



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

October 30, 2009

Dear County Director of Social Services

POLICY / PROCEDURES UPDATES

CHAPTER P – Enforcement: Statement of the criteria for reinstatement of passport privileges has been revised to more specifically describe reinstatement based on agency error. Certification for passport denial is appropriate if an obligated parent has past due support in an amount greater than \$2500.00. Reinstatement may be appropriate under one of the following conditions:

1. the NCP pays all arrearages and requests reinstatement
2. the NCP shows verification of a need for a passport that meets emergency reinstatement criteria
3. the CSE agency determines that an NCP, who did not owe more than \$2500.00 at the time of certification, was submitted in error, or that a person who is not the NCP was certified in error

When an NCP is properly certified for passport denial, only payment in full or an emergency situation will allow reinstatement. Reinstatement under condition # 3, does not allow an NCP, whose arrearage is reduced to \$2500.00 or less after certification, to qualify for passport reinstatement. It can be appropriate if arrears were incorrectly certified in an amount over \$2500.00, when the NCP's actual arrearage was not greater than \$2500.00. When such an error is corrected, contact the Tax Intercept Unit to remove the NCP from the denial list. Also, if an incorrect SSN is entered in the case record for the NCP, and a person who has no child support obligation is referred for passport denial, contact the Tax Intercept Unit to have the name removed.

We hope that this clarification will be of assistance to you. For more information on passport denial / reinstatement, see the CSE Manual at Chapter P, Topic 18.

If you have any questions, please contact Policy and Training Unit @ (919) 255-3800

Sincerely,

A handwritten signature in cursive script that reads "Judy McArn".

Judy McArn
Assistant Chief of Program Operations

CSE-09-2009

Mission Statement

To consistently collect as much child support money as possible for the benefit of North Carolina's children.

An Equal Opportunity / Affirmative Action Employer