



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

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Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director

April 1, 2011

Dear County Director of Social Services  
Dear County Child Support Managers

Subject: Child Support Non-Cooperation, Debit Card and eIWO

#### Work First

Chapter G of the Child Support Manual has been updated to reflect changes in Work First Policy, effective April 1, 2011.

When CSE notifies Work First that a client in a Work First case has failed to cooperate with Child Support, the family will not receive a WFFA check for the month of non-cooperation, even if she later cooperates in that same month. IV-A will send a timely notice regarding termination of the payee's Medicaid, unless she is pregnant. If the client cooperates with Child Support in the same month that the referral for non-cooperation was made, the WFFA check will be paid the following month.

When a former WFFA case has been transferred to Medicaid due to the client's failure to comply with Mutual Responsibility Agreement (MRA) requirements, there are times that an administrative reapplication procedure can be used if the client wants to reapply for WFFA. If no changes have occurred that would affect the family's eligibility for WFFA and the family has provided documentation of compliance with the MRA within the first ten calendar days of the month that the case was transferred to Medicaid, there is an administrative reapplication process that IV-A may use.

#### Debit Card

Chapters D and M of the Child Support Manual have been revised to reflect changes related to the change for the Child Support debit card. Effective April, 2011, new enrollees that meet the debit card criteria will received the new smiONE Visa branded debit card. The last date for enrollment for a JPMorgan Chase debit card is March 31, 2011. Clients who already have a debit card through JPMorgan Chase will be

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issued a new debit card from The Bancorp Bank, based on a scheduled rollout of local CSE agencies, beginning May 2, 2011.

eIWO – Pepsi and Dollar General

**Effective 4/1/2011 -- Pepsi Bottling Group, LLC and Dollar General Corporation joins the NC Electronic Income withholding (e-IWO) process.**

- Pepsi Bottling Group, LLC and Dollar General Corporation are now participating in e-IWO with NC Child Support. There are a variety of company names and several FEINs included for both of these employers.
- A list of all the employers, FEINs, and Registered Agents currently participating in e-IWO with NC (“e-IWO Employers and FEINs”) is available through the CSE Internal Web Site. As new employers are added to the e-IWO process, the “e-IWO Employers and FEINs” link will be updated. The CSE Policy & Procedures Manual no longer contains a list of the employers participating in e-IWO with NC.

**The 4/1/2011 e-IWO procedures have been revised to include the following information:**

- Some employers whose names resemble or contain a portion of the same “name” as one of the above employers **may not be using the e-IWO process.**
- **Verify whether or not to use e-IWO procedures.**
- *Search for the NCP’s employer in the Third Party Table (TPT) (02.03). Select the **correct NCP’s employer.***
- *If one of the e-IWO FEINs (listed in this document) **is** in the upper right corner of Screen EMD for the NCP’s employer, follow the e-IWO procedures.*
- *If one of the e-IWO FEINs (listed in this document) **is not** on Screen EMD, follow regular income withholding procedures.*

(EX: The NCP works for PEPSI BOTTLING CO. / ID# 9902060820. This employer does not have one of the e-IWO FEINs attached to it. Therefore, this employer is not a part of the Pepsi Bottling Group, LLC and does not participate in e-IWO. Regular income withholding procedures should be used. The e-IWO process should *not* be used.)

- Remember: For NCPs who are paid by DFAS, always select and use the FEIN for the correct branch and type of military service (*for example*, Army/Active Duty/FEIN 359990000) or Federal department to implement e-IWO.

- Procedures for generating e-IWOs have not changed. Caseworkers should continue to generate the Certificate of Service (DSS-4619) document in ACTS to create an “ECOS” event showing service of the Income Withholding For Support (DSS-4702) document. To accommodate electronic submissions, workers should complete, sign, and print the DSS-4619(e) template that is available through the CSE Internal Web Site. The completed DSS-4619(e) should be filed along with the DSS-4702 in the court file. Copies of both documents should be filed in the IV-D case file.

[The DSS-4619(e) should be used when sending income withholdings electronically until a modification to include electronic transmissions is made to the Certificate of Service (DSS-4619) in ACTS.]

- To locate the e-IWO documents:
  - Access the CSE Internal Web Site, <http://cse.dhhs.state.nc.us/>
  - Select the “CSE Tools of the Trade Page”
  - Next select the “e-IWO Procedures” folder
  - Included in this folder are:
    - “e-IWO Certificate of Service Template”
    - “e-IWO Employers and FEINs”

Reference: CSE Policy & Procedures Manual in Chapter P – Enforcement: Topic 13 – Income Withholding - Other Situations, Section B – e-IWO (Electronic Income Withholding) and Topic 11 – Income Withholding, Section N – Income Withholding For Support (DSS-4702) document.

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If you have any questions, please contact the Policy and Training Team @ 919.255.3800.

Sincerely,



Judy McArn  
Assistant Chief of Program  
Operations

Cc: Jack Rogers  
Daisie Blue  
Michele Tart

CSE-10-2011

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