DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF WELFARE AND SUPPORTIVE SERVICES

CHILD SUPPORT ENFORCEMENT MANUAL

CHAPTER II

CASE PROCESSING (200)

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200 CASE PROCESSING

This chapter addresses types of cases, application and referral procedures, case establishment actions, and case closure.

200.1 DOCUMENTATION

Contact entries must be professional and factual, keeping in mind that contact entries may become public record. Contact entries should offer a full explanation of case events and serve as a chronological summary of case actions.

A. ACTIONS REQUIRING DOCUMENTATION

Contact entries must be made each time an action is taken on a case including but not limited to:

1. Case assessment
2. Case referral
3. Case closure
4. Oral and written communications with all parties, agencies, employers, etc. regarding the case
5. Establishment/Enforcement activities

B. ABBREVIATIONS

If abbreviations are used to document the case, it is recommended the abbreviations in Exhibit 200-15 be used. Using standard abbreviations makes it easier to understand each office's contact entries.

C. REQUIRED DOCUMENTATION

If an action or event in a case cannot be clearly tracked and verified in the automated system, the case record is used to establish an audit trail supporting the action or documenting the event. If a document is not available for viewing in NOMADS, a hard copy or scanned electronic image must be kept in the case record to comply with federal regulations. Although forms created in NOMADS are sufficiently tracked, practices of good casework make it advisable to keep a hard copy of all documents and correspondence in the file unless electronically viewable.

201 TYPES OF CHILD SUPPORT CASES

There are two types of cases eligible for support enforcement services.

A. NON-ASSISTANCE (NA) CASES

The following are non-assistance cases and are received by application or referral:

1. Medicaid only cases;
2. Non IV-E cases;
3. Cases receiving child support services where there was never any public assistance received.

B. PUBLIC ASSISTANCE (PA) CASES

The following are public assistance cases and are received by referral from IV-A (see Exhibit 200-01):

1. IV-A cash grant cases;
2. Child Care Cases;
3. IV-E cases;
4. Continued services cases (former TANF cases in which continued child support services are being provided and debt to the state does or does not exist);
5. Recovery cases (former TANF cases without continued child support services where an order and debt to the state exists).

201.1 PA CASE DEFINITIONS

1. IV-A cash case is a family receiving cash and medical assistance.
2. A child care case is a parent/caretaker receiving child care subsidies.
3. IV-E cash case is a foster parent receiving federal cash assistance for children in their care.
4. Non IV-E cash case is a foster parent receiving state cash assistance for children in their care.

202 NON-ASSISTANCE (NA) CASES

The IV-D agency must make the applications for Child Support Services, form 4000-EC, readily accessible to the public. When an individual requests an application, the application must be provided on the day the individual makes a request in person. If the request for the application is in writing or by telephone, an application must be mailed within five (5) working days of the request.

Information describing available services, individual rights and responsibilities, and the states' fees, cost recovery and distribution policies must accompany all applications for services. All applications for services must be accepted the day an application is submitted to the IV-D agency. Federal law requires a case must be set up within twenty (20) calendar days of receipt of the application/referral. (45 CFR 303.2(b))

All applications, regardless of residency, must be accepted by the IV-D agency. Upon receipt of an application or referral, the full range of IV-D services must be provided to the applicant. Nevada does not provide limited services.

45 CFR 303.2 defines an application as a written document provided by the state which indicates the individual is applying for IV-D services and is signed by the applicant.

202.1 CASE SETUP FOR NA CASES

Upon receipt of the application/referral, the enforcing authority must date-stamp the application/referral and establish a case record.

Federal Regulation 45 CFR 303.2(b) requires within no more than twenty (20) calendar days of receipt of the application or referral, the case must be opened and an initial assessment done to determine what action is necessary. This may include soliciting additional information from the CST or other relevant sources. A contact entry must be made summarizing the initial assessment.

203 PUBLIC ASSISTANCE (PA) CASES

Public assistance cases are referred to the appropriate enforcing authority. Upon receipt of a referral, the full range of IV-D services must be provided.

In addition to the completed NCP Form, the IV-A case manager transmits the following:

1. Good cause request (see SEM 205(C)) and any documents the CST provided as evidence of good cause, if applicable.

2. Any documents such as birth/marriage records, divorce decrees, child support orders and non custodial parent (NCP) identification.

3. Notification of child support payments received directly by the CST.

4. Third party medical coverage information.

203.1 CASE SETUP FOR PA CASES

Upon approval of public assistance benefits, a referral will be electronically transmitted to the enforcing authority. Federal Regulation 45 CFR 303.2(b) requires within no more than twenty (20) calendar days of receipt of the referral, the case must be opened and an initial assessment done to determine what action is necessary. This may include soliciting additional information from the custodial parent (CST) or other relevant sources. A contact entry must be made summarizing the initial assessment.

203.2 EXCHANGE OF INFORMATION

The IV-A and IV-D programs shall share relevant information by e-mail or form 4800 within five (5) working days of discovery.

204 CASE ASSIGNMENT TO FUNCTIONAL AREA

Based on information input on a case, the system will assign the case to one of the following functional areas:

1. Locate (see SEM 300).

2. Paternity Establishment (see SEM 400).

3. Obligation Establishment (see SEM 500).

4. Enforcement (see SEM 600).

205 CST COOPERATION/GOOD CAUSE DETERMINATION

A. CST COOPERATION

A CST receiving IV-D services is required to cooperate with the enforcing authority except when the CST is found to have "good cause" not to cooperate.

A custodian has failed to cooperate when the enforcing authority documents that the custodian did not take an action that is essential for the next step in providing IV-D services. IV-D is responsible for determining non-cooperation status.

Cooperation includes:

1. Completing necessary documentation in full.
2. Providing all possible information and assistance in identifying and locating NCPs.
3. Assisting the enforcing authority in establishment and enforcement as required.
4. Submitting self and child(ren) to genetic testing as required.
5. Appearing at the enforcing authority's office or as a witness in court, as required to present verbal or written evidence necessary to determine parentage and/or obtain support.
6. Surrendering all court ordered and voluntary support payments to the enforcing authority when the CST is receiving a cash grant.
7. Refusing to accept direct payments in a non-assistance case.

B. CST NON-COOPERATION

1. Public Assistance and Child Care

When it has been determined the CST has failed to cooperate with IV-D without cause, the case manager must report custodian non-cooperation to IV-A and/or Child Care by emailing: IV-D Non-CoopSupport@DWSS.nv.gov (see Exhibit 200-16 for email format), set the COOP indicator on CASD (refer to NOMADS Task Guide for procedures), make a contact entry and continue to provide IV-D services as appropriate.

If the CST resolves the non-cooperation issue, the IV-D case manger must notify the IV-A, and/or Child Care case manager by:

- *IV-A Cases:* Send an e-mail to the address for the District Office where the IV-A case is assigned. The e-mail subject line must state: "CSEP ACTION NEEDED". See Exhibit 200-17 for a list of IV-A district office e-mail addresses. Additionally, change the COOP indicator on the CASD screen in NOMADS, make a contact entry and continue to provide IV-D services.
- *Child Care Cases:* Send an e-mail directly to the individual case manager assigned to the child care case. The e-mail subject line must state: "CSEP ACTION NEEDED". Additionally, change the COOP indicator on the CASD screen in NOMADS, make a contact entry and continue to provide IV-D services.

2. Non-Assistance

When it has been determined the CST has failed to cooperate with IV-D, the case manager must make a contact entry and evaluate the case for closure (see 45 CFR 303.11(b)(11) and SEM 214.1(L).

C. CST REQUEST FOR GOOD CAUSE

The public assistance or Child Care CST has the right to claim "good cause" and may request an agency determination not to cooperate with the Child Support Enforcement Program (CSEP). A determination of good cause serves to protect families at risk of physical or emotional harm if the NCP is pursued for a child support obligation. In a case with multiple NCPs, good cause claim only pertains to the children associated with an individual NCP. Other NCPs may be pursued for a child support obligation. Form 2906-EG (Exhibit 200-2) explains the basis for "good cause" and the type of evidence required to support the claim. The IV-A case manager must provide this form to the CST during the IV-A intake interview or at the time of the initial claim for good cause. The form allows the CST twenty (20) days to provide evidence of good cause.

The IV-A case manager must complete Good Cause Report, Form 2562-EE, Part A (Exhibit 200-3) and forward it and any good cause evidence to IV-D to make the good cause determination.

Child Care form 2181-WC (Exhibit 200-4) also explains the basis for "good cause" and the type of evidence required to support the claim. The Child Care case manager must provide this form to the CST at application or anytime thereafter. The form allows the CST twenty (20) days to provide evidence of good cause. The case manager forwards the form and any good cause evidence to IV-D to make the good cause determination.

1. Review of Good Cause Claims

a. Good Cause Situations and Acceptable Evidence

The IV-D case manager is responsible for determining if "good cause" exists when one of the following situations have been substantiated:

1) The child was conceived as a result of forcible rape or incest.

Evidence – If a birth certificate, medical or law enforcement record which indicates the child was conceived as a result of incest or rape is presented, the case manager must determine good cause exists and document the reason for the decision.

If there is no such evidence, a statement from the CST may be obtained. The case manager shall evaluate the statement and based on investigation, may determine good cause exists. Documentation must be made explaining the reason for the decision.

2) Legal proceedings for the child's adoption are pending before a court of competent jurisdiction.

Evidence – If court documents or other records (i.e., signed relinquishment or consent to adoption papers) are presented, the case manager may determine good cause exists and document the reason for the decision.

3) The CST is currently being assisted by a public or licensed private social service agency to resolve the issue of whether to keep the child or relinquish it for adoption, and the discussions have not gone on for more than three (3) months.

Evidence – If court documents or other records (i.e., statement from social worker from social service agency) are presented, the case manager may determine good cause exists. Document the case record explaining the reason for the decision.

4) The child or CST may be physically or emotionally harmed (domestic violence or child abuse) by cooperating with CSEP in establishing parentage/obligation and/or collecting support.

Evidence – The case manager may determine good cause exists based on court, medical, criminal, child protective services, social services, psychological, law enforcement records, photographs, statements from mental health professionals or sworn statements from other individuals with knowledge of the circumstances, indicating the NCP might inflict physical or emotional harm to the child or CST. Document the case record explaining the reason for the decision.

If there is no such evidence, a statement from the CST may be accepted and considered. Document the case record explaining the reason for the decision.

b. Good Cause Determination

1) For All Situations (Rape/Incest, Adoption, Domestic Violence)

Upon receipt and review of good cause evidence for all situations listed under SEM 205(C)(1)(a), a decision on the validity of the claim is made using Good Cause Report, form 2562-EE, Part B (Exhibit 200-3). The decision of good cause must be clearly narrated in a contact entry.

The IV-D case manager must send the IV-A case manager and social worker and the Child Care case manager a copy of the form indicating the good cause determination and must send the CST the Notice of Good Cause Decision, form 2486-EE (Exhibit 200-5).

All supporting evidence provided to IV-D relating to good cause must be kept in the case file.

The IV-D case manager must update the GOOD CAUSE BASIS and DETERMINATION fields on CASD. (Refer to NOMADS Task Guide for procedures.)

The IV-D case manager must not attempt to establish parentage or collect current support or arrears when a good cause claim is pending or found to be valid. If good cause is approved, see SEM 214 and evaluate the case for closure.

2) Adoption Not Finalized

If good cause was granted because legal proceedings for the child's adoption were pending before a court of competent jurisdiction, the IV-A case manager must advise IV-D if the child's relinquishment/adoption was not finalized. Once notified, the IV-D case manager will proceed with the next appropriate IV-D case action.

3) For Domestic Violence

If good cause was granted for domestic violence, the TANF cash only case will be reviewed by the social worker at least every six (6) months.

c. Withdrawing Good Cause Exemption

While working with the IV-A case manager and/or social worker, the CST may indicate the situation that caused the good cause claim has improved and they are now willing to cooperate with IV-D. When this occurs, the CST may complete, date, and sign the Good Cause Withdrawal Statement, form 4084-EC (Exhibit 200-6).

d. Right to Appeal

The Notice of Good Cause Decision, form 2486-EE (Exhibit 200-5), provides the CST the opportunity to request a conference or hearing on the good cause denial.

1) Request for Conference

Within ten (10) days of receiving a request for a conference, the IV-D case manager must schedule and conduct the conference with the CST. At this time, efforts to reconcile the issue without the necessity of a hearing must be made. A conference DOES NOT in any manner affect the right to a hearing.

If the issues are resolved, the IV-D case manager must notify the IV-A case manager and social worker and proceed with child support enforcement.

If the issues are not resolved and the CST/caretaker requests a hearing, the following steps shall be taken:

2) Request for Hearing

Within ten (10) days of receiving a request for a hearing, the IV-D case manager must send a copy of the request, any supporting documentation, and a written narrative about the conference, if one was held, to the hearing representative at the nearest Division of Welfare and Supportive Services district office.

The IV-D case manager must assist the hearing representative in preparation for the hearing and attend the hearing.

All parties are sent a copy of the hearing decision by the Hearing Officer. If the Hearing Officer upholds the original decision of denial, the IV-D case manager does not send another Notice of Good Cause Decision. The IV-D case manager proceeds with child support enforcement services and notifies the IV-A case manager and social worker of the hearing decision. If the Hearing Officer finds good cause should be granted, the IV-D case manager must not attempt to establish paternity or collect support or arrears. The IV-D case manager must notify the IV-A case manager and social worker of the hearing decision.

206 MEDICAL SUPPORT

A. HEALTH INSURANCE COVERAGE

Every child support order issued or modified in Nevada after June 2, 2007 must include a provision specifying that one or both parents are required to provide medical support for the child(ren). Medical support includes health insurance, the payment of any premium, co-payment or deductible and the payment of medical expenses.

In new or modified support orders the enforcing authority must petition the court to include private health insurance that is accessible to the child(ren) and is available at reasonable cost to the parent responsible for providing medical support. The CST does not have the option to choose to not have the child(ren) covered by health insurance. The court may order the CST, the NCP or both to provide medical support.

Private health insurance is considered reasonable in cost if the cost to the parent responsible for providing health insurance does not exceed five percent (5%) of the parent's gross monthly income (GMI). In applying the five percent standard, the cost is the cost of adding the child(ren)to existing coverage or the difference between self-only and family coverage.

If both parents are ordered to contribute to the cost of the premium, the individual cost must not be more than 5% of each parent's GMI.

Private health insurance is considered accessible if the plan does not have service area limitations. If a plan has service area limitations the child(ren) must live within the geographical area covered by the plan. Private health insurance is presumed to be accessible unless one of the parties alleges that it is not. If accessibility is raised as an issue by one or more of the parties, the enforcing authority shall ask the court to make a determination regarding accessibility.

Private health insurance includes fee-for-service, health maintenance organizations (HMOs), preferred provider organizations (PPOs), and other types of medical coverage available to either parent, under which medical services could be provided to dependent child(ren). A health insurance plan is considered publicly funded if the plan is established and maintained by a state, a political subdivision of a state (i.e., city or county), the federal government or a foreign country.

1. Neither Party is Ordered to Provide Private Health Insurance

If neither party is court ordered to provide dependent health insurance coverage and the CST is already providing private health insurance that is reasonable in cost and accessible to the child(ren), and the CST wishes to maintain the coverage, the enforcing authority must petition the court for an order requiring the CST continue providing health insurance and also petition the court for the NCP to pay a cash medical support amount not to exceed 5% of the NCP's GMI to help offset the cost of the health insurance premium.

If the CST does not have satisfactory private health insurance or prefers that the NCP provide insurance, the enforcing authority must petition the court for an order requiring the NCP to provide health insurance that is reasonable in cost and accessible to the child(ren).

Only enter health insurance into the system if there is a court order directing one or both parents to provide health insurance.

2. The NCP Is Ordered To Provide Private Health Insurance

If the NCP is ordered to provide private health insurance, and the order is entered in the system, a National Medical Support Notice (NMSN) will automatically generate when employment information is entered into the system indicating health insurance may be available through the NCP's employer (see SEM Section 611).

A NCP is considered to be complying with the court order to provide health insurance coverage if the NCP secures coverage through another party. For instance, if a NCP has remarried and the new spouse provides health insurance for the NCP's child(ren) through the spouse's employer, the NCP would be considered to be in compliance with the court order.

If the NCP is ordered to provide private health insurance and the CST has private health insurance available at reasonable cost and accessible to the child(ren), the enforcing authority may either petition the court for a modification of the support order requiring the CST to provide private health insurance or take steps to enforce the existing order on the NCP.

3. The CST Is Ordered To Provide Health Insurance

If the CST is ordered to provide private health insurance and has coverage available that is reasonable in cost and accessible to the child(ren), the enforcing authority must petition the court for the NCP to pay a cash medical support payment to the CST, not to exceed 5% of the NCP's gross income to help offset the cost of the insurance premium paid by the CST.

4. When the CST and NCP Are Both Ordered To Provide Medical Support

If both parents are ordered to provide medical support, the individual cost must not exceed 5% of each parent's GMI.

If both parents are carrying separate private health insurance policies, enter each policy into the system separately.

All court orders requiring health insurance coverage must require the responsible party to notify the enforcing when health insurance coverage is available or has been terminated. Enforcing authorities should request a specific timeframe for providing such information.

See SEM 611, Enforcing Medical Support

B. CASH MEDICAL SUPPORT PAYMENTS IN LIEU OF HEALTH INSURANCE COVERAGE

A primary objective of the IV-D program is to secure private health insurance coverage for the child(ren). However, it may be determined by the court a specific dollar amount, in lieu of health insurance, is in the best interest of the child(ren). The amount ordered must be a specific dollar amount that is reasonable in cost. Cash medical support is considered reasonable if the cost does not exceed five percent (5%) of the obligated parent's GMI.

If private health insurance, as described in Subsection A, is not available at the time the order is requested or modified, the enforcing authority must petition the court to require the NCP to pay a cash medical support payment to the CST until such time as private health insurance that is reasonable in cost and accessible to the child(ren) becomes available. Also require that both parents notify the Program immediately when private health insurance becomes available.

C. PAYMENTS ON JUDGMENTS FOR PAST MEDICAL BILLS

The IV-D agency is only required to petition for and enforce health insurance coverage and cash medical support in lieu of health insurance as opposed to obtaining judgments for past medical bills. The exception is a prior child support order setting a specific dollar amount to be paid to the CST for medical expenditures. In these cases, the enforcing authority must enforce the payment for the medical expenditures.

If a court issues a judgment for a past medical expenditure, the adjudicated amount must be identified in the court order and entered in the system.

No payments for unadjudicated medical expenditures are to be forwarded to the state disbursement unit. If an order states the NCP will pay a portion of unreimbursed medical expenses and the CST presents the NCP with proof of such expense, that payment is to be made directly to the CST unless reduced to judgment.

The enforcing authority must notify the Medicaid agency when the enforcing authority discovers a Medicaid recipient received and failed to surrender cash medical support payments.

D. IDENTIFICATION OF ORDERS NOT ADDRESSING MEDICAL SUPPORT

When reviewing cases for possible adjustments or modifications, enforcing authorities must identify orders that do not contain a medical support provision and petition the court for private health insurance or cash medical support order if private health insurance is not available at a reasonable cost or accessible to the child(ren).

E. MANDATORY LANGUAGE ADDRESSING MEDICAL SUPPORT IN THE ORDERS

Every child support order issued or modified must include a provision specifying that one or both parents are required to provide medical support for the child(ren), either health insurance, cash medical support, or both.

If private health insurance is not available at the time of establishment or modification, the enforcing authority must petition to include a cash medical support provision that the NCP pay to the CST, until such time as health insurance becomes accessible and available at reasonable cost (not to exceed 5% of the NCP's gross income). Also require that both parties notify the Program immediately when private health insurance becomes available.

F. SUGGESTED FUTURE HEALTH INSURANCE LANGUAGE

Although our Program is not enforcing medical support against CSTs, the enforcing authority must consider both parents' ability to provide medical support and what options are in the best interest of the child(ren) when petitioning for private health insurance. Because the health insurance environment has a potential to frequently change including language in the order that requires one or both parents to obtain private health insurance as soon as it becomes accessible and available at reasonable cost allows for immediate enforcement of health insurance as it becomes available to either parent. This language will also help to alleviate medical support modifications and data reliability issues reported on the federal OCSE 157 report.

When private health insurance is not available at the time of establishment or modification, language can be included in the order that requires one or both parents to obtain private health insurance as soon as it becomes accessible and available at reasonable cost to either party. Until such time as private health insurance becomes available, the NCP should be ordered to provide a cash medical support payment that is reasonable in cost (not to exceed 5%) of the NCP's gross income.

Including language in the order for one or both parents to obtain health insurance will help expedite enforcement of health insurance as it becomes available to either parent. Absent the future health insurance language for one or both parents to obtain health insurance as soon as it becomes available would require the enforcing authorities to modify orders when health insurance circumstances change and the ordered parent no longer has health insurance available.

If a CST later obtains a health insurance policy for the child(ren), under a future requirement in the order to provide health insurance from either party, it would be appropriate to continue the cash medical support payment to the CST to help offset the cost of the health insurance premium.

If an NCP later obtains a health insurance policy for the child(ren) under a future requirement in the order to provide health insurance from either party, the cash medical support provision should be reviewed to be inactivated, as long as health insurance is provided. A review of the case to amend the income withholding must be determined.

G. MEDICAL SUPPORT ENFORCEMENT IN INTERSTATE CASES

1. Nevada Initiating Jurisdiction (IJ)

As the initiating jurisdiction (IJ) a Nevada enforcing authority must ask the responding jurisdiction (RJ) to seek an order requiring the NCP to provide private health insurance unless the CST is providing private health insurance and wishes to continue to do so.

If the RJ determines health insurance is unavailable to the NCP at a reasonable cost or inaccessible to the child(ren), request that the RJ seek a medical cash order in lieu of insurance.

2. Nevada Responding Jurisdiction (RJ)

If, as the RJ, Nevada is asked by an IJ to establish medical support the enforcing authority must determine if private health insurance is accessible to the child(ren) and available to the NCP at a reasonable cost. If not, the enforcing authority must inform the IJ. The IJ should determine if private health insurance is available to the custodian at a reasonable cost. If private health insurance is unavailable, the IJ should request the RJ to petition the court for an order requiring the NCP to pay a cash medical support obligation.

If an IJ requests enforcement of a medical support obligation against a CST, the enforcing authority must inform the IJ that Nevada does not enforce custodian obligations. Federal regulations only require an RJ to provide the IV-D services in an interstate case that it would in an intrastate case.

H. MEDICAL SUPPORT SYSTEM DOCUMENTATION

1. Health Insurance Policy Details:

If health insurance is ordered and provided for the child(ren) on the case, the health insurance policy information must be entered in the system. This includes any private health insurance coverage provided to the child(ren) by any party. The health insurance policy details must be entered into the system even if the party providing the coverage is not the ordered party.

For example, if the NCP is ordered to provide health insurance, but the CST is covering the child(ren) with a private health insurance policy, enter the policy details into the system. At the next review of the order, either petition to include health insurance to be provided by one or both parents or modify the order to require the CST to provide the health insurance.

Another example, if the NCP is ordered to provide health insurance, and the CST's current spouse is covering the child(ren) with private health insurance enter the policy details into the system.

If both parents are carrying separate private health insurance polices, enter each policy into the system separately.

If private insurance is ordered, but not available, and cash medical support is ordered, the case manager must document the system that private health insurance is not available to the non-custodial parent at reasonable cost. This documentation is a federal OCSE157 report requirement to qualify as medical support provided.

If private health insurance is not ordered and the case manager determines one or both parents have private health insurance available, the case manager must petition the court for the parent that has private health insurance available to provide the health insurance coverage for the child(ren). After health insurance is ordered, the health insurance policy details must be entered into the system.

NOTE: DO NOT ENTER PRIVATE HEALTH INSURANCE POLICY DETAILS INTO THE SYSTEM UNLESS PRIVATE HEALTH INSURANCE HAS BEEN ORDERED.

2. Military Cases Matching with the Defense Manpower Data Center (DMDC) (DMDC Alert 320124)

A quarterly electronic match between the Federal Case Registry (FCR) and the Defense Manpower Data Center (DMDC) enables enforcing authorities to verify if the child is eligible for TRICARE and already enrolled in DEERS. DMDC matches the FCR participants against its records to determine whether a child is eligible for military medical benefits, already enrolled in Defense Enrollment Eligibility Reporting System (DEERS) or if enrollment has been terminated.

When a match is received on a case and the child is identified as enrolled in DEERS, and health insurance is ordered, the enforcing authority must enter the policy details into the system using the responsible parent's social security number as the policy number and TRICARE as the insurance provider.

If private health insurance is not ordered, and the case manager received a match that the child(ren) is enrolled in DEERS, the case manager must petition the court for the responsible parent to provide the TRICARE coverage for the child(ren).

If the match indicates the child(ren) is eligible for enrollment, the case manager must follow up with both the NCP and CST to determine the next step in getting the child(ren) enrolled into DEERS.

If the match indicates a child(ren)'s eligibility has been terminated, the enforcing authority must follow up with both the NCP and CST to determine the next appropriate action to enforce medical support. For additional information see SEM, 611(D) Military Families.

3. Enter Separate Provision Line for Cash Medical Support or Cash Medical Expense

When cash medical support is ordered, enter a separate provision into the system for the cash medical support amount. If medical expenses have been reduced to judgment, a separate provision line must be entered into the system for the medical expense amount. This information is mandatory to qualify as medical support ordered and to receive proper credit for medical support performance on the federal OCSE 157 report.

I. CLOSURE OF CASES UNDER CERTAIN CIRCUMSTANCES FOR MEDICAL ONLY CASES (M CASE TYPES).

1. Non-Cooperation

With the implementation of Health care Reform, *medical only* custodians (M case types) are not sanctioned (i.e. reduction of medical benefits) for failing to cooperate with the Child Support Enforcement Program. Therefore, *medical only* cases (M case types) may be closed NCA when the enforcing authority documents a custodian's lack of cooperation and an action by the custodian is essential for the next step in providing IV-D services. Additionally, IV-A does not need to be notified when a *medical only* custodian fails to cooperate with CSEP.

2. Loss of Contact

Medical only cases may be closed due to loss of contact with the recipient of services pursuant to SEM 214.1(K) and 45 CFR 303.11(b)(10).

J. CASE CLOSURE DUE TO CST NON-COOPERATION

If a non-assistance recipient of services is ordered to provide health insurance for the child(ren) and fails to provide the necessary health insurance policy details as requested, the enforcing authority may proceed with closure due to non-cooperation pursuant to SEM 214.1(L)(1). Since the IV-D Program is required to notify the Medicaid Agency of health insurance information when appropriate and to report health insurance policy details on the federal OCSE 157 report, this information is considered the next essential step in providing IV-D services on the case.

207 BANKRUPTCY

Individuals filing bankruptcy with the United States Bankruptcy Court are required to list all assets and all debts, including child support arrears, whether owed to the state for unreimbursed assistance or to the CST. Although child support is a non-dischargeable debt under any type of bankruptcy proceeding, notice of the bankruptcy must be supplied to the enforcing authority's attorney the day it is received for instructions on how to proceed.

208 RELINQUISHMENT OR ORDER TERMINATING PARENTAL RIGHTS

The relinquishment or termination of parental rights terminates a parent's duty to pay current support.

If the child(ren) received public assistance after the relinquishment or termination took place and there is no order for continuing support, the case may be closed. However, if there is an order for continuing support, the case must be reviewed for the next appropriate action.

If the child(ren) received public assistance before the relinquishment or termination order was entered, the NCP may have incurred a debt to the state. Collection for this debt must be pursued (see SEM 600(B) Enforcement).

Pursuant to NRS 128.060(3), if the petitioner or the child is receiving public assistance, the petitioner shall mail a copy of the Notice of Hearing to the Chief of the Child Support Enforcement Program by certified mail return receipt requested, at least 45 days before the hearing date.

When the Notice of Hearing or Order Terminating Parental Rights on a public assistance case is received, the enforcing authority must send the documentation and any other relevant information to the Chief of the CSEP with a cover memo within five (5) working day of receipt. The Division of Welfare and Supportive Services must evaluate the case to determine if an objection is in the best interest of the child. If no notice is given to the Chief, the Deputy Attorney General has the authority to request the order be set aside.

209 REFERRAL OF UNKNOWN NCP(S) TO INVESTIGATIONS AND RECOVERY (I&R)

Upon receipt of a public assistance referral in which the CST alleges an unknown noncustodial parent, the case manager must conduct an interview with the CST to obtain more information on the claim of an alleged unknown NCP. The case manager must attempt to obtain as much information about the NCP as possible including, but not limited to:

1 The alleged father's complete name, date of birth, estimated age and/or social security number (in whole or in part).

2. Place, date, and circumstances of last contact with the alleged father(s).

3. Type of relationship the CST had with the alleged father(s).

4. Approximate date of conception.

5. Names of other men the CST had relations with thirty (30) days prior to or thirty (30) days after the approximate date of conception (obtain names, date of birth, etc., of the other parties).

6. Names, address and phone number of other person who may have information regarding the alleged father(s).

After attempting to obtain the above information, it is at the discretion of the case manager to refer the case to the DWSS Investigation and Recovery (I&R) unit for follow up. If a case is not referred to I&R, the case manager must document the reason in the case record. The case manager should complete the Child Support Enforcement Investigative Referral Form (Exhibit 200-7) for paternity investigations. After the referral to I&R, the case is closed using closure criteria in SEM 214.1(E).

I&R staff will notify the appropriate case manager if an investigation is initiated. Upon completion of the investigation, the investigator provides all pertinent information to the SEP unit supervisor.

If information is provided by I&R to initiate a locate attempt for an alleged father, the case manager must reopen the case and attempt to locate and establish paternity by following procedures in SEM 300 and 400. If no information is provided, the case will remain closed unless other identifying information is obtained from other sources.

210 CONTINUED SUPPORT ENFORCEMENT SERVICES

Enforcing authorities must continue to provide IV-D services whenever a family is no longer eligible for assistance under the IV-A, IV-E, or Medicaid programs unless notified to the contrary by the CST. When the IV-A program notifies a CST benefits are being terminated, the system will automatically generate GN0070 notifying the CST of continued services. Continued services must be provided unless the CST requests, in writing, continued services not be provided or the case meets one of the closure criteria outlined in SEM 214. The CST may continue services for one or more NCPs without submitting an application.

211 RECIPROCITY WITH FOREIGN COUNTRIES

Reciprocity is the mutual agreement between the United States or State of Nevada and a foreign country to process child support cases. A foreign country that has established a reciprocal arrangement with either the United States or Nevada is known as a Foreign Reciprocating Country (FRC).

State IV-D agencies must provide these foreign reciprocating countries the same services provided pursuant to other intergovernmental and interstate requests. For information on international resources and requirements to initiate an action with the different countries refer to the OSCE website at http://www.acf.hhs.gov/programs/cse/international.

A. COUNTRIES IN WHICH RECIPROCITY EXISTS

1. UNITED STATES

The following countries have been declared by the U.S. government as foreign reciprocating countries (FRC) for the purposes of child support. Refer to the OCSE website for specific information on referring cases to these FRCs.

a. Poland
b. United Kingdom of Great Britain and Northern Ireland
c. Canadian Provinces and Territories
   1) Alberta
   2) Saskatchewan
   3) Manitoba
   4) British Columbia

5) Ontario
6) Nova Scotia
7) New Brunswick
8) Newfoundland and Labrador
9) Northwest Territories
10) Nunavut
11) Yukon
12) Prince Edward Island (PEI)

d. Norway
e. Ireland
f. Slovak Republic
g. Czech Republic
h. Australia
i. Hungary
j. Portugal
k. Netherlands
l. El Salvador
m. Finland
n. Switzerland
o. Israel

2. NEVADA

The following countries have been declared a foreign reciprocating country by the Attorney General pursuant to NRS 130.035.

a. Germany
b. Austria
c. France
d. Mexico

B. RECIPROCAL COUNTRY PROCEDURES

1. Mexico

(a). *Nevada Initiating – Mexico Responding*
Mexico requires the physical appearance of both parents in court to establish paternity. Additionally, experience has demonstrated that enforcement cases referred to Mexico are often unsuccessful. Therefore, enforcing authorities are not required to refer cases to Mexico when a NCP is a citizen of, and lives in, Mexico. When these circumstances exist a case may be closed FOR. Enforcement cases must remain open if a NCP has attachable assets located in the United States.

If an enforcing authority determines it is appropriate to refer a case to Mexico UIFSA documents (Exhibit 200-18 for a list of requirements) are sent to:

Consulate of Mexico
Attn: Protection Department
823 South Sixth Street
Las Vegas, NV 89101
(702) 477-2700 or (702) 477-2712
(800) 289-1331 Fax (702) 477-2727
email: conlvegas@sre.gob.mx

(b). *Mexico Initiating – Nevada Responding*
Referrals from Mexico are processed by Nevada enforcing authorities in accordance with federal and state intergovernmental rules for responding jurisdictions. It is appropriate to request that documents are in English. As with any intergovernmental case (see SEM 212.B), if an initiating jurisdiction does not take an action essential for the next step in providing IV-D services, the responding jurisdiction may evaluate the case for closure pursuant to SEM 214.1(M).

When Nevada is the responding jurisdiction and Mexico is the initiating jurisdiction payments must be made payable to the custodian and sent to the Mexican consulate that originated the referral. Enter the CST as the Alternate Payee on the CST2 screen using the address of the Mexican consulate. The system issues paper checks rather than electronic payments whenever the CST2 screen is completed. See Case Management Task Guide 06.

(c). *CST Lives in Mexico – Receiving Direct Services (No OJUR)*
When a CST resides in Mexico and is receiving IV-D services directly from a Nevada enforcing authority without the involvement of the Mexican government (no active OJUR in NOMADS) a paper check will be issued and mailed to the CST at the address listed in NOMADS. Debit cards do not issue when a CST's address is in a foreign country. Direct deposit is available if the CST has a United States bank account. See SEM 708 for information regarding debit cards and direct deposit.

2. Canada

Refer to the OCSE publication A Caseworker's Guide to Processing Cases with Canada for specific information regarding intergovernmental cases with Canada.

C. PROCEDURES TO ESTABLISH RECIPROCITY

Central Office no longer pursues reciprocal agreements as OCSE has assumed primary responsibility. The enforcing authority should refer the foreign government to OCSE if the other country wished to discuss reciprocity.

212 STANDARDS FOR CHILD SUPPORT SERVICES

Federal program requirements specify certain time frames found in Exhibit 200-10.

A. EXPEDITED PROCESS [45 CFR 303.101]

Expedited process is administrative and judicial procedures, which increase effectiveness and meet processing time frames. Federal regulations require expedited processes to establish paternity and to establish, modify and enforce support orders.

The IV-D agency must provide an alleged father the opportunity to voluntarily acknowledge paternity, and attempt to establish paternity by legal process under state law. The IV-D agency is not required to take additional action to establish paternity, if, under state law, the acknowledgement itself establishes paternity.

Voluntary acknowledgement must be recognized as a basis for seeking a support order without requiring any further proceeding to establish paternity.

1. Paternity and Support Order Establishment Time Frames

Within ninety (90) calendar days of locating the alleged father or NCP, the IV-D agency must establish a support order or complete service of process necessary to commence proceedings to establish a support order and, if necessary, paternity (or document unsuccessful attempts to serve process, in accordance with the state's guidelines defining diligent efforts)(45 CFR 303.4)).

In order to have an expedited process for paternity establishment and support order establishment, actions to establish support orders must be completed from the date of service of process to the time of disposition within the following time frames:

a. Seventy-five percent (75%) of caseload in six (6) months; and

b. Ninety percent (90%) of caseload in twelve (12) months.

In cases where the IV-D agency uses long-arm jurisdiction and disposition occurs within twelve (12) months of the date of service of process, the case may be counted as successful within the six-month tier of the time frame, regardless of when disposition occurs within the twelve (12) months.

2. Safeguards

a. Federal regulations require that paternities as well as support orders established via expedited process, by means other than judicial process, must have the same effect under state law as paternities and orders established by full judicial process within the state.

b. All parties (CST, NCP and the Division of Welfare and Supportive Services where they are a party to the case) must be provided a copy of the voluntary acknowledgement of paternity, paternity determination, and/or support order.

c. The due process rights of the parties involved must be protected as required by law.

d. Recommendations of hearing masters may be ratified by a judge and action taken may be reviewed under the state's generally applicable judicial procedures.

Hearing masters are required to evaluate evidence and make recommendations to establish paternity as well as to establish and enforce orders. Hearing masters are required to accept voluntary acknowledgements of paternity, in addition to voluntary acknowledgements of support and stipulated agreements setting the amount of support to be paid. Hearing masters will have authority to enter default orders upon a showing that process has been served on the defendant in accordance with state law, that the defendant failed to respond to service in accordance with state procedures, and any additional showing required by state law.

B. INTERSTATE CASE PROCESSING

An intergovernmental case means a IV-D case in which the NCP lives and/or works in a different jurisdiction than the CST and child(ren) that has been referred by an initiating agency to a responding agency for services. An intergovernmental case may include any combination of referrals between states, Tribal IV-D agencies and reciprocating foreign countries.

Federal regulations (45 CFR 303.7) specify intergovernmental responsibilities including, but not limited to, the following mandatory activities. Enforcing authorities must:

1. General Responsibilities

   a. Use federally-approved forms in intergovernmental cases. Approved forms are available on the OCSE website at http://www.acf.hhs.gov/programs/css/resource-library/search?topic[2743]=2743&type[3043]=3043&per_page=100

   b. Transmit requests for information and provide requested information electronically to the greatest extent possible.

   c. Within 30 working days of receiving a request, provide any order and payment record information requested by a State IV-D agency for a controlling order determination and reconciliation of arrearages, or notify the State IV-D agency when the information will be provided.

   d. Notify the other intergovernmental agency within 10 working days of receipt of new information.

   e. Cooperate with requests for the following limited services: Quick locate, service of process, assistance with discovery, assistance with genetic testing, teleconference hearings, administrative reviews, copies of court orders and payment records, and administrative enforcement in interstate cases under section 466(a)(14) of the Social Security Act.

2. Central Registry

   a. Within 10 working days of receipt of an intergovernmental IV-D case the Central Registry must review the case for completeness, forward the case to the appropriate enforcing authority, acknowledge receipt of the case, inform the initiating agency where the case was sent for action and request any missing documentation.

   b. The Central Registry must respond to inquiries from initiating agencies within five working days of receipt of the request for a case status review.

3. Initiating State Responsibilities

   a. Determine whether or not there is a support order or orders and, where multiple orders exist, determine in which state a determination of the controlling order and reconciliation of arrears may be made.

   b. Where the NCP is in another jurisdiction determine whether the use of one-state remedies is appropriate and if not, refer the case to the appropriate jurisdiction within 20 calendar days.

c. Request a determination of controlling order from the appropriate court or refer the case to the appropriate responding jurisdiction for determination of a controlling order and reconciliation of arrears within 20 calendar days of establishing that a determination of controlling order is necessary.

d. Within 30 calendar days of receipt of a request for information provide the responding agency any necessary documents and intergovernmental forms required by the responding agency or notify the responding agency when the information will be provided.

e. Notify the responding agency at least annually, and upon request, of interest charges on overdue support under an initiating state order being enforced in the responding jurisdiction.

f. Notify the responding agency within 10 working days of case closure that the enforcing authority has closed its case and the basis for case closure pursuant to 45 CFR 303.11.

g. If the enforcing authority has closed its case but has not notified the responding agency make a diligent effort to locate the CST and accept, distribute and disburse any payments received from a responding agency.

h. Submit all past-due support owed in IV–D cases that meet the certification requirements for Federal tax refund offset.

4. Responding State Responsibilities

a. Accept and process an intergovernmental request for services, regardless of whether the initiating agency elected to use one-state remedies.

b. If unable to proceed with a case because of inadequate documentation, notify the initiating agency of the necessary actions within 75 calendar days. The enforcing authority must process the case to the extent possible pending necessary action by the initiating agency.

c. File a determination of controlling order request with the appropriate court within 30 calendar days for receipt of the request or location of the NCP, whichever is later. Notify the initiating agency within 30 calendar days of receiving a controlling order determination from the court.

d. Use appropriate remedies as it would in its own cases.

e Report overdue support to Consumer Reporting Agencies (CRA). Coordination between the initiating and responding agencies is recommended.

f. Provide timely notice of hearings to the initiating agency.

g. Within 10 working days of receiving instructions from an initiating jurisdiction to close a case, terminate the enforcing authority's income withholding order and close the intergovernmental case, unless the two states reach an alternative agreement on how to proceed.

h. Notify the initiating agency when the enforcing authority has closed its intergovernmental case because:

1) The initiating agency failed to take an action which is essential for the next step in providing services; or

2) The initiating agency notified the enforcing authority that the initiating state has closed its case; or

3) The initiating agency has notified the enforcing authority that its services are no longer needed.

C. INTRASTATE CASE PROCESSING

An intrastate case is a child support case in which the CST and the NCP reside in different counties in Nevada.

1. Case Assessment

a. Either the CST or the NCP may apply for child support services in any office in the state.

b. The office that received the child support application is responsible for the case. Within twenty (20) calendar days of receiving a referral, transfer or application for IV-D services a case must be opened and assessed to determine necessary action. The receiving office will assess and work existing and new cases as one office case for establishment, locate enforcement and modification. However, if based on office procedures, anytime it is determined the office cannot provide services, the case may be transferred to the appropriate office following the case transfer procedures outlined in paragraph 3 below.

c. Each office may assist another in serving a party without transferring the case. If an employer is located in another county and the case is in enforcement status, the income withholding may be initiated by the responsible office and not transferred to another office.

2. Receiving Office Responsibilities

At initial case assessment and any time during the life of the case, regardless of the functional area the case is in, staff will determine if the case should be transferred to the office where the NCP resides. The receiving office must accept the case under the terms of the interlocal agreement and they now become the responsible office.

3. Case Transfer Procedures

Prior to transferring the case, the case manager MUST:

a. Document the attempted efforts made to establish an obligation or enforcement of the existing obligation.

b. Update all demographic and financial information.

c. Notify the NCP and CST of the case transfer.

d. Scan the entire file into COMPASS

e. Notify the receiving office by phone or email and document the specifics.

f. Forward original documents, as appropriate, to the new responsible office, within twenty (20) calendar days of transferring the case in NOMADS.

g. Document what originals were sent to the new responsible office and how the documents were sent (e.g., messenger, regular mail, certified mail, Federal Express, etc.)

4. Cases That Should Not Be Transferred

a. If the NCP is incarcerated in a Nevada county, unless that county has an arrangement/agreement with the facility of incarceration to provide services.

b. If the NCP's location is unknown.

5. Customer Service

Customer service (all communications from NCPs, CSTs, etc.) should be handled by the responsible office.

D. CONFLICT CASES

A conflict case is one in which the enforcing authority cannot accept or process the case due to a conflict of interest. If a conflict of interest arises, the enforcing authority shall:

1. Attempt to establish an agreement with another district attorney's office to provide legal and case management services. Once an agreement has been reached, the case will be transferred and the reason for case transfer will be documented in the system.

2. If the assigned responding jurisdiction is unable to arrange for another district attorney to take the case, it may be possible to enlist the services of a private attorney. Fees are subject to 66% reimbursement, but should be reflected in the county child support budget approved by the Chief.

3. In the event neither of the first two options is possible, a written request to the Chief of Child Support Enforcement in Central Office should be submitted stating the following:

- Case information including participants and case ID.
- Reason why the party feels this qualifies as a conflict case.
- Type of services being requested – legal, case management or both.

4. The chief of the program will consult with the deputy attorney general on a case-by-case basis and notify the office whether the state will assist in the matter.

E. CONFIDENTIAL CASES

Case records, whether paper files or system database records, of employees who are applicants, recipients or former recipients of any Division of Welfare and Supportive Services program, including the Child Support Enforcement Program, must be safeguarded in such a fashion as to prevent them from becoming available to co-workers. "Employees" and "co-workers" are defined for these purposes as anyone employed by the Division of Welfare and Supportive Services, Office of the District Attorney, Office of the Attorney General, any entity under cooperative agreement to provide program services, or any other individual with access to system or hard-copy records.

Paper files must be maintained in a locked file cabinet located in a secure area designated by the office manager. Access to these and to system records should be limited to the staff responsible for the case or other staff or individuals as authorized by the administrator or his/her designee. No other employee shall view this information without specific approval of the office manager.

An applicant, program participant or employee must not be given treatment or consideration different in any way from that required or offered to any other program participant.

An office (IV-A or IV-D) may also have other criteria for confidential cases based on the policy of the office or program. If another office or program makes their case confidential which makes the enforcing office's case confidential, the enforcing office is not to question the reason for the confidentiality.

213 REVIEW AND ADJUSTMENT

State Regulation Effective December 16, 2008

Every 36 months, upon request of either parent or if there is an assignment under Title IV-A, and Nevada has Continuing Exclusive Jurisdiction (CEJ) over the child support order, the enforcing authority must conduct a review of the order. If the current monthly child support amount meets the standard established by program policy, then the program must adjust the child support order by applying the state guidelines for setting and adjusting child support awards; and/or the child's health care needs must be provided for through health insurance or other means.

If the order is less than 36 months old and either parent requests a review due to a substantial change in circumstances, the enforcing authority must: review the information provided and, if change of circumstances is found to exist, adjust the order. Per NRS 125B/145(4), a change of 20% or more in the gross monthly income of the obligor constitutes a change in circumstances requiring a review for modification of the order, although there may be other bases for requesting a modification based on change of circumstances.

In addition, the need to provide for the child's health care needs in the order, regardless of whether an adjustment in the amount of child support is necessary, must be an adequate basis to initiate an adjustment of the order (45 CFR 303.8(d)).

Financial institution sources listed under SEM 305(A) may assist in providing information as a basis for determining an adjustment is in order.

213.1 NOTIFICATION OF RIGHT TO REVIEW AND ADJUSTMENT

Federal regulation requires the parties subject to a child support order be notified of the right of each parent to request the IV-D program to review such order.

"Notice of Right to Review and Adjustment" is:

1. Included in the application for IV-D services and to all public assistance applicants.

2. The "Notice of Right to Review and Adjustment is mailed to the NCP when located, and/or to both parties at month-end following the three year review anniversary date.

3. Included in all new or modified child support orders issued by a Nevada court or expedited process.

213.2 TO DETERMINE IF REVIEW IS WARRANTED

The date a request for review and adjustment was received must be documented in the case record.

A. CASES EXCLUDED FROM REVIEW

Following is a list of cases to be excluded from the review and adjustment process:

1. Neither of the parents subject to the order or a support enforcement agency has made a request in writing (for non-assistance cases only).

2. TANF cases in which there has been a determination by IV-A, IV-E or Medicaid that good cause exists as to why child support enforcement may result in the risk of harm to the child or caretaker relative. In this case, IV-D will determine a review would not be in the best interests of the child. **NOTE**: In each instance the case manager **must** verify Good Cause still exists before excluding the case from review and adjustment process.

3. Incoming cases being enforced in Nevada through interstate income withholding only (Nevada does not have jurisdiction in these cases).

4. Any case in which adoption proceedings are pending.

5. Cases in which the custodian of the child(ren) does not have <u>legal</u> custody.

However, for the original court order to follow the child, the individual who obtains lawful physical custody of a child who was not party to the original court order must provide a signed and notarized Affidavit of Custodian of Minor Child form. See SEM 501(B).

6. Medicaid Only and non IV-E cases where the order already requires the provision of private health insurance coverage, or a cash medical support provision, and neither parent has requested a review.

B. WHEN A CASE IS EXCLUDED FROM REVIEW

When the enforcing authority excludes a case from the review and adjustment process, they must notify the party making the request of the decision not to review/adjust at this time and the reason. The requestor must also be informed:

1. When the reason for exclusion no longer exists, the request may be resubmitted and a review will be conducted at that time; and, if warranted, the order will be adjusted.

2. The decision by the IV-D agency not to proceed with a review and adjustment of the order does not preclude either parent from filing a petition or motion to modify the order through the judicial process, either through private counsel or pro se.

213.3 REVIEW AND ADJUSTMENT PROCEDURES

Within 180 calendar days of receiving a request for a review, a Mandatory Review and Adjustment alert, or locating the non-requesting parent, whichever occurs later, the enforcing authority must conduct a review of the order and recommend an adjustment to the order or determine the order should not be adjusted, and notify the parties of the proposed recommendation.

NOTE: If the non-requesting parent's location is unknown, suspend action on the review until the party is located. The 180-day time frame will start after the location is verified.

If the child(ren) are receiving TANF in Nevada and the NCP has requested the review, copies of the court order must be obtained by the appropriate enforcing authority.

The following are the procedures to review and adjust the child support orders.

A. 30 DAYS PRIOR TO REVIEW

1. The case manager must notify each party subject to the child support order:

a. That the enforcing authority will review their child support order; and

b. In the NCP's notification, the case manager must request a financial statement be completed and returned within thirty (30) days.

2. The case must be prepared for review by requesting verification of the non-custodial parent's resources, i.e., verification of income, bank accounts, etc.

B. CONDUCT THE REVIEW

1. Using the non-custodial parent's actual income the case manager must compute the new child support obligation by applying the state guidelines (see SEM 506(E).

2. Nevada case law requires a change of circumstances for the court to modify or adjust an order. NRS 125B.145(4) states a change of at least 20% (increase or decrease) in the gross monthly income of an obligor constitutes a change of circumstances. Accordingly, an enforcing authority must determine if there is at least a 20% change in an obligor's income before proceeding with a modification if the request is based on a change in the obligor's income. There may be other reasons for requesting a modification based on change of circumstances such as health care needs.

3. The case manager must determine if private health insurance is accessible to the child(ren) and is available at reasonable cost to one or both parents.

4. If the party requesting the review wants to withdraw their request for review prior to the review being completed, the other party must be in agreement to have the review terminated. If both parties do not agree to have the review terminated, the review will continue.

   The request to terminate the review must be in writing and signed by both parties. The case record should be documented to reflect the circumstances and the basis for not continuing with the review.

C. AFTER THE REVIEW

1. *Modification Appropriate*
   a) Notify the parties of the proposed adjustment and
   b) Complete a stipulation if the parties are in agreement or
   c) Petition the court for a modification if the parties do not agree to the proposed adjustment.

2. *Modification Not Appropriate*
   a) Notify the parties that the order does not qualify for an adjustment and provide the reasons why.

213.4 INTERSTATE REVIEW AND ADJUSTMENT

The applicable laws and procedures for review and adjustment of child support orders are those of the state in which the review and adjustment, or determination there be no adjustment, takes place. 45 CFR 303.7 requires that the responding jurisdiction notify the initiating jurisdiction of actions taken in the case.

When an order is being enforced through an IV-D agency in Nevada and Nevada has Continuing Exclusive Jurisdiction (CEJ) (see SEM 216), Nevada will conduct the review and, if appropriate, make the adjustment. If the order is being enforced through an IV-D agency in another state and Nevada does not have CEJ, Nevada will request that state proceed with the review and adjustment based on that state's laws, guidelines and procedures.

NOTE: When Nevada does not have CEJ, the request for review and adjustment must be sent to the state with CEJ. Advise the requesting party the review and adjustment must be completed in the state with CEJ.

The jurisdiction where the IV-A case resides is responsible for initiating the review and adjustment request on public assistance cases.

A. NEVADA INITIATING REVIEW AND ADJUSTMENT REQUEST

1. Based on the following criteria, the case manager must send a request for review to another state within twenty (20) calendar days of receiving a request for review of the order, and information necessary to conduct the review.

   a. The order is at least 36 months old, or it has been 36 months since the last review and the non-requesting party resides in another jurisdiction; or

   b. The request is based on a change of circumstances.

   c. The CST, enforcing authority or NCP requests a review in writing.

   d. In an IV-A case, there has not been a "good cause" determination.

   e. The order does not contain a provision for medical support.

2. If the request for review fails to meet the criteria, inform the requestor:

   a. A review will not be conducted at this time and why.

   b. A review may be requested at such time as the criteria are met.

   c. The decision by the IV-D agency not to proceed with a review and adjustment of the order does not preclude either party from filing a petition or motion to modify the order through the judicial process, either through private counsel or pro se.

3. When the criteria for the three-year review are met and it is determined appropriate to request a review and adjustment in another state:

   a. Send the request on a Child Support Enforcement Transmittal #1 to the other state within twenty (20) calendar days of receipt of the following information:

      1) The non-requesting party's address.

      2) Any resource information relevant to the review and adjustment.

      3) Within five (5) working days of receipt of any notice issued by the responding state, in connection with the review and adjustment of the order, a case manager must send a copy to the party requesting the review.

4) When a responding state denies or returns a request for review and adjustment.

b. If the request for review and adjustment does not meet the criteria, the case manager must send a copy of the responding state's letter to the requesting party.

c. If the request was denied for any other reason, the enforcing authority must work with the responding jurisdiction to find out what is required to process the request.

d. If the order is a Nevada order and Nevada retains CEJ, the enforcing authority must do the review and adjustment through long-arm (NRS 14.065).

B. NEVADA RESPONDING TO REVIEW AND ADJUSTMENT REQUEST

1. Upon receipt of a request for a review from another jurisdiction, the enforcing authority must determine whether a review is warranted by applying the following criteria:

a. The order is being enforced in Nevada and Nevada has CEJ; and

b. The order is at least three years old, or it has been 3 years since the last review and/or private health insurance coverage is now available; and/or

c. The order is less than 3 years old, and the request is based on change of circumstances.

2. If the request for review fails to meet the criteria, the party must be informed:

a. A review will not be performed at this time and why.

b. A review may be requested at such time as the criteria are met if Nevada has CEJ.

c. The decision by the IV-D agency not to proceed with a review and adjustment of the order does not preclude either party from filing a petition or motion to modify the order through the judicial process, either through private counsel or pro se.

3. Within 180 calendar days of receiving a request for review or locating the non-requesting party, whichever occurs later, the enforcing authority must:

a. Notify both parties and the initiating jurisdiction of the intent to conduct a review following the procedures in SEM 213.

NOTE: If the CST's address is not provided by the initiating jurisdiction, the CST's notices must be sent in care of the initiating jurisdiction.

b. Conduct the review using the procedures in SEM 213.

c. Adjust the order, or determine the order should not be adjusted. Provide both parties and the initiating jurisdiction a notice of the adjustment, or determination there will be no adjustment in accordance with SEM 213.3.

d. If the non-requesting party is not located, refer the case to locate and inform the initiating jurisdiction. Upon location of the party, proceed with the review and adjustment.

213.5 REQUEST FOR REVIEW AND ADJUSTMENT

Federal and state law allows for either party to a child support order being enforced by a IV-D agency to request a review and adjustment.

A. WHEN IV-D CASE EXISTS

When an IV-D case exists in Nevada or an application for IV-D services has been made, and Nevada has CEJ:

1. The review will be conducted by the enforcing authority following the policy and procedures in SEM section 213.3 through 213.4.

2. All notices must be sent to the parties and to the IV-D authority in the state where the CST resides. If the CST in a local case is receiving TANF, copies of the notices must also be sent to the Division of Welfare and Supportive Services.

3. When one party lives in Nevada and the other party lives out of state, follow the procedures in SEM 213.4.

B. WHEN NO IV-D CASE EXISTS

When a party requests a review and adjustment of an order not being enforced by an IV-D agency, the enforcing authority must:

1. Advise the party of the option to apply for ALL IV-D services, explaining the review and adjustment will not be the only service provided. Explain the full range of services includes intercepting the NCP's IRS tax refund for any certified outstanding arrears, immediate income withholding, provision for medical support for the dependents in the order, etc.; or

2. If the enforcing authority has implemented a "pro se" procedure, provide the party with this package; or

3. Advise the party to contact a private attorney; or

4. Refer the party to the IV-D agency in the state where the order was entered to apply for IV-D services.

NOTE: For cases where Nevada does not have CEJ, advise the requesting party the review and adjustment must be completed in the state with CEJ.

213.6 CHANGE OF CIRCUMSTANCES

A change of circumstances applies to cases where the court order is less than three years old, and therefore, does not meet the review and adjustment criteria. Either party may request a change in circumstances, regardless of whether it results in an increase or decrease to the support obligation or monthly arrears repayment amount.

NOTE: When Nevada does not have CEJ, the request for a review based on change of circumstances must be sent to the state with CEJ.

A. CHANGE IN INCOME

NRS 125B.145(4) states a change of circumstances requiring a review for modification of the order for the support of a child is deemed to exist if the requesting party demonstrates a change of 20% or more in the gross monthly income of a person subject to the order.

EXCEPTION: If the Nevada support obligation is set at a percentage amount without a fixed dollar sum, it is treated as a change in circumstance and is not required to meet any other criteria. The order should be reviewed and a new order for a sum certain amount should be obtained.

B. CASES WHERE THE SUPPORT OBLIGATION HAS BEEN REDUCED BY THE COST OF PRIVATE HEALTH INSURANCE

Change of circumstances applies to all cases in which the ongoing support obligation has been reduced due to the cost of private health insurance when:

1. The CST has health insurance available at no cost or at a lesser cost than the NCP's policy and wants to cover the child under this policy and have the NCP pay the full child support obligation, or

2. The NCP has changed employment and private health insurance is not available or is available at no cost.

   NOTE: In the event the support obligation was reduced due to the cost of private health insurance, and the NCP did not provide private health insurance, an arrearage judgment in the amount of the insurance reduction can be established. Set the case for a hearing to change the NCP's support obligation.

C. ORDERS WITHOUT A MEDICAL SUPPORT PROVISION

Health care needs of the child(ren) must be considered an adequate basis to initiate an adjustment of an order, regardless of whether an adjustment in the amount of child support is necessary. In no event shall the eligibility for or receipt of Medicaid be considered to meet the need to provide for the child(ren)'s health care needs in the order.

In all cases, the enforcing authority must petition the court to include private health insurance that is accessible to the child(ren) and is available at reasonable cost to one or both parents. If private health insurance is not available at the time the order is established or reviewed, the enforcing authority must petition the court to include a cash medical support provision not to exceed five percent (5%) of the NCP's gross monthly income to be paid to the CST, until such time as private health insurance becomes available. If a future provision for private health insurance is included in the order for one or both parents, the cash medical support provision must be reviewed when private health insurance becomes available to either parent.

D. CHANGE OF CIRCUMSTANCES HEARINGS

IV-D staff must assist the requesting party in obtaining documentation available to the IV-D program, to support the requested change in circumstances, prior to scheduling a hearing, i.e., ESD printout.

The enforcing authority is responsible for scheduling the hearing and notifying the parties. Schedule the hearing for the first available court date.

213.7 STIPULATIONS

In response to a request for review and adjustment, the parties may enter into a stipulation. See SEM 504.1.

214 CASE CLOSURES

Criteria for closing child support cases are defined in SEM 214.1. For the purposes of this section, the party requesting child support services is referred to as the "recipient of services," reflecting Title IV-D services may be requested by either the CST or the NCP.

A. REQUIREMENT TO CLOSE

1. Cases meeting one of the federally authorized closure criteria must be closed. Cases not meeting at least one closure criterion must remain open and subject to all child support services. A closure matrix correlating system closure codes, federal regulations and state policy may be found in Exhibit 200-11.

2. Closing cases as errors.

   If a case does not meet one of the federally authorized closure reasons, but must be closed to correct a record keeping deviation (e.g., the case was created incorrectly), the Error (ERR) closure code may be used.

   Case managers must obtain Central Office approval before a case is closed using the Error (ERR) closure code. Use of the ERR code is restricted to designated Central Office staff. When considering a case as an Error closure, case managers must fax <u>or e-mail</u> a request to Central Office specifying the case name, case number and reasons the case should be closed as an Error. If approved, Central Office staff shall close the case using the ERR code and notify the case manager by e-mail. If the request is denied, Central Office staff shall notify the worker by e-mail.

Requests for Error closure shall be faxed to the following location:

Attn: ERR Closure Designee
Central Office
Child Support Enforcement Program
Fax: 775-684-0702

B. DOCUMENTATION

All closed cases must have a narrative entry or a notation on the automated system documenting the reason the case is closed.

C. EFFECT OF CASE CLOSURES ON COURT ORDERS

Case closure does not affect the support order or arrearages. Although the IV-D agency (PAO or district attorney's office) closes a case, the support order remains in effect and arrearages continue to accrue for the life of the order. When an IV-D agency closes a case, it means IV-D program services are not provided.

D. DISMISSAL OF A COURT ORDER

When a court order is dismissed, it does not vacate prior orders for support. Child support payments accrued prior to the dismissal remains due and payable.

E. VACATING A COURT ORDER

If a court vacates an order, the effect is the order and any arrears which may have accrued are deleted as if the order never existed. If the court vacates an order and support payments have been made under the order, the court is requested to determine if a refund is warranted to the NCP.

214.1 CASE CLOSURE CRITERIA

All IV-D cases meeting at least one of the following criteria must be closed.

A. NO CURRENT SUPPORT OBLIGATION AND NO CONTINUED SERVICES [45 CFR 303.11(b)(1)]

There is no current support obligation, continued services are not being provided, and arrearages are under $500 or unenforceable under state law.

A spousal support obligation may not be enforced unless it coincides with a child support order, and then, only by the issuing state. In cases where the child support obligation has been satisfied and all that is remaining is spousal support, the case must be closed under 45 CRF 303.11(b)(1) since there is no longer a current support order and arrearages are under $500 or unenforceable under state law. Per federal clarification, for this purpose, "current support order" refers to a child support order because enforcing spousal support without an underlying child support order is not an IV-D function.

B. REIMBURSEMENT ONLY CASES

1. The Nevada Child Support Enforcement Program will not pursue reimbursement of TANF payments when:

   a. The child(ren) is no longer receiving public assistance; and

   b. No order exists to calculate arrears; and

   c. The caretaker has terminated services with the Nevada IV-D Program; and

   d. No administrative or judicial action to establish a current support obligation and/or arrears has been initiated prior to terminating IV-D services.

2. If the caretaker terminates IV-D services after an administrative or judicial action is initiated but before an order for support is established, the Nevada IV-D agency pursues arrears as long as a valid address exists for the NCP. If the NCP must be relocated, the IV-D case must be closed.

3. When a reimbursement (recovery-only) case qualifies for closure and the state debt has been determined to be uncollectible pursuant to SEM 623, the enforcing authority shall complete a manual arrears adjustment in NAWC to reflect zero arrears are due.

C. PUTATIVE FATHER DECEASED [45 CFR 303.11(b)(2)]

1. The case must be closed if the NCP or putative father is deceased and no further action, including a levy against the estate, can be taken. Any actions in process or before the court at the time of death must be closed. If assets are identified or the CST has provided information regarding assets which can be verified, the case must remain open to pursue possible collection. The case record must be documented if no assets are identified.

D. UNABLE TO ESTABLISH PATERNITY [45 CFR 303.11(b)(3)]

Paternity cannot be established because:

1. Child is 21 years old and a parentage action is barred by the Statute of Limitations (NRS 126.081).

2. A genetic test or a court or administrative process has excluded the putative father. If the putative father is excluded, the mother must be contacted to obtain information on other possible fathers.

3. It is not in the best interests of the child to establish paternity in a case involving incest, forcible rape, or any case where legal proceedings for adoption are pending.

4. The identity of the biological father is unknown including at least one interview by the child support case manager with the recipient of services. For the purposes of this closure criteria, “identity” means the name of the biological father.

The IV-D program must follow up on all information which may establish the name of the biological father. If, for example, the interview of the recipient of services failed to result in the name of the biological father, but did result in the last known address or employer, a diligent effort to identify the biological father requires the IV-D agency to pursue these leads in an attempt to identify the biological father.

E. UNABLE TO LOCATE [45 CFR 303.11(4)]

The NCP's location is unknown and the IV-D program has made regular attempts using all resources available (see SEM 300), all of which have been documented as unsuccessful, to locate the NCP,

1. over a three-year period when there is sufficient information to initiate automated locate efforts, or

2. over a one-year period when there is insufficient information to initiate automatic locate efforts.

As a general rule, the data elements needed to conduct an automated locate effort include an individual's name and Social Security Number. Federal regulations define "location" as the NCP's residential or employment address.

All appropriate paternity cases (in Las Vegas and Reno PAOs) approved by manager must be sent to Investigations and Recovery (I&R). When possible locate information is returned by I&R, the case must be reevaluated to pursue paternity establishment.

F. NCP IS INSTITUTIONALIZED, INCARCERATED, OR DISABLED [45 CFR 303.11(b)(5)]

No income or assets are available to the NCP which could be attached for child support, and the NCP is unable to make support payments for the duration of the child's minority because:

1. The NCP is institutionalized in a psychiatric facility and it is verified the NCP will not be released prior to the child reaching the age of majority, or

2. The NCP is incarcerated with no chance of being paroled or released prior to the child becoming emancipated, or

3. The NCP has a medically verified total and permanent disability with no evidence of child support potential.

   a. A case may be closed when the enforcing authority confirms and documents that SSI benefits are a NCP's sole source of income.

G. NCP IS NOT A CITIZEN OF THE UNITED STATES [45 CFR 303.11(b)(6)]

The NCP is a citizen of another country and resides in a foreign country and the following conditions apply:

1. The NCP does not work for the U.S. Government or a company with headquarters or offices in the United States.

2. The NCP has no income or assets in the United States which can be levied or attached for support.

3. The State of Nevada is unable to establish reciprocity (see SEM 211, Reciprocity With Foreign Countries) with the country where the NCP resides.

H. LOCATE ONLY – NON IV-D CASE [45 CFR 303.11(7)]

After all appropriate locate resources are exhausted, the case may be closed. There is no requirement to keep a non IV-D case open if the parent is not located.

I. RECIPIENT OF SERVICES REQUESTS CASE CLOSURE [45 CFR 303.11(b)(8)]

A non-public assistance case may be closed if the recipient of services request closure and there is no assignment to the State of Nevada for current support, arrears, or medical support. A TANF recipient cannot request case closure. For former public assistance cases, the recipient may request closure of the non-assistance portion of the case. The case manager will determine if the public assistance portion meets closure criteria or if recovery of the state's arrears will be pursued.

J. GOOD CAUSE ESTABLISHED [45 CFR 303.11(b)(9)]

There has been a finding of good cause (see SEM 205(C)(1)(b), Good Cause Determination) by IV-D. If at a later date the agency determines good cause does not exist, the case will be reopened.

K. LOSS OF CONTACT [45 CFR 303.11(b)(10)]

1. Non-Assistance Cases

A non-assistance case meets closure criteria when the IV-D agency is unable to contact the recipient of services within a sixty (60) calendar day period despite an attempt to contact the recipient of services by at least one letter mailed first class to the recipient's last known address. The sixty (60) calendar day time period begins with the date the letter is mailed to the recipient of services.

2. Non-TANF **Child-Only** Medicaid Cases

Only non-TANF **child-only** Medicaid cases may be closed due to loss of contact with the recipient of services. The IV-D program does not receive referrals for non-TANF **child-only** cases. If, however, a Medicaid-only case previously referred to IV-D becomes a **child-only** case, the enforcing authority may initiate case closure for loss of contact.

Child-only Medicaid cases can be closed for loss of contact if the enforcing authority is unable to contact the recipient of services within a sixty (60) calendar day period despite an attempt of at least one letter sent to the last known address. The case manager must document the loss of contact in the system and that the status of the case is a non-TANF **child-only** Medicaid case. The case is eligible for closure under CFR 45 303.11(b)(10) and may be closed with NCA closure code.

See Exhibit 200-1, for IV-A Referral Aid Codes that apply to non-TANF Medicaid **child-only** cases.

In order to actually close the case after the above-referenced sixty (60) calendar day contact period has elapsed, the IV-D case manager must send a separate sixty (60) calendar day closure notice (see SEM 214.2, Closure Notice) advising the recipient of services of the IV-D Program's intent to close the case. The sixty (60) day periods regarding the contact letter and the closure notice are independent time frames. In other words, when the IV-D case manager is unable to contact the

non-assistance recipient of services during a sixty (60) calendar day period, the case manager may not automatically close the case without first complying with closure notice requirements.

If after a total of 120 days (sixty (60) day contact letter period plus sixty (60) day closure notice period) the recipient of services does not respond or contact is not otherwise established, the case is closed.

If arrears are assigned to the state, these arrears must be pursued unless circumstances warrant the state's case be closed. If a monthly arrears obligation does not exist, the enforcing authority should be requested to establish and enforce an arrears obligation.

If payments are being received, refer to the procedures in SEM 707.

L. RECIPIENT OF SERVICES HAS FAILED TO COOPERATE [45 CFR 303.11(b)(11)]

1. Non-Public Assistance Cases

A non-public assistance case may be closed when the enforcing authority documents the service recipient's noncooperation and an action by the service recipient is essential for the next step in providing IV-D services. For federal case closure purposes, a non-public assistance case in one in which the custodian is not currently receiving Title IV-A services.

If a non-assistance recipient of services is ordered to provide health insurance for the child(ren) and fails to provide the necessary health insurance policy information as requested, the enforcing authority may proceed with closure due to non-cooperation. Since the IV-D Program is required to notify the Medicaid Agency of health insurance information when appropriate and to report health insurance policy details on the federal OCSE 157 report, this information is considered the next essential step in providing IV-D services on the case.

2. Non-TANF **Child-Only** Medicaid Cases

The IV-D Program does not receive referrals for non-TANF **child-only** Medicaid cases. If, however, a Medicaid-Only case previously referred to IV-D becomes a **child-only** (CHAP), the enforcing authority may initiate case closure if the recipient of service's failed to cooperate and an action by the recipient of services is essential for the next step in providing IV-D services.

Child-only Medicaid cases can be closed after the case manager verifies the recipient of services Medicaid benefits have been sanctioned and the system is documented with the non-cooperation and that the status of the case is a non-TANF **child-only** Medicaid case. The case is eligible for closure pursuant to CRF 303.11(b)(11) and may be closed with NCA closure code.

3. Non-TANF Medicaid Only Cases

When a recipient of services in a non-TANF Medicaid case has failed to cooperate with the enforcing authority without good cause and an action by the recipient of services is essential for the next step in providing IV-D services, the case manager must notify IV-A of the recipient of service's lack of cooperation. Non-TANF Medicaid only cases are not eligible for closure due to non-cooperation because as a condition of Medicaid eligibility, the recipient of services must assign medical support rights to the state and cooperate with IV-D. However, if the recipient of service's Medicaid benefits are sanctioned, and the Medicaid case becomes a **child-only** (CHAP), the case may be closed for non-cooperation. A Medicaid Only case may not be closed merely because IV-A has been notified by IV-D of the recipient of service's lack of cooperation.

See SEM 205(B)(1) CST Non-Cooperation, Public Assistance and Child Care cases.

4. Public Assistance Cases

If the CST and children are receiving public assistance, IV-A must be advised of the client's noncooperation. The case must remain open and full child support services provided.

M. INITIATING IV-D AGENCY HAS FAILED TO COOPERATE
[45 CFR 303.11(B)(13)]

As the responding jurisdiction, an IV-D agency may close a case when it documents the initiating jurisdiction failed to take an action essential for the next step in providing services. Similarly, the responding jurisdiction may close its case if it is unable to process the case due to lack of cooperation by the initiating agency. For example, the responding agency may close its case when the initiating agency fails to reply to the responding agency's request for closure or fails to provide information necessary for the responding agency to provide services.

N. INITIATING AGENCY REQUESTS CLOSURE
[45 CFR 303.11(b)(13 and 14)]

The responding agency may close its case when the initiating agency has notified the responding agency that the initiating agency has closed its case. The responding agency may also close its case when the initiating agency has notified the responding agency that its intergovernmental services are no longer needed.

214.2 CLOSURE NOTICE

A closure notice must be mailed to the recipient of services sixty (60) calendar days prior to case closure. A case must remain open for the 60-day period and may only be closed upon the conclusion of this 60-day waiting period. Additionally, a case must remain open if the recipient of services or the initiating agency provides information during the 60-day pending closure period which will allow the IV-D agency to proceed on the case. If the information provided by the recipient of services is not beneficial and the IV-D agency is unable to proceed, the case will be closed at the end of the 60-day period.

No closure notice is necessary for cases closed in accordance with SEM 214.1 (H), (I), (J) and (N). However, if the case is closing because of lost contact with the recipient of services, noncooperation by the recipient, or based on the recipient's request, and the recipient of services is the NCP, the CST must be notified of the pending closure. This will allow the CST an opportunity to request continued child support services.

If the case is closed due to loss of contact with the non-assistance recipient of services and contact is reestablished within the 60-day closure period, the case must remain open.

214.3 CST MOVES FROM THE STATE OF NEVADA

If the IV-D agency is aware the CST has applied for IV-D services in another state, the case may be closed if no debt has been assigned to the State of Nevada. The CST must be notified by mail the case will close. The procedures outlined in SEM 214.2 must be followed.

214.4 SPOUSAL SUPPORT [NRS 31A.110; 45 CFR 303.11(b)(10)]

In cases where the child support obligation has been satisfied and all that is remaining is spousal support, the case must be closed under 45 CFR 303.11(b)(1), since there is no longer a current support order and arrearages are under $500 or unenforceable under state law. Per federal clarification, for this purpose, "current support order" refers to a child support order because enforcing spousal support without an underlying child support order is not an IV-D function.

214.5 CUSTODIAN DECEASED

When a CST is deceased, current support and non-assigned arrears collections become a debt owed to an estate, if one exists, and are subject to enforcement. However, federal regulations only authorize states to provide IV-D services to individuals. Furthermore, IV-D agencies must disburse payments to resident parents, legal guardians or caretaker relatives. Because there are no provisions authorizing IV-D services or the disbursement of payments to any entity other than individuals, continuing to provide IV-D services on behalf of an estate is not an appropriate IV-D activity.

Upon verification of the death of a CST when there are no assigned arrears, any collections not yet disbursed should be refunded to the non-custodial parent (NCP). If there are assigned arrears, any disbursements held should be applied to the assigned arrears. The case must remain open and collections should continue for assigned arrears only. If no assigned arrears are due or there is no order, the case may be evaluated for closure according to SEM 214.1 – arrearages are under $500 or unenforceable under State law. The NCP should be informed that although the CSEP is not enforcing the case, the NCP may still be obligated under the order.

When the case closes, all enforcement activities are terminated. If a new party obtains custody of the child and requests IV-D services or a new referral is received from IV-A the Child Support Enforcement Program should open a new case.

214.6 CLOSURE PROCEDURES

When the case meets one of the closure criteria outlined in SEM 214.1 and the case is going to be closed, the following procedures must be followed:

1. Document the reason for closure on the case narrative and/or IV-D automated system.
2. Send the closure notice as required in SEM 214.2.
3. Closure code must be entered in the automated system within 30 days of meeting criteria for closure.

215 FULL FAITH AND CREDIT FOR CHILD SUPPORT ORDERS

The Full Faith and Credit for Child Support Orders Act (FFACCSOA) was enacted October 20, 1994. Full Faith and Credit is the principle by which an out-of-state order, obtained by lawful exercise of a jurisdiction, must be recognized and given the same force and effect in all other states as it would be given in the state of origin. In addition, modifying existing orders is prohibited unless a state has or assumes Continuing Exclusive Jurisdiction (CEJ). This federal law promotes "a one order, one time one place system" to avoid problems associated with enforcement of multiple orders.

The provisions of FFACCSOA are set forth in the Uniform Interstate Family Support Act (UIFSA). See SEM 216.

216 UNIFORM INTERSTATE FAMILY SUPPORT ACT (UIFSA)

A. INTENT AND APPLICATION OF UIFSA:

1. Facilitate enforcement of child support orders among states;
2. Discourage interstate controversies;
3. Create greater financial stability;
4. Secure family relationships for the child;
5. Avoid jurisdictional competition and conflict among state courts; and
6. Promote uniformity of the law.

B. DEFINITIONS

1. Child's Home State:

   is the state in which a child lived with a parent or a person acting as a parent for at least six (6) consecutive months immediately preceding the time of filing a petition or comparable pleading for support and, if a child is less than six (6) months old, the state in which the child lived from birth with a parent or a person acting as a parent; (A period of temporary absence of any of those persons is counted as part of the 6-month or other period.) NRS 130.10119

2. Child Support:

is a payment of money, continuing support, or arrearages or the provision of a benefit (including a payment of cash medical support, child care, and education expenses) for the support of a child.

3. Contestant:

a. is a person (including a parent) who:

1) Claims a right to receive child support;
2) Is a party to a proceeding which may result in the issuance of a child support order; OR
3) Is under a child support order; OR

b. is a state or political subdivision of a state to which a right to child support has been assigned.

4. Continuing Exclusive Jurisdiction (CEJ):

is a tribunal's authority to modify a child support order.

5. Controlling Order:

is the one order that must be used by all states for enforcement and modification actions from the present time forward.

6. Court:

is a court or administrative agency of a state authorized by state law to establish or modify a child support order.

7. Dependent Child:

a. is any person, who is not otherwise emancipated, self-supporting or a member of the Armed Forces for the United States, who is:

- Under the age of 18 years; or
- Under 19 years of age and who is a student in high school.

b. when enforcing another state's order, see Intergovernmental Referral Guide (IRG) for definition of a dependent child.

8. Exemplified Copy:

is a certified copy of an order by the clerk of the court, verified by the judge, and reverified by the court clerk.

9. Initiating State:

is a state from which a proceeding is forwarded or in which a proceeding is filed for forwarding to a responding state under UIFSA. NRS 130.10131

10. Issuing State:

is a state in which a tribunal issues a support order or renders a judgment determining parentage. NRS 130.10139

11. Modification:

is a change in a child support order affecting the amount, scope, or duration of the order and modifies, replaces, supersedes, or otherwise is made subsequent to the child support order.

12. Nonmodifiable Obligation:

includes but is not limited to: duration of support, access, visitation, custody, and spousal support. (These obligations can only be addressed by the issuing state.)

13. Nonmovant:

is the person not requesting a modification.

14. Record:

is information inscribed on a tangible medium or stores in an electronic or other medium and retrievable in a perceivable form.

15. Responding State:

is a state in which a proceeding is filed or to which a proceeding is forwarded for filing from an initiating state under the UIFSA. NRS 130.10167

16. State:

is a state of the United States, the District of Columbia, Puerto Rico, the United States Virgin Islands or any territory or insular possession subject to the jurisdiction of the United States; the term includes:

a. An Indian tribe; and

b. A foreign county or political subdivision that:

1) Has enacted a law or established procedures for the issuance and enforcement of support orders which are substantially similar to the procedures established under UIFSA; or

2) Is declared to be a foreign reciprocating country or political subdivision pursuant to 42 U.S.C. Sec. 659a; or

3) Is declared to be a state pursuant to NRS 130.035 and NRS 130.10179.

17. Support Enforcement Agency:

is a public official or agency authorized to seek: the enforcement of support orders or laws relating to the duty of support; the establishment or modification of child support; a determination of parentage or the location of obligors or their assets or a determination of the controlling order.

18. Support Order:

is a judgment, decree, order or directive, whether temporary, final or subject to modification, issued by a tribunal for the benefit of a child, spouse or former spouse, which provides for monetary support, medical support, arrearages or reimbursement and may include related costs and fees, interest, the withholding of income, attorney's fees and other relief. NRS 130.1018]

19. Tribunal:

is a court, administrative agency or quasi-judicial entity authorized to establish, enforce or modify support orders or to determine parentage. NRS 130.10191

C. GENERAL RULES

1. Application of UIFSA:

UIFSA is a uniform act, which establishes procedures and jurisdictional requirements regarding interstate child support and spousal support orders including the issuance, enforcement, modification and procedures for determining the controlling order.

2. Issuance of a Support Order:

When this state receives a petition or comparable pleading from another state, it shall cause the petition or pleading to be filed and notify the petitioner. Upon finding, after notice and opportunity to be heard, that an obligor owes a duty of support, this state shall issue a support order. NRS 130.305

3. Enforcement of a Support Order:

a. A tribunal of this State that has issued a child support order may serve as an initiating tribunal to request a tribunal of another state to enforce. NRS 130.206

b. A tribunal of this State having continuing jurisdiction over a support order may act as a responding tribunal to enforce the order. NRS 130.206

4. Modification of a Support Order/Continuing and Exclusive Jurisdiction (CEJ):

a. Retaining CEJ

A tribunal of this State that has issued a child support order has continuing and exclusive jurisdiction and shall exercise continuing and exclusive jurisdiction to modify its order if the order is the controlling order and;

1) At the time of filing of a request for modification, this State is the residence of the obligor, the obligee or the child; or

2) If this State is not the residence of the obligor, the obligee or the child, the parties consent in a record or in open court that the tribunal of this State may continue to exercise jurisdiction to modify its order. NRS 130.205

b. Losing CEJ

A tribunal of this State that has issued a child support order may not exercise continuing and exclusive jurisdiction to modify its child support order if:

1) All the natural persons party to the action file consent in a record in this State that a tribunal of another state that has jurisdiction over at least one of the parties or is the state of residence of the child may assume continuing and exclusive jurisdiction and may modify the order; or

2) Its order is not the controlling order. NRS 130.205

c. Assuming CEJ

A tribunal of this State may assume CEJ and modify a child support order issued by a court of another state if after notice and hearing the tribunal finds the following requirements are met:

1) Neither the child, nor the obligee nor the obligor reside in the issuing state; and

2) A petitioner who is a non-resident of this State seeks modification; and

3) The respondent is subject to the personal jurisdiction of the tribunal of this state; OR

4) This State is where the child resides or a natural person party to the action is subject to personal jurisdiction of this State, and all the parties have filed consents in a record in the issuing tribunal for a tribunal of this State to assume CEJ and modify the order. NRS 130.611

5) A tribunal of this State may also assume jurisdiction to modify the child support order of another State or foreign country or political subdivision whether or not consent is given if that State or foreign country or political subdivision will not or may not modify its order. NRS 130 Sec. 6 / NRS 130.6115

5. Determination of a Controlling Order (CDO);

a. DCO Procedure:

At the request of a party or a support enforcement agency, if two or more child support orders have been issued by a tribunal of this State or another State, a tribunal of this State, having personal jurisdiction over both the obligor and obligee, must be proactive and shall apply the following rules in determining the controlling order:

1) If only one of the tribunals would have CEJ, the order of that tribunal controls and must be recognized.

2) If more than one of the tribunals would have CEJ, an order issued by the current home state of the child controls; but if an order has not been issued in the current home state of the child, the order most recently issued controls.

3) If none of the tribunals would have CEJ, the tribunal of this State shall issue a child support order which controls.

b. Contents of Controlling Order:

A tribunal of this State that determines by order which is the controlling order or issues a new controlling order shall state within the order the following:

1) The basis upon which the tribunal made its determination;

2) The amount of prospective support; and

3) The total amount of consolidated arrears and accrued interest under multiple support orders after all payments made are credited as provided by NRS 130.209 and NRS 130.207.

6. Choice of Law

a. Issuing Order:

The law of the issuing state governs: the amount and duration of current payments; the computation and payment or arrearages and accrual of interest on the arrearages; and the existence and satisfaction of other obligations. Duration of support is a non-modifiable term. NRS 130.604

b. Enforcing State:

The procedure and remedies available under the law of the responding govern enforcement of the controlling order. The statute of limitations of either the enforcing state or the issuing state, whichever is longer, applies. NRS 130.604

7. Miscellaneous Provisions:

a. Accounting: A tribunal of this State shall credit amounts collected for a particular period pursuant to any child support order against the amounts owed for the same period under any other child support order for support of the same child issued by a tribunal of this or another state. NRS 130.209

b. Confidentiality: If a party alleges in an affidavit or a pleading that the health, safety or liberty of a party or child would be jeopardized by the disclosure of specific identifying information, that information must be sealed and may not be disclosed to the other party or the public. NRS 130.312

c. UIFSA Hearings:

1) The physical presence of a nonresident party who is a natural person in a tribunal of this State is not required for the establishment, enforcement or modification of a support order or the rendition of a judgment determining parentage. NRS 130.316

2) The production of documentary evidence and the testimony of a party or witness at hearing is governed by NRS 130.316.

3) A tribunal of this State may communicate with a tribunal of another State in a record by telephone or other means to obtain information concerning the laws of the state, the legal effect of a judgment, decree or order of that tribunal, and the status of a proceeding in another state. NRS 130.317

D. REGISTRATION FOR MODIFICATION

A Nevada jurisdiction may register a foreign child support order for modification when requested by a party or Nevada has an interest in the order (IV-A case) AND one of the following conditions is met:

1. Nevada is the residence of the nonmovant; OR

2. Nevada has written consent filed by each individual contestant.

The criteria for modification are found in SEM 213 (Review and Adjustment).

If there is no individual contestant residing in the issuing state, the following chart must be used to determine which state may modify the order and assume CEJ:

PARTY REQUESTING MODIFICATION	CST's STATE	NCP's STATE	SAME STATE
CST		X Nonmovant	
NCP	X Nonmovant		
EITHER PARTY (BOTH PARTIES RESIDE IN SAME STATE)			X

In the event the nonmovant agrees to have the court order modified in the state where the other party resides which does not have CEJ, the nonmovant must provide written consent allowing the other state to modify the order and assume CEJ (SEM 216(D)(2)(b)).

NOTE: Adjudicated arrears or payment on current support obligations which are past-due when the contestant is noticed cannot be retroactively modified. (NRS 425.383)

E. CEJ WITH A NEW CARETAKER

When a child no longer resides with the payee listed in the existing order, the following procedures must be followed:

1. For non-assistance cases:

   a. The payee listed on the existing order may complete an Assignment of Child Support form (Exhibit 200-14) assigning the current support and/or any past-due support to the new caretaker. This form must be notarized to be considered valid. When this form is completed, an order changing the payee will not be required and the existing order can be enforced; OR

   b. An individual who obtains lawful physical custody of a child and who was not a party to the original proceeding in which a court issued an order for the support of the child that wishes to enforce the order must provide a signed and notarized Affidavit of Custodian of Minor Child and Notice to Obligor form (see SEM 501(B)).

   c. Upon request of the new caretaker, a new order must be established against the former payee who becomes a new NCP.

      NOTE: If a new order is required, it must be established within ninety (90) days.

2. For public assistance cases:

   a. The existing order is enforced until an order changing the payee is established, because the assignment of support rights follows the child(ren).

      As CSTs on public assistance cases frequently move in and out of the household, the decision to establish a new order should be made on a case by case basis and is not restricted to a set time frame. If a new order is not established and the public assistance case closes, the existing can be enforced for the CST who obtains lawful physical custody of the child, who must provide a signed and notarized Affidavit of Custodian of Minor Child and Notice to Obligor form (see SEM 501(B)).

   b. A new order must be established for the parent who becomes a new NCP.

      For example, if the mother was the previous CST, an action must be initiated to establish a support obligation.

      NOTE: A copy of the notarized Assignment of Child Support form must be provided to the Central Registry of any state which has issued a child support decree/judgment and to the NCP.

217 DOMESTIC VIOLENCE

A. DISCLOSURE OF DOMESTIC VIOLENCE

Disclosure of domestic violence by IV-D clientele is voluntary. If at any time a party discloses domestic violence, the case manager must evaluate the information according to office procedures. Flexibility and sensitivity are required when working with domestic violence victims regarding program requirements. When the IV-D case manager is unsure how to proceed with a domestic violence case, the IV-D case manager may consult with a social worker from the nearest Division of Welfare and Supportive Services district office. The IV-D case manager may explore alternative methods to obtain information and documents including reasonably extending time limits, if needed, and documenting the rationale used to make decisions.

B. SUPPORT SERVICES

The following guidelines are used when disclosure of domestic violence occurs:

SITUATION	ACTION/RESPONSIBILITY
Family currently experiencing physical abuse and/or is fleeing from perpetrator.	**Public Assistance Case** - IV-D case manager requests the CST meet with a division social worker for an assessment and potential referral/case management of a domestic violence situation. Advise CST of the Confidential Address Program (CAP) administered through the Secretary of State's Office (SEM 217). Discuss good cause as an option (SEM 205) for CST. IV-D case manager should be aware of safeguard procedures in NRS 425.400 and criteria for nondisclosure of information in exceptional circumstances in NRS 130.312. **Nonpublic Assistance Case** - IV-D case manager must provide CST information on local domestic violence groups and community resources. Advise CST of the Confidential Address Program (CAP) administered through the Secretary of State's Office. Discuss whether request for child support services should continue if perpetrator is the NCP. IV-D case manager should be aware of safeguard procedures in NRS 425.400 and criteria for nondisclosure of information in exceptional circumstances in NRS 130.312.

Claiming barriers to employment and training or eligibility activities.	Refer CST to their IV-A case manager.
Claiming "Good Cause" to not cooperate with CSEP.	IV-D case manager must follow procedures in SEM 205 for good cause/cooperation.
No immediate danger or barriers.	Apprise CST of the local domestic violence community program.

C. CONFIDENTIALITY

The IV-D Program must not disclose to any person, other than the victim, that a determination has been made on domestic violence. However, the IV-D Program may disclose the information to the Secretary of Health and Human Services or their designee for purposes of including information in the Federal Parent Locator Service (FPLS). Nevada's State Case Registry (SCR) extracts information on both parents such as name, Social Security Number, date of birth and case identification number. This information is transmitted to the Federal Case Registry (FCR). The FCR is part of the FPLS and contains basic information about persons who owe or who are owed child support. This information is shared with other state child support agencies involved with the case.

If there is reasonable evidence of domestic violence and/or child abuse against any party or child in a case and the disclosure of such information could be harmful to the party, the IV-D case manager must protect the confidentiality of the parties by setting the family violence indicator for the affected party. When the family violence indicator is set, other agencies involved with the case will not have access to information on the CST and child(ren) involved.

Additionally, a case manager who becomes aware of child abuse must report child abuse/neglect situations to the Division of Child and Family Services immediately, but in no event later than 24 hours after there is reason to believe a child has been abused or neglected. Reporting procedures are described in the Division of Welfare and Supportive Services Administrative Manual, Chapter 2502.

Information concerning individuals contained in support enforcement cases will NOT generally be disclosed, see SEM 111 (Confidentiality of Case Record Information).

UIFSA requires identifying information about the custodial parent and child (name, address, Social Security Number(s), etc.) be provided to the out-of-state child support office assisting Nevada in the establishment of paternity or collection of child support. If domestic violence has been indicated, before sending a UIFSA transmittal, the affected party must be contacted to determine if there is a concern with address disclosure.

A tribunal can order the address of the child or party or other identifying information not be disclosed if the health, safety or liberty of a party or child would be unreasonably put at risk. [NRS 130.312]

When a case manager received a request for information on a NCP or CST, refer to SEM 111.

D. THE CONFIDENTIAL ADDRESS PROGRAM (CAP)

NRS Chapter 217.462 – 217.471 inclusive provides victims of domestic violence an opportunity to protect their location by applying for a fictitious address through the Confidential Address Program (CAP) administered by the Secretary of State's Office. Instructions for applying for this protection may be obtained by contacting the Nevada Secretary of State's Office at 1-888-432-6189 or a local domestic violence advocacy group. Local advocacy group staff determine if the CAP program is appropriate for the victim, assists the victim in completing the application process and forwards the application and a referral to the Secretary of State's Office. Persons pending a determination from the CAP program may use an alternative address (i.e., friend, relative or shelter address).

The Secretary of State's Office provides a notice to the applicant approving or denying the request for a fictitious address. If approved, the notice contains an individual authorization code and substitute mailing address for the household. The address will be a Carson City address, even if the applicant resides outside the area. The enforcing authority must accept the address and not require the person to provide their residence address. A copy of this notice should be obtained from the applicant and kept in the case file. The address used must include the authorization code to ensure proper routing. The contact entry must be made explaining that the party is in the CAP program and that the notice to the applicant is in the file.

Individuals with a fictitious address must be allowed at least seventeen (17) days for mailing.

218 OVERPAYMENTS [NRS 353.C., NRS 11.190]

An overpayment (OP) exists when money was distributed to any party by the Child Support Enforcement Program, which exceeds the amount the party was entitled to.

Overpayments can occur for a variety of reasons, including but not limited to:

- Incorrect distribution for public assistance cases only;
- Payments returned by bank for non-sufficient funds;
- Amended IRS tax returns;
- Posting errors.

State Regulation Effective October 1, 2009

A. The Division of Welfare and Supportive Services (DWSS) shall recover from the recipient of incorrectly paid child support an amount not to exceed the amount incorrectly paid.

B. Responsibility for Repaying Child Support Overpayments

A recipient of incorrectly paid child support shall reimburse DWSS, or its designee, an amount not to exceed the amount incorrectly paid.

A recipient of incorrectly paid child support is not responsible for repayment of a child support overpayment when the overpayment was caused by an employer who failed to deliver to CSEP any money required pursuant to a child support order.

Employers are responsible for reimbursing DWSS child support overpayments caused by the employer's failure to deliver to CSEP any money required pursuant to a child support order.

218.1 REFERRAL TO OVERPAYMENT UNIT

An OP unit has been established to process all overpayments. The unit will be responsible for sending notices and addressing dispute and hardship inquiries.

Overpayments will be identified by field staff, SCaDU staff or the OP unit staff.

A. FIELD STAFF

If an OP is identified by a case manager, the case manager will make a note on the CONT screen, complete an Overpayment Referral Form and forward them with appropriate supporting documentation to CSEP Central Office. Appropriate supporting documentation must include copies of all court orders and any other information the case manager deems appropriate. The CSEP chief or his/her designee will review and, if approved, sign and forward to the OP unit or deny and return to the requestor with an explanation.

B. SCaDU STAFF

If an OP is identified by SCaDU staff, the worker will make a note on the CONT screen, complete an Overpayment Referral Form and forward them with appropriate supporting documentation to CSEP Central Office. Appropriate supporting documentation should include copies of checks or any other information the SCaDU staff deems appropriate. The CSEP chief or his/her designee will review and, if approved, sign and forward to the OP unit or deny and return to the requestor with an explanation.

C. IRS ADJUSTMENTS/CENTRAL OFFICE STAFF

A copy of the IRS Collection and Adjustment Record is distributed bi-weekly to Central Office. Central Office staff will check all adjustments to identify any adjustment made after disbursement has occurred. If a post disbursement adjustment has been made, a tracking note will appear on the TR19 screen and the ledgers screen will reflect the back out. Central Office staff will make a note on the CONT screen, complete an Overpayment Referral Form and forward to the OP unit.

218.2 STATUTE OF LIMITATIONS

NRS 11.190 establishes a statute of limitations for recovery of debts. If the debtor has signed an OP agreement, the state may pursue the debt for six years from the date of the last payment or signed agreement. If no repayment agreement has been signed, the state may pursue the debt for three (3) years from the date of the last payment. However, it is the responsibility of the debtor to raise the issue. The Division of Welfare and Supportive Services will attempt to collect on all overpayments and will pursue, unless the debtor notifies the state the debt exceeds this statute. In these cases, the OP case manager will submit the case to the supervisor for review and approval prior to closing the OP.

218.3 PAYMENTS

A. DIRECT PAYMENT

1. Payment By Mail

The client should mail all overpayment payments to:

ATTN: IV-D OVERPAYMENT UNIT
Division of Welfare and Supportive Services, CSEP
1470 College Parkway
Carson City, NV 89706-7924

2. Over-The-Counter Payments

Any over-the-counter payments made at a local child support office must be deposited using a separate deposit slip. Fax a copy of the deposit slip and a copy of the check or money order, or the cash receipt, to Central Office at (775) 684-0702. Be sure to clearly mark this Fax: "ATTN: IV-D OVERPAYMENTS." The office may elect to simply forward the payment to the above address.

B. PAYMENTS DEDUCTED FROM COLLECTIONS

Anytime a child support payment is received on a case with an active OP, the system will withhold the OP obligation according to the information entered on the OPMT screen.

When the OP is deducted from a disbursement, the system will record the disbursement number in the Repayment Information field on the OPMT screen. If the CST pays directly toward the OP, the system will record the batch ID in the Repayment Information field. If a back out has occurred on a collection that had an OP deducted from the disbursement, the system will write an activity record with "Back out OP" in the Repayment Information field, and it will update the OP balance.

C. PAYMENTS COLLECTED BY COLLECTION AGENCY

All money collected by the state collection agency will be forwarded to the State Controller's Office who will in turn forward this money (journal voucher) to DWSS, who then processes the funds to the Child Support Enforcement Program, Northern SCaDU.

219 ADMINISTRATIVE COMPLAINT PROCEDURES

A. DEFINITIONS

1. Complaint

Per federal regulations in 45 CFR 303.35, a complaint (orally or in writing) qualifies for an administrative evaluation by the office responsible for the case, if there is documentation an error occurred or an action should have been taken on the case (excluding complaints about court orders, custody or visitation). The complaint may come from individuals both in-state or from other states.

At the direction of the office manager, the definition of a complaint may include other factors beyond what is required by federal regulation noted above.

2. Administrative Evaluation

An administrative evaluation begins at the local office level by supervisory/ management or their designee, reviewing the complaint to determine if there is documentation an error occurred or an action should have been taken on the case.

Each office is responsible for developing and maintaining office Administrative Complaint Procedures to receive, evaluate, act on and notify the individual of the outcome of a complaint.

B. NOTIFICATION

At the time the individual specifically alleges an error occurred or an action should have been taken on the case, the office responsible for the case must advise the individual (orally or in writing) of the office Administrative Complaint Procedures. The procedures must be made available to the individual upon request.

The office supervisor/management or their designee must notify the individual (orally or in writing) of the results of the evaluation along with any actions taken to resolve the issue(s).

If the notification is made orally, the notification must be clearly documented in the case tracking screen (TR01).

C. CONDUCTING AN ADMINISTRATIVE EVALUATION

1. Gather Case Facts

Gather case facts from all sources, such as the hard copy case file, information in the statewide computer system, the other jurisdictions, appropriate IV-D staff, and documents and statements provided by the individual (not all inclusive).

2. Review Case Facts

Review all the facts surrounding the individual's complaint to determine if there is documentation an error occurred or an action should have been taken on the case.

D. ADMINISTRATIVE EVALUATION DECISION

If, as a result of the evaluation, it is discovered:

1. an error occurred, the office responsible for the case must take appropriate steps to correct the error; or

2. action(s) should have been taken on the case, the office responsible for the case must take the necessary action(s); or

3. no error occurred or all appropriate actions have been taken on the case, the office responsible for the case notifies the individual there is no documentation an error occurred or an action should have been taken.

Within a reasonable amount of time, the individual is notified by the office supervisory/management, or their designee, of the administrative evaluation findings along with all actions taken on the case. The evaluation findings must be clearly documented on the case tracking screen (TR01).

In the event, the individual is not satisfied with the outcome of the field office decision, the responsible office or the individual may submit the complaint to the chief of the program in Central Office. All information and documentation surrounding the complaint, including the office complaint procedures, must be supplied to the chief. The chief, or designated staff, will notify both the office supervisor/management and the individual of the evaluation findings, including the basis for the decision.

220 SPOUSAL SUPPORT

Federal regulations require child support enforcement agencies to enforce spousal support orders when the following conditions exist:

1. The spousal support order has previously been established outside of the IV-D program; and

2. An order for current child support is being enforced by the IV-D agency; and

3. The child or children live with the custodian.

Enforcement of spousal support must terminate when the current support obligation no longer exists. Both the custodian and noncustodial parent must be advised that the enforcing authority is terminating spousal support services.

EXHIBIT 200-1

Public Assistance Referral Aid Codes

(7/1/09)

Public Assistance aid codes that must be referred for IV-D services

AF	TANF cash
AF5	TANF cash OBRA baby
AM	TANF Medicaid (TANF related Medicaid)
AI	TANF Incapacity **(may be referred if there is an absent parent)**
AI5	TANF Incapacity OBRA baby **(may be referred if there is an absent parent)**
AM5	TANF Medicaid OBRA baby (no longer refers)
CA5	OBRA baby aid code for COA (Child only – alien adult)
CK5	OBRA baby aid code for COK (Child on Kinship)
CN5	OBRA baby aid code for CON (Child only non-needy caretaker, NNCT)
COA	Child only with ineligible alien adult(s) (TANF cash)
COF	Family Preservation **(may be referred if there is an absent parent)**
COK	Child only Kinship
CON	Child only with relative caretakers (TANF cash)
COS	Child only with adult(s) receiving SSI (TANF cash)
CS5	OBRA baby aid code for COS (Child only – SSI adult)
SH1	TANF cash (sick/incapacitated program – 1 parent household)
SH2	TANF cash (sick/incapacitated program – 2 parent household)
UP	Two parent cash **(may be referred if there is an absent parent)**
SN	Sneede vs. Kizer (if the CST is also SN in the same case and both are eligible)
SN5	Sneede vs. Kizer OBRA baby (no longer refers)
UP5	Two parent cash OBRA baby **(may be referred if there is an absent parent)**
TN	NEON household with one work-eligible parent
TN1	2 NEON work eligible parents with 1 or more ill/icap
TN2	NEON household with 2 work eligible parents
TC	TANF child

Public Assistance aid codes that should <u>not</u> be referred

CH	CHAP
CH5	CHAP OBRA baby
COF	Family Preservation (both parents in the home)
EM4	Emergency medical (illegal alien)
EM5	Emergency medical (OBRA baby)
FS	Food Stamps
PC	Pre-Cash Medicaid
PC5	Pre-Cash Medicaid OBRA baby
PM	Post medical (excess child support)
PM5	Post medical (excess child support OBRA baby)
TR	Transitional medical
TR5	Transitional medical OBRA baby
UP	Two parent cash (both parents in the home)
UP5	Two parent cash OBRA baby (both parents in the home)
SG	Self Sufficiency Grant Aid Codes
TL	TANF Loan Program Aid Codes
TP	TANF Temp Assistance

Eligibility Codes: 1 = Active 3 = NNCT 5 = Medical 7 = Pending 9 = Terminated

EXHIBIT 200-2
(Page 1 of 2)

Non-Custodial Parent Name:	SSN:	DOB:

DIVISION OF WELFARE AND SUPPORTIVE SERVICES

NON-CUSTODIAL PARENT (NCP) FORM

When applying for TANF and/or Medicaid assistance, the law requires you to cooperate with Child Support Enforcement (CSE) to establish paternity to get child support and/or medical support owed to you and/or any child(ren) that you are applying for. This may include genetic testing. If the test proves the person you named is not the father, you may be required to pay the cost of the test. You are also responsible for providing all available information requested by the CSE Program such as certified copies of divorce decrees and/or support orders, birth certificates and photographs of the absent parent.

The CSE Program locates absent parents and/or sources of income and assets, establishes and enforces financial and medical support, reviews and adjusts existing child support orders, and collects and distributes financial and medical support payments. If you are requesting medical assistance only, you may request in writing you only want medical support services.

The CSE Program has sole discretion in determining which legal remedies are used in pursuing support and cannot guarantee success. CSE may request assistance of another state, and thereby, be subject to the laws of that state. CSE does not provide services involving custody, visitation or unpaid medical bills. CSE may close your case when your case meets closure rules established by federal and state regulation.

The CSE Program represents the State of Nevada when providing services and no attorney-client privilege exists. CSE is authorized to endorse and cash payments made payable to you for support payments and may collect past-due support by intercepting an IRS tax refund or other federal payment. If a tax intercept occurs, the CSE Program has the authority to hold a joint tax refund for a period of six (6) months before distributing the funds. No interest is paid on the held funds. Funds collected from a tax intercept are applied first to pay off any past-due support assigned to the State of Nevada. A nonrefundable fee is deducted by the federal government of any tax or federal payment intercepted by the CSE Program.

Good cause for not cooperating in pursuing child support or paternity may be allowed. If you do not cooperate with CSE and good cause has not been determined, your household will be ineligible for TANF and you will be ineligible for Medicaid. Good cause for not cooperating will be considered if you request it in writing. Examples of good cause are as follows:

- ***The child was conceived as a result of rape or incest.***
- ***Legal proceedings for adoption of the child are pending before a court.***
- ***You are being assisted by a public or licensed private social service agency to decide whether to keep or relinquish the child for adoption (no longer than three (3) months).***
- ***Your cooperation in establishing paternity or securing support will result in physical or emotional harm to yourself or the child(ren).***

You must provide your case manager with verification within twenty (20) days after claiming good cause. You will receive written notification of the good cause decision. If you are found to have good cause for not cooperating, CSE will NOT attempt to establish paternity or collect child support.

☐ **YES, I wish to claim good cause.** ☐ **NO, I do not wish to claim good cause at this time.**

_____
Signature

You must report changes whenever a name change occurs; you have a new address or telephone number for home or work; you hire a private attorney or collection agency; another child support or paternity legal action is filed; you file for divorce; you receive support payments directly from the absent parent; you have a new address, telephone number, employment or health insurance for the absent parent; a child(ren) no longer lives with you; a child(ren) is still in high school after age 18; a child(ren) becomes disabled before age 18; a child(ren) comes to live with you or you birth another child; a child marries, is adopted, joins the armed forces or is declared an adult by court order.

You are responsible for repayment of support amounts received in error, including payments from an IRS tax refund, which are adjusted by the IRS. If you fail to enter into a repayment agreement with the CSE Program, the outstanding balance may be reported to a credit reporting agency and money collected on your behalf by the CSE Program may be withheld for repayment. Additionally, legal action may be initiated against you.

EXHIBIT 200-2
(Page 2 of 2)

NON-CUSTODIAL PARENT (NCP) FORM

Complete one form for each parent who does not live with the child(ren) for whom you are requesting assistance. For example, if you have two children and each have a different father / mother, you need to complete two forms. If you are not the parent of the child(ren) you are requesting assistance for, you need to complete one form for the absent mother and one form for the absent father. Do not leave any question blank. Write or type unknown or N/A (not applicable) for any question that does not apply or you do not know the answer.

YOUR NAME:	**YOUR SSN:**	**YOUR DOB:**	**YOUR RELATIONSHIP TO THE CHILD(REN):**
Have you or the children received public assistance in the past? ☐ **YES** ☐ **NO**		**If YES, where?** **(City, State)**	
Social Security Number of the Parent Who Does Not Live With You:			***Fill in whatever you know about the Non-Custodial Parent. If you do not know the answer to the question, write unknown or N/A.***

LAST NAME:	FIRST NAME:	MIDDLE INITIAL:	MODIFIER (Jr., Sr., etc.):
ADDRESS:			
CITY:	STATE:	ZIP:	
LAST CONTACT DATE:		TELEPHONE / CELL PHONE:	

RACE:	SEX:	HAIR COLOR:	EYE COLOR:	WEIGHT:	HEIGHT:	IS HE OR SHE DISABLED? ☐ YES ☐ NO

BIRTH CITY AND STATE:	DATE OF BIRTH:	DATE OF DEATH:
AT ANY TIME WAS THE MOTHER MARRIED TO THIS NON-CUSTODIAL PARENT? ☐ YES ☐ NO	DATE OF MARRIAGE:	DATE OF DIVORCE:
WAS THE MOTHER MARRIED TO SOMEONE ELSE? ☐ YES ☐ NO	ARE THERE OTHER POSSIBLE FATHERS? ☐ YES ☐ NO	

EXISTING CHILD SUPPORT COURT ORDER? ☐ YES ☐ NO CITY AND STATE

INFORMATION ON THE CHILDREN FOR THIS ABSENT PARENT:

Child's Social Security Number	Child's Last Name	Child's First Name	Child's Middle Initial	Child's date of birth (MM/DD/YY)	Did the mother have sexual relations with another man (not named above), during 30 days before or after when pregnancy began for this child?	Custody Month
					☐ YES ☐ NO	
					☐ YES ☐ NO	
					☐ YES ☐ NO	

All cases for Temporary Assistance for Needy Families (TANF) and medical programs where the adult and child(ren) receive Medicaid must be referred for Child Support Enforcement. I understand if there is no adult in my family receiving medical assistance, and I would like to receive Child Support Enforcement services, I must submit an application for assistance with the appropriate state or county child support agency.

This information is correct to the best of my knowledge. I have read the "Important Child Support Information" section found on the eligibility application. I understand if I have intentionally withheld or misrepresented information, I could be disqualified from receiving public assistance.

I declare under penalty of perjury that the information I have provided on this document is true to the best of my knowledge and belief and that the statements contained herein are made for the purposes stated herein, including but not limited to, obtaining assistance in establishing parentage and/or an order for child support along with the collection of child support.

Your Signature:	Date Signed:

(Side 2) 2906 – EG (6/07)

EXHIBIT 200-3

GOOD CAUSE REPORT

PART A. (To be completed at time of initial claim of good cause)

Name of Claimant: _____ Case No.: _____

Caseworker Name: _____ Office: _____

Date of Claim: _____ / _____ / _____ (Mo Dy Yr) NCP: _____

Child: _____

Child: _____

Child: _____

1. TANF status at time of claim:
   - ☐ 1 Applicant
   - ☐ 2 Recipient

2. Good cause circumstance claimed:
   - ☐ 1 Potential physical harm to child
   - ☐ 2 Potential emotional harm to child
   - ☐ 3 Potential physical harm to parent or caretaker relative
   - ☐ 4 Potential emotional harm to parent or caretaker relative
   - ☐ 5 Conception result of incest or rape
   - ☐ 6 Legal adoption before court
   - ☐ 7 Parent receiving pre-adoption services

PART B. (Complete at time of good cause determination or TANF denial or discontinuance)

3. Date of decision: _____ / _____ / _____ (Mo Dy Yr)

4. Corroborative evidence provided:
   - ☐ NO
   - ☐ YES – Date: _____ / _____ / _____ (Mo Dy Yr)

5. Outcome:
   - ☐ 1 Good cause claim found valid (proceed to questions 6 - 7)
   - ☐ 2 Good cause claim found not valid (skip to question 7) Supervisor/SW Consultation _____ (Date/Initials)
   - ☐ 3 Good cause claim no longer applicable (TANF application denied or TANF payments discontinued) (end of questions)

6. Was claimant found to have good cause for refusing to cooperate based solely on examination of the corroborative evidence supplied by the applicant or recipient with no investigation:
   - ☐ 1 NO
   - ☐ 2 YES

7. TANF status at time of good cause determination:
   - ☐ 1 Still an applicant
   - ☐ 2 Recipient

Comments:

DISTRIBUTION: WHITE - Casefile; GREEN - Local DO after Part B is completed; CANARY - CO - E&P Unit after Part B is completed; PINK - CO - E&P Unit after Part A is completed; GOLDENROD - Local DO after Part A is completed

EXHIBIT 200-4

NEVADA STATE DIVISION OF WELFARE AND SUPPORTIVE SERVICES

CHILD SUPPORT ENFORCEMENT "GOOD CAUSE" REQUEST

COOPERATION REQUIREMENT

As a requirement of eligibility, you must cooperate with the Child Support Enforcement Program (CSEP) to establish paternity to get child support owed to you and any children for whom you want child care, **unless** good cause for non-cooperation is established.

IF YOU DO NOT COOPERATE AND GOOD CAUSE IS NOT ESTABLISHED

- Your household will be ineligible for child care.

COOPERATING WITH CHILD SUPPORT ENFORCEMENT MAY RESULT IN THE FOLLOWING BENEFITS FOR YOU AND YOUR CHILDREN

- Finding the non-custodial parent;
- Legally establishing the father of your child(ren);
- Your child(ren) may obtain rights to future Social Security, Veteran's or other government benefits.

GOOD CAUSE FOR NOT COOPERATING

- You may be excused from cooperating if the agency determines there is good cause. You must request a good cause determination in writing. One of the following circumstances must exist:
  - The child was conceived as a result of rape or incest.
  - Legal proceedings for adoption of the child are pending before a court.
    - You are being assisted by a public or licensed private social agency to decide whether to keep or relinquish the child for adoption (no longer than three months).
    - Your cooperation in establishing paternity or securing support will result in physical or emotional harm to yourself or the child(ren).

PROVING GOOD CAUSE

You must provide your case manager with verification within twenty (20) calendar days after claiming good cause, such as:

- Birth certificates, medical or law enforcement records showing the child was conceived as the result of incest or rape.
- Court documents or other records showing legal proceedings for adoption are pending in court.
- Court, medical, criminal, child protective services, social services, psychological, law enforcement, or other records showing the non-custodial parent might inflict physical or emotional harm on you or the child(ren).
- Medical records which show the present and/or past emotional health status of yourself or the child(ren).
- Written statement from a public or private agency confirming you are being assisted to decide whether to keep or relinquish the child for adoption.
- Sworn statements from yourself and/or other individuals, including friends, neighbors, clergy, social workers and medical professionals, who might have knowledge of the circumstances supporting your good cause claim.

If you cannot obtain any of the above documents, ask your case manager to help you.

YOU WILL RECEIVE WRITTEN NOTIFICATION OF THE GOOD CAUSE DECISION.

If you are found to have good cause for not cooperating, Child Support Enforcement will **NOT** attempt to establish paternity or collect support.

Child Support Enforcement will review good cause findings and determinations, and may participate in hearings concerning good cause.

I have read this notice and understand my rights to claim good cause for refusing to cooperate with Child Support Enforcement. By signing this form, I am requesting a good cause determination.

Applicant/Client Signature: _____ Date: _____

Case Manager Signature: _____ Date: _____

DISTRIBUTION: WHITE – Child Support Enforcement; CANARY – Eligibility; PINK – Client 2181 – WC (3/04)

EXHIBIT 200-5

KENNY C. GUINN
Governor

STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF WELFARE AND SUPPORTIVE SERVICES

NANCY KATHRYN FORD
Administrator

Date: _____

Case No.: _____

NOTICE OF GOOD CAUSE DECISION

☐ It is determined you have good cause for not cooperating with the Child Support Enforcement Program. The Child Support Enforcement Program will NOT attempt to establish paternity or collect support.

☐ It is determined you DO NOT have good cause for refusing to cooperate with the Child Support Enforcement Program.

If you do not cooperate in establishing paternity or collecting support, you will be ineligible for cash or cash-related medical assistance. If your children are eligible, their cash assistance grant may be paid to another person called a "protective payee."

This determination is based on the following findings:

_____

_____

_____

_____

Signature: _____ Title: _____

HEARING INFORMATION AND REQUEST

IF YOU DO NOT AGREE with the above determination, you and/or your representative may have a conference with the local staff to discuss the decision and present additional information. If you wish to schedule a conference, check the appropriate box below. Whether or not you have a conference, if you are dissatisfied with this decision, you also have the right to a hearing. CONTINUED BENEFITS MAY BE PROVIDED IF YOUR REQUEST FOR A HEARING IS RECEIVED NO LATER THAN THE 10TH DAY AFTER THE DATE OF THIS NOTICE. A hearing may still be granted without continued benefits if your request is received within ninety (90) days from the date of this notice. The day after the date of this notice is the first day of the ninety (90) days.

IF YOU WISH TO HAVE A CONFERENCE OR HEARING, COMPLETE THE INFORMATION BELOW, AND RETURN A COPY TO THIS OFFICE.

☐ I desire a hearing. ☐ I desire a conference. ☐ Reason for requesting a hearing _____

_____

_____

(use back if more space required)

Client's Signature: _____ Date: _____

EXHIBIT 200-6

NEVADA STATE DIVISION OF WELFARE AND SUPPORTIVE SERVICES

GOOD CAUSE WITHDRAWAL STATEMENT

I am now ready to cooperate with Child Support Enforcement in establishing paternity, securing and enforcing support. The reason for this decision is:

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Child Support Case Information:

Custodial Parent's/Caretaker's Name:	Social Security Number:
Non-custodial Parent's Name:	Social Security Number (if known):
Child's Name:	Social Security Number:
Child's Name:	Social Security Number:
Child's Name:	Social Security Number:
Child's Name:	Social Security Number:
Child's Name:	Social Security Number:

Client Name (printed) Signature Date

Case Manager Name (printed) Telephone Number Signature Date

EXHIBIT 200-7

NEVADA STATE DIVISION OF WELFARE AND SUPPORTIVE SERVICES

CHILD SUPPORT ENFORCEMENT

INVESTIGATIVE REFERRAL

Date of Referral: _____ **District Office:** _____

From: _____ **Assigned to:** _____

Case Manager's Name/Section/Number (Investigator's Name and Date of Case Assignment)

Dependant Child's Name	Child's Social Security Number	Aid Code/Case Number/CSE Child Number

Address (House Number/Street Name/City/State/Zip Code	TANF Eligibility Status (Pre-Investigation) ☐ Case Eligible ☐ Case Ineligible

TANF Case Name (Head of Household)	Head of Household's Social Security Number	Eligible Programs ☐ TANF ☐ Food Stamps ☐ Medicaid

Reason for Referral: ☐ Paternity Investigation ☐ NCP Locate ☐ NCP Service ☐ Other _____

Comments (Why is the case being referred): _____

_____

_____

_____

Investigations and Recovery Unit

**** Case Completion Information ****

INVESTIGATIVE FINDINGS: TANF Eligibility (Post Investigation): ☐ Case Eligible ☐ Not Eligible

Date Case Completed: _____ ☐ NCP Unknown ☐ Possible NCP Identified ☐ Paternity Established

NCP's Name: _____ NCP's Date of Birth: _____

NCP's Social Security Number: _____ Paternity Affidavit: ☐ **YES** ☐ **NO**

NCP's Home Address: _____

NCP's Employer Name: _____

Employer's Address: _____

Date Case Information and Documentary Evidence Submitted to Child Support Enforcement staff: _____

Investigator's Case Comments: _____

_____

_____

_____

DISTRIBUTION: WHITE - Investigations and Recovery Investigative Casefile; CANARY - Support Enforcement Program Staff;
PINK - Central Office Investigations & Recovery; GOLDENROD - Referral Source

6046 - AF (11/97)

EXHIBIT 200-10
(Page 1 of 3)

FEDERAL REQUIREMENT TIME FRAMES

INTAKE
45 CFR 303.2(a)(2)
45 CFR 303.2(b)(1-2)
45 CFR 303.2(c)

- **5 business days** to provide an application for child support services when requested in writing, by telephone or by referral.
- **20 calendar days** from receipt of application for services or referral, to complete case set-up process and/or perform an initial assessment of required action, ensuring case record is documented with all relevant facts, dates, and actions taken.
- **20 calendar days** to request additional information when an application for services is received and it is determined further information is needed to proceed with establishment.

LOCATE
45 CFR 303.3(b)(3, 5)
45 CFR 303.7(c)(4-5)

- **75 calendar days** to access all appropriate state, federal and local locate sources after it has been determined that the NCP and/or assets need to be located.
- **75 calendar days** to act upon new information received that could lead to locating the NCP or assets.
- Repeat location attempts in cases in which previous attempts to locate NCPs or sources of income and/or assets have failed, but adequate information exists to meet requirements for submittal for location must be made **quarterly or immediately** upon receipt of new information which may aid in location, whichever occurs sooner.

ESTABLISHMENT/
PATERNITY
45 CFR 303.4(d)
45 CFR 303.101(b)(2)(i)

- **90 calendar days** to file for paternity establishment once the alleged father has been located.
- **90 calendar days** to complete service of process or attempt service (and document unsuccessful attempts) from the date the alleged father has been located, **or**
- **90 calendar days** to establish an order for support from the date the NCP has been located.
- **6 months** to establish paternity/orders on 75% of the cases from the date of service of process.
- **12 months** to establish paternity/orders on 90% of the cases from the date of service of process.

ENFORCEMENT
45 CFR 303.6(c)(2-3)
45 CFR 302.33(a)(4)

- **5 business days** to notify a family who is no longer eligible for assistance under the state's title IV-A, IV-E, foster care, and Medicaid programs, that IV-D services will be continued unless the IV-D agency is notified to the contrary by the family.
- **30 calendar days** to initiate enforcement action (except income withholding and Federal and State income tax refund offset) upon identifying a delinquency or other support-related noncompliance with the order or the location of the NCP (if service of process is not required), whichever occurs later.

EXHIBIT 200-10
(Page 2 of 3)

- **60 calendar days** to complete service of process if required to enforce the obligation (or document unsuccessful attempts), and to initiate enforcement actions once process is served upon identifying a delinquency or other support- related noncompliance with the order, or the location of the NCP, whichever occurs later.
- **Annually** submit all cases, which meet the requirements for state and federal income tax, refund offsets.

INTERSTATE
45 CFR 303.7(b) (2-6)
45 CFR 303.7(c) (4-6)
45 CFR 303.7(c)(9)

- **10 calendar days** to notify the IV-D agency in a responding state of any change in case status, or new information pertinent to the case.
- **10 business days** to notify the IV-D agency in an initiating state of any change in case status, or new information pertinent to the case.
- **10 business days** to send the new address and documentation to the initiating state and the Central Registry when the NCP is located in another state.
- **10 business days** to transfer a case to another Nevada county when the NCP moves and the case is no longer in that county. The IV-D agency must also notify the initiating state and Central Registry of this action.
- **20 calendar days** to send a request for review of a child support order to another state, after determining that a request for review of the order should be sent to the other state and of receipt of information from the requestor, necessary to conduct the review.
- **20 calendar days** to refer any interstate IV-D case to the responding state's interstate central registry for action, including requests for location, document verification, administrative reviews in Federal income tax refund offset cases, income withholding and state income tax refund offset in IV-D cases, from the date of determining that the NCP is in another state.
- **20 calendar days** to send a petition/registration to another state after the NCP is located and enforcement is no longer possible in Nevada.
- **30 calendar days** to respond to a request from a responding state for more information to either provide requested information or to advise when information will be provided.
- **75 calendar days** to provide location services upon receipt of an Interstate Child Support Enforcement Transmittal Form and/or documentation requesting location information on the NCP.
- **75 calendar days** to notify the IV-D agency in the initiating state if unable to proceed with the case because of inadequate documentation, or if additional assistance from the initiating state is required. The IV-D agency in the responding state must process the interstate IV-D case to the extent possible pending necessary action by the initiating state.

INCOME WITHHOLDING
45 CFR 303.100(e)(2)
NRS 31A.070(b)(1)

- **2 business days** to implement income withholding from date that data is entered into the SDNH and information becomes available to the IV-D agency.
- Notice of income withholding to the employer must be sent **immediately upon the entry** of an order for support which includes the provision for immediate income withholding.
- **15 calendar days** to implement an income withholding when a support order is received and the employer's address is known on that date.

EXHIBIT 200-10
(Page 3 of 3)

MEDICAL SUPPORT
45 CFR 303.32(c)(2)

- **2 business days** to transfer the NMSN to the employer from the date that the NCP is registered in the State Directory of New Hires.

REVIEW AND ADJUSTMENT
45 CFR 303.8(e)

- **180 calendar days** to complete the review and adjustment process (including obtaining a new order) from the date a request for a review is received or the NCP is located, whichever occurs later.

COLLECTION AND DISTRIBUTION
45 CFR 302.32(b)(1)
45 CFR 302.32(b)(2)(ii)

- **2 business days** from date of receipt to disburse collections received by the State Collections and Disbursement Unit when sufficient information identifying the payee is provided. This includes payments received by a responding state on behalf of an initiating state.

CASE CLOSURE
45 CFR 303.11(c)

- **A 60-day letter of intent** to close is required on all closing cases except when the non-assistance CST requests case closure, Good Cause has been determined, or locate-only services were provided.

EXHIBIT 200-11
(Page 1 of 2)

Case Closure Matrix

Closure Code	NOMADS Description	Case Closure Reason	45 CFR Reference	SEP Manual Reference
NCA	No Current Order & Arrears <$500	There is no current support order and arrearages are less than $500 or unenforceable under state law.	303.11(b)(1)	214.1(A)
DNO	NCP Deceased	NCP or putative father is deceased and no further action, including a levy against the estate, can be taken.	303.11(b)(2)	214.1(C)
P21	Paternity 21	Paternity cannot be established because the child is at least 18 years old and action to establish paternity is barred by the statute of limitations.	303.11(b)(3)(i)	214.1(D)(1)
PEX	Paternity Excluded	Paternity cannot be established because a genetic test or a court or administrative process has excluded the putative father.	303.11(b)(3)(ii)	214.1(D)(2)
PBI	Paternity Best Interest	The IV-D agency has determined it would not be in the best interest of the child to establish paternity in a case involving incest, forcible rape, or in any case where legal proceedings for adoption are pending.	303.11(b)(3)(iii)	214.1(D)(3)
BFU	Biological Father Unknown	The identity of the biological father is unknown and cannot be identified after diligent efforts, including at least one interview by the IV-D agency with the recipient of services.	303.11(b)(3)(iv)	214.1(D)(4)
UL3	Unable to Locate – 3 Years	NCP's location is unknown over a 3-year period when there is sufficient information to initiate an automated locate effort.	303.11(b)(4)(i)	214.1(E)(1)
UL1	Unable to Locate – 1 Year	NCP's location is unknown over a 1-year period when there is insufficient information to initiate an automated locate effort.	303.11(b)(4)(ii)	214.1(E)(2)

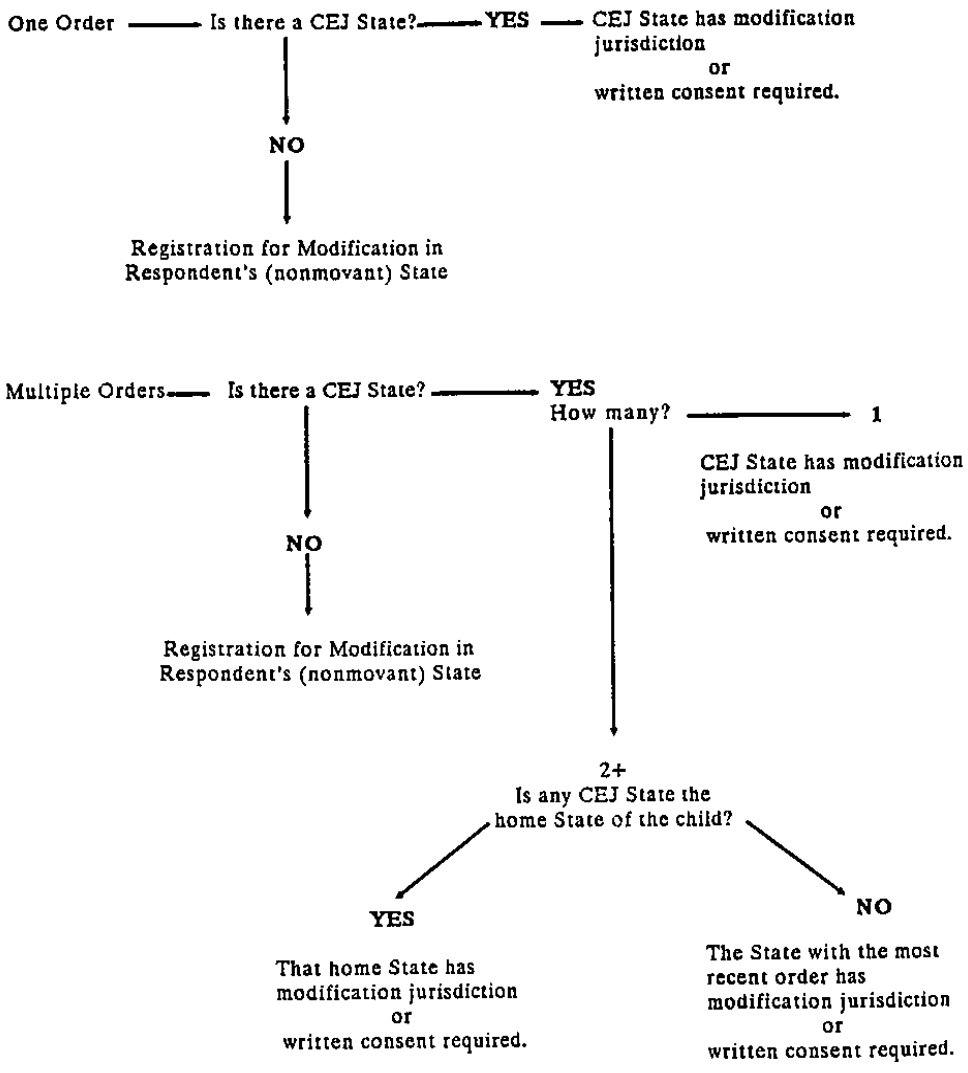
EXHIBIT 200-11
(Page 2 of 2)

Case Closure Matrix

Closure Code	NOMADS Description	Case Closure Reason	45 CFR Reference	SEP Manual Reference
INC	NCP Incarcerated, Institutionalized or Medically Disabled	The NCP cannot pay support for the duration of the child's minority because NCP is institutionalized in a psychiatric facility, is incarcerated with no chance for parole, or has a medically verified permanent and total disability with no evidence of support potential, including no assets which could be levied or attached.	303.11(b)(5)	214.1(F)
FOR	Foreign Citizen	The NCP is a citizen of, and lives in, a foreign country, does not work for the federal government or a company with offices in the United States, does not have domestic income or assets, and IV-D is unable to establish reciprocity with the foreign country.	303.11(b)(6)	214.1(G)
LCO	Locate Only	The IV-D agency has provided locate-only services.	303.11(b)(7)	214.1(H)
RSC	Recipient of Services Request Closure	The non IV-A recipient of services requests case closure and there is no assignment to the state of arrearages. Also used by responding state when initiating agency advises their case has closed or initiating agency no longer needs services of responding jurisdiction.	303.11(b)(8) 303.11(b)(13) 303.11(b)(14)	214.1(I) 214.1(N)
DGC	IV-D Good Cause	The state IV-D agency has determined support enforcement may not proceed without risk of harm to the child or caretaker relative.	303.11(b)(9)	214.1(J)
LOC	Loss of Contact	In a non IV-A case, the enforcing authority is unable to contact the recipient of services within a 60-day calendar day period despite an attempt of at last one letter sent by first-class mail to the last known address.	303.11(b)(10)	214.1(K)
NCO	Non-Cooperation	In a non IV-A case, the enforcing authority documents the circum-stances of the recipient of services' non-cooperation and an action by the recipient of services is essential for the next step in providing IV-D services.	303.11(b)(11)	214.1(L)
JNC	Initiating Jurisdiction Non-Cooperation	The IV-D agency documents failure by the initiating agency to take an action which is essential for the next step in providing services.	303.11(b)(12)	214.1(M)
ERR	Error	Case entered in error, including person merges and cases entered in error.	N/A	214(A)(2)

EXHIBIT 200-12

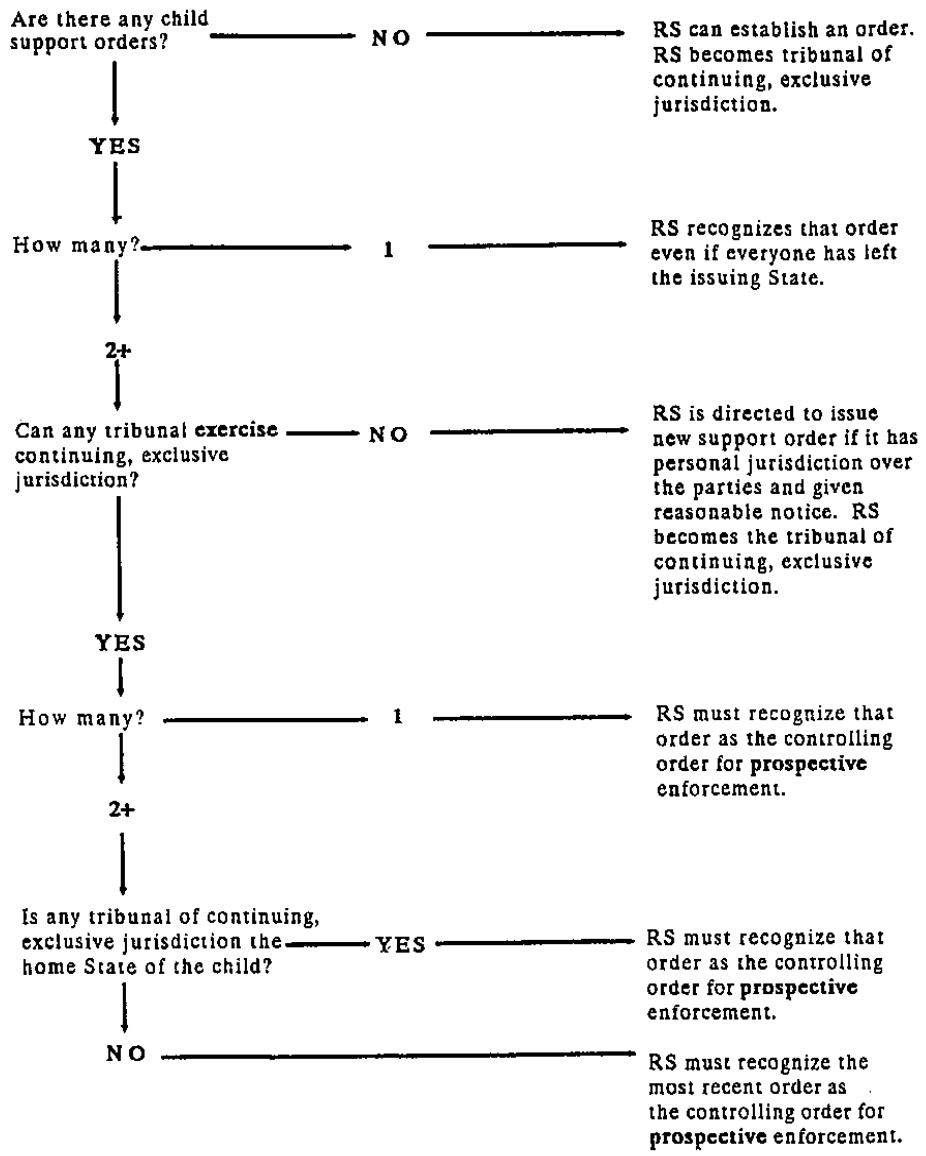
MODIFICATION JURISDICTION



CEJ - Continuing Exclusive Jurisdiction

EXHIBIT 200-13

CONTROLLING ORDER ENFORCEMENT FLOWCHART



RS = Responding State

EXHIBIT 200-14

NEVADA STATE DIVISION OF WELFARE AND SUPPORTIVE SERVICES

ASSIGNMENT OF CHILD SUPPORT

I, _____(1)_____, the _____(2)_____ of the child(ren) listed below in consideration for the care and supervision provided to the(se) child(ren) and other consideration receipt of which is hereby acknowledged, I assign, transfer, and set over to _____(3)_____, his/her executors, administrators, heirs and assigns, any and all sums or sums of money now due, or to become due, to me from _____(4)_____, to be paid as child support for the child(ren) listed below, whether it be owed under a child support order listed below, or based under a statutory obligation.

By initialing this line ____(5)____, I further assign, transfer, and set over to _____(6)_____, his/her executors, administrators, heirs and assigns, any judgments of arrearage and arrearage of child support for the child(ren) listed below up to the amount necessary to provide for the current care and support of the child(ren). I covenant, pledge, and promise that the judgment listed below is in full force and effect, and that the sum of _____(7)_____ dollars ($_____(8)_____) with interest is now due thereon; that I am the lawful and sole owner thereof, and that the judgment is free from all liens and encumbrances, either in favor of any attorney at law or otherwise, except _____(9)_____. This assignment remains in effect until the assignee no longer retains custody of the child(ren).

CHILD _____(10)_____ DOB _____(11)_____ SS# _____(12)_____

CHILD _____ DOB _____ SS# _____

CHILD _____ DOB _____ SS# _____

CHILD SUPPORT DECREE/JUDGMENT

NAME OF PARTIES _____(13)_____ Case No. _____(14)_____

NAME OF COURT _____(15)_____

Date of Decree/Judgment _____(16)_____ Amount $ _____(17)_____

The period of time representing the amount of arrears stated above is from _____(18)_____ to _____(19)_____

County _____(20)_____ State _____(21)_____

Dated this ____(22)____ day of _____(23)_____, ____(24)____.

_____(25)_____
Assignor

STATE OF _____(26)_____)
: ss
COUNTY OF _____(27)_____)

On the ____(28)____ day of _____(29)_____, ___(30)___, personally appeared before me, a Notary Public, _____(31)_____, who acknowledged to me that (32) he freely, and without duress, executed the above instrument for the purposes therein stated.

EXHIBIT 200-14

INSTRUCTIONS
ASSIGNMENT OF CHILD SUPPORT

Items 1–25 to be completed by the person entitled to receive child support, by a decree/judgment, in the presence of a notary.

1. Name of person entitled by the child support decree/judgment to receive child support
2. Indicate the relationship to the child(ren) of the person entitled to child support
3. Name of new custodian of the child
4. Name of person ordered to pay child support
5. To be initialed by custodian
6. Name of the new custodian of the child
7. Dollar sum ordered in decree/judgment
8. Dollar figure ordered in decree/judgment
9. Person(s) or program(s) owed lien/encumbrance from the judgment
10. Name of child listed in the court order
11. Child's date of birth
12. Child's Social Security Number
13. Name of parties listed in the decree/judgment
14. Court case number of the decree/judgment
15. Name of court which entered decree/judgment
16. Date of decree/judgment
17. Amount of child support obligation
18. Beginning date of arrears accrual
19. Ending date of arrears accrual
20. County where custodian resides
21. State where custodian resides
22. Current day of the month
23. Current month
24. Current year
25. Custodian's signature

Items 26–32 to be completed by the Notary

26. County where notary is licensed
27. State where notary is licensed
28. Current day of the month
29. Current month
30. Current year
31. Notary Public's name
32. Indicate whether custodian is a she/he

A copy of the notarized Assignment of Child Support form must be provided to the Central Registry of any state which has issued a child support decree/judgment and to the noncustodial parent.

EXHIBIT 200-15
(Page 1 of 24)

GLOSSARY OF TERMS/ACRONYMS

1099	Tax form for self-employed
4000	Division of Welfare and Supportive Services Application for Child Support Services
ACF	Administration for Children and Families
ACCRUAL	Sum of child support payments that are due or overdue
ACCT	Accounting
ADA	Americans with Disabilities Act
ADC	Aid to Dependent Children (AFDC)
ADDR	Address
ADJUDICATION	The entry of a judgment, decree or order by a judges based on the evidence submitted by the parties
ADMIN ORDER	An order initiated by an office and signed by an employee
ADMINISTRATIVE PROCEDURE	Method by which support orders are made and enforced by and executive agency rather than by courts and judges
ADMINISTRATOR	The Administrator of the Division, or designated representative
ADOM	Assistant District Manager (DWSS)
AF	Alleged Father
AFDC	Aid to Families with Dependent Children (ADC), replaced by TANF
AFF	Affidavit
AFFIDAVIT	Sworn statement
AG	Attorney General
AGREEMENTS	Written or verbal arrangements made between the parties outside of the order regarding child support, custody, etc.

EXHIBIT 200-15

AID PERIOD	Period of time the cash grant was received
AKA	Also known as
ALGF	Alleged father
ANSRS	Automated Nevada Server-based Reference System
A/O	Administrative Order
APC	Automation Planning Committee
APPEAL	Resort to a superior court to review the decision of an inferior court
APPL	Application
APPT	Appointment
ARREARAGE	Past due, unpaid child support owed by the NCP
ARREARS CALC	Detailed accounting of all payments (AUDIT)
ARRS	Arrears
ASSIGNMENT OF SUPPORT	State retains the right to child support and any arrearages paid by the NCP in exchange for receipt of a cash grant and other benefits
AT	Action Transmittal, federal document, instructs state child support programs on the actions they must take to comply with new and amended federal laws
ATTORNEY OF RECORD	Usually the Attorney for the NCP
ATTY	Attorney
AUDIT	Detailed accounting of all payments (ARREARS CALC)
B/C	Birth Certificate
BENCH WARRANT	Warrant for the arrest of Obligor for failure to comply with a court order or failure to appear at a sanctions hearing (B/W)

EXHIBIT 200-15

BENDEX	Beneficiary Data Exchange
BENE	Benefit
BIRTHING COSTS	Amount paid by the state for the birth of a child that should be reimbursed
BHPS	Bureau of Health, Planning and Statistics
BOVS	Bureau of Vital Statistics aka BHPS
BOW	Born Out of Wedlock
BUCCAL	Genetic testing method of swabbing the inside of the mouth
BUCKET	Where each payment was applied
B/W	Bench Warrant
CACTUS	Clark County Interface system
CAPTION	Legal heading of the court order
CARETAKER	Person that is not the mother or the father of the minor child(ren) but has physical and/or legal custody and will be receiving child support
CASE	A collection of people associated with a particular child support order, court hearing and/or request for IVD services. This typically includes a CST, NCP or Putative father and one or more children.
C/B	Call Back
CC	Child Care
CCA	Consumer Credit Agencies
CCPA	Consumer Credit Protection Act – limits the amount that may be withheld from earnings to satisfy child support obligations.
CEJ	Continuing exclusive jurisdiction, only one support order should be effective and enforceable between the same parties at any time
CFR	Code of Federal Regulations

EXHIBIT 200-15

CHAP	Child Health Assurance Program
CHIEF	The Chief of the Child Support Enforcement Program or other designee
CHD	Child
CJIS	Criminal justice information system
CK	Check
CLD	Called
CLIENT	Recipient of a TANF grant and/or IVD services
C/M	Case Manager
CMOA	Current Monthly Obligation Amount
CNRG	Central Registry – centralized unit in CSEP Central Office that is responsible for receiving, distributing, and responding to inquiries on interstate IVD cases
CO	Division of Welfare and Supportive Services, Central Office
COD	Case Manager of the Day
COLA	Cost of living adjustment
CONTEMPT	A willful disregard or disobedience of a court order
CONTROLLING ORDER	Order that is to be enforced in the instance of multiple orders
COOPERATION	As a condition of TANF eligibility whereby the recipient is required to cooperate with the child support agency in identifying and locating the NCP, establishing paternity and/or obtaining child support payments
COOP	Cooperation
CPS	Child Protective Services
CS	Child support

EXHIBIT 200-15

CSC	Contempt Show Cause
CSE	Child Support Enforcement
CSEP	Child Support Enforcement Program
CSENet	Support Enforcement Network
CST	Custodian, party the child resides with and to whom child support is owed (Obligee, Petitioner, Plaintiff)
CT	Court
CTDT	Court Date
CUSTODIAN	Party the child resides with and to whom child support is owed (CST, Obligee, Petitioner, Plaintiff)
CUSTODY	The care and control of a person
CWEP	Community Work Experience Program
CWIS	Child Welfare Information System
CWS	Child Welfare Services
DA	District Attorney
DAFS	DA Family Support
DAFSD	DA Family Support Division
DAG	Deputy Attorney General
DAO	District Attorney's Office
DCFS	Division of Child and Family Services
DCL	A Dear Colleague letter is a letter to State IVD Directors from OCSE providing information about practices, changes in procedures or other CSE topics
DD	Divorce Decree

EXHIBIT 200-15

DDA	Deputy District Attorney
DEBIT CARD	Direct Payment Card
DEFAULT	An order established when NCP fails to respond to valid service
DEFENDANT	Person paying child support (NCP, Obligor, Respondent)
DEFRA	Deficit Reduction Act
DEMAND	To request payment of a debt or amount due
DEPENDENT	A child who is under the care of someone else
DETR	Department of Employment, Training and Rehabilitation
DEVIATION	Departure from established or usual child support formula
DHHS	United States Department of Health and Human Services
DHR	Department of Human Resources
DIRECT DEPOSIT	
DISBURSEMENT	The paying out of collected child support funds
DISM	Dismissal
DISMISSAL	An order or judgment disposing of an action, suit, motion without trial (DISM)
DISPOSABLE INCOME	The portion of an employee's earnings that remains after deductions required by law and are used to determine the amount of an employee's pay subject to garnishment, attachment or child support withholding
DISPOSITION	The court's decision of what should be done about a dispute that has been brought to its attention
DISREGARD	$75 DEFRA payment (ended on 10/31/02)
DISTRIBUTION	The allocation of child support collected to the various types of debt within a child support case

EXHIBIT 200-15

DIVISION	The Division of Welfare and Supportive Services of the Department of Health and Human Services
DL	Driver's license
DLS	Driver's license suspension
DMV	Department of Motor Vehicles
DO	District Office (DWSS)
DOB	Date of birth
DOCK	Docket or court case number
DOCKET	Court case number
DOCS	Documents
DOD	Department of Defense or Date of Death
DOIT	Department of Information Technology
DOM	District Office Manage or District Office memo (DWSS)
DOMESTIC VIOLENCE INDICATOR	A designation place on a participant in a case or order by a state that indicates a person is associated with child abuse or domestic violence. It is used to prevent disclosure of the location of a custodial party and/or a child believed by the state to be at risk of family violence. (DV)
DTTS	Debt To The State
DV	Domestic Violence
DWSS	Division of Welfare and Supportive Services
EAP	Employee Assistance Program or Energy Assistance Program formerly known as LIHEA
EDI	Electronic data interchange, process by which information regarding an EFT transaction is transmitted electronically

EXHIBIT 200-15

EFT	Electronic funds transfer, process by which money is transmitted electronically from one bank account to another
EICON	Employment Insurance Company of Nevada – took place of SIIS
E-IWO	Electronic Income Withholding Order
EITC	Earned Income Tax Credit
ELIG	Eligible
EMAIL	Electronic mail
EM	Email Message
EMP VER	Employer Verification
EMPL	Employer
EMPLYR	Employer
ENFORCE	To put into execution, to make effective
ENFORCING AUTHORITY	Entity with power to take action
EOB	Explanation of benefits
EQUI-FAX	A credit bureau
ESD	Employment Security Division
E&T	Employment and Training Program
EVS	Enumeration and Verification System – used to verify and correct Social Security Numbers (SSNs) and identify multiple SSNs of participants in child support cases. Operated by the SSA
EXECUTION	Taking something involuntarily
EXHIBIT	A document admitted as evidence in a judicial proceeding
EXPERIAN	Credit reporting agency

EXHIBIT 200-15

FA	Functional Area
FAME	Financial Assistance and Medical Eligibility, welfare, IVA Food Stamps/AFDC/Medicaid/Employment and Training
FAMILY SUPPORT ACT	Law passed in 1988 with 2 major mandates: immediate wage withholding unless courts find good cause or there is a written agreement between both parties requiring an alternative arrangement and guidelines for child support award amounts, (FSA)
FAMIS	Family Assistance Management Information System
FC	Foster Care
FCR	Federal Case Registry, a national data base of information on individuals in all IV-D cases and all non IVD orders entered or modified on or after October 1, 1998, this information is matched to SCR and NDNH and matches are returned to the state
FCRL	FCR Locate response (FPLS)
FCRQ	FCR Match request response
FED	Federal
FEDERAL TAX REFUND OFFSET PROGRAM	Program that collects past due child support amounts through the interception of the federal income tax refund or federal retirement benefits, program also includes passport denial
FEIN	Federal Employer Identification Number, unique identifier assigned by the Internal Revenue Service
FFCCSOA	Full Faith and Credit for Child Support Orders Act, law effective October 20, 1994 (1) requiring states to enforce child support orders by another state if: the issuing state had subject matter jurisdiction to hear and resolve the matter and enter an order; the issuing state had personal jurisdiction over the parties; and reasonable notice and the opportunity to be heard was given to the parties and (2) limits a state's ability to modify another state's order when: the state tribunal seeking to modify the order has jurisdiction to do so; and the state that originally issued the order no longer has CEJ because the child and the parties no longer residents of the issuing state or the parties have filed written consent to transfer CEJ to the state seeking to modify the order

EXHIBIT 200-15

FFP	Federal financial participation
FIC	Foster and Institutional Care
FICHE	Microfiche
FIDM	Financial institution data match
FIPS	Federal Information Processing Standards, identifies child support jurisdictions
FLEXI FORM	Forms document process used that merges data from NOMADS and allows user to alter the form prior to printing
FMS	Financial Management Service
FOE	Forwarding Order Expired
FOREIGN SUPPORT ORDER	Child support order from a state other than Nevada
FPLS	Federal Parent Locator Services, obtains address and employer information and returns matches to the appropriate state, includes FCR and NDNH
FS	Food Stamps
FSA	Family Support Act (referenced above)
FTA	Failure to appear
F/U	Follow up
FVI	Family violence indicator, a designation that resides in the FCR indicating a person is associated with child abuse or domestic violence and is used to prevent disclosure of the location of the CST and/or child believed to be at risk
GARNISHMENT	A legal proceeding under which part of a person's wages and/or assets is withheld for payment of a debt. Income withholding is involuntary
GT	Genetic blood test (or genetic test)

EXHIBIT 200-15
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GENERAL TESTIMONY	A federally recognized child support document that provides a framework for stating the detailed information and evidence necessary to support the action requested in the petition
GENLINK	Program GT Clerk uses to view LabCorp case info
GOOD CAUSE	Substantial reason for not cooperating with the child support enforcement process (e.g. rape, incest or physical harm)
GRANT	Amount of money given to CST by DWSS
GUARDIAN	One who legally has the care and management of a minor person, the minor's estate, or both.
GUARDIAN AD LITEM	A guardian appointed to prosecute or defend a suit on behalf of a minor
GUIDELINES	A standard method for setting child support obligation based on factors determined by state law
HI	Health Insurance
HEARING	Preceding of relative formality with definite issues of fact or of law to be tried – Lawyers need to come up with something a little smoother
HH	Head of household
HHS	Health and Human Services
HMO	Health maintenance organization
HOME STATE	The state where a child lived with a parent or a person acting as parent for at least 6 consecutive months immediately preceding the time of filing of a petition (or comparable pleading) for support
ICSET	Interstate Child Support Enforcement Transmittal
ID	Identification
IFC	Interim Finance Committee
IJ	Initiating jurisdiction, the jurisdiction from which a proceeding is forwarded to a responding jurisdiction

EXHIBIT 200-15

IM	Informational Memorandum; a memo sent from the State Child Support Enforcement Program Central Office or the Federal Office of Child Support Enforcement (OCSE) advising of changes or information related to the child support program
INITIATING JURISDICTION	See IJ
INJURED SPOUSE	The spouse of the NCP who is not a party to the action, from whom we have intercepted a portion of their joint tax return
INTERCEPT	Non-wage funds taken involuntarily for child support (tax refunds, unemployment benefits, disability benefits)
INTERFACE	The connection of two electronic devices exchanging data
INTERSTATE	A child support case that involves another state
INTRASTATE	A child support case in which the CST and the NCP reside in different counties within in the State of Nevada
I&R	DWSS Investigations and Recovery Unit
IRG	Intergovernmental Referral Guide
IRS	Internal Revenue Service
IV-A	Title IVA, TANF
IV-D	Title IVD; Child Support Enforcement Program administered in conformity with Title IVD of the Social Security Act.
IV-E	Child Welfare Services Foster Care Maintenance & Adoption Subsidies
I/W	Income withholding
JOIN	Job Opportunities in Nevada
JUDGMENT	Final decision of the court resolving the dispute and determining the rights and obligations of the parties decree or order
JURISDICTION	The legal authority which a court or administrative agency has over particular persons and over certain types of cases

EXHIBIT 200-15

KZ Table	A table in NOMADS which determines case assignment
L/C	LabCorp, Laboratory Corporation of America
LBC	Lon Beach Genetics, an OJUR's lab
LEGACY	Old child support computer system
LIEN	A claim or charge on property for payment of some debt, obligation or duty, debt must be satisfied before sale or transfer can take place
LIHEA	Low Income Home Energy Assistance; changed to EAP Energy Assistance Program
LKA	Last known address
LKE	Last known employer
L/M	Left Message
LMTC	Left Message to Call Back
LOCAL	Case originated in your office
LONG ARM	Deal directly with the NCP and/or employer when that person is in another state instead of going through the local child support office of that state
LOTW	Ledgers on the Web
LTR	Letter
MA	Medical Assistance
MAABD	Medical Assistance to the Aged, Blind and Disabled
M/C	Minor Child
MEDICAID	Insurance coverage for the needy
MEDI-CAL	California's Medicaid Program
MEDICAL CASH	Monthly premium for insurance

EXHIBIT 200-15

MEDICAL EXPENSE	Judgment for un-reimbursed medical expenses incurred by the CST on behalf of the child
MEDICAL ONLY	CST is not requesting child support; medical coverage is all that is being enforced
MISC	Miscellaneous
MMIS	Medicaid Management Information System
MOD	Modification (of an order)
MODIFICATION	A change, an alteration or amendment that introduces new elements into the details of an order, or cancels some of them, but leaves the general purpose and effect of the subject matter (Review & Adjustment, R&A) (MOD)
MOTION	The formal mode in which a member submits a proposed measure or resolve for the consideration and action of the meeting or court
MS	Manual section
MSFIDM	Multi-state financial institution data match, delinquent obligors are matched with accounts held in financial institutions doing business in more than one state
MTL	Manual Transmittal Letter – instructions accompanying distribution of manual updates
NA	Non-public assistance
NAW	Nevada Average Wage
NAWC	Nevada Audit Worksheet Calculator
NCP	Non-custodial parent, party that is paying for child support (defendant, obligor, respondent)
NDL	Nevada driver’s license
NDNH	National Directory of New Hires, database containing new hire and quarterly wage data

EXHIBIT 200-15

NEVADA AVERAGE WAGE	Proposed ongoing child support amount determined by the state based upon average earnings in Nevada, updated annually (NAW) Need to define NAW i.e. amount determined annually by DETR representing average wage earned by NV employees
NH	New Hire
NMSN	National Medical Support Notice, document sent directly to the employer to obtain health care coverage for the child
NNCT	Non-needy caretaker
NOE	Notice of Entry, legal document forwarded to NCP and the Court Clerk with a copy of the filed order
NOMADS	Nevada Operations of Multi-Automated Data Systems (state-wide child support and welfare system)
NON IV-D	Child support case not supported under the federal program, the state is not providing service, has not previously provided service or a request for termination of services has been received by the state; case must be included in transmission to FCR; case can become IVD when application is received or grants received
NON COOP	The recipient of services fails to cooperate with the child support agency in identifying and locating the non-custodial parent, establishing paternity and/or obtaining child support payments.
NON-CUSTODIAL PARENT	Party that is paying for child support (defendant, obligor, respondent) (NCP)
NON-NEEDY CARETAKER	A caretaker entitled to money from the state for the child but is not receiving a grant themselves (NNCT)
NOTICE	Information, advice or written warning intended to apprise a person of some proceeding in which his interests are involved or informing him of some fact, which it is his right to know, and the duty of the notifying party to communicate
NOTICE OF ENTRY	Legal document forwarded to NCP and the Court Clerk with a copy of the filed order (NOE)
NPLS	Nevada Parent Locator Service

EXHIBIT 200-15

NPRC	National Personnel Records Center
NRS	Nevada Revised Statutes
NSWD	Nevada State Welfare Division – now DWSS effective 9-22-05
NUMIDENT	Numeric Identification (SSN verification thru SSA Interface)
NVPOW	Nevada Power Company interface
OASIS	Online Automated Self Sufficiency Information System
OBL	Obligation
OBLIGATION	Amount of money to be paid as support by the NCP (child support, spousal support or medical support), debt is ongoing
OBLIGEE	Party the child resides with and to whom child support is owed (CST, custodian, Petitioner, Plaintiff)
OBLIGOR	Party that is paying for child support (defendant, NCP, non-custodial parent, respondent)
OCCUPATIONAL EMPLOYMENT STATISTICS	(OES)
OCSE	Federal Office of Child Support Enforcement, created in 1975; responsible for the development of child support policy; oversight, evaluation and audits of state programs; provides technical assistance and training to state programs; operates FPLS, FCR, NDNH
OES	Occupational Employment Statistics
OFFSET	Amount intercepted from an income tax refund or federal retirement benefits
OJ	Other jurisdiction
OJUR	Other Jurisdiction
OOC	Out of County, another county in Nevada
OOS	Out of state

EXHIBIT 200-15

OP	Overpayment
OPERATION OF LAW	This term expresses the manner in which rights, and sometimes liabilities, devolve upon a person by the mere application to the particular transaction of the established rules of law, without the act or cooperation of the party himself
ORD	Order
ORDER	Direction of a court or judge made or entered in writing and not included in a judgment
OSC	Order to Show Cause
OV	Office Visit
PA	Public assistance
PAO	Program Area Office (DWSS CSEP Offices in Reno, Elko and Las Vegas)
PASSPORT DENIAL	Obligors with child support arrearages of at least $5000 who have been submitted for tax refund offset are automatically denied a passport when they apply for one, states case decertify with OCSE when the NCP pays the arrears in full.
PAT	Paternity
PATERNITY	Legal determination of fatherhood, paternity must be established before child support or medical support can be ordered
PATERNITY AFFIDAVIT	Statement from CST identifying alleged father of child
PATERNITY TESTING	Genetic testing to determine paternity
PAYREC	Pay Record
PCN	Primary Care Network
PER CHILD ORDER	Order specifically states how much child support is owed for each child

EXHIBIT 200-15

PERSONAL JURISDICTION	The power of a court over the person of a defendant in contrast to the jurisdiction of a court over a defendant's property or his interest
PETITION	A formal written application to a court requesting judicial actions on a certain matter
PETITIONER	One who presents a petition to a court, usually the custodian (CST, Obligee, Plaintiff)
PF	Putative Father
PIQ	Policy interpretation question and answer document issued by OCSE
PLAINTIFF	Person requesting child support (CST, Custodian, Obligee, Petitioner
PLEADINGS	legal form which is filed with the court
P/M	Per month
PM/PC	Per month/per child
PMT	Payment
PO	Post Office or Parole Officer
POWER OF ATTORNEY	An instrument authorizing another to act as one's agent or attorney
P&P	Policy and Procedure – policy clarification document issued by Central Office
PRISM	Person Resolution Information & Server-based Maintenance
PROACTIVE MATCHING	Process in which child support case data newly submitted to FCR is automatically compared with previous submissions as well as to NDNH, locate information is returned to the appropriate state
PROCEEDING	The conduct of business before a judge or administrative hearing officer

EXHIBIT 200-15

PROOF OF CLAIM	Statement under oath filed in a bankruptcy proceeding by a creditor in which the creditor sets forth the amount owed and sufficient detail to identify the basis for the claim; also used in probate proceedings to submit the amount owed to the creditor and filed with the court for payment by the fiduciary
PROVISION	Items set forth in or by the court to be enforced
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act of 1996, created NDNH and FCR "Welfare Reform"
PSTL	Postal Verification
PTC	Paternity Testing Corporation, an OJUR's lab
PUBLIC ASSISTANCE	Benefits granted from state or federal programs to aid eligible recipients
QA	Quality Assurance
QC	Quality control
QMF	Query management facility
QUICK	Query Interstate Cases for Kids
QW	Quarterly wage, data on all employees that must be submitted by employers on a quarterly basis to the State Employment Security Agency (SESA), data is then submitted to NDNH
RCVD	Received
RD	Re-determination of welfare benefits
RECIPIENT	A person or organization that receives support funds or TANF payments
RECIPROCITY	A relationship in which one state grants certain privileges to other governments on the condition they receive the same privilege
REGISTRATION	Recording, enrolling, inserting in an official register, also referred to as "filing it in"

EXHIBIT 200-15

RELEASE OF LIEN	The relinquishment, concession or giving up of a right, claim or privilege by the person in whom it exists or to whom it accrues
REPAYMENT PLAN	Contract setting forth an agreement to repay a specific amount within a specific timeframe, usually in conjunction with a suspension of driver's license abbreviation RPP
RESPONDENT	The party answering a petition or motion (defendant, NCP, non-custodial parent)
RESPONDING JURISDICTION	A jurisdiction in which a proceeding is filed or to which a proceeding is forwarded for filing from an initiating jurisdiction (RJ)
REVIEW AND ADJUSTMENT	Review of the child support order and/or modification
RFSO	Registration of Foreign Support Order
RJ	Responding jurisdiction
RTD	Returned
RURESA	Revised Uniform Reciprocal Enforcement of Support Act – old law which predated UIFSA
SAMPLE	GT Specimen
SCaDU	State Collection and Disbursement Unit (Nevada)
SCOPE	Shared Computer Operation for Protective Enforcement
SDNH	State Directory of New Hires, state data base that is then transmitted to NDNH, employers are required to submit data within 20 days of the hire date
SDU	State Disbursement Unit, single site in each state where all child support payments are processed
SERVICE OF PROCESS	The delivery of a writ or summons to a party for the purpose of obtaining jurisdiction over that party (SOP)

EXHIBIT 200-15

SES	Support Enforcement Specialist; PAO caseworker
SESA	State Employment Security Agency, processes unemployment insurance claims; repository of quarterly wage data
SET ASIDE	To reverse, vacate, cancel, annul or revoke a judgment and/or order
SOP	Service of Process
SPLS	State Parent Locator Service
SPOUSAL SUPPORT	Alimony for the purposes of CSEP …copy CFR 301.1)
SPPC	Sierra Pacific Power Company
SS	Social Security
SS	Spousal Support cannot delete – valid order provision
SSA	Social Security Administration
SSD	Social Security Disability
SSDI	Social Security Disability Income
SSI	Supplemental security income
SSN	Social Security Number
SSP	State Services Portal
STATUTE	An act of the legislature declaring, commanding or prohibiting something
STAYED	To stop, arrest or forbear; to “stay” an order means to hold it in abeyance or refrain from enforcement
STIP	Stipulation, an agreement between parties set into legal format and filed with the court
SUBPOENA	A command to appear at a certain time and place to give testimony upon a certain manner

EXHIBIT 200-15

SUP or SUPV	Supervisor
SVC	Service
SVES	State Verification and Exchange System – locate source designed to eventually replace the existing FPLS SSA external locate source. Includes Title II – SSA Retirement, Survivors, Disability, and Health Insurance Benefits; Title XVI – Supplemental Security Income Benefits (SSI); and Prisoner – Information about inmate in federal, state, and local correctional facilities
SWGAS	Southwest Gas Company
TANF	Temporary Assistance to Needy Families, maximum of 5 years with a 2 year straight cap; formerly known as AFDC
T/C	Telephone Call
TERM	Termination
TPL	Third Party Liability – A category under which the state pays the difference between the amount of the medical bill and the amount the insurance company has paid. This occurs only when a public assistance recipient has medical insurance in addition to coverage provided by the public assistance program.
TPO	Temporary protection order
TRANS	Transmittal
TRANSMITTAL	Federal form used to transmit all data between agencies
TRIBAL COURT	Legal forum with exclusive jurisdiction to rule on actions involving members of American Indian tribes
TRIBAL ORDER	Established through an American Indian Tribal Court
TRIBUNAL	Any legal forum having the authority to take action and establish or enforce orders
TRM	TANF-Related Medicaid Requires cooperation with CSEP
UI	Unemployment Insurance

EXHIBIT 200-15
(Page 23 of 24)

UIB	Unemployment Insurance Benefits
UIFSA	Uniform Interstate Family Support Act; approved in 1992 and amended in 1996
UM	Unit Manager
UNDELIVERABLE MAIL REASON CODES	DEC –Deceased FOE – Forwarding Order Expired ISA – Insufficient Address ISF – Insufficient Postage LNA – Moved, left no forwarding address NOT – Not at this address NSA – No such address NSN – No such number REF - Refused Delivery UNC – Unclaimed mail UNK – Unknown at this address VAC – Vacant address
UPI	Unique Person Identifier, internal number used by NOMADS to track each person on the IVD
USC	United States Code
URA	Unreimbursed assistance (welfare) define
URESA	Uniform Reciprocal Enforcement of Support Act (old law which predated UIFSA)
USPST	United States Postal Service – valid source
UTL	Unable to locate
VA	Veterans Administration
VM	Voice Mail Message
VOUCHER	Check
VRU	Voice response unit
WAGE ASSIGNMENT	An involuntary transfer of a portion of an employee's wage to satisfy a debt

EXHIBIT 200-15

WARRANT	A written order which is made on behalf of the state and is based upon a complaint issued pursuant to statute and/or court rule and which commands a law enforcement officer to arrest a person and bring him before a magistrate; or Check
WELF	Welfare Integrated Computer Systems
WI	Work item; requests for NOMADS changes are assigned a work item number for tracking purposes
WIC	Women, Infant & Children - define

EXHIBIT 200-16

E-MAIL FORM FOR CSEP SANCTION REQUESTS

TO: IV-D Non-Coop Support

SUBJECT: CSEP SANCTION REQUEST

Please sanction the following Custodial Parent:

Custodial Parent: _____ SSN or UPI if not Encrypted # _____

Non-Custodial Parent: _____

Child(ren) associated with NCP: _____

Reason requesting sanction: _____

_____

_____

_____

_____

CST can come to our office at _____ or can call our office at _____ for additional information.

Thank you,

Name: _____

Title: _____

Phone (for internal use only), _____

Fax: _____

EXHIBIT 200-17

IV-A District Office Group E-Mail Addresses

North	
Carson	WELF-CARSOND0@dwss.nv.gov
Elko	WELF-ELKODO@dwss.nv.gov
Ely	WELF-ELYDO@dwss.nv.gov
Fallon	WELF-FALLONDO@dwss.nv.gov
Hawthorn	WELF-HAWTHORNDO@dwss.nv.gov
Reno	WELF-RENOKINGDO@dwss.nv.gov
Sparks	Welf-SparksGreenbraeDO@dwss.nv.gov
Yerington	WELF-YERINGTONDO@dwss.nv.gov
South	
Belrose	WELF-BELROSEDO@dwss.nv.gov
Cambridge	WELF-CAMBRIDGEDO@dwss.nv.gov
Flamingo	WELF-FLAMINGODO@dwss.nv.gov
Henderson	WELF-HENDERSONDO@dwss.nv.gov
Lewis Complex	WELF-LCDO@dwss.nv.gov
Nellis	WELF-NELLIS@dwss.nv.gov
Owens	WELF-OWENSDO@dwss.nv.gov
Pahrump	WELF-PAHRUMPDO@dwss.nv.gov
Spring Mountain	WELF-springmtndo@dwss.nv.gov

EXHIBIT 200-18

REQUIREMENTS FOR REFERRING A CASE TO MEXICO

Mexico requires the following items in an intergovernmental case. The bilingual forms required by Mexico are available on the secure CSEP website under the heading Procedures & Forms for International Agencies/Spanish UIFSA Forms. Complete all fields indicating "N/A", "Unknown" or "None" if appropriate. All forms must be notarized.

- UIFSA Forms
  - Transmittal
  - Locate Data Sheet
  - Uniform Support Petition
  - Affidavit of Direct Payments
  - General Testimony
  - Affidavit in Support of Paternity
- Certified copy of birth certificate for each child with a Spanish translation.
- Certified copy of marriage certificate with a Spanish translation.
- Photographs of each child, noncustodial parent and custodian.
- Itemized list of custodian's expenses and copies of supporting documents glued to blank sheets of paper.
- Certified copy of court orders.
- A letter in Spanish addressed to the Director of Family Services summarizing case facts. The summary should include reason for request, date of child's birth; date the CST and NCP were married; summary of child support order and payment record; and the reason the CST is in the United States.