



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

**ROY COOPER** • Governor  
**MANDY COHEN, MD, MPH** • Secretary  
**WAYNE E. BLACK** • Director

May 30, 2018

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES  
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Incarcerated Noncustodial Parent's Right to Request Review

Effective 07/01/2018, Child Support Services (CSS) will implement changes regarding incarcerated noncustodial parents. Final Rule 303.8(ii)(b)(2) requires that within 15 days of the IV-D agency learning that a noncustodial parent will be incarcerated for more than 180 days, notification must be sent to both parents informing them of the right to request a review of their child support order.

ACTS will be modified to automatically generate the Notice of Right to Request Review (DSS-4721) upon the caseworker entering the code UINL in the "Workable Status" field in the Automated Collection and Tracking System (ACTS). The description of the unworkable code "UINL" is now used when the noncustodial parent is expected to be incarcerated more than 180 days, instead of 365 days.

As part of this ACTS modification, the following changes will also be made:

- For Public Assistance (PA) cases, the Notice of Impending Review (DSS-4490) will only be generated and sent if both the custodial parent and the noncustodial parent have either a MAIL or OLD address.
- For Non- Public Assistance (NPA) cases, the Notice of Right to Request Review (DSS-4721) will only be generated and sent if both the custodial parent and noncustodial parent have either a MAIL or OLD address.
- For Intergovernmental cases (Initiating/Responding), the Notice of Right to Request Review (DSS-4721) will only be generated and sent if the worker selects the document from the DocGen Intergovernmental Menu in ACTS.
- The UINL worklist will be created every 180 days as a reminder to the worker to review the case to determine if the NCP is still incarcerated.
- The Notice of Right to Request Review (DSS-4721) will be on SharePoint in English and Spanish.

Policy related to a noncustodial parent's right to request review can be found in Chapter L, Topic 01, Section A. Policy related to unworkable code "UINL" can be found in Chapter K, Topic 02, Section G.

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If you have any questions, please contact the Policy and Training Unit at 919-855-4755 or contact your Regional Program Representative.

Sincerely,



Carla L. West

Chief

NC Child Support Services

cc: IV-D Regional Program Representatives

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