



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

June 27, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Child Support Cases with

REQUIRED ACTION: <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Action Needed <input type="checkbox"/> Time Sensitive Action Needed <input type="checkbox"/> Immediate Action Needed
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Beginning March 20, 2023, the German Central Authority discontinued acceptance of child support payments in the form of paper checks drawn on US financial institutions. The German Central Authority announced that it would only accept US child support payments sent via wire transfer (SWIFT) or International Automated Clearing House (IAT).

To ease the burden on states of sending international payments electronically, the federal Office of Child Support Services (OCSS) introduced a third option, the Central Authority Payment (CAP) service. States would be able to send payments on international cases using the ACH electronic process to the CAP service. The CAP Service would then transmit those payments electronically to Germany through the federal International Treasury Services.

North Carolina completed testing of the CAP Service option and is ready to begin implementation. All cases with the German Central Authority have been identified. The assigned worker for the identified case will receive an email with instructions to update the FIPS code on the case to the newly created CAP Service FIPS code. Once the case has been updated, the hold previously placed on the case will be removed, and payments will begin to disburse through the OCSS CAP Service.

Payments processed through the OCSS CAP Service will be transmitted once per week. Payments received by the CAP Service by Monday, will be transmitted to the German Central Authority on Wednesday of that week. Those payments will be available to the German Central Authority by the following Monday.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov or your Regional Continuous Quality Improvement Specialist.

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

cc: Regional CQI Specialist
CSS_23_32

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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