



Child Support **Resource Guide** for State IV-D Directors



ADMINISTRATION FOR
CHILDREN & FAMILIES
Office of Child Support Enforcement

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Child Support Resources

This resource guide provides online and other resources to help you manage various aspects of your child support operations.

1. Federal Office of Child Support Enforcement (OCSE)

The federal Office of Child Support Enforcement (OCSE) is part of the Administration for Children and Families (ACF), which falls under the umbrella of the Department of Health and Human Services (HHS).

[ACF website \(http://www.acf.hhs.gov/\)](http://www.acf.hhs.gov/)

[HHS website \(http://www.hhs.gov/\)](http://www.hhs.gov/)

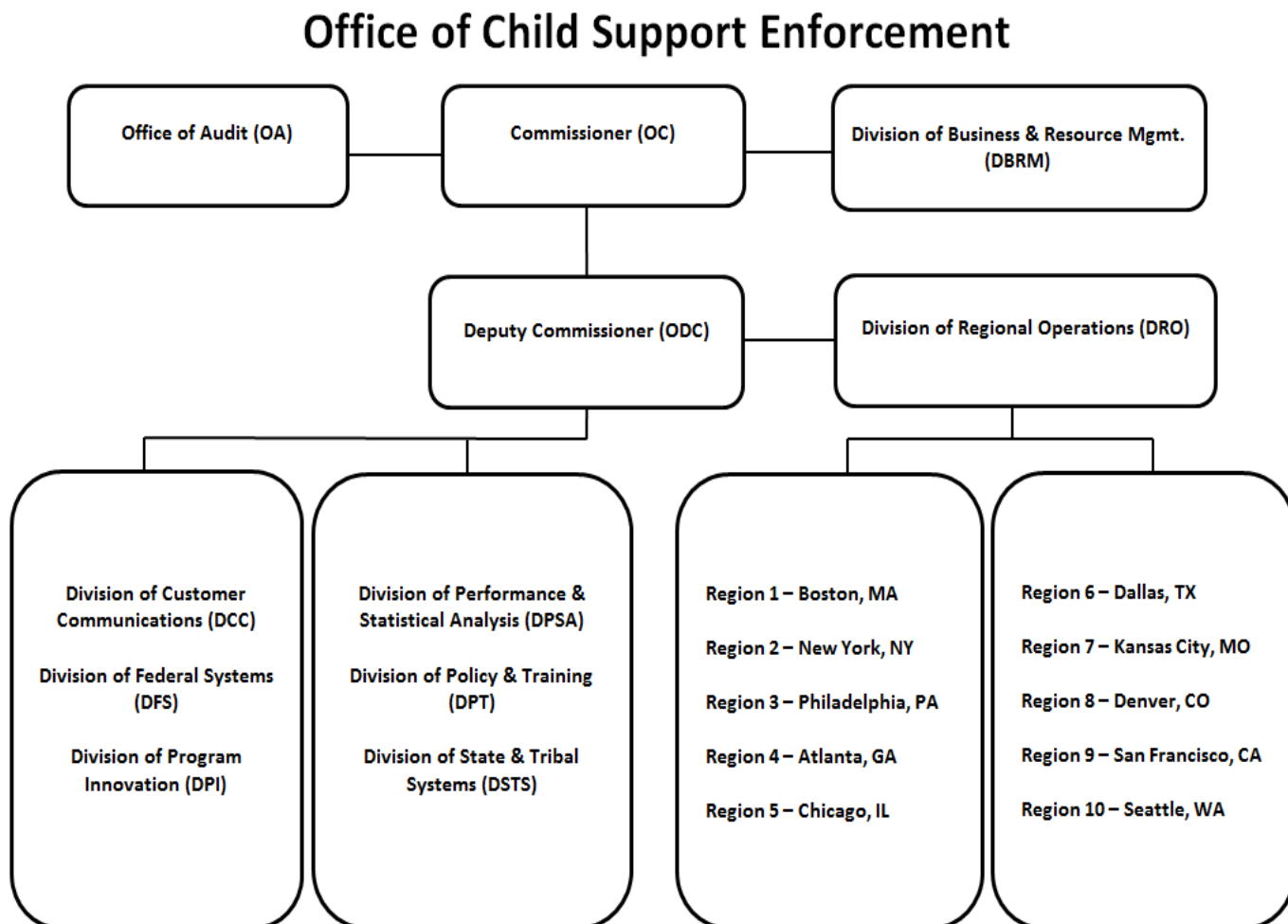
OCSE is the starting point for most of the information you'll need from the federal office, including the latest news, policy updates, training tools, and technical and historical documents. OCSE's website provides an array of resources for you and the many partners you will work with in child support.

[OCSE website \(http://www.acf.hhs.gov/css\)](http://www.acf.hhs.gov/css)

2. State Child Support Websites and General Contact Information

This link provides [contact information](#) for each state child support program and lists the tribal programs in the state as well.

3. Federal Organizational Chart



The Office of Child Support Enforcement (OCSE) is headed by the Office of the Commissioner (OC). The OC has three direct reports: the Office of Audit (OA), the Division of Business & Resource Management (DBRM) and the Office of the Deputy Commissioner (ODC). ODC has seven direct reports: Division of Customer Communications (DCC), Division of Federal Systems (DFS), Division of Program Innovation (DPI), Division of Performance & Statistical Analysis (DPSA), Division of Policy & Training (DPT), Division of State & Tribal Systems, and Division of Regional Operations (DRO). The DRO has 10 regional offices.

Region 1 is located in Boston, MA; Region 2, New York; NY. Region 3, Philadelphia, PA; Region 4, Atlanta, GA; Region 5, Chicago, IL; Region 6, Dallas, TX; Region 7, Kansas City, MO; Region 8, Denver, CO; Region 9, San Francisco, CA; Region 10, Seattle, WA.

4. Regional Office Contacts



The map shows the ten regions under HHS. For more information about each regional office, including contact information and links to related websites and details, go to the [interactive version of the map](#).

The following list has contact information for the federal regional offices as of June 2018.

Contact Information for Federal Regions

<p>Region 1 JFK Federal Building, Room 2000 Boston, MA 02203-0003 Phone: 617-565-1020 Fax: 617-565-2493</p>	<p>Region 6 1301 Young Street, Suite 945 Dallas, TX 75202-5433 Phone: 214-767-9648 Fax: 214-767-3743</p>
<p>Region 2 26 Federal Plaza, Room 4114 New York, NY 10278-4199 Phone: 212-264-2890 Fax: 212-264-4881</p>	<p>Region 7 Federal Office Building 601 East 12th Street, Room 349 Kansas City, MO 64106-2858 Phone: 816-426-3981 Fax: 816-426-2888</p>
<p>Region 3 150 So. Independence Mall W., Suite 864 Philadelphia, PA 19106-3499 Phone: 215-861-4000 Fax: 215-861-4070</p>	<p>Region 8 ACF/OCSE, 999 18th Street South Terrace, Suite 499 Denver, CO 80202 Phone: 303-844-3100 Fax: 303-844-1188</p>
<p>Region 4 61 Forsyth Street, SW, Suite 4M60 Atlanta, GA 30303-8909 Phone: 404-562-2800 Fax: 404-562-2981</p>	<p>Region 9 90 Seventh Street, 9th Floor San Francisco, CA 94103-6710 Phone: 415-437-8400 Fax: 415-437-8444</p>
<p>Region 5 233 N. Michigan Ave., Suite 400 Chicago, IL 60601-5519 Phone: 312-353-4237 Fax: 312-353-2204</p>	<p>Region 10 701 Fifth Avenue, Suite 1600, MS-75 Seattle, WA 98104 Phone: 206-615-2547 Fax: 206-615-2574</p>

5. Key Child Support Federal Statutes

Federal Child Support Law and Regulations

Below are links to the law that created the child support program and to regulations that have been key to its functioning.

- [Title IV, Part D of the Social Security Act, 42 USC 651 et seq.](#)
- [Full Faith and Credit, 28 USC 1738B et seq.](#)
- [Child Support Regulations, 45 CFR 301 et seq.](#)
- [Flexibility, Efficiency, and Modernization in Child Support Programs final rule](#)

[Links to OCSE’s Policy webpage \(http://www.acf.hhs.gov/css/policy\)](http://www.acf.hhs.gov/css/policy) that provide policy and program requirements related to the child support program.

Statutes Requiring Changes in the Child Support Program

The links below take you to either the statute or a summary of the program changes required by law over time.

You can also search the [Library of Congress](#) for federal statutes:

- [Social Security Amendments of 1965, P.L. 89-97](#)
- [Uniform Reciprocal Enforcement of Support Act \(URESA\)](#)
- [Social Security Amendments of 1967, P.L. 90-248](#)
- [Social Security Amendments of 1974, P.L. 93-647](#)
- [The Medicare-Medicaid Antifraud and Abuse Amendments of 1977, P.L. 95-142](#)
- [The Bankruptcy Reform Act of 1978, P.L. 95-598](#)
- [The Social Security Disability Amendments of 1980, P.L. 96-265](#)
- [The Adoption Assistance and Child Welfare Act of 1980, P.L. 96-272](#)
- [The Omnibus Budget Reconciliation Act of 1981, P.L. 97-35](#)
- [The Tax Equity and Fiscal Responsibility Act of 1982, P.L. 97-248](#)
- [Omnibus Budget Reconciliation Act of 1982, P.L. 97-253](#)
- [Uniformed Services Former Spouses' Protection Act](#)
- [Child Support Amendments of 1984, P.L. 98-378](#)
- [Omnibus Budget Reconciliation Act of 1986, P.L. 99-509 \(includes "Bradley amendment"\)](#)
- [Omnibus Budget Reconciliation Act of 1987, P.L. 100-203](#)
- [Family Support Act of 1988, P.L. 100-485](#)
- [Omnibus Budget Reconciliation Act of 1989, P.L. 101-239](#)
- [Omnibus Budget Reconciliation Act of 1990, P.L. 101-508](#)
- [Child Support Recovery Act of 1992, P.L. 102-521](#)
- [Ted Weiss Child Support Enforcement Act of 1992, P.L. 102-537](#)
- [Omnibus Budget Reconciliation Act of 1993, P.L. 103-66](#)
- [Full Faith and Credit for Child Support Orders Act of 1994, P.L. 103-383](#)
- [Bankruptcy Reform Act of 1994, P.L. 103-394](#)
- [Small Business Administration Reauthorization and Amendments of 1994, P.L. 103-403](#)
- [Personal Responsibility and Work Opportunity Reconciliation Act of 1996, P.L. 104-193 \(also known as Welfare Reform or PRWORA\)](#)
- [Uniform Interstate Family Support Act \(UIFSA\) of 1996](#)

- [Balanced Budget Act of 1997, P.L. 105-33](#)
- [Taxpayer Relief Act of 1997, P.L. 105-34](#)
- [Adoption and Safe Families Act of 1997, P.L. 105-89](#)
- [Deadbeat Parents Punishment Act of 1998, P.L. 105-187](#)
- [Child Support Performance and Incentive Act of 1998, P.L. 105-200](#)
- [UIFSA 2001](#)
- [Bankruptcy Abuse Prevention Consumer Protection Act of 2005, P.L. 109-8](#)
- [Deficit Reduction Act of 2005, P.L. 109-171](#)
- [Fostering Connections to Success and Increasing Adoptions Act of 2008, P.L. 110-351](#)
- [UIFSA 2008](#)
- [American Recovery and Reinvestment Act of 2009 \(ARRA\), P.L. 111-5](#)
- [Claims Resolution Act of 2010, P.L. 111-291](#)
- [Preventing Sex Trafficking and Strengthening Families Act of 2014, P.L. 113-183](#)
- [Bipartisan Budget Act of 2018, Section 53117 of P.L. 115-123](#)

6. Child Support Basics

Child Support Professionals Fact Sheets

The [resource](#) page contains innovative strategies, data-based policies and practices, and customer-focused services that are summarized in fact sheets, informative posts, and provides information about the child support program.



Acronyms and Glossary

For a list of frequently used child support terms and acronyms, see the [glossary](#). Find terms specific to systems planning in the appendix of this resource guide.

Federal Policy Documents

- Action Transmittal (AT): A memo used to inform child support agencies of a policy, form, process, or legislation that requires action or implementation.
- Dear Colleague Letter (DCL): A type of letter used to communicate general information specifically to state directors or both state and tribal directors.
- Tribal Dear Colleague Letter (TDCL): A letter just like a DCL except the information is specific to tribes only.
- Information Memorandum (IM): A memo used to communicate general information to child support agencies that doesn't require specific action.
- Policy Interpretation Question (PIQ): An official OCSE response to an inquiry concerning application of policy submitted to a regional office by a state child support program. Although these questions often arise from a specific practice or situation, the responses are official statements of OCSE policy on the issue.
- Tribal Policy Interpretation Question (PIQT): An official OCSE response to an inquiry concerning application of policy submitted by a tribal program.

OCSE policy documents are located on the [Policy webpage](#) and in the [resource library](#).

Federal Financial Management Regulations

OMB Circular A-87 establishes principles and standards for determining costs for federal awards carried out through grants, cost reimbursement contracts, and other agreements with state and local governments and federally recognized Indian tribal governments.

[Cost Principles for State, Local, and Indian Tribal Governments, 2 CFR part 225 \(OMB Circular A-87\)](#)

7. Federal Reporting

OCSE-157 – Child Support Enforcement Annual Data Report

State officials will use the OCSE-157 to report statistical and some financial information about their child support enforcement program to HHS.

- [OCSE-157](#) Form and Instructions
- States are required to submit this form electronically through the ACF On-Line Data Collection (OLDC) system, which requires pre-registration and the use of an approved digital signature. A timely filed electronic, online submission with a digital signature is the only submission needed or accepted and will fulfill the regulatory requirement for providing this information.

OCSE-34 – Child Support Enforcement Program Quarterly Report

State agencies administering the child support program under Title IV-D of the Social Security Act are required to complete and submit this quarterly report in accordance with instructions issued by OCSE. There are two parts to the form. The first part records collections received, distributed and undistributed, while the second part itemizes undistributed collections.

- [OCSE-34](#) Form and Instructions
- States and tribes are required to submit this form electronically through the ACF On-Line Data Collection (OLDC) system.

OCSE-396 – Child Support Enforcement Program Financial Report

The expenditures, fees and estimated incentives information collected on this form is required under Title IV-D of the Social Security Act. OCSE uses this information to calculate and issue quarterly federal grant awards and annual incentive payments to the state agencies administering the child support program. The information is compiled and published in an annual report of statistical and financial data available to the public.

- [OCSE-396](#) Form and Instructions
- States are required to submit this form electronically through the ACF On-Line Data Collection (OLDC) system.

OMB Standard Form 425 – Federal Financial Report for Tribes

Tribal agencies administering the child support program under Title IV-D of the Social Security Act are required to submit financial information using the SF-425 in accordance with instructions issued by OCSE.

- [SF-425](#) Form and instructions

OCSE-75 – Tribal Child Support Enforcement Annual Data Report and Tribal Narrative Reports

Tribes use the OCSE-75 to report statistical information on their child support programs to OCSE as required in 45 CFR 309.170(b). The OCSE-75 report is to be completed and submitted by tribal IV-D agencies 90 days after the end of the federal fiscal year, or by December 29 of each year.

- [OCSE-75](#) Form and instructions

Self-Assessment Report

States are required to perform annual assessments of their child support programs and to submit the results of these assessments to their respective OCSE regional office, with a copy to the OCSE central office, no later than six months after the end of the self-assessment review period. To create uniformity in state self-assessment reports, OCSE developed a recommended format for states to use to report their self-assessment results.

- [DCL-09-05, OCSE Self-Assessment Reporting System](#)

8. State Plans

Current State Plans

The online [State Plan System](#) maintains an electronic version of the approved state plan preprint pages submitted by states, which describe the nature and scope of each state's child support program.

State Plan Links

OCSE developed electronic versions of the [OCSE-21-U4 form](#), [state plan cover sheet](#), and [state plan preprint pages](#) to improve the submission process. States can download and complete these forms electronically and submit them according to the procedures described in [AT-15-02](#). The forms are located on the OCSE website.

- [AT-07-06](#), Revised instructions for requesting an exemption from the Mandatory Laws and Procedures in Section 466 (2007)
- [AT-17-03](#), Revised State Plan consistent with FEM

9. Federal Incentives for Performance

The Annual Report to Congress

The [report to Congress](#) includes individual and state and tribal pages. The report also includes information on collections, expenditures, paternities and orders established, and other program statistics.

Reinvestment of Child Support Incentive Payments

[AT-01-04](#) explains that child support incentive payments must be reinvested in the child support program. It also explains what other types of activities can be funded with incentive payments. The Child Support Performance and Incentive Act (CSPIA) formulas are illustrated here.

CSPIA INCENTIVE MEASURE FORMULAS	
INCENTIVE MEASURE	FORM AND LINE NUMBERS
PATERNITY ESTABLISHMENT PERCENTAGE (PEP): IV-D	
Number of Children in the Caseload in the FY or as of the End of the FY Who Were Born Out-of-Wedlock with Paternity Established or Acknowledged	OCSE-157, Line 6
Number of Children in the Caseload as of the End of the Preceding FY Who Were Born Out-of-Wedlock	OCSE-157, Line 5a
PATERNITY ESTABLISHMENT PERCENTAGE (PEP): STATEWIDE	
Number of Minor Children in the State Born Out-of-Wedlock with Paternity Established or Acknowledged During the FY	OCSE-157, Line 9
Number of Children in the State Born Out-of-Wedlock During the Preceding FY	OCSE-157, Line 8a
SUPPORT ORDER ESTABLISHMENT	
Number of IV-D Cases with Support Orders	OCSE-157, Line 2
Number of IV-D Cases	OCSE-157, Line 1
CURRENT COLLECTIONS	
Amount Collected for Current Support in IV-D Cases	OCSE-157, Line 25
Amount Owed for Current Support in IV-D Cases	OCSE-157, Line 24
ARREARAGE COLLECTIONS	
Number of IV-D Cases Paving Toward Arrears	OCSE-157, Line 29
Number of IV-D Cases with Arrears Due	OCSE-157, Line 28
COST-EFFECTIVENESS	
Total IV-D Dollars Collected	OCSE-34, Lines 4b+ 4c + 8+ 11 of column (G)
Total IV-D Dollars Expended	OCSE-396, Line 7 columns (A) + (C) less Line 1(c) columns (A) + (C)
STATE COLLECTION BASE	
2 times (Current Assistance + Former Assistance Collections + Medicaid Assistance) + Never Assistance Collections + Fees Retained by Other States	OCSE-34: 2 times ((Line 4b, columns A+B+C+D+E) + (Line 8, columns A+B+C+D+E)) + Line 4b, column F + Line 8, column F + Lines 4c + 11 of column G

10. Federal Audit and Oversight

Data Reliability Audit

- [Data reliability audit requirements](#) are updated annually.

Internal Revenue Service Security Audit

- [IRS Security Guidelines, Publication 1075](#)
- [IRS Safeguards and Publication 1075 Update, DCL-16-15](#)

OMB Circular A-133, Audits of States, Local Governments and Non-Profit Organizations (Single Audits)

This [OMB Circular](#) establishes uniform audit requirements for non-federal entities that administer federal awards and implements the Single Audit Act Amendments of 1996.

OMB Circular A-133 Compliance Supplement 2017

This [supplement](#) to OMB Circular A-133 identifies compliance requirements of the Single Audit Act Amendments of 1996.

Other Federal Entities That Have Conducted Child Support Audits and Investigations

- [HHS Office of Inspector General](#)
- [Government Accountability Office](#)

11. Child Support Automated Systems

Federal Systems

Federal systems include batch systems and online systems.

- Batch Systems

This generally indicates systems that are automated and communicate directly, system to system. They operate without human intervention. For example, one system receives new files to input from another system (such as a state system or external partner). The receiving system will then process the information at a scheduled time (nightly, weekly, etc.), and then the system produces response files to transmit back to the sending system. Batch processes are usually used when immediate response is not required or the transaction volume is large.

□ Federal Case Registry (FCR)

The [FCR Guidance Document](#) provides basic information to help IV-D administrative and program/policy staff understand the functionality of the FCR. The FCR, a registry of IV-D and non-IV-D cases and participants, assists states in the following ways:

- Provides locate information from other federal sources – Social Security Administration, Department of Veterans Affairs, Office of Personnel Management, National Security Agency, Department of Defense, Federal Bureau of Investigations, Internal Revenue Service
- Proactively matches case participants to other case participants in the FCR
- Proactively matches case participants to data in the National Directory of New Hires

□ National Directory of New Hires (NDNH)

- Contains quarterly wage, unemployment insurance, and new hire data
- Proactively matches against participants in the FCR to provide locate information

□ Debtor File – contains child support arrears data used for:

- Passport Denial
- Tax Refund Offset
- Administrative Offset
- Multistate Financial Institution Data Match (MSFIDM)
- Insurance Match

□ CSENet – Interstate communication network used to exchange data between states. The [CSENet Interface Guidance Document \(IGD\)](#) is a comprehensive resource guide that states may refer to as they develop or refine their functionality to use the CSENet application to conduct interstate child support enforcement business activities. These activities include, but are not limited to, locating noncustodial parents, establishing paternity and support obligations, enforcing support orders, and collecting support funds.

□ e-IWO – Electronically transmits income withholding orders to participating employers

□ Interstate Case Reconciliation (ICR) – Annual national computer match used to reconcile interstate cases

- Online Systems

These are systems that are interactive and process one request at a time. Using an internet browser, a user can query an online system and see an immediate response. In general, online systems are used when immediate responses are required.

- [Child Support Portal](#) provides real time access for states to information:
 - [Debt Inquiry Service](#) Insurers provide information to OCSE's debtor file to report claimants or beneficiaries eligible to receive lump-sum or other types of insurance payments
 - [Department of Defense \(DoD\) Entitlements](#) provides detailed income data for active duty military and reservists
 - [E-Employer Search](#) identifies employers using e-IWO and provides employer details such as addresses
 - [Federal Collections and Enforcement](#) simplifies case submittal and update process for cases referred for federal offset and passport denial
 - [Locates](#) provides locate requests for individuals who are not in locate status in the state system and can be used as needed
 - [Electronic Document Exchange \(EDE\)](#) provides a secure way for states to exchange child support documents and UIFSA forms electronically
 - [Query Interstate Cases for Kids \(QUICK\)](#) provides online access to financial and case data in other states
- [Intergovernmental Reference Guide \(IRG\)](#) contains policy profiles and contact information for state, tribal, and international policies

State Systems

State and federal child support programs work together to implement [state information systems](#) that support automated program management. Each state must have an automated system to operate its child support program efficiently and effectively. OCSE approves state system *planning and design* and *monitors and certifies* that states implement their systems as intended by law and regulation, and that they spend federal funds wisely. The OCSE website offers *automation and technology* resources to encourage innovation.

Tribal Systems

Tribal child support programs have several options to automate data processing and case processing activities:

- Use office automation
- Implement an Intergovernmental Agreement to access a state or another tribe's system
- Install the Model Tribal System
- Join a consortium of tribes to acquire data processing system support and services
- Build a data processing system with tribal funds



Tribes that choose to implement an Intergovernmental Agreement, use the Model Tribal System, or join a consortium must submit an Advance Planning Document (APD) to request federal funding for installation-related costs. OCSE offers technical assistance to help you prepare your APD, as well as templates, tools and advice to help you succeed in automating your program. Access the [tribal systems](#) page on our website.

12. Intergovernmental Child Support

Intergovernmental Referral Guide (IRG) Overview

The [Intergovernmental Referral Guide \(IRG\)](#) is an information resource that includes state and tribal profiles of services, location codes and addresses, federal and regional office data, and demographic data on international child support agencies.

The IRG provides an effective and efficient way to view and update this information. It consolidates data – previously available through numerous discrete sources – into one centralized, automated repository.

The IRG contains state, tribal and public user guides, including a listing of technical support liaisons for states and tribes. Access the [IRG](#) from the OCSE Home Page.

Profile

The profile section contains high-level information about each state's child support program, as well as comprehensive tribal programs. The State Profile includes information on the general program, UIFSA, reciprocal agreements with other

countries and states, age of majority, statute of limitations, order modification and review/adjustment, lump sum payments, and insurance match. There are also links to statutory cites.

Contact (Location Codes and Addresses)

This section contains contact information for states and tribes, including names, addresses, telephone numbers, fax numbers and e-mail addresses when available. It also includes state, region, county and local location codes, OCSE central and regional office contact information, and international location codes and addresses.

In addition, the address section of the IRG now includes a link to the Bureau of Indian Affairs (BIA) codes for tribal organizations, a link to the International Standards Organization (ISO) codes for international codes, and a link to the National Child Support Enforcement Association (NCSEA) for all international addresses.

Access Privileges

Each state and tribal office can have up to five IRG administrators with unique user names and passwords. The IRG administrators help OCSE keep the data current.

The IRG administrators' functions are to:

- Add, change and delete contact and address information
- Maintain profile information and statutory cites
- Review and certify that information is accurate every 30 days
- Distribute a generic username and password (to view information) to all caseworkers or other "need-to-know" parties within a child support office
- Identify new system requirements

The general public can view all state profile information. Due to concerns about releasing state and tribal contact and address information, public access is restricted to seven address types, such as the State Disbursement Unit and the Central Registry. However, the public can view all central and regional office and international contact and address information.

An audit system tracks changes to the system. The OCSE Administrator has the capability to audit information to determine who, when, and what changes were made to the IRG.

13. Tribal Child Support

More than 60 tribes operate [tribal child support programs](#) to provide services to Native American families that are consistent with tribal values and cultures. Like their state counterparts, tribal child support programs locate custodial and noncustodial parents, establish legal fatherhood (paternity), establish child support orders, enforce orders, and offer services and referrals.

14. International Child Support

As the U.S. central authority for international child support, OCSE assists states and countries with cases when family members live in different countries. The United States is a party to the Hague Child Support Convention, along [with 35 other countries](#).

In addition, the U.S. has foreign reciprocal arrangements to provide child support services with four countries that are not Convention countries and with all but one of the provinces and territories of Canada. These are called foreign reciprocal countries (FRCs). OCSE works with the [U.S. Department of State](#) to negotiate and implement FRC arrangements.

15. Federal Grants

Discretionary Grant Programs

OCSE offers two discretionary grant program opportunities that further the national child support program's mission and goals:

- Section 1115 Demonstration Grants – Only state IV-D agencies or their state umbrella agencies can receive these grants. The agencies can contract with other agencies, faith- and community-based organizations, universities, or private consultants to join in these efforts. States must apply for these funds in response to a grant announcement of funding availability under priorities that may differ each year. [Review this checklist](#) to find grant opportunities and prepare, write, and submit a grant application.
- Special Improvement Project (SIP) Grants – Eligible applicants include state and local public agencies, non-profit agencies (including faith-based organizations), and tribal organizations. The federal funds are for research and demonstration programs and special projects of regional or national significance relating to the operation of state child support programs. No applicant match is required.

Comparison of Section 1115 and SIP Grants

OCSE DISCRETIONARY GRANT AUTHORITIES		
ELEMENT	SECTION 1115	SPECIAL IMPROVEMENT PROJECT (SIP)
Purpose/ Objective	To test and evaluate new policies and practices that are intended to improve the operation of the child support program.	To fund projects with the intent of increasing financial and medical support for children as well as improving child support program performance.
Eligible Applicants	State child support agencies or IV-D agencies (other agencies and organizations can be co-participants, but the awarded funds must go to the state IV-D agency).	All domestic applicants (e.g. state human services umbrella agencies, state or local public agencies (child support, etc.), tribes, tribal organizations, faith- and community-based organizations, other non-profit and not-for-profit organizations).
Evaluation Requirements	Applicant must describe the evaluation method and choose an independent evaluator. Scientific evaluations with control and experimental groups are preferred.	Applicant must describe specific results desired or products to be produced and how the success of the project will be measured. Independent evaluator is not required.
Notice of Possible Cross-Site Evaluation	OCSE may require a cross-site evaluation if similar projects are awarded.	Generally speaking, cross-site evaluations are not used for SIP projects.
Program Announcement	Annually transmitted to states through listservs; posted on www.grants.gov , OCSE website and others.	Annually transmitted to states through listservs; posted on www.grants.gov , OCSE website and others.
Budget (Funding of Project)	100 percent federal funding (no grantee match required)	100 percent federal funding (no grantee match required)

Access and Visitation Grant Program

Each year, \$10 million is appropriated for the [Access and Visitation \(AV\) mandatory grant program](#), which provides funding to states, territories, and the District of Columbia to administer programs that help noncustodial parents spend time with their children. Services supported by the grant must target the noncustodial parent and support the intended program outcome.

OCSE has administrative responsibility for the AV grant program. At the state level, the governor decides which entity will administer the program. Currently, nearly half of the state AV grant programs are administered by state offices of the courts and the other half by state human services and child support agencies.

States must complete a program reporting form entitled the “State Child Access Program Survey” on an annual basis. The surveys are due to OCSE on November 30 each year and cover services provided to clients during the previous fiscal year.

States must submit two financial reports (OMB Standard Form 269A) to the ACF Office of Mandatory Grants by December 31 each year covering: a) grant funds obligated; and b) grant funds liquidated.

16. Collaboration with Employers

Employers are essential to the child support program. Employers account for 75% of collections by withholding child support and medical support payments from employees’ pay.

- [OCSE Information About Employers and Child Support](#)
- [OCSE Resources for State Agencies that Work with Employers](#)
- [OCSE Fact Sheet for the Judicial Community that Explains Income Withholding](#)
- [OCSE Resources About e-IWO](#)
- [OCSE Resources About Electronic Payments](#)
- [Information About the American Payroll Association and Working with Employer Community](#)

17. Other Governmental Partners

There are many potential partners for the child support program. IV-D directors may interact with various governmental partners in their state.

- Governor's office
- State and local TANF agency
- State child welfare agency
- State and local Medicaid, CHIP and Health Insurance Marketplace agencies
- State court administration agency
- Prosecutors
- Local government executives (e.g., county commissioners)
- Local courts and court clerks
- State legislatures
- State auditor
- State budget office
- State purchasing agency
- State purchasing agency
- State human resources agency or department
- State technology agency or chief information officer (CIO)
- State Workforce Agency (Unemployment Insurance – UI)
- State worker's compensation agency
- State licensing agencies (e.g., professional licenses, driver's licenses, hunting licenses)

18. Child Support Organizations

There are several membership organizations that provide vital services to the child support program. IV-D directors and their staff can take active roles in these organizations to learn from their colleagues about promising practices in child support.

- NCCSD: National Council of Child Support Directors
- [NCSEA: National Child Support Enforcement Association](#)
- [NTCSA: National Tribal Child Support Association](#)
- [ERICSA: Eastern Regional Interstate Child Support Association](#)
- [WICSEC: Western Interstate Child Support Enforcement Council](#)

State Child Support Associations, e.g., California Child Support Directors Association; Ohio Child Support Directors Association

19. Research Organizations with Child Support Information

Several research organizations and advocacy groups play a crucial role in providing important information to the child support community.

- [American Enterprise Institute](#)
- [Brookings Institution](#)
- [Center for Law and Social Policy](#)
- [Center for Law and Social Policy](#)
- [University of Texas Public Affairs](#)
- [Urban Institute](#)

Appendix: Terms and Definitions for Systems Planning

Advance Planning Document (APD)

The three primary purposes of the APD process are to:

- Describe in broad terms the state's plan for managing the design, development, implementation, and operation of a system that meets federal, state, and user needs in an efficient, comprehensive, and cost-effective manner;
- Establish system and program performance goals in terms of projected costs and benefits; and
- Secure Federal financial participation (FFP) for the state.

Planning APD

The Planning APD (PAPD) is a written plan of action which requests funding to determine the need for, feasibility, and cost factors of ADP equipment or services acquisition. It includes a statement of the problem or need, project management plan, budget for project planning, and estimated total project cost. Commits to preparing the feasibility study, requirements (or needs) analysis, alternatives analysis, and cost/benefit analysis.

Implementation APD

The Implementation APD (IAPD) is written plan of action marking the transition from the mission and planning phase to the development and implementation phase - which supports the plan to acquire the proposed ADP services or equipment. Includes the statement of needs and objectives, feasibility study, requirements analysis, alternatives analysis, cost/benefit analysis, personnel resource statements, project activities, schedule, proposed budget and prospective costs, and system life.

APD Update (APDU)

The PAPD or IAPD must, at a minimum, be updated on an annual basis (Annual APDU). Additionally, an "As-Needed" APDU must be submitted whenever a significant change to the project cost, scope, or schedule occurs.

Project Charter

A project charter is a document issued by senior management that formally authorizes the existence of the project. It provides the project manager with the authority to apply organizational resources to project activities.

Communication Plan

A communication plan is a document describing the information and communication needs of the project stakeholders: who needs the information, when they need it, and how it will be communicated to them.

Analysis of Alternatives

An analysis of alternatives considers the universe of alternatives available for automation, such as transferring another state's system or enhancing an existing

system. These alternatives are evaluated at a high level with the goal of selecting the most viable alternatives for further, detailed analysis.

Feasibility Study

The Feasibility Study determines whether it is sufficiently probable that effective and efficient use of Automated Data Processing (ADP) equipment or systems can be made to warrant the substantial investment of staff, time, and money being requested and whether the plan is capable of being accomplished successfully. This study compares the alternatives selected during the Analysis of Alternatives to the existing “Status Quo” system to demonstrate that the benefits of replacing or enhancing the Status Quo system outweigh the costs. The feasibility study results in a determination of whether upgrade or replacement of the status quo is feasible, i.e. would the cost of building the system be “paid off” over the life of the system. The feasibility study also provides a recommendation of which of the alternatives analyzed would be the best system solution in terms of cost effectiveness and in terms of meeting the goals and business requirements of the project. One of the key analytical tools utilized in the Feasibility Study is the Cost Benefit Analysis.

Cost/Benefit Analysis

The Cost/Benefit Analysis (CBA) is a detailed evaluation of the costs and benefits of each alternative identified during the alternatives analysis. It includes costs of current and projected operations as a baseline for (1) determining which alternative to select for automation and (2) measuring costs and benefits of the implemented and operational system over time. The CBA can be included as part of the Feasibility Study or stand as a separate document.

Independent Verification and Validation

Software Verification and Validation is a systems engineering discipline which helps the development organization build quality into the software products during the software development life cycle. Validation is concerned with checking that the development products meet the customer's needs, and Verification is concerned with checking that the system is well engineered. This is sometimes expressed as “Are we building the right system?” and “Are we building the system right?” *Independent Verification and Validation (IV&V)* is Verification and Validation activities performed by an agency that resides outside the state's Title IV-D Agency and its umbrella agency.

The key benefits of IV&V are:

- Identifies high-risk areas early
- Provides the State and Federal governments an objective analysis to deal with system development issues
- Provides management with improved visibility into the progress and quality of the development effort
- Reduces errors in delivered products.

The following criteria can trigger federally mandated IV&V assessment of a state child support enforcement system:

- State does not have in place a statewide automated child support enforcement system that meets the requirements of the FSA of 1988
- State has failed to meet a critical milestone, as identified in their APDs
- State has failed to submit timely and complete APD updates
- State's APD indicates the need for a total system redesign
- State is developing systems under waivers pursuant to section 452(d)(3) of the Social Security Act
- State's system development efforts are determined to be at risk of failure, significant delay, or significant cost overrun.

Cost Allocation

A procedure that State agencies use to identify, measure, and equitably distribute system costs among benefiting public assistance programs.