

October 8, 2021

GENERAL LETTER NO. 9-H-9

ISSUED BY: Bureau of Collections,
Division of Child Support, Case Management and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter H, ***Serving Qualified Customers***,
Title page, Contents Pages 1, 2, Pages 1-4, 5-6, 7-9, 10, 11-19, 20-33,
revised; 34-35, new.

Summary

This chapter is revised to:

- ◆ Update the policy and procedures to reflect the June 1, 2019 state law change no longer requiring non-public assistance applicants to pay a \$25 application fee.
- ◆ Update procedures when referring payees to Income Maintenance (IM) for noncooperation.
- ◆ Add new procedures for providing IM with an affidavit and support documentation when a payee appeals a CSRU noncooperation referral.
- ◆ Update screen prints for the CHILD screen.
- ◆ Update the use of the terms "custodial parent and noncustodial parent" to "payee and payor."
- ◆ Update statute and rule references.
- ◆ Update the narratives and calendar flags to identify when they generate and document narratives that no longer generate.
- ◆ Update style and formatting throughout.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 9, Chapter H:

<u>Page</u>	<u>Date</u>
Title Page	January 12, 2018
Contents 1	April 15, 2003
Contents 2	May 30, 2008
1-4	April 15, 2003
5-6	March 31, 2006

7-9	April 15, 2003
10	January 12, 2018
11-19	April 15, 2003
20-33	May 30, 2008

Additional Information

Refer questions about this general letter to your regional collections administrator.