



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 20, 2011

Dear County Director of Social Services
Dear County Child Support Managers

Subject: Quarterly Notice and e-IWO

The Quarterly Notice of Collections to Child Support clients is no longer being issued. Effective July 2011, an Annual Notice of Collections (DSS-4612) will be mailed to clients who have cases with outstanding TANF balances. The new notice is revised to include: the amount of current support collected, the amount of arrearages collected, and the amount paid to the family during a State fiscal year. Clients can also review payment information throughout the year via eChild Support and the IVR. This cost saving measure is in compliance with federal requirements at 45 CFR 302.54. Copies of the new notice will be provided to local Child Support agencies prior to issuance to clients in July.

CSE Manual updates regarding this information are located at:

- Events Chapter (V04B30), (V04O21);
- Document Generation Chapter (W06J01); and
- X/PTR and ACTS Reports Chapter (X03B14)

Effective 4/20/2011 -- Dollar General Corporation is now able to accept NC Electronic Income Withholdings (e-IWOs).

- When generating income withholding for Dollar General Corporation, case managers should follow e-IWO procedures beginning Wednesday, 4/20/11.
- 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.

Mission Statement

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

- 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.

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

Sincerely,



Judy McArn
Assistant Chief of Program
Operations

Cc: Daisy Blue

CSE-11-2011

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