



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

February 16, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Policy updates regarding Intergovernmental Caseload Management of Interest and Arrears

REQUIRED ACTION: Information Only Time Sensitive Immediate

Recently, the Child Support Policy & Procedure Manual was updated to provide guidance in management of intergovernmental cases. The following updates have been made:

- Chapter R, Topic 3, Section D & Chapter R, Topic 10, Section E – Collection of Interest
- Chapter R, Topic 6, Section C – Order Payment, Arrearage, and Records

On November 18, 2020, the federal Office of Child Support Enforcement (OCSE) released an Action Transmittal ([AT-20-14](#)) as an update to interstate policy. AT-20-14 included clarification to policy as it relates to collection of interest in intergovernmental cases. Based on this clarification, NC policy at Chapter R, Topic 3, Section D and Chapter R, Topic 10, Section E has been updated to clarify that if a responding state subsequently modifies an order of a state that allows charging of interest, the modified order becomes the new controlling order in the case. If NC is the responding state that modifies such an order, charging of interest would no longer accrue on the current support since NC does not charge interest on arrears.

Additionally, NC policy at Chapter R, Topic 6, Section C has been updated to provide specific guidance on requesting payments, interest charges, and arrears balances in intergovernmental cases. For accuracy in payment/arrears reconciliation between states, the initiating state should notify the responding state of payments, interest charges, and the arrears balances at least annually and/or upon request of the information.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov, or your Regional Program Representative.

Sincerely,

A handwritten signature in blue ink that reads "Carla L. West". The signature is written in a cursive style.

Carla L. West
Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional Program Representatives

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