



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

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Telephone (919) 255-3800

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director

August 5, 2011

Dear County Director of Social Services
Dear County Child Support Managers

Reference: Child Support Manual Updates

Annual Notice of Collections

Federal regulation at 45 CFR 302.54 requires that State Child Support provide certain information on collections to clients in public assistance cases on a monthly basis. However, North Carolina qualified for a waiver that allowed us to issue quarterly, rather than monthly notices. In consideration of the cost of issuing notices by mail and the availability of information to clients through automation, OCSE has clarified other appropriate means of meeting this notice requirement.

Effective July 1, 2011, NC Child Support will send written notices to public assistance clients annually instead of quarterly. The DSS-4612, now titled "Annual Notice of Collections", has been revised to exclude information that is no longer relevant or not required by regulation. It will be issued in July of each year and will contain annual data on:

- The total amount of current support collected
- The total amount of arrearages collected
- The total amount of support paid to the family

When the notice is issued, an "ANOC" case event is created. Information regarding collections is also available to clients at any time via eChild Support and the interactive voice response system. A sample of the DSS-4612 that will be mailed to clients during the first week of July is attached for your information.

Social Security Administration

Effective July 1, 2011, the Social Security Administration (SSA) is changing the way Social Security Numbers (SSNs) are issued. This change is referred to as "randomization." The SSA is developing this new method to help protect the integrity of the SSN. SSN Randomization will also extend the longevity of the nine-digit SSN nationwide.

Workers should use caution when entering SSNs on screen C2A (03.06) or screen C2B (03.20) since ACTS will now accept a wider combinations of numbers due to the SSA Randomization.

More information can be found at: <http://www.ssa.gov/employer/randomization.html>

Intergovernmental Regulations

As a result of the new federal intergovernmental regulations, the responding state is now responsible for the payment of genetic testing in intergovernmental cases. If the responding state pursues a judgment for reimbursement of the genetic test, an AFBT subaccount (with the responding state's county FIPS code as

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payee) must be created. Currently on a responding case in ACTS, the payee for subaccount AFBT1, AFBT2, AFBT3 or AFBT4 extension defaults to 60, 61 or 62 (depending on the other state's case type). ACTS will no longer default to these extensions. ACTS now allows users to enter either their county or the state as the payee on these subaccounts on responding cases.

In addition, the event description for the 'OURS', has been revised to "UIFSA NON-REGISTERED".

For more information, review the Child Support Policy & Procedures Manual CHAPTER R. Interstate, Topic 8. Intergovernmental Paternity Establishment, SECTION C. Interstate Paternity Testing Procedures, item 1.

Sheriffs Service Fees

As a result of the budget bill and other legislation, the service of process fee charged by sheriffs in civil court matters seems to have increased from \$15.00 to \$30.00. per item served. This provision applies to G.S. 7A-311(a), which requires that the fee be applied to summons, subpoenas, notices, motions, orders, writs and pleadings. The statute also states that if multiple items are being served together, only one service fee is charged.

The exemption to several new court fees that was enacted applies only to new fees and not to increases in existing fees charged to CSE, so would not include this change. We have requested that DHHS investigate whether any options may be available for us and will keep you advised of any changes

Retroactive Support

CHAPTER J – Establishment: Information on establishment of retroactive support to the State is updated to clarify correct procedures to be used in determining the amount of retroactive support to be pursued. The manual material is located in Chapter J, Topic 2, Section J.

If you have questions, please contact the Policy and Training Team at (919) 255-3800.

Sincerely,



Judy McArn
Assistant Chief of Program
Operations

cc: Daisy Blue
CSE-19-2011

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