



North Carolina Department of Health and Human Services  
Division of Social Services  
Child Support Enforcement

Post Office Box 20800, Raleigh, NC 27619-0800 Courier # 55-41-12  
Telephone (919) 255-3800

Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director

July 14, 2010

Dear County Director of Social Services,

July 1, 2010 – POLICY / PROCEDURES UPDATES - Transition

A number of changes relative to the transition of CSE services to new county-operated agencies have been made to CSE policies and procedures. The CSE Manual has been revised to include these changes. Brief descriptions and locations of the changes are included below. Please review the complete information on these changes in the Manual to ensure that all proper procedures are followed. For those who have computer access today, the Manual, with these updates, is available in ACTS region 26.

CHAPTER I – Paternity:

- I03B - Procedures for using the Affidavit of Parentage database to obtain a copy of an Affidavit are revised. When Affidavits are received in the Central Office, information is entered in the database and the Affidavit is sent to the county agency that serves the mother's county of residence listed on the Affidavit.
- I05F - Procedures for use of the Authorization for Payment for Paternity Test Costs (DSS-4511) in billing the State for the cost of paternity testing are revised to include the appropriate completion of the form and entities to receive the document.

CHAPTER N – Distribution / Disbursement:

- N04H - Information regarding creation of subaccounts for paternity test fees and legal fees owed by non-custodial parents has been clarified with emphasis on entry of the correct number in the PAYEE ACCT# field on Screen FOG, to ensure that the correct entity receives reimbursement of these costs.

Chapter P – Enforcement:

- P18E and P18J – The responsibility for conducting management reviews when an NCP contests a passport denial are defined for all local agencies. The Central Office location to

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where management review results and emergency reinstatement requests are to be sent has been changed.

- P25 – The Vendor Collections enforcement remedy for collection of public assistance arrears, originally used only in state-operated agencies, is now available to all county CSE agencies.

Chapter H – Locate

Chapter U – Worklists

Chapter Y - Security/System Management

Chapter Z - Appendices

The CSE Manual has been updated with the procedures to use when making requests for updates, corrections, or additions to the Third-Party Table for registered agents, attorneys, and New Hire employers at the following locations:

- H06F – New Hire
- U04F – Worklist Codes
- Y08C – Registered Agents
- Z04A - County Office/Court Information

We hope that these clarifications will be of assistance to you. For additional information, please contact Policy and Training Unit @ (919) 255-3800.

Have a **Great Day** and thank you for all **you** do!

Sincerely,



Judy McArn

Assistant Chief of Program Operations

CSE-8-2010

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