

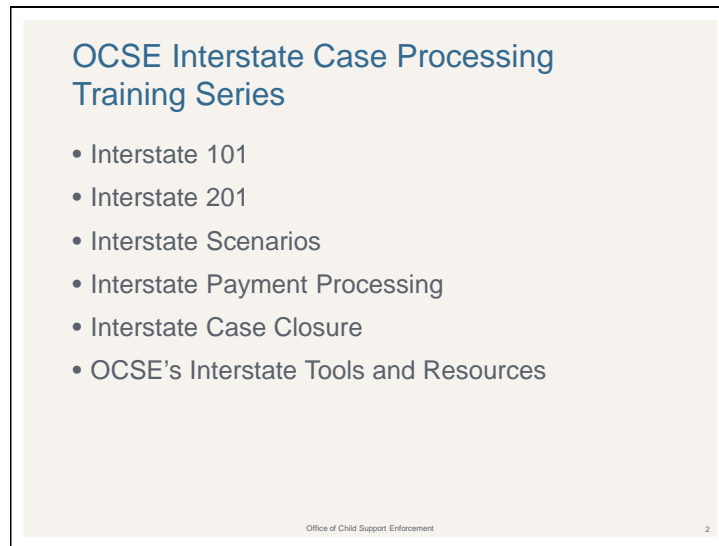


Notes:

Welcome to Interstate Payment Processing!

During our training today, we will look closely at Action Transmittal 17-07, which was published by the federal Office of Child Support Enforcement and provides states guidance on interstate payment processing.

Because interstate payment processing can be confusing, this training includes scenarios that apply interstate payment processing principles to actual case facts. The scenarios are designed as tools to illustrate different case processing choices and there may be more than one case processing choice available to a state based on the same scenario. For many of the scenarios, you will have the opportunity to consider the most appropriate answer given the facts of the hypothetical case.

A presentation slide with a light beige background and a dark border. The title "OCSE Interstate Case Processing Training Series" is at the top in blue. Below it is a bulleted list of six items. At the bottom, there is small text for the Office of Child Support Enforcement and a page number "2".

OCSE Interstate Case Processing Training Series

- Interstate 101
- Interstate 201
- Interstate Scenarios
- Interstate Payment Processing
- Interstate Case Closure
- OCSE's Interstate Tools and Resources

Office of Child Support Enforcement 2

Notes:

Here are the six modules in OCSE's interstate case processing training series.

- Interstate 101
- Interstate 201
- Interstate Scenarios
- Interstate Payment Processing
- Interstate Case Closure
- OCSE's Interstate Tools and Resources

All of these trainings focus on interstate cases and are intended to complement, rather than repeat, OCSE's training on the revised intergovernmental forms and international case processing. Please note that in some instances, UIFSA provides different rules for international cases.

Introduction

- Action Transmittal (AT) 17-07
- Guidance on Interstate Child Support Payment Processing includes:
 - Case processing options
 - Recordkeeping duties
 - Best practices for UIFSA Section 319 redirection
 - Scenarios and diagrams

Office of Child Support Enforcement 3

Notes:

So let's begin. On July 17, 2017, OCSE issued Action Transmittal 17-07, which provides an in-depth examination of interstate payment processing. It includes available case processing options and explains how those options affect the flow of payments through state disbursement units. It also clearly delineates recordkeeping duties in IV-D cases and state disbursement unit payment records for non-IV-D orders. In addition, AT-17-07 includes guidance and best practices on the use of redirection of payments under section 319 of UIFSA, which was one area in particular that states were struggling with after UIFSA 2008 was adopted by all states. We'll talk in more detail later in the training about UIFSA Section 319 redirection, which the AT defines as "the change to the payment location set forth in the child support order by the order-issuing state." AT-17-07 also has scenarios and diagrams to illustrate the payment flow for each case processing option.

OCSE hopes everyone has read the AT or will read it after today. While it doesn't cover every situation or every issue that arises in interstate cases, and it doesn't consider cases between state IV-D agencies and tribal programs, or state IV-D agencies and foreign countries, it is a good foundation upon which to guide child support professionals and then later build on with greater complexities and additional issues.

Introduction (cont'd)

- AT-17-07:
 - “It is up to the state providing IV-D services to the custodial parent to select the best case processing approach given the facts of the case, including the status of the case in any other involved states.”
- Interstate communication tools
 - Child Support Enforcement Network (CSENet)
 - Federal Case Registry (FCR) Query
 - Query Interstate Cases for Kids (QUICK)
 - Electronic Document Exchange (EDE)

Office of Child Support Enforcement 4

Notes:

An important principle throughout the AT is that the state providing services to the custodial parent has the responsibility of determining the most appropriate service to provide in that case. The IV-D agency needs to look at all of the facts including whether and how other states are involved with the case, and whether payments are flowing.

There are a number of interstate communication tools that can help caseworkers determine these facts in deciding the best option for that case. These tools are the Child Support Enforcement Network or “CSENet” and the Child Support Portal applications: Federal Case Registry or “FCR” Query, Query Interstate Cases for Kids or “QUICK”, and Electronic Document Exchange or “EDE.” OCSE’s upcoming Interstate Tools and Resources training will explain how each of these interstate communication tools works.

References:

AT-17-07

Introduction (cont'd)

- Choices for interstate cases include:
 - Payment forwarding
 - One-state remedies including direct income withholding
 - Interstate IV-D case referral
 - Intrastate enforcement of another state's order
 - UIFSA 319 redirection

Office of Child Support Enforcement

Notes:

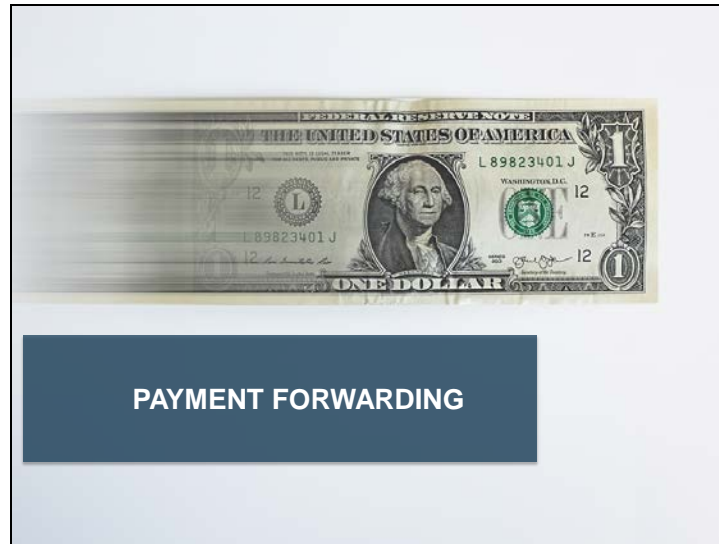
Today we're going to talk about five case processing options that states may consider when working interstate cases:

- Payment forwarding
- One-state remedies
- Traditional two-state cases under UIFSA
- Intrastate enforcement of another state's order and
- UIFSA section 319 redirection

Before we get started, OCSE understands that every state's system has different limitations, and OCSE has heard from some states that one or more of these options may be difficult to achieve given those limitations. But OCSE also has heard from states that are working through system limitations so that all of these options are available to provide families with the most appropriate service for these difficult cases. States must make sure that their processes – whether system generated or manual – are able to accommodate all five case processing options.

For UIFSA section 319 redirection, it is important to note from the outset that a state is never required to make a redirection request. However, if a request is made and the criteria under UIFSA are satisfied, states must comply and process that request.

Slide 6



Notes:

Let's start with payment forwarding. States historically have referred to the concept of payment forwarding as "redirection." Unfortunately, this has added to the confusion because UIFSA uses the term "redirection" to mean a different process than "payment forwarding." OCSE is urging everyone to use the terms "redirection" and "payment forwarding" consistently according to the AT, and to restrict the use of the term "redirection" to the process contemplated under UIFSA.

Payment Forwarding

- Child support payments are forwarded from state disbursement unit (SDU) in one state to another state's SDU
- Forwarding state may or may not have open IV-D case
- States must cooperate with payment forwarding requests

Office of Child Support Enforcement 7

Notes:

Payment forwarding is when the state disbursement unit or “SDU” in one state sends child support payments to another state’s SDU. This movement of payments between SDUs occurs most often in the traditional two-state case, but it also can happen upon request of the state providing services to the custodial parent, without referring a two-state case. In the AT, OCSE defines payment forwarding as “the disbursement of support payments from the SDU in one state to the SDU in another state regardless of whether there is an interstate IV-D case between the two states.”

The capacity of state systems to forward payments between SDUs is a requirement of federal law. Therefore, if a state receives a payment forwarding request, it must comply with that request and forward payments it receives through its SDU to the requesting state’s SDU.

In a traditional two-state case, payment forwarding is routine and automated—the responding state’s SDU will automatically forward payments to the initiating state’s SDU.

Payment forwarding in the absence of a two-state case, however, is something a state must specifically request from the state receiving payments in the case.

References:

Section 454B(b)(1) of the Social Security Act

Slide 8

Payment Forwarding (cont'd)

- Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery:

The requesting agency asks for the following payment processing action:

11. ☐ Forward payments received by your agency's SDU to the requesting agency's SDU for disbursement.

Send payments to: (SDU Name and Address):

Payment Locator Code: _____ State _____

Office of Child Support Enforcement 8

Notes:

To request payment forwarding when there is not an open IV-D intergovernmental case, you should use the revised Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery. The slide shows the box to check to make the request.

A state can use this form to send another state a request for payment forwarding without referring a two-state case. The assisting state does not open a IV-D case; instead, the assisting IV-D agency notifies its SDU that payments should be forwarded to the requesting state's SDU instead of to the custodial parent or a different state's SDU.

Payment Forwarding (cont'd)

- Effective where payments are flowing, and parent receiving support moves and applies for services or assistance in new state
- Federal financial participation (FFP) available to both states facilitating payment forwarding
- Both states count collections for incentive purposes

Office of Child Support Enforcement

9

Notes:

States will find payment forwarding a good option in cases where there is an income withholding order collecting support in the state that issued the order and the custodial parent applies for services in a new state. Because it now has a IV-D case, the new state has a responsibility to monitor compliance with the support order.

It can do that by sending a Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery to the order state and requesting payment forwarding. The federal financial participation or “FFP” match is available to facilitate payment forwarding requests, and both states may count collections received through their SDUs for incentive purposes.

Slide 10

Legend

-  Custodial parent and child
-  Noncustodial parent
-  Child support order
-  IV-D child support case


Office of Child Support Enforcement 10

Notes:

Before moving on to the first case scenario, let's take a look at the icons we will be using in this presentation.

Scenario 1: Payment Forwarding

- Texas tribunal entered order for Carl to pay child support to Anna for their son Ben
- Anna and Ben move to New Mexico and Anna applies for TANF
- Carl remains in Texas



Office of Child Support Enforcement 11

Notes:

Let's look at a specific case to illustrate how payment forwarding works and when it's the most appropriate service for a family. We are using real state names in the scenarios to help with our discussion, but they are randomly chosen and do not reflect what a particular state may actually do.

In this scenario, a tribunal in Texas entered an order for Carl to pay child support to Anna for their son Ben. Anna and Ben move to New Mexico and Anna applies for TANF. Carl remains in Texas.

Note the icons we are using in the graphics for this training. The file folder icon represents the state with an open IV-D case and the document icon indicates the order-issuing state. In this scenario, therefore, there is an open IV-D case in New Mexico and the order is from Texas.

Scenario 1: Payment Forwarding (cont'd)

- New Mexico IV-D agency investigates and learns:
 - Texas does not have open IV-D case
 - There is income withholding order collecting support
- What should New Mexico do?

Notes:

The IV-D agency in New Mexico investigates and learns that Texas does not have an open IV-D case but there is an income withholding order collecting support from Carl's employer in Texas.

What should the child support professional in New Mexico do?

Scenario 1: Payment Forwarding *Analysis*

- New Mexico must open IV-D case and decide most appropriate service
- New Mexico can send Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery to Texas asking for payment forwarding from Texas' SDU to New Mexico's SDU
- Texas must comply with request

Office of Child Support Enforcement

13

Notes:

First, because Anna has applied for TANF, New Mexico must open a IV-D case and decide the most appropriate service for the family. Since there is an income withholding order in effect that is collecting and disbursing support through Texas' SDU, the most appropriate service may be for New Mexico to send the Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery to Texas requesting payment forwarding. Texas must comply with that request. Once it does, payments will flow from Carl's employer to the SDU in Texas to the SDU in New Mexico and the pass through, if applicable, then would go to the family.


Remember that payment forwarding is just one option available to states. We'll look at one-state remedies next and then discuss referral of a two-state case. But first, let's have a polling question.

Scenario 1: Payment Forwarding
Polling Question

- New Mexico decides to send Child Support Enforcement Transmittal #3 to Texas asking for payment forwarding from Texas' SDU to New Mexico's SDU

In order to process the request for payment forwarding, Texas must open a IV-D case.

a. True
b. False



The map shows New Mexico and Texas. New Mexico is highlighted in light blue and contains a blue icon of two people standing next to a document. Texas is highlighted in light blue and contains a blue icon of a person standing next to a document. The labels 'New Mexico' and 'Texas' are written in blue below their respective states.

Office of Child Support Enforcement

14

Notes:

Just as in our interstate scenarios training, we have a number of polling questions where you will be able to select the answer you believe is the most appropriate.

We'll use the facts in scenario 1. There is a Texas order for Carl to pay child support to Anna for their son Ben. Anna and Ben move to New Mexico and Anna applies for TANF. Carl remains in Texas.


New Mexico decides to send the Child Support Enforcement Transmittal #3 to Texas requesting payment forwarding from Texas' SDU to New Mexico's SDU. In order to process the request for payment forwarding, Texas must open a IV-D case. Is that true or false?

Scenario 1: Payment Forwarding
Polling Answer

- New Mexico decides to send Child Support Enforcement Transmittal #3 to Texas asking for payment forwarding from Texas' SDU to New Mexico's SDU

In order to process the request for payment forwarding, Texas must open a IV-D case.

a. True
b. False



The map shows the states of New Mexico and Texas. In New Mexico, there is a blue icon of a person with a checkmark, representing CSE, and a blue icon of a document with a checkmark, representing SDU. In Texas, there is a blue icon of a person with a checkmark, representing CSE, and a blue icon of a document with a checkmark, representing SDU.

Office of Child Support Enforcement

15

Notes:

The answer in this polling question is false. As OCSE explained in AT-17-07, a request for payment forwarding is not a request for the issuing state to open a IV-D case. Instead, Texas should simply forward the payments it receives from the employer to New Mexico's SDU. FFP is available to effectuate payment forwarding.



Notes:

We'll look at one-state remedies next, with an emphasis on direct income withholding. Federal regulations define one-state remedies as meaning "the exercise of a State's jurisdiction over a non-resident parent or direct establishment, enforcement, or other action by a State against a non-resident parent in accordance with the long-arm provision of UIFSA or other State law."

References:

45 CFR 301.1

Direct Income Withholding

- If parent resides in another state, IV-D agency must determine whether one-state remedies are appropriate
 - One-state remedies include direct income withholding
- Employers must treat out-of-state withholding orders as if issued by in-state tribunal

Office of Child Support Enforcement

17

Notes:

Federal regulations require states to determine whether it is appropriate to use one-state remedies including direct income withholding when the noncustodial parent resides in another state. A basic premise of both UIFSA and federal law is that a state may enforce a child support order across state lines by sending an income withholding order to an employer in another state without first filing a pleading or registering the order with a tribunal of the employer's state.

Employers must treat these direct out-of-state income withholding orders, if regular on their face, as if they had been issued by an in-state tribunal.


References:

45 CFR 303.7(c)(3)

UIFSA Sections 501, 502

Direct Income Withholding (cont'd)

- Income withholding order must reflect payment location designated by order



Office of Child Support Enforcement

18

Notes:

Another basic tenet of UIFSA is that if a state is sending a direct income withholding order across state lines that is based on another state's order, the enforcing state cannot modify the other state's order. A state can modify another state's order only if it has modification jurisdiction under UIFSA. This means that the enforcing state using direct income withholding must abide by the terms and payment location reflected on the controlling order, including the payment location of the other state's SDU. As noted in the comments to UIFSA Section 502, "the destination of the payments must correspond to the destination originally designated or subsequently authorized by the issuing tribunal." This is a long-standing principle and part of OCSE's policy guidance since 2001. In AT-17-07, OCSE confirms this long-standing rule.

OCSE recognizes that some states have system concerns with designating another state's SDU on an income withholding order. AT-17-07 provides that "If a state system cannot generate automatically an income withholding order that designates the appropriate SDU, the state may generate manually an income withholding order with the correct SDU and necessary case and payment information. However, any off-line generation must be captured on the system as required by the certification guide for manual operations."

References:

45 CFR 303.7(c)(3)

UIFSA Sections 501, 502

OCSE AT-17-07, OCSE PIQ-01-01

Scenario 2: Direct Income Withholding When Noncustodial Parent Moves

- Cathy receives child support services in Minnesota
- Minnesota tribunal issues support order for Steve to pay Cathy support for their daughter Sophie
- Steve moves to Florida and stops paying support

Office of Child Support Enforcement

19


Notes:

Now let's look at a scenario involving direct income withholding.

Here, the custodial parent Cathy receives child support services in Minnesota. Minnesota issues a support order for Steve to pay support for their daughter Sophie. Steve then moves to Florida and stops paying support.

Scenario 2: Direct Income Withholding When Noncustodial Parent Moves (cont'd)

- What should Minnesota do?



Office of Child Support Enforcement 20

Notes:

What should the child support professional in Minnesota consider in determining the most appropriate action for this case?

As a reminder, the file folder icon represents the state with an open IV-D case and the document icon indicates the order-issuing state. In this scenario, Minnesota issued the order and has an open IV-D case.

Scenario 2: Direct Income Withholding When Noncustodial Parent Moves *Analysis*

- Minnesota must first determine if direct enforcement of its order through income withholding is appropriate
- If Minnesota locates employer in Florida, UIFSA allows Minnesota to send its income withholding order to employer
- Payments will flow from Steve's employer in Florida to Minnesota's SDU to family

Office of Child Support Enforcement

21

Notes:

Federal regulations require Minnesota to first look at direct enforcement of its order. Minnesota should search for an employer for Steve. If there's an employer data match, the agency can send its income withholding order to that employer directly.

Once the income withholding order is in place, payments will flow from Steve's employer in Florida to Minnesota's SDU to be disbursed to the family.

This scenario is the simplest example of direct income withholding, where the order state continues to enforce its own order after the noncustodial parent moves to a different state.

References:

45 CFR 303.7


UIFSA Sections 501, 502

Scenario 2: Direct Income Withholding When Noncustodial Parent Moves
Polling Question

- Minnesota decides to send its income withholding order to Steve's employer in Florida

The Florida employer must withhold child support from Steve's paycheck and send those payments to Florida's SDU.

a. True
b. False



The image shows a map of Minnesota on the left and Florida on the right. Minnesota is labeled 'Minnesota' and Florida is labeled 'Florida'. Both states have a small icon of a person standing inside them. The map is set against a light gray background.

Office of Child Support Enforcement

22

Notes:

For this polling question, we'll use the facts in scenario 2. The custodial parent Cathy receives child support services in Minnesota and there is a Minnesota support order. The noncustodial parent Steve moves to Florida and stops paying support.

Minnesota decides to send its income withholding order to Steve's employer located in Florida. Is the following statement true or false:


The Florida employer must withhold child support from Steve's paycheck and send those payments to Florida's SDU.

Scenario 2: Direct Income Withholding When Noncustodial Parent Moves
Polling Answer

- Minnesota decides to send its income withholding order to Steve's employer in Florida

The Florida employer must withhold child support from Steve's paycheck and send those payments to Florida's SDU.

a. True
b. **False**



Minnesota Florida

Office of Child Support Enforcement 23

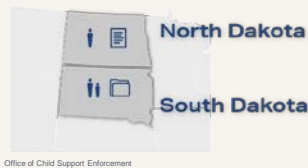
Notes:

The second part of the answer in this polling question is false. Because Minnesota is the order-issuing state, the income withholding notice will designate Minnesota's SDU as the payment location, not Florida's SDU.

Please note that the first part of the answer is true, that as long as the income withholding order appears regular on its face, UIFSA requires the employer in Florida to honor Minnesota's withholding order. In the Interstate 201 training, we explained that "regular on its face" means that any reasonable person would think that the income withholding order is valid. This occurs when the order is payable to the state disbursement unit, the amount to withhold is a dollar amount, the text of the OMB-approved form has not been changed and the OMB-form number is listed on the form, and the order contains all of the necessary information to process the income withholding order.

Scenario 3: When Custodial Parent Moves

- North Dakota tribunal entered order for Jack to pay child support to Jane for their son Luke
- Jane and Luke move to South Dakota and Jane applies for TANF
- Jack remains in North Dakota
- What should South Dakota do?



24

Notes:

Let's try a scenario that is a bit more complicated.

In scenario 3, a tribunal in North Dakota entered an order for Jack to pay child support to Jane for their son Luke. Jane and Luke move to South Dakota and Jane applies for TANF. Jack remains in North Dakota.

What should the child support professional in South Dakota consider in deciding the most appropriate service for this case?

Scenario 3: Gathering Information When Custodial Parent Moves

Analysis

- South Dakota should determine whether one-state remedies are appropriate:
 - Is there open IV-D case in North Dakota?
 - Is there current income withholding order collecting support?

Office of Child Support Enforcement 25

Notes:

Federal regulations provide that South Dakota has 20 calendar days to open a IV-D case, establish a case record, and solicit “necessary and relevant information” from the custodial parent and other relevant sources. Federal regulations also state that South Dakota must make the following three determinations:

- Whether there is an order in another state
- Whether the noncustodial parent lives in a different state and
- Whether one-state remedies are appropriate.

To decide whether a one-state remedy is appropriate, South Dakota needs to know the answers to the questions on this slide:

- Is there an open IV-D case in North Dakota and
- Is there a current income withholding order collecting support?


References:

45 CFR 303.7

Scenario 3: Gathering Information When Custodial Parent Moves
Polling Question 1

Which of the following is not the best way for South Dakota to gather relevant information?

- a. Talk to custodial parent
- b. Use interstate communication tools
- c. Request information from North Dakota
- d. Tweet
#NeedInformationOnJackInNorthDakota



The image shows a map of North and South Dakota. North Dakota is on top and South Dakota is on the bottom. There are icons of a person and a document on each state, representing communication or information gathering. The text 'North Dakota' and 'South Dakota' is written to the right of each state.

Office of Child Support Enforcement 26

Notes:

Remember the facts in scenario 3: There is a North Dakota order for Jack to pay child support to Jane for their son Luke. Jane and Luke move to South Dakota and Jane applies for TANF. Jack remains in North Dakota.


Which of the following is not the best way for South Dakota to gather relevant information?

- Talk to the custodial parent
- Use interstate communication tools
- Request information from North Dakota
- Tweet #NeedInformationOnJackInNorthDakota

Scenario 3: Gathering Information When Custodial Parent Moves
Polling Answer 1

Which of the following is not the best way for South Dakota to gather relevant information?

- a. Talk to custodial parent
- b. Use interstate communication tools
- c. Request information from North Dakota
- d. Tweet #NeedInformationOnJackInNorthDakota**



The image shows a map of North and South Dakota. North Dakota is labeled 'North Dakota' and has an icon of a person and a document. South Dakota is labeled 'South Dakota' and has an icon of two people and a document.

Office of Child Support Enforcement 27

Notes:

The correct answer obviously is d. Twitter is not the best way for South Dakota to gather relevant information.

The rest of the answers are correct. South Dakota may obtain information by talking to the custodial parent, using interstate communication tools, and requesting information such as a copy of the order or payment records from North Dakota.

Scenario 3: Payment Forwarding When Custodial Parent Moves *Analysis*

- South Dakota learns:
 - Current income withholding order collecting support from Jack's employer in North Dakota
 - North Dakota does not have an open case
- South Dakota may request payment forwarding from North Dakota on Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery

Notes:

Using the same scenario, let's assume South Dakota finds that there is a current income withholding order that North Dakota issued, requiring Jack's employer to withhold support payments. Payments are being made.

This case then would be just like scenario 1 where South Dakota may request payment forwarding from North Dakota on the Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery and payments will flow from Steve's employer to North Dakota's SDU to South Dakota's SDU and then to the family.

But, as we'll see in the next slide, there is another option depending on the facts of the case.

Scenario 3: Direct Income Withholding When Custodial Parent Moves *Analysis*

- If no paying income withholding order, South Dakota must determine whether direct enforcement of North Dakota's order is appropriate
- If South Dakota locates employer for Jack in North Dakota, UIFSA allows South Dakota to send its income withholding order to North Dakota employer

Notes:

Now let's assume that there is no income withholding order currently collecting support. Again, under federal regulations, South Dakota needs to determine whether enforcement of North Dakota's order through direct income withholding is the most appropriate service.


If the child support professional in South Dakota is able to find an employer for Jack, South Dakota may send a direct income withholding order.

**Scenario 3: Direct Income Withholding
When Custodial Parent Moves**
Polling Question 2

- South Dakota locates an employer for Jack in North Dakota and sends a direct income withholding order

The direct income withholding order may have South Dakota's state disbursement unit as the payment location.

a. True
b. False



Office of Child Support Enforcement 30

Notes:

Here's another polling question, again using the facts in scenario 3: There is a North Dakota order for Jack to pay child support to Jane for their son Luke. Jane and Luke move to South Dakota and Jane applies for TANF, and Jack remains in North Dakota.

South Dakota is able to locate an employer for Jack in North Dakota and decides direct income withholding is the most appropriate service.

Is the following statement true or false?

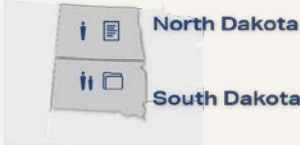
When South Dakota sends a direct income withholding order, the withholding notice may have South Dakota's SDU as the payment location.

**Scenario 3: Direct Income Withholding
When Custodial Parent Moves
*Polling Answer 2***

- South Dakota locates an employer for Jack in North Dakota and sends a direct income withholding order

The direct income withholding order may have South Dakota's state disbursement unit as the payment location.

a. True
b. **False**



Office of Child Support Enforcement 31

Notes:

The statement is false. Remember, under UIFSA, the enforcing state using direct income withholding on another state's order may not modify the other state's order including the location for the payments. Therefore, South Dakota may not change the payment location designation set forth in North Dakota's order that payments be made to the North Dakota SDU.

Instead, South Dakota's income withholding order should direct Jack's employer to send the payments to the North Dakota SDU. In order to receive those payments, South Dakota also must send the Child Support Enforcement Transmittal #3 to North Dakota requesting payment forwarding to South Dakota's SDU.

After both those steps are taken, support payments will flow from Jack's employer to North Dakota's SDU to South Dakota's SDU and then be disbursed to Jane.

Important Best Practice

- When using direct income withholding on another state's order, enforcing state must:
 - Obtain other state's identifying case and SDU payment location information using available interstate communication tools or from state directly
 - Include other state's identifying case and payment location on income withholding order
 - Send payment forwarding request on Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery
- Manual operation allowed – off-line document generation must be captured

Office of Child Support Enforcement 32

Notes:

There are some important things to remember if you are using direct income withholding on another's state's order.

First, the order-state's SDU can only process incoming payments correctly if the income withholding order that went to the employer contains the correct identifying case and payment information. So it is important that the enforcing state sending the withholding order obtain all the necessary information through either interstate communication tools such as CSENet or QUICK, or request copies of orders and payment records through EDE or on the Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery.

Second, the enforcing state must include all necessary information on the withholding order that will allow the other state's SDU to process the payments.

Third, the payment forwarding request must be on Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery and should be sent before the withholding order is transmitted to the employer in order to alert the order state of where it should send any incoming payments.

Finally, if the state system cannot automatically generate an income withholding notice with the correct payment location, a manual work-around is allowed but must be captured on the system as required by the certification guide.

Slide 33



Notes:

We're almost half-way through our training today. Before we move on to two-state case enforcement, are there any questions about payment forwarding or one-state remedies?



Notes:

Let's move on to two-state enforcement. In AT-17-07, OCSE refers to two-state enforcement as an interstate IV-D case, which is the term used in the regulations.

Federal regulations define an interstate IV-D case as “a IV-D case in which the noncustodial parent lives and/or works in a different State than the custodial parent and child(ren) that has been referred by an initiating State to a responding State for services. An interstate IV-D case also may include cases in which a State is seeking only to collect support arrearages, whether owed to the family or assigned to the State.”

References:

45 CFR 301.1

Two-State Case Enforcement

- Initiating state refers case to responding state
- History back to Child Support Enforcement Amendments of 1984 and OCSE's final rule of 1988
- Federal regulations and UIFSA detail responsibilities

Office of Child Support Enforcement

35

Notes:

The basic premise in a two-state enforcement case is that the state providing services to the custodial parent, or that has assigned arrears, refers an interstate IV-D case to the responding state where the noncustodial parent resides or has income or assets. This cooperation between states to collect child support has been part of the IV-D program from its inception.

In 1984, Congress passed the Child Support Enforcement Amendments, which improved interstate enforcement in a number of ways including allowing both initiating and responding state agencies to count the child support collected for computing incentive payments. This provided the financial incentive for states to work two-state cases and, in 1988, OCSE issued final rules effectuating the new law.

Two-state enforcement is also a major tenet of UIFSA. Therefore, both federal regulations and UIFSA detail the responsibilities of the initiating and responding state agencies.

References:

45 CFR 303.7

UIFSA Sections 507, 601 - 608

Two-State Case Enforcement (cont'd)

- Responding state uses intrastate enforcement against parent, including own income withholding order and SDU payment location
- Income withholding order must reflect SDU payment location of responding state
- Responding state must send payment to initiating state within 2 business days

Office of Child Support Enforcement

36

Notes:

In accordance with federal regulations, the responding state enforces the support obligation through its intrastate enforcement tools, including its regular income withholding procedure with its SDU as the payment location. Federal regulations also specify that the responding state must forward the payments received by its SDU to the initiating state within two business days.

References:


45 CFR 303.100

45 CFR 303.7

UIFSA Sections 507, 601 - 608

Scenario 4: Two-State Case

- David receives child support services from Virginia IV-D agency
- Support order is entered in Virginia for David's ex-wife Barbara to pay support for their three children
- Barbara moves to Vermont and stops paying support
- What should Virginia do?



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37

Notes:

Let's look at how the two-state case works in practice.

In this scenario, David receives child support services in Virginia where the support order was entered, requiring Barbara to pay support for their three children.

Barbara moves to Vermont and stops paying child support.

What should the child support professional in Virginia consider in determining the most appropriate service for this case?

Scenario 4: Two-State Case *Analysis*

- Virginia must determine whether direct enforcement of its order through income withholding is appropriate
- If Virginia cannot locate employer for Barbara or if Vermont can use other enforcement mechanisms against Barbara, Virginia may decide to initiate interstate IV-D case to Vermont
- Child Support Enforcement Transmittal #1 – Initial Request allows Virginia to request registration and enforcement of its order in Vermont

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38

Notes:

First, Virginia needs to consider using its one-state remedies and should look for an employer for Barbara in Vermont. If Virginia cannot locate an employer or if the case needs additional enforcement action, Vermont would be better suited to enforce Virginia's order because it can access local services such as employment referrals or use in-state enforcement tools like driver's license suspension.


Virginia may refer the interstate IV-D case to Vermont using Child Support Enforcement Transmittal #1 – Initial Request to request registration and enforcement of Virginia's order.

Scenario 4: Two-State Case
Polling Question

- Virginia sends two-state case to Vermont
- Vermont finds employer for Barbara

Vermont should send its income withholding notice to Barbara's employer designating Vermont's state disbursement unit as the payment location.

a. True
b. False



The image shows two maps side-by-side. The left map is of Virginia, with a blue icon of a person and three children, and a document icon. The right map is of Vermont, with a blue icon of a person. Below the maps, the text 'Office of Child Support Enforcement' is visible.

39

Notes:

For this polling question, we'll use the facts in scenario 4. Namely, David receives child support services in Virginia where the support order was entered requiring Barbara to pay support for their three children. Barbara moves to Vermont and stops paying child support.

Virginia decides to send a two-state case to Vermont. Vermont locates an employer for Barbara.


Is the following statement true or false? Vermont should send its income withholding notice to Barbara's employer designating Vermont's state disbursement unit as the location for the employer to send the payments.

Scenario 4: Two-State Case
Polling Answer

- Virginia sends two-state case to Vermont
- Vermont finds employer for Barbara

Vermont should send its income withholding notice to Barbara's employer designating Vermont's state disbursement unit as the payment location.

a. True
b. False



The image shows two maps side-by-side. The left map is of Virginia, with a blue icon of a person and a blue icon of a building. The right map is of Vermont, with a blue icon of a person. Below the maps, the text 'Office of Child Support Enforcement' is visible.

40


Notes:

The statement is true. Once Vermont receives the interstate referral, it will decide whether to administratively enforce the Virginia order or register it for enforcement. Under either approach, Vermont will initiate income withholding by locating an employer for Barbara and sending the employer a Vermont income withholding order with Vermont's SDU designated as the payment location. Payments then will flow from Barbara's employer in Vermont to Vermont's SDU to Virginia's SDU to David.

While we have been talking primarily about income withholding so far, the payment flow here also applies to collections received from Vermont's use of other enforcement tools such as a voluntary payment to the SDU to qualify for reinstatement of a suspended driver's license. In addition, this payment flow applies regardless of whether Vermont administratively enforces the order or registers Virginia's order with a tribunal for enforcement.

Scenario 5: Two-State Case Where Three States Are Involved

- Georgia tribunal entered order for Zach to pay child support to Amy for their daughter Lisa
- Amy applies for services when she moves with Lisa to Arizona
- Zach now resides in Colorado
- What should Arizona do?



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Notes:

Let's try another scenario. Here, a tribunal in Georgia entered an order for Zach to pay child support to Amy for their daughter Lisa. Amy moves with Lisa to Arizona and applies for child support services there. Zach now lives in Colorado.

You see that this scenario involves three states.

What should the child support professional in Arizona consider in deciding what services are most appropriate for this family?

Scenario 5: Two-State Case Where Three States Are Involved *Analysis*

- Arizona should determine:
 - Open IV-D case in Georgia?
 - Open IV-D case in Colorado?
 - Current withholding order collecting support?
- Arizona should obtain Georgia's order, case information, and payment records through:
 - Available interstate communication tools
 - Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery

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42

Notes:

Since multiple states are involved here, Arizona first needs to learn the involvement and status of the case in other states: whether there are open IV-D cases in either Georgia or Colorado or both, and whether there is a current income withholding order collecting support. If there is, Arizona needs to determine the current payment flow for those support payments.


Arizona also needs to obtain Georgia's order, case information, and payment records from Georgia through available interstate communication tools like CSENet, QUICK, and FCR Query. Arizona may send a request for documents to Georgia either by EDE or on Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery.

Scenario 5: Two-State Case Where Three States Are Involved
Polling Question 1

- Georgia has an income withholding order currently collecting support from Zach's employer in Colorado

Arizona should also send a direct income withholding order to Zach's employer, with Arizona's SDU listed as the payment location.

a. True
b. False



Office of Child Support Enforcement 43

Notes:

Let's take another poll using the facts in scenario 5. Remember that there is a Georgia order for Zach to pay child support to Amy for their daughter Lisa. Amy moves with Lisa to Arizona and applies for child support services there, and Zach now lives in Colorado.

Georgia has an income withholding order currently collecting support from Zach's employer in Colorado.

Is the following statement true or false?


Arizona should also send a direct income withholding order to Zach's employer, with Arizona's SDU listed as the payment location.

Scenario 5: Two-State Case Where Three States Are Involved
Polling Answer 1

- Georgia has an income withholding order currently collecting support from Zach's employer in Colorado

Arizona should also send a direct income withholding order to Zach's employer, with Arizona's SDU listed as the payment location.

a. True
b. False



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44

Notes:

The statement is false for several reasons. First, if Georgia has an income withholding order collecting support, Arizona should consider requesting payment forwarding from Georgia.

Second, Arizona should not send its own income withholding order when Georgia already has an income withholding order collecting support. It could subject the parent to double enforcement and would be confusing for the employer.

Finally, when using direct income withholding on another state's order, Arizona may not designate its own SDU as the location to send payments.

Scenario 5: Two-State Case Where Three States Are Involved
Polling Question 2

If Georgia does not have an open IV-D case, the most appropriate action would be for Arizona to send a two-state case to Georgia.

a. True
b. False



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45

Notes:

Let's take another poll using the same facts. Again, remember that there is a Georgia order for Zach to pay child support to Amy for their daughter Lisa. Amy moves with Lisa to Arizona and applies for child support services there, and Zach now lives in Colorado.

Is the following statement true or false?

If Georgia does not have an open IV-D case, the most appropriate action would be for Arizona to send a two-state case to Georgia.

Scenario 5: Two-State Case Where Three States Are Involved
Polling Answer 2

If Georgia does not have an open IV-D case, the most appropriate action would be for Arizona to send a two-state case to Georgia.

a. True
b. False



Office of Child Support Enforcement 46

Notes:

This one is a little tricky but, under the facts presented, the statement is most likely false. There is no indication that the noncustodial parent has any assets in Georgia from which to collect child support. Further, Georgia does not have an open IV-D case and is not involved in enforcing its order.

Instead, the most effective enforcement under these facts would likely be to refer a two-state case to Colorado where the noncustodial parent resides. Colorado would be able to use all of its *intrastate* enforcement tools to collect current support and, if applicable, past-due support from the noncustodial parent.

If Arizona sends a two-state case to Colorado, however, Arizona should consider how Georgia, as the order-issuing state, will be affected.

Payment Records

- In every IV-D case, IV-D agency must keep payment record of following:
 - Amount of support owed
 - Arrearages, interest, and late payment penalties
 - Collections and distributions
- For cases, including non-IV-D orders, each state's SDU must maintain information on all support payments collected and disbursed by SDU
- Under UIFSA, tribunal issuing controlling order has authority and responsibility to determine arrearages still owed regardless of IV-D status

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47

Notes:

So let's talk for a minute about payment records. Federal law and regulations require child support agencies to maintain a payment record for all IV-D cases. This payment record must include the amount of current support, collections and distributions, and the amount of any arrearage including interest, late payment penalties, or fees.

For non-IV-D orders, child support agencies are neither required to maintain a IV-D payment record nor is FFP available to do so. However, every state's SDU must maintain information on the amount of support collected and disbursed through the SDU for every case regardless of whether it is IV-D or non-IV-D.

Finally, under UIFSA, the tribunal that issued the support order has the ultimate authority and duty to determine whether the noncustodial parent has fully complied with the payment of current support and arrears.

References:

Sections 454A(e)(4) and 454(10) of the Social Security Act
UIFSA Sections 209 and 604, Comment

Two-State Case: Payment Records

- If initiating state is not order state, initiating state must inform order state of enforcement action
 - If order state has open IV-D case, notice allows it to coordinate enforcement
 - Notice is necessary for accurate recordkeeping purposes
 - Order state has option to designate manner and frequency of payment notification
- In Scenario 5, Arizona must notify Georgia of referral of interstate IV-D case to Colorado

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48

Notes:

Turning back to our discussion of two-state enforcement, there are cases where neither the initiating nor the responding state is the order state. If so, it is the duty of the initiating state to inform the order state that it is referring a two-state case to the state where the noncustodial parent resides.

This is important because if the order state has an open IV-D case, it will be able to coordinate enforcement with the initiating state and both states can exchange payment records to ensure accurate balances. Even if the order state does not have an open IV-D case, the tribunal that issued the order may need payment records from the initiating state if the tribunal must make a determination of arrearages under its order. The order state will have the option to designate the frequency of payment record updates and how it would like to receive those payment records, such as by EDE.

Let's go back to scenario 5. Arizona must notify Georgia when it refers the two-state case to Colorado. Even though Georgia does not have an open IV-D case in this scenario, the tribunal in Georgia that issued the order has the ultimate responsibility under UIFSA to determine the arrears owed under that order. If and when there is a dispute on arrears, the tribunal and the Georgia IV-D agency will know to contact Colorado and Arizona for payment records.

Slide 49



Notes:

Let's move on now to intrastate enforcement of another state's order.

Intrastate Enforcement

- State where both parents live may use intrastate enforcement of another state's order
 - Administrative enforcement through income withholding
 - Registration and enforcement of order

Office of Child Support Enforcement 50

Notes:

Sometimes both parents leave the order state and wind up in the same state. When that occurs and the custodial parent signs up for services in the new state, UIFSA allows the child support agency to enforce the order using its intrastate processes.

If the noncustodial parent does not contest administrative enforcement of the order, UIFSA permits the agency to send its income withholding order to the parent's employer.

As we learned in the Interstate 201 training, if the parent does contest administrative enforcement, UIFSA allows the agency to register the order, making it enforceable in the same manner and subject to the same procedures as an order issued by a tribunal in that state.

References:

UIFSA Sections 507, 603(b)

Scenario 6: Parents Move to Same State

- Wisconsin tribunal issued order for support
- Mike applies for child support services when he moves to Illinois with his two children
- Sue, the noncustodial parent, also resides in Illinois
- What options are available to Illinois?



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51

Notes:

On to another scenario. Here, a Wisconsin tribunal entered a support order. Mike applies for child support services when he moves to Illinois with his two children. Sue, the noncustodial parent, also resides in Illinois.

What options are available to Illinois in this case?

Scenario 6: Parents Move to Same State *Analysis*

- Illinois may use administrative enforcement or register Wisconsin's order for enforcement
- If requested by either parent and appropriate given facts of case, Illinois may modify Wisconsin's order and assume continuing, exclusive jurisdiction under UIFSA because both parents reside in Illinois

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52

Notes:

Illinois may either use administrative enforcement or register Wisconsin's order for enforcement.

One additional note from AT-17-07 about the impact of modifying the order in these intrastate scenarios: If either parent asks Illinois to review the case for modification and it is appropriate given the facts of the case, Illinois may register the order for modification. Under UIFSA, an Illinois tribunal then may modify Wisconsin's order and assume continuing, exclusive jurisdiction because both parents reside in Illinois. Once that occurs, the payment flow remains the same, but Illinois—rather than Wisconsin—will be the state responsible for the payment record and balances owed in the case prospectively, from the date of modification forward.

References:


UIFSA Section 613

Scenario 6: Parents Move to Same State
Polling Question

- Illinois identifies employer for Sue

Illinois may send income withholding order to employer designating Illinois' SDU as the payment location.

a. True
b. False



Office of Child Support Enforcement 53

Notes:

And here we have another poll and we'll use the facts in scenario 6. There is a Wisconsin support order. The custodial parent Mike applies for child support services when he moves to Illinois with his two children, and Sue, the noncustodial parent, also resides in Illinois.

Illinois opens a IV-D case for Mike and identifies an employer in Illinois for Sue.


Is the following statement true or false? Illinois may send its income withholding notice to Sue's employer designating Illinois' SDU as the location for the employer to send the payments.

Scenario 6: Parents Move to Same State
Polling Answer

- Illinois identifies employer for Sue

Illinois may send income withholding order to employer designating Illinois' SDU as the payment location.

a. True
b. False



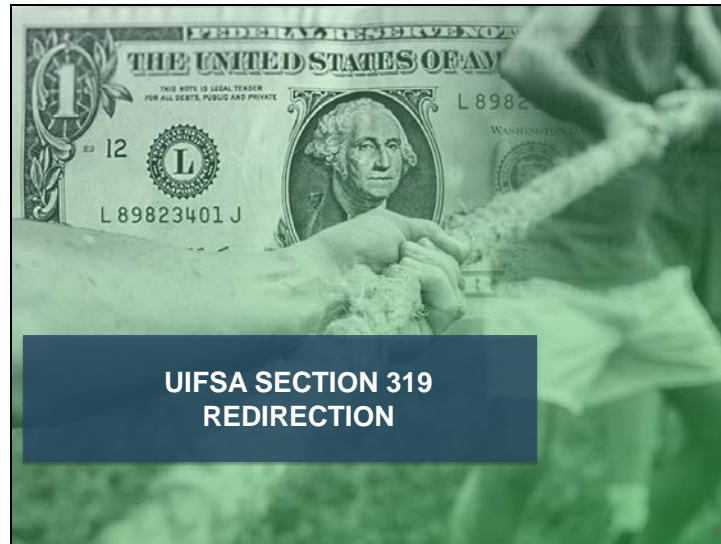
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Notes:

The statement is true. Whether Illinois decides to use administrative enforcement or register Wisconsin's order with a tribunal, Illinois may use its income withholding order to collect support from an employer in Illinois. Support payments will flow from the employer to Illinois' SDU to the family. Like in a two-state case, Illinois must notify Wisconsin that it is enforcing the Wisconsin order.

References:

UIFSA Section 507
AT-17-07



Notes:

Our final case processing option arises from section 319 of UIFSA. OCSE refers to this option as UIFSA section 319 redirection, which the AT defines as follows:

“As authorized by sections 307 and 319 of UIFSA, redirection is the change to the payment location set forth in the child support order by the order-issuing state.”

It corresponds to the new intergovernmental form called “Child Support Agency Request for Change of Support Payment Location Pursuant to UIFSA § 319.”

UIFSA Section 319 Redirection

- New payment “redirection” option was added to UIFSA 2001 for state agencies
- Now that UIFSA 2008 is uniform, all states have option
- Available only where:
 - Everyone has left order state
 - Custodial parent receives IV-D services

Office of Child Support Enforcement 56

Notes:

UIFSA section 319 redirection was added to UIFSA in 2001 and maintained when UIFSA was amended in 2008. Now that all states have enacted UIFSA 2008, UIFSA section 319 redirection is an option for all states but only in cases where both parents have left the order state and the custodial parent is receiving IV-D services in a new state.

References:

UIFSA Sections 307(e), 319

UIFSA Section 319 Redirection (cont'd)

- Requested on form Child Support Agency Request for Change of Support Payment Location Pursuant to UIFSA § 319
- Imposes limited duty on order state to redirect payments
 - Depending on state law, order state's IV-D agency or tribunal may direct payments to new location
 - New location must be SDU in state where parent owed support is receiving services
- Order state also sends either income withholding order or administrative notice of change of payee to employer
 - Order state can request payment information from requesting state

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57

Notes:

So how does UIFSA section 319 redirection work? At the start of the process, the order state receives a request on the new intergovernmental form called “Child Support Agency Request for Change of Support Payment Location Pursuant to UIFSA § 319,” which we will refer to as the UIFSA § 319 request form. Once it receives the form, the order state confirms that neither of the parents reside there and the custodial parent is receiving services in a new state.

Next, the order state must do two things. First, it must redirect payments administratively or judicially to the requesting state’s SDU. Second, it must notify the noncustodial parent’s employer of the new payment location by sending a new income withholding order or an administrative change of payee.

Remember, UIFSA section 319 redirection is different from payment forwarding. Payment forwarding is when the SDU in one state sends child support payments to another state’s SDU. UIFSA section 319 redirection, on the other hand, is a change to the payment location set forth in the child support order, only in a case meeting specific requirements. Again, OCSE urges everyone to use these terms consistently according to AT-17-07.

References:

UIFSA Section 319

UIFSA Section 319 Redirection (cont'd)

- AT-17-07 includes best practice requested by state IV-D directors
 - **States should request UIFSA section 319 redirection only if order-issuing state does *not* have open IV-D case**

Office of Child Support Enforcement 58

Notes:

One of the things that most concerned states regarding UIFSA section 319 redirection is that payments no longer flow through the order state after redirection, which can create a number of problems if the order state has an open IV-D case.

Those problems include not being able to close the case under one of the criteria listed in the federal regulations and, therefore, continuing to have the obligation to enforce the order without knowing whether payments are being made to the new SDU. Another problem is that the order state no longer is able to count payments collected for incentives because payments are redirected away from its SDU. The final problem that was raised is the ability of the order state to collect assigned arrears following redirection. The state IV-D directors met with OCSE to discuss these concerns, and asked OCSE to include as a best practice in its AT that states should request UIFSA section 319 redirection only where the order state does not have an open IV-D case.

OCSE agreed and included that guidance in the AT, stating: “As a best practice, UIFSA section 319 redirection is an appropriate option where the individual parties no longer reside in the order-issuing state, a new state is providing child support enforcement services, and the order-issuing state does not have an open IV-D case. If the order-issuing state has an open IV-D case, the traditional federally authorized interstate options described in this AT are available for states to use instead of UIFSA redirection and must be considered in assessing the appropriate services to provide in each individual case.”

UIFSA Section 319 Redirection Form


GRANT SUPPORT MATERIALS REQUEST (FORM NUMBER 001 SUPPORT) ADMINISTRATIVE INFORMATION: PROJECT NUMBER: 10000000000000000000			
1. Project Name: <input type="text"/>			
2. Project Number: <input type="text"/>			
3. Project Title: <input type="text"/>			
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Notes:

Before we move on to a scenario, this slide displays an image of the intergovernmental form you use to process a request for UIFSA section 319 redirection.

Scenario 7: No One Left in Order State

- Oregon issued order for support
- Kate applies for child support services in California after she moves there with her son Brett
- Jim, Kate's ex-husband, now resides in Washington
- What should California consider in deciding whether UIFSA section 319 redirection is appropriate?



Office of Child Support Enforcement 60

Notes:

We have one final scenario with three polling questions to illustrate UIFSA section 319 redirection.

In our last scenario, a tribunal in Oregon entered an order for support. Kate, the custodial parent, moves to California with her son Brett and applies for child support services. The noncustodial parent Jim now resides in Washington.

What should the child support professional in California consider in deciding whether UIFSA section 319 redirection is appropriate for this case?

Scenario 7: No One Left in Order State *Analysis*

- California should determine:
 - Is there open IV-D case in Oregon?
 - Is there open IV-D case in Washington?
 - Is there current income withholding order collecting support?
- California should obtain Oregon's order and case and payment information through available interstate communication tools

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61


Notes:

California needs to consider a lot of facts before deciding UIFSA section 319 redirection is the most appropriate service for this family. California should determine whether either Oregon or Washington, or both, have open IV-D cases, and whether there is any income withholding order currently collecting support. It can use its interstate communication tools to find answers to those questions, as well as the Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery if needed.

Scenario 7: No One Left in Order State
Polling Question 1

California must request UIFSA section 319 redirection if there are no open IV-D cases in Oregon or Washington because no one resides in Oregon and California is providing services.

a. True
b. False



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Notes:

For our remaining polling questions, we'll use the facts in scenario 7, which are that: there is an Oregon order; Kate, the custodial parent, moves to California with her son and applies for child support services; and the noncustodial parent Jim now resides in Washington.


Is the following statement true or false?

California must request UIFSA section 319 redirection if there are no open IV-D cases in Oregon or Washington because no one resides in Oregon and California is providing child support services.

Scenario 7: No One Left in Order State
Polling Answer 1

California must request UIFSA section 319 redirection if there are no open IV-D cases in Oregon or Washington because no one resides in Oregon and California is providing services.

a. True
b. False



The map shows three states: Washington (WA), Oregon (OR), and California (CA). Washington has a single person icon, Oregon has a document icon, and California has a two-person icon and a document icon.

Office of Child Support Enforcement 63

Notes:

The statement is false. Requesting UIFSA section 319 redirection is always discretionary, never mandatory. California is permitted to request UIFSA section 319 redirection under the facts in this scenario, namely:

- No one resides in the order-issuing state
- The custodial parent is receiving child support services in California and
- No other state has an open IV-D case


But California has other options to consider. Before requesting UIFSA section 319 redirection, California must consider several things including:

- Whether referring a two-state case to Washington is the most appropriate action because that is where the noncustodial parent resides
- If there is a paying income withholding order, whether requesting payment forwarding from Oregon is the most appropriate action
- If California identifies an employer, whether direct income withholding and payment forwarding from the order-issuing state's SDU is the most appropriate action

Scenario 7: No One Left in Order State
Polling Question 2

If California requests UIFSA section 319 redirection, Oregon can refuse to redirect payments because responding to a redirection request is discretionary.

a. True
b. False



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Notes:

Again, the facts in scenario 7 for our next polling question are that there is an Oregon order, the custodial parent moves to California and applies for child support services, and the noncustodial parent resides in Washington.


Is the following statement true or false?

If California requests UIFSA section 319 redirection, Oregon can refuse to redirect payments because responding to a redirection request is discretionary.

Scenario 7: No One Left in Order State
Polling Answer 2

If California requests UIFSA section 319 redirection, Oregon can refuse to redirect payments because responding to a redirection request is discretionary.

a. True
b. False



The map shows three states: Washington (WA), Oregon (OR), and California (CA). Washington has a single person icon, Oregon has a document icon, and California has a family icon (two adults and a child) and a document icon.

Office of Child Support Enforcement 65


Notes:

The statement is false. While the IV-D agency providing services to the custodial parent always has discretion in *requesting* UIFSA section 319 redirection, once the request is made, the order-issuing state must comply with the request. Here, neither parent resides in Oregon, the issuing state, and the custodial parent has applied for services in California. Because there are no open IV-D cases in Oregon or Washington, California may request a UIFSA section 319 redirection and Oregon must comply.

Scenario 7: No One Left in Order State
Polling Question 3

If California requests UIFSA section 319 redirection from Oregon, which of the following is *not* a service that Oregon must provide?

- a. Oregon must redirect payments to California's SDU
- b. Oregon must determine if UIFSA section 319 redirection is the most appropriate service
- c. Oregon must send Jim's employer a new income withholding order or administrative change of payee



Office of Child Support Enforcement 66

Notes:

Here is our last polling question and, again, the facts are that there is an Oregon order, the custodial parent is in California and applies for child support services, and the noncustodial parent now resides in Washington.


California sends a request for UIFSA section 319 redirection to Oregon and all of the elements of UIFSA section 319 redirection have been met. Which of the following is *not* a service that Oregon must provide?

- Oregon must redirect payments to California's SDU
- Oregon must determine if UIFSA section 319 redirection is the most appropriate service
- Oregon must send Jim's employer a new income withholding order or administrative change of payee

Scenario 7: No One Left in Order State
Polling Answer 3

If California requests UIFSA section 319 redirection from Oregon, which of the following is *not* a service that Oregon must provide?

- a. Oregon must redirect payments to California's SDU
- b. Oregon must determine if UIFSA section 319 redirection is the most appropriate service**
- c. Oregon must send Jim's employer a new income withholding order or administrative change of payee



Office of Child Support Enforcement 67

Notes:

The correct answer is b. As long as the requirements for UIFSA section 319 redirection have been met, Oregon may not consider whether redirection is the most appropriate service. The determination of whether redirection is the most appropriate service is up to California.

Answers a. and c. are services that Oregon must provide once it receives the UIFSA § 319 request form. Oregon must redirect payments to California's SDU and it has the option of doing that administratively or judicially depending on Oregon law. Oregon also must notify the noncustodial parent's employer of the new payment location, and it has the option of either sending a new income withholding order or an administrative change of payee to the employer.

Once those steps are completed, payments will flow from Jim's employer in Washington to California's SDU to the family. As you can see, the family may receive child support payments faster after redirection because the payments no longer flow through Oregon's SDU.

Summary

- States must consider all options on most appropriate services for each individual case
- States must cooperate in enforcing support obligations across state lines
- Order state should be kept apprised of any enforcement action taken by other states
- Interstate communication is key!

Office of Child Support Enforcement 68

Notes:

So let's review some of the important concepts that were covered in the Interstate Payment Processing training. First, states must consider all options in interstate cases to determine the most appropriate services to provide in an individual case.

Second, states must cooperate with each other in enforcing support obligations across state lines. Third, the order state should be notified whenever another state is enforcing its order.

Finally, interstate communication is critical in serving families in interstate cases.



Notes:

We have a few minutes for some questions on two-state cases, UIFSA section 319 redirection, or any topic covered today, but OCSE first wants to point out that all registrants will receive a training evaluation after the webinar. We hope you will complete it as it provides valuable feedback for future trainings. If there are questions that were not answered during the training today, you can send your questions to OCSE at the email address listed on this slide.

References with Hyperlinks

Uniform Interstate Family Support Act 2008

- [UIFSA 2008](#)

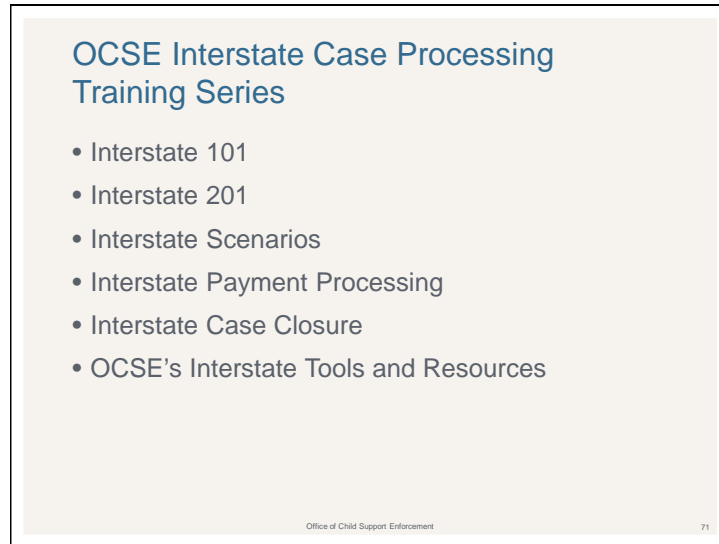
OCSE Action Transmittal 17-07

- [AT-17-07](#)

Office of Child Support Enforcement 70

Notes:

On this slide, OCSE has provided hyperlinks to both UIFSA 2008 and OCSE AT-17-07.

A presentation slide with a light beige background and a black border. The title "OCSE Interstate Case Processing Training Series" is at the top in blue. Below it is a bulleted list of six topics. At the bottom, there is small text for the Office of Child Support Enforcement and the slide number 71.

OCSE Interstate Case Processing Training Series

- Interstate 101
- Interstate 201
- Interstate Scenarios
- Interstate Payment Processing
- Interstate Case Closure
- OCSE's Interstate Tools and Resources

Office of Child Support Enforcement 71

Notes:

This concludes our Interstate Payment Processing training, which is part of the interstate case processing series. OCSE will post the recordings and PowerPoints—including trainer notes—from all these sessions on the OCSE website for your future use and to share with colleagues who may have been unable to attend any of the sessions.

OCSE thanks you for your participation today!