

CHILD SUPPORT ENFORCEMENT

Customer Care Center Reference Guide Edition – 2008

WINDOWS REVISION



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**Customer Care Center Reference Guide
Child Support Enforcement Program
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I. Overview – Child Support Enforcement Program

The child support program is established under Title IV-D of the Social Security Act. Under this act, States are mandated to deliver child support services to recipients of Temporary Assistance to Needy Families (TANF), in Maryland known as Temporary Cash Assistance (TCA), IV-E Foster Care (FC) cases and Non-TCA Medical Assistance (NTCA-MA) recipients. In addition, services must be provided to persons not receiving assistance (Non-TCA), who apply and pay the required application fee. The Child Support Enforcement Administration (CSEA) of the Maryland Department of Human Resources (DHR) is the single and separate organizational unit responsible for administering the child support program.

The child support program provides direct services to customers to include location of absent parents, establishment of paternity and support obligation, collection and disbursement of child support, enforcement of child support and medical support obligations, and review and adjustment of support obligations.

Service delivery is provided in Maryland's 24 political subdivisions by "Metro" jurisdictions, Local Departments of Social Services, county agencies under cooperative Reimbursement Agreements (State's Attorneys, Sheriffs, Masters, Clerks of the Court) or a private vendor under a purchase of services contract.

The purpose of this Desk Guide is to assist our Customer Service Representatives when responding customer questions regarding their child support case(s). It is intended to provide up-to-date information as reference for the Customer Care Center and local Child Support Enforcement offices.

A-1. Mission and Vision

Mission...

The Maryland Child Support Enforcement Program enables, encourages and enforces parental responsibility through innovative programs, partnerships, and technology, thereby contributing to child and family well being.

Vision...

We positively change the lives of children and families and are, as a result, national leaders among Child Support Professionals.

A-2 Customer Rights and Responsibilities

As a Customer of the Child Support Enforcement Administration (CSEA) you have the following rights and responsibilities:

- **The right to available services regardless of your race, color, creed, national origin, or as defined by ADA.**
- **The right to information regarding client rights including a copy of this document and/or an explanation of client rights in a language of your choice, to the extent possible, and access to an interpreter in order to understand exercise and protect your rights.**
- **The right to have your case record kept private as required by State and Federal laws.**
- **The right to make suggestions or complaints when you think your services have been delayed or you disagree with a decision.**
- **The right to get appropriate services that follow State, Federal, and local laws and regulations.**
- **The right to be treated with respect and courtesy.**
- **The right to be informed about any fee required in order to receive services.**

As a Customer of this agency you have a responsibility to:

- **Treat staff with respect and courtesy,**
- **Give correct and complete information about persons involved in your case,**
- **Inform CSEA immediately about changes in legal custody, your address, employment, income and health insurance,**
- **Provide copies of all relevant court orders,**
- **Attend all scheduled appointments,**
- **Respond truthfully and timely to letters, notices or other inquiries from the Agency, and**
- **Consult with your local Child Support office before filing any civil or criminal action concerning child support.**

II. IDENTIFYING AND MANAGING CALLS

B-1 Screening all calls

- Verify the identity of the caller by soliciting the CSES Case Number and Social Security Number.
- Verify and/or obtain, the following information:
 1. Home address and Phone number (verify spelling)*
 2. Work address and Phone number (verify spelling)
 3. Race
 4. Sex
 5. Date of Birth
 6. Social Security Number –if caller does not want to give complete social security number then the last four digits can be verified with other information on the case.
- If new or updated information is obtained, create a Case Action Log to document new information.
- Generate a Work Order to the local child support office to review the new information if information affects #s 3-6 above. If new information is obtained for #s 1 or 2 above, go to section C4 for instructions.

***If address given is a Post Office Box, ask the caller for a physical address also.**

B-2 Managing Work Orders

1. Work Orders are defined as those requiring a response within 10 days (20 days for metros – Baltimore, Pr. George, Anne Arundel and Montgomery counties). (When a Work Order is not completed within the 10/20 days a “Priority” Work Order can be done.)
2. Priority Work Orders are defined as those requiring a response within 48 hours. (When a Priority Work Order is not handled within the required time it then becomes a “Hot Call.”)
3. FYI Work Orders are defined as those not requiring action from local office. Change will be made to CSES by CSR at Customer Care Center and documented in Case Action Log.
4. Use of Work Orders, Priority Work Orders and FYI Work Orders are detailed in Section III of this document.

Note: When completing Work Orders, place a check in the appropriate box located at the top of the Work Order designating the type.

B-3 Hot Calls

Certain types of calls should NOT be handled by Contact Center Representatives. These calls are designated as “Hot Calls” and should be transferred immediately to the local child support liaison:

1. Elected Officials or their designated staff
2. Members of the media e.g., Television, Radio, Newspapers, etc.*
3. Attorneys
4. Genetic Testing Laboratories
5. Misdirected personal calls for local staff
6. Threats of violence against the agency or any employee of the agency**
7. Child Support Agencies from other states
8. Representatives from other government agencies
9. The Case Action Logs specifically direct the CSR to transfer the caller.
10. Other calls identified in the Desk Guide as Hot Calls.

***Immediately transfer this call to the on-site Supervisor**

****Credible threats are those threats that are specific in nature e.g., “I am going to that office and kill someone”. Indirect threats like “I’m so angry I could get a gun and shoot someone” are not considered credible however, the operator should use their discretion”. If the threat is considered credible, the Contact Center should conclude the call with the customer, and immediately call the local office and report the threat.**

B-4 Managing a “Hot” Call

1. Determine the appropriate local child support office and phone number to transfer the call. (See “Section IV” for complete list.)
2. Alert the caller that the call is being transferred to the appropriate staff.

Note: Do NOT give the caller the local office telephone number.

B-5 Difficult Customers

1. **Difficult Customers Demanding to Speak to a Supervisor**
 - a. Attempt to satisfy the Customer’s need without elevating the call.
 - b. If necessary, transfer the call to the Contact Center Supervisor.
 - c. If unable to satisfy the Customer’s needs, the CSR or the Contact Center Supervisor can generate a “Work Order” to the local child support office.
 - d. Document call in Case Action Log.

- 2. “Why can’t I speak directly to the Local Child Support Office Staff?”**
 - a. Advise the CP/NCP that additional staff have been hired to manage child support customer calls.
 - b. These additional staff enables the worker additional time to work on their case.
 - c. Advise CP/NCP that the appropriate actions will be responded to within 20 business days (unless a “Priority”) and to please give the worker time to investigate the issue and take appropriate action.
 - d. Some long-time customers may object to losing direct access to the local child support staff. In the event a customer raises this objection follow the above procedures.

- 3. CP reports they are going to call their Elected Official.**
 - a. Advise the CP that their call is important and that given the opportunity the appropriate action will be taken by the child support office.
 - b. Check Case Action Log to see if any current action is being taken in the case. If not generate a Work Order if necessary.
 - c. Document call in Case Action Log.

- 4. Call received on behalf of CP/NCP from Third Party (except attorney or other agencies)**
 - a. Explain to the caller that confidentiality laws prohibit discussion of the case with anyone except the parties involved.
 - b. If the caller has information that is useful to the child support agency generate a Work Order for the local child support office.
 - c. Ask caller to have the CP/NCP place the call.
 - d. Document call in Case Action Log.

III. PROCEDURES GOVERNING DAILY OPERATIONS

(Answers provided in the following sections are to be used by Customer Care Center Staff)

C-1 Opening a New Case or Reopening a Closed Support Case

- 1. CP/NCP would like to open a new case/reopen a case.**
 - a. Check to ensure that caller does not already have a case in the system.
 - b. If a case already exists, determine the customer's child support need and take appropriate action.
 - c. If no case exists advise caller that an application for child support services will be sent to them.
 - d. Advise the caller that a \$25 application fee is required. (TCA/MA recipients are exempt.)

- 2. CP asks "Why do I have to pay the \$25 application fee to open a case?"**
 - a. Advise the CP that Federal and State law requires an application fee to be charged. TCA/MA recipients and those who received TCA/MA in the past are exempt.
 - b. Document call in Case Action Log.

- 3. CP requests child support services and states that he/she has a divorce decree (with child support) from one Maryland jurisdiction but now lives in another.**
 - a. Screen call to ensure caller does not already have an open or closed case in CSES.
 - b. If case is already opened, determine the customer's child support need.
 - c. If closed or no case exists, advise the CP that an application will be mailed to him/her.
 - d. Document call in Case Action Log.

- 4. CP has a direct pay support order but wants it payable through a child support office.**
 - a. Screen call to ensure caller does not already have a case in the system.
 - b. Advise the CP that they must apply for child support services and that a \$25.00 fee may be charged.
 - c. Advise the CP that they can have an application mailed to them.

- 5. CP asks "How long does it take to establish a court order after opening a case?"**
 - a. Advise the CP that it takes up to six months (interstate can take longer) to establish a support obligation depending on the complexity of the case and whether paternity must also be established.
 - b. If CP's case is more than six months old, generate a Work Order for local office to investigate.
 - c. Document call in Case Action Log.

Note: Registration of an application can take up to 20 business days.

C-2 Case Maintenance

- 1. CP wants to add a child to an existing case.**
 - a. Advise the CP that a new application will be sent to them to complete and return.
 - b. Document call in Case Action Log.
- 2. CP is reporting new employment /residence information about the NCP.**
 - a. Document the new information in CSES Case Action Logs. (**Gather as much information as possible about employer including location of employer to expedite the process.**)
 - b. Generate non-Priority Work Order if residential information was provided.
 - c. Document call in Case Action Log.
 - d. Implement process to generate earnings withholding.
- 3. NCP is reporting new home address.**
 - a. From the main menu, update the residence screen (Case Management, View Modify NCP, NCP Information, and Next Screen) and click “Update” then enter information. Remember to click “Save” once finished.
 - b. Under “Date of Address” current date, enter “Y” in the verified field and insert current date.
 - c. Enter a “Y” in the mail, residence, and service, indicator fields.
 - d. If present, remove the “Y” in the bad address field.
 - e. Prepare a FYI Work Order to notify local office of address change.
 - f. Document call in Case Action Log.
- 4. CP is reporting her/his new employer.**
 - a. Enter the name, address, and phone number of the new employer in CSES
 - b. Generate FYI Work Order to notify local office of the new employer information.
 - c. Document Case Action Log.
- 5. NCP/CP is reporting NCP is no longer employed.**
 - a. Obtain the last date of employment and update the employer screen (**Case Management, View/ Modify Case, NCP Employment Information**). Remember to click “Save” when finished.
 - b. Ask the CP/NCP if they can provide any information about the NCP’s new employer and last known home address.
 - c. Generate a Work Order to alert the local child support office to begin enforcement action.
 - d. Document call in Case Action Log.
- 6. NCP is reporting that he is receiving retirement benefits.**
 - a. Determine source of retirement benefit, i.e. Federal, State or private entity.
 - b. Enter the name, address, and phone number of the retirement source in a CSES Case Action Log.

- c. Generate a Priority Work Order to notify the local office of the employer address change.
 - d. Document call in Case Action Log.
- 7. NCP is reporting that he is receiving Social Security benefits (SSA or SSDI).**
- a. Determine if the benefits are Social Security Retirement (SSA), Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI), **[SSI benefits can not be garnished]**.
 - b. Advise the NCP that SSA and SSDI benefits can and will be garnished.
 - c. Generate a Priority Work Order to notify the local office of the employer's change of address.
 - d. Document call in Case Action Log.
- 8. NCP received a bill with incorrect support obligation listed.**
- a. Advise the NCP that the system generated bills display the support obligation as a **monthly** payment. (see **Section VII for sample copy of bill**)
 - b. Advise the NCP that the amount due on bill includes current support obligation and the amount due towards arrears, if any.
 - c. If the support obligation appears to be incorrect, generate a Work Order for the local child support office.
 - d. Document call in Case Action Log.
- 9. NCP is reporting that they have reconciled with the custodial parent.**
- a. Advise the NCP that the CP must report this information to the local child support office.
 - b. Advise the NCP that any arrears owed the state remains payable.
 - c. Document call in Case Action Log.

C-3 Scheduled Appointments/Hearings

- 1. CP/NCP has questions about a scheduled appointment or hearing.**
- a. Determine if the appointment in question is for a court hearing or if it is scheduled at the local child support office. (If the appointment/hearing is within 48 hours, see Hot Call section.)
 - b. Advise the CP/NCP that a representative from the local office will be in contact with them to answer the question.
 - c. If the appointment in question is scheduled within the next 20 days generate a Priority Work Order, otherwise generate a standard Work Order.
 - d. Document call in Case Action Log.

- 2. CP/NCP received an appointment letter but has not applied for child support services.**
 - a. Advise the CP/NCP that customers receiving government benefits like Temporary Cash Assistance and Medical Assistance are automatically referred for child support services.
 - b. Advise the CP/NCP to appear at the local office on the given date.
 - c. If the CP/NCP has additional questions, generate a work order to the local child support office to contact the CP/NCP.
 - d. If appointment is within 20 days generate a Priority Work Order.
 - e. Document call in Case Action Log.

- 3. CP/NCP reports that they need to reschedule an appointment or hearing.**
 - a. Determine if the appointment is for a court hearing or an appointment/hearing at the local child support office.
 - b. Advise the CP/NCP that appointments can be rescheduled but court hearings cannot and failure to attend a court hearing for which they were summoned could result in their arrest.
 - c. Advise the CP/NCP that the CSR will notify the local child support office of the reason and need to reschedule the appointment.
 - d. Advise the CP/NCP that the local child support office will notify them of a new appointment, date and time.
 - e. Generate a work order to notify the local child support office to reschedule the appointment.
 - f. Document call in Case Action Log.

- 4. CP/NCP reports that they are running late for a scheduled appointment.**
 - a. Retrieve the CP/NCP case.
 - b. Treat as a “hot call” (See “Hot Call” section)
 - c. Document call in Case Action Log.

C-4 Documents Requested

- 1. CP/NCP is requesting a copy of child support payment history.**
 - a. Advise the CP/NCP that a payment history will be sent to their home.
 - b. Go to the payment summary screen (Click shortcut to Payment Summary) and print a complete payment history and mail payment history to caller’s home address.
 - c. Document call in Case Action Log.

2. **CP/NCP is requesting a copy of a Court Order.**
 - a. Advise the caller that copies of court orders are available only from the court in which they are issued.
 - b. Provide the CP/NCP with the Court Order number from CSES.
 - c. If caller wants an uncertified copy of an interstate court order (not a MD order) generate a Work Order to local office to mail a copy of the order to the CP/NCP.
 - d. Document call in Case Action Log.

C-5 Court Action

1. **CP wants to know what happened at a Court Hearing.**
 - a. Review Case Action Logs in CSES for updated information.
 - b. If hearing was less than 7 working days ago and information is not available advise caller that information is not available and to call back.
 - c. If hearing was more than 7 working days ago and information is not available in Case Action Log generate a Work Order for local child support office to respond to CP.
 - d. Document call in Case Action Log.
2. **NCP believes a warrant has been issued for their arrest and wants to know what to do.**
 - a. See “HOT CALLS” instructions.
 - b. Document call in Case Action Log.
3. **CP/NCP was served to appear in court but cannot remember the court date.**
 - a. Check Case Action Log from the main menu select (Establishment/ Enforcement, Establishment / Enforcement, Select C/O # and either View Modify Establishment Summary or Enforcement Summary) to determine the court date.
 - b. The Court date will be displayed on one of the screens above.
 - c. Provide caller with date.
 - d. If no date is available place a Hot Call to the local office.
 - e. Document call in Case Action Log.

C-6 Paternity Establishment

1. **CP/NCP asks “Who will pay for the genetic testing being performed to establish paternity?”**
 - a. Advise the CP/NCP that the State will pay the initial cost of genetic testing.
 - b. Once paternity is legally established the State will request the court to require the father to reimburse the cost of genetic testing only if the NCP is determined to be the father.

2. **CP/NCP is seeking the results of genetic tests.**
 - a. Advise CP/NCP that test results generally take 30 days to return from the lab.
 - b. Advise the CP/NCP that genetic test results are not given over the telephone for reasons of confidentiality.
 - c. Advise the CP/NCP that someone from the local office will contact them regarding the test results.
 - d. If 30 calendar days have passed since the genetic testing, generate a Work Order requesting the local child support office notify the CP/NCP of genetic test results.
 - e. Document call in Case Action Log.

3. **CP/NCP asks “What will happen if the alleged father is found not to be the biological father?”**
 - a. Advise the CP/NCP that the case against the excluded father will be dismissed.
 - b. Advise the CP that if the NCP is excluded they must provide the name and address of a second possible father and complete a new application for paternity establishment efforts to continue.
 - c. Advise CP that new application will be sent.
 - d. Document call in Case Action Log.

4. **CP contends that the only possible father of her child(ren) is the one excluded by genetic tests.**
 - a. Advise the CP that a local office representative will need to speak with her.
 - b. Generate a Work Order to advise local child support office to contact the CP.
 - c. Document call in Case Action Log.

5. **CP/NCP requests genetic testing after legal paternity has already been established.**
 - a. Advise CP/NCP that paternity has already been established.
 - b. Advise CP/NCP that they may seek private counsel or file a motion with the court to request genetic testing but the child support office will not reopen the issue.
 - c. Document call in Case Action Log.

C-7 Emancipation of Children

LAWS GOVERNING THE EMANCIPATION OF CHILDREN

The age of majority refers to the age at which a person is an adult as a matter of law. Parents generally are not responsible for support of adult children. The age of majority in Maryland was changed from 21 years of age to 18 years of age on July 1, 1973.

Note: Depending on the specific language of the court order, emancipation may not occur until the child's 19th or 21st birthday or when the child graduates from high school. In the case of a disabled child, support obligations may continue indefinitely. The Court Order will specify the emancipation requirements. If it is not specifically stated, then the law of the state will govern the age of emancipation. In Maryland, the age of emancipation is 18 unless otherwise stipulated by court order.

- 1. CP reports child(ren) is 18 years old but still in school and wants child support to continue.**
 - a. Determine what state issued the order. If the order was issued by a state other than Maryland the provisions of that order apply. The terms may not be changed.
 - b. If the order is a Maryland order determine when the order was established.
 - c. If the support order was established on or after October 1, 2002, advise the CP that the support automatically continues past age 18 as long as the child remains enrolled in high school. Support terminates when the child reaches 19, graduates or is no longer enrolled in high school, which ever occurs first.
 - d. If the court order was established prior to October 1, 2002, and the order does not specifically state that support shall continue past age 18, the CP must petition the court to modify the order to extend the NCP's obligation to support the child. The CP may petition the court Pro Se or engage the services of a private attorney. This request should be made at least 6 months prior to the child turning 18.
 - e. If the child is not yet 18, the local office will review the case and be able to advise the CP on how to proceed. Generate a Work Order to the local office indicating that the CP wishes to have the case reviewed for possible extension of support.
 - f. If the child has already reached age 18, advise the CP that the local office considers the child emancipated and will not take any action to extend the support.
 - g. Document call in Case Action Log.

- 2. CP reports he/she received a Notice of Emancipation and a School Enrollment Verification Form and wants to know why the forms were sent and what to do with them.**
 - a. Advise the CP that the forms were sent by the local child support agency handling CP's case.
 - b. The purpose of the notice of emancipation form is to alert the CP to the fact that the child identified in the form may be eligible for extended support if the child is still in school.
 - c. The purpose of the school enrollment form is to obtain written verification of the child's enrollment from the child's school.
 - d. Advise the CP to have the form completed by an official of the child's school and have the school official forward the form to the local child support office identified on the form. The local child support agency will then review the case and information on the school verification form to

determine what action, if any, the local office will take to enforce the case for the child past age 18.

e. Document call in Case Action Log.

3. NCP reports he/she received a Notice of Continued Obligation for Child Support indicating that he/she will be responsible for the support of the child past the 18th birthday.

- a. Advise that Maryland law provides that if a court order is established on or before October 1, 2002, the child support obligation may be extended past the child's 18th birthday as long as the child is enrolled in high school. The support obligation remains in effect until the child reaches age 19, graduates or is no longer enrolled in school, whichever occurs first. If an order was established October 1, 2002, the obligation may be extended by the court.
- b. Advise the NCP that the form was sent because the local child support agency handling the NCP's case received written verification of the child's enrollment and the agency intends to continue to enforce the child support order.
- c. If the NCP disputes the facts generate a work order to the local office.
- d. Document call in Case Action Log.

4. CP/NCP advises that one child has emancipated and questions what will happen to the support amount the NCP currently pays.

- a. If the support obligation is paid on a "per child" basis advise the CP/NCP that the local office will review the support obligated amount. Generate a work order.
- b. If the support order is not paid per child advise CP/NCP that no adjustments will be made unless a new support order is issued.
- c. If the CP/NCP does not know the language regarding emancipation generate a Work Order for the local child support office.
- d. Document call in Case Action Log.

5. CP is reporting that Child(ren) is disabled and requests child support continue past age of emancipation.

- a. Advise CP that the Court may order that support payments continue beyond the age of majority if the child(ren) is physically or mentally disabled.
- b. Inform CP that if this is not in the existing Court Order they will need to forward medical documentation to local child support office.
- c. Based on the documentation provided the local child support office will make a determination of whether or not to seek to extend the order past the age of emancipation.
- d. Document call in Case Action Log.

6. CP/NCP is reporting that a child is deceased.

- a. Advise the CP/NCP to provide the local child support office or private collection agency with a copy of the death certificate, obituary, newspaper article or funeral card.

- b. Upon receipt of documentation confirming the death the case will be reviewed.
- c. If the deceased child(ren) is/are the only child(ren) on the Order the current support obligation will terminate as of the date of death but any arrears owed will be pursued.
- d. If more than one child is on the Order the Order of Court will be reviewed and adjusted if appropriate.
- e. Generate Work Order to bring child(ren)'s death to attention of local child support office.
- f. Document call in Case Action Log.

7. CP (or third party) is reporting that the NCP is deceased.

- a. Advise the caller to provide the local child support office or private collection agency with a copy of the death certificate, obituary, newspaper article or funeral card.
- b. Upon receipt of documentation confirming the death the case will be reviewed.
- c. The case will be closed upon receipt of one of the above items unless the NCP has an estate to pursue for payment of arrears.
- d. The CP should be informed to contact their local Social Security Office about survivor benefits for the child(ren).
- e. Generate Work Order to bring NCP's death to local child support office's attention.
- f. Document call in Case Action Log.

8. NCP (or Third Party) is reporting that the CP is deceased.

- a. Advise the caller to provide the local child support office or private collection agency with a copy of the death certificate, obituary, newspaper article or funeral card
- b. Upon receipt of documentation confirming the death the case will be reviewed.
- c. The case will be closed upon receipt of one of the above items.
- d. Ask the caller who has custody of the child.
- e. If the caller is the NCP, inform them to contact their local Social Security Office about survivor benefits for the children.
- f. If the caller is a new custodian for the children advise them of child support services. Generate a Work Order with the new custodian's name, address and phone number and other parties (NCP/ Deceased CP) name. Advise caller that the local child support office will send an application to them.
- g. Generate a Work Order to bring CP's death to local child support office's attention.
- h. Document call in Case Action Log.

C-8 Enforcement of Child Support Obligation

- 1. NCP is 60 days in arrears and is about to be reported to the Credit Reporting Agency.**
 - a. Advise the NCP that if their case is sixty days in arrears that debt must be reported to a credit reporting agency .
 - b. If NCP states that the arrears are not equal to 60 days advise NCP that a payment summary can be sent. If there is a discrepancy the NCP must return the notice to the local office to initiate an investigation.
 - c. Advise the NCP to immediately make a payment to reduce the debt to zero to avoid being reported to the Credit Agency.
 - d. Document call in Case Action Log.

- 2. NCP has been reported to a Credit Reporting Agency.**
 - a. Advise NCP that if their case is sixty days in arrears that debt must be reported to a Credit Reporting Agency.
 - b. Advise the NCP to pay the arrears in full to remove the arrears balance from their credit report.
 - c. Advise the NCP that a history of the child support owed and paid will remain on their credit report.
 - d. If NCP states that the arrears are not equal to 60 days advise NCP that a payment summary can be sent and if there is a discrepancy the NCP must return the notice to the local office to initiate an investigation.
 - e. Document call in Case Action Log.

- 3. NCP received notice of pending Professional License Suspension. (Ref: Annotated Code of MD, Family Law Article, Sec. 10-119.3: CSEA Circular Letter 2000-05)**
 - a. Advise NCP that if their case is one hundred and twenty days or more in arrears with the most recent court order, the local child support office may initiate the process to have the NCP's professional license suspended.
 - b. Advise NCP to pay arrears in full or to go to the local child support office and work out a payment agreement. (See Section VI for local office addresses)**
 - c. Document call in Case Action Log.

- 4. NCP calls to contest the suspension of his Professional License. (Ref: Annotated Code of MD, Family Law Article, Sec. 10-119.3: CSEA Circular Letter 2000-05)**
 - a. Advise the NCP that he/she has the following options:
 - Pay the arrears in full immediately; or
 - Go to the local child support office and enter into a payment agreement (See Section VI for local office addresses); or
 - b. Advise the NCP that he/she may request an investigation on one of the following claims:
 - Support obligation does not exist;

- NCP is not the individual who owes support under the court order; or
 - Arrearage amount in the notice is incorrect. (If NCP states that the arrears are not equal to 120 days advise NCP that a payment summary can be sent and if there is a discrepancy they must provide proof to the local office.)
- c. Advise NCP the investigation may be requested by using the bottom portion of the Notice of Referral to Licensing Authority” form and it must be postmarked within 15 days of the date of the notice.
 - d. Document call in Case Action Log.

Note: For AA County generate a Priority Work Order instead of advising NCP to walk-in.

5. NCP’s Professional License has been suspended. (Ref: Annotated Code of MD, Family Law Article, Sec. 10-119.3: CSEA Circular Letter 2000-05)

- a. Advise NCP to pay arrears in full or pay the child support obligation for four consecutive months or petition the court to grant an order to reinstate the license.
- b. Document call in Case Action Log.

6. NCP receives pending Notice of Selection of Referral to MVA

- a. Advise NCP that if their case is 60 days or more in arrears with their most recent court order, the local child support office may initiate the driver’s license suspension process.
- b. Advise the NCP to pay the arrears in full immediately or to go to the local child support office and enter into a payment agreement.
- c. Advise the NCP that he/she may request an investigation if their situation meets one of the following criteria:
 - Does not have a child support obligation; or
 - The arrearage amount stated in the notice is inaccurate; or
 - Suspension of the NCP’s driving license or driving privilege would prevent the NCP from performing their current or potential job. (A potential job means that the NCP has been offered a job or the NCP is participating in a training program that may result in employment upon completion of the training program.); or
 - The NCP has medical documentation that verifies that he/she has a medical disability that prevents him/her from working; or
 - NCP needs a driver’s license to comply with their child support court order.
 - NCP is incarcerated or unemployed

The Protest to Notice of Referral to MVA form must be completed within 30 days of the date of the notice and mailed to the local CSE agency at the address indicated at the bottom of the form.

Note: If an NCP resides outside of his jurisdiction the inquiry should be handled as a Hot Call.

7. NCP's Driver's License has been suspended.

- a. Advise NCP that the only way to have the license reinstated is to pay the arrears in full, pay the child support obligation for six consecutive months, petition the court to grant an order to reinstate their license, or the NCP meets one of the hardships defined in #6 above.
- b. If NCP states that the arrears are not equal to 60 days advise NCP that a payment summary can be sent and if there is a discrepancy they must provide proof to the local office.
- c. Advise the NCP to come in to the office and work out a payment agreement. (See Section VI for local office addresses)
- d. Document call in Case Action Log.

Note: For AA County, instead of advising NCP to walk in, generate a Priority Work Order. If an NCP resides outside of his jurisdiction the inquiry should be handled as a "Hot Call".

8. NCP's passport has been revoked or denied.

- a. Advise NCP that once arrears exceed \$2,500, passport denial is initiated.
- b. Advise NCP that the passport denial will not be automatically lifted until the arrears are paid in full at the local office.
- c. Advise NCP that the passport will be reinstated in 3-6 weeks.
- d. If NCP states that the arrears do not exceed \$2,500, advise NCP that a payment summary can be sent. If there is a discrepancy they must provide proof to the local office.
- e. Advise the NCP that in cases of life, death, or work-related travel documentation must be provided to local child support office in order for passport reinstatement to be expedited.
- f. Document call in Case Action Log.

9. NCP received notice that their tax refund will be intercepted.

- a. Advise NCP that tax refunds are subject to State intercept if arrears owed are \$150 or more and subject to Federal intercept if arrears owed to the state are \$150 or more and/or arrears due to CP are \$500 or more.
- b. If NCP disputes the amount of arrears they may request an investigation by writing to the local child support office.
- c. Advise NCP to pay the arrears in full to avoid the tax intercept.
- d. Document call in Case Action Log.

Note: If NCP disputes the arrears balance no appeal can be done at this time.

10. NCP receives notice that their tax refund was intercepted and the amount of arrears are being disputed.

- a. If NCP disputes the amount of arrears after the tax refund has been intercepted they must file an appeal by requesting the appropriate appeal form from the local child support office.
- b. Generate a Priority Work Order to alert the local office of NCP's request for an appeal form.
- c. Document call in Case Action Log.

- 11. NCP's tax refund was intercepted but they no longer have an arrearage.**
 - a. Verify the amount of the arrears on CSES (Click shortcut to Case Summary).
 - b. If the amount of the arrears is less than the amount intercepted, advise the NCP that he/she will receive a refund in approximately 120 days.
 - c. If NCP disputes the amount of arrears, follow instructions in 9 above.
 - d. Document call in Case Action Log.

- 12. CP knows that NCP's tax refund has been intercepted and wants to know when he/she will receive it.**
 - a. Advise CP that intercepted tax refunds are subject to a hold of 30 days to allow the NCP time to file an appeal of action, unless it is a joint federal tax refund then it is held for 99 days.
 - b. Advise CP that intercepted tax refunds may be prorated to satisfy multiple cases if there are multiple obligations in arrears that have been certified for the program.
 - c. Advise CP that if there is an arrearage owed to the state for the time the child(ren) received public assistance any federal tax refund offset will be applied to that arrearage first.
 - d. Document call in Case Action Log.

- 13. CP wants to know if NCP has been certified for tax refund intercept.**
 - a. Advise CP that cases that are more than \$150 in arrears in the last quarter of the calendar year are certified for the following year's state income tax refund intercept.
 - b. Advise CP that cases that have arrears owed to the state and are more than
 - c. \$150 in arrears or cases that have arrears owed only to the CP and are more than \$500 in arrears are certified for federal income tax refund intercept.
 - d. Document call in Case Action Log.

- 14. The CP wants to know when or if the NCP will file an income tax return.**
 - a. Inform CP that it is not possible to determine when or if an NCP will file an income tax return, nor is it possible to determine if that return will result in a refund due the NCP.
 - b. Document call in Case Action Log.

- 15. The CP wants to know if the NCP's tax refund was intercepted.**
 - a. The CP must be advised that this information is not available to the local CSE office until the intercepted refund has been received by CSEA.
 - b. Document call in Case Action Log.

- 16. The CP has inquired if CSEA will keep the intercepted tax refund.**
 - a. The CP should be advised that if the child/children are receiving public assistance the state, not CSEA, will retain any money received from intercepted tax refunds.
 - b. If the CP's public assistance case is closed the CP should be advised that

intercepted state income tax refunds will be disbursed to the CP first. If arrears are also owed to the state, any remaining amount will be applied to that arrearage. Intercepted federal income tax refunds will be applied to arrears owed to the state first and any balance will be disbursed to the CP.

c. Document call in Case Action Log.

17. NCP wants to know why both the state and federal income tax refund were intercepted.

a. NCP should be advised that the certification requirements for the programs are similar.

b. NCP should be advised that if the intercepted refunds exceed the arrearage, the excess will be returned to the NCP.

c. Document call in Case Action Log.

18. NCP claims that intercepted refunds exceed arrears owed and wants to know when the money will be returned.

a. Advise NCP that intercepted tax refunds are subject to a hold of 30 to 99 days to allow the NCP time to file an appeal of the intercept.

b. If NCP wants to file an appeal send a Priority Work Order to the appropriate local child support office to send the appeal form.

c. If no appeal is filed the money is distributed to the case/cases and any excess returned to the NCP.

d. Document call in Case Action Log.

19. CP has a case in CSES that is coded as NI/OT and is requesting enforcement of her child support order or states that the NCP has changed employment.

a. An NI/OT case can be identified by going into the Case Status Screen and looking at the "Case Type" (NI) and "Subtype" (OT).

b. This coding indicates that the Court Order is payable through the Maryland Child Support Account but is not enforceable by the local child support enforcement office because the CP never filed an application and paid the fee.

c. Inform the CP that the child support office will only provide a payment history report upon request by either party. The agency is only responsible for collecting payments and disbursing payments for these type cases. Change of address for either party must be submitted in writing.

d. Inform the CP that they must contact the person who established their previous order and inform them to have the new earnings withholding order served on the new employer and send a copy to the local child support office. Once the application is taken and the fee is paid the child support office can take all actions available to enforce their order.

e. Advise the CP that they may apply also for child support services. The CSR can assist them with this process.

f. Advise the CP that they can have an application mailed to them.

g. Document call in Case Action Log.

- 20. NCP's Unemployment Benefits are being garnished to pay the Child Support Obligation.**
- a. Advise NCP that up to 60% of their unemployment benefit can be attached to pay their child support obligation. If arrears are owed up to 65% of their unemployment benefit can be attached.
 - b. If the amount deducted exceeds 60% generate a Work Order for the local office to investigate.
 - c. If the case is closed generate a Priority Work Order to local child support office.
 - d. Document call in Case Action Log.
- 21. The NCP is receiving unemployment benefits and payments have not been deducted.**
- a. Document call in Case Action Log.
 - b. Generate a Priority Work Order to the local office.
- 22. NCP objects to service of an Earnings Withholding Order on their Employer.**
- a. Advise NCP of their right to contest the accuracy of information in the earnings withholding notice by filing a Motion for Stay in Circuit Court or requesting an investigation.
 - b. If the NCP wishes to request an investigation by the local child support office, the NCP must:
 - Complete the bottom portion of the Statement of Rights for Earnings Withholding Notice within 15 days of the date of the earnings withholding order; and
 - Send the request, along with a copy of the earnings withholding notice to the local child support office and provide the NCP with the name and address of their local support office.
 - c. Advise the NCP that he/she may only request an investigation on the following grounds:
 - Amount of arrears is incorrect;
 - Mistaken identity; or
 - The amount of withholding exceeds the limits of the Federal Consumer Credit Protect Act.
 - d. Document call in Case Action Log.
- 23. NCP calls stating his/her Part-Time Employer was served with an Administrative Earnings Withholding Notice (AEW).**
- a. Advise NCP that if AEW to full-time employers does not fully satisfy the support obligation, the part-time employer AEW stays in effect.
 - b. If full-time employment is meeting support obligation, terminate the second AEW and send an FYI to the local office.
 - c. Document call in Case Action Log.

C-9 Employer Inquiries

1. **Employer received Wage Withholding Order and doesn't know what to do.**
 - a. Advise the employer that state law requires a Wage Withholding Notice must be obeyed.
 - b. Advise employer to deduct the ordered amount from the NCP's wages as directed.
 - c. Remind the employer to remit payments within 7 days of deducting them from the NCP's wages.
 - d. Remind the employer to place the NCP's Social Security Number and/or Case Number on the remittance.
 - e. If necessary, give the employer the address to remit payments to:

**Maryland Child Support Account
P.O. Box 17396
Baltimore, MD 21297-1396**

- f. Advise caller that an employer hotline can be called for further information. The number is (443) 957-2680.
 - g. Document call in Case Action Log.
2. **Employer reports that NCP is no longer employed.**
 - a. Advise employer that they must notify the local child support office of the NCP's employment status in writing within ten days.
 - b. Obtain the last date of employment and update the employer screen (Case Management, View/ Modify Case, NCP Employment Information). Remember to click "Save" when finished.
 - c. Ask the employer if they can provide any information about the NCP's new employer and last known home address.
 - d. Generate a Work Order to alert the local child support office to begin enforcement action.
 - e. Document call in Case Action Log.
3. **Employer reporting new employment and or requests a copy of a wage withholding order to implement wage withholding.**
 - a. Advise employer that a wage withholding order will be mailed by the local child support office.
 - b. Verify the name and address of the employer's payroll department.
 - c. Initiate process to generate Wage Withholding Order.
 - d. Document call in Case Action Log.
4. **Employer is seeking guidance on the amount to deduct when the employee's earnings will not cover the support obligation.**
 - a. Advise the employer that under the Federal Consumer Protection Act (15 U.S.C 1673 (b)) they may not deduct more than permitted. For employees who are supporting second families the maximum you can

withhold is 50% of the net income. For other employees the maximum is 60%. If you are deducting current support and arrearage payments those maximums increase to 55% and 65% respectively.

- b. If the employer wants more information place a Hot Call to local office.
- c. Document call in Case Action Log.

5. Employer reports that NCP disagrees with the amount of child support owed and/or the amount being deducted.

- a. Advise employer to continue to deduct the amount of child support stated in the wage withholding order.
- b. Advise the employer to ask the NCP to call the Contact Center at 1-800-332 6347 to discuss their concerns.
- c. Document call in Case Action Log.

6. Employer is asking if bonuses paid to NCP should be considered income for wage withholding deductions.

- a. Advise employer that bonuses are considered income.
- b. Advise the employer to satisfy the withholding order from the NCP's regular earnings.
- c. Advise the employer to use the bonus to satisfy the withholding order only if the NCP's regular earnings are insufficient to satisfy the amount to be withheld.
- d. Document call in Case Action Log.

7. Employer reports that payments are being sent but not being credited.

- a. Access the payment summary screen.
- b. If payment is not displayed ask the employer when payment was sent. If less than 7 days advise employer to call back.
- c. If over 7 days place Hot Call. Be prepared with the check or money order #, date, amt., etc.
- d. Document call in Case Action Log.

C-10 Health Insurance

1. CP is a recipient of Maryland Children's Health Program (MCHP) and questions if they need to apply for child support services.

- a. Advise CP that MCHP recipients are no longer required to assign medical support rights to the State, and to cooperate with efforts to establish and enforce a Medical Support Order. However, they may apply for services.
- b. If CP requests an application for services advise CP that an application will be mailed.
- c. Advise the CP that they are eligible for the full range of child support services; however, if they do not wish services, the child support office will close their case. Closure of the child support case will not affect MCHP eligibility.

- d. If the CP request the child support case be closed advise CP to go to the local child support office.
 - e. Document call in Case Action Log.
- 2. CP is a recipient of Medical Assistance and questions if they have to apply for child support services.**
- a. Advise the CP that cooperation with child support to secure and enforce health insurance is a condition of eligibility.
 - b. Failure to cooperate could result in a loss of benefits for the CP.
 - c. Document call in Case Action Log.
- 3. CP questions why NCP is not providing health insurance coverage for the child(ren).**
- a. Advise the CP that health insurance is only available/enforceable if it is provided through the NCP's employer at a reasonable cost.
 - b. Ask the CP if the NCP has health insurance coverage offered by the employer.
 - c. If yes, gather information about the health insurance coverage and/or employer.
 - d. Generate a Work Order to notify the local child support office to investigate the CP's request.
 - e. Document call in Case Action Log.
- 4. NCP wants to know if they must provide health insurance coverage for their child(ren).**
- a. Advise the NCP to read their court order to determine if they are responsible for providing health insurance coverage.
 - b. If the NCP does not have access to their interstate court order, generate a work order to the local office to investigate and respond to the NCP.
 - c. If NCP does not have access to their local court order, NCP to be referred to the court house for which the order was passed.
 - d. Document call in Case Action Log.
- 5. Employer wants information about children to enroll them on NCP's Health Insurance Policy.**
- a. Advise employer that confidentiality regulations prevent this information from being given over the telephone.
 - b. Advise the employer that the local child support office will respond to their request.
 - c. Generate a Priority Work Order.
 - d. Document call in Case Action Log.

6. **Employer reports that NCP does not want to cooperate with health insurance coverage.**
 - a. Advise employer that the Health Insurance Order mandates that insurance coverage be provided through the NCP's employer and that the insurance company should acknowledge the order without the approval of the NCP.
 - b. Document call in Case Action Log.

C-11. Interstate Timeframes for Establishing a Support Obligation

1. **CP questions how long it takes to establish an order if the NCP lives in another state.**
 - a. Advise the CP that the length of time varies depending on the foreign state and if paternity also has to be established.
 - b. Advise the CP that depending on the circumstances of the case, on average, it could take six to nine months to establish a new Court Order.
 - c. If the case has been in establishment for more than six months generate a Work Order to check status.
 - d. Document call in Case Action Log.
2. **CP who resides in MD is requesting Enforcement on his/her case**
 - a. Advise CP that timeframes for enforcement interstate cases vary depending on the other state
 - b. If enforcement action is needed generate a Work Order to the local office.
 - c. Document call in Case Action Log.

Note: If CP resides out of state and there is a case established in the CP state CP must contact their local office.

3. **CP request a response from transmittal that was sent to the other state.**
 - a. Advise CP of when transmittal was sent and that it can take up to 90 days for a response.
 - b. If 90 days have passed then a Work Order can be done for the status of the transmittal that was sent.
 - c. Document call in Case Action Log.
4. **NCP is reporting that the state in which the CP lives intercepted his taxes.**
 - a. Obtain date when interception took place.
 - b. If the date of interception was 2-4 weeks prior to the NCP calling generate a Work Order.
 - c. Document call in Case Action Log.

Note: Work Orders are not to be generated when the CP/NCP resides in another state and there is a case established through that state.

C-12 Modification of Support Obligation

- 1. CP/NCP requests a modification of support order because the amount of child support is no longer adequate/affordable.**
 - a. Advise the CP/NCP that modification can be pursued if there has been a significant and permanent change in either parent's income, health insurance coverage, childcare expenses or medical expenses for the child.
 - b. Advise the CP/NCP that they must request a review of their support obligation in writing to determine if an adjustment is warranted.
 - c. Advise the CP/NCP that the local child support office will provide necessary forms upon receipt of their written request.
 - d. Enter Case Action Log to document call.

- 2. CP/NCP reports that the support amount is incorrect because the child support guidelines were not properly calculated.**
 - a. Inform CP/NCP that a letter should be sent to the local office, including documentation supporting any claim of error.
 - b. Document call in Case Action Log.

- 3. CP/NCP is reporting the support amount on CSES is not consistent with the court order.**
 - a. Determine from CP/NCP if the court order was established through private counsel, pro se, or by the local support office.
 - b. If established by a local child support office, check the Case Summary screen (Click shortcut to Case Summary) and review the current support amount.
 - c. If court order was executed by a local office at least ten (10) business days prior, generate a Work Order to the local office to investigate.
 - d. If established by private counsel or pro se, have CP/NCP forward a signed copy of the support order to the local child support agency.
 - e. Document call in Case Action Log.

- 4. CP reports the NCP is married to someone else and wants to know if the new spouse's income can be counted when calculating the NCP's child support obligation.**
 - a. Advise the CP that only the NCP's income is considered when calculating the child support obligation.
 - b. Document call in Case Action Log.

C-13 Domestic Violence/Threats

- 1. CP is reporting that the NCP is threatening to harm CP and/or child(ren).**
 - a. Inform CP to call 911 if the situation is an immediate emergency.
 - b. If non-emergency, advise the CP that most communities have Domestic Violence Centers that may be helpful (see attachment for list of centers)

- c. Generate Work Order to alert local child support office of potential for domestic violence and/or good cause.
- d. Document call in Case Action Log.

C-14 Non-Cooperation/Good Cause

- 1. CP is reporting that they have been reported to the (public assistance office, child care office, or medical assistance office) as non-cooperative and want to know what to do.**
 - a. Advise the CP that cooperating with the child support office is a condition of eligibility for many public assistance programs.
 - b. Advise the CP that the local child support office will be in contact to instruct them on how they can reverse their non-cooperative status .
 - c. Advise the CP that they may walk-in to the local child support office to discuss this matter.
 - d. Generate a Priority Work Order requesting the local child support office contact the CP.
 - e. Document call in Case Action Log.

C-15 Payments

- 1. CP asks “Why does the child support office takes so long to process collections?”**
 - a. Advise CP that child support payments usually require two business days for processing and an additional three business days in the mail.
 - b. Check payment summary, query detail screen, and Case Action Logs.
 - c. If the CP is inquiring about a specific payment that appears to be delayed without reason generate a Priority Work Order to local office.
 - d. Document call in Case Action Log.
- 2. CP asks “Has a child support payment be made?”**
 - a. Answer the caller’s questions related to payments.
 - b. Advise CP that payment information is available through the voice response system by calling 1-800-723-9937 provided the CP knows their Case Number.
 - c. If CP does not know their case number provide the Case Number to the CP.
 - d. Document call in Case Action Log.
- 3. CP asks “Why are child support payments not being made?”**
 - a. Determine whether the NCP is making payments (Click shortcut to Payment Summary).
 - b. If not, check for enforcement activity (CP being scheduled for Court, Earnings Withholding recently being sent, case being referred for suspension of drivers license or does Case Action Log indicate that NCP

- has contacted the agency or been contacted by the agency).
 - c. Ask the CP if the NCP holds a professional license, new residence, or new employment.
 - d. Any updated information on the NCP received by the CP should be entered into CSES.
 - e. Generate a Work Order to alert the local child support office if enforcement action is necessary.
 - f. Document call in Case Action Log.
- 4. CP is reporting that a child support check is either lost or stolen.**
- a. Access the payment summary screen (Click shortcut to Payment Summary).
 - b. Enter “C” (for check) next to the payment in question and press ENTER.
 - c. If check has been outstanding for more than fifteen (15) days, inform CP that a stop payment form will be sent to them.
 - d. Advise CP to sign and return the authorization to stop payment form immediately to the local child support office.
 - e. Advise CP that they may expedite the process by walking into the local child support office to complete the “Authorization to Stop Payment” form.
 - f. If the lost or stolen check has been paid (cashed) and CP indicates they have not received the payment, complete a Priority Work Order to inform the local child support office.
 - g. Inform the CP that a copy of the check will be forwarded to them for their review along with instructions and forms to be completed if check was forged.
- 5. CP is reporting that the NCP’s other case(s) are receiving all or most of the support collected.**
- a. Inform the CP that Federal regulations require child support payments be prorated among all the NCP’s cases.
 - b. Under no circumstances do you provide a caller with information about other case(s).
 - c. If CSR determines there is a problem in the distribution of payments, generate a Priority Work Order to the local child support office.
 - d. Document call in Case Action Log.
- 6. CP has a case in CSES that is coded as NI OT and calls to state that the payment received was not for the full amount owed.**
- a. Check the system to determine if there is more than one case for the NCP.
 - b. If there is more than one case on the system advise CP that federally mandated distribution rules require that if there is more than one withholding for support against the NCP and the employer is unable to withhold enough to fully pay all orders, any payments received will be prorated among all cases, first paying all current support.
 - c. If there is only one case on the system and the amount withheld is less than the court ordered amount, advise the CP that the NCP did not have enough wages for the employer to withhold the entire amount.

- d. If they have additional questions, advise the CP to contact their attorney.
 - e. Document call in Case Action Log.
- 7. CP is currently on Temporary Cash Assistance (public assistance) and is questioning why child support collected was retained by the State.**
- a. If the CP is currently on TCA the child support payments will be kept by the State as reimbursement for Temporary Cash Assistance (TCA).
 - b. Advise the CP that they cannot collect TCA and child support in the same month.
 - c. If CP questions this have them contact their Department of Social Services (DSS) worker.
 - d. If CP indicates that one or more children are receiving SSI generate a Work Order.
 - e. Document call in Case Action Log.
- 8. CP is a former recipient of Temporary Cash Assistance and is asking why child support collected was retained by the State.**
- a. Advise the CP that the State will retain payments when the total amount received exceeds the monthly court ordered amount for current child support and arrears due CP.
 - b. Advise CP when Federal Tax Refunds are intercepted the tax refunds must be used to pay any State debt first.
 - c. If CP has additional questions that can not be answered generate, a Work Order and the local child support office will contact them.
 - d. Document call in Case Action Log.
- 9. CP is reporting that the child is no longer in Foster Care and wants to know why they are not receiving payments.**
- a. Determine if local agency is aware that child is no longer in foster care by reviewing Case Action Log and Case Type/Subtype.
 - b. If not, obtain information about when foster care terminated and where child(ren) is now living and generate a Priority Work Order.
 - c. If agency is already aware of foster care termination, handle the same way as #3 in this section.
 - d. Document call in Case Action Log.
- 10. CP is reporting that the child(ren) is currently in a Juvenile Service Facility or Foster Care and is questioning why they are no longer receiving child support payments.**
- a. Advise the CP that when a child is placed in either an institution or a foster home child support payments for the child are retained by the state as reimbursement. If arrears are owed to CP arrears only payments will be sent to CP.
 - b. If CP has additional questions that cannot be answered generate a Work Order and the local child support office will contact them.
 - c. Document call in Case Action Log.

- 11. CP is reporting that a court order was recently established and wants to know when payments will start.**
 - a. Inform CP that the NCP is responsible for making child support payments as stipulated in the Court Order .
 - b. If a wage withholding order was sent to NCP employer, the employer has up until the next pay period after receipt of the earnings withholding order to deduct the support obligation amount from the NCP's earnings. The employer then has 7 business days from the date of the deduction to send the money to the State Disbursement Unit and upon receipt of the child support payment, the SDU has 2 business days to get the child support payment to the CP..
 - c. Check Case Action Log to determine the date the wage withholding order was sent and advise CP of the same. If payments are 30 days delinquent from the date the order began or the date EWO was sent generate a Work Order for the local office to investigate.
 - d. Document call in Case Action Log.

- 12. CP is reporting that the NCP is in jail and wants him/her to pay child Support.**
 - a. Question CP to determine which prison system the NCP is detained and create a Case Action Log with updated prison information .
 - b. Inform CP that the local child support office or private collection agency will contact the prison to determine if NCP is on work release and if wages can be attached.
 - c. Generate Work Order for the local office to investigate.
 - d. Document call in Case Action Log.

- 13. NCP has multiple support obligations and wants to control which cases receive payment.**
 - a. Explain that federal law requires child support payments to be distributed among all the NCP's children.
 - b. Document call in Case Action Log.

- 14. NCP wants credit for payments they made directly to the Custodial Parent.**
 - a. Advise NCP that the custodial parent will have to send a notarized letter to the local child support office with the amount of child support paid directly.
 - b. Advise the caller that direct payments are not permitted under the Order of the Court and they may not receive credit for direct payments.
 - c. Once verification is received the local child support office may adjust the accounts, if appropriate.
 - d. Document call in Case Action Log.

Note: NCP may be required to show canceled checks

15. **NCP believes arrearages are incorrect and wants an audit.**
 - a. Advise NCP that a printout of all payments made will be mailed to them.
 - b. If after reviewing the printout the NCP believe there is an error, the NCP must either mail or bring proof of the discrepancy into the local child support office.
 - c. Generate and mail a copy of complete payment history to the NCP.
 - d. Document call in Case Action Log.

16. **NCP requests the mailing address for child support payments.**
 - a. Advise NCP to mail personal check, certified check or money order payable to:
 - Maryland Child Support Account**
 - P.O. Box 17396**
 - Baltimore, Md. 21297-1396**
 - b. Advise NCP to write their 9 digit case number on the check.
 - c. Document call in Case Action Log.

17. **CP/NCP is reporting that payment sent was not credited to account.**
 - a. Access the payment summary screen.
 - b. If payment is not displayed ask when payment was sent. If less than 7 days advise caller to call back.
 - c. If over 7 days place Hot Call. Be prepared with the check or money order #, date, amt. etc.
 - d. Document call in Case Action Log.

18. **NCP/CP calls and reports NCP filed for bankruptcy.**
 - a. Advise NCP/CP to provide the local office with written documentation.
 - b. Document call in Case Action Log.

19. **CP calls and says the NCP's employer sent child support payments to our agency and wants to know why the payments have not been disbursed.**
 - a. Check the system to see if there is a case for the parties.
 - b. If there is not a case on the system ask if the parties had private attorneys.
 - c. Ask the CP if they received the brochure or a data collection form from their attorney or someone from the court.
 - d. If the CP answers yes ask if they completed and returned the data collection form as instructed in the brochure.
 - e. If the CP responds no inform them that they may get a copy of the brochure on the Internet at www.marylandchildsupport.org under forms or at www.courts.state.md.us/family/forms/jo14_ad.pdf.
 - f. Explain that there is now a law that requires that all earnings withholdings must be payable through the State Disbursement Unit.
 - g. Explain that if we do not have enough information about the parties we cannot process any payments received from the employer.
 - h. Ask in what county the order was established.

- i. Get a contact number of the CP and complete a work order for the local office for the appropriate jurisdiction. Include in the work order the CP's name, address, SSN, Case Number, and IRN if known.
- j. If there is a case on the system and no payments have been received inform the CP that they must contact their attorney to enforce the order or they may apply for child support services.
- k. Document call in Case Action Log.

20. CP calls to complain that the payment received was not for the full amount owed.

- a. Check the system to determine if there are multiple cases for the NCP.
- b. If there are multiple cases advise CP that federally mandated distribution rules require that if there is more than one withholding for support against the NCP the payments will be prorated among all cases, giving priority to current support.
- c. If there are no other cases complete a work order to the appropriate jurisdiction.
- d. Inform the CP that the local child support office will investigate the matter.
- e. Document call in Case Action Log.

21. CP reports that they and the child(ren) are about to be evicted.

- a. Determine if there are child support payments pending disbursements in CSES.
- b. If child support payments are present, forward caller to local office as Hot Call.
- c. Advise all callers that financial help may be available from the local Department of Social Services.
- d. Generate a Work Order if enforcement action is required.
- e. Document call in Case Action Log.

C-16 Direct Deposit/Cash Pay

1. CP requests information on Direct Deposit or CashPay.

- a. Explain that Direct Deposit and CashPay are forms of electronic payments available to child support clients with active child and/or spousal support accounts.
- b. Direct Deposit requires you to have a checking account with a financial institution.
- c. Cash Pay is for customers who do not have a bank account. If you do not have a bank account you can sign up for a CashPay Visa Card and no credit check is required. Signing up for Cash Pay takes less than two minutes and no one is turned away.
- d. Document call in Case Action Log.

- 2. CP wants to know the benefits of signing up for Direct Deposit or CashPay.**
 - a. Advise CP that the following are the benefits of signing up for Direct Deposit or CashPay:
 - Get your money faster because mailing time is eliminated
 - No need for extra trips to the bank or wait in long lines
 - Checks cannot be lost or stolen
 - Avoid high check-cashing fees
 - b. Document call in Case Action Log.

- 3. CP wants information on how to sign up for Direct Deposit or CashPay.**
 - a. Advise CP that a Direct Deposit or CashPay Enrollment Kit can be obtained by mail or by visiting the local child support office.
 - b. If the CP wants to have an enrollment kit mailed to them, generate a Work Order to the local child support office.
 - c. Document call in Case Action Log.

- 4. CP wants to know when the Direct Deposit or CashPay process will start.**
 - a. Advise CP to allow six weeks for direct deposit to take effect. In the meantime child support checks will continue to arrive by US mail.
 - b. If the CP has a CashPay account advise the CP to allow 3-4 weeks for CashPay to take effect.
 - c. Document call in Case Action Log.

- 5. CP wants to know how payments are made through Direct Deposit or CashPay.**
 - a. Inform CP that the payment will be electronically deposited into the CPs bank or CashPay account within two business days of receiving a payment.
 - b. Document call in Case Action Log.

- 6. CP wants to know how to obtain payment information with a Direct Deposit or CashPay account.**
 - a. Advise CP that payment information is available through the voice response system by calling 410-962-1110 or if out-of-state 1-800-723-9937 or on the internet by accessing eChild at marylandchildsupport.org.
 - b. Document call in Case Action Log.

- 7. CP wants to stop a Direct Deposit Account.**
 - a. Advise CP that an Authorization for Direct Deposit Form will be sent to the address currently registered on CSES.
 - b. Advise the CP to check the 3rd box on the form (discontinue direct deposit and issue a paper check instead) and mail it to the address indicated on the form for processing.
 - c. Document call in Case Action Log.

8. **CP wants to stop a Cash Pay Account.**
 - a. Advise CP that a CashPay Discontinuance Termination Notice will be sent to him/her. Complete the form and mail to:
P.O. Box 2563, Baltimore, MD 21215- 0002.
 - b. Document call in Case Action Log.

9. **CP wants to know how to have payments directed to another bank.**
 - a. Advise CP that a new Authorization for Direct Deposit Form must be completed.
 - b. Advise CP to check the update bank/checking account box indicating that this is an update and sign the request before mailing it to the local child support office.
 - c. Advise CP that the form can be obtained by mail or by visiting the local child support office.
 - d. If the CP wants the form mailed to them generate a Work Order to the local child support office.
 - e. Document call in Case Action Log.

10. **CP reports that they and the child(ren) are about to be evicted.**
 - a. Determine if there are child support payments pending disbursements in CSES.
 - b. If child support payments are present forward caller to local office as Hot Call.
 - c. Advise all callers that financial help may be available from the local Department of Social Services.
 - d. Generate a Work Order if enforcement action is required.
 - e. Document call in Case Action Log.

C-17 Visitation Rights/Legal Custody

1. **CP/NCP wants help with Visitation & Custody issues.**
 - a. Advise CP/NCP that child support offices are not authorized to deal with custody and visitation issues.
 - b. Advise CP/NCP to check with legal aid to determine if such services are available or contact a private attorney.
 - c. Document call in Case Action Log.

2. **CP/NCP reports that they are Withholding NCP's Visitation Rights.**
 - a. Inform the CP/NCP that visitation cannot be withheld because child support is not paid.
 - b. If the CP/NCP believes the NCP may be an immediate threat or danger to the child, advise CP to contact police.
 - c. Advise CP to seek legal counsel to obtain or modify visitation agreement.
 - d. Document call in Case Action Log.

- 3. CP/NCP is reporting a change in Physical or Legal Custody.**
 - a. Advise the CP/NCP to notify the local child support office in writing that there is a change of the living arrangements of the child(ren), when it occurred and to provide a copy of the order if one exists.
 - b. Advise CP/NCP that upon receiving written notification the local agency will review the file to see if any adjustments are required.
 - c. Document call in Case Action Log.

- 4. CP is reporting that the NCP is threatening to take child(ren) without authority:**
 - a. Instruct CP to refer all parental kidnaping threats and inquiries to the Police Department.
 - b. Document call in Case Action Log.

C-18 e-Child

- 1. CP or NCP requests information about eChild.**
 - a. Explain that eChild is Maryland's interactive web based customer self-service center.
 - b. This web-based system is one of the initiatives that the Child Support Enforcement Administration is using to improve customer service.
 - c. eChild will enable the CP and NCP to have access to their case information anytime of the day and anywhere there is Internet access.
 - d. Document call in Case Action Log.

- 2. CP or NCP wants to know how they can access their information.**
 - a. CP or NCP can access eChild through marylandchildsupport.org.
 - b. Advise the CP or NCP that they will be required to register on the eChild web site.
 - c. CP or NCP must submit their Social Security number and date of birth.
 - d. CP or NCP must select a password during the registration process.
 - e. An email address will be needed in order for eChild to return password information once registration is confirmed or when the customer has forgotten their password.
 - f. For customers who do not have an established email service links to free email services are provided.
 - g. Document call in Case Action Log.

3. CP or NCP wants to know what kind of child support information can be obtained.

- a. Custodial Parents
 - ❑ Can view 6 months of payment information for funds that have been disbursed to them.
 - Payment information will display amount applied to case, amount retained by State, amount disbursed to CP, check date, payment type (i.e. Check/EFT), and check paid date.
 - ❑ Can view current amount due for the month, total arrears, and the combined total amount due (current amount due + total arrears).
- b. Non-Custodial Parents
 - ❑ Can view 6 months of payment information for funds that have been received.
 - Payment information will display date and amount received, amount applied to the case, last payment received – amount and date, and the source (i.e. intercept, EFT, wage withholding including employer’s name).
 - ❑ Can view current amount due for the month, total arrears, and the combined total amount due (current amount due + total arrears).
- c. Document call in Case Action Log.

4. CP or NCP wants to know other benefits of this service.

- a. Custodial Parents
 - ❑ Can submit updates to NCP’s Social Security number, personal address information, and employer information.
 - ❑ Can submit updates to their own addresses, unless an active TCA recipient.
- b. Non-Custodial Parents
 - ❑ Can submit updates to their own addresses.
 - ❑ Can submit updates regarding their own employer information.
- c. Document call in Case Action Log.

5. CP or NCP wants to know if their local child support worker will be notified of any changes made to addresses or employer information.

- a. Inform CP or NCP that notifications of updates submitted by them will be transmitted via Case Action Logs, prompts, and email alerts.
- b. Document call in Case Action Log.

6. CP or NCP wants to know if there is any restricted information.

- a. Inform CP or NCP that they cannot see profile information about each other.
- b. Inform CP or NCP that Foster Care cases and closed cases will not be available for review.
- c. Document call in Case Action Log.

C-19 Private Child Support Orders (Non-IV-D)

- 1. CP or NCP calls stating that the court issued an earnings withholding order that will be payable through the Child Support Enforcement Administration's State Disbursement Unit (SDU). They want to know what happens next.**
 - a. Check the system to see if there is a case for the parties already registered in the system.
 - b. If there is not a case registered for the parties ask in what county was the order issued and if an application had been submitted.
 - c. Explain that there is now a law that requires that all earnings withholdings must be payable through our agency and that it is important that we get enough information from the CP/NCP to process the payments.
 - d. Inform CP/NCP that CSEA has created a brochure entitled "Collection of Child Support through Earnings Withholding in Maryland." The brochure provides information they need to know and includes a data collection form that must be completed and returned to the local child support enforcement office.
 - e. Inform the CP/NCP that if they have access to the Internet they can obtain a copy of the brochure and the data collection form at the following Internet address www.marylandchildsupport.org. Click on the link titled "Forms" then scroll down the page to the brochure. Print out the brochure, complete the data collection form and return it to the local child support office. A data collection form can also be found on the Family Court web site at www.courts.state.md.us/family/forms/jo14_ad.pdf.
 - f. If CP/NCP does not have access to the Internet and wishes to have a data collection form sent to them, get their name and address and inform the CP/NCP that a brochure will be mailed to them.
 - g. Instruct the CP/NCP to complete the data collection form when it is received. Ask them to send the completed data collection form and a copy of their order, if available, to the local child support office in the jurisdiction where the order was issued.
 - h. Inform the CP that Direct Deposit and Cash Pay are available and either of these processes will get their payments to them quickly once a case has been set up.
 - i. Get a contact number for the CP and generate a work order for the appropriate local child support enforcement office. Include in the work order the CP's name, address, SSN, and contact telephone number, if there is no case on the system.
 - j. If caller states payments have been sent but the CU has not received them, review the system to determine if any payments have been applied to a case for the parties. If no payments have been posted or there is no case in the system make sure the caller is prepared with the check or money order number, date and amount. Place a Hot Call to the local office.

- 2. CP wants to know why they need to complete a data collection form. They have a private child support case and paid for an attorney. They don't want their payments to be made through the State Disbursement Unit.**
 - a. Inform the CP that in April 2003, the Maryland General Assembly passed a law that requires all earnings withholding orders for child support be made payable through the SDU. (*Family Law Section 10-123.*)
 - b. This includes all child support earnings withholding orders issued by the court, including those established by private attorneys or through the pro se process.
 - c. Inform the CP that information is needed to register their case in the Child Support Enforcement System (CSES) so they get the money due to them.
 - d. Inform the CP that only the court can change the conditions of an order and they should consult their attorney.

- 3. CP wants to know what the State is going to do with this information.**
 - a. Inform the CP that the local CSE agency will enter the information into CSES.
 - b. All personal information entered in CSES will be sent to the Federal Case Registry and may be shared with other federal location sources.
 - c. The Federal Case Registry is a national database that contains child support information.
 - d. The information will not be released to the public.

- 4. CP wants to know how to complete the data collection form**
 - a. Inform the CP that they need the court order to supply some of the information requested on the form. Ask CP to make sure the entire form is completed.
 - b. Item 1 and 2. Custodial Parent/Non-Custodial Parent - Complete the name, address, date of birth, and social security number if known. This is needed to make sure we have the correct information for the file. Provide the name, address and home telephone and the telephone number of the employer of each parent, if known.
 - c. Item 3. Circuit Court Case Identification Number - Using the order of support received from the court, enter the circuit court case number (or court order number), date the order was issued, the amount of the order and how often the order must be paid as required in the court order. Fill in the name of the jurisdiction in which the order was issued. (If court order was issued in Baltimore City, enter "Baltimore City" otherwise enter the name of the county in which the order was issued.)
 - d. Item 4. Minor Children Information: List each of the minor children that are named in the court order. List the name, date of birth, sex and social security numbers and race for each child.
 - e. Item 5. Disclosure of Information: If the CP believes that disclosure of their address or other identifying information may result in physical or emotional harm to them or their child, circle yes. Inform the CP that a code will be placed on the file to protect the information. The CP may also consider using a Post Office box for a mailing address.

- f. Inform the CP that questions about race and sex are only used to make sure the correct person is identified. This information has no impact on how a case is handled.

5. CP/NCP calls stating that payments have been forwarded to Child Support but the CU has not received them.

- a. Ask caller if an application has been completed and submitted for case in question.
- a. Review CSES to determine if any payments have been applied to a case for the parties.
- b. If no payments have been posted or there is no case in the system make sure the caller is prepared with the check or money order number, date, and amount of requested payment.
- c. Forward call to local office as a Hot Call

C-20 APPENDIX

TAX REFUND INTERCEPT PROGRAM

The program is designed to collect overdue child and spousal support by intercepting the tax refunds of NCP's to satisfy support payments that are in arrears. If the NCP's social security number is available, the child support administration will automatically certify for State interception any case that is over \$150.00 in arrears and for Federal interception any case that is over \$150.00 in arrears due the State and/or \$500.00 in arrears due the CP. This will occur even if the case is currently in compliance with the Court Order or if payments are being made through wage withholding.

A tax intercept can only occur if the delinquent parent files a tax return and is entitled to a refund, and the social security number is on file with CSES. The tax refund will be sent to the State of Maryland's Child Support Administration approximately 2 - 4 weeks after the notice of the intercept. Certification for State interception automatically occurs in the last quarter of the calendar year. Federal tax certification occurs each month.

CREDIT BUREAU REPORTING

Maryland Law requires the child support enforcement program report all delinquent child support obligors to credit reporting agencies if the obligor becomes 60 days or more in arrears. An obligor can contest the referral to a credit reporting agency only on the grounds that the amount of arrears reported does not equal 60 days or more.

LOTTERY INTERCEPT

The Child Support Enforcement Administration must, by law, certify eligible child support cases to the State Lottery Agency if the arrears are \$150.00 or more.

UNEMPLOYMENT INSURANCE

Under this program, CSES transmits daily data to the Department of Labor, Licensing and Regulation (DLLR), Office of Unemployment Insurance for the purposes of intercepting unemployment benefits. When a match is made DLLR will garnish the benefit check for the amount of child support specified in the Court Order up to the maximum percentage allowed by law. The amount of the child support payment deducted from the recipient's unemployment benefit check will be forwarded to CSEA's Central Collections payment address and payments will be distributed.

PASSPORT DENIAL

This program requires the U. S. Secretary of State to refuse to issue a passport to any person certified by the Secretary of Health and Human Services once the arrearages amount exceeds \$2,500.00 or more.

DRIVER'S LICENSE SUSPENSION

This program allows for the suspension of the NCP's Maryland driver's license when they are at least sixty (60) days in arrears of the most recent Court Order for the

support ordered amount. Also included are arrears only cases where no current support is due but sixty (60) days or more of SOA (Support Obligation Amount) exists. This selection process is automatically done by CSES or the child support worker's supervisor may manually make the selection (Establishment / Enforcement, Enforcement Tools, and DLS Status).

PROFESSIONAL LICENSE

The Annotated Code of Maryland, Family Law Article 10-119.3 authorizes the Child Support Enforcement Administration to request a licensing authority to suspend or deny a license of an NCP who is more than 120 days out of compliance with the most recent child support order. The suspension of an NCP's business, professional, or occupational license is to be used as an enforcement tool of last resort. The child support worker must ensure that other enforcement remedies are either inappropriate or have been tried unsuccessfully.

ADMINISTRATIVE EARNINGS WITHHOLDING

The Administrative Earnings Withholding law became effective October 1, 2001. The law authorizes the Child Support Enforcement Administration to serve an earnings withholding notice on an employer of an NCP without the need for modification of a support order or further action of the court. The law also authorizes CSEA to include an additional amount to be withheld from the NCP's wages to pay toward arrears that have accrued under the child support order.

NEW HIRE REGISTRY

This program mandates that employers send "new hire" employment records to the New Hire Registry to match against child support files for the purpose of issuing wage withholdings.

MARYLAND CHILDREN'S HEALTH PROGRAM (or CHIP)

The Maryland Children's Health Program (MCHP) provides health insurance coverage for low-income children and pregnant women; it is an expansion of the Maryland Medicaid program.

IV. Procedures Governing Tier II

Application for Child Support Services

TELEPHONE INQUIRES REQUESTING SERVICES

When a caller is inquiring about obtaining child support services, the following questions should be asked if there is no case on CSES.

1. DO YOU HAVE AN EXISTING CHILD SUPPORT ORDER?

NO – GO TO # 3

YES – GO TO # 2

2. IN WHICH COUNTY WAS THE ORDER ISSUED?

IF IT WAS A COUNTY IN MARYLAND, THEN THEY SHOULD APPLY IN THE COUNTY WHERE THE CHILD SUPPORT ORDER ISSUED.

IF IT WAS ISSUED IN ANOTHER STATE, THEN THEY SHOULD APPLY IN THE COUNTY WHERE THEY RESIDE.

3. IF THERE IS NO ORDER...IN WHICH COUNTY DO YOU RESIDE?

Obtain the callers complete mailing address and print it on an envelope. Fold an application packet in the envelope (cover letter, 980, 980A, 1514) and mail it to the requestor.

STOP PAYMENTS

If you are reviewing a payment summary with a custodial parent and it is indicated that they have not received the payment, then the following steps should be taken

1. From the payment summary screen select the check in question.
2. Review the information and question if the address that the check was issued to is the correct address. If it is different, update the address in CSES; and if it has been at least 15 days since the issuance date, then inform the custodial parent of the options. They may either wait to see if the check is forwarded to the new address or request that a stop payment request form be completed. If the form is requested, the custodial parent should be informed that once they sign the form that they would not be able to cash the check in question. If they do cash the check after signing the form, then prosecution shall occur. Inform the client that if they should receive the check after returning the Stop Payment Request form that they must forward the check to the local office with a note attached indicating that they placed a stop payment on the check.
3. If the stop payment form is requested the Contact Center operator will complete and mail the form to the custodial parent. The date should be entered, along with the payee's name, current address and telephone number. If the address of the check in question is different from the current address then circle YES. If it is the same address then circle NO. Also enter the case number(s), check number, date issued and the amount.
4. On the From Line enter the name of the local child support jurisdiction.
5. Inform the custodial parent that the form will be mailed to them. Once received, they should complete the Reason for Request, sign, date and return the form, along with a copy of a valid photo ID, in the enclosed envelope to the local agency.
6. Address an envelope to the custodial parent. Enclose the completed Stop Payment Request Form along with an envelope addressed to the local child support agency handling the case.
7. Document call in Case Action Log.

CHANGING A CUSTODIAL PARENT'S ADDRESS

When a person calls in wanting to change their address and they are indicating that they are the custodial parent it is very important that you confirm their identity. This can be achieved by using the data in CSES. The data should only be changed if the caller quickly and accurately responds to the questions. If at any time you believe that the person you are talking to may be misrepresenting themselves you should inform the caller that the information that they have provided does not match with the computer. Inform them that they will need to put their change of address information in writing along with a valid photo ID to the local office.

Custodial Data Screen

1. What is your social security number and date of birth?
2. Do you have Direct Deposit? If so, when did you apply?
3. What was your zip code or telephone number at your previous address?
4. (Next Screen) Where are you employed?
6. (Next Screen) If next of kin is listed, who did they list when they opened the case?

Child Data Screen

6. What is your child's middle name?
7. If child's last name is different from CP what is your child's last name?
8. What is the child's date of birth and social security number?
9. What is the child's place of birth?

If the Customer Service Representative feels that the caller is the custodial parent then the following steps should be taken

- A. Click on the Custodial Data Screen.
- B. Review to see if there is a "Y" in the bad address indicator field. If the case log notes indicate that checks or correspondence were returned for bad address as moved, remove the "Y" code and replace with a blank. This is the only time the bad address indicator should be changed. *If there is any other reason that the "Y" was entered, forward a PWO to the local office.*

- C. If the caller is just reporting a new address and wants their mail to go there also, click the [UPDATE] button and enter the new information in the Residence Address field and the Mailing Address field. *(The mailing address fields are not to be deleted or left blank. Deleting the mailing address creates a blank address on documents that would be produced through the Document Generation System.)* Enter street number and name in Address Line 1, “CP” in Source, any other information in Address Line 2 such as apartment or floor, “Y” if telephone number is given; followed by the 10 digit telephone number. Finally, enter the City, State and Zip Code. Press the [SAVE] button when finished. Once a message is received indicating “successful update”, click on the Case Summary screen to confirm that the address has been updated correctly. Document in Case Action Log.
- D. If the caller wants their checks and correspondence to be sent to a different address, other than their residence, click the [UPDATE] button and enter the new information in the Mail Address field. Enter street number and name in Address Line 1, “CP” in Source, and any other information in Address Line 2 such as apartment or floor. Finally, enter the City, State and Zip Code. Press the [SAVE] button when finished. Once a message is received indicating successful update; click on the Case Summary screen to confirm that it was updated and is correct. The mailing address will now display on the Case Summary screen. Enter a Case Action Log. Note: If there is no change to Residence Address, leave it as is, otherwise enter the new information in the Residence Address field. Enter street number and name in Address Line 1, “CP” in Source, any other information in Address Line 2 such as apartment or floor, “Y” if the telephone number is given; followed by the 10 digit telephone number. Finally, enter the City, State and Zip Code. Press the [UPDATE] button when finished.
- E. If the caller wants to change their address and they are out of state make sure that this is not a UIFSA (Uniform Interstate Family Support Act) case. Go to the Case Summary screen and make sure that there are no TC,TA,WC or WA accounts. If there are, notify the caller that they need to contact the Child Support Office where they filed for support, as UIFSA payments have to go from state to state. If there are no UIFSA accounts, follow step C or D. Document in Case Action Log.

Telephone Number Change

CP/NCP calls to report a new phone number. – After verifying caller, representative should change the contact number in the system and generate a FYI work order to the local office to report the change.

NEW NCP EMPLOYER INFORMATION AND THE ADMINISTRATIVE EARNINGS WITHHOLDING

When either party is reporting new information about the non-custodial parent's place of employment, the following procedures must be followed

1. Verify the NCP/CP's social security number, date of birth and home address.
2. Obtain the NCP's employer's name, address of their payroll dept., City, State, Zip Code, telephone number and start date. Also, try to obtain a contact person's name with the employer, if available.
3. If all information is not available to you from the party, you will need at least the company's name and telephone number in order to contact the employer for the complete payroll mailing address. If the party does not have complete information, or at least the employer's telephone number, ask them to call back when the information is obtained. Document in Case Action Log.
4. If the CP calls in the information, first check the Payment Summary Screen to clicking the receipt number in the Receipt Column on the Payment Summary. The employer may already be entered in CSES, or the CP may be reporting a part-time employer and the full payment may be coming in already from a full-time employer. If complete payments to satisfy the Wage Withholding are being received from a full-time employer, DO NOT enter the part-time employer in CSES. Document in Case Action Log.
5. Once employer information is received, call the employer to verify the NCP's employment and current home address. Give your name and that you are with the Maryland Child Support Enforcement Administration. State that you are calling to verify employment of the NCP and give their social security number. If they verify employment, request the complete mailing address of their payroll office or where Child Support Wage Withholdings are to be sent. Enter complete information into CSES. (Refer to instructions for Completing Information on the NCP's Employer Screen) and document in Case Action Log.
6. If verification of employment is not successful after three (3) attempts and enough information has been obtained an EWO is to be initiated and a FYI work order generated to the local office.

EMPLOYER'S REQUEST FOR A WAGE WITHHOLDING ORDER

1. Ask the employer for the NCP's social security number, case number and home address. Check CSES to make sure that everything is the same. If not, enter a Case Action Log and forward to the local office via a work order.
2. Ask the employer for the complete mailing address of their Payroll Office or where the Wage Withholding Notice should be sent, a contact person, telephone number and a start date.
3. Enter into CSES (refer to instructions for Completing Information on NCP's Employer Screen) and enter a Case Action Log.

COMPLETING INFORMATION ON NCP'S EMPLOYER SCREEN

The NCP Employer Screen is found under *Case Management/ View-Modify NCP/ NCP Employer Information*. The following are the steps to be taken to update the NCP's new employer information:

1. Click on [**UPDATE**].
2. Click on [**Add new entry**]
3. Enter new employer name, address, city, state and telephone number.
4. Enter a "Y" for both verification indicator and wage withholding.
5. Enter the start date that was provided by the NCP/CP/Employer
6. Enter the Source as (AP/CP/EM or whatever is appropriate when you click on the circled small "I").
7. Click on [**Confirm ADD**].
8. Scroll down to previous employer(s)
 - a. Enter an end date on all previous employers.
 - b. Enter "N" in the verification indicator block.
 - c. Remove any indicator that is in the *Wage Withholding block* and leave blank.
 - d. Enter a Reason Code from the selection available when you click on the circled small "I".
 - e. Enter the Source Code from the selection available when you click on the circled small "I".

9. Click on [SAVE].
10. If completed correctly, message should be received **Update Successful**.
11. Enter Case Action Log indicating that wage withholding will generate to new employer (name employer in the Case Action Logs).

Note: After completing all of the above on the NCP Employer Information Screen, the Wage Withholding Notice should generate to the employer overnight.

VERIFYING THAT A WAGE WITHHOLDING NOTICE WAS GENERATED

If all information was entered correctly, the wage withholding notice to the new employer is generated overnight. This can be checked through the Case Action Logs the next day. The system puts a log note indicating that the Wage Withholding Notice was sent, name of employer, list the full monthly amount and also breaks it down by on-going support and arrears. **If no Case Action Log is generated by the system then no Wage Withholding Notice was sent.**

If EWO did not generate then it will be sent out manually by mail and faxed if possible. A FYI work order should be sent to the local office to advise that EWO did not generate automatically.

Note: If the Bypass Indicator on the Court Order Screen is “Y”, then the Wage Withholding Notice will not be generated. DO NOT remove the Bypass Code but send information to the local office for them to review.

Directions for sending out the EWO Manually

1. While on the “Green Tab” under “View/Modify Court Order” go to Document Generation.

Note: The court order screen must be up in order for the court order amount to be shifted to the EWO. In addition, the children listed on the case must be associated with the court order in order for the children’s information to be shifted to the EWO. Also, the employer’s information should be in sequence #1 under the NCP’s employer screen in order for the information to be shifted to the EWO.

2. Under “Generate Documents” select “Employer” then “Order/Notice to Withhold Income”. Once you have done this select the “create” icon.
3. Then select the hyperlink that will be in blue for Order/Notice to Withhold. This will open the document in WORD. All information pertaining to the case should be filled in. (See attached example of EWO). If information is not filled in then you must complete it manually. The highlighted items in the example are pertinent on the EWO.

[x] ORDER/NOTICE TO WITHHOLD INCOME FOR CHILD SUPPORT

[] NOTICE OF AN ORDER TO WITHHOLD FOR CHILD SUPPORT

Original Amended Termination

Date: September 14, 2007

State: MARYLAND Co./City/Dist. of: Montgomery
Non-governmental entity or individual

Case Number: 440063784
Spherix Inc.
12051 Indian Creek Ct.
Beltsville MD 20705

Court Order Number: 440063784
RE: MULLIGAN, PATRICK B
SSN: 32405751
Custodial Parent: KAREN L SMYERS

Federal Employer ID Number:

ORDER INFORMATION: This document is based on the support order or withholding order issued in Maryland. You are required by law to deduct these amounts from the employee's/obligor's income until further notice.

\$1,776.00	per	Month	current child support
\$444.00	per	Month	past-due child support – Arrears 12 weeks or greater? <input type="checkbox"/> yes <input type="checkbox"/> no
\$.00	per	Month	current cash medical support
\$.00	per	Month	past-due medical support
\$.00	per	Month	spousal support
\$.00	per	Month	Past-due spousal support
	per	Month	other (specify)

For a total of \$2,220.00 per Month to be forwarded to the payee below. Maryland employers may deduct and retain from the employee's/obligor's earnings an additional \$2 for each deduction made under the order. You do not have to vary your pay cycle to comply with the support order. If your pay cycle does not match the ordered payment cycle, withhold one of the following amounts:

\$512.31	per weekly pay period.	\$1,110.00	per semimonthly pay period (twice per month)
\$1,024.61	per biweekly pay period (every two weeks).	\$2,220.00	per monthly pay period.

REMITTANCE INFORMATION: When remitting payment, provide the pay date/date of withholding and the case identifier. If the employee's/obligor's principle place of employment is Maryland, begin withholding no later than the first pay period occurring on or after the date you received this Order/Notice. Send payment within 7 working days of the pay date/date of withholding. The total withheld amount, including your fee, may not exceed the amounts allowed by the Federal Consumer Credit Protection Act. (SEE #3 and #9, ADDITIONAL INFORMATION AND OTHER WITHHOLDERS).

If the employee's/obligor's principal place of employment is not Maryland, for limitations on withholding, applicable time requirements and any allowable employer fees, follow the laws and procedures of the employee's/obligor's principal place of employment (SEE #9, ADDITIONAL INFORMATION TO EMPLOYERS AND OTHER WITHHOLDERS).

Make check payable to: Maryland Child Support Account, Case No. 440063784
Send check to: P.O. Box 17396
Baltimore, MD. 21297-1396.

If remitting payment by EFT/EDT, call 1-800-332-6347
Use this FIPS code: 24000 For bank Routing/Account Number call 1-800-332-6347

If this is an Order/Notice to Withhold
Name: _____
Title: _____
Signature and Date: _____

If this is a Notice of an Order to Withhold
Name: _____
Title: _____
Signature and Date: _____

IV-D Agency Court
 Attorney with authority under state law to issue order/notice

Attorney Individual
 Private Entity

Note: Non-IV-D Attorneys, individuals, and non-governmental entities must submit a Notice of an Order to Withhold and include a copy of the income withholding order unless, under a state's law an attorney in the state may issue an income withholding order. In that case, the attorney may submit an Order/Notice to Withhold and include a copy of the state law authorizing the attorney to issue an income withholding order/notice.

Important: The person completing this form is advised that the information on this form may be shared with the obligor.

ADDITIONAL INFORMATION TO EMPLOYERS AND OTHER WITHHOLDERS

[x] If checked, you are required to provide a copy of this form to your employee. If your employee works in a state that is different from the state that issued this order, a copy must be provided to your employee even if the box is not checked.

- 1. Priority:** Withholding under this Order/Notice has priority over any other legal process under State law against the same income. Federal tax levies in effect before receipt of this order have priority. If there are Federal tax levies in effect, please contact the State Child Support Enforcement Agency or party listed in #10 below.
- 2. Combining Payments:** You can combine withheld amounts from more than one employee's/obligor's income in a single payment to each agency/party requesting withholding. You must, however, separately identify the portion of the single payment that is attributable to each employee/obligor.
- 3. Reporting the Pay Date/Date of Withholding:** You must report the pay date/date of withholding when sending the payment. The pay date/date of withholding is the date on which the amount was withheld from the employee's wages. You must comply with the law of the state of the employee's/obligor's principle place of employment with respect to the time periods within which you must implement the withholding Order/Notice and forward the support payments.
- 4. Employee/Obligor with Multiple Support Withholdings:** If there is more than one Order/Notice to Withhold Income for Child Support against this employee/obligor and you are unable to honor all support Order/Notices due to Federal or State withholding limits, you must follow the law of the state of employee's/obligor's principle place of employment. You must honor all Order/Notices to the greatest extent possible. (See #9 below.)
- 5. Termination Notification:** You must promptly notify the Child Support Enforcement Agency or payee when the employee/obligor no longer works for you. Please provide the information requested and return a completed copy of this Order/Notice to the Child Support Enforcement Agency or payee. (See #10 below)

**THE EMPLOYEE OBLIGOR NO LONGER WORKS FOR: JOE LIEBERMAN FRIENDS OF
EMPLOYEE'S/OBLIGOR'S NAME: PATRICK B MULLIGAN**

CASE IDENTIFIER: 440063784

DATE OF SEPARATION FROM EMPLOYMENT: _____

LAST KNOWN HOME ADDRESS:

NEW EMPLOYER/ADDRESS:

- 6. Lump Sum Payments:** You may be required to report and withhold from lump sum payments such as bonuses, commissions, or severance pay. If you have any questions about lump sum payments, contact the person or authority below. (See #10 below)

7. **Liability:** If you have any doubt about the validity of the Order/Notice, contact the agency or person listed in #10 below. If you fail to withhold income as the Order/Notice directs, you are liable for both the accumulated amount you should have withheld from the employee's/obligor's income and any other penalties set by State law.
8. **Anti-discrimination:** You are subject to a fine determined under State law for discharging an employee/obligor from employment, refusing to employ, or taking disciplinary action against any employee/obligor because of a child support withholding.
9. **Withholding Limits:** For state orders, you may not withhold more than the lesser of: (1) the amounts allowed by the Federal Consumer Credit Protection Act (15 U.S.C. § 1673 (b)); or (2) the amounts allowed by the State of the employee's/obligor's principal place of employment. The Federal limit applies to the aggregate disposable weekly earnings (ADWE). ADWE is the net income left after making mandatory deductions such as: State, Federal, local taxes; Social Security taxes; statutory pension contributions, and Medicare taxes. The Federal CCPA limit is 50% of the ADWE for child support and alimony, which is increased by: (1) 10% if the employee does not support a second family; and/or (2) 5% if arrears are more than 12 weeks. For tribal employers who receive a state order, you may not withhold more than the amounts allowed under the law of the state that issued the order.

Children's Name and Dates of Birth:

AVERY MULLIGAN	04/23/1994
KILEY MULLIGAN	04/27/1998

10. **Questions/Contact Information:** If you or your employee/obligor have any questions, contact the **Maryland Child Support Enforcement Administration by telephone at 1-800-332-6347. Please send termination notification to:**
Montgomery County Child Support Enforcement Division
51 Monroe Street
Suite 811
Rockville, MD, 20850

UIFSA WAGE WITHHOLDING

When taking calls from NCP's, CP's or Employers requesting Wage Withholdings, it is important to note where the NCP is living. If the NCP is residing in another state and the case is under "UIFSA", then the state where the NCP resides is the enforcing state and that state is responsible for the Wage Lien.

It is important to note that not all cases with one party living in another state are under UIFSA. In order to determine whether a case is under UIFSA, the following steps should be taken:

1. Go to the *Case Summary Screen* and check the addresses for the NCP and CP. If either or both parties are living out of state, there should be a Child Support Agency listed in one of the addresses. If there is no Child Support Agency showing for either, one or both parties are in a state other than Maryland, **go to Step 2 to determine if the money is coming from another state agency.** If so, then that state controls the Wage Withholding and that state is responsible for enforcing the case under the UIFSA process.
2. Go to the *Payment Summary*, Select the *Court Order* by clicking on the [down arrow] under CO Number/FIPS; then click on [GO].
3. When the *Payment Summary Screen* comes up, click on [Receipt Number] of the last check posted to see **if money is being sent by another state.** If so, then **NO WAGE WITHHOLDING IS TO BE SENT.**
 - a. Document all relevant information and updates.
 - b. If caller is NCP recommend that he/she also notify the other state.
4. Send an FYI Work Order.
5. Document in Case Action Log.

V. LOCAL CHILD SUPPORT OFFICES “HOT CALLS” & LIAISONS

“FOR INTERNAL USE ONLY” DO NOT GIVE THIS INFORMATION TO CUSTOMERS

COUNTY	PRIMARY/ SECONDARY CONTACT	PHONE NUMBERS	WALK-IN HOURS OF OPERATION
ALLEGANY		(301) 784-7260	8:00am - 4:30pm Mon – Fri No “HOTS” 3 rd Tuesday between 1:30-3:00 or last Thursday before 10:00 am
ANNE ARUNDEL		(410) 222-2805	8:00am - 4:00pm Mon – Thu.
BALTIMORE COUNTY	Establishment Enforcement	(410) 561-8357 (410) 561-2965	8:30am - 4:00pm Mon - Thurs
BALTIMORE CITY		(410) 951-8201 or 8202	8:00am - 4:30pm Mon – Fri 8:00 am – 6:00pm Wed
CALVERT	Primary	(443) 550-6984	8:00am - 5:00pm Mon - Fri
CAROLINE		(410) 819-4588	8:00am - 4:30pm Mon - Fri
CARROLL		(410) 386-3479	9:00am - 3:00pm Mon –Fri
CECIL		(410) 996-0397	8:00am - 4:30pm Mon – Fri
CHARLES		(301) 392-6850	8:00am - 5:00pm Mon – Fri
DORCHESTER		(410) 901-4192 / (410) 901-4191 (410) 901-4188	8:30am - 4:30pm Mon – Fri
FREDERICK		(240) 629-6451	8:00am - 4:30pm Mon – Fri 8:00am - 7:00pm Tues
GARRETT		(301) 533-3103	7:30am - 5:00pm Mon – Fri
HARFORD		(410) 420-6400	8:00am - 4:30pm Mon – Fri
HOWARD	Establishment Enforcement	(410) 872-8799	8:00am – 4:00pm Mon - Fri
KENT		(410) 810-7770	8:00am – 4:30pm Mon - Fri
MONTGOMERY	Enforc. Reception Booth Estab. Reception Booth	(301) 610-4573 or 4574 (301)610-4543	8:30am – 4:30pm Mon - Fri
PRINCE GEORGE’S		(301)316-3399	9:00am – 3:00pm Mon - Fri
QUEEN ANNE’S		(410) 758-4347	8:00am – 4:00pm Mon - Fri
ST. MARY’S		(240) 895-7193	8:00am - 4:30pm Mon - Fri
SOMERSET		(410) 677-4305 (410) 677-4314	8:00am - 5:00pm Mon - Fri
TALBOT		(410) 770-4712	8:00am - 5:00pm Mon - Fri
WASHINGTON		(240) 420-2600	8:00am - 4:30pm Mon - Fri
WICOMICO		(410) 713-3540	8:00am - 5:00pm Mon - Fri
WORCESTER		(410) 677-6933	8:00am - 4:30pm Mon - Fri
CSEA CENTRAL COLLECTIONS ACS	Stop Payments & Bounced Checks (NCP & Employers Only Calls)	(443) 957-2672	Hours of Operation NO WALK_INS 8:00am - 4:30pm Mon - Fri

Revised 01-09-07

These phone numbers are not to be released to the public.

VI. LOCAL CHILD SUPPORT OFFICES MAILING AND FACILITY ADDRESSES

Allegany County Department of Social Service

Mailing Address:

P.O. Box 1647
Cumberland, MD 21502

Location:

1 Frederick Street
Cumberland, MD 21502

Anne Arundel County Office of Child Support Enforcement

Mailing Address:

P.O. Box 1870
Annapolis, MD 21404

Location:

44 Calvert Street
Annapolis, MD 21401

Baltimore City Office of Child Support Enforcement

Mailing Address & Location:

1 North Charles Street 5th Floor
Baltimore, MD 21201

Baltimore County Office of Child Support Enforcement

Mailing Address & Location:

170 W. Ridgely Road, Suite 200
Lutherville, MD 21093-5114

Calvert County Department of Social Services

Mailing Address & Location:

200 Duke Street
Prince Frederick, MD 20678

Caroline County Department of Social Services

Mailing Addresses:

P.O. Box 100
Denton, MD 21629

Location:

300 Market Street
Denton, MD 21629

Carroll County Department of Social Services

Mailing Address:

P.O. Box 930
Westminster, MD 21158

Location:

10 Distillery Drive
Westminster, MD 21157

Cecil County Department of Social Services

Mailing Address:

P.O. Box 1160
Elkton, MD 21922-1160

Location:

170 East Main Street
Elkton, MD 21921

Charles County Department of Social Services

Mailing Address:
P.O. Box 1010
La Plata, MD 20646

Location:
200 Kent Avenue
La Plata, MD 20646

Dorchester County Department of Social Services

Mailing Address:
P.O. Box 259
Cambridge, MD 21613

Location:
627 Race Street
Cambridge, MD 21613

Frederick County Department of Social Services

Mailing Address:
P.O. Box 237
Frederick, MD 21705

Location:
100 East All Saints Drive
Frederick, MD 21701

Garrett County Department of Social Services

Mailing Address & Location
12578 Garrett Highway
Oakland, MD 21550

Harford County Department of Social Services

Mailing Address & Location
101 S. Main Street
Bel Air, MD 21014

Howard County Department of Social Services

Mailing Address & Location:
7121 Columbia Gateway Drive
Columbia, MD 21046

Kent County Office of Child Support

Mailing Address & Location:
315 High Street, Suite 208
Chestertown, MD 21620

Montgomery County Office of Child Support Enforcement

Mailing Address:
51 Monroe Street, Suite 811
Rockville, MD 20850

Location:
51 Monroe Street, 10th Floor
Rockville, MD 20850

Prince George's County Office of Child Support Enforcement

Mailing Address & Location:
4235 28th Avenue, Suite 135
Temple Hills, MD 20748

Queen Anne's County Office of Child Support Enforcement

Mailing address:

P.O. Box 387
Centerville, MD 21617

Location:

207 N. Liberty Street
Centerville, MD 21617

St. Mary's County Department of Social Services

Mailing Address:

Joseph D. Carter Bldg.
P.O. BOX 509
Leonardtown, MD 20650

Location:

23110 Leonard Hall Drive
Leonardtown, MD 20650

Somerset County Department of Social Services

Mailing Address:

P.O. Box 369
Princess Anne, MD 21853

Location:

30397 Mt. Vernon Road
Princess Anne, MD 21853

Talbot County Department of Social Services

Mailing Address:

P.O. Box 1479
Easton, MD 21601

Location:

301 Bay Street Unit 5
Easton, MD 21601

Washington County Department of Social Services

Mailing Address:

P.O. Box 1419
Hagerstown, MD 21741-1419

Location:

122 North Potomac Street
Hagerstown, MD 21741

Wicomico County Department of Social Services Child Support

Mailing Address & Location:

309 Calvert Street, Suite 101
Salisbury, MD 21801

Worcester County Department of Social Services

Mailing Address:

P.O. Box 39
Snow Hill, MD 21863

Location:

299 Commerce Street
Snow Hill, MD 21863

VII. CONTACT CENTER WORK ORDER

Work Order Form - Sample

The screenshot shows a Microsoft Internet Explorer browser window displaying a web application titled "Work Order Form Screen". The browser's address bar shows the URL: `http://cumb-int-iis-02/DHR/WorkOrderForm.aspx?CSE5No=&CPNo=&Fax=&Func=&Inquiry=`. The application has a navigation menu with links for "Log", "Survey", "Forms", "Guide", "Help", and "Logout". The main content area contains a form with the following fields and options:

- Channel:** Radio buttons for "Telephone" (selected) and "E-mail".
- Priority:** Checkboxes for "FYI" and "Priority Work Order Immediate Attention Required".
- Date:** Text input field containing "12/12/2007".
- WO ID:** Text input field containing "644082".
- Case Number:** Text input field.
- Get Data:** Button.
- Jurisdiction:** Dropdown menu.
- Functionality:** Dropdown menu.
- Caller:** Text input field.
- Parent Type:** Radio buttons for "Non-Custodial Parent", "Custodial Parent", and "Other".
- CP:** Text input field.
- NCP:** Text input field.
- Home Phone:** Text input field.
- Caller Fax No:** Text input field.
- Work Phone:** Text input field with a mask: "###-###-#### x#####".
- Best Time To Contact:** Radio buttons for "Morning" and "Afternoon".
- Time Zone:** Dropdown menu.
- Inquiry:** Dropdown menu.
- Action Requested:** Checkboxes for "20 Day Response Time For First Work Order Not Met" and "48 Hour Reponse Time For First Work Order Not Met".
- Text Area:** A large empty text area for notes.
- CSR:** Dropdown menu showing "GRACE VAN METER".

On the right side of the form, there is a large empty box with "Save" and "Close" buttons below it.

VIII. INCIDENT REPORTING

CHILD SUPPORT ENFORCEMENT ADMINISTRATION STANDARD OPERATING PROCEDURE

NUMBER: 2.1.2007

DATE: 6/25/07

DIVISION: Office of Planning and Local Services

TITLE: Call Center Incident Reporting

POLICY REFERENCE: N/A

PURPOSE: To investigate and document incidents involving the Customer Care Center, its personnel, child support customers, local child support offices and political offices, but not limited to these entities. It is also intended that the collaborative efforts of the Department of Human Resources Child Support Enforcement Administration will be utilized to resolve the reported incidents.

The Incident Report is used to document and report activities committed by the Customer Care Center, local child support offices and/or child support customers recognized as contrary to the instructions contained in the Desk Reference Guidebook and/or the Child Support Program's rules and regulations.

The Call Center Work Group (consisting of the local office representatives) agreed that for child support purposes an "incident" would be considered as follows:

Incident – An action committed by the Customer Care Center, the local child support office or the child support customer that is considered out of compliance with child support programs operating rules and governing policy and regulations.

Incident – A demonstrated action or impediment to providing quality customer service, as stated in the standard operating procedures in the Child Support/ Customer Care Center Desk Reference Guide.

Incident – A problem created as a result of the Customer Care Center personnel, local child support office personnel and/or the child support customer's failure to comply with the child support program's policies and regulations.

SAMPLE:

CUSTOMER SERVICE INCIDENT REPORT (via email)

Date of the reported incident: _____ Name of the incident reporter: _____

Location of the incident: (Local Office or Customer Care Center)

Re: (Case Name vs Case Name - Case # _____)

Incident Description:

REPORTING PROCEDURE:

1. The Local Office or the Customer Care Center completes the Incident Report and submits it by e-mail to the DHR Central Office.
2. The DHR Central Office reviews the reported incident to determine whether it is valid or warranted per the guidelines.
3. The report is sent to the Local Office or Customer Care Center identified in the report.
4. The Local Office or Customer Care Center is required to investigate, address and resolve the situation, and return a Corrective Action Plan to the Central Office within 10 days of receiving the Incident Report.
5. DHR Central Office's reviews the Corrected Action Plan to confirm that the problem(s) was corrected and/or the issues were resolved. The documentation is then returned to the initial reporting agency to provide a status update regarding the actions taken to remedy the reported incident.
6. In the event the incident is deemed unwarranted after review by the DHR Central Office, the Incident Report is returned to the reporting agency with an explanation advising why the incident report was declined and returned. An Incident Report could be declined based upon one or all of the following criteria. (A) The Incident Report failed to demonstrate that the regulations, policies and/or procedures of the child support program were not adhered to by either the Local Office or Call Center staff. (B) The Incident Report failed to provide an example of the child support customer, local office staff or Customer Care Center staff conducting themselves in a manner that negatively affected the quality of customer service rendered. (C) A failure to demonstrate that customer service was denied to our child support customers by either the Local Office or Call Center.

Contact person – William Kelly

CSEA

Assistant Director, Office of Planning and Local Services

Phone: (410) 767-6433

IX. NON-CUSTODIAL PARENT BILLING NOTICE

SAMPLE

Telephone Number: (301) 610-4500
Name of Client: _____
Payer: _____

Billing Date: xx/xx/xx
Payment Frequency: Monthly
Current Support: \$250.00
Arrearage Support: \$75.00

Total Arrearage as of Billing Date: \$18639.31

**Questions about this bill should be directed to the agency named above.
You must include a coupon with your payment to receive credit.**

Your account is now seriously past due. Payment must be made to bring your account up to date immediately. Be sure to include one of the attached coupons with your payment. Failure to pay your child support obligation will result in one or more of the following actions: Referral to a collection agency, Drivers License Suspension and/or a summons to appear in court.

PLEASE WRITE YOUR CASE NUMBER ON YOUR CHECK OR MONEY ORDER. MAKE PAYABLE TO: MARYLAND CHILD SUPPORT ACCOUNT, P.O. BOX 17396, BALTIMORE, MD 21297-1396

Payer: _____
Court Order No/FIPS: _____
AP IRN: _____ Case No: _____
Min. Amt. Due: \$ _____ Due Date: _____
Amount Enclosed: \$ _____

Payer: _____
Court Order No/FIPS: _____
AP IRN: _____ Case No: _____
Min. Amt. Due: \$ _____ Due Date: _____
Amount Enclosed: \$ _____

Payer: _____
Court Order No/FIPS: _____
AP IRN: _____ Case No: _____
Min. Amt. Due: \$ _____ Due Date: _____
Amount Enclosed: \$ _____

Payer: _____
Court Order No/FIPS: _____
AP/IRN: _____ Case No: _____
Min. Amt. Due: \$ _____ Due Date: _____
Amount Enclosed: \$ _____

X. Glossary of Child Support Enforcement Terminology

Absent Parent - Any individual who is absent from the home and legally responsible for providing financial support for a dependent child. Also referred to as the non-custodial parent or the obligor.

Accrual - Sum of child support payments that are due or overdue.

Acknowledgment - A declaration before an official, usually a Notary Public, by the person who signed a document, stating that the contents of the document are true and that he or she signed it freely and without coercion or duress.

Action Transmittal - Document sent out as needed, which instructs State child support programs on the actions they must take to comply with new and amended Federal laws. Has basis in Federal law and regulation.

Adjudication - The entry of a judgment or decree by a judge after all claims of the parties and a verdict returned.

Administrative Determination of Support - A support obligation arrived at as a result of the administrative process. It is fully enforceable.

Administrative Process - A quasi-judicial system setup in a state agency by statute for the purpose of setting and enforcing child support obligations.

Affidavit - A written statement of facts confirmed or sworn to by the party making the statement. It is taken before an officer having legal authority to administer an oath, such as a notary public.

Affidavit of Parentage - A legal document that constitutes a rebuttable presumption of paternity in a paternity proceeding.

Age of Majority - The age at which a person is an adult as a matter of law.

Aid to Families with Dependent Children (AFDC) - A category of public assistance paid on behalf of children who are deprived of one or both of their parents by reason of death, disability, or continued absence (including desertion) from the home. Also referred to as IV-A or welfare. This program has been replaced by Temporary Assistance for Needy Families (TANF), effective January 1, 1997.

Alimony - Spousal support paid to a divorced spouse.

Alleged Father - A person who has been named as the father of a child born out of wedlock but for whom paternity has not been legally established.

AP - Absent parent also known as the non-custodial parent. That person who owes a duty of support.

Arrearage - Past due, unpaid child support owed by the non-custodial parent. If the parent has arrearages, s/he is said to be “in arrears”.

Assignment - An eligibility requirement for public assistance whereby the applicant/recipient must assign to the state all rights he or she may have on their own behalf or on behalf of a dependent child.

Assignment of Support Rights - An eligibility requirement for TCA & MA whereby the applicant/recipient must assign to the state all rights to current or past due support he/she may have on his/her own behalf or on behalf of dependent children in exchange for receipt of a TCA grant and other services.

Bench Warrant - (BW) An order of the court that authorizes an arrest; criminal.

Body Attachment - (BA) Court order authorizing arrest; civil code.

Bond - A sum of money paid by a defendant or on his/her behalf to ensure his/her appearance in court or compliance with a court order.

Burden of Proof - The duty of a party to produce the greater weight of evidence on a point at issue.

CP - see “Custodial Parent”

CARES - Acronym for Client’s Automated Resource & Eligibility System used by Family Investment Administration.

Caretaker - The person (or agency) taking physical care of the child. The person may or may not have legal custody of the child.

Case Action Log - Record of activities taken by a child support staff person or automatically generated by CSES.

Case Law - Law established by the history of judicial decisions in cases.

Centralized Collection Unit - A single, centralized site in each State IV-D agency to which employers can send child support payments they have collected for processing. This centralized payment-processing site is called the State Disbursement Unit (SDU) and is responsible for collection, distribution, and disbursement of child support payments.

Central Registry - A centralized unit, maintained by every State IV-D agency that is responsible for receiving, distributing, and responding to inquiries on interstate IV-D cases.

Certificate of Service - A signed document by which a person who served process on a defendant to appear at a court hearing vouches that the service was performed.

CICS - Client Information Control System. The database used by Child Support, Services and Family Investment Administration.

COMAR - Code of Maryland Regulations, published by the Maryland Secretary of State, Division of State Documents for implementing state law.

Common Law - A body of law developed from judicial decisions or custom rather than legislative enactments.

Complaint - The formal written document filed in a court whereby the person initiating the action sets forth the names of the parties, the allegations, and the request for relief sought; the initial pleading.

Compliance Balance - Amount by which the delinquency process determines if an NCP is paying the court ordered amount of child support.

Confidentiality - Privileged information that is treated as private and not for dissemination. The requirement that the use or disclosure of information concerning applicants and recipients of child support services be restricted.

Consent Agreement - Voluntary written admission of paternity or responsibility for child support.

Contempt - Willful disobedience of the authority of a court of law.

Cooperation - TANF recipients are required to cooperate with Child Support Enforcement unless they can prove "Good Cause" for not doing so. Failure to cooperate can result in public assistance benefits being terminated.

Court Order - A legally binding edict issued by a court of law. Issued by a magistrate, judge, or properly empowered administrative officer. A court order related to child support can dictate how often, how much, what kind of support a non-custodial parent is to pay, how long he or she is to pay it, and whether an employer must withhold support from their wages.

CSR - Customer Service Representative

CSEA (Child Support Enforcement Administration) - An administration in the Department of Human Resources that administers the child support throughout the state.

CSES - Child Support Enforcement System (The automated system for child support in Maryland).

Current Support - The amount of on-going support that an absent parent is ordered to pay for a child(ren).

Custodial Parent - The mother, father, relative, or other designated individual with whom the child maintains a primary residence.

Default - The failure of a defendant to file an answer or appear in a civil case within 20 days after having been properly served with a summons and complaint.

Defendant - In civil proceedings, the party responding to the complaint, “one who is sued and called upon to make satisfaction for a wrong complained of by another (the plaintiff).”

Delinquent - When an amount equaling or exceeding one months support ordered amount (SOA) is not paid by the due date. Also known as *past due current amount* or *out of compliance*.

Dependent - A person for whom a duty of support is owed.

DHMH - Department of Health and Mental Hygiene.

DHR - Department of Human Resources.

Disbursement - The paying out of collected child support funds.

Dismissed with Prejudice - A ruling that a case be discharged and is barred from further action.

Dismissed without Prejudice - A ruling that a case be discharged, however, it is not barred from further action.

DLLR - Department of Labor, Licensing and Regulations.

DLS - Drivers License Suspension.

DMAR - Division of Medical Assistance Recoveries, a unit of DHMH.

DSS - Department of Social Services.

Emancipation - For child support purposes, this represents the point in time when the parents of a child are no longer legally responsible to financially support the child. Depending on the circumstances, the emancipation could be tied to a specific age (for example, when the child turns 18) or an event (as long as the child remains in school, or when the child marries and leaves the home).

Enforcement - The use of administrative and/or judicial techniques to convince the non-custodial parent to comply with the court order.

Establishment - The process of proving paternity and/or obtaining a court or administrative order to put a child support obligation in place.

Federal Case Registry - (FCR) A national database of information on individuals in all IV-D cases, and all non IV-D orders entered or modified on or after October 1, 1998. The FCR receives this case information on a daily basis from the State Case Registry (SCR) located in every State, proactively matches it with previous submissions to the FCR and with employment information contained in the National Directory of New Hires (NDNH). Any successful matches are returned to the appropriate State(s) for processing. The FCR and the NDNH are both part of the expanded FPLS, which is maintained by OCSE

Federal Information Processing Standards (FIPS) - The nation-wide identification system that assigns a unique number to each US county, territory, and to some independent cities.

Federal Parent Locator Service (FPLS) - The system devised and operated by the Office of Child Support Enforcement (OCSE) for the purpose of searching Federal Government records to locate absent parents.

FIA - Family Investment Administration.

Foster Care - A Federal-State program which provides financial support to a person, family, or institution that is raising a child or children that are not their own. Parents with children in foster care must pay child support through a local office.

Full Faith and Credit - Doctrine under which a State must honor an order or judgment entered in another State.

Garnishment - A legal proceeding under which part of a person's wages and/or assets is withheld for payment of a debt. This term is usually used to specify that an income or wage withholding is involuntary.

Genetic Testing - Analysis of inherited factors in human tissue to determine legal fatherhood or paternity.

Good Cause - "Good cause" refers to a specific clause in IV-A (AFDC/TANF) rules. Under this rule, if a client has "good cause" not to cooperate with child support they will be excused from being required to cooperate with the IV-D agency. Generally, the client must prove that either the child was born as a result of rape or incest or that either the client or child could suffer physical or mental harm if the child support case is pursued.

Grant - The total public assistance cash payment paid to the family for the month.

Hearing Officer - One who presides at a legal proceeding with the power to administer oaths, take testimony, rule on questions of evidence, and make determinations of fact.

Income - Any form of payment to an individual without regard to the source. Income may be earned or unearned.

Income Withholding - Deductions made directly from an individual's income to pay a child support obligation.

Indigent Parent - An adult that is legally determined to be unable to support him/herself.

Initiating State - The state where interstate activities are commenced and where the obligee resides.

Intake - The first step in the child support process. The functions of child support that begins at the point of referral or application of service and ends at the point of case initiation and assessment to another function for delivery of service.

Intercept - A method of securing child support by taking a portion of non-wage payments made to a non-custodial parent. Non-wage payments subject to interception include Federal tax refunds, State tax refunds, unemployment benefits, and disability benefits.

Interstate - Any case in which the non-custodial parent resides in a different state than the children for whom a duty of support is owed.

Intrastate - Any case in which the non-custodial parent and the children for whom a duty of support is owed reside in the same state.

IV-A Case - A child support case in which a custodial parent and child(ren) is receiving public assistance benefits under the State's IV-A program, which is funded under Title IV-A of the Social Security Act. Applicants for assistance from IV-A programs are automatically referred to their State IV-D agency in order to identify and locate the non-custodial parent, establish paternity and /or a child support order, and /or obtain child support payments. This allows the State to recoup or defray some of its public assistance expenditures with funds from the non-custodial parent.

IV-D Case - A child support case where at least one of the parties, either the custodial parent (CP) or the non-custodial parent (NCP), has requested or received IV-D services from the State's IV-D agency. An IV-D case is composed of a custodial party, non-custodial parent, or putative father, and dependent(s).

IV-E Case - A child support case in which the State is providing benefits or services under Title IV-E of the Social Security Act to a person, family, or institution that is raising a child or children that are not their own. As with other public assistance cases, recipients are referred to their State IV-D agency in order to identify and locate the non-custodial parent, establish paternity and /or a child support order, and/or obtain child support payments. This allows the State to recoup or defray some of its public assistance expenditures with funds from the non-custodial parent.

Judgment - The official decision or finding of a court upon the respective rights and claims of the parties to an action; also known as a decree or order and may include the "findings of fact and conclusions of law."

Judicial Remedies - A general designation for court enforcement of obligations. More specifically, it relates to the functions of the judges such as contempt, stay of execution, probation, work release, withheld judgment, garnishment, etc.

Jurisdiction - The power of the court over a person or property.

Legal Custodian - The person who has responsibility for another person according to law.

Legal Father - A man who is recognized by law as the male parent of another person.

Levy - To confiscate property.

Lien - A remedy enacted by filing a judgment with a county recorder. It acts as an encumbrance on any real property in the county belonging to the obligor.

Long Arm - Process whereby personal jurisdiction can be obtained through service of process over persons who are non-residence when the case circumstances meets certain requirements.

MA - Medical Assistance.

Medical Support - Form of child support where medical or dental insurance coverage is paid by the non-custodial parent (NCP). Depending on the court order, medical support can be an NCP's sole financial obligation, or it can be one of several obligations, with child and/or spousal support being the others.

Minor -A person under 18 years of age who has not been otherwise emancipated.

Modification - The process whereby the terms of an existing court order is altered.

Monthly Support Obligation (MSO) - The amount of money an obligor is required to pay per month.

National Directory of New Hires (NDNH) - A national database containing New Hire (NH) and Quarterly Wage (QW) data from every State and Federal agency and Unemployment Insurance (UI) data from State Employment Security Agencies (SESAs). Data contained is first reported to each State's State Directory of New Hires (SDNH) and then transmitted to the NDNH. OCSE maintains the NDNH as part of the expanded FPLS.

Non-Cooperation - An obligee's refusal to cooperate with child support in establishing and enforcing the absent parent's legal responsibility to support his/her child(ren). Examples include, failure to provide verbal or documentary information, failure to appear for appointments at the child support agency or the prosecutor's office, failure to appear as a witness at a judicial or an administrative hearing, etc.

Non-Custodial Parent (NCP) - The parent who does not have primary care, custody, or control of the child, and has an obligation to pay child support. Also referred to as the obligor.

Non-IV-A - Child support cases where the custodial parent is not receiving public assistance. Also known as Non-AFDC/TANF, Non-PA, or Non-Welfare.

Obligation - The legal amount of support owed for the benefit of children as ordered by a court or administrative procedure.

Obligee - The person to whom a duty of support is owed.

Obligor - The person owing a duty of support.

OCSE - The Office of Child Support Enforcement. The federal program office in Washington, D.C., with regional offices around the country, responsible for ensuring that states comply with federal requirements when conducting their Child Support Enforcement programs.

Order - Any direction of a judge to a person made or entered in writing.

Paternity - An action to determine the parentage of a child born out of wedlock.

Payee - Person or organization in whose name child support money is paid.

Payor - Person who makes a payment, usually non-custodial parents or someone acting on their behalf, or a custodial party who is repaying a receivable.

Performance Bond - A requirement for an obligor to post a cash or property bond to insure compliance with a support order.

Periodic Payment - Payment due at fixed intervals, such as weekly or monthly.

Petition - A formal written request submitted to the court asking that a certain thing be done. It states facts and circumstances relied upon, as a cause for judicial action and contain a formal request for relief.

Personal Property - Everything that is subject to ownership that does not fall under the category of real estate.

Plaintiff - A person who brings an action; the party who complains or sues in a civil case.

POC - Purchase of Care. A program offered by the Child Care Administration that provides subsidized day care.

Probation - Allowing a person convicted of an offense to go free, under a suspension of sentence and supervision.

Public Assistance - Money and/or services granted to a person or family based on their income and program eligibility factors. Also known as AFDC, TANF or IV-A.

Putative Father - A person who has been named as the father of a child born out of wedlock, but for whom paternity has not been established.

Recipient - Anyone who receives public assistance benefits.

Responsible Parent - A natural or adoptive parent who owes or potentially owes a duty of child support.

Responding Jurisdiction - As related to interstate cases the jurisdiction that is responding to a request for action from another. Under UIFSA the court/state with continuous exclusive jurisdiction or when no order exist the court/state that has personal jurisdiction over the non- custodial parent.

SAO - State's Attorneys Office

Service of Process - The delivery of a writ, summons, or other notice to the party to whom it is directed for obtaining personal jurisdiction over and notice to that party.

Shared Physical Custody - Both parents keep the child(ren) overnight for at least 35% of the year (at least 128 overnights).

Show Cause - A court order directing a person to appear and bring forth any evidence as to why the remedies stated in the order should not be confirmed or executed. A show cause order is usually based on a motion and affidavit asking for relief.

SOA - Support Ordered Amount

Sole Physical Custody - One parent keeps the child(ren) overnight for more than 65% of the year.

Spousal Support - Court ordered support of a spouse or ex-spouse; also referred to as maintenance or alimony.

State Parent Locator Service (SPLS) - The organization in a state charged with the duty of locating absent parents for establishing or enforcing child support obligations.

Stipulation - An agreement reached between opposing parties.

Subpoena - A process issued by a court compelling a witness to appear at a judicial proceeding. Sometimes the process will also direct the witness to bring

documentary evidence to the court.

Summons - A notice to a defendant that an action against him or her has been commenced in the court issuing the summons and that a judgment will be taken against him or her if the complaint is not answered within a certain time.

Suspended Case - A case that is not currently being worked but for which activities may be undertaken in the future.

TCA - Temporary Cash Assistance – Formerly AFDC

Temporary Assistance to Needy Families (TANF) - The public assistance program that replaced AFDC effective January 1, 1997.

Title IV-A - Title IV-A of the Social Security Act containing the federal law establishing the public assistance program (AFDC/ TANF).

Title IV-D - Title IV-D of the Social Security Act containing the federal law establishing the child support enforcement program.

Title IV-E - Title IV-E of the Social Security Act containing the federal law establishing the foster care program.

Title XIX - Title XIX of the Social Security Act containing the federal law establishing the Medicaid program.

TRIP - Tax Refund Intercept Program. Provides for the interception of *state* income tax refunds of delinquent obligors.

TROP - Tax Refund Offset Program. Provides for the interception of *federal* income tax refunds of delinquent obligors.

UIBIP - Unemployment Insurance Benefits Intercept Program.

Uniform Interstate Family Support Act (UIFSA) - The newest uniform interstate law. It is designed to replace URESA.

Wage Withholding - A procedure by which scheduled deductions are automatically made from wages or income to pay a debt, such as child support. Wage withholding often is incorporated into the child support order and may be voluntary or involuntary. The provision dictates that an employer must withhold support from a non-custodial parent's wages and transfer that withholding to the appropriate agency (the Centralized Collection Unit or State Disbursement Unit). Also known as income withholding.

Warrant - A writ issued by a judicial officer commanding a law enforcement office to perform an arrest or search.

Writ - An order issued from a court that requires the performance of a specific act.

Writ of Attachment - A court order instructing the sheriff to seize a person or property.

XI. CHILD SUPPORT ENFORCEMENT STANDARD ABBREVIATIONS

ACCT	Account
ADD INFO.	Additional Information
ADJ	Adjust or Adjustment
ADMIN	Child Support Enforcement Administration (CSEA)
AFDC	Aid to Families of Dependent Children (known in MD as TCA)
AFF	Affidavit
AG	Attorney General
ALJ	Administrative Law Judge
AOP	Affidavit of Parentage
AP	Absent Parent also known as Non- Custodial Parent
APPT	Appointment
ARRS	Arrears
AT	Action Transmittal
ATTY	Attorney
BA	Body Attachment
BAL	Balance
B/C	Because
BIWKLY	Bi-weekly
BW	Bench Warrant
CARES	Clients Automated Resource and Eligibility System (DSS Cases)

CSR	Customer Service Representative
CDB	Client Data Base
CICS	Customer Information Control System
CIS	Client Information System
CLK	Clerk of Court
CLRE	Client Registration
CNTY	County
CK	Check
C/O	Court Order
COMAR	Code of Maryland Regulations
CP	Custodial Parent
CR	Credit
CRA	Cooperative Reimbursement Agency
CRS	Client Registration System
C/S	Child Support
CSEA	Child Support Enforcement Administration
CSE	Child Support Enforcement
CSES	Child Support Enforcement System
CT	Court
CP	Custodian or Custodial Parent
DCL	Dear Colleague Letter
DHMH	Department of Health & Mental Hygiene
DHR	Department of Human Resources

DJJ	Department of Juvenile Justice
DLLR	Department of Labor, License, & Regulations
DLS	Drivers License Suspension
DMAR	Division of Medical Assistance Recoveries, a unit of DHMH
DNA	Deoxyribonucleic Acid (Genetic Testing, used for Paternity Establishment)
DOB	Date of Birth
DOC	Department of Corrections
DOCGEN	Document Generation
DSS	Department of Social Services
EMPLYR	Employer
ENFORC or ENFRC	Enforcement
ESTAB	Establishment
EWO	Earnings Withholding Order AKA WWO
FCR	Federal Case Registry
FFC	Full Faith and Credit
FI	Financial Institution
FIA	Family Investment Administration
FIDM	Financial Institution Data Match
FIPS	Federal Information Processing Standard, A FIPS code may have seven digits, the first two digits are the state code, the next three digits are the local code, and the last two digits are local code for large jurisdictions
FPLS	Federal Parent Locator Service

FTA	Failure to Appear
GARN	Garnishment
IHOP	In-Hospital Paternity
INQ	Inquiry
ICR	Interstate Central Registry
INS	Immigration & Naturalization
INSUR	Insurance
IRN	Individual Registration Number
IRS	Internal Revenue Service
IV-A	Title IV-A of the Social Security Act that covers Temporary Cash Assistance (TCA)
IV-D	Title IV-D of the Social Security Act that covers the Child Support Enforcement Program
IV-E	Foster Care
JURIS	Jurisdiction
MA	Medical Assistance
MCHIP	Maryland Children's Health Insurance Program
MOD	Modification
MSG	Message
MSFI	Multi-State Financial Institution
MSFIDM	Multi-State Financial Institution Data Match
MSO	Monthly Support Order
MVA	Motor Vehicle Administration

NCP	Non-Custodial Parent also known as Absent Parent
NDNH	National Directory of New Hires
NH	New Hire
OAH	Office of Administrative Hearings
OCSE	Federal Office of Child Support Enforcement
OV	Office Visit
PAT	Paternity
PD	Paid
PLS	Professional License Suspension
POC	Purchase of Care
PWO	Priority Work Order
PYMT	Payment
QW	Quarterly Wage
RE	Regarding
RMDS	Report Management and Distribution System
SAO	State's Attorney's Office
SCR	State Case Registry
SDU	State Disbursement Unit
SESA	State Employment Security Agency
SOA	Support Ordered Amount
SOP	Service of Process
SPLS	State Parent Locator Service

SYS	System
SUPV	Supervisor
TC (T/C)	Telephone Call
TAD	Technical Assistance Division
TANF	Temporary Assistance for Needy Families (In MD aka TCA)
TCA	Temporary Cash Assistance
TOP	Treasury Offset Program
TRIP	State Tax Refund Intercept Program
TROP	Federal Tax Refund Offset Program
UCIS	Unemployment Compensation Interface System
UIB	Unemployment Insurance Benefits
UIFSA	Uniform Interstate Family Support Act
URPA	Un-reimbursed Public Assistance
VA	Veteran's Administration
VOP	Violation of Probation
W/	With
WCC	Workers Compensation Commission
W/D	Withdraw
W/O	Work Order
WVO	Wage Withholding Order
WKLY	Weekly