DCSE will be disqualified for food stamp benefits from the food stamp household. Refer to Child Support Cooperation in Food Stamp Program for further discussion on the Food Stamp Program.

If the custodial parent in a Medicaid-only case fails without good cause to cooperate with child support enforcement activities in establishing paternity and in obtaining health insurance, only the custodial parent will be disqualified by IV-A.

### **Procedure for Referral to IV-A for Noncooperation**

If a determination is made that the TANF custodial parent has failed to cooperate without good

cause, enter the noncooperation code in METSS on CLNT screen and document on the CONT screen (refer to METSS Procedures manual). IV-A is notified through METSS/MAVERICS interface. The IV-A worker receives an alert, and a report is generated weekly by MAVERICS. IV-A notifies the TANF family of the case closure and the reason with a 10 day adverse action notice.

When it is determined that a custodial parent has cooperated, who had previously refused or failed to cooperate, determine if the case is an active MAVERICS case before changing the non-cooperating code to cooperating. To determine if a case is active in MAVERICS view either the CASE, CLNT, or the MEMB screen. If the case is an active MAVERICS case, change the noncooperation code on the CLNT screen to cooperating and document the cooperation code on the CONT screen.

Determining if a case is an active MAVERICS case is extremely important because the IV-A/IV-D interface stops running when the MAVERICS case closes. Changes made in METSS cannot be communicated to MAVERICS through the system's interface. MAVERICS sends future status change transaction to METSS on the day the MAVERICS case closes. Therefore, if the status of the METSS case has changed to 40-1 or if there is a future status change pending to 40-1, no change made to the METSS case can be automatically communicated to MAVERICS.

When IV-D is notified via METSS/MAVERICS interface that the TANF case is closed based on noncooperation with child support, the case changes from a 10-1 to a 40-1. METSS sends notice A604, Notice of Continued Child Support Service, to the custodial parent, and the case must continue open unless the custodial parent requests case closure. If the client does not request closure, the child support worker must schedule another appointment or send another request for information. If the custodial parent does not respond to the appointment letter or the request for information, the case record is documented that the custodial parent did not cooperate with DCSE when the TANF case was open and the closure notice is sent. The notice is to indicate why the case is being closed. At the end of 60 days, if the custodial parent has not cooperated, the case may be closed following case closure procedures.

### **Determining Noncooperation in non-TANF Cases**

When the non- TANF case is closed based on non-cooperation and the custodial parent applies for TANF benefits, the child support worker will receive the referral via METSS/MAVERICS interface. The child support worker will interview the custodial parent and request the needed information. Only one appointment letter and only one request for information will be sent to custodial parents in this situation. If the custodial parent does not cooperate with child support, IV-A will be notified of the non-cooperation.

### **Terminating the Case Closure Process on non-TANF Cases**

The child support worker will stop the case closure process for noncooperation at any time during the 60 days, after the closure notice is sent, when the custodial parent provides the information requested, takes the required actions to proceed with case processing, or DCSE obtains the information necessary to proceed with case action.

## **Reapplication after Noncooperation**

When the custodial parent reapplies for TANF benefits, after the TANF case has closed due to the custodial parent's noncooperation with IV-D and the IV-D case remains open, the TANF application is referred to child support in "received status" via MDHS-EA-CSE-343/643. Upon receipt of the MDHS-EA-CSE-343/643, the child support case remains a 40-1 case. Once cooperation has occurred, the child support worker notifies IV -A of cooperation via MDHS-EA-CSE-343/643. When the TANF application is approved, the child support worker is notified via the MAVERICS/METSS interface and the case category changes to a 10-1. At this time, the child support worker will change the "ND" code to "CO". If IV-A does not receive notification from child support of the custodial parent's cooperation within 30 days of the TANF reapplication, the TANF application will be denied and the IV -D case remains a 40-1, until there is a reason for closure of the non- TANF case. See procedures above for determining noncooperation in non- TANF cases.

When the custodial parent reapplies for TANF benefits after the TANF case has closed due to the custodial parent's noncooperation with IV-D and the IV-D case is closed, the TANF application is referred to child support in "received status" via MDHS-EA-CSE-343/643. The IV-A worker explains to the custodial parent that he/she must contact and cooperate with child support before the TANF application can be approved. The child support worker will not reopen the closed IV-D case until the custodial parent makes contact. When the custodial parent contacts the child support worker, the case reopens as a 40-1. There is no application or \$25.00 application fee required to reopen the case. The case must be opened and processed in accordance with child support procedures. In this situation, only one appointment letter or one notice requesting information will be sent the custodial parent. If the custodial parent responds and/or provides the needed information, IV-D notifies IV-A via MDHS-EA-CSE-343/643 of the custodial parent's cooperation. If the TANF application is approved, the child support worker is notified via MAVERICS/METSS interface. The 40-1 case becomes a 10-1 case, and the cooperation code is changed from "ND" to "CO". If the custodial parent does not respond and/or supply the requested information, the IV-A worker is notified via MDHS-EA-CSE-343/643 from the child support worker, a closure notice is sent, and the 40-1 case closes after 60 days has expired.

## **Good Cause**

### **Legal Base**

Federal law at 42 U.S.C. 602(a)(26)(B) allows domestic violence victims and others with good cause the opportunity to request a waiver from cooperating with child support requirements if the health or safety of parent or child(ren) would be put at risk by the disclosure of such paternal information.

### **Definitions**

**Good Cause:** Circumstances under which cooperation may not be "in the best interests of the child."

**Family Violence:** Being the victim (adult or child) of any act or threatened act of violence, which results or threatens to result in physical or mental injury.

### **Good Cause vs Family Violence**

Although family violence is reason to grant good cause for not cooperating with child support, the custodial parent may wish to cooperate with DCSE in establishing paternity and support or enforcing an existing support order, if she can reasonably expect her whereabouts to remain confidential. When family violence is determined to exist, the FV indicator must be entered on APPD.CASE. If the FV indicator is set on a case, no information will be disclosed to any person unless directed by the court.

All good cause exemptions do not include family violence and METSS should not be coded with the FV indicator except in cases involving family violence. Good cause exemptions not involving family violence should not be coded as family violence cases.

### **Recommendation of Good Cause**

Child support staff will recommend that the custodial parent's cooperation in establishing paternity and securing support is not to be pursued when any of the following conditions exist:

1. The custodial parent's cooperation in such activities can/may result in physical or serious emotional harm to the child (child abuse) or to the custodial parent.
2. There is a protective order.
3. The child for whom support is sought was conceived as a result of incest or forcible rape.
4. Legal proceedings for the adoption of the child are pending before a court of competent jurisdiction.
5. The custodial parent is actively engaged with a public or licensed private social service agency in resolving the issue of whether to keep or relinquish the child for adoption.

### **Protective Safeguards**

The child support worker must place strong emphasis on the custodial parent's obligation to cooperate with DCSE and exactly what is expected so that there is no misunderstanding about the nature of that obligation.

At the time of the custodial parent's first contact/interview with DCSE, the child support worker will provide notice of the good cause exception verbally and by providing MDHS-CSE-616. Child Support For Your Family's Benefit and Protection. Since family violence victims may be reluctant to discuss their situation, no mother or other caretaker should be precluded from raising family violence concerns at a later date, if she does not make a claim at the initial interview.

If it appears that there are family violence issues in a case, the worker will explain the child support process to the custodial parent and explain that her privacy can be safeguarded. APPD.CASE will be coded with the family violence indicator and information about the location

of the mother and child (ren) will be protected from disclosure to the father and/or anyone, unless disclosure is ordered by a court. APPD.CLNT will be coded for good cause exemption. After these safeguards are explained, the child support worker and the custodial parent should determine whether these protective devices offer sufficient protection to make it feasible to pursue child support.

### **Procedures for Making Decision Regarding Good Cause**

The custodial parent can claim good cause verbally or in writing. If the custodial parent claims good cause, the child support worker must inform the custodial parent verbally and in written form, via the free form text notice, of specific information/evidence needed and of the 20 calendar day time limit for providing the needed information. The child support worker will initiate MDHS-CSE-620, Notice of Claims of Good Cause for Failure to Cooperate. The child support worker should be aware that frequently victims of family violence do not have official documentation of their situation and should advise the client how best to obtain the needed information. The child support worker will set a tickler/alert for 20 days to check for the return of the required information/evidence.

Should additional time be requested by the custodial parent or deemed necessary by the IV-D staff, a 15 calendar day extension will be allowed. Extensions to the 20 day time limit must have county supervisory approval and case documentation. The custodial parent must be advised that she/he has an additional 15 days in which to provide the needed evidence. The child support worker will use the free form text notice to inform the custodial parent of the additional information needed and the date the information must be returned. A tickler/alert will be set for 15 days to check for the return of the information/evidence. In all situations in which good cause is claimed, the final determination will be made within 45 calendar days of the day the good cause claim is made. Documentation of the case record is essential for good case management and audit purposes.

The child support worker to whom the case is assigned and the worker's supervisor will recommend a decision based on the evidence supplied by the custodial parent or on evidence easily located and/or obtained by the child support worker. In all situations, the decision of the county child support staff will be routed to the Regional Director for final approval via MDHS-CSE-620, Notice of Claims of Good Cause for Failure to Cooperate.

### **Evidence of Good Cause Investigation**

Hard copies of all evidence provided by the custodial parent or obtained by DCSE staff must be filed in the case record folder maintained in the county office. Some examples of evidence upon which a determination of good cause will be made without further investigation include the following

- a. Protective order,
- b. Birth certificate, medical or law enforcement records which indicate that the child was conceived as the result of incest or forcible rape.

- c. Court documents or other records that show legal proceedings for adoption are pending before a court of competent jurisdiction.
- d. A written statement from a public or licensed private social agency that the custodial parent is being assisted by the agency in resolving whether to keep the child or relinquish the child for adoption.
- e. Court, medical, criminal child protective services, social services, psychological or law enforcement records which indicate that the putative father or noncustodial parent might inflict physical or emotional harm on the child or custodial parent. (Note that the character of the noncustodial parent must be assessed in decision making regarding physical harm.)
- f. Medical records indicating emotional health history and present emotional health status of the child or custodial parent or statements from a mental health professional indicating a diagnosis or prognosis of the emotional health of the custodial parent or child, which indicate that cooperating in establishing paternity or securing support may be reasonably anticipated to result in emotional harm to the child or custodial parent.
- g. Sworn and notarized statements from the applicant/recipient and individual(s) with knowledge of the circumstances which provide the basis of the good cause claim.

If good cause is substantiated, the child support worker codes the case as good cause on CLNT. The case record must be documented and hard copies of the evidence provided by the custodial parent or obtained by DCSE staff must be filed in the case record folder maintained in the county office. A tickler must be set to reevaluate the case yearly until good cause is no longer a factor. NO further action will be required by the child support staff until the circumstances of the case change.

If good cause is not substantiated, follow procedures above for noncooperation.

### **Responsibilities of the Child Support Worker on Good Cause Claims**

When the custodial parent claims good cause for not cooperating in the pursuit of child support, the child support worker must:

1. Explain that the circumstances and evidence set out in the above section will be the basis of the decision, and explain the custodial parent's responsibility for providing such evidence, as well as the Division's willingness to investigate and secure evidence in some instances. Refer to the above information regarding the Division's participation.
2. Give the custodial parent a written notice of the evidence/information required and the deadline for providing the evidence/information. The child support worker will use the free form text notice for this purpose.
3. Set ticklers/alerts for the tracking of the timeframes. It is essential to maintain control in cases involving claims of good cause.
4. Gather documentation on any good cause claim made by the custodial parent. This step

may include assembling material(s) furnished by the client, making a reasonable effort to obtain any specific documents which the applicant or recipient is not able to obtain without assistance, or requesting assistance from other agency staff in gathering material

*Note:* If the custodial parent refuses to supply sufficient information, the county will determine that good cause does not exist and IV-A will be notified of the failure to cooperate.

5. Participate in making a recommendation regarding the granting of good cause based on specified documents and criteria.
6. Notify the custodial parent, via the free form text notice, who claims good cause for failure to cooperate of all decisions.
7. File in the child support case record the decision and the evidence on which the determination is made.
8. Submit the county's decision for approval with information substantiating the decision to the Regional Director for a final decision.
9. Notify the Economic Assistance staff of the decision and the basis regarding the good cause claim.
10. Attend and participate in the fair hearing requested by the custodial parent and conducted by the Economic Assistance staff, if the custodial parent requests a fair hearing when the TANF case is closed due to noncooperation.
11. Reevaluate the situation yearly regarding the status of the good cause claim.

## **CHILD SUPPORT COOPERATION IN FOOD STAMP PROGRAM**

### **Legal Base**

Public Law 104-193 known as The Personal Responsibility and Work Opportunity Reconciliation Act of 1996, permits States to require cooperation with the Division of Child Support Enforcement (DCSE) as a condition of eligibility for the Food Stamp Program. This law requires custodial and noncustodial parents, putative and legal, to cooperate in establishing paternity, if necessary, of children under the age of 18 and in obtaining and enforcing child support.

State law requires that any applicant for or recipient of food stamps agrees, as a condition for these benefits, to cooperate with DCSE in determining paternity for the purpose of obtaining and enforcing child support obligations.

### **Purpose**

The purpose of requiring applicants and/or recipients to cooperate with DCSE as a condition of eligibility for the Food Stamp Program is to promote personal responsibility for one's child(ren) by legally establishing paternity and by providing financial support for the child(ren). The requirement is designed to ensure that any child(ren) has legal parentage established and

becomes financially supported by both parents.

### **Child Support Requirements for Food Stamp Program**

Eligibility for the Food Stamp Program includes cooperating with Child Support Enforcement in establishing paternity and obtaining support. No natural or adoptive parent or other individual who is living with and exercising parental control over a child under 18 years old, who has a noncustodial parent shall be eligible to participate in the Food Stamp Program unless the individual cooperates. The individual may be exempt from child support enforcement requirements if good cause is found for refusing to cooperate as determined by child support enforcement.

#### **Definitions**

**Applicant:** An individual who has filed an application for the Food Stamp Program.

**Recipient:** An individual who currently receives food stamps.

**Cooperation:** Joint actions of involved parties to establish paternity and to establish a support obligation.

**Good Cause:** Reason for which a custodial parent is excused from cooperating in establishing paternity or in securing child support.

### **Special Provisions for Custodial Parents with Food Stamp Only Cases**

A food stamp only recipient who is a custodial parent of a child(ren) under 18 years of age must be notified by the Division of Economic Assistance that they are required to cooperate with DCSE in establishing paternity, if necessary, and obtaining support for the child(ren). This notification must be delivered at the time of application or recertification for food stamps.

#### **TANF/Food Stamp Household**

If a TANF household is also a food stamp household with the custodial parent as head of household for both programs and fails to cooperate with child support enforcement requirements, the TANF case will be closed. Only the custodial parent will be disqualified from the food stamp case. The case closure and disqualification, respectively, will continue for the duration of the custodial parent's noncooperation.

#### **Medicaid-only/Food Stamp Household**

Failure to cooperate in the combination Food Stamp/Medicaid-only case will mean food stamp disqualification of the child's custodial parent or person exercising parental control over the child, for the duration of the noncooperation. The custodial parent's needs will be removed from the Medicaid-only case. The child (ren) will not be disqualified for food stamps or Medicaid. When cooperation is verified by the child support office, the disqualified individual may be

added back to the household for the next possible month.

### **Food Stamp Only Household**

If the parent, or the person acting in the parental role, of a child under the age of 18 years in the food stamp only household refuses or fails without good cause to cooperate in establishing paternity and support for the child(ren), he/she will be disqualified for the duration of the noncooperation. When compliance is verified by the child support worker, the disqualified individual will be added back to the food stamp household for the next possible month.

### **Noncustodial Parent**

A putative/alleged father or noncustodial parent of a child under 18 years of age will not be eligible to participate in the Food Stamp Program if that individual refuses to cooperate with child support in:

- establishing paternity of the child (if born out of wedlock); and/or,
- providing support for the child.

Although cooperation with child support enforcement is required for participation in the Food Stamp Program, the noncustodial parent who is delinquent in any month for court ordered support will not be denied food stamps for the month solely for inability to pay child support. However, the noncustodial parent could be denied food stamp benefits if determined by child support enforcement for failure to cooperate with child support enforcement without good cause.

### **Referral to Child Support Enforcement**

MAVERICS child support screens are used to make referrals to METSS for food stamp cases. The same referral criteria is used for the Food Stamp Program as is in place for TANF and Medicaid, except the food stamp only recipient will not assign support rights to the State. Noncustodial parent referral') are also made when the alleged father resides in the food stamp household with the child and has voluntarily admitted paternity, but paternity has not yet been established by birth certificate or court order.

The TANF client must cooperate with child support in all aspects of child support enforcement. The Medicaid-only client must cooperate with child support in obtaining medical support for the child; but, when the Medicaid-only client receives food stamps, the client becomes a full child support services client. MDHS-EA-555, Food Stamp/Child Support Communication Form, is used by the IV-A eligibility worker to notify the child support worker that a Medicaid-only case has been approved for the food stamp program and when a change occurs in the Medicaid/Food Stamp case.

TANF/Food Stamp households will continue to be referred as 10-1 cases. The Medicaid-only/Food Stamp household will continue to be referred as a 20-1 case. The child support worker receives the Food Stamps only referral as a 45-1 case via METSS/MAVERICS interface. MAVERICS will automatically determine which program type should be on the referral record

to METSS.

### **Determination of Noncooperation**

Refer to Failure to Cooperate in Establishment of Paternity and Securing Support in Volume VI, Section C, pages 3320-3323 for determining what constitutes cooperation and noncooperation.

When the custodial parent does not cooperate with child support enforcement, the noncooperation code is entered into METSS on APPD.CLNT. The code for noncooperation is "ND". The custodial parent's noncooperation is transmitted to the eligibility worker through the METSS/MAVERICS interface. Upon receipt of the necessary information or the cooperation of the client with child support, the "ND" code is changed to cooperating, "CO".

NOTE: When a TANF case closes, the METSS/MAVERICS interface ends. Therefore, once the "ND" code is entered into METSS and the TANF case has closed, the child support worker should not change the noncooperation code even if the 40-1 client cooperates with child support.

When the IV-D worker determines that a noncustodial parent is not cooperating (i.e., not submitting himself for genetic testing, not appearing in court, etc.), the noncooperation code (ND) is entered on the APPD.ABSP screen. If the noncustodial parent cooperates, the code must be "CO" or blank. Once a month, the cooperation/noncooperation information for the noncustodial parent is extracted from METSS and sent to MAVERICS to be matched against their food stamp participants. If a match is found, the eligibility worker applies the penalty for noncooperation, unless the noncustodial parent has cooperated since the date of the report. When the noncustodial parent or alleged father cooperates, the MDHS-EA-CSE-943/643 should be initiated by the child support worker notifying IV-A of the cooperation. The "ND" code is changed to "CO" or blank.

### **Special Provisions**

Application fees or other costs associated with child support enforcement services are not required for the custodial parent, noncustodial parent or alleged father who is active in a food stamp case. The Food Stamp Program does not require assignment of support rights to the state and there is no recovery by IV-D.

If a Food Stamp applicant or recipient has an existing court order directing child support payments to the custodial parent, DCSE will request redirection of the court order to child support. Until the order can be redirected the custodial parent will be informed that the child support must be paid to the child support office.

When a combination Medicaid-only/Food Stamp case involving a noncustodial parent is approved, the IV-A eligibility worker will complete MDHS-EA-555, Food Stamp/Child Support Communication Form. This form is printed on pink paper and a photocopy or a carbon copy will be on pink paper. The form is sent to inform the child support worker that a Medicaid-only case is participating in the Food Stamp Program. The form is also used to notify the child support worker when a food stamp change occurs in the combination Medicaid-only/Food Stamp Case.

If a Food Stamp recipient is a Medicaid-only recipient who chooses the medical support only option, child support will request modification of the court order to include financial support. When the Medicaid-only client accepts food stamps, the client becomes a recipient of full child support services.

10-09-08

## **EMANCIPATION**

### **Legal Base**

Section 93-11-65 of the 1972 Mississippi Code Annotated, as amended, contains a 2008 amendment to provide for the emancipation of a minor child without the necessity of a court order in certain circumstances: when the child reaches age twenty-one (21), marries, joins the military full-time or is convicted of a felony and is sentenced to incarceration of two (2) or more years for committing such felony.

### **Definition**

Emancipation generally means that the child is legally considered an adult for most purposes. Consequently, emancipation concerns the extinguishment of parental rights and duties. This emancipation automatically occurs upon arriving at the age of majority. The age of majority in Mississippi is twenty-one (21) years. Also, emancipation may refer to the emancipation that occurs before the child reaches the age of majority. **NOTE:** The noncustodial parent, not MDHS, shall petition the court for the relief sought.

### **Criteria for Emancipation**

The child could be automatically emancipated or the emancipation may require a court order.

### **Automatic Emancipation**

Unless otherwise provided for in an underlying child support judgment, automatic emancipation shall occur:

1. The age of majority (21) is attained, unless the child support order specifies differently,
2. Marries,
3. Joins the military and serves on a full-time basis, or
4. Is convicted of a felony and is sentenced to incarceration of two (2) or more years for committing such felony. **NOTE:** The duty of support of a child who is incarcerated but not emancipated shall be suspended for the period of the child's incarceration.

### **Court-Ordered Emancipation**

The following does not emancipate automatically and requires a court order for emancipation to eliminate or decrease the amount of child support.

1. Discontinues full-time enrollment in school having attained the age of eighteen (18) years, unless the child is disabled;
2. Voluntarily moves from the home of the custodial parent or guardian, and establishes independent living arrangements, obtains full-time employment and discontinues educational endeavors prior to attaining the age of twenty-one (21)
3. Cohabits with another person without the approval of the parent obligated to pay support; cohabits generally means living together as if husband and wife.

**NOTE:** When the noncustodial parent has a broad support order that says pay "X" amount of child support for multiple children, one child's emancipation does not automatically enable the noncustodial parent to reduce the amount of child support paid. However, if the court order says pay "X" amount of child support per child or "X" amount for a single child, one child's emancipation does automatically enable the noncustodial parent to reduce the amount of child support paid.

A determination of emancipation does not terminate any obligation of the noncustodial parent to satisfy arrearage existing as of the date of emancipation. The total amount of periodic support due prior to the emancipation plus any periodic amounts ordered paid toward the arrearage shall continue to be owed until satisfaction of the arrearage in full, in addition to the right of the person for whom the obligation is owed to execute for collection as may be provided by law.

The above statements apply to all cases regardless of when the child emancipated.

This law allows us to continue to collect the current support amount plus the arrears amount until the arrears are paid in full. The worker may need to send the 818 when necessary. A notice is not necessary if amount due continues to be what the NCP is currently paying. However if amount changes then a courtesy notice should be issued to inform NCP of new amount he owes in order to stay in good standing.

**08-15-98**

## **WORK REQUIREMENTS FOR PERSONS OWING PAST DUE CHILD SUPPORT**

### **Legal Base**

Section 93-11-71 of the Mississippi Code, Annotated, 1972, as amended, and Section 365 of the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) require that states have procedures for ensuring that persons who owe past due child support, and are not

incapacitated, in any case in which a child receives Temporary Assistance for Needy Families (TANF), may be required by the court to participate in any work programs offered by any state agency. At present, that state agency is the Mississippi Department of Human Services, Division of Economic Assistance and the program is the TANF Work Program (TWP).

### **Purpose**

The purpose of imposing work requirements on non-paying noncustodial parents is to assist noncustodial parents in finding work to aid in the support of their children. Imposing work requirements on delinquent noncustodial parents of children who are receiving TANF should enable underemployed parents to improve their work skills and obtain regular employment.

This requirement may help the Division learn of the noncustodial parents that are currently employed and/or working for cash wages.

### **Past Due Support**

Past due support is support that remains unpaid on the first day of the month after the month in which it became due.

### **Criteria**

The Division may petition the court to order the noncustodial parent to either pay the support that is past due through a payment plan or participate in work activities that the court deems appropriate from which support could be paid. Before referring a noncustodial parent to the child support attorney with a request to petition the court to order a noncustodial parent to participate in a work placement program, the noncustodial parent must not be incapacitated and must have:

1. a legal responsibility (support order) to provide financial assistance for his/her child(ren),
2. past due in support payments of more than one month,
3. a child (ren) receiving TANF benefits,
4. no verified employer, and
5. a verified location for service of process.

### **Procedures**

The following procedures and instructions are intended for the TANF Work Program.

METSS will alert the child support worker of the noncustodial parent who meets the criteria. Upon receipt of the alert, the worker will prepare the case for referral to the child support attorney who will file a petition for contempt, which may include a request for job placement, with the court. The case action log in METSS must be documented regarding the referral to the staff attorney.

Prior to the court date, child support staff **MUST** check METSS and MAVERICS to verify that

the TANF case of the noncustodial parent's child(ren) is currently in active money payment status and is anticipated to remain active in the month following the court hearing date. MAVERICS can be checked by the child support worker calling the Economic Assistance Office or by asking an eligibility worker. The child support office will provide the Economic Assistance Office in the county in which the custodial parent resides a list of TANF cases needing this verification and the date of the court hearing. The child support staff should make the request sufficiently in advance of the court date to allow time for review and response, no less than three work days. The County Director or his/her designee will review the TANF case status and provide a report of the TANF case status, including the start date of the next job readiness/job search class for the county. The work requirement remains in effect only as long as the child (ren) continues to receive TANF benefits.

If the TANF case is not currently active or is anticipated to close, the child support attorney will not request referral of the noncustodial parent to TWP in the contempt of court hearing. Also, if the next scheduled job readiness/job search class start date is too far into the future to expect the noncustodial parent, who may need job readiness services prior placement services, to reasonably be served within 60 days, the child support attorney will take this into consideration when making recommendations to the court.

**10-01-98**

### **Referrals to TANF Work Program**

Upon receipt of the court order, the child support worker must verify that the child(ren) is still a recipient of TANF benefits. If the TANF case is active, the child support worker will complete the MDHS-CSE-EA-625/325, TANF Work Program. NCP Referral/Communication Form, and forward the referral to the TWP job placement entity, Economic Assistance County Director or Job Placement Contractor (JPC), within five days of receiving the court order.

The child support worker will inform the noncustodial parent of the referral to TWP when the court order is received and the referral is made. If the noncustodial parent is in the county office and the County Director is the job placement entity, he/she should be directed to the Economic Assistance Office to set a TWP appointment start date. If the noncustodial parent is notified of his/her referral to TWP via the mail, the job placement entity will notify the noncustodial parent of an interview

If the TANF case is closed, no referral will be made to the TWP. Should the TANF case reopen, the referral will be made at that time.

If the child (ren)'s TANF case closes after the noncustodial parent's referral to TWP, but prior to placement, the child support worker must immediately notify the job placement entity via MDHSCSE-625 that the TANF case is closed and the noncustodial parent's participation in the work program is terminated.

Since the noncustodial parent of the TANF recipient cannot be referred through the MAVERICS/JAWS interface, all referrals and tracking will be done manually between the Child

Support Enforcement Office and the job placement entity.

All actions must be recorded in the METSS case action log.

### **Receipt of Referral in TWP**

Upon receipt of the MDHS-CSE-EA-625/325 referral, the job placement entity will notify the noncustodial parent in writing of his/her first appointment date. The noncustodial parent will be assessed and will begin job search activities or will participate in the job readiness/job search activity. The job placement entity will work with the noncustodial parent for up to 60 days to try to secure employment.

If the noncustodial parent fails to cooperate with TWP, the child support worker will be notified immediately via MDHS-CSE-EA-625/325. The child support worker will contact the noncustodial parent to determine why the failure occurred. Since the job readiness class is a very structured program, it is important for the noncustodial parent to begin attendance on the first day. However, he/she may begin later in the week, provided this is cleared by child support and the new start date is agreed upon by child support and the job placement entity.

TWP will notify child support whenever the noncustodial parent has failed to comply with the work requirement. Noncompliance includes missing two appointments, not reporting to work, etc. When the child support worker receives notification of the noncompliance, the case should be referred immediately to the child support attorney for further enforcement action with full documentation in the METSS case action log.

At the end of 60 days, if placement is unsuccessful, the failure and the reason for failure will be reported to child support via MDHS-CSE-EA-625/325. If the noncustodial parent complies with TWP requirements and employment is not secured for the noncustodial parent, the noncustodial parent has fulfilled the requirements of the court order.

If employment is secured for a noncustodial parent, the job placement entity will notify the child support worker via MDHS-CSE-EA-625/325. The child support worker will immediately send the income withholding order to the noncustodial parent's employer.

If the job readiness/job search class will not start soon in the county, the job placement entity will make a preliminary assessment of the noncustodial parent's job skills and will begin referrals for employment to attempt to find a job as soon as possible. If the noncustodial parent has not found employment by the time the job readiness class begins, he/she will participate in that activity and complete the job readiness/job search activities with the group, or until employment is found. The noncustodial parent must be assisted in job search activities as soon as appropriate placements become available.

The noncustodial parent will be placed in full-time unsubsidized employment since he/she must be seeking employment to ensure payment of the child support obligation.

Only two work activities will be handled for the noncustodial parent: job readiness/job search

and placement in unsubsidized employment. The job placement entity will work with the noncustodial parent for a maximum of 60 days from the date the referral to TWP is received from child support.

## **STATE AND FEDERAL CASE REGISTRIES**

### **Legal Base**

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) requires each State to implement a State Case Registry (SCR) in its Child Support Enforcement automated System and establish an interface with the Federal Case Registry (FCR) that will automatically transmit and receive child support information for all IV-D child support cases and non IV-D child Support orders entered or modified after October 1, 1998. The SCR is designed to be an electronic repository of case records and orders.

Section 43-19-31(1) of the Mississippi Code of 1972, Annotated, as amended, requires that the Mississippi Department of Human Services maintain a case registry containing records with respect to:

1. Each case in which services are being provided by the Department; and
2. Each support order established or modified in Mississippi on or after October 1, 1998.

### **Purpose**

The FCR/SCR interface allows access to timely and reliable information on interstate child support cases. The information will aid in the location of delinquent noncustodial parents in child support cases; the establishment of paternity; and the establishment, enforcement or modification of child support obligations.

### **Family Violence Indicator**

The family violence indicator (FV) is entered on APPD.CASE when a custodial parent, who is a victim of family violence. The family violence indicator is available in METSS for all cases; i.e., TANF, non-TANF, and non IV-D. No information will be released to anyone when a case is coded with FV unless the court renders a decision. Refer to Volume Section C on Good Cause for further discussion on family violence and the family violence indicator.

### **State Case Registry (SCR)**

The SCR contains records for each case for which services are provided by the State IV-D agency and all non IV-D orders established or modified on and after October 1, 1998. The SCR includes the payment record and other information listed below for each IV-D case for which a support order has been established.

- the amount of monthly or other periodic support owed under the support order and other amounts including the amount of support that is due or delinquent, interest, Late payment

penalties, and fees;

- amounts of the above that have been collected;
- the distribution of collected amounts;
- the amount of any lien imposed with respect to the order;
- the birth date and the social security number for any child for whom the order requires the provision of support. Beginning October 1, 1999, the SCR must transmit data for children to the FCR.

In addition, information that the SCR needs to report to the FCR includes:

- state numerical FIPS Code;
- state case ID number;
- case type (IV-D or non IV-D);
- child support order established indicator (Yes or No);
- person's name and either the person's social security number or sufficient information for the FCR to find the person's social security number;
- Family violence indicator, when the state determines that there is evidence of family violence;
- person type (custodial parent, noncustodial parent, putative father, or child); and
- case type changes.

This information will automatically be provided through the SCR/FCR interface.

### **DCSE/AOC Interface**

The Administrative Office of the Courts (AOC) in consultation with the Division of Child Support Enforcement (DCSE) has developed a child support order tracking system. Information collected from Chancery Court case filing forms is furnished to DCSE to ensure that compliance with all court ordered obligations of support are tracked. The tracking system includes the names, social security numbers and dates of birth of each child and parent named in the Court order, the court cause number, and family violence indicator.

All court orders, that contain child support obligations, entered in the state will be referred to METSS by AOC. METSS will match individual from these orders based on identical social security numbers and the same first 4 letters of the last name.

Referrals received from AOC, for which case structure (same father, same mother, and same kids) differs from an existing METSS case, a new case will be established in METSS on a non IV-D case data file. These non IV-D cases will be distinguished from other non IV-D cases contained in METSS by their unique METSS case number. These cases will be assigned case numbers that begin with the number "7" instead of the number "6", as in current IV-D and non

IV-D cases.

If every individual included in the order is found in METSS, with the same case structure, METSS will check for the family violence indicator from AOC. If the order contains the family violence indicator and the family violence indicator on the corresponding METSS case is not set, then the METSS family violence (FV) indicator will be set and the information sent to FCR. If the FV indicator is set on a case, no information will be disclosed to any person unless directed by a court ruling.

### **Federal Case Registry (FCR)**

The FCR is a component of the Expanded Federal Parent Locator Services (EFPLS) and is intended to be an up-to-date database with information being received from the SCR on a daily basis in order to ensure that the FCR is as current as possible. The FCR assist\ states in identifying individuals located and/or working in other states and is used to direct a state to other states with an interest in the same person by automatically matching newly submitted persons to the existing FCR records. In brief, the FCR:

- identifies, corrects, or verifies social security number information;
- identifies states with a shared interest in the same individual;
- provides initial and ongoing automatic matches of National Directory of New Hires (NDNH) records with information for custodial parents, noncustodial parents, and putative fathers in IV-D cases on the FCR;
- processes requests to locate custodial parents, noncustodial parents, and putative fathers for establishing paternity;
- processes requests to locate custodial parents and noncustodial parents for establishing, modifying, or enforcing child support orders;
- processes requests to locate a parent or child for purposes of investigating parental kidnappings, establishing or enforcing custody or visitation, adoption or foster care, as well as for establishing paternity and establishing, modifying, or enforcing a child support obligation.

### **FCR Functions**

For each individual submitted to FCR, the individual's social security number is matched against the Social Security Administration's records and FCR notifies the state of the results. When there is a family violence (FV) indicator or an unverified social security number, the FCR also:

- compares newly submitted individuals in IV-D cases to existing individuals in the FCR data base to determine if other states have an interest in the individual, and returns the information from any matches to the state that originally submitted the individual and to the other states that have the individual in a IV-D case on the FCR;
- compares newly submitted or updated custodial parents, noncustodial parents, and putative

fathers with verified social security numbers and without FV indicators in IV-D cases to NDNH records, and returns the information from those matches to the state that originally submitted the individual (unless the matched NDNH record contains an unverified social security or was submitted by the state that originally submitted the individual); and

- provides information resulting from requested searches of the existing FPLS data sources, and returns the results to the requesting state.

### **Proactive Matching**

Whenever DCSE submits a case or a individual to the FCR or changes identifying information on a case or an individual previously submitted, the FCR will search for matching cases/individuals and notify DCSE if any matches are found. When these proactive matches are found, the matching information will be written to the case action log, and the child support worker will receive an alert. The alert will say "Match found on Federal Case Registry (FCR) for this person. See the 'other' Category on ACTN for info. Review all associated cases for potential impact." One or more action log entries will be written, depending on the number of individuals associated with the matching case.

METSS receives an acknowledgment from FCR on each individual/case submitted. The acknowledgment will be written to the ACTN log of the pertinent case. Errors or warnings that will trigger an alert to the child support worker include:

- person submission errors;
- disclosure prohibited - Family violence involved;
- submitted name change does not verify with existing SSN;
- submitted SSN change does not verify; existing SSN verified;
- unable to identify SSN; and
- SSN has not been assigned by SSA.

### **Interfaces**

Refer to Volume VI, Section C, page 3135 regarding STATE AND NATIONAL DIRECTORIES OF NEW HIRES. Automatic matching of NDNH and FCR data will occur only for persons who are custodial parents, noncustodial parents, or putative fathers in IV-D cases on the FCR.

### **Closure or Deletion of IV-D Cases from the FCR**

For purposes of the FCR, a IV-D case with a support order established after October 1, 1998, may not be closed or deleted from the FCR unless the case meets the case closure criteria and the support order has expired under State law, there is no court order established in the case, or there was a court order that was established prior to October 1, 1998. Refer to Volume VI, Section C, pages 3900-3907, for case closure reasons.

When the court ordered obligation to pay current support continues and the state is no longer providing IV-D services, the case would become a non IV-D case. This information is reflected in the SCR, and provided to the FCR.

### **Deletion of non IV-D Orders from the FCR**

A non IV-D order is deleted from the FCR when the order expires according to State law. The FCR accepts requests to delete an individual from a case on the FCR or to delete a IV-D case or non IV-D order only when the request is transmitted by the state that originally added the individual, case, or order to the FCR. When a state closes a IV-D case on the SCR, using closing criteria spelled out in the above reference to the case closure reasons, it must send a notice to the FCR to close the case. METSS will notify FCR.

**04-01-06**

## **BANKRUPTCY**

### **Legal Base**

Title 11 of the United States Code, commonly referred to as the Bankruptcy Code, was enacted by Congress in 1978, and is the uniform federal law for the benefit and relief of creditors and their debtors in cases in which the latter are unable or unwilling to pay their debts.

On April 20, 2005, the Bankruptcy Abuse Prevention and Consumer Protection Act of 2005 (BAPCPA) was signed, and became Public Law 109-8. BAPCPA made substantial changes to the Bankruptcy Code that applies to cases filed on or after October 17, 2005. The revisions, among other changes, that impact child support enforcement by the state IV-D agency are:

- Define a 'domestic support obligation';
- Allow some enforcement of support orders during bankruptcy proceedings;
- Give domestic support obligations first priority in distribution of available funds, after Trustee administrative fees;
- Instruct bankruptcy trustees to provide appropriate written notice and certain information:
  - to an obligee of the right to use the services of a state child support agency where the obligee resides; and
  - to the obligee and state IV- D child support agency of the bankruptcy proceedings, of the claim for -a domestic support obligation, and of the granting of a discharge; and
  - to the obligee and state IV-D child support agency, at the time of discharge, of the debtor's last known address, of the last known name and address of the debtor's employer, and of the name of each creditor holding a debt that is not discharged or holding a debt that was reaffirmed.
- Allow the obligee and the IV-D child support agency to request the debtor's last known

address from a creditor holding a debt that is not discharged or that is reaffirmed and the creditor will not be held liable for disclosing this information.

In bankruptcy cases filed prior to October 17, 2005, the state IV-D child support agency may not certify for tax offset or credit reporting, initiate income withholding, or suspend a license in a case in which the noncustodial parent or his/her spouse has filed for bankruptcy under Chapter 7, 11, 12, or 13 of Title 11 of the United States Code unless the automatic stay under Section 362 of the Bankruptcy Code has been lifted or is no longer in effect and the obligation was not included in the plan.

A debt owed under state law to a state or municipality that is in the nature of support is not released by discharge in bankruptcy under Title 11 of the United States Code. Bankruptcy does not preclude entry and enforcement of orders established after the bankruptcy is filed.

### **Definitions**

***Automatic stay:*** an injunction that automatically stops lawsuits, foreclosures, garnishments, and all collection activity against the debtor the moment a bankruptcy petition is filed.

***Bankruptcy:*** a legal procedure for dealing with debt problems of individuals and businesses; specifically, a case filed under one of the following chapters of the Bankruptcy Code.

*Chapter 7:* liquidation of a debtor's nonexempt property and the distribution of the proceeds to creditors; trustee is appointed to take over property to sell/turn into money.

*Chapter 11:* mostly used by businesses, although it is available to individuals whose debts exceed Chapter 13 limitations; the debtor may continue to operate the business, but creditors and the Court must approve the debt repayment plan; if a trustee is appointed, the trustee takes control of the business and property.

*Chapter 12:* like Chapter 13, but only for family farmers or family fishermen.

*Chapter 13:* debt rehabilitation and reorganization, rather than liquidation; the debtor usually can keep property, but must earn wages or have some other source of regular income and agree to pay part of income to creditors; the Court must approve a repayment plan and budget; trustee is appointed to collect payments from the debtor, pay creditors, and make sure the debtor lives up to the terms of the repayment plan.

***Claim:*** creditor's assertion of a right to payment from the debtor or the debtor's property.

***Discharge:*** a debtor's release from personal liability for certain debts known as dischargeable debts and prevents the creditors owed these debts from taking any action against the debtor to collect the debts.

***Domestic Support Obligation:*** a debt for alimony, child support, or maintenance accruing either before or after the bankruptcy is filed, and it includes interest, amounts assigned to a government agency but not amounts assigned involuntarily to a non government agency; non dischargeable even if the debtor is unable to pay such debts; exempt property is now liable for such debts, and cannot be avoided by a preferential transfer.

***Motion to Lift the Automatic Stay:*** request by a creditor to allow the creditor to take action against the debtor or the debtor's property that would otherwise be prohibited by the automatic stay.

### **Pre-BAPCPA Procedures for Handling Bankruptcy Cases**

Continue to process bankruptcy cases filed before October 17, 2005 according to the current policy re-issued below.

*Tax Offset:* A case must not be submitted for tax offset as long a bankruptcy order is in effect, unless the automatic stay has been lifted. If the child support worker is aware of a case in which the noncustodial parent or his/her spouse has filed for bankruptcy, the child support worker must immediately refer the case to the staff attorney and suppress the noncustodial parent's case(s) from the tax offset process.

The child support worker may not be aware that the noncustodial parent or his/her spouse has filed bankruptcy until the pre-offset notice or an intercept has been made. If the child support worker is made aware that a bankruptcy has been filed and a tax collection is received, as long as the date of receipt is before the date the bankruptcy was filed, the collection will be processed. If the child support worker is aware that a bankruptcy has been filed prior to a tax offset collection being received, remove the arrearage and allow METSS to process a deletion. Once the deletion is recorded to ACTN, re-enter the arrearage, immediately refer the case to the staff attorney and suppress the tax offset process on the case(s).

*License Suspension:* If the noncustodial parent is in bankruptcy, his/her license should not be suspended. If the license(s) is inadvertently suspended, the staff attorney must check the bankruptcy order to determine the type bankruptcy filed. If the bankruptcy is a Chapter 11, 12, or 13, a request for reinstatement must be made by entering that day's date on APLD in the reinstatement/agreement date field, or petition the court for relief from the automatic stay and/or submit a motion for bad faith. The license will not be reinstated if the noncustodial parent is in Chapter 7 bankruptcy, unless so ordered by the court or the staff attorney decides the license(s) is property of the estate.

*Credit Bureau Reporting:* If the noncustodial parent filed for Chapter 7 bankruptcy, he/she is reported to the credit reporting agencies unless so ordered by the court. If the noncustodial parent is in Chapter 11, 12, or 13 bankruptcy, he/she is not reported to the credit bureau. After reviewing the bankruptcy order to determine the type of bankruptcy filed and it is determined that the noncustodial parent filed for Chapter 11, 12, or 13, the child support worker must enter a case narrative ort CONT to document ACTN, and the

child support supervisor must enter the "hold submission" on the CRDT screen. The noncustodial parent will not be reported to the credit bureau unless the automatic stay has been lifted or the bankruptcy has been discharged.

*Income Withholding:* Do not start income withholding on a case(s) if the noncustodial parent has filed for bankruptcy. If income withholding is in process and the child support worker is made aware that the noncustodial parent has filed bankruptcy, terminate income withholding and immediately refer the case to the staff attorney to lift the automatic stay. Automatic income withholding must be suppressed on EXCL until relief from the automatic stay is granted by the court or the bankruptcy is discharged.

**{NOTE: When the bankruptcy order expires or the automatic stay is lifted, set ticklers to remove all suppressions placed on case(s).}**

### **Procedures for Handling Bankruptcy Cases Effective October 17, 2005**

Effective October 17, 2005, with the implementation of the BAPCPA, some enforcement actions are to continue on a case(s) if the noncustodial parent has filed for bankruptcy. Therefore, it is important that the date of the bankruptcy filing be determined.

Section 214 of the BAPCPA states the exceptions to an automatic stay in domestic support obligation proceedings and includes: (1) establishment of paternity; (2) establishment or modification of an order; (3) withholding of income for payment; (4) suspension of drivers' licenses and professional licenses; (5) reporting of overdue support owed to certain consumer reporting agencies; (6) interception of tax refunds; and (7) enforcement of medical obligations. Refer all other enforcement actions not excluded to the attorney to file a motion to lift the automatic stay.

BAPCPA requires the bankruptcy trustee to provide the IV-D agency and custodial parent a notice when bankruptcy claims are established and discharged. At the time of discharge, the notice will provide the last known address of the debtor (noncustodial parent), the last known name and address of the debtor's employer, and the name of each creditor holding a debt that is not discharged or reaffirmed. If the debtor is a noncustodial parent in an open child support case(s), the child support worker will continue enforcement actions on the case(s) as indicated above, and initiate any appropriate actions based on the information provided. If a custodial parent contacts the child support enforcement office upon receipt of a notice from the bankruptcy trustee and no open case is located, explain the application for services process (See Volume VI, Section B).

**12-01-00**

### **FINANCIAL INSTITUTION DATA MATCH (FIDM)**

#### **Legal Base**

Public law 104-193, of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 and Section 43-19-48, of the Mississippi Code of 1972, annotated, as amended, requires the Division of Child Support Enforcement (DCSE) to enter into agreements with financial institutions doing business in the state. The law requires a quarterly data match system to encumber and/or surrender assets held by financial institutions on behalf of any noncustodial parent subject to a child support lien. The financial institutions must provide the name, record address, social security number or taxpayer identification number, and other identifying information for each match.

## Definitions

**Financial institution** is an organization with a public purpose, including but not limited to credit unions, stock brokerages, public or private entities administering retirement, savings, annuities, life insurance and/or pension funds and banks, et al.

**Account** is a demand deposit account, checking or negotiable withdrawal order account, savings account, time deposit account or money-market mutual fund account, et al.

**Primary Child Support Worker** is the case worker assigned to a noncustodial parent when multiple cases exist in multiple counties. For location, tax offset and FIDM purposes, this child support worker receives all pertinent information. The primary case worker is the point of contact for the noncustodial parent when questions arise regarding tax offset and FIDM.

## Purpose

This data match is intended to identify accounts belonging to parents who are delinquent in their child support obligation. When a match is identified, state child support agencies may issue liens or levies on the accounts of that delinquent obligor to collect the past-due support.

## Enforcement

The Division has the authority to freeze and seize assets held in financial institutions by a noncustodial parent who is delinquent in child support. Such assets are frozen for either:

Forty-five (45) calendar days; or

Until the issue of delinquent child support is resolved by the courts.

If the noncustodial parent files a petition with the courts, the Division notifies the financial institution as soon as the Division is aware of the pending action via notice A453, Notice of Contest.

## Responsibilities of the Division

As new cases are added to METSS and existing cases meet the criteria listed below, a notice to the noncustodial parent addressing the possibility of submission for financial institution data

matching is included in the Pre-Offset Tax Notice. On a quarterly basis, DCSE, through METSS, selects noncustodial parents for FIDM based on the following criteria:

1. Court ordered to pay a child support obligation; and
2. Owes \$1,000.00 or more in unpaid child support; and
3. At least \$1,000.00 of the arrears is 60 days delinquent in child support payments.

If the noncustodial parent meets the above criteria, his/her name and social security number are matched against the records of the financial institutions in Mississippi using one of the following methods. Method one is the all accounts method. Financial institutions provide a list of account holders, and METSS matches the list to identify the delinquent noncustodial parents holding an account. Method Two is the matched account method. DCSE provides financial institutions with a list of delinquent noncustodial parents, and the institutions compare the list to their account holder information and provide information to DCSE for each noncustodial parent matched.

Regardless of the match method used, any new or unverified address(es) is recorded to the Address (ADDR) screen and a Post Office Inquiry (POI) is automatically generated and sent. Any reported information is recorded on the Action Log (ACTN). The information includes: the name of the financial institution, the account number and identification number, account type, trust fund type, ownership, (sole, primary, secondary), account balance and account balance date. METSS sends an alert requiring supervisor deletion to the primary child support worker notifying them that information has been received. This alert reads, "Asset information received from financial institution see ACTN for details." The primary child support worker must notify other workers responsible for cases involving the matched noncustodial parent but all actions are the responsibility of the primary child support worker.

### **County Staff Procedures**

Upon receipt of the alert, the child support worker must review the information on ACTN and must verify, based on the fiscal record, that the noncustodial parent is delinquent and that the identifying information is for the correct noncustodial parent. The child support worker will then refer the case to the supervisor for review and approval before proceeding. The supervisor must delete the alert and enter a narrative on the CONT screen. Once approved by the supervisor, the child support worker must access the Absent Parent Arrears screen (APAR function) via the noncustodial parent's social security number. Provided on this screen are all the noncustodial parent's court ordered case numbers and current arrears totals for each case. The child support worker must print this screen and use this information in completing the notice of encumbrance. The notice of encumbrance must be requested from METSS, via the APAR screen.

There are three notices that can be used for this purpose, depending on the type of lien being issued. Each notice includes a payment voucher for the financial institution to return with the payment. If the lien is placed on an asset using administrative procedures, notice A451, *Administrative Notice of Encumbrance*, is used. For a lien obtained through judicial order, notice

A452, *Judicial Notice of Encumbrance*, is used. If the noncustodial parent has multiple cases, notice A457, *Multiple Order Notice of Encumbrance*, is used. In all cases, before the notice is sent to the financial institution, the staff attorney must review the case, approve the action and sign the notice. A narrative message explaining the attorney's decision on the case must be entered on the CONT screen. A copy of the appropriate notice must be filed in the court file.

One of the above named notices is sent to the financial institution holding the account by certified mail. The green card must be returned, signed and dated. Child support workers are responsible for mailing the encumbrance notice and must maintain a log to monitor the return of the green cards. The postal receipt number, METSS case number, noncustodial parent's name, financial institution's name and address, and the date the notice was mailed must be included on the log. A 10 day alert must be set in METSS on every encumbrance notice mailed. If the green card has not been returned after ten days of the date mailed, the worker must contact the post office and have them trace the receipt number.

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State statute requires that the account holder, in this case the noncustodial parent, be notified once the action has begun; therefore, upon return of the green card, a copy of the encumbrance notice, a copy of the signed and returned green card, and notice A456, *Cover Letter for Notice of Encumbrance*, is sent to the noncustodial parent at his/her last known address via first class mail. The 45 calendar day period begins the day the financial institution signs the green card. The encumbrance notice instructs the financial institution to:

1. Immediately freeze funds. up to the amount of the delinquency (ies) in any and all accounts held in that institution by the noncustodial parent named in the notice; and,
2. After 45 calendar days, forward funds, up to the amount of the delinquency, to the Division, unless notified by the Division of pending court action before the end of the 45 calendar days; or,
3. Release the funds to the noncustodial parent, if so ordered by the court and/or the Division provides the financial institution with notice to do so.

**Note:** This process is extremely sensitive, and delays cannot be allowed. Child support workers must set an alert in METSS for 45 calendar days after the green card is signed by the financial institution to ensure the process continues.

Should the noncustodial parent pay his/her arrears as set forth in the lien or prove mistake of identity prior to the expiration of the 45 days, notice A464, *Notice of Disbursement*, is sent by the staff attorney notifying the financial institution to release the funds. A copy of the A464 is filed in the court record.

If the financial institution does not comply with the encumbrance notice at the end of the 45 calendar day time frame, the staff attorney must check to see if legal action has been filed. If no

legal action has been filed, notice A454, *Notice of Release*, is sent to the financial institution. This notice informs the financial institution that the 45 calendar day time frame has expired and all funds described in the encumbrance notice are to be forwarded to the Division immediately. The A454 may be printed from WORD by the child support case worker, but the staff attorney must sign the notice. A copy of the appropriate encumbrance notice and the signed green card must accompany the A454. A copy of the A454 is filed in the court file.

If there is not a receipt of payment posted to the case with a payment source of "F" (FIDM) within 15 days of the A454 being sent, the child support worker will receive an alert requiring supervisor deletion stating, "15 days since Notice of Release to institution 123456789-1. Refer case to legal." If the case is coded to the attorney for legal action, the alert will be automatically deleted. Legal action should be filed against the financial institution if the financial institution has willfully or intentionally failed to comply with the encumbrance process. If the Division is unable to obtain the funds from the financial institution, legal action should be filed against the noncustodial parent.

Any payments received through FIDM are received by the Central Receipting and Disbursement Unit (CRDU). Each FIDM receipt must have the financial institution's name remitting the payment on the remarks line. For every FIDM collection, the lead fiscal control officer must access AP AR and enter the total original lien amount, lien amounts for each case and the total amount seized. These amounts are available on the payment voucher being returned with the collection from the financial institution. See Section D for receipting policy.

If the arrears balance is zero or the lien has been otherwise resolved when the payment is received, CRDU must return the check to the financial institution with notice A461, *Notice of Returned Asset*, printed from WORD. A narrative must be entered on CONT providing a description of the payment and the reason for its return. The remitting financial institution, check number and dollar amount should be included in the description.

### **Responsibilities of Financial Institutions**

Financial institutions are required to match the data provided by the Division against customer accounts. If matches are found, the financial institution is required to provide the matched information to the Division. Information to be provided by the financial institution to DCSE includes:

- The name, record address, social security number or taxpayer's identification number, account numbers and account balances.
- If the social security number provided matches the financial institution's records with a name other than the one provided by the Division, the financial institution must notify the Division of the discrepancy. The child support case worker will receive an alert as notification of the discrepancy. The alert will read as follows: "*SSN/Name* combination does not match financial institution data. Please verify." It is the responsibility of the child support case worker to verify
- The social security number/name combination.

At no time, will financial institutions disclose to an account holder or depositor that their name has been received or furnished to the Division. Financial institutions may disclose to all account holders or depositors that the Division has the authority to request certain identifying information on accounts via the data match system (interface).

Upon notification, by certified mail from the Division, the financial institution must immediately encumber assets as described in the encumbrance notice. The financial institution must complete the payment voucher and return it attached to the payment.

### **Procedures for Challenging the Encumbrance for Child Support Arrears**

Only the noncustodial parent or an account holder of interest (a joint account holder) has the right to petition the court to challenge the funds being frozen. The noncustodial parent may challenge the encumbrance by filing a *Petition/hr Hearing* in a court of appropriate jurisdiction under Rule 81 (d) (2) of the Mississippi Rules of Civil Procedures within the 45 day holding period. Service upon the Division shall come through the Attorney General's office as prescribed by Rule 4(d) (5) of the Mississippi Rules of Civil Procedures. In addition, a copy of the petition must be sent to the child support staff attorney responsible for the case.

Grounds for challenging the encumbrance are limited to:

Mistake of identity; or

Mistake in the amount of overdue support.

In the event of a contest, the case should be coded to the staff attorney and notice A453, *Notice of Contest*, must be sent by the staff attorney via WORD to notify the financial institution. This notice instructs the financial institution to continue the encumbrance, without releasing the funds, until further notice. A copy of notice A453 is filed in the court file.

Once a decision is rendered, the complainant has 30 days to appeal. At the end of the 30 day period, if no appeal has been filed, notice A455, *Notice of Disposition*, must be sent to the financial institution by the staff attorney via WORD. By marking the appropriate choice, the staff attorney provides direction to the financial institution. If the financial institution is required by the A455 to remit payment to the Division and a payment is not received within 15 days of the A455 being sent, the primary child support worker will receive an alert stating, "15 days since Notice of Disposition to institution 123456789-1. Refer case to legal." Enforcement options discussed above must be followed. A copy of notice A455 should be tiled in the court file.

### **Exclusions**

Some situations require a noncustodial parent to be manually excluded from the FIDM interface. The following are appropriate exclusion examples:

1. Court order requiring the exclusion.

2. Court order including retroactive support of more than \$1000.00 must be excluded until the noncustodial parent becomes 30 days delinquent.
3. Noncustodial parents involved in bankruptcy must be excluded.

The child support case worker must access the EXCL screen in METSS and place a "V" in the appropriate blank for the FIDM exclusion. Comments explaining the exclusion must be entered prior to exiting the EXCL screen. As long as the exclusion indicator is in place, the noncustodial parent will not be included in the FIDM interface.

Ticklers must be set by the child support worker to add and remove the exclusion indicator/marker as appropriate. Also, a quarterly report provides the child support supervisor with all the cases containing manual exclusions. This report must be reviewed by the worker and county supervisor upon receipt.

### **Liability of the Division or Financial Institutions**

Neither the Division nor a financial institution is held liable for any early withdrawal penalties.

A financial institution is not liable under federal or state law as follows:

For disclosure of information to the Division.

For freezing or forwarding any assets held by the financial institution in response to a notice received from the Division.

A financial institution is not liable for disclosure of or the failure to disclose any information or for any action taken in good faith in response to any notice issued by the Division unless the disclosure or failure to disclose is willful or intentional.

Failure to comply or the willful rendering of false information subjects the financial institution to a fine of no less than \$1,000.00 per offense.

### **Safeguarding Confidential Information**

Section 43-19-45 of the Mississippi Code annotated, as amended, addresses the need for protecting this information. The information received from a financial institution is highly confidential. Safeguards must be taken to limit the release and/or disclosure of this information. The administration of child support enforcement is the only allowed use for the information received through FIDM. Divulging any of this information is a Group Three offense as outlined in the Mississippi State Employee Handbook and may result in termination of employment.

**01-15-01**

## **Multistate Financial Institution Data Matches! Administrative Enforcement of Interstate Cases MSFIDM/AEI**

### **Legal Base**

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) established, "High-Volume Automated Administrative Enforcement in Interstate Cases" (AEI). AEI is an enforcement tool used to enable child support agencies to quickly locate and secure assets held by a delinquent obligor in another state without opening an interstate IV-D case. The requesting state asks the assisting state to search its data bases to determine whether assets are available regarding a parent who owes a delinquent child support obligation and to take appropriate enforcement action.

Public Law 105-200 modified PRWORA to facilitate the data matches for Multistate Financial Institutions (MSFI) by allowing the Federal Office of Child Support Enforcement (OCSE), through the Federal Parent Locator Service (FPLS), to assist states in conducting multi state financial institution data matches (MSFIDM). Banks and savings and loans, federal and state credit unions, benefit associations, insurance companies, safe deposit companies, money-market mutual funds, and similar institutions doing business in more than one state are considered multi state financial institutions.

Section 43-19-59 of the Mississippi Code of 1972, annotated, as amended, provides that the Department of Human Services, as the Title IV -D child support enforcement agency, shall use high volume automated administrative enforcement, to the same extent as used for intrastate cases. This section allows the use of automatic data processing to search state data bases of financial institutions to determine whether information is available regarding a parent who owes a delinquent child support obligation.

Section 93-11-71 of the Mississippi Code of 1972, annotated, as amended, declares that whenever a court orders any person to make periodic payments of a sum certain for the maintenance or support of a child, and whenever such payments have become due and remain unpaid for a period of at least 30 days, a judgment by operation of law arises against the obligor in an amount equal to all payments which are then due and owing. Such judgments arising in other states by operation of law shall be given full faith and credit in Mississippi.

Section 43-19-48 of the Mississippi Code of 1972, annotated, as amended, requires the Department of Human Services and financial institutions doing business in the state to enter into agreements to develop and operate a data match system, using automated data exchanges. The financial institution is required to provide, each calendar quarter, the name, record address, Social Security number or other tax payer identification number, and other identifying information for each noncustodial parent who maintains an account at the institution and who owes past-due support.

### **Definitions**

High-Volume Administrative Enforcement in Interstate Cases (AEO - The process by which a

state, through the use of automated data matches, identifies assets owned by delinquent obligors in another state and the seizure of such assets by the state through lien, levy or other appropriate processes.

**Requesting State** - The state making the AEI request.

**Assisting State** - The state that matches a requesting state's delinquent obligor(s) against its data bases and initiates a lien or levy against any assets located.

**NOTE:** The terms "requesting state" and "assisting state" are used to differentiate the AEI process from the UIFSA process in which a IV -D case is transferred from one state to another for all appropriate IV -D activities. AEI "cases" are not considered part of the IV -D caseload of the assisting state, i.e., the assisting state does not open an interstate IV-D case for this process as is done in UIFSA.

**Multistate Financial Institution (MSFI)** - Financial institutions operating in multiple states. These institutions consist of banks, savings and loans, state and federal credit unions, benefit associations, insurance companies, safe deposit companies, money-market mutual funds, and similar institutions.

**Promptly Report** - The processing of AEI requests within the time frames set forth for other enforcement tools used in IV -D cases.

### **Federal Matching with Multistate Financial Institutions**

The Federal Parent Locator Service (FPLS) is a national location system operated by the Federal Office of Child Support Enforcement (OCSE), to assist states in locating noncustodial parents, putative fathers, and custodial parents. The FPLS includes two databases used for locate: National Directory of New Hires (NDNH) and Federal Case Registry (FCR).

METSS updates FCR weekly via federal tax offset files. The criteria used to report delinquent obligors for federal tax offset is the criteria used by OCSE in its data matches with multi state financial institutions.

To be submitted for federal tax office, TANF and IV-E foster care cases must have court ordered child support with arrears totaling a minimum of \$150.00. Non-TANF cases require court ordered child support with arrears totaling a minimum of \$500.00. In all cases submitted, the name, address and social security number of the delinquent obligor must be verified

Note: Only cases with arrears for children under the age of 21 years are submitted.

### **Responsibilities of OCSE and MSFIs**

OCSE serves as the conduit for matching multi state financial institution data with the Federal Tax. Offset File. OCSE updates and maintains, on a weekly basis, a file containing information on delinquent obligors nationwide. OCSE attempts to verify the social security number and name

combinations transmitted from each state's Federal Offset Data File by using the Social Security Administration's Enumeration Verification System. If OCSE is unable to verify the social security number and name combination, no MSFI inquiry is sent.

The file containing verified social security number and name combinations is transmitted by OCSE to all participating MSFIs quarterly. If multiple records are on the Federal Offset Data File for the same verified social security number, only one inquiry is sent to MSFIs.

Upon receipt of the OCSE inquiry file, MSFIs have 45 days to match their accounts with the inquiry file and return to OCSE. The information is returned by OCSE to the individual states within 48 hours of receipt. The information is transmitted from OCSE to the individual states through FPLS via the Federal Case Registry (FCR) and includes the financial institution's name, address, account type, account number, balance and balance date. If information is returned for a delinquent obligor with child support case records in more than one state, each state receives the information.

Financial institutions may disclose to all account holders or depositors of the institution that the Division has the authority to request certain identifying information on accounts, **but at no time may financial institutions disclose to an account holder or depositor that their name has been received or furnished to DCSE.**

### **Information Received Via FCR**

Upon receipt of MSFI information via FCR, METSS records the information on ACTN and sends a supervisor deleted alert to the primary child support worker regarding the information received. **If the asset is located in a financial institution doing: business in Mississippi or a financial institution that accepts a direct lien**, the child support worker must review the case and determine that the noncustodial parent has a court ordered obligation, and owes at least \$1,000.00, and is 60 days delinquent. When the noncustodial parent meets this criteria, FIDM policy must be followed. Refer to Volume VI, Section C, pages 3400 - 3405.

**If the asset is located in a financial institution that does not accept a direct lien from Mississippi**, the child support worker should follow the instructions below for enlisting the assistance of the state in which that financial institution does accept liens.

### **Purpose of AEI**

AEI is designed to result in prompt but limited enforcement action. AEI does not involve ongoing or long-term enforcement, but rather a "one-shot" or "quick" enforcement action. The assisting state does not open an interstate IV-D case under this process.

AEI enables a child support enforcement agency in one state to request that a IV - D agency in another state search its financial institution data bases when it is believed that the noncustodial parent may have assets located in that state. AEI is also used to request seizure of assets of noncustodial parents when MSFIDM locates assets of delinquent obligors in that state and a direct lien cannot be done.

When the Division receives AEI requests from multiple states for the same noncustodial parent, a record for each request is entered into METSS. Each request is handled individually in the order in which it was received until all funds are exhausted.

The Division maintains records of:

1. The number of requests for assistance received;
2. The number of cases for which support is collected in response to a request; and,
3. The amount of support collected.

When an AEI request results in information that is suitable for ongoing enforcement, i.e., employment, location, etc, the assisting state promptly notifies the requesting state. Unless the requesting state chooses to implement direct income withholding under UIFSA, the requesting state should submit the case, using interstate forms to the assisting state so that all appropriate enforcement remedies can be utilized.

If the noncustodial parent is in locate status and the address received on the MSFIDM data is not already a pending address for him/her, the address will be added to METSS as a pending address on the ADDR screen and a Post Office Inquiry (POI) will be generated.

### **Requests to Other States**

When the asset located through MSFIDM is held by a financial institution in a state other than Mississippi and will not accept a lien from Mississippi, METSS sends an alert notifying the primary child support worker of receipt of MSFIDM data. The data received is displayed on ACTN. Child support workers may make requests to other states manually, by tape, or through FCR depending upon the assisting state. The request constitutes a certification that Mississippi has complied with all procedural due process requirements and verifies the amount of the support delinquency. Therefore, prior to submitting an AEI request, the child support worker must review the case to determine that the case meets the requirements of the assisting state. This is achieved by contacting the other state for these requirements or using the matrix of state requirements.

If an asset is located in another state and the delinquent obligor is active in an existing two-state interstate case in which Mississippi is the UIFSA Initiating state and the AEI Requesting state, and the state where the asset is discovered is the UIFSA Responding state and the AEI Assisting state, the data is forwarded according to standard, two-state UIFSA procedures (i.e., not an AEI request). METSS sends a supervisor deleted alert to the noncustodial parent's primary child support worker. The alert states: "Asset Information Received from Multistate Financial Institution (MSFI #). See ACTN for details and follow UIFSA procedures on interstate case."

**EXAMPLE:** The custodial parent lives in Mississippi and the noncustodial parent lives in Georgia. Mississippi has initiated a UIFSA to Georgia. An alert is received by the Division that the noncustodial parent has a bank account in Georgia. Mississippi does not issue an AEI request to Georgia, but requests, on a UIFSA transmittal #2, that Georgia take action to place a lien on

the asset.

When the two-state UIFSA Initiating state and the AEI Requesting state are the same but the two state UIFSA Responding state and AEI Assisting State are different, a supervisor deleted alert is sent to the noncustodial parent's primary child support worker. The alert reads: "Asset Information Received from Multistate Financial Institution (MSFI#). See ACTN for details." An AEI request (via FCR or manually) is sent to the state where the asset is located. It is the responsibility of the AEI Requesting state to notify the two-state UIFSA Responding state of any collections made. **EXAMPLE:** The custodial parent lives in Mississippi and the noncustodial parent lives in Texas. Mississippi has initiated a UIFSA to Texas. An alert is received by Mississippi that the noncustodial parent has a bank account in Oklahoma. Mississippi sends an AEI request to Oklahoma. If a collection is received, it is Mississippi's responsibility to notify Texas of the collection.

**NOTE:** When two states unknowingly have separate orders and certified arrears and have listed the delinquent obligor on the Federal Tax Offset transmittals and receive MSFIDM "hits", the first state requesting the levy would most likely receive the seized assets.

When MSFIDM data is received on assets located in another state with no existing interstate case for the noncustodial parent and the manual process is to be used, the child support worker requests notice A462, *AEI Transmittal*, from WORD and submits to the assisting state. The child support worker must indicate if the request is for match and seizure or seizure only.

If the request is sent via FCR, the child support worker initiates the AEI request by going to ACTN.MSFI screen and placing an 'R' in the blank by the MSFIDM data for which the AEI request is being sent. Once 'R' is entered, an AEI request is created and sent via FCR to the state indicated on ACTN.MSFI. Any information received from the other state is displayed on the ACTN screen.

### **Requests from Other States**

METSS is able to process AEI requests received from other states via tapes, manual requests, or the FCR.

For requests received manually, a worker in the State Central Registry office enters the identifying information in METSS directly on the AEI Request/Collection screen (AERC) in 'E' mode and METSS automatically searches for the Social Security Number (SSN) to determine if the delinquent obligor is in an existing IV-D case.

**NOTE:** The requesting state must indicate if the request is for match and seizure or seizure only. If the request is for seizure only, METSS requires the entry of the financial institution information on the screen. If the request is for match and seizure, METSS does not allow entry of any financial institution information. If the SSN is not known to METSS, the Central Registry worker establishes an AEI record with a 700 series case number and acknowledges receipt of the request via notice A459, *AEI Acknowledgment of Receipt of Request*, to the requesting state. An alert is sent to the primary child support worker in the county where the asset is located.

When the requesting state sends an AEI request for a noncustodial parent known to METSS as a noncustodial parent in an open interstate or intrastate case with the AEI requesting state equal to the initiating state, the request is rejected. The Central Registry worker will notify the requesting state via notice A449, *AEI Request Rejection*, of the specific reason for the rejection.

If the AEI request is sent incomplete, the Central Registry worker will send notice A449, indicating that the request is incomplete.

For requests received via FCR, METSS performs the same functions without the intervention of Central Registry. As requests are received, METSS verifies that all required fields are populated. If the AEI request is accepted, an acknowledgment is sent to the requesting state via FCR with a response code of 'A' (accepted for processing) and an alert is sent to the child support worker in the county where the asset is located. The alert will state: "AEI request received for (AEI SSN) - review AERC"

If the record is sent incomplete, METSS sends an acknowledgment response code of '!' (rejected complete information not provided) to the requesting state via FCR. When the social security number of the AEI request exists in METSS as belonging to a noncustodial parent in an open interstate responding case with the AEI requesting state equal to the initiating state, the request will not be saved. METSS sends an acknowledgment with the response code 'R' (rejected - Mississippi unable to comply with request) to the requesting state via FCR.

For all requests received from other states, the requesting state must send:

1. Sufficient information to enable the assisting state to compare the information regarding the delinquent obligor to the information in the data bases of the assisting state.
2. The amount of support arrears owed which accrued under a court order.

The AEI request implies that the requesting state has complied with all procedural due process requirements applicable to that state and constitutes a certification by the requesting state.

The assisting state must use automated interface data searches to locate financial assets belonging to the delinquent obligor and seize the identified assets. Neither the requesting state nor the assisting state considers the case transferred to the caseload of the assisting state.

When all financial database searches are exhausted and no match is found or the financial institution is not doing business in the state, the AEI request is deleted by METSS after 135 days and notice A449, *AEI Request Rejection*, is sent automatically to the other state notifying them that no match was found.

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## Requests without Financial Institution Information

If information is provided by a custodial parent or another source, a state, if requested, must search its intrastate financial institutions for assets belonging to a delinquent noncustodial parent. In this situation, no financial institution information is received with the AEI request. If the request is entered manually by a worker in Central Registry, the worker selects match and seizure when entering the request. METSS interfaces with in-state financial institutions for a match. If a match is found, notice A459 is sent to the other state notifying them that a match has been found and DCSE is proceeding to seize the asset. The child support worker receives an alert and proceeds with the seizure procedure. If a match is not located after 135 days of interface activity with in-state financial institutions, the request is deleted and notice A449 is sent to the other state notifying them that a match was not found.

## Procedures

Enforcement procedures for AEI/MSFIDM and FIDM are the same with regards to time frames, maintaining a log for the green cards, setting ticklers, etc. All notices used in the AEI process are requested from AEIW, AEI Word and are viewable on AEIL, AEI Action Log, except where otherwise noted.

In order to place a lien on the asset for the requesting state, the child support worker requests Notice A450, *AEI Notice of Encumbrance*. Upon receipt of the notice A450, signed by the child support attorney, the financial institution is to immediately freeze the accounts of the delinquent obligor up to the amount of the delinquency contained in the notice. At the end of the 45 calendar day time frame when no legal action has been filed by the delinquent obligor, notice A454, *Notice of Release*, is sent to the financial institution by the staff attorney. Notice A454 informs the financial institution that the 45 calendar day time frame has expired and all funds described in notice A450 must be forwarded immediately to the Division. A copy of the original notice A450 and a copy of the signed green card accompany this notice. *NOTE:* There are no documents filed in court since no Mississippi court case exists.

If a payment is not received by CRDU with a payment source code of 'A' within 15 days of notice A454, the child support worker receives a supervisor deleted alert stating: "15 days since Notice of Release to Institution (MSFI#). Refer to legal." This alert is deleted when the case is referred to the attorney, when a payment from the institution is received (payment source 'A'), or when notice A462, *Notice of Returned Assets*, is requested prior to the expiration of the 15 days.

## Assets Received via AEI or FIDM

Financial assets received from an assisting state as a result of an AEI request are receipted by CRDU to the appropriate case(s) with the code of 'A' on the RCPT.ENTR screen. Any assets received from an in-state bank as a result of MSFIDM are receipted to the appropriate case(s) with payment source code of 'A' on the RCPT.ENTR screen. When source code 'A' is utilized, METSS requires the worker to enter the state code from which the payment was received. If the payment received via MSFIDM is from a Mississippi bank, the code is always 'MS'. Refer to

Section D for detailed receipting policy.

A voucher, which indicates the noncustodial parent's name, social security number, case number, the financial institution's name and account number and whether the collection is a result of FIDM or MSFIDM, is returned attached to the in-state financial institution's check. CRDU accesses the Absent Parent Arrears screen (AP AR) via the noncustodial parent's social security number. From the voucher, the CRDU worker enters the total lien amount, total amount seized, and the lien amount per case. If the seized assets are for multiple cases, METSS will pro rate the amount for each case. CRDU must print the AP AR screen and receipt the money in the prorated amounts for each of the noncustodial parent's applicable cases, as calculated by METSS.

For cases in which partial payment has been made on the arrears stated in the lien, any excess lien collection is returned to the noncustodial parent by a R2 adjustment. If the arrears balance is zero or the lien has been otherwise resolved when a financial institution remits a check, the entire check is returned by CRDU via notice A461, *Notice of Returned Assets*, to the financial institution. A narrative must be entered on CONT providing the reason for the action and giving the financial institution name, check number and dollar amount.

If the delinquent obligor is active in an interstate initiating case in which the responding state is not the same as the AEI assisting state, a record with information about the seizure must be sent to the enforcing state.

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### **Assets Seized for Another State**

Assets which are seized for another state are entered directly into METSS on the AEI Request/Collections screen (AERC). The CRDU worker is required to enter the ID number for the financial institution unless only one financial institution is listed on AERC. The entry of receipt information on this screen creates a special type batch header and receipt processed by the nightly financial process. The DEPO function includes these batches in the amount of the daily deposit. Nightly financial processing recognizes these "special receipts" and stores a pending check to the other state (as identified by the FIPS code from the AEI request) for the amount of the collection. The batch record is coded to be picked up by the EFT process. Nightly processing also updates AEI statistics to indicate the collection and the state for which it is intended. AEI statistics are located on the AEI statistics screen (AEIS) screen which is available via CAST at the state level only.

The online RCPT.ENT A screen allows no adjustments to reference these special receipts. If an error in receipting occurs, the check must be reissued, canceled, or replaced to correct the situation. The AEI Display (AEID) function will display only AEI receipts.

If the financial institution indicates that the noncustodial parent's account is closed or no assets seized, the child support worker indicates this on the AERC screen by placing a 'N' in the 'Asset Seized' field by the appropriate MSFI identification number. This code causes a pop-up window to appear for the child support worker to enter a reason. Once the text is entered, notice A449,

*AEI Request Rejection*, is generated notifying the requesting state of this action and the AEI request is deleted.

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### **Appeals and Contests**

If the delinquent obligor or joint account holder appeals or contests the seizure of assets, the assisting state will use the same appeal procedures used for any other seizure process in the state. The law of the state where the asset is located applies. When assets are frozen or seized, property owners have the right to contest. Following an AEI action, the contest takes place in the state where the property is located.

Notice A453, *Notice of Contest*, is used when the noncustodial parent contests the encumbrance in court. The form is sent to the financial institution and filed with the court.

The requesting state must provide pertinent case information promptly, if there is a contest when an assisting state seizes or attempts to seize assets. The assisting state must provide a certified copy of arrears, a certified copy of the court order, and other necessary information. The requesting state will be responsible for settling disputes regarding the amount of the debt and be accessible to the assisting state to resolve complicated issues quickly.

Jurisdictional issues should not arise with respect to AEI as the requests are not opened as interstate IV-D cases in the assisting state. AEI actions are initiated through administrative processes without court involvement.

Only the delinquent obligor or an account holder of interest (a joint account holder) has the right to petition the court to challenge the funds being frozen. The delinquent obligor may challenge the encumbrance by filing a *petition for hearing* within the 45 day time frame in a court of appropriate jurisdiction under Rule 81(d) (2) of the Mississippi Rules of Civil Procedure. Service upon the Division shall be as prescribed by Rule 4(d) (5) of the Mississippi Rules of Civil Procedure.

Mistake of identity; or

Mistake in the amount of overdue support.

Notice A455, *Notice of Disposition*, is sent to the financial institution following the court's decision. The prevailing party and resulting action is marked on the form. If the Division is the prevailing party, this form should not be sent until the obligor's time for an appeal expires (30 days from the date the clerk enters the judgment). The notice is filed in the court record. .

### **Liability of the Division or Financial Institutions**

Neither the Division nor a financial institution is held liable for any early withdrawal penalties. A financial institution is not liable under federal or state law for:

Disclosure of information to the Division; or

Freezing or forwarding any assets held by the financial institution in response to a notice received from the Division or its contractor.

A financial institution is not liable for disclosure of or the failure to disclose any information or for any action taken in good faith, in response to any notice issued by the Division or its contractor unless the disclosure or failure to disclose is willful or intentional.

An intentional failure to comply or the willful rendering of false information may subject the financial institution to a fine of up to \$1,000.00 per offense.

### **Safeguarding Confidential Information**

Section 43-19-45 of the Mississippi Code annotated, as amended, addresses the need for protecting information obtained pursuant to AEI requests. The information received from a financial institution is highly confidential. Safeguards must be taken to limit the release and/or disclosure of this information. The administration of child support enforcement is the only allowed use for the information received through FIDM. **Divulging any of this information is a Group Three offense as explained in the Mississippi State Employee Handbook and may result in termination of employment.**

09-2006

## **CASE CLOSURE CRITERIA**

### **Legal Base**

45 CFR 303.11 establishes criteria to aid the IV-D agency in developing a system for case closure. The criteria balances the concern that all children receive the help they need in establishing paternity and securing support while assisting in maintaining caseloads that include only those cases in which there is adequate information or likelihood of successfully providing services. Decisions to close cases are linked with notice to recipients of the intent to close the case and an opportunity to respond with information or a request that the case be kept open.

### **Definitions**

**Recipient of Services:** The term "recipient of services" replaces "custodial parent" to reflect that child support enforcement services may be requested by either the custodial or noncustodial parent.

**Diligent Effort:** A "diligent effort" to identify the biological father requires the IV-D agency to pursue all leads in an attempt to identify the biological father. Federal regulations at 45 CFR 303.3 require that a "serious and meaningful attempt" be made to identify the biological father or

any individual sought by the IV-D agency.

### **Determination**

The determination by the child support worker and/or the child support attorney that a child support case may be closed must be based on one of the reasons listed below. If it does not meet one of the reasons for closure, the case must be kept open and the appropriate action taken. NOTE: The case closure reasons listed in this section do not apply to child support cases that change from one program code or category to another or that are transferred to another Mississippi county.

The child support worker may make the determination for case closure unless the closure reason stipulates that the determination must be made by the child support attorney or approved by the supervisor/regional director.

Before sending a notice of closure the child support worker always has the prerogative of consulting with the supervisor prior to sending a notice of closure even if the reason for closure does not require prior approval of the supervisor/regional director.

### **Notification**

Except for a few of the reasons for closure listed below, the recipient of services must be notified in writing 60 days prior to closure of the case. The case must be kept open if the recipient of services supplies information in response to the notice which can lead to the establishment of paternity or enforcement of a support order, or if contact is reestablished with the recipient of services. The notice being sent must fit the closure reason being used to close the case.

When a child support case meets a case closure reason and TANF, Food Stamps, or Medicaid is involved, the child support system will notify the IV-A worker or Medicaid worker.

**Any reason for case closure must be substantiated by a verification document and/or factual narrative documentation contained in the case record. A verification document is a document that confirms a stated fact.**

Factual Narrative documentation must include the reasons for the determination of closure including the source/method of obtaining information, names, places and dates. For example, a copy of the death certificate, a published obituary notice, a funeral program or a written statement from a funeral home is a verification document that confirms the death of a noncustodial parent.

However, when a date of death is received from the Mississippi State Department of Health (MSDH) on the ADDR screen in METSS via the interface between MDHS and MSDH, this is considered sufficient for verification of death. Code ADDR as pending until the case can be closed. Refer to case closure reasons. Closure based upon information received through the interface must be documented on ACTN (there will be no hard copy documentation for the case record folder).

### **Effective Date of Closure**

A child support case must be closed effective the first calendar day of a month. This means that the case is considered open until the close of business on the last calendar day of the month preceding the effective month of closure.

When a 60 day Case Closure Notice is sent, the case must be closed effective the **first** calendar day of the month following the expiration of the 60 days.

This means that in some instances a case cannot be closed for nearly three months from the date the closure notice was mailed. Therefore, it is essential that the notice of closure be mailed immediately when the decision for closure is made. Any information received or contact with the recipient of services or noncustodial parent that occurs within that time must be handled on the open case. This can result in canceling the closure action and withdrawing the tickler that was set to close the case. Set a tickler in METSS for the end of the month in which the 60 days notice expires for updating the system.

### **Closure Due to a Change in Program Code**

When a child support case changes from one program code to another, federal reporting requirements necessitate showing the noncustodial parent's case closing in one program code and opening in another program code(s). Although the noncustodial parent's child support case is not actually closed, for reporting purposes the case must be shown as closed in one program code and opened in another. The effective date of closure for the first case and the effective date of opening for the second case(s) must be the first calendar day of the effective month of closure for the first case.

This type of closing and opening action must be reported as simultaneous action occurring in the same month. METSS automatically records these changes.

Most closures due to a change in program code are the result of approval or termination of TANF or Medicaid eligibility. In these situations the effective date of closure for a child support case is the same as the effective date of the IV-A action for approval or termination.

### **Reporting Closures**

The count of cases and fiscal records closed in a month is contained in the METSS system. When a change in program code occurs that results in the simultaneous opening and closing of a case, METSS tracks this for reporting purposes.

### **Case Closure Criteria for All IV-D Child Support Cases**

The following reasons are for use in the closure of all IV -D child support cases; i.e., TANF/FC, NON-TANF, TANF/FC Arrears Only, Food Stamp and Medicaid-Only child support cases:

1. There is no longer a current support order and arrears are under \$500 or unenforceable

under state law. Examples include, but are not limited to:

- a. The child has reached the age of majority (21); or
- b. If the child has not reached the age of majority, but a court order has dismissed the action with prejudice, terminated parental rights, or emancipated the child. A copy of the order must be filed in the case record.

A 60 day notice is required prior to closure.

Closure code(s) in METSS, "CS"

2. The noncustodial parent or putative father is deceased and no further action, including a levy against the estate, can be taken. The case must contain death verification and documented investigation that there is no indication of an estate, trust, or other benefit(s) that may be available to the child (ren). If there is indication or verification of an estate, trust, or other benefit(s) that may be available to the child(ren) the child support attorney must determine and document the case record why no further action, including a levy against the estate, can be taken. (Death date must be entered on APPD.ABSP screen.)

A 60 day notice is required prior to closure.

Closure code(s) in METSS, "DA, DE"

3. Paternity cannot be established because:
  - a. The child is at least 18 years old and action to establish paternity is barred by the statute of limitations (93-9-9);
  - b. A genetic test or a court or an administrative process has excluded the putative father and no other putative father can be identified. If another putative father is identified, a case must be established for this person; but the excluded father's case must be closed immediately and a closure notice sent.
  - c. The IV-D agency has determined that it would not be in the best interests of the child to establish paternity in a case involving incest or forcible rape, or in any case where legal proceedings for adoption are pending; or,
  - d. The identity of the biological father is unknown and cannot be identified after diligent efforts, including at least one comprehensive interview (well documented) by the IV-D agency with the recipient of services and must be reviewed and have the signed. The reason cited on the closure notice must state, "All efforts to identify the putative father have failed".

A 60 day closure notice is required prior to closure.

Closure code(s) in METSS, "SL, EX, UK"

4. The noncustodial parent's location is unknown, and reasonable and diligent efforts using multiple sources to locate the noncustodial parent, in accordance with established location policy, all of which have been unsuccessful.
  - a. Over a three-year period when there is sufficient information to initiate an automated locate effort, or
  - b. Over a one-year period when there is not sufficient information to initiate an automated locate effort;

A 60 day closure notice is required prior to closure.

Closure code(s) in METSS, "LO, LY"

5. The noncustodial parent cannot pay support for the duration of the child's minority because the noncustodial parent is verified to be institutionalized in a psychiatric facility, incarcerated with no chance for parole, or to have a medically-verified total and permanent disability with no evidence of support potential. The determination must be made and documented that no income or assets are available to the noncustodial parent which can be levied or attached for support.

A 60 day notice is required prior to closure.

Closure code(s) in METSS, "AP"

6. The noncustodial parent is a citizen of, and lives in, a foreign country, does not work for the Federal government or a company which has its headquarters or offices in the U.S., and has no reachable domestic income or assets; and the State has been unable to establish reciprocity with the country;

A 60 day notice is required prior to closure.

Closure code(s) in METSS, "NC"

7. Location-only services have been provided, as per request.

No 60 day closure notice is required prior to closure.

Closure code(s) in METSS, "LE"

8. The non-TANF recipient of services requests closure of a case in writing or verbally and there is no assignment to the State of arrears or medical support which accrued under a support order. (A written statement from client is encouraged.)

No 60 day closure notice is required prior to closure.

Closure code(s) in METSS, "CR"

9. There has been a finding of good cause or other exceptions to cooperation with the IV-D agency and IV-D has determined that support enforcement may not proceed without risk of harm to the child or caretaker relative.

No 60 day notice is required prior to closure.

Closure code(s) in METSS, "GC"

10. In a non-IV-A case, the child support worker has been unable to contact the recipient of services within a 60 calendar day period despite an attempt of at least one letter sent by first class mail to the last known address. NOTE: The 60 calendar day period commences the date the letter is mailed to the recipient of services. The location of the recipient of services is also discussed in Volume, VI, Section C, with **Location** and Section D in conjunction with **Returned/Undeliverable Checks** and **Held Checks**.

A 60 closure notice is required prior to closure.

Closure code(s) in METSS, "CL"

**NOTE: When the non-IV -A client requests closure of the case and DCSE is receiving child support payments. either through wage withholding or through noncustodial parent payments. the case is changed to a non-IV-D (90-1) case.** The recipient of services must have payments redirected (at her/his own expense). Until the payments are redirected, DCSE, as well as the employer and/or the noncustodial parent, must comply with the current court order. DCSE continues to receipt and disburse payments to the recipient of services until the payments are redirected.

11. In a non- TANF case receiving IV-D services, the IV-D agency documents the circumstances of the recipient of services non-cooperation and an action by the recipient of services is essential for the next step in providing IV-D services. Examples of refusing to cooperate are failing to keep appointments without notification, failing to provide available information, or repeatedly giving incorrect information. Documentation of both the circumstances of the non-cooperation and the action required of the recipient of services must be approved and documented by the county child support supervisor.

A 60 day notice is required prior to closure and must include the reason for the recipient of services non-cooperation.

Closure code(s) in METSS, "RC"

12. Mississippi is the responding state for an incoming UIFSA or interstate income withholding case and:
  - a. The responding agency documents failure by the initiating State to take an action

which is essential for the next step in providing services, or

- b. The noncustodial parent is not located after diligent location attempts as described above, including a request for additional information from the initiating state. The location attempts must be in accordance with location policy with respect to the procedures and time frames.

A 60 day notice to the initiating state is required prior to closure.

Closure code(s) in METSS, "OC, OS"

In cases meeting the criteria in closure reasons (1) through (6) and (10) through (12) above, the recipient of services, or in an interstate case meeting the criteria for closure under reason 12, the initiating State, must receive a notice of the agency's intent to close the case 60 calendar days prior to closure of the case. The case must be kept open if the recipient of services or the initiating State supplies information in response to the notice which could lead to the establishment of paternity or a support order or enforcement of an order, or, if contact is reestablished with the recipient of services.

If the case is closed, the former recipient of services may request, at a later date, that the case be reopened. This is accomplished by completing a new application for IV-D services and paying the application fee.

In the situation of an interstate case closure, reason 12 above, the initiating state may request the case be reopened by submitting a new UIFSA packet with the requested information attached.

In situations involving closure reason 9 above, the recipient of services may request that the case remain open and child support services be pursued by the IV-D agency with the case information protected.

**EXCEPTION:** A child support case may be closed due to the death of the recipient of services or the only child in the case. The case must contain verification of death. Document the ACTN log screen and do not send the 60 day notice of closure.

The IV-D agency must retain all records for cases closed for a minimum of three (3) years.

07-15-09

**FINANCIALMANAGEMENT****COURT ORDER ENTRY/UPDATE**

The county child support staff has the primary responsibility of entering and updating all IV-D court orders, stipulated agreements and voluntary orders in METSS. The county is responsible for changing the withholding modifier from active "A" to inactive "I" and vice versa. The CRDU has the ability to update the ORDR Panel on all court orders and APPD.ABSP.EMPL Panel, but must not make any changes, without consulting with the county. The county will continue to maintain case files; i.e., court orders affidavits of accounting, etc., and must furnish copies of court orders, affidavits of accounting and/or income withholding orders to the CRDU upon request. The CRDU has the ability to obtain affidavits of accounting, but may require extra information from the county. If a noncustodial parent has changed employment and the withholding order has been moved, the child support worker must notify the CRDU by using the income withholding form in Connect. **To access the form type "IWO" next to command on the Connect menu and press enter. When the form has been completed press F5. The "IWO" should be sent to the program administrator senior in the CRDU.**

Designated staff will be responsible for entering all Non-IV-D court orders in METSS. If a Non-IV-D order is received in the county office, the county office staff will enter the order upon receipt. METSS will automatically generate and mail Notice A 731, "Notice to New Non-IV-D Client," to the custodial parent. The designated staff must mail MDHS-CSE-675, "Application for Child Support Services" and MDHS-CSE-614 "Information Pamphlet," to the custodial parent and record necessary information on the METSS case screen.

If a Non-IV-D client returns the CSE-675 "Application for Child Support Services" to the county office, the county must access the case and make the necessary changes, record necessary information on the METSS case screen, then forward the application fee to the CRDU with appropriate information for receipting; i.e., name and case number.

10-01-98

**GUIDELINES FOR INTERPRETING COURT ORDERS AND DETERMINING SUPPORT OBLIGATIONS****Court Order Interpretation**

The court order is always the controlling document for determining the child support obligation and must be interpreted individually. A stipulated agreement for support, a stipulated agreement for support with an admission of paternity, and a stipulated agreement and payment schedule for delinquent child support, are also valid court orders when properly executed and signed by a judge.

**Initial Order**

Initial orders are usually clear and easy to interpret, however, court orders requiring assistance in interpretation, should be referred to the attorney, through appropriate administrative channels.

Types of court orders which may require some assistance are; i.e., orders that specify payments for periods of seasonal employment, orders that are stated in terms of a percentage of the defendant's income, etc. When an order is entered in METSS, the legal effective date and the enforcement date obtained from the initial order should not change.

If a contempt order or a modification of an order is obtained, the child support worker must make all necessary changes to the ORDR Panel, however, **DO NOT** change the legal effective or the enforcement dates.

### Contempt Order

Contempt orders are usually more difficult to interpret and are written in a variety of ways. Below are examples of the more commonly encountered contempt orders and their interpretations.

1. The defendant is ordered to pay the full child support arrears by a specific date. The contempt order does not change the monthly obligation amount stated in the original order. Therefore, in this type of situation:
  - a. The arrears, which have accumulated since the original order, will remain until paid by the defendant.
  - b. The monthly obligation amount as originally ordered is still due each month and when not paid, arrears will accumulate.
2. The defendant is ordered to pay the monthly obligation amount as originally ordered plus an additional amount is specified to be paid toward the arrears.
3. The defendant is ordered to pay the monthly obligation amount as originally ordered and is allowed the opportunity to purge himself/herself of contempt of court by paying a lump sum (usually less than the total arrears amount) by a specific date.
  - a. If the defendant complies with the contempt order and pays the \$750.00 by the specified date, the \$1,000.00 arrears which existed at the time the order was issued is reduced by the amount paid (\$750.00). The remaining balance of \$250.00 continues to be a debt owed by the defendant and must be carried as arrears against the defendant. Any current obligation that has not been paid since the contempt order was issued, is considered as arrears and will accumulate.
  - b. If the defendant does not comply with the order by paying the \$750.00 by the specified date, the \$1000.00 arrears remain. If the noncustodial parent pays any portion of the \$750.00 by the specified date, that amount is deducted and the unpaid balance of the \$1000.00 arrears which was owed at the time of the contempt order remains. The noncustodial parent did not purge himself/herself of contempt, and any current obligation that has not been paid since the contempt

order was issued, is considered as arrears and will accumulate.

4. A defendant is ordered to pay the arrears by a specific date. The contempt order specifies a different monthly obligation amount, which may be more or less than the monthly obligation amount specified in the original order.

**NOTE:** The amount ordered to be paid on the arrears monthly, weekly, etc., is not a part of the current monthly obligation.

1. The current monthly support obligation is to be adjusted in METSS to reflect the new amount. Enter the date METSS is to begin tracking the new obligation amount in the change date field, enter the reason code in the modification reason field, and use F8 (narrative) to record detailed documentation.
2. The arrears stated in the order prior to the contempt order is handled in the same manner as described above in item 1.
3. Any current obligation that has not been paid since the contempt order was issued will accumulate as arrears.

**NOTE:** METSS will bill the employer if an amount is entered in the arrears obligation field on the ORDR Panel and there is an arrears balance on FBAL.

### **Clearance for Interpretation of a Court Order**

Each case must be evaluated individually and handled in accordance with the terms of the court order. The examples above are only guidelines to assist in understanding how to interpret court orders. Any order which the county staff or the CRDU staff cannot clearly interpret should be referred through proper lines of administration. The supervisor, regional director or the CRDU's program administrator senior may make a request directly to the attorney for an interpretation of the order.

**Both the request and the response should be in writing.** When requesting a clearance concerning the interpretation of a court order, include copies of the court order. The staff attorney assigned to state office will interpret orders requested by the CRDU's program administrator senior.

### **DETERMINING SUPPORT OBLIGATIONS**

In some instances it is necessary to divide the obligation amount specified in a court order among the children for whom it is due. Some orders may not specify amounts for each child.

#### **Court Orders**

The court order is the controlling document and each child's share is determined as follows:

1. In court orders which specify a dollar amount per child, the child's share of the obligation

will continue until the child reaches the age of majority (age 21), or is otherwise emancipated. When the child reaches age 21, METSS automatically reduces the total obligation amount by the emancipated child's share. The ORDR Panel must be coded with a "C" in the Per Month/Per Child field, and in the Child Obligation field the amount per child is entered on the CHIL Panel as well as the Spousal Obligation field, and the Cash Medical field per the court order.

**NOTE:** The child support worker must monitor orders that are coded as a per child order which includes spousal support. When METSS drops a child support obligation because of emancipation, METSS also drops the spousal support obligation and the child support worker must manually correct the spousal amount on the ORDR Panel.

2. In court orders which specify a total dollar amount per month regardless of the number of children, and when one of the children reaches the age of majority (age 21), or is otherwise emancipated, METSS divides the total obligation equally among the children remaining in the order. The ORDR Panel must be code with an "M," in the Per Month/Per Child field. If an order specifies an obligation should continue to accrue after a child reaches age 21, the ORDR Panel must be coded with a "Y" in the ACCRUE OBLIGATION PAST AGE 21 field. The Child Obligation field and the Spousal Obligation field will automatically be filled in by METSS. The Cash Medical field must be entered by the worker.

### **Stipulated Agreement**

A stipulated agreement is a legal document signed by the noncustodial parent with an existing child support case. The document specifies the dollar amount for child support (based on State Guidelines), the frequency of payment, and the date the noncustodial parent is to begin making support payments.

judge signs the order approving the stipulated agreement, is receipted, disbursed and tracked the same as a court order, but is not enforceable until signed by a judge.

When a noncustodial parent signs the agreement, the child support worker must document, on the CONT Panel in METSS, that the noncustodial parent understands the agreed due date for the support payment, and any unpaid support is owed at the time a judge signs the order approving the stipulated agreement.

The child support worker must enter the agreement in METSS for tracking purposes. The case should be referred for review to the supervisor, who will then refer the case to the attorney for the required legal action. **Set a tickler for 90 days from the date that the noncustodial parent signed the agreement for follow-up.**

If such an order is not obtained within three (3) months of the date that the noncustodial parent signed the agreement, the child support worker must notify the supervisor, who must notify the regional director. The regional director notifies the senior attorney who must assess the situation and determine what action needs to be taken, if any, and document his or her findings and what actions were taken.

When the attorney returns the order approving the stipulated agreement signed by a judge, a copy is given to the supervisor. The supervisor must update the ORDR Panel to reflect the now legally binding and enforceable court order.

The Legal Effective Date field and the Change Date field should reflect the date that the noncustodial parent initially agreed to when signing the agreement unless the date was changed by the judge.

Upon receipt of the Order Approving the Stipulated Agreement, update the ORDR Panel.

### **Stipulated Agreement With an Admission of Paternity**

A stipulated agreement with an admission of paternity is a legal document signed by the noncustodial parent with an existing child support case. The document specifies a dollar amount for child support (based on State Guidelines), the frequency of payment, and the date the noncustodial parent is to begin making support payments. Although the noncustodial parent signs a stipulated agreement with an admission of paternity, paternity is not established and is not legally binding or enforceable until the order approving the stipulated agreement with an admission of paternity is signed by a judge the noncustodial parent, but before the judge issues an order approving the stipulated agreement with an admission of paternity, is considered a voluntary payment(s) and METSS tracks the stipulated agreement with an admission of paternity as a voluntary agreement.

The child support worker must enter a stipulated agreement with an admission of paternity in METSS as a voluntary agreement, because paternity is not established until a judge signs the agreement and the child(ren) cannot be tied to an order until paternity is established. Refer the case to the supervisor for review, who will then refer the case to the attorney for the required legal action. **Set a tickler for 90 days from the date that the noncustodial parent signed the stipulated agreement with an admission of paternity for follow-up.**

If an order approving the stipulated agreement with an admission of paternity is not obtained within three (3) months of the date the noncustodial parent signed the agreement, the child support worker must notify the supervisor, who must notify the regional director. The regional director notifies the senior attorney who will assess the situation and determine what action needs to be taken; if any, and document his or her findings and what actions were taken.

When the attorney returns the order approving the stipulated agreement with an admission of paternity signed by a judge, a copy is given to the supervisor. The supervisor must update the ORDR Panel to reflect the now legally binding and enforceable court order. The Legal Effective Date field and the Change Date field should reflect the date the noncustodial parent initially agreed to when signing the agreement unless the date was changed by the judge.

### **No Written Agreement**

If a noncustodial parent, WHO HAS AN EXISTING CHILD SUPPORT CASE, makes a voluntary child support payment but there is no written agreement the child support worker must populate the ORDR Panel before a voluntary payment can be receipted.

The child support worker must initiate the action necessary to obtain a stipulated agreement and/or court order for support. If the noncustodial parent signs a stipulated agreement, the child support worker must document on the CONT Panel in METSS that the noncustodial parent understands the agreed due date for the first support payment, and any unpaid support is owed at the time the judge signs the order approving the stipulated agreement.

The child support worker must change the ORDR Panel, from a voluntary order, to reflect a stipulated agreement, refer the case to the supervisor for review, who must refer the case to the attorney for the required legal action. **Set a tickler for 90 days from the date that the noncustodial parent signed the stipulated agreement for follow-up.**

If such an order is not obtained within three (3) months of the date, that the noncustodial parent signed the stipulated agreement, the child support worker must notify the child support supervisor who must notify the regional director. The regional director notifies the senior attorney who must assess the situation and determine what action needs to be taken; if any, and document his or her findings and what actions were taken.

When the attorney returns the order approving the stipulated agreement signed by the judge or an order for support, a copy is given to the supervisor who must update the ORDR Panel to reflect the now legally binding and enforceable court order. The Legal Effective Date field and the Change Date field should reflect the date the noncustodial parent initially agreed to when signing the stipulated agreement unless the date was changed by the judge.

If the noncustodial parent does not sign a stipulated agreement, the child support worker must refer the case to the supervisor for review, who must refer the case to the attorney to obtain an order for support.

**Voluntary Payments**When a voluntary payment is made, as a result of a signed stipulated agreement regardless of program type, payment must be accepted and consider the AGREED AMOUNT as the current month's obligation. Receipt the payment according to receipting procedures, and METSS will handle the allocation/distribution process. METSS tracks and accumulates any payment missed as arrears, and rolls any amount in excess of obligation amount to future if no arrears have accumulated. The child support worker must immediately begin the process of converting the voluntary order to a legally binding and enforceable order.

Voluntary child support payments can be made by a noncustodial parent WHO HAS AN EXISTING CHILD SUPPORT CASE. When a voluntary payment is made, and there is no written agreement regardless of program type, payment must be accepted and the amount paid is considered as the current month's obligation. The CRDU receipts the payment according to receipting procedures, and METSS handles the allocation/distribution process and tracks payments made as voluntary. The CRDU must notify the child support worker to immediately begin the process of converting the voluntary order to a legally binding and enforceable order.

**NOTE:** Do not accept voluntary payments from a noncustodial parent who does not have an existing child support case established from an appropriate referral or application.

**07-15-09**

## **CHILD SUPPORT ACCOUNTING SYSTEM**

### **Legal Base**

The Code of Federal Regulations (45 CFR 302.14) and The Mississippi Codes (43-19-37 and 93-11- 115) require that the State IV-D Agency, in discharging its fiscal accountability, will maintain an accounting system and supporting fiscal records to adequately assure that any request for Federal funds is in accordance with applicable Federal requirements and that a system meets generally accepted principles of accounting.

### **Child Support Accounting System and Automated Process**

The Child Support Accounting System is processed through an automated system, the Mississippi Enforcement and Tracking of Support System (METSS). It is designed to handle child, spousal and cash medical support collections and various types of fees: i.e., court costs, genetic testing etc.

METSS does support all Federal financial system requirements for noncustodial parent billing, payment processing and adjustments, allocation and distribution, tax offset processing, and generation of notices. These notices are sent to TANF recipients and former TANF recipients regarding the amount of child support collected. Noncustodial parents who were selected for tax offset also receive notice. METSS notifies the IV-A agency via the interface, of child support received on behalf of TANF children.

METSS accepts, maintains, and performs all calculations needed for IV-D accounting and reporting based on information entered via the receipting process. This financial information can be viewed through several METSS inquiry screens: (FLOG, FSUM, FBAL, PFIN, DISB, etc.).

### **Separation of Cash Handling and Accounting Functions**

45 CFR 302.20 requires that the State establish and utilize written administrative procedures designed to:

- \* Assure use of generally accepted accounting principles.
- \* Assure that persons responsible for handling cash receipts of support do not participate in accounting or operating functions which would permit them to conceal in the accounting records the misuse of support receipts.
- \* An individual, either at the worker level or at the supervisory level, cannot

participate in more than one area of payment processing, to the greatest extent that this is possible. However, a supervisor can assist a worker with respect to more than one function for payment(s) in a batch when necessary.

The activities which must be separated are:

- Sorting payment instruments from setting up the batches
- Setting up batches from receipting payments.
- Receipting payments from preparation of deposits.
- Preparation of deposits from the end of month bank reconciliation.

METSS is designed to assure separation of duties based on authority access assigned to a worker.

**Example: "BCO"(Batch Control Officer) or "RCO"(Receipt Control Officer).**

Within METSS, individuals are assigned authority to perform specific activities; i.e., BCO or RCO. The METSS Procedures Manual may specify the "FCO" will setup batches and the "Accounting Clerk," will receipt payments, but this authority to perform specific activities can be assigned to any designated CRDU staff, regardless of a staff member's title, by the program administrator senior of the CRDU as long as the separation of cash handling and accounting functions are complied with.

### **Billing**

METSS generates bills each month to the noncustodial parent or to the employer of the noncustodial parent for each IV-D case with a support obligation. Each bill includes all pertinent information regarding the noncustodial parent's account.

**NOTE:** METSS does not send a bill to the noncustodial parent or the noncustodial parent's employer for Non-IV-D cases, including 94 Non-IV-D Interstate Responding.

The noncustodial parent's bill will include five coupons. One coupon should be returned with each payment to the CRDU. Each coupon contains identifying information to ensure the payment is receipted to the correct noncustodial parent's case. The noncustodial parent will receive a separate bill for each case he/she has. The employer bill includes a transmittal form with identifying information which should be returned with the payment for each noncustodial parent with an active income withholding order.

### **CENTRAL RECEIPTING AND DISBURSEMENT UNIT (CRDU) Legal Base**

Public Law 104-193, Section 454 (27) and Section 454B of the Social Security Act, mandates that on or after October 1, 1998, each state IV-D agency establish and operate a State Disbursement Unit (SDU). The SDU is for the collection and disbursement of court ordered

payments in IV-D cases, non- IV-D cases in which the support order was initially issued on or after January 1, 1994, and cases in which the income of the noncustodial parent is subject to withholding. The IV-D agency must have sufficient state staff (consisting of state employees) and (at state option) contractors reporting directly to the state agency responsible for monitoring and enforcing support collections through the SDU in IV-D cases and to take expedited administrative actions required under Section 466 (c)(I) of the Act in appropriate cases. The SDU must be operated in coordination with the state's child support enforcement automated system in IV-D cases.

Sections 43-19-31 (k), 43-19-35 (2), and 43-19-37 (1) of the Mississippi Code of 1972, annotated, as amended, requires the Mississippi Department of Human Services (MDHS) to maintain a Central Receipting and Disbursement Unit (CRDU) to which all payments required by withholding orders and orders for support, in which MDHS is a party, be forwarded for disbursement to the custodial parent or another party as designated by the court order.

### **Purpose**

The purpose of the CRDU is to expedite processing and disbursing payments to the custodial parent and to provide employers and customers with a single location to make payments.

### **Definitions**

**Business day** is defined as a day on which state offices are open for regular business.

**Central Receipting and Disbursement Unit (CRDU)** is the established central location for receiving, receipting and disbursing payments from noncustodial parents, employers and other states.

### **CRDU Functions**

The CRDU consists of one (1) Program Administrator Senior, one (1) Special Project Officer IV, one (1) Program Specialists, two (2) Supervisor III's, sixteen (16) Fiscal Control Officers and one (1) Child Support Officer. The CRDU staff is responsible for the functions provided below based on the responsibilities listed in Volume VI, Section A, Page 1015, and any other duties as assigned by the program administrator senior and/or supervisor.

- Pick up mail from Post office.
- Process incoming and outgoing mail.
- Provide customer service for employers related to payments and respond to other written inquiries.
- Receipt all monies collected in regard to child support including child support payments, spousal support payments, cash medical payments, application fees, court costs, attorney and genetic testing fees, etc.
- Complete monthly bank reconciliations for the CRDU account.

- Make adjustments for bad check (BC) and etc.
- Monitor to ensure disbursement of payments within two (2) business days of receipt.
- Notify the county child support staff of a noncustodial parent's termination from employment when notification is received from the employer.
- Request that an order in a IV-D case be entered into METSS via Connect. This request is sent to the county child support office and the appropriate regional director.
- Resolve claims resulting from actions taken by the CRDU.
- Non-Sufficient funds collection
- Daily reconciliation of front end system with METSS.

The responsibilities of resolving unidentified collections and resolving claims are shared between the CRDU staff and the county child support staff. The county child support staff is responsible for all other functions, including order entry and updating all IV-D cases.

### **Acceptable Support Payment Methods**

Payments may be made in the form of a money order, cashier's check, personal check or business check. This includes checks drawn on business accounts and personal accounts. Payments are also accepted through Electronic Fund Transfer (EFT)/Electronic Data Interface (**EDI**) via employers and other states. Any check returned (business or personal) for insufficient funds, a bad check (BC) adjustment must be done. METSS automatically recalculates and adjusts the noncustodial parent's arrears.

The CRDU program administrator senior must carefully review the circumstances for any returned check marked "insufficient funds" and make a decision whether to accept/not accept another check from the payor. Notify the payor, if it is determined that a check will not be accepted for subsequent payments. Refer to Volume VI, Section C, for policy regarding Insufficient Funds.

### **Cash Payments**

Cash payments can only be accepted/receipted at CRDU. Should someone try to make a cash payment in the county, the noncustodial parent should be instructed to obtain a money order or cashier's check made payable to CRDU and mail the payment to:

CRDU

P. O. Box 4301

Jackson, MS 39296-4301

Child support attorneys must not accept cash payments. If a judge has ordered the noncustodial parent to pay a specific amount before leaving the courtroom to purge him/herself of contempt, to prevent going to jail, etc., the attorney must request that the judge allow the noncustodial parent to obtain a money order. Upon receipt of the payment instrument, the attorney accepting

the payment must give the person making the payment a receipt. A copy of the receipt is filed in the physical case record and the attorney keeps a copy for his records.

### **Payments Accepted at County Level.**

The county accepts only lump sum payments and application fees. These monies are mailed to the CRDU accompanied by a log. The county must ensure that the payment is properly identifiable; that is, legible and contains a case number. The payment instrument must be made payable to CRDU.

The county office must make two (2) photocopies of the payment instrument: one (1) copy for the person making the payment and one (1) for the county physical record.

### **Receipting Process**

All monies received by the CRDU must be receipted and deposited daily into the CRDU bank account. The approved monies are Electronically Transferred into the state bank account by the Division of Budgets and Accounting (DBA). Through nightly processing, the money is allocated, distributed and disbursed by METSS.

On a daily basis, when a payment is received from or on behalf of a noncustodial parent, the CRDU staff must:

1. Identify, batch, receipt and restrictively endorse all payments.
  - a. Scan batch header, documents and checks, with no more than twenty-five (25) payments per batch. However, for payments received from one employer through income withholding, the batch may contain more than or less than the twenty-five (25) receipts. A batch ticket reflecting the name of the OPEX operator, time and date batch was ran and a calculator tape reflecting the total dollar amount in the batch, must be attached to each batch.
  - b. Prior to receipting a payment, determine the correct payer using all available sources; i.e., the payment instrument, the coupon from the noncustodial parent's bill, the transmittal from the employer, and by accessing METSS to ensure payments are receipted to the correct case or noncustodial parent.
  - c. Manually enter items that were not recognized during scan and post each payment into the designated batches.
  - d. Print three (3) receipts for all cash payments and print receipts for any payments when requested. PayConnect is designed to generate a receipt upon request.
  - e. All payments received by the CRDU from an employer through income withholding must be receipted at the noncustodial parents' social security number level using the date of receipt as the date of collection.

**NOTE:For audit purposes, the date a payment is received by the CRDU is the date of collection and is the date used for tracking the disbursement of payments in a timely manner (within two (2) business days).**

**EXCEPTION:** (NEW ORDERS ONLY) If the CRDU receives a payment from an employer seven days prior to the new order being effective, receipt the payment to the CRDU's unidentified account and enter a descriptive narrative in the remarks field that will later help in resolving the unidentified payment.

If the CRDU receives a payment from an employer prior to a new order being effective, receipt the payment to the unidentified account, and enter a descriptive narrative in the remarks field that will later help in resolving the unidentified payment.

- f. Payments made by the noncustodial parent by mail or in person must be receipted at the case level (600001111) unless the noncustodial parent requests it be applied to a specific sub-case (A,B, etc.). The date of collection for a payment mailed by the noncustodial parent is the date the payment is received by the CRDU.
2. After satisfactorily completing all postings for assigned batch, save the posting details. This procedure will balance the batch. If an error is detected, make the correction, and then do a final save.
3. PayConnect approves all batches during the upload. Upload converts the data into METSS.
4. Print a deposit slip.

Due to the number of payments received, the CRDU will make several deposits a day. The total amount processed on PayConnect must balance the total amount on the DEPO panel for any given day. A deposit ticket will be generated by PayConnect once there are 12 reconciled batches, then bundle these 12 batches into a single deposit ticket and update this information to DEPO.

Although a manual deposit slip is required to deposit the daily collections into the local bank, the CRDU must still go through the procedures required in METSS for the daily deposit to show up on the BANK panel. (See 12.G.06 and 12.G.10.g.)

5. Deposit the total amount received into the CRDU bank account.

All approved batches are transferred from the CRDU bank account to the appropriate State Office bank account through Electronic Fund Transfer (EFT). Child support payments will be issued by direct deposit, debit card or check.

**03-25-10**

## FINANCIAL UNIT

### Purpose

The purpose of the Financial Unit is to provide a control environment to handle financial adjustments. This unit will ensure that financial adjustments are performed accurately and timely. The Financial Unit will be responsible for handling all adjustments over a year old, require twenty (20) or more entries, over \$500.00 and misposted payments.

### Processing Unidentified Payments

When a payment cannot be identified, CRDU receipts the payment to the unidentified account and enter a descriptive narrative in the remarks field. These payments are printed to a report and distributed to the Financial Unit.

Resolving unidentified payments is a shared responsibility of the Financial Unit and county child support staff. The Financial Unit staff must continually review the unidentified account, and if identified, the Financial Unit will make the necessary payment adjustment. Each county supervisor and/or designee must review the unidentified account for possible collections for clients served by their counties. If a collection for the county is identified, an adjustment must be made to the appropriate case by the designated staff.

### Undistributed Payments

The Financial Unit and county child support staff are responsible for handling undistributed payments. When a payment is undistributed, the Financial Unit and county child support staff must investigate and determine the reason a payment was not disbursed.

### Future Payments

Future money is a payment that has been received from or on behalf of a noncustodial parent in excess of the court ordered obligation(s) due for the current month, and there are no arrears, court costs, standardized costs, attorney's fees, or genetic testing fees. METSS allocates the excess collection to be processed as the first collection for the following month.

If the noncustodial parent continues to pay more than his/her current month's obligation for a period of three (3) months, the county child support worker must investigate. If the court order is correct and there are no arrears, the child support worker must notify the noncustodial parent by requesting notice A610, *Notice of Future Money*, from WORD. The noncustodial parent must return the A610 along with a copy of his/her state identification card or driver's license before a refund can be processed.

**NOTE: The A610 must be returned to the county office with valid proof of identification before a refund can be processed.**

The noncustodial parent must contact the child support worker to discuss the situation. Determine his/her intent and whether he/she wants to:

Send the excess collection to the custodial parent.

Return the excess collection to the noncustodial parent.

Provide more support for his/her child(ren). If this is the option the noncustodial parent chooses, the child support worker must initiate a modification of the order to increase the monthly obligation.

**NOTE: Whichever choice the noncustodial parent makes, it must be documented on the CONT panel in METSS.**

### **Adjustments**

There are several types of adjustments, which includes the following:

- Bad Check adjustments- when a check has been returned because of insufficient funds
- Transfers- when a payment is posted to an incorrect case or the unidentified account
- Refunds- when a payment is backed out and sent to a designated recipient
- Arrears adjustments- to increase or decrease an arrears balance
- Fees adjustments- to increase or decrease a fees balance (court costs, genetic testing)
- Payment Credits- to credit a case without a payment actually being received and/or to reverse a previous payment credit
- Fees Retained Credits- to give credit to a case when another state has retained a portion of a payment to cover fees

The Financial Unit will handle all adjustments with the exception of bad check adjustments. Bad check adjustments will be the responsibility of the CRDU. Refer to the METSS Procedures Manual, 12.G.05-12.G.05.c, for detailed instructions for completing the different types of adjustments. The Financial Unit or the county child support staff will:

1. Investigate and obtain information;
2. Create an adjustment batch(es);
3. Enter adjustments and document the reason; and
4. Approve the adjustment batch (es).

**EXCEPTION:** Payment Credit adjustments regarding benefits paid by the Social Security Administration and/or the Veterans Administration will be handled by the county staff.

08-01-02

## INSUFFICIENT FUNDS

### Legal Base

Section 97-19-55, Mississippi Code of 1972, Annotated, as amended, makes it unlawful for any person to issue any check, draft, or order for the purpose of obtaining money to satisfy a pre-existing debt knowing there are not sufficient funds for the payment of such check, draft, or order. This section further makes it unlawful for an account to be closed without leaving sufficient funds to cover all outstanding checks, drafts, or orders upon such funds then outstanding. District Attorneys are authorized to assist in the recovery and distribution of restitution from persons charged with issuing bad checks.

### Purpose

The purpose of the law is to provide an additional tool for obtaining restitution on bad checks. When a check is returned for insufficient funds, the noncustodial parent or employer is given an opportunity to rectify the situation.

### Procedures

The receipt of one insufficient funds check suspends the noncustodial parent and employer's check writing privilege with the Mississippi Department of Human Services, Division of Child Support Enforcement. When a check issued by the noncustodial parent is returned by the bank stamped "Account Closed" or "Insufficient Funds", the CRDU supervisor enters a 'Y' on APPD.CASE in the "NSF" field and sends to the noncustodial parent notice A441, *Notice of Nonsufficient Funds*, asking for full remittance of the bad check within 15 days of the date of the notice plus a service charge fee of \$30.00.

The notice is accessed from WORD and sent by first class mail to the noncustodial parent's last known address. It provides the check, draft or order number, date issued, bank name, the amount of the check, and affirms the law and the Division of Child Support Enforcement's authority to assess a \$30.00 fee.

When a business check is returned marked "Account Closed" or "Insufficient Funds", the CRDU supervisor accesses APPD.ABSP.EMPLMAINT and enters `Y' in the "NSF" field. Notice A441 is sent to the employer's business address asking for full remittance of the bad check, plus a service fee of \$30.00, within 15 days.

### Receipting Replacement Checks

When a child support payment is returned marked "Account Closed" or "Insufficient Funds" a bad check adjustment and the service fee adjustment is made in METSS by CRDU, and METSS establishes a claim on the bad check. Refer to Volume VI, Section C, pages 3310-3313 for policy regarding recoupment.

The notice(s) mailed to the noncustodial parent/employer requests that the repayment instrument specify that it is a replacement. The CRDU worker must pay special attention to a repayment instrument so notated. These payments are receipted to the claim. The service charge fee may be included on the replacement instrument. This fee must be receipted as a service charge fee in METSS.

### **Procedure for NSF Flag Removal**

Occasions will occur that warrant the removal of the NSF flag. A joint decision is made by the CRDU supervisor and the Child Support Field Director regarding the removal of the NSF flag on a case by case basis.

**08-31-09**

## **ABANDONED PROPERTY**

### **Legal Base**

Section 89-12-14(1), of the Mississippi Code of 1972 Annotated, as amended, states that all intangible property, including, but not limited to, any interest, dividend, or other earnings thereon, less any lawful charges, held by a business association, federal, state or local government or governmental subdivision, agency or entity, or any other person or entity, regardless of where the holder may be found, if the owner has not claimed or corresponded in writing concerning the property within five (5) years after the date prescribed for payment or delivery, is presumed abandoned and subject to the custody of this state as unclaimed property.

### **Definition**

Abandoned/unclaimed property is all payments collected through the METSS system which remain undistributed for at least five (5) years from the original date of receipt on the system.

### **Procedure**

A batch process will run on the 3rd of each month identifying all checks or payments meeting the criteria listed below:

- A check was issued for over 180 days and the check status is expired, voided, pending or held; or
- A payment was issued and the current status is pending, held or undistributed and,
- The date of collection of the original receipt from which the payment was created is at least four (4) years and eleven (11) months prior to the 1<sup>st</sup> day of the next month;
- The payment has not been excluded from this process; and
- The distribution type for the receipt is one that is included in the undistributed totals.

On the last day of each month, a batch process will run and identify all payments with the appropriate code in the abandoned property field and transfer these funds as unclaimed property.

### **METSS Enhancements**

A new field was added to the DISB screen to identify payments that meet the requirements listed above, these payments will be coded with a 'P' (pending). Only designated staff will have the capability to update this field from 'P' to blank or 'E' (exclude). Once a change has been made to this field, a pop-up window will appear requiring an explanation for the change. If an explanation is not entered the change will not be saved.

If a payment has been identified or a client request payment of funds previously identified as abandoned property with the State Treasury, designated staff will use the REPL function to access the replacement screen and reissue the funds to the client. A report of all payments reissued will be generated each month.

### **Responsibility of Child Support Staff**

Due diligence must be used by staff to locate the owner of any and all unclaimed child support payments. It is the responsibility of child support staff to ensure the rightful owner of intended funds has the benefit of the property.

## **PROCEDURES FOR NONCUSTODIAL PARENT PAYMENT CREDIT**

### **Legal Base**

Section 43-19-37, Mississippi Code of 1972 Annotated, as amended, states that "any payments made by the noncustodial parent directly to the recipient or applicant in violation of the court order shall not be deemed to be a support payment and shall not be credited to the court-ordered obligation of said noncustodial parent".

### **Court Orders Payable to Custodial Parent**

When the court order directs payments to the custodial parent, the order has not been redirected and the noncustodial parent complies with the court order, credit for these payments can be given toward a support obligation in one of the following conditions:

1. The noncustodial parent has receipts to verify payments and the custodial parent agrees with the records, or
2. The noncustodial parent does not have receipts, but the custodial parent agrees that the noncustodial parent paid, and signs the affidavit of accounting to this effect.

When the court order directs payments to the custodial parent and the noncustodial parent complies with the court order, but the two parents do not agree on the receipts or stated payment record, then the matter must be decided by the court.

In the two cases mentioned above, the court order must be redirected to the MDHS/CRDU.

### **Court Orders Payable to MDHS/CRDU**

When the court order directs payments to the Department, and the noncustodial parent does not comply with the court order payment, credit can be awarded if:

The noncustodial parent has receipts to verify the payment, the custodial parent agrees with the receipts, and the county/CRDU has in its administrative file a special court directive issued by the judge allowing credit to be awarded for child support payments, however, if the custodial and noncustodial parents do not agree, then the matter must be decided by the court.

If the county/CRDU does not have a special court directive in the administrative file, the judge would have to decide if credit can be given for payments that were made out of compliance with the court order.

**NOTE:** In no situation is credit to be applied toward Public Assistance (PA) arrears.

### **Procedures for Payment Credits for Social Security Administration and Veteran Affairs Benefits for DCSE Cases**

Social Security Administration (SSA) and Veteran Affairs (VA) benefits received by a noncustodial parent's child(ren) can be credited toward the satisfaction of the noncustodial parent's monthly support obligations. Documentation from SSA or VA that shows the amount of the dependent benefit must be in the case folder. The child support worker must manually maintain these cases and give credit each month by doing a "PC" adjustment for both the current support obligation and the arrears obligation, if the arrears are NPA only. If a case has PA and NPA arrears, credit may be applied toward the NPA arrears, but must be done by an NPA arrears adjustment, not a "PC" adjustment.

**No** credit can be given toward an arrears obligation if the case has PA arrears only. In these cases the noncustodial parent is responsible for paying the monthly arrears obligation and a withholding order should be obtained and served on SSA.

If a child or children of a noncustodial parent is determined to be eligible for the payment of lump sum benefits and there is child support arrearage, the noncustodial parent shall receive credit toward NPA arrearage, if the arrearage accrued after the date of disability onset as determined by the Social Security Administration.

If the amount of the SSA or VA dependent benefit is less than the monthly support obligations, **a court order must be obtained.** Within 15 days of learning that SSA or VA dependent benefits exist, the child support worker must refer the case to the attorney for modification of the order. The order must reflect that the monthly child support obligation will be credited in the amount of the child(ren)'s benefit and that the noncustodial parent is responsible for the difference, including any arrears obligation. If a withholding order was served on SSA for the full amount of

the monthly support obligations, it must be corrected to reflect the provisions of the modified order. Credit may be given during the process of obtaining the order.

The amended order for withholding must reflect \$20.00 per month current support obligation, and \$10.00 per month arrears obligation. This is the difference between the support obligations and the SSA or VA credit for which the noncustodial parent is responsible.

If the amount of the SSA or VA dependent benefit is greater than the monthly support obligations, **a court order need not be obtained.** Documentation from SSA or VA showing the amount of the dependent benefit must be in the case folder. If a withholding order is already in place, the child support attorney needs to have the withholding order suspended if no PA arrears exist. If PA arrears exist, the noncustodial parent is responsible, and the withholding order should be amended to reflect the amount to be withheld toward the arrears.

If the child(ren) ceases to receive SSA or VA dependent benefit because he or she has reached the age 18 and the noncustodial parent is legally responsible for support until age 21, the order/withholding order should be amended. (**Example:** The order/withholding order was amended reflecting SSA or VA credit amount, and the amount for which the noncustodial was still responsible.)

When the child(ren) reaches age 18, and SSA or VA benefits have ceased, the order/withholding order must be amended to reflect the amount stated in the original order/withholding order, and be served on SSA. If the child(ren) has reached age 21 or is otherwise emancipated, but an arrearage is owed, the order/withholding order can and should be amended and served on SSA for collection of arrears only.

**NOTE:** It is the responsibility of the custodial parent to inform the county child support office when the SSA or VA dependent benefit has ceased.

**06-27-11**

### **Social Security Administration (SSA) Benefits**

SSA benefits (disability, retirement, etc.), if received by the noncustodial parent, may or may not be distributed by the Social Security Administration to the noncustodial parent's child(ren), depending on the particular circumstances. If benefits are not distributed to the noncustodial parent's child(ren), payments may be withheld by the department via a withholding order to satisfy the noncustodial parent's child support and arrears' obligations.

### **Supplemental Security Insurance (SSI) Benefits**

Supplemental Security Insurance (SSI) benefits received by a noncustodial parent are not distributed to his or her child(ren) and may not be considered an alternative source of payment and cannot be withheld for child support.

**10-01-98**

## Veterans Affairs (VA) Benefits

VA benefits are similar to SSA in that the VA may "apportion" amounts of the benefit, upon request by the custodial parent and subject to VA review, to the noncustodial parent's child(ren). VA dependent's benefits are considered an alternative source of payment and can be credited toward the noncustodial parent's child support and arrears obligations. A withholding order can be served to the Veterans Affairs Administration. Two examples are provided below which detail the laws or regulations under which benefits paid by VA can be paid for child and spousal support obligations. Refer to Volume VI, Section C, pages 3130-3131 withholding policy.

Example 1.: 42 U.S.C. 659(h)(1)(A)(ii)(V) of the Social Security Act provides that if a veteran is eligible to receive military retired/retainer pay and has waived a portion of his/her retired/retainer pay in order to receive disability compensation from VA, that portion of the VA benefit received in lieu of retired/retainer pay is subject to withholding.

Example 2. 38 U.S.C. 5307 provide for an apportionment of VA benefits between the veteran and his/her dependents under certain circumstances. VA regulations at 38 CFR Section 3.450(a)(1)(ii) provide that, if the veteran is not residing with his/her children and/or spouse and the veteran is not reasonably discharging his/her responsibility for the spouse's or children's support, all or any part of the veteran's pension, compensation, or emergency officers' retirement pay may be apportioned.

## Retroactive Adjustments

It is the responsibility of the noncustodial parent to inform the county child support office of his or her receipt of such benefits. The county child support office must be notified in writing, i.e., a letter from the Social Security Administration or the Veteran's Affairs Administration, that a benefit is being paid to the noncustodial parent's child(ren). **A retroactive adjustment, which includes a lump sum payment, will not be made to the noncustodial parent's DOE fiscal records when these situations are discovered or reported unless a judge has issued a directive in the court order for a particular case.**

**NOTE:**Credit may not be applied toward a spousal obligation from benefits paid to the child(ren), but a withholding order can be served to SSA for collection of spousal support. This may require an amendment to the order/withholding order.

## BANK RECONCILIATION

METSS provides an online bank account screen (BANK) to maintain bank account balances.

The CRDU bank statement and the BANK function in METSS must be reconciled each month. Reference 12.G.09

Tools needed for the end of month reconciliation:

- a. Monthly bank statement from the CRDU bank.
- b. Printed copy of the BANK Panel for month of reconciliation.
- c. Printed copy of BINQ Panel.
- d. Manual deposit slips.
- e. BANK PANEL - BANK STATEMENT RECONCILIATION form.

Reconciling the CRDU bank statement:

1. On the bank reconciliation form, start with ending balance from the bank statement.
2. Add any deposits not showing on the statement (using manual deposit slips and BANK Panel). This would be any deposit showing on the BANK Panel that is showing on the bank statement.
3. Compare the EFT's on bank statement to the EFT's on the BANK Panel (Any EFT's listed on the BANK Panel that are not on the bank statement are outstanding).
4. Subtract EFT's (checks) outstanding.
5. This amount and the balance on the BANK Panel should agree.

Reconciling METSS BANK Panel:

1. Start with balance on the last page of the BANK Panel.
2. Add deposits not showing on the BANK Panel (This would be approved "S" batches from BINQ that have not been processed through the DEPO function or "BC" adjustments that showed up on the BANK Panel).
3. On the BINQ Panel find all adjustment batches, pull up the RINQ screen for each of the adjustment batches to find any "BC" adjustments not showing on the BANK Panel and subtract these adjustments.
4. This amount and the balance on the CRDU bank statement should agree.

If there is a discrepancy in the balances of the bank statement and the BANK Panel, reasons for the discrepancies must be identified and corrected. Some discrepancies may occur when bank fees are involved. There could be an encoding error. There can also be other adjustments that show on one and not the other. These errors require further reconciliation and may require making an adjustment on the BANK Panel. If an adjustment to the BANK Panel is required, it must be done by the CRDU Supervisor using the ADJT function. (Procedures Manual 12.G 08).

**10-01-99**

### **ALLOCATION/DISTRIBUTION OF SUPPORT COLLECTIONS Nightly Processing**

During nightly processing METSS:

1. Updates financial balances as a result of payments received and adjustment transactions.
2. Allocates support payments.
3. Determines distribution of support payments.
4. Recalculates financial history as a result of retroactive payments, adjustments, and/or obligation changes.
5. Provides financial reporting to the CRDU and the Division of Budgets and Accounting (DBA).

As a part of nightly processing, reports are printed listing all receipts, adjustments, and financial transactions made. These reports are sent to the CRDU for the staff to review and ensure all transactions updated properly and if not, correct any errors.

### **METSS Allocation Process**

Allocation is the process of determining which child(ren)'s financial balances should be credited as a result of an approved support payment. All support payments are allocated according to federal regulations and state policy based upon the posting criteria of receipts, regardless of the program type.

### **Sequence of Allocation (SEQA)**

Sequence of allocation tables in METSS are identified and applied to cases based on the program status of the individuals in the case. The current sequence of allocation tables used in METSS may be viewed by accessing SEQA in "D" mode.

**10-01-98**

## **DISTRIBUTION PROCESS**

### **Legal Base**

Public Law 104-193, Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), revises Section 457 of the Social Security Act, which governs the distribution of any support collected under Title IV-D of the Social Security Act. Section 103 of PRWORA revises Title IV-A of the Social Security Act, in part, by replacing the assignment of rights requirements in Section 402(a) (26) with new requirements in Section 408 (a) (3) of the Social Security Act. Public Law 105-33 and The Balanced Budget Act of 1997 (BBA) contain technical amendments to Sections 408 (a) (3) and 457 of the Social Security Act. Section 5532 of the BBA added Section 457 (a) (6) to give States the option of implementing distribution changes under Section 457, which apply to former assistance cases, effective October 1, 1998, and includes other minor technical corrections.

In addition, Section 5547 of the BBA reinstates distribution requirements in former Section 457 governing Title IV-E foster care cases.

The DRA revised section 408(a) (3) of the Social Security Act now eliminates the assignment of pre-assistance arrearages in new assistance cases effective October 1, 2009. Under this requirement, assignments of rights on or after the effective date will be limited to the amount of child support that accrues during the assistance period, not to exceed the cumulative amount of unreimbursed public assistance (URPA). Such support may include the retroactive support ordered for the period that the family received assistance.

## DEFINITIONS

**Assigned Medical Support** is any amount collected which represents specific dollar amounts designated in the support order for medical purposes. The assigned amount is forwarded to the Medicaid agency for distribution, if the family is or has been a recipient of TANF, Medicaid or IV-E Foster Care. The remainder is paid to the family.

**Assignment of Rights** is a condition of eligibility for assistance under Title IV-A of the Social Security Act. A member of a family must assign to the State any rights they may have (on behalf of the family member or any other person who has applied for or is receiving such assistance) to support from any other person, not to exceed the total amount of assistance paid to the family, which accrues (or has accrued) before the date the family leaves the assistance program.

**All support collected while a family is receiving 1V-A assistance will be retained by the State to recover the amount of Unreimbursed Public Assistance (URPA) that was paid to the family.**

**10-01-99**

**Assistance** means aid through a state program that is funded under Title IV-A of the Social Security Act or the state plan approved under Title IV-A.

**Assistance Paid to the Family**, for child support distribution purposes, is aid received in the form of money payments i.e., cash, checks, or warrants, immediately redeemable at par to eligible families under a state plan approved under Title IV-A.

**Date of Collection** is the date the payment is received in the Centralized Receipting and Disbursement Unit (CRDU). Exception: If current support is withheld by an employer in the month when due and is received by the CRDU in a month other than the month when due, then the date of withholding may be deemed the date of collection, when specifically notated on the check.

**Distribution** is the determination of the destination of monies based on the allocation of a collection.

**Future Collection(s)** is the amount collected which exceeds the current support obligation, fees obligation, total past due support, and court costs. A collection can only be applied to future months if current month obligations, any arrears and other costs due which are listed in the sequence of allocation have been satisfied.

## **TYPES OF IV-D CHILD SUPPORT CASES**

**Current Assistance Cases** - IV-D cases which are currently receiving TANF assistance.

**Former Assistance Cases** - IV-D cases which formerly received AFDC/TANF assistance.

**Never Assistance Cases** - IV-D cases which have never received AFDC/TANF assistance.

METSS tracks the current status of each case by a specific code appearing on APPD. MEMB. Each code is linked to the corresponding financial record and SEQA table. These codes are as follows:

CA - Current IV-A Assistance

CE - Current IV-E Assistance

CX - Current IV-E Assistance, former IV-A Assistance

FA - Former IV-A Assistance

FE - Former IV-E Assistance

NA - Never Assistance

## **TYPES OF CHILD SUPPORT ARREARS**

**NPA - Non Public Assistance Arrears** are arrears (1) that accrued in never assistance cases, (2) in former assistance cases, arrears that accrued after the family's most recent period of assistance ended, (3) previously (Temp/Conditional) assigned arrears which exceed URPA when the family leaves the assistance program, and (4) previously (permanent) assigned arrears that accrued while the family was receiving assistance that exceeds URPA when the family leaves the assistance program.

**PA - Public Assistance Arrears** are (1) arrears that accrued and were assigned before July 1, 1999, and does not exceed URPA, and (2) arrears that accrued on or after July 1, 1999, while the family received assistance, and does not exceed URPA.

**Temp - Temporary/Conditional Arrears** are NPA arrears that accrued prior to assistance and were assigned on or after July 1, 1999. The temporary assignment of these arrears expires the date the family leaves the assistance program. Temp arrears collected during the family's receipt of assistance are paid to the state. Temp arrears collected after the family leaves the assistance program are paid to the family. Exception: collections made through Federal Tax Offset are paid to the State.

**Unreimbursed Public Assistance (URPA)** is the cumulative amount of assistance paid to a family that has not been repaid by assigned support collections. The total amount of URPA paid to a family which the State may recover through the IV-D program is limited by the total amount of the assigned support obligation.

#### DISTRIBUTION OF COLLECTIONS THROUGH FEDERAL TAX OFFSET

##### **Current Assistance Cases (TANF) Refer to SEOA Table CA (Current Assistance)**

1. Collections are applied to TEMP/Conditional arrears, up to the URPA balance and are retained by the state, as long as there are certified arrears.
2. Collections that exceed TEMP/Conditional arrears are applied to PA arrears, up to the URPA balance and are retained by the state, as long as there are certified arrears.
3. Collections that exceed the URPA balance are applied to NPA arrears (if applicable) and are paid to the family, as long as there are certified arrears.
4. Collections that exceed NPA arrears are refunded to the noncustodial parent.
5. The URPA balance is reduced by the amount of the collections applied in #1 and #2.

##### **Former Assistance Cases (NON-TANF) Refer to SEQA Table FA (Former Assistance)**

1. Collections are applied to TEMP/Conditional arrears, up to the URPA balance and are retained by the state, as long as there are certified arrears.
2. Collections that exceed TEMP/Conditional arrears are applied to the PA arrears, up to the URPA balance and are retained by the state, as long as there are certified arrears.
3. Collections that exceed the URPA balance are applied to NPA arrears and are paid to the family, as long as there are certified arrears.
4. Collections that exceed NPA arrears are refunded to the noncustodial parent.
5. The URPA balance is reduced by the amount of the collections applied in #1 and #2.

##### **Never Assistance Cases (NON-TANF) Refer to SEQA Table NA (Never Assistance)**

1. Collections are applied to NPA arrears and are paid to the family.
2. Collections in excess of NPA arrears are refunded to the noncustodial parent.

##### **Current Assistance Cases (IV-E Foster Care) Refer to SEQA Table CE (Current IV-E Assistance) or CX (Current IV-E Assistance, but Former IV-A Assistance)**

1. Collections are applied to PA arrears, up to the URPA balance and are retained by the state, as long as there are certified arrears.
2. Collections that exceed the URPA balance are applied to NPA (if applicable) and are paid to the family. (The family being the Social Services Office responsible for the care of the child(ren))

3. Collections that exceed NPA arrears are refunded to the noncustodial parent.
4. URPA is reduced by the amount of the collection applied in #1.

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**Former Assistance Cases (IV-E Foster Care) Refer to SEOA Table FE (Former IV-E Assistance)**

1. Collections are applied to PA arrears, up to the URPA balance and are retained by the state, as long as there are certified arrears.
2. Collections that exceed the URPA balance are applied to NPA and are paid to the family.
3. Collections that exceed NPA arrears are refunded to the noncustodial parent.
4. URPA is reduced by the amount of the collection applied in #1.

**DISTRIBUTION OF COLLECTIONS OTHER THAN FEDERAL TAX OFFSET**

State tax offset will distribute the same as a regular child support collection, meaning it will follow the same distribution rules as listed below (current support first, etc.).

**EXCEPTION: When a state tax collection is received and the certified arrears balance is zero, the entire collection is refunded to the noncustodial parent.**

**Current Assistance Cases (TANF) Refer to SEOA Table CA (Current Assistance)**

1. Collections are applied to the current month TANF benefit and retained by the state.
2. Collections that exceed the current month TANF benefit, up to the current month support obligation, are retained by the state to recover URPA, as long as there is an UPRA balance.
3. Collections that exceed the current month TANF benefit, up to the current month support obligation, are paid to the family, if the URPA balance is zero.
4. Collections that exceed the current month support obligation are applied to the arrears obligation and/or fees obligations, only if these obligations exist. Otherwise, collections that exceed the current month support obligation are applied to TEMP/Conditional arrears, up to the URPA balance and retained by the state.
5. Collections that exceed TEMP/Conditional arrears are applied to PA arrears, up to the URPA balance and retained by the state.
6. Collections that exceed PA arrears are applied to NPA arrears and paid to the family.
7. Collections that exceed NPA arrears are applied to fees if fees exist. Otherwise, collections that exceed NPA arrears are refunded to the noncustodial parent.
8. The URPA balance is reduced by the amount of the collections applied in #1, #2, #4 and #5.

10-01-99

**Former Assistance Cases (NON-TANF) Refer to SEOA Table FA (Former Assistance)**

1. Collections are applied to the current month obligation and paid to the family.
2. Collections that exceed the current month support obligation are applied to the arrears obligation and/or fees obligations, only if these obligations exist. Otherwise, collections that exceed the current month support obligation are applied to NPA arrears and paid to the family.
3. Collections that exceed NPA arrears are applied to TEMP/Conditional arrears and paid to the family.
4. Collections that exceed the TEMP/Conditional arrears are applied to PA arrears and retained by the state.
5. Collections that exceed PA arrears are applied to fees if fees exist. Otherwise, collections that exceed PA arrears, are refunded to the noncustodial parent.
6. The URPA balance is reduced by the amount of the collections applied in #4.

**Never Assistance Cases (NON-TANF) Refer to SEQA Table NA (Never Assistance)**

1. Collections are applied to the current month obligation and paid to the family.
2. Collections that exceed the current month obligation are applied to the arrears obligation and/or fees obligations, only if these obligations exist. Otherwise, collections that exceed the current month support obligation are applied to NPA arrears and paid to the family.
3. Collections that exceed NPA arrears are applied to TEMP/Conditional arrears and/or PA arrears, if any of these types of arrears exist. Medicaid only cases are considered never assistance cases, but if a cash medical support amount is ordered, it is possible to have these types of arrears. Otherwise, collections that exceed NPA arrears are applied to fees if fees exist. If arrears nor fees exist, collections that exceed NPA arrears are refunded to the noncustodial parent.

**Current Assistance Cases (IV-E Foster Care) Refer to SEQA Table CE (Current IV-E****Assistance) or CX (Current IV-E Assistance, but Former IV-A Assistance)**

1. Collections are applied to the current month foster care board payment and retained by the state.
2. Collections that exceed the current month foster care board payment, up to the current month support obligation, are retained by the state to recover URPA, as long as there is an UPRA balance.
3. Collections that exceed the current month support obligation are applied to the arrears

obligation and/or fees obligations, if these obligations exist. Otherwise, collections that exceed the current month support obligation are applied to PA arrears, up to the URPA balance and retained by the state.

4. Collections that exceed PA arrears are applied to fees. if fees exist. Otherwise, collections that exceed PA arrears are paid to the family (This is the Family and Children's Services Office that is responsible for the care of the child(ren). or refunded to the noncustodial parent.
5. The URPA balance is reduced by the amount of the collections applied in #1, #2 and #3.

**Former Assistance Cases (NON-IV-E Foster Care) Refer to SEOA Table FE (Former IV-E Assistance)**

1. Collections are applied to the current month support obligation and paid to the family.
2. Collections that exceed the current month support obligation are applied to the arrears obligation and/or fees obligations, if these obligations exist. Otherwise, collections that exceed the current month support obligation are applied to PA arrears, up to the URPA balance and retained by the state.
3. Collections that exceed PA arrears are applied to fees if fees exist. Otherwise, collections that exceed PA arrears are refunded to the noncustodial parent.
4. The URPA balance is reduced by the amount of the collections applied in #2.

**Cash Medical Support Refer to SEQA Table NA (Never Assistance)**

1. Collections received as cash medical in medical assistance cases (TANF, Medicaid-Only and IV-E Foster Care) are paid to the Medicaid Agency.
2. Collections received as cash medical in non-medical assistance cases (Non-TANF and Non-IV-D) are paid to the family.

**Interstate Responding**

Collections received are distributed to the "Pay to" state agency/CRDU listed in METSS.

**FEES(Administrative fees, Fee arrears, Attorney's fees, Genetic testing fees and Court costs fees)**

Collections received for fees are distributed as program income. **Recoupment Monies**

Collections received to relieve claims are distributed as program income.

**TAX OFFSET**

Tax offset refers to the process of intercepting a noncustodial parent's federal and state tax refunds for the purpose of satisfying child support arrears. METSS only allocates to cases with current certified arrears. Tax offset processing is handled by METSS through automated interfaces with the Internal Revenue Service (IRS) and the State Tax Commission (STC). METSS provides for circumventing automatic processing when appropriate.

The IRS and the State Tax Commission send collections to MDHS once a month. METSS automatically distributes receipts created through the tax offset collection process. IRS distributions occur nightly except for Non-TANF joint returns, which are held for six months. This is to allow for adjustments the IRS may submit to MDHS if the spouse files an injured spouse appeal. The appeal for the IRS injured spouse form must be filed with the IRS. When this occurs the IRS may occasionally make "adjustments" to previous offsets. State Tax Collections are distributed after a 30- day hold period. This allows for potential injured spouse appeals. For the STC injured spouse appeal, the injured spouse must submit a written request for an administrative review to Child Support Program Operations.

If a noncustodial parent wants to appeal his or her tax offset, he or she must submit a written request for an administrative review (These types of reviews are handled by the local county worker).

State payment refunds are sent to the noncustodial parent for collections that exceed the current certified arrears in the following manner;

1. **To State Treasury:** When there is an unrecovered assistance balance, METSS allocates to assigned, current certified arrears. -
2. **To Custodial Parent:** When there is no unrecovered assistance balance, METSS allocates to assigned, current certified arrears.
3. **To Custodial Parent:** When there is no unrecovered assistance balance, METSS allocates to unassigned, current certified arrears.

**10-01-98**

## **MESC UNEMPLOYMENT INTERCEPTS**

DCSE may intercept noncustodial parents' unemployment benefits as payment on a child support obligation. This is accomplished via an interface between MDHS and Mississippi Employment Security Commission (MESC). METSS automatically determines eligibility of an unemployment intercept (UI) based on certain criteria. If a noncustodial parent's unemployment is intercepted, METSS receipts, allocates, and disburses the monies in the same manner as any child support under wage withholding.

**NOTE: Non-IV-D cases are not included in MESC unemployment intercept.**

Criteria for unemployment intercept:

1. Noncustodial parents' social security number is verified.
2. Noncustodial parent is included on the tape match received by METSS from MESC.
3. Code in the modifier field on the ORDR Panel pertains to unemployment benefits (A, V, UI).  
Intercept Processing

The amount to be submitted for offset is determined by the following:

- ▶ If a noncustodial parent has more than one support order, the obligation amounts are added together.
- ▶ If the court order specifies both a current obligation and an arrears obligation, the two amounts are added together.

The maximum percent that may be intercepted is either 50 or 55 percent of the noncustodial parent's benefit amount, depending on the arrears status.

## INTEREST

For all court orders which include an interest amount, METSS calculates the interest at the end of the month. The interest then becomes support arrearage.

METSS is designed to calculate interest at the standard rate of 8 percent unless the court order stipulates otherwise. This information is coded on the ORDR PANEL in the INT / STD / RATE field by the child support worker in accordance with the court order.

**01-01-00**

## CANCELLATION/REPLACEMENT OF SUPPORT CHECK

### Lost/Stolen/Mutilated

Situations occur in which a check issued by the state to a child support custodial, noncustodial parent, or other payee has been lost, stolen or mutilated.

When a child support payee reports a support check lost (a 10 working day waiting period is necessary, count from date of issuance) or stolen/mutilated (no waiting period is necessary), the county should follow these procedures:

1. Discuss with the payee the full details for requesting a duplicate check. Explain to the payee if he/she is issued a duplicate check **the original check will not be honored.** Emphasize the importance of being sure that he/she has not cashed the original check. If the check has been cashed, the person who accepted the original check will have to recover their money from the person who signed the check.

2. If the child support payee, following the above discussion and waiting period, states that he/  
she did not receive and cash the check, obtain from him/her a written request for a duplicate check. This request must contain the details of the reason for requesting a duplicate check and the payee's signature must be notarized. Include in the statement the check number involved and the date the check was written. This information is available in METSS by entering **DISB** in the FUNCTION field, in D MODE and the 600 ID Number or the custodial parent's social security number. Form MDHS-CSE-690, *Request for Duplicate Check*, (Volume VI, Section F) must be used for the purpose of obtaining this statement, and must be forwarded to the Division of Budgets and Accounting (DBA).
3. Upon receipt of MDHS-CSE-690, DBA will initiate the procedures to determine if the check has been cashed.
  - a. If the check has been cashed, DBA will return a copy of the original check to the county. The payee will view the check to determine if he/she did endorse the check or identify the person who might have signed the check. If the payee did not endorse the check, the child support worker will complete the MDHS-CSE-691, *Affidavit Regarding Check Endorsement*, (Volume VI, Section F) for the client's original signature and official notary public seal and signature. If the signature on the MDHSCSE-69I and the signature on the check appear to be the same, a duplicate may not be issued.

These documents must be returned to DBA, who send the documents to the bank for credit to the child support account.
  - b. If the check has not cleared the bank, DBA issues a stop payment to the bank along with the notarized statement from the payee.
  - c. DBA issues the duplicate check to the payee to replace the lost, stolen, or mutilated check.

**01-15-01**

### **Returned/Undeliverable Checks**

Checks which are written from METSS and returned to the Division of Budget and Accounting (DBA) as undeliverable are handled according to the procedures outlined below.

Upon receipt of the check(s) and transmittal, the county child support supervisor must sign, date, copy, and return the transmittal immediately to DBA. The supervisor is responsible for logging all returned checks. The log must contain the date the returned check is received, payee's name, check number, amount of check, date of disposition and

disposition of check. The returned check(s) are to be held in locked storage until the disposition of the check(s).

On a monthly basis the regional director will make a comparison of the copied DBA transmittal and the county's returned check log. This comparison should be documented by the Regional Director and maintained in the county's administrative file. Any discrepancies noted should be thoroughly investigated and resolved by the regional director. The discrepancy, investigation, and resolution must also be filed in the county's administrative file.

**Note:** If the post office indicates a forwarding address on the returned check, the address must be verified prior to mailing the check to the address provided. The address can be verified by writing the recipient of services at the new address. **At no time is the returned check forwarded by DCSE without verifying a new address.**

It is also the responsibility of the supervisor to check copies of MDHS-CSE-690s mailed to DBA to ensure that the returned checks are not in the process of being reissued. If a returned check is in the process of being reissued, at the point of discovery, the supervisor must contact state office, Client Services, by telephone to inquire if a stop payment has been issued for the check. If Client Services has not issued a stop payment and the check is not over 120 days old, the original check may be released to the payee. **NOTE:** Telephone communication is imperative due to the limited time between the mailing of the MDHSCSE-690 and the returning of the check. Such communications require narrative documentation in METSS.

If a check is received as undeliverable due to an incorrect address, the supervisor must alert the child support worker to begin efforts to locate the payee. Refer to the section below for **Location of the Recipient of Services**. If the payee is not located within a 30 day timeframe, the child support worker must request cancellation of the check using MDHSCSE-689, *Request to Cancel Check/Reissue Check/Change Payee*, and notify the supervisor for documentation on the log sheet. The supervisor will deface the check by writing "VOID" on the check or by cutting off the signature on the check, attach the check to MDHS-CSE689 and mail to the Division of Budgets and Accounts.

If the payee is located after cancellation, a request is made to reissue the check using MDHSCSE-689.

If the recipient of services is located prior to the expiration of the 30 days, the child support worker must enter the correct address in METSS and notify the supervisor to complete the log with the date of disposition and the disposition of the check. The check is then forwarded to the recipient of services.

When the county receives an undeliverable check, the child support worker must remove the incorrect address from METSS, which alerts METSS to insert the "NO CHECK FLAG" of "A" on the APPD.CASE screen and holds any future checks until a correct address is obtained.

If the county supervisor is out of the office for an extended period or supervises more than one county, he/she must type a memorandum designating an appropriate person to handle the returned check transmittal during his/her absence. The memorandum must list the responsibilities of the designee. The original memorandum is given to the designee and a copy is filed in the administrative file.

## **HELD CHECKS**

Held checks are those checks which are held by METSS due to lack of an address for the recipient of services or held through manually applied check holds (APPD.CASE): For those checks which are placed on manual hold, the person placing the hold must document the reason by entering a case narrative in METSS.

Checks that are placed on hold are reported to the county daily via a written report. The child support supervisor must review these reports on a weekly basis to determine why the checks are being held and when they are to be released. On a monthly basis, the regional director must review the listings for the same reasons.

If the location of the recipient of services is known, Federal policy requires child support checks be issued within two days of receipt by the IV-D agency. Child support checks which are being held must be released to the recipient of services as soon as possible.

**NOTE: At no time are child support checks to be held in the system for longer than six months.**

### **Location of the Recipient of Services (Recipient)**

If child support payments are returned to the county office with the address of the recipient as unknown, undeliverable, etc., county staff must try to locate/contact the recipient. Location efforts for the recipient include all location efforts used for the noncustodial parent, including local locate, State Parent Locator Unit (SPLU), Expanded Federal Parent Locator (EFPL), and the Mississippi Department of Public Safety (MDPS). (Refer to Section C, **Location.**)

To refer the recipient to SPLU, send an e-mail request to the State Parent Locate Unit being sure to provide the recipient's name and social security number. If the social security number is not known, provide the recipient's date of birth, sex, and the parents' names, especially the mother's maiden name. If the recipient is believed to be incarcerated in Mississippi, request MDOC search.

### **Automated Location Efforts**

When it becomes necessary to locate the recipient, the child support worker enters a 'Y' in the submit for locate field on APPD.CLNT screen. If the 1) person is in a case, 2) person is not a noncustodial parent in an open IV-D case, and 3) there is no mismatch between the person's METSS SSN and their FCR SSN, METSS sends a locate request to EFPL and MDPS. These submissions occur at the beginning of a month. These two interface searches run for two months

without worker intervention. **Refer to LOCATION OF RECIPIENT OF SERVICES in Volume VI, Section C for further discussion.**

**12-01-02**

### **Unsuccessful Location Attempts**

If location efforts are unsuccessful, Federal regulations at 45 CFR 303.11 provide for closure of a non-TANF case receiving IV-D services when DCSE is unable to contact/locate the recipient of services within a 60 calendar day period which includes at least one attempt by DCSE to contact the recipient with at least one letter, sent by first class mail, to the recipient's last known address. At the end of this 60-day period, which begins with the date of the letter, a closure notice must be sent to the recipient at the last known address. This is a total of 120 days, or more, if the second 60 day period ends in the middle of a month. **NOTE:** Child support cases are closed only at the first of a month.

At the time of closure of the non-TANF case with payments held for disbursement:

1. Refer the case to the child support attorney who petitions the court to:
  - a. Suspend the income withholding order, and
  - b. At the court's discretion, allow payments to be disbursed to the clerk of the court for establishment of a trust account, or such other disbursements as the court deems appropriate.

A non-TANF child support case with an active income withholding order cannot be closed when the IV-D agency is unable to contact/locate the recipient of services until the following criteria are met:

1. 60 day location attempts; and,
2. Expiration of 60 day closure notice; and,
3. A court decision has been rendered.

For TANF and other referred cases, the child support worker must work with the referral source to identify the location of the recipient. If child support checks are being held and 90 days have passed without resolution, the case must be referred to the regional director.

**10-01-98**

### **COURT COSTS Legal Base**

MDHS does not advance payment of court costs for actions brought on behalf of the agency (11-5313). However, MDHS pays court costs in cases when the clerk of the court presents MDHS a court cost bill.

There are no court costs required for any actions brought by MDHS through the Uniform Interstate Family Support Act (UIFSA).

Procedures for payment of court cost for counties operating under MDHS contract, Mississippi Child Support (Maximus) are as follows:

The chancery clerk must prepare a separate invoice for each case submitted and forward those invoices to Mississippi Child Support (Maximus). Mississippi Child Support (Maximus) must submit the invoices, along with a request for payment, to MDHS DBA, within Ten(10) working days. MDHS must ensure payment of invoices within forty five (45) days of receipt of the invoices from Mississippi Child Support (Maximus).

### **Responsibility for Advance Payment**

The program status of the child(ren) in the case at the time of the filing of the most recent pleading (e.g., complaint or contempt) determines whether MDHS files the case without advancing court costs or whether the custodial parent must advance such costs. **However, regardless of program status, do not delay processing on any case because court costs has not been advanced if the custodial parent indicates he or she cannot or will not advance court costs. Work on the case must proceed in a timely manner.**

**NOTE:** As discussed above, court costs are not assessed for cases brought through the Uniform Interstate Family Support Act (UIFSA) regardless of whether Mississippi is the initiating state or the responding state.

### **MDHS Exempt from Advancing Court Costs**

MDHS does not advance court costs in cases involving one or more child(ren) for whom support is assigned to the State. Children for whom support is assigned to the state are identified by the following program codes:

1. TANF (10-1)
2. Non-TANF Medicaid Only (20-1)
3. IV-E Foster Care (30-1)
4. IV-E Foster Care Arrears Only (30-2)
5. TANF Arrears Only (40-2)
6. Medicaid Arrears Only (40-2)

### **Custodial Parent Responsible for Advancing Court Costs**

The custodial parent should be asked to advance payment of court costs directly to the clerk of the court, and to pay separate fees that may also be required for service of process by the sheriff or other process server at the time the case is filed by the child support attorney in some counties. Below is three (3) situations in which a custodial parent is responsible for advancing court costs.

1. The custodial parent applied for Non-TANF services or is accepting continued services after termination of TANF, IV-E Foster Care, or Medicaid Only benefits;
2. There are no children in the case for whom support is assigned to the state; and
3. The case is not being filed as an outgoing UIFSA.

Prior to filing the action, the child support attorney must request that the custodial parent advance court costs and other expenses, and that he or she will be due a refund from the clerk of the court for the costs advanced if the court assesses the costs to the noncustodial parent at the conclusion of the action, and subsequently, the noncustodial parent pays the costs. The child support attorney must ensure that the custodial parent knows the date that the case will be filed and understands that payment of court costs should be made at that time. However, do not delay processing on any case because court costs and/or fees (i.e., genetic testing), and/or service of process has not been paid in advance if the custodial parent indicates he or she cannot or will not advance court costs and fees. Work on the case must proceed in a timely manner. MDHS will be billed for costs as in other cases. The person requesting service is still responsible for the costs and fees.

Children for whom support is not assigned to the state are identified by the following program codes:

1. Non-TANF (40-1)
2. Non-TANF (40-1 or 40-2) Previous TANF case with assigned support arrears even though current support is not assigned.
3. Non-IV-D (94) Incoming UIFSA for which child support services must be provided

**NOTE:** For a child identified as indicated above, there may be support arrears assigned to the state, even though current support is not assigned. If there are arrears assigned to the state in an arrears only case, neither MDHS nor the custodial parent advance court costs.

### **Noncustodial Parent Responsible for Advancing Court Costs**

In accordance with 43-19-33, MCA 1972, the noncustodial parent is responsible for court costs related to the filing of an order approving a stipulated agreement for paternity and/or support. Although the statute does not require the noncustodial parent to advance the costs, please encourage the noncustodial parent to pay the costs at the time a stipulated agreement for paternity and/or support is filed. However, do not delay processing on any case because court costs and/or fees (i.e., genetic testing), and/or service of process has not been paid in advance if the noncustodial parent indicates he or she cannot or will not advance court costs and fees. Work on the case must proceed in a timely manner. MDHS will be billed for costs as in other cases. The person requesting service is still responsible for the costs and fees.

## **Responsibility for Payment at Conclusion of Action**

### **Noncustodial Parent**

State Statute (93-9-45) requires that costs be taxed to the noncustodial parent if the court makes an order of filiation of paternity and for the support and maintenance of the child. Rule 54(d) of the Mississippi Rules of Civil Procedures contemplates similar taxation in paternity as well as other cases.

The child support attorney must seek to have court costs assessed to the noncustodial parent in any case in which MDHS is the prevailing party. When ordered to do so in an order entered on July 1, 1989 or later, the noncustodial parent must pay court costs directly to the clerk of the court or to MDHS, if MDHS had paid the cost.

As indicated above, the noncustodial parent is responsible for costs related to filing of a stipulated agreement and/or support.

### **MDHS**

MDHS pays at the conclusion of any action, when ordered to do so, in those cases for which MDHS is exempt from paying advance costs. See the section above entitled "MDHS EXEMPT FROM PAYING ADVANCE COURT COSTS." The court usually orders MDHS to pay court costs in the following situations:

1. The court action filed by MDHS was dismissed;
2. The court found in favor of the noncustodial parent; or
3. The court did not approve a stipulated agreement.

MDHS also pays costs itemized on the court costs bill, as incurred by MDHS, in those cases in which the noncustodial parent is ordered to pay, but execution upon property of the noncustodial parent by the clerk of the court has not been successful. Payment is requested by the attorney on the FPRQ (Fee Payment Request Panel) in METSS when the clerk of the court presents appropriate documentation that such execution has been unsuccessful and/or that the noncustodial parent's resources are \$10,000 or less.

### **Custodial Parent**

The custodial parent who is assessed court costs must pay any unpaid costs at the conclusion of the case in any action wherein the custodial parent originally advanced costs, if the advance payment was not sufficient to cover actual cost. The custodial parent must pay such costs directly to the clerk of the court unless MDHS has already paid the court costs, then the custodial parent would pay directly to MDHS. As indicated above, if the noncustodial parent is assessed costs at the conclusion of the action and pays the costs, the custodial parent is due a refund from the clerk of the court.

## Responsibility for Costs in Other Situations

There are costs that may be incurred related to a post judicial relief. Whether MDHS pays the costs or the custodial parent pays the costs is determined in the same manner as specified above. Basically, MDHS pays the costs listed below only in those cases for which neither MDHS nor the custodial parent would be responsible for advancing court costs. See the section entitled "**MDHS EXEMPT FROM ADVANCING COURT COSTS.**" Other costs that may be incurred are:

1. Upon request of MDHS, the clerk of the court has served an order for income withholding on an original, additional or subsequent employer,
2. Costs are incurred incidental to enrollment of a money judgment; or
3. Certified or attested copies are obtained by the child support attorney.

Upon approval of the Division Director, via the Child Support Chief Legal Counsel, other costs incurred may be paid by MDHS.

## Payment Procedures

METSS allows the attorney to request MDHS to pay court costs, genetic testing fees or reimbursement of fees to the noncustodial parent via the FPRQ panel regardless of who is responsible.

The attorney accesses the FPRQ Panel (Fee Payment Request Panel) in METSS, enters the appropriate responsibility code along with other information necessary to initiate a request for MDHS to pay. Print the screen, attach the original court costs/genetic test bill and forward the hard copy request to the senior attorney. Once the required information has been entered, METSS derives the payee name and address. This request for payment appears on FPAP (Fee Payment Approval Panel) for second party review by the senior attorney. When the senior attorney receives the hard copy request for payment of court costs, genetic testing fees, or genetic testing reimbursement, he or she reviews the information on the FPAP Panel (Fee Payment Approval Panel) in METSS. If appropriate, the senior attorney approves the payment for the fees submitted and forwards the hard copy to the DBA. This approval will appear on the UNPD (Unpaid Fee Listing Panel). When a check has been mailed for the court costs, genetic testing fees, or genetic testing reimbursement, DBA's authorized users will access the UNPD Panel (Unpaid Fee Listing Panel) and code the specific account as paid. METSS updates the case records to indicate the balance paid by the MDHS and balance of the fees owed by the noncustodial parent. The fees owed by the noncustodial parent can be viewed on the FEES Panel (Fee Summary Panel) in METSS.

The only time the attorney should assign responsibility to the noncustodial parent is if MDHS has already paid and the noncustodial parent is ordered to reimburse MDHS.

If a noncustodial parent has paid genetic testing fees in advance and has been excluded as the father of the child(ren), the noncustodial parent would be due a refund. The attorney must access

the FPRQ Panel (Fee Payment Request Panel) in METSS and follow the same procedures as above for a genetic testing reimbursement and assign responsibility as "DS."

If the attorney populates the FPRQ Panel (Fee Payment Request Panel) and leaves the responsibility field blank, the FDUE Panel will appear when the attorney tries to refer the case back to the county. The attorney must assign responsibility at that time.

Fee Payment inquiries can be accessed through the FPHS Panel (Fee Payment History Panel). This panel displays one fee payment per screen and each payment includes the date and user-ID of each action that has occurred.

**NOTE: The court and judge identifier listed on CTRK must match the same items on ORDR panel exactly or the fees will not roll over with "AP" listed as responsible party.**

**Reimbursement of Court Cost Paid by MDHS** Recovery of court costs is made only when:

1. The court action in a TANF case was filed prior to October 1, 1987, the noncustodial parent was ordered to pay court costs, and MDHS paid court costs when these costs remained unpaid thirty days after the date of the court order; or
2. The noncustodial parent was ordered to pay court costs in a case with assigned support and MDHS paid court costs when presented with a properly executed and completed Writ of Execution filed by the clerk of the court with the court costs bill.

Recovery of such court costs is made only from a payment(s) made by the noncustodial parent, designated in writing as court costs, this does not include court costs received through wage withholding per a court order. The payment must be made:

1. By certified check, money order, or personal check payable to MDHS/CRDU; and
2. With the amount designated in writing as court costs.

If the noncustodial parent makes a payment and does not specify in writing at the time of the payment that all or a specified portion of the payment is for court costs, the CRDU must receipt the entire amount of the payment as support and METSS will handle the allocation and distribution of the payment according to the sequence of allocation table.

When a noncustodial parent makes a payment designated as court costs, the CRDU must review the FEES Panel to ensure these fees have been populated in METSS.

If court costs fees do exist on the FEES Panel, the CRDU must receipt payment according to receipting procedures and hand or mail a receipt to the noncustodial parent. If no court costs fees exist on the FEES Panel, contact the attorney. These fees are usually generated to the FEES Panel by the attorney entering the information on the FPRQ Panel, or it may require the CRDU to do an adjustment.

## **RECOVERY OF COSTS**

## Legal Base

Section 43-19-31, Mississippi Code 1972, Annotated, as amended, and CFR §302.33(d), provides for recovery of costs from an individual who owes child support to a non-TANF family on whose behalf the MDHS is providing services. In addition, the statute gives MDHS the authority to provide any service required by the Office of Child Support Enforcement, and CFR § 302.33(d) which notes the "may elect" to charge costs.

## Purpose

Cost recovery allows MDHS to collect costs related to providing IV-D services. These costs are not recovered from individuals who are eligible for public assistance under the IV-A, IV-E, Food Stamp, or Medicaid programs. The determination of costs recovery is made on a case by case basis. Any costs paid by the custodial parent who is receiving IV-D services may be sought from the noncustodial parent to reimburse the custodial parent.

The noncustodial parent must be informed at the time of interview, or at the court proceedings, of costs that will be recovered as a result of providing the IV-D services. The custodial parent must be informed that costs may be recovered from his or her support at the time he or she applies for services or is referred to child support. The child support worker must document in the case action log in METSS that this requirement has been met.

## Costs to Recover

The following costs may be recovered by the State of Mississippi:

1. **In-Person appearances at judicial hearings or trials.** Costs for mileage, meals, and lodging of Division of Child Support Enforcement (DCSE) representatives are assessed to the party requesting the hearing or trial when (a) DCSE is the prevailing party or (b) DC SE is not a party but incurs the costs in connection with the hearing or trial.
2. **Obtaining hearing transcripts.** Costs for hearing transcripts may be recovered from child support payments.
3. **Subpoena of DCSE staff for hearing.** Costs are assessed to the party requesting the hearing when (a) DCSE is the prevailing party or (b) DCSE is not a party but incurs the costs in connection with the hearing or trial.
4. **Actions taken in judicial proceedings (either as responsive or corrective actions in existing proceedings, or as independent actions)** to protect the interest of the DCSE.

Costs are assessed to the party whose act or failure to act caused DCSE to incur the cost, when DCSE is the prevailing party.

5. **Photocopies.** Costs are assessed to the requesting party at the rate of \$.50 per copy.
6. **Attorney Fees.** Costs may be recovered from the noncustodial parent. Attorneys' fees may vary depending on the region.

7. **Records from Vital Statistics.** Costs may be assessed to the custodial parent for obtaining records from Vital Statistics. However, these costs may be recovered from the noncustodial parent upon entry of an order.
8. **Application Fee.** Costs for making application for IV-D services may be recovered from the custodial parent's child support or assessed to the noncustodial parent. Cost for services is \$25.
9. **Court Costs.** Court costs may be assessed to the noncustodial parent. Court costs range from \$25 to \$120. Occasionally, costs may be higher in special circumstances.
10. **Genetic Testing Costs.** Costs for genetic testing may be recovered from the noncustodial parent. The cost for tests is \$55 per person. Costs for genetic testing are subject to change.
11. **Service of Process Charges.** Even if the custodial parent hires her own process server.

## Procedures

Any costs to be recovered will be included in the order entered by the court and included in the wage withholding order initiated with the noncustodial parent's employer. Some of these costs are entered in METSS in the appropriate fields on the ORDR Panel or populated when the attorney completes the FPRQ Panel or by the CRDU entering an adjustment.

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**COMPLAINTS/ADMINISTRATIVE REVIEW****Tax Offset****Legal Base**

Public Law 97-35, Public Law 98-378 and State statute require that the noncustodial parent be given the right to contest the interception of his Federal and/or State income tax refund for the payment of past due child support. The noncustodial parent must have the opportunity to contest the offsetting of all or any portion of the tax refund.

**Contesting the Offset**

The noncustodial parent has the right to contest upon receiving: 1) the pre-offset notice of the intercept of his Federal income tax refund by the Internal Revenue Service (IRS); 2) the notice that the intercept by IRS has actually occurred; and, 3) the notice from the State Tax Commission of the State income tax refund offset.

The noncustodial parent may exercise his right to contest the intercept by personal contact, by telephone or by correspondence. It is important to recognize that an initial contact may be a complaint or inquiry. The noncustodial parent may only want information concerning the offset process or an explanation of facts pertaining to the particular situation, and if satisfied with the information may not formally contest the offset. Refer to COMPLAINT/INQUIRY.

If the noncustodial parent contests the offset by submitting a written request for an administrative review/hearing of the offsetting of his tax refund, an administrative review must be provided. There is no deadline by which the offset of a Federal tax return must be completed; however, a request for an administrative review of a State tax offset must be made within thirty (30) days of the date the offset notice was mailed. Refer to ADMINISTRATIVE REVIEW.

In the case of joint tax refunds, the spouse not responsible for the past due support obligation or the noncustodial parent on behalf of the spouse may contest the offsetting of the portion of the income tax refund due the spouse. Refer to COMPLAINT/INQUIRY concerning joint tax refunds.

A noncustodial parent with another State involvement may contest the tax offset. The child support agency in the other State may refer a case for an administrative review to be conducted in Mississippi or Mississippi may refer a case to another state for an Administrative Review, provided certain conditions exist. Refer to INTERSTATE REVIEW.

Except that the custodial parent in Non-TANF cases must be notified of the time and place of the review and the results of the review if the Non-TANF custodial parent participates in the review, the procedures for contesting the tax offset are the same for both TANF and Non-TANF cases.

**Complaint/Inquiry**

Each complaint/inquiry must be handled promptly by the Child Support Worker or designated staff. Respond to all complaints/inquiries within two working days of the initial contact made. Every effort must be made to resolve the initial complaint/inquiry informally by telephone, personal interview or correspondence.

**Method of Contact**

The noncustodial parent may contact the local county office by telephone, in person or in writing. The noncustodial parent's representative may also contact the local office on behalf of the noncustodial parent.

**Telephone Call from the Noncustodial Parent**

Upon receipt of a notice of the offset from the Internal Revenue Service (IRS) or from the State Tax Commission, the noncustodial parent may immediately call the county child support office. General information concerning the tax offset process may provide a satisfactory response to the caller. If the caller needs further explanation that is specific to information in the case, the Child Support Worker must:

- 1.To safeguard confidentiality, obtain identification of the caller as the noncustodial parent by requesting and documenting; a) full name; b) Social Security number; c) mailing address; and, d) name of custodial parent.
- 2.If the information requested by the noncustodial parent cannot be provided within the time frame of the telephone call, inform the noncustodial parent that he/she will receive a return call or a letter providing the information requested. Make the return call or mail the letter no later than two working days after the initial telephone call.
- 3.If the explanation by telephone is not satisfactory to the noncustodial parent, explain the right to request an administrative review by submitting a written request. The request for an administrative review of a State tax offset must be submitted within thirty days of the date the notice of offset was mailed.
- 4.If the explanation is provided by correspondence, explain the right to request an administrative review by submitting a written request within 30 days of the notice of the offset if the complaint is related to State tax offset. There is no time limit for requesting an administrative review of Federal tax offset.

**Telephone Call from the Noncustodial Parent's Representative**

When a telephone call is received from a caller who states he is representing the noncustodial parent, the Child Support Worker must provide general information concerning the tax offset process. If this does not resolve the matter satisfactorily:

- 1.Inform the caller that it is necessary to have a signed statement from the noncustodial parent authorizing the Department to release information concerning the case. The statement must

contain the name and mailing address and, if possible, the telephone number of the person to whom the information is to be released.

2. Explain the right of the representative to request an administrative review provided; a) the written request for the review is received, and in the case of State tax offset is received within 30 days of the notice of the offset; and, b) the signed authorization from the noncustodial parent is received.

### **In Person**

If the noncustodial parent and/or the representative come to the local county office:

1. In a seated, confidential, interview provide the information or explanation needed to the noncustodial parent or the representative in the presence of the noncustodial parent.
2. If the representative comes in alone and general information does not resolve the inquiry or complaint satisfactorily, explain that the signed statement from the noncustodial parent as described above is required prior to the release of information specific to the case.
3. At any point that a satisfactory resolution is not achieved, explain the noncustodial parent's right to an administrative review.

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### **In Writing**

Upon receiving a complaint/inquiry in writing from the noncustodial parent it is important to determine if the complaint/inquiry is only a request for information or if it is a written request for an administrative review. Guidelines for making this distinction and the procedures to follow are:

1. If the correspondence from the noncustodial parent or the authorized representative requests information on one or two specific facts such as the amount of the past due child support, the Child Support Worker must:
  - a) provide the information requested, and, b) explain the right to an administrative review
2. If the correspondence from the noncustodial parent/authorized representative requests an administrative review or hearing, or if the complaint/inquiry requires a detailed explanation, treat the written complaint or inquiry as a request for an administrative review and follow appropriate procedures.

### **Joint Tax Refunds**

If the complaint or inquiry concerns a joint refund from Federal income tax, the Child Support Worker must:

1. Inform the person making the complaint/inquiry that Internal Revenue Service (IRS) will notify the noncustodial parent at the time of the offset of the necessary steps to take to

protect the share of the refund which is payable to the spouse

2.If the offset has already occurred, refer the noncustodial parent or the spouse to IRS. The toll free number is 1-800-424-1040.

If the complaint/inquiry concerns a joint refund from State income tax the Child Support Worker must:

1. Refer the noncustodial parent or spouse to the Division of Child Support Enforcement, Attention Program Operations Tax Offset Unit, P O. Box 352, Jackson, Mississippi 39205.

2.To expedite the resolution of the complaint, inform the noncustodial parent or spouse that they must send to Child Support Operations:

- a) a written request for an administrative review based upon a joint return filed for State income tax refund;
- b) a copy of the joint tax return filed with the State Tax Commission;
- c) copy of the taxpayer's W -2 form and the spouse's W -2 form; and,
- d) a copy of the offset notice received from the State Tax Commission

**NOTE:** In every instance when a complaint is made by the noncustodial parent and it is found, either by review of the department records or by evidence provided by the noncustodial parent, that the tax offset claim submitted by the department is incorrect, appropriate action must be taken immediately without further requirement of the noncustodial parent.

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### **Administrative Review**

The administrative review is intended to be a fact finding proceeding conducted to determine: a) if the offset is proper; b) if any of the certified arrearage has been satisfied by other means; and, c) if the amount of offset has been computed properly.

The administrative review provides the noncustodial parent the opportunity to be heard concerning evidence he presents, either in writing or in person, objecting to the offset or the amount of the offset. The administrative review may be conducted through correspondence or in person. Procedures for both are provided below.

All correspondence, forms and documents pertaining to an administrative review are clipped together and filed in the child support case folder If there is no existing child support case in the name of the noncustodial parent, place the material in a folder labeled with the name of the noncustodial parent and custodial parent Identify as Administrative Review and file in a section for this purpose.

Since review procedures vary somewhat between intrastate cases and interstate cases they are dealt with under separate headings.

### **Intrastate Administrative Review**

Intrastate cases are those in which the order was issued in Mississippi and Mississippi submitted the request for tax offset.

### **Request for an Administrative Review**

If the complaint/inquiry is not resolved satisfactorily, a signed statement submitted by the noncustodial parent registering his dissatisfaction is accepted as a request for an administrative review provided:

- 1.The request for a review of State tax offset is postmarked or presented within 30 days from the date the offset notice was mailed (No time limit is mandated for request of a review of IRS tax offset.)
- 2.The request provides information about the basis for the dissatisfaction and is contesting the fact or the accuracy of the certified arrearage; and
3. If the request is filed by the authorized representative of the noncustodial parent; there is a written statement by the noncustodial parent that the representative is authorized to act on the behalf of the noncustodial parent whose tax refund is being intercepted.

### **Scheduling the Administrative Review**

The administrative review must be completed and notice of the results sent to the noncustodial parent within 45 days of the date of the written request.

Upon receipt of a request for an administrative review/hearing the Child Support Worker must follow the procedures for preparing and scheduling the administrative review Refer to METSS Procedure Manual 12.C 10.b.04

### **Noncustodial Parent Fails to Appear or Respond**

If neither the noncustodial parent nor his authorized representative responds or appears at the scheduled time for the administrative review without providing notice prior to the scheduled time of the review, the request for the administrative review is considered abandoned. Document the fact of no appearance or response for the record on ACTN panel.

If the noncustodial parent makes a second request, the request must be made within 30 days from date of the offset notice if the request for a review pertains to State tax offset.

### **Administrative Review Process**

To ensure that the noncustodial parent is provided the opportunity to exercise his right to contest

the offset, the administrative review must be conducted on the scheduled date whether it is by correspondence or in person. Detailed procedures for the review follow:

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### **Summary of Facts**

The county child support office must have available at the administrative review a summary of facts, prepared by the Child Support Worker. The summary must contain:

1. Identifying information
  - a) Name of local child support office
  - b) Name, mailing address and telephone number of noncustodial parent;
  - c) Name of the Child Support Worker who manages the case;
  - d) Case number
  - e) Name of custodial parent.
  - f) Amount of support obligation, and
  - g) Amount of certified arrearage
2. Copy of payment record.
3. Statement regarding fact and accuracy of certified arrearage with reference to supporting document Copy of court order(s) or other supporting documents may or may not be attached, but they must be available at the review.

The summary of facts must be signed by the child support worker and the child support supervisor or regional director/designee. Give the original to the noncustodial parent or his representative or mail it if the review is conducted through correspondence. File a copy in the child support case folder of the noncustodial parent.

### **Participants**

Required to be present at the administrative review are:

1. Child Support Supervisor or Regional Director.
2. Child Support Worker.

In addition to the staff listed above, those who may be present are

1. Noncustodial parent
2. Authorized representative of the noncustodial parent.

3. Custodial parent, in the case of a Non- T ANF review.
- 4 Authorized representative of the Non- T ANF custodial parent
- 5 Persons who provide substantial evidence or documentation

### **Conducting the Review in Person**

The Child Support Supervisor presides over the review to ensure that those present feel comfortable and that the review is based on facts and is conducted fairly and impartially. The summary of facts is first presented. The noncustodial parent and/or his authorized representative is provided ample opportunity to present documented evidence that the offset or amount of offset is incorrect.

Upon presentation by the Department of sufficient facts regarding the basis of the certification for the tax offset and the submission, in writing or in person by the noncustodial parent and/or his authorized representative of documented evidence that the offset is improper or incorrect, the administrative review is concluded.

To record the review results in METSS refer to METSS Procedures 12.C.10.b.05.

If the review is conducted in person, the Child Support Worker, within 10 days of the administrative review or 45 days from the date of the request, whichever occurs sooner, provide the absent parent and/or authorized representative, and in Non-TANF cases, the custodial parent who participates in the review:

1. Confirmation of the time, date and place of the administrative review and the names of those participating in the review.
2. An Administrative Review Result Notice which advises the parties of the results of the review, the basis for the decision and the noncustodial parent's right of appeal to a court of law (METSS automatically generates the notices). Refer to METSS Procedures 12.C.10.b.06.

### **Conducting the Review in Writing**

If the review is conducted in writing, the Child Support Worker or designated staff must, within ten days of the administrative review or 45 days from the date of the request for an administrative review, whichever occurs sooner, provide the noncustodial parent and/or authorized representative, and in Non-TANF cases, the custodial parent if a participant in the review with:

1. Confirmation of the time, date and place of the review and names of those who should attend,
2. Copy of the summary of facts prepared by the department,
3. Summary of the evidence presented by the noncustodial parent and/or authorized

representative and others, if applicable, and,

4. An Administrative Review Result Notice which advises the parties of the results of the review, the basis for the decision and the noncustodial parent's right of appeal to a court of law METSS automatically generates the required notice(s) Refer to METSS Procedures 12.C.10.b.07.

Interstate cases are those in which the order was established in another state and Mississippi submits the tax offset referral, OR the order was established in Mississippi and another state certifies the arrearage and submits the offset.

The noncustodial parent may request an administrative review of the offset of his tax refund in the state which submitted the request for the tax refund offset, or he/she may request the review in the state which issued the court order upon which the referral for offset is based.

All efforts must be made to conduct the review and resolve the complaint in the state which submitted the referral for offset.

The noncustodial parent must make his/her request for a review to the submitting state and the submitting state transfers the request to the state with the order if the noncustodial parent wants the review to be held in that state.

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### **Mississippi is Submitting State**

#### **Review by Mississippi**

If the noncustodial parent requests an administrative review in Mississippi and the referral for tax offset was submitted from a county in Mississippi, follow the procedures set forth above for intrastate cases.

#### **Review by Other State**

If the complaint cannot be resolved in the Mississippi county that submitted the referral for offset and the noncustodial parent makes a written request for an administrative review in the state which issued the order upon which the referral for offset is based, the child support worker must:

1. Notify the other state within ten days of the noncustodial parent's request for review in the other state METSS automatically generates the request when properly coded Refer to METSS Procedures 12.C .10.b.08.
2. Provide to the other state within ten days, necessary information, including a copy of the order and subsequent orders, a copy of the payment record or the custodial parent's affidavit regarding past due support owed and in Non-TANF cases, the custodial parent's current address.

If Mississippi has made all efforts to resolve the complaint including an administrative review and the noncustodial parent requests a review in the state with the order, Mississippi must within 45 days from the date of the initial request for a review, transfer the request for the review and all pertinent information to the state with the order. This may result in two administrative reviews with the 45 day time frame applying to each review.

### **Results of Review by Another State**

1. Offset has not occurred prior to review.

If the other state determines that a modification or a deletion is required, that state submits the modification or deletion to the Internal Revenue Service. Upon receiving notification that a modification or a deletion has occurred as a result of an administrative review in another state, the Child Support Worker must document the adjusted arrearage amount and the reason for the adjustment in the child support case and the fiscal staff must adjust the arrearage amount in the fiscal record. Refer to METSS procedure 12.C.10.b.08.

2. Offset has occurred prior to the review.
  - a. The other state with the court order notifies Mississippi of the decision made as a result of the review.
  - b. If the decision results in a refund due the noncustodial parent, a refund is immediately requested for the noncustodial parent.

**NOTE:** When an administrative review is conducted in the state with the order, the submitting state is bound by the decision made by that state. However, if the submittal is based upon orders from two states, the reviewing state verifies only the arrearage which accrued under its order such submittal require two separate administrative reviews if the noncustodial parent challenges the entire submittal.

### **Other State is Submitting State**

Another state may request an administrative review in Mississippi, provided

1. The other state submits the referral for tax offset.
2. The court order on which the referral for tax offset is based was issued in Mississippi,  
and
3. The noncustodial parent requests an administrative review in Mississippi

Upon receiving, a) request from the other state for an administrative review in Mississippi by means of OCSE-107-U4, Interstate Child Support Enforcement Transmittal, or some other official written communication, b) necessary information, such as a copy of the support order and modifications, c) copy of the payment record or the custodial parent's affidavit and, d) in Non-TANF cases, the custodial parent's current address, the Child Support Worker must:

1. Within five (5) days, notice the noncustodial parent and the custodial parent in Non-TANF cases, of the time and place of the administrative review.
2. Conduct the review following the applicable procedures found in the Administrative Review Process for **INTRASTATE REVIEW**. Refer to METSS Procedures 12.C.10.b.08.

### **Results of a Review for Another State**

1. Offset has not occurred prior to the review.

Upon conducting a review that, a) was submitted for offset by another state and, b) the review results in a modification or deletion, the modification or deletion must be submitted from the Mississippi county where the tax offset was reviewed. METSS automatically generates the required notices.

**NOTE:** The data required is secured from Form OCSE-I 07-U4 mailed to the Mississippi county conducting the review. The data includes Social Security numbers, local code, case number and original arrearage to facilitate the submission of a deletion or modification based upon the outcome of the administrative review.

Notify the state that submitted the referral for offset of the decision by returning Part 4 of the Form OCSE-107-U4, Interstate Child Support Enforcement Transmittal, along with the remaining copy of the MDHS-669 and copy of the notice of the results of the review to the noncustodial parent and in Non-TANF cases, to the custodial parent.

2. Offset has occurred prior to the review.

If the offset has occurred prior to the review, notify the state that transferred the review to Mississippi of the results of the review by returning Part 4 of Form OCSE-107-U4, Interstate Child Support Enforcement Transmittal and a copy of the notice of the results of the review to the noncustodial parent, and to the custodial parent in Non-TANF cases.

**03-01-97**

### **License Suspension**

METSS automatically identifies and sends the noncustodial parent a notice (A 407), that he/she is out of compliance with the child support order and that at the end of 90 days the licensing entity may be notified to suspend his/her licensees). The notice informs the noncustodial parent of his/her right to request a review.

**Note:** This entire administrative review/hearing process must be completed within the same 90 day time frame as stated above.

### **Request for an Administrative Review/Hearing**

The noncustodial parent must submit in writing his\her request for a review to the county address

listed on the A407. A review can only be requested if the noncustodial parent believes a mistake has been made regarding one of two issues:

- 1.The identity of the noncustodial parent required to pay under the order for support (mistaken identity) or
- 2.The accuracy of the child support arrears.

### **Administrative Review/Hearing Procedures**

Each request for a review must be handled by the county child support staff. The review provides the noncustodial parent the opportunity to be heard and present the evidence of payment. Upon receipt of a request for a review the child support worker must schedule a time and date for the review and notify the noncustodial parent via the CLOR function, and notify the supervisor and/or the regional director.

### **Participants**

Required to be present at the review are

1. Child support supervisor or regional director.
2. Child support worker.
3. Noncustodial parent.

### **Noncustodial Parent Fails to Appear or Responding**

If the noncustodial parent fails to respond or appear at the scheduled time for the review without providing notice prior to the scheduled time of the review, the request for the review is considered abandoned. For the record, document the fact of no appearance or response on the CONT panel.

### **Summary of Facts**

The county child support office must make available at a reasonable time after the review a summary of facts, prepared by the child support worker. The summary must contain:

1. Identifying information.
  - a. Name of local child support office;
  - b. Name, mailing address and telephone number of noncustodial parent;
  - c. Name of the Child Support Worker who manages the case;
  - d. Case number;
  - e. Name of custodial parent;
  - f. Amount of support obligation; and



with the Division a brief written statement concerning the alleged inaccuracies contained in the report. Space is provided on the A405 notice for this purpose.

Immediately upon receipt of the noncustodial parent's statement contesting the proposed report, the child support worker enters a case narrative on CONT and the child support supervisor enters the "hold submission" code on CRDT. Within five days of receipt of the noncustodial parent's written statement, the child support worker examines the noncustodial parent's payment record and the information submitted by the noncustodial parent.

### **The Report is in Error**

If the case review or the information provided by the noncustodial parent requires an arrears adjustment, the arrears adjustment is made by the fiscal staff. A case narrative is made on CONT and the child support supervisor updates CRDT to remove the "hold submission" code leaving the field blank.

### **The Report is Correct**

If the report is found to be correct or if any adjustments made to the case are not sufficient for the deletion of the noncustodial parent's name from the interface tape, the child support worker notifies the noncustodial parent of this fact via A406 notice. After the A406 notice is mailed, a ten day tickler is sent. The noncustodial parent has ten days from the date the A406 is mailed to again contest the report.

If within ten days the noncustodial parent does not contest the accuracy of the reexamined report, the child support worker makes a case narrative entry on CONT and the child support supervisor updates the interface code on CRDT. Refer to METSS Procedures Manual 12.C.09.f.O1 for the valid codes. METSS then writes the noncustodial parent's payment history and account information to the interface tape on the next monthly run.

### **Contesting the Report the Second Time**

If within ten days of the A406 being mailed, the noncustodial parent still contests the accuracy of the report, the child support worker informs the noncustodial parent via A406 that the child support arrears will be reported to the consumer reporting agency. However, the report states that the noncustodial parent contests the reported information. The supervisor will update the interface code on CRDT to "C". The "C" code denotes in the report to the consumer reporting agency that the information is "contested".

**04-15-01**

### **FIDM/MSFIDM Fact Finding Review**

The noncustodial parent and/or an account holder of interest (joint account holder) may request a review of the encumbrance placed with a Financial Institution (FI). The request may be made verbally or in writing. The requestor must provide proof that the frozen funds are not the

noncustodial parents and that the noncustodial parent does not have personal use of said funds. The proof will consist of at least two prior months bank statements accompanied by canceled checks and/or other information from the bank which verifies the funds are not the noncustodial parents and the noncustodial parent does not have personal use of the funds. Note: If the joint account holder is the noncustodial parent's current partner/spouse, the funds are considered available to him/her.

The case worker in the county in which the noncustodial parent resides and has at least one active case must review the facts/evidence surrounding the frozen funds in question. The case worker must take the necessary steps to resolve the matter, which may include scheduling an appointment. The case worker may schedule the appointment verbally with the requestor, but a written appointment letter must follow. Should further information be needed, an extra five days after the scheduled appointment will be allowed. Within 48 hours of receipt of the required information, a decision must be made to release the funds or to proceed with the lien. Every action and contact made by the worker or any party involved must be documented on ACTN. ACTN must be documented as to the status and findings regarding this fact finding review.

The time frames noted above do not preclude the noncustodial parent or the account holder of interest from requesting a review at any time prior to the expiration of the 45 day lien period.

The fact finding review must be completed prior to the expiration of the 45 calendar days following the signing of the green card by the FI. If the facts/evidence presented verify that the frozen account does in fact belong to someone else, the worker must immediately request the staff attorney send notice A464, *Notice of Disbursement*, to the FI to release the funds and notify the requesting party via free form letter of the decision.

Source: *Miss Code Ann.* §43-1-2; §43-19-31 to §43-19-103 (Rev. 2009)