

**DEPARTMENT OF HEALTH AND
HUMAN SERVICES**

**DIVISION OF WELFARE AND
SUPPORTIVE SERVICES**

CHILD SUPPORT ENFORCEMENT MANUAL

CHAPTER VII

COLLECTION AND DISTRIBUTION (700)

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700 COLLECTION AND DISTRIBUTION

This chapter explains "collection", "distribution" and "disbursement" as it relates to child support, and describes the requirements for processing child support payments. Federal regulations outlining requirements for child support distribution are contained within 42 U.S.C. 657.

700.1 DEFINITIONS

A. NEVER ASSISTANCE CASE

A case which has never received TANF cash assistance.

B. CURRENT ASSISTANCE CASE

A household which has been issued TANF cash assistance during the calendar month is considered a current assistance case.

C. FORMER ASSISTANCE CASE

A case becomes a former assistance case the month following the last month of TANF cash assistance.

D. PERMANENTLY ASSIGNED ARREARS

1. Households issued TANF cash assistance on or before September 30, 1997 permanently assign rights to unpaid support which accrued prior to assistance and any support which accrues during the assistance period.
2. Households approved/issued TANF cash assistance on or after October 1, 1997 permanently assign rights to unpaid support which accrues during the assistance period. For these households, unpaid support which accrued prior to the receipt of assistance is not permanently assigned arrears. (See temporarily assigned arrears.)
3. Households issued TANF cash assistance on or after October 1, 2009 assign rights to unpaid support accrued during the assistance period as permanently assigned arrears, not to exceed the URA.
4. Collections applied to permanently assigned arrears balances are retained by the state.

E. TEMPORARILY ASSIGNED ARREARS

1. Households approved/issued TANF cash assistance on October 1, 1997 or later assign rights to unpaid support accrued prior to assistance as temporarily assigned arrears. The temporary assignment remains continuous through October 1, 2000 and during any cash assistance period after October 1, 2000. Collections applied to temporary assigned arrears balances are retained by the state.

2. When the family leaves assistance on October 1, 2000 through September 30, 2009, unpaid support remaining under a temporary assignment becomes conditionally assigned. (See conditionally assigned arrears.) Balances remaining under conditionally assigned are temporarily reassigned to the state during each cash assistance period October 1, 2000 through September 30, 2009. Effective October 1, 2009 unpaid support will no longer accrue in temporary.

F. CONDITIONALLY ASSIGNED ARREARS

1. Unpaid temporary assigned arrears become conditionally assigned arrears for former assistance cases on October 1, 2000. Unpaid temporary assigned arrears remaining on a current assistance case on October 1, 2000 become conditionally assigned arrears on the date the family leaves assistance.
2. All collections applied to conditionally assigned arrears are paid to the family with the exception of collections made through the Federal tax offset program. Federal tax offset collections applied to conditionally assigned arrears are retained by the state when unreimbursed assistance (URA) is greater than zero (0).
3. Unpaid conditionally assigned arrears are temporarily reassigned to the state during each cash assistance period through September 30, 2009. (See temporary assigned arrears.)

G. NEVER ASSIGNED ARREARS

All unpaid support for cases which have never received cash assistance. Also, unpaid support which accrues after the termination of cash assistance in former assistance cases (post arrears).

H. UNASSIGNED ARREARS

Arrears accruing under an assignment exceeding the cumulative total unreimbursed assistance (URA) become unassigned arrears. For tracking purposes, unassigned arrears are split between two categories:

1. **Unassigned Pre-assistance Arrears** – Unpaid support accrued prior to the receipt of cash assistance (temporary arrears) exceeding the cumulative total URA.
2. **Unassigned During Assistance Arrears** – Unpaid support accrued during the receipt of cash assistance (permanent arrears) exceeding the cumulative total URA.

The system automatically moves the assigned arrears that exceed the URA to an unassigned category. The system maintains a balance between assigned arrears and URA so collections may be applied accordingly. Collections applied to unassigned arrears are paid to the family.

I. UNREIMBURSED ASSISTANCE (URA)

URA is the cumulative total TANF cash assistance paid to the family minus child support collections retained for reimbursement of public assistance expenditures.

Effective October 1, 1996, all child support collections received through the IV-D program while a family receives TANF cash assistance are considered retained by the state and reduce the amount of URA including amounts the state sends to the family in the form of disregard payments or pass-on payments.

J. ASSIGNED MEDICAL SUPPORT

Families receiving Medicaid assistance assign to the state the right to collect specified dollar amounts designated in a support order for medical purposes. Medical support collections under an assignment are forwarded to the Medicaid agency.

K. COLLECTION

A sum of money collected by the IV-D Program on behalf of a child(ren), as the result of a court ordered child support obligation.

L. DISTRIBUTION

The allocation or apportionment of a support collection to the various types of debt within a child support case, as specified in 45 CFR 302.51, (e.g., monthly support obligations, arrears, ordered arrears, etc.).

M. DISBURSEMENT

The process of paying out a collection. A collection is considered disbursed when the funds are forwarded via check, electronic transfer or other means to the intended payee.

N. PASS-THROUGH

The term “pass-through” means an assigned support collection (applied to either current support or arrearages) that the State elects to pay to the family rather than retain to reimburse assistance.

O. DISREGARD

A “disregard” is the amount of a pass-through payment to a family that is disregarded by the IV-A Program for the purposes of determining eligibility for and the amount of assistance from the State that is provided to the family.

P. DEFRA PAYMENT

A DEFRA payment is another term for a disregard. Nevada discontinued paying disregards in 2002.

Note: Effective November 1, 2002 disregard and pass-on payments were no longer sent to the family.

State Regulation Effective April 28, 2010

700.2 DEFINING DATE OF COLLECTION

The date of collection is the date the child support payment in any form is received by the State Disbursement Unit (SDU) also known as the State Collections and Disbursement Unit (SCaDU), the entity designated in the state for the collection and distribution of child support payments. To ensure credit is received the same day payment is made, any cash payment made at a local IV-D agency must be received in the State Collection and Disbursement Unit (SCaDU) prior to 2:00 p.m. on the day of receipt.

701 ASSIGNMENT

A. ASSIGNMENT OF RIGHTS (NRS 425.350)

The rights to support due from all persons responsible for the support of anyone in a household receiving TANF cash assistance are assigned to the Division of Welfare and Supportive Services (DWSS). The assignment includes, but is not limited to, unpaid support due prior to and during periods of cash assistance. The TANF recipient's failure to comply with the assignment requirement results in a reduction in the amount of TANF cash assistance.

Effective October 1, 1997, terms for the assignment of arrears changed and are treated differently depending on the date the assignment was executed. (Refer to SEM 700.1.) Upon execution of an assignment, support collections are retained by the state for reimbursement of public assistance expenditures.

B. LIMITATION OF ASSIGNMENT

The state is limited to the amount it may retain for reimbursement of public assistance expenditures. The limitation is equal to the total accumulated unreimbursed assistance (URA) OR the total amount of unpaid support, whichever amount is LESS (as of the date the family leaves assistance).

702 RESERVED

703 DISTRIBUTION

Distribution is the process of dividing and dispensing collections correctly. The hierarchy for distribution of a collection is based on the case type, type of collection (regular or Federal tax offset), date of collection, and amount of unreimbursed assistance (URA).

ANY COLLECTION DUE THE FAMILY MUST BE SENT TO THEM IN ACCORDANCE WITH TIME FRAMES IN 45 CFR 302.32.

Under the new assignment framework, it is necessary to determine three (3) critical dates to identify to whom a specific arrear is owed:

1. **Date Assignment Executed** – For purposes of distribution, the date of assignment is the date the recipient is approved/issued a cash grant. The date a cash grant is approved/issued is the date the case becomes a current assistance case.
2. **Date Family Terminated Assistance** – The month following the last month of cash issuance is the month the case becomes a former assistance case.
3. **Today's Date or Date of Payment** – The date a payment is received is the date used to determine the hierarchy for distribution of a collection. (See defining date of collection, SEM 700.2.)

Collections must be disbursed within two (2) business days of receipt by the State Collections and Disbursement Unit (SCaDU) as long as sufficient information identifying the payee is provided. To ensure credit is received the same day payment is made; any payment made at a local IV-D agency must be received in the SCaDU prior to 2:00 p.m. on the day of receipt. If there is an appeal pending on the amount of arrears owed, disbursement of the collection may be delayed pending resolution of the appeal. Collections received in one month and not distributed until the following month must be distributed per the hierarchy of the month actually received.

State Regulation Effective November 13, 2003

EXCEPTION: JOINT FEDERAL INCOME TAX REFUND

Pursuant to 45 CFR 303.72, joint federal income tax offset collections received by the State Child Support Enforcement Program will be distributed six months from the date of receipt. The Chief or designee of the Child Support Enforcement Program may grant exceptions.

See SEM 604(E)(3) for additional information and exhibits on joint federal income tax returns.

State Regulation Effective April 6, 2001

703.1

ALLOCATION/PRORATION OF CHILD SUPPORT COLLECTIONS

With the exception of income withholding and IRS tax offset payments which are regulated by federal regulation, collections are allocated in the following manner:

Standard Allocation Plan – Received monies are allocated among all cases containing a current support obligation and/or arrears balance(s). When the collection is insufficient to meet the aforementioned obligation(s), it is prorated among each case. The priority of distribution is current support obligation followed by arrears.

Standard Allocation Plan Exception –

- A. Surety bond collections are allocated to the custodial parent/guardian noted on the bond.
- B. Lien payments on personal or real property for past due child support payments will be applied to the court order which is the basis for the lien.
- C. If an action has been initiated to suspend an individual's driver's license, any payments made by the individual to retain their license will be applied to that specific case and court order.
- D. Any child support payments made by a non-custodial parent to avoid sanctions by the court must be applied to that specific case and court order.
- E. Jail release payments will be applied to the court order as directed by the court.

Normally, collections are allocated across all docket numbers for which an NCP has an obligation based on the pay source of the collection. The current support obligation must be met before any amounts are applied to arrears. Refer to SEM 602.11 for allocation of income withholding collections. Federal tax offset collections are the exception to meeting current support obligations. Federal tax offset collections must only be applied to Federal tax offset certified arrears balances.

If collection amounts are not sufficient to meet all obligations, the total amount collected must be prorated by determining each person's share of the total. In no instance can the allocation for current support result in one family receiving nothing when there is more than one obligation in effect against the same NCP. Proration is first based on the current monthly support obligation owed for each case, then the monthly arrears obligation due for each case, followed by arrears balances owed for each case. The following method is utilized to determine distribution:

1. Determine obligation by totaling all the court ordered amounts.
2. Divide each court ordered amount by the total amount to arrive at a percentage of the amount to be allocated to each order.
3. Multiply the total collection by the percentage arrived at for each order to determine the amount to be distributed to each order.

EXAMPLE: Three orders with total current monthly obligation of \$750.
Individual orders are for \$200, \$300 and \$250.

Divide \$200 by \$750 to arrive at 26.67%

Divide \$300 by \$750 to arrive at 40%

Divide \$250 by \$750 to arrive at 33.33%

Multiply the total collection amount by the percentage arrived at.
Total collection amount is \$500.

\$500 multiplied by 26.67% equals \$133.35

\$500 multiplied by 40% equals \$200

\$500 multiplied by 33.33% equals \$166.65

Allocation is completed for three orders.

If the collection satisfies the current support for all three orders, proceed to allocate the remaining balance of collection, prorating among the monthly amount owed for arrears, then among the total arrears balances of all three cases.

703.2

DISTRIBUTION HIERARCHY

State Regulation Effective October 1, 2009

Child support collections are distributed in accordance with federal regulations giving priority to the current support obligation. If a family has never received TANF cash assistance, all collections received are forwarded to the family.

As a condition of receiving TANF cash assistance, families must assign any rights to support from any other person to the State.

Assignments executed prior to October 1, 2009 includes unpaid support which accrued prior to the receipt of TANF cash assistance. Effective October 1, 1997, this assignment is considered temporary and remains temporary until October 1, 2000 or until the family no longer receives assistance, whichever is later. On October 1, 2000 or the date the family no longer receives assistance, the temporary assignment becomes a conditional assignment. Assignment also includes any support which accrues during the period the family receives TANF cash assistance. This assignment is considered permanent.

Assignments executed on or after October 1, 2009 are limited to the amount of support that accrues during the assistance period, not to exceed the cumulative amount of Unreimbursed Assistance (URA).

Continued State Regulation on next page

Continued State Regulation Effective October 1, 2009

Collections received on behalf of families receiving Temporary Assistance for Needy Families (TANF) are retained by the state for reimbursement of the cumulative amount of grant paid to the family. **Collections retained by the state cannot exceed the total cumulative amount of grant paid to the family.**

Collections retained are distributed in the following hierarchical order:

1. Current child support obligation
 - a. To the state when the family is receiving TANF; or
 - b. To the family when the family is **not** receiving TANF.
2. Payment in lieu of health insurance (medical cash)
 - a. To the Medicaid agency when the family is receiving public assistance; or
 - b. To the family if **not** receiving public assistance.
3. Current spousal support
 - a. To the state when the family is receiving TANF; or
 - b. To the family when the family is **not** receiving TANF.
4. Post arrears on former assistance cases due to family (except for IRS collections)
5. Arrears and spousal support due the state as a result of assignment
 - a. Temporarily assigned arrears.
 - b. IRS tax offset collections applied to conditionally assigned arrears.
 - c. Permanently assigned arrears.
6. Other arrears due the family
 - a. Collections applied to conditionally assigned arrears (except for IRS collections).
 - b. Assigned arrears exceeding the cumulative amount of grant paid to the family.
7. Medical expenses paid by the state.
8. Medical expenses paid by the family.
9. Spousal arrears due the family
10. Genetic test fees
11. Amounts due as interest payments pursuant to NRS 125B.140
 - a. Collections receipted for interest on past due child support will be distributed in the same priority as items four through six above. Interest will not be certified to the IRS for federal offset.
12. Penalty amounts pursuant to NRS 125B.095
13. Interest on past due spousal support

All collections received for current support and arrears on a current assistance case must be distributed per the hierarchy and also reduce the cumulative amount of URA. Collections received for current support and arrears on a former assistance case must be distributed per the hierarchy. For former assistance cases collections applied to temporary (10/1/97 through 9/30/2000), permanent or IRS conditional (10/1/2000 and later) assigned arrears must also reduce the cumulative amount of URA. The federal government receives 50% of all collections which reduce the amount of URA prior to the state retaining or distributing the state share of collections.

704 RETURNED WARRANTS

A warrant is another word for check. Warrants are issued by the State Collection and Disbursement Unit (SCaDU) and printed at the State of Nevada Controller's Office.

When a warrant mailed to the CST or NCP is returned to the SCaDU by the United States Postal Service (USPS), the SCaDU must follow the process outlined in this section.

A. RETURNED WARRANTS FOR CST

1. If the USPS has provided a new address label on the returned warrant, the address must be changed on CLER, a contact entry must be entered and the warrant must be re-mailed within five (5) working days.

Note: If the CST is entered as the Alternate Payee on the CST2 screen, the SCaDU must contact the case manager to delete the Alternate Payee information on the CST2 screen. This action will cause the payment to issue electronically to the CST.

2. If the returned warrant is stamped "Addressee Unknown," "Moved, Left No Forwarding," etc.:
 - a. The SCaDU must check NOMADS and DMV for a current address. If a new address is found in NOMADS or DMV, it must be changed on CLER, a contact entry must be entered, and the warrant must be re-mailed within five (5) working days.
 - b. If a new address is not found, the SCaDU must void and back out the warrant to Undistributed Collections (UDC), and enter a contact entry stating Loss of Contact (LOC) with the CST. The backed out collection will appear on the UDC report, or in Ledgers under UDC.

B. RETURNED WARRANTS FOR NCP

1. If the USPS has provided a new address label on the returned warrant, the address must be changed on CLER, a contact entry must be entered and the warrant must be re-mailed within five (5) working days.

2. If the returned warrant is stamped “Addressee Unknown,” “Moved, Left No Forwarding,” etc.:
 - a. The SCaDU must check NOMADS and DMV for a current address. If a new address is found in NOMADS or DMV, a contact entry must be entered and the warrant must be re-mailed within five (5) working days.
 - b. If a new address is not found, the SCaDU must void and back out the warrant to Undistributed Collections (UDC), and enter a contact entry stating Loss of Contact (LOC) with the NCP. The backed out refund will appear on the UDC report, or in Ledgers under UDC.

C. RETURNED WARRANTS FOR OJUR

1. When a warrant mailed to the OJUR is opened and sent back to the SCaDU because the OJUR is unable to identify a payor on the warrant, the SCaDU must provide the OJUR with all pertinent information to help identify the case.
2. When a warrant is returned due to case closure or missing information, the warrant must be backed out to UDC by the SCaDU. The SCaDU must forward to the case manager the OJUR correspondence regarding the returned warrant. A contact entry must be entered explaining the back out action.

705

REISSUING WARRANTS

The SCaDU must use the process described in this section applicable to the payee’s claim.

A. NON-RECEIPT OF WARRANT – NEVER RECEIVED FROM THE UNITED STATES POSTAL SERVICE

The case manager must verify the warrant is not in cashed status fifteen (15) days from the date of issue. If the warrant is not in cashed status, the case manager must complete section 1 of the Nevada State Division of Welfare and Supportive Services Affidavit General and Forged, Form 1060-MF, (Exhibit 700-2). The payee completes section 2 and a notary completes section 6. Mail the completed form to Central Office Accounting. Faxed copies are not accepted, as original signatures are needed. The SCaDU must reissue within five (5) working days.

If the warrant is in cashed status, the SCaDU must obtain a copy of the warrant from Bank of America and e-mail the copy to the case manager for signature verification. If the payee states the signature is not theirs, proceed to C, below.

B. WARRANT RECEIVED BUT LOST, STOLEN OR DEFACED

There is no waiting period to process these warrants. The case manager must verify the warrant is not in cashed status. If the warrant has not been cashed, the SCaDU must notify the case manager, within three (3) working days, to complete section 1 of the Nevada State Division of Welfare and Supportive Services Affidavit General And Forged, Form 1060-MF, (Exhibit 700-2). The payee completes section 3 and a notary completes section 6. If the warrant was stolen, also complete Section 4 and include a copy of the police report. If the warrant was defaced, include the remaining portion.

C. FORGED WARRANT

If the payee states they did not sign and cash the warrant, the case manager must complete section 1 of the Nevada State Division of Welfare and Supportive Services Affidavit General And Forged, Form 1060-MF, (Exhibit 700-2). The payee must complete sections 2, 3, 4 and a notary must complete section 6. Mail the completed form and additional documentation to Central Office Accounting. Faxed copies are not accepted, as original signatures are needed. Accounting must proceed with the investigation and reissue, if appropriate, within five (5) working days. If it is found the payee did sign the warrant, a denial letter must be sent by the Division of Welfare and Supportive Services (DWSS) Investigations and Recovery Unit (I&R).

D. STALE-DATED WARRANTS

A stale-dated warrant is a warrant over 180 days old that has not been cashed. When the SCaDU discovers a stale-dated warrant on the Stale-Dated Warrant report, the status is changed to STALE and a contact entry will be entered explaining the status change. Stale warrants are viewable from Ledgers on the Overview page under Warrant Action Required and also viewable on the Payment Record page under the Disbursement column. The status displays as Stale date.

If a new address is located, the case managers must submit a work order through the DWSS Help Desk to SCaDU with specific instructions for further processing of the payment. If the warrant remains stale for one (1) year from the original issue date or more, it will be reported as unclaimed property at the close of the State Fiscal Year.

NOTE: Beginning State Fiscal Year 2008, warrants one (1) year or older will be processed for reissue, backed out for redistribution, or reported as unclaimed property at the close of the State Fiscal Year.

706 NOTICE OF COLLECTION OF ASSIGNED SUPPORT

45 CFR 302.54 requires the IV-D program send a notice of the amount of support payments collected during the past quarter to individuals who have assigned their rights to support.

The system will automatically:

1. Create and send the notice to the caretaker quarterly based on a calendar year, beginning the month following the end of the first quarter, (April).
2. List separately in the notice each noncustodial when more than one noncustodial owes support to the family; and
3. Indicate in the notice the amount of support collected which was current support, arrears and amount sent to the family.

707 UNDISTRIBUTABLE COLLECTIONS

State Regulation Effective October 1, 2004

A. LOSS OF CONTACT WITH CUSTODIAN

1. It is the duty of a person receiving services from the Child Support Enforcement Program (CSEP) to provide the enforcing authority with a current and correct address, and to notify the enforcing authority of a change of address within a reasonable time after the change.
2. If child support collections cannot be delivered because the Child Support Program has lost contact with a custodian, any collections held by the CSEP for that custodian may be applied by the enforcing authority to other child support debts owed by the obligor. However, prior to reapplying an undeliverable collection, the enforcing authority must first send the obligor written notice of the enforcing authority's intent to apply the undeliverable funds to the obligor's other debts.
3. An obligor must notify the enforcing authority in writing within ten (10) days of receipt of the notice in subsection 2 if the obligor objects to redistributing the collection. An obligor's lack of response will be deemed to be the obligor's consent to redistribute the collection.
4. For the purpose of this regulation, a person shall be deemed to have received a notice three (3) days after it is mailed, by first class mail, to that person at his last known address.
5. If the obligor has more than one other child support case, the undeliverable collection will be pro rated between the cases based on a percentage of the total arrears owed to all the custodians by the obligor.

708 DISBURSEMENTS

Federal regulations (45 CFR 302.38) require that any payment due the family must be disbursed directly to the resident parent, legal guardian, caretaker relative having custody of or responsibility for the child, judicially-appointed conservator with a legal and fiduciary duty to the custodial parent and the child, or alternate caretaker designated in a written or electronic record by the custodial parent to take care of the child for a temporary time period.

State Regulation Effective July 1, 2005

The State Collections and Disbursement Unit (SCaDU) will issue child support payments electronically to custodians. Custodians will receive child support payments via debit card issued by the Division of Welfare and Supportive Services unless a custodian requests payment be deposited directly into the custodian's bank account. Custodians must submit the required application to SCaDU if they elect to receive direct deposit. The Chief of the Child Support Enforcement Program, or the Chief's designee, may authorize an exemption to electronic payments in exigent circumstances.

A. RECEIVING PAYMENTS

As required by the Consumer Financial Protection Bureau (CFPB), consumers must be provided with pre-acquisition disclosures before they acquire a prepaid account such as the Nevada Child Support Debit Card. These disclosures provide certain protections, including information about fees associated with the card, and consumer recourse information against fraud and theft. The Child Support Payment Authorization Form, 4077-EC (Exhibit 700-5), must also be provided to all custodians prior to being enrolled to receive payments on the debit card.

Once a custodian has received pre-acquisition disclosures and elected to receive payments either via direct deposit or via debit card by completing a Form 4077-EC, a new form will not need to be completed for subsequent applications unless changes are required. The custodian's selection will apply to all support payments received on all cases.

B. DIRECT DEPOSIT

Custodians may elect to have their child support payments deposited directly into their bank account by submitting a completed Child Support Payment Authorization Form, 4077-EC (Exhibit 700-5) to the State Collection and Disbursement Unit (SCaDU). This form can be printed from the Nevada Department of Health and Human Services Division of Welfare and Supportive Services website at <https://dwss.nv.gov/uploadedFiles/dwssnvgov/content/4077-EC%20Child%20Support%20Payment%20Authorization.pdf> or a client can request the form from the Child Support Customer Services Unit's toll free number at (800) 992-0900.

C. NEVADA CHILD SUPPORT DEBIT CARD

Custodians will receive their payments via debit card unless they have requested direct deposit. The Nevada Child Support Debit Card is a Visa brand debit card.

Child support payments are transferred electronically into a custodian's card account from which they can access their money at any Automated Teller Machine (ATM).

Because the debit card carries the Visa logo, the custodian can use it to make purchases wherever Visa debit cards are accepted including grocery stores, gas stations, restaurants and more. Although the Nevada Child Support Debit Card carries the Visa logo, it is not a credit card. Custodians are using their own money from child support payments deposited on their behalf.

D. EXEMPTION

1. The Chief of the Child Support Enforcement Program may authorize exemption to electronic payments in exigent circumstances. Exemptions must be reviewed and authorized on a case-by-case basis. The decision of the Chief of the Child Support Enforcement Program is final.
2. The Electronic Payment Exemption Request, Form 4098-EC, (Exhibit 700-3) is used to request an electronic payment exemption. This form will be added to the system in the future. Until the exemption request form can be generated from the system, print Exhibit 700-3 to give to the CST.
3. The custodian must indicate the exemption reason on the form, sign, date, and return it to the case manager. Custodians must also include any available evidence to substantiate the Exemption Request, e.g., a letter from the attending physician confirming that accessing an ATM would be a hardship.
4. The case manager must fax the completed form to Central Office, Child Support Enforcement Attention: Electronic Payment Exemption, within two working days from the date of receipt from the CST. The Chief or Chief's designee must review the request, make a determination and fax a copy of the request to the case manager within two working days indicating approval or denial. Central Office must document the decision (approved or denied) on tracking (TR01). The case manager is responsible for notifying the custodian whether the exemption request was approved or denied.
5. If the request is approved, CSEP must code the system to (Always Print a Warrant) within two working days. CSEP must document on TR01 when the Always Print Warrant is complete.

E. PAPER WARRANTS (CHECKS)

Paper warrants will be issued to non-custodial parents, employers, income payers, alternate payees, custodians living in foreign countries, OJURS and other agencies that do not have EFT accounts. Debit cards are not issued in these circumstances.

ALTERNATE PAYEES

Federal regulations (45 CFR 302.38) require that any payment due the family must be disbursed directly to the resident parent, legal guardian, caretaker relative having custody of or responsibility for the child, judicially-appointed conservator with a legal and fiduciary duty to the custodial parent and the child, or alternate caretaker designated in a written or electronic record by the custodial parent to take care of the child for a temporary time

period. A custodian may only designate one of the above-mentioned entities as an alternate payee authorized to receive payments on behalf of the custodian.

While receiving IV-D services, custodians have the right to hire an attorney or private child support collection agency to pursue child support on their behalf. Typically, these contracted services require custodians to assign child support rights to the provider. Although custodians may have contractual obligations to surrender child support payments to their providers, federal regulations do not authorize payments to be made directly to a custodian's attorney or contracted collection agency.

State Regulation Effective September 21, 2000

If a custodian designates a representative as an alternate payee, all child support payments collected and disbursed by the Nevada Child Support Enforcement Program on behalf of the custodian in any Nevada child support case the custodian may have, will be payable to the custodian's representative. A custodian may only designate one alternate payee. Unless a represented custodian designates an alternate payee by notifying the enforcing authority in writing, all payments are issued directly to the custodian.

710 NON-SUFFICIENT FUND PAYMENTS

A. NON-CUSTODIAL PARENT PAYMENTS

Non-custodial parents are responsible to pay back monies when a child support payment they submitted is from an account containing non-sufficient funds.

B. INCOME PAYER PAYMENTS

Income payers are responsible for repayment of a child support payment if they submitted any form of payment which cannot be fully negotiated by the Division. Neither the non-custodial parent nor the custodian is responsible for repayment of a child support payment in this case. Reference made to the State Regulation adopted by CSEP on October 1, 2009. See section 218, OVERPAYMENTS.

The Division will not accept personal checks, online bill pay, business checks, or electronic funds transfer from a non-custodial parent, income payer or other party who previously submitted payment from an account containing non-sufficient funds. All future payments must be made by cash or debit card (over the counter), money order, or cashier's check.

Debtors, employers, income payers or other parties who submit payment from an account containing non-sufficient funds may be subject to further action as allowed per NRS 425.410 and/or NRS 41.620.

711 COUNTER PAYMENTS

Federal laws require all child support payments resulting from an action taken by a IV-D agency to be made through the State Collection and Disbursement Unit (SCaDU). However, in the interest of facilitating payments, states must have procedures to accept occasional payments at local offices and transmit the payment with identifying information to the SCaDU. Counter payments made at local child support offices should be the exception, not the rule.

A. ACCEPTING COUNTER PAYMENTS

Each child support office with a Wells Fargo bank in its jurisdiction is provided deposit slips and endorsement stamps by the SCaDU. Offices without a Wells Fargo bank in their jurisdiction may not accept counter payments and must instruct payors to remit payments directly to the SCaDU or use electronic payment options (see Section 713(C) below).

Pursuant to the state regulation adopted April 28, 2010 (see Section 700.2), counter payment documentation must be received in the SCaDU by 2:00pm on the day of receipt for the NCP to receive credit the same day. **The date of collection in the system will reflect the date this documentation is received by the SCaDU.** Payments will not be back dated.

Do not send unprocessed counter payments, including cash, by the United States Post Office or other courier to the SCaDU as this delays prompt disbursement of child support, in accordance with 45 CFR 302.32

B. DEPOSITING COUNTER PAYMENTS

1. Each child support office has its own internal procedures and receipt system for accepting payments. Each payment receipt issued to payors must be legible and include the following:

- Received date;
- Payment amount;
- NCP's name;
- NCP's UPI and/or SSN; and
- Name of income payer (if applicable)

2. Each child support office must deposit all payments received to the designated SCaDU bank account within 24 hours of receipt. The following items must be faxed to the SCaDU at 702-486-8592 the same business day funds are deposited in the bank:

- Copy of bank deposit slip
- Copy of bank deposit receipt
- Copy of payment receipt issued to the payor

C. PAYMENT INSTRUCTIONS

Payments received by child support offices in-person or by mail should be accepted on an exception basis.

Payment instructions, Exhibit 700-4, must be provided to each payor advising that all future payments must be directed to the SCaDU using acceptable payment methods or by making payments using the statewide electronic payment solution. These instructions must be provided to the income payer, NCP or OJUR at the time payments are received in-person or by mail. Payors must understand if these instructions are not followed, prompt disbursement of payments will be delayed and cases may be assessed interest and penalties.

EXHIBIT 700-1

**DIVISION OF WELFARE AND SUPPORTIVE SERVICES
 CHILD SUPPORT ENFORCEMENT PROGRAM
 DISTRIBUTION EXCEPTION REQUEST MEMO**

TO: CHILD SUPPORT ENFORCEMENT CENTRAL OFFICE DATE _____
FROM: OFFICE _____ FAX NUMBER _____
 CASE MANAGER NAME _____ TELEPHONE # _____
 CASE MANAGER E-MAIL _____
 AUDIT WORKER NAME _____

**REALLOCATE TO: NCP CST OJUR
 NAME & ADDRESS:**

CASE ID _____
NCP NAME _____
CST NAME _____

Type of Payment Requested: () Refund to NCP () CST or OJUR

Collection Amount(s) Received	Date(s) of Collection	Exception Amount	\$ _____
\$ _____	- -	Month/Year of Exception	-
\$ _____	- -		
\$ _____	- -		
\$ _____	- -		

****DO NOT MAKE ANY BALANCE ADJUSTMENTS UNTIL APPROVED AND PROCESSED BY SCaDU.****

Reason For Exception:

OFFICE SUPERVISOR/MANAGER _____
 Signature Date

CO/CSEP: APPROVED

DENIED: REASON _____

CO/CSEP CHIEF OR DESIGNEE: _____
 Signature Date

Processed by SCaDU: _____
 Signature Date

EFT/WARRANT # _____

JIM GIBBONS
Governor

STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF WELFARE AND SUPPORTIVE SERVICES
Child Support Enforcement Program
1470 College Parkway
Carson City, Nevada 89706-7924

NANCY KATHRYN FORD
Administrator

Electronic Payment Exemption Request

Name: _____ Case Number: _____
Custodian

Please send my child support payments to me by mail since electronic payment of my child support imposes a hardship due to one or more of the following. I understand I may be asked for documentation to support my claim.

I have a physical or other disability that imposes a hardship in accessing an electronically transferred payment.

Other: _____

By signing below, I hereby swear or affirm under penalties of perjury that the information above is true to the best of my knowledge and belief.

Custodian: _____ Date: _____
Signature

For Enforcing Authority Office Use

Case Manager Name: _____ Date: _____
Telephone No.: _____ Fax No.: _____

Central Office Child Support Enforcement

Approve Deny/Reason _____

Chief or Designee
Child Support Enforcement: _____ Date: _____
Signature

Processed by SCaDU-CO: _____ Date: _____
Signature

JIM GIBBONS
Gobernador

ESTADO DE NEVADA
DEPARTAMENTO DE SALUD Y SERVICIOS HUMANOS
DIVISIÓN DEL BIENESTAR Y SERVICIOS SOSTENEDORES
Programa que Impone la Ayuda de Niño
1470 College Parkway
Carson City, Nevada 89706-7924

NANCY KATHRYN FORD
Administrador

Pedido Electrónico de Exención de Pago

Nombre: _____ Numero del Caso: _____
Guardián

Por favor envíe mis pagos de Manutención para niños por correo puesto que el pago electrónico de mi Manutención para niños impone una dificultad debido a lo siguiente. Yo entiendo que me pueden pedir documentación para sostener me reclamo.

- Tengo un físico u otra incapacidad que impone una dificultad a obtener acceso a un pago electrónicamente transferido.
- Otro: _____

Firmando abajo, juro o afirmo por este medio bajo penas del perjurio que la información de arriba es verdadera al mejor de mi conocimiento y creencia.

Guardián: _____ Fecha: _____
Firma

For Enforcing Authority Office Use

Case Manager Name: _____ Date: _____
Telephone No.: _____ Fax No.: _____

Central Office Child Support Enforcement

Approve Deny/Reason _____

Chief or Designee
Child Support Enforcement: _____ Date: _____
Signature

Processed by SCaDU-CO: _____ Date: _____
Signature

Ways to Pay Your Nevada Child Support

In accordance with Nevada Revised Statute 425.410 and Public Law 104-193,
Nevada Child Support payments should be mailed to:

State Collection & Disbursement Unit (SCaDU)
PO Box 98950
Las Vegas, NV 89193-8950

PLEASE NOTE: PAYMENTS MUST BE MADE BY MONEY ORDER,
CASHIER'S CHECK OR BUSINESS CHECK
ALL PAYMENTS ARE TO BE MADE PAYABLE TO SCaDU
WE DO NOT ACCEPT PERSONAL CHECKS

All payments must include:

- Name (First, Middle, Last) of person responsible for paying child support
- Child Support Case Number (UPI) and/or Social Security Number

Employers must also include:

- Company name and phone number with area code
- Amount withheld from each employee

Failure to send child support payments to the SCaDU with the above information may delay processing. Payments may be considered late, resulting in interest, penalties and/or enforcement actions.

Payments may be made in person at the SCaDU office located in the Child Support Center of Southern Nevada – Greystone Building; 1900 E. Flamingo Road; Las Vegas, NV 89119. Acceptable methods of payment at the SCaDU office are: cash in the exact amount of payment; debit card; money order; cashier's check or business check.

Payments may now be made online or by phone 24 hours a day, 7 days a week. To pay online, please visit our website at www.dwss.nv.gov and click on the 'Make Payments Online' option in the Child Support Menu. To pay by phone, please call 855-288-2352 and follow the prompts.

CHILD SUPPORT PAYMENT AUTHORIZATION

PERSONAL INFORMATION: (Please Print)			
Name (First, Middle, Last):			
Mailing Address:		Apartment Number:	
City:	State:	Zip Code:	
E-mail Address:			
Social Security Number:		Daytime Telephone:	
Whether you are electing direct deposit or debit card, address changes must be reported to the child support agency immediately. Failure to provide current address information may result in delayed or stopped payments to your account. Debit card providers and financial institutions must also be notified of any changes.			
I WANT TO: (Select One)			
<input type="checkbox"/> Sign up for Direct Deposit (any collections will be received via a debit card until this request is processed)			
<input type="checkbox"/> Change My Direct Deposit to a Different Account			
<input type="checkbox"/> Cancel Direct Deposit and Sign up for a Debit Card			
<input type="checkbox"/> Sign up for a Debit Card			
DIRECT DEPOSIT:			
Financial Institution Name:			
Branch Name:			
Address:			
Financial Institution Routing Number:			
Financial Institution Account Number:			
Type of Account: (Select Only One) <input type="checkbox"/> Checking <input type="checkbox"/> Savings			
Remember to attach a voided check/copy of check to this form or a letter from your financial institution including your routing number and account number. Do not attach a deposit slip; the routing number is not always correct.			
By selecting Direct Deposit, I authorize the Division of Welfare and Supportive Services (DWSS) to make deposits to the above account until I cancel this authorization. If funds are deposited into my account in error, I authorize the DWSS to debit the amount from my account or from future payments. I acknowledge that a new authorization form must be completed if I choose to change financial institutions or account numbers. I further acknowledge that I must notify DWSS immediately, in writing, if my account is closed.			
DEBIT CARD:			
By selecting to receive payments via a debit card, I acknowledge that I have received and reviewed the debit card disclosure statements.			

Your Signature: _____ Date: _____

(FOR SCaDU USE ONLY)	
DATE REQUEST RECEIVED	
Date Pre-Note Completed:	_____
Initials of Person Processing:	_____
Date Direct Deposit Request Completed:	_____
Initials of Person Processing:	_____

DIRECT DEPOSIT VS. DEBIT CARD

What is Direct Deposit?

Direct Deposit, also known as electronic funds transfer (EFT), allows the Nevada State Division of Welfare and Supportive Services (DWSS) State Collection and Disbursement Unit (SCaDU) to electronically deposit your payments directly into your bank account.

What are the benefits of using Direct Deposit?

- Payments are automatically deposited to the account.
- There are no fees associated with direct deposit.
- Funds are available faster.

How does Direct Deposit work?

When a payment is made from DWSS, SCaDU electronically tells your bank to credit your account.

Who can sign up for Direct Deposit?

Every recipient of funds through DWSS who has a bank account in their name can sign up for Direct Deposit.

How do I sign up for Direct Deposit?

Complete the Child Support Payment Authorization form along with verification from the bank showing the account number and routing numbers. **A voided check is acceptable verification for a checking account. For a savings account or online banking, please have your bank stamp and initial the request form to verify the bank routing and account number. A deposit slip is not acceptable verification.**

When will my Direct Deposit start?

A Direct Deposit may not begin for at least 30 days from the date of your request. You will receive your child support payments via a debit card until your Direct Deposit application is processed.

What if I change or close my bank account?

You must complete a new authorization form each time you change your banking information. When changing your bank account, SCaDU must close your previous direct deposit account and verify your new account information with your bank, a process that typically takes 10 business days. After the verification process is complete, all payments will be deposited into your new account, however, payments received during the verification period will be disbursed via a debit card. If your account has closed and you have NOT submitted a new Child Support Payment Authorization for processing as stated above, your child support payments will be disbursed via a debit card. **PLEASE NOTE:** If you have an existing debit card account, you will not automatically receive a new debit card. The debit card you initially received may still be used.

How do I stop Direct Deposit?

You must notify SCaDU in writing by mailing or faxing a completed Child Support Payment Authorization form to SCaDU. You may select to change your direct deposit to a different account or cancel direct deposit and sign up to receive payments via a debit card.

How many Direct Deposit accounts can I open? Only one direct deposit account is allowed at a time. All payments will go into that one account until direct deposit is stopped.

How does the Nevada Child Support Debit Card work?

Once you elect to receive your payments on the Nevada Child Support Debit Card, an account will be created in your name. Whenever a payment is received by the State Collection and Disbursement Unit (SCaDU), the funds will be sent by Electronic Funds Transfer (EFT) to your debit card. You can then use the debit card to make purchases or withdrawals until the funds are exhausted. You cannot make any additional deposits to the account. Only SCaDU can fund the debit card account.

What are the benefits of receiving payments on a debit card?

- Safer than paper checks
- No trips to the bank or waiting in long lines
- Avoid check cashing fees
- A bank account is not required to receive payments

How long does it take to receive payments on the debit card?

Once the first child support collection is received, it will be posted to your debit card. You should receive your card within 7-10 business days. Once you have your card, all future payments will be posted to your debit card unless you elect to receive payments via direct deposit.

If no payment is made on your case, you will not get a card.

How do I activate the debit card?

You will receive your Nevada Child Support Debit Card along with instructions on how to activate and use it. Once you receive the card, you can activate online or by calling the toll-free number provided with the card. Once activated, you may use your card.

Where can I use the debit card?

You can use your card anywhere Visa debit cards are accepted. You can also get cash withdrawals from your card.

How do I get a replacement debit card?

If your card is lost or stolen, you need only contact the Debit Card Customer Service Center to report your card lost or stolen and to request a replacement card. Customer Service information will be provided to you with your initial card packet.

How do I know when I've received a payment?

You may contact the DWSS voice response unit (VRU) toll free to find out whether a payment has been sent to you. The VRU is available 24 hours a day, 7 days a week. The telephone numbers are:

(775) 684-7200 – Northern Nevada
(702) 486-1646 – Southern Nevada

or call the Child Support Customer Service number toll free at 1-(800)-992-0900.

For more information, please visit our website: <https://dwss.nv.gov>.

Mail or fax the completed Child Support Payment Authorization form to:

**Nevada State Division of Welfare and Supportive Services
Attention: SCaDU EFT
PO Box 98950
Las Vegas, Nevada 89193-8950
FAX (702) 486-8592**

Ways to Pay Your Nevada Child Support

In accordance with Nevada Revised Statute 425.410 and Public Law 104-193,
Nevada Child Support payments should be mailed to:

**State Collection & Disbursement Unit (SCaDU)
PO Box 98950
Las Vegas, NV 89193-8950**

**PLEASE NOTE: PAYMENTS MUST BE MADE BY MONEY ORDER,
CASHIER'S CHECK OR BUSINESS CHECK
ALL PAYMENTS ARE TO BE MADE PAYABLE TO SCaDU
WE DO NOT ACCEPT PERSONAL CHECKS**

All payments must include:

- Name (First, Middle, Last) of person responsible for paying child support
- Child Support Case Number (UPI) and/or Social Security Number

Employers must also include:

- Company name and phone number with area code
- Amount withheld from each employee

Failure to send child support payments to the SCaDU with the above information may delay processing. Payments may be considered late, resulting in interest, penalties and/or enforcement actions.

Payments may be made in person at the SCaDU office located in the Child Support Center of Southern Nevada – Greystone Building; 1900 E. Flamingo Road; Las Vegas, NV 89119. Acceptable methods of payment at the SCaDU office are: cash in the exact amount of payment; debit card; money order; cashier's check or business check.

Payments may now be made online or by phone 24 hours a day, 7 days a week. To pay online, please visit our website at www.dwss.nv.gov and click on the 'Make Payments Online' option in the Child Support Menu. To pay by phone, please call 855-288-2352 and follow the prompts.