CSIC HELP MANUAL

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1) PROCEDURE TO ANSWERING CALLS

CASE NUMBER POPS UP IN COVERAGE CONNECT USE THE FOLLOWING SCRIPT:

Before answering phone, pull case in CSES

Say: This is ________ (Insert your name), who am I speaking with?

Allow caller to provide their name

Say: Can you please confirm the last four of your social security number?

*Can use CC or CMAU or DEMO for SSN*

Go NCPR or GRNT depending on who caller is and then ADDH on CSES.

Once on ADDH if you only see current R address:

Say: Can you please confirm your current address?

If you see both current R and M addresses:

Say: Can you please confirm both your current mailing and residential addresses?

If you see only current M address, check regional office and if 8, 9 or 19:

Say: Can you please confirm your current address?

If not Navajo Nation office:

Say: Can you please confirm your current address?

If caller provides only M address without saying that is their only Address:

Say: Do you also have a residential address or just the mailing?

*Note: Confirming addresses means the full house number, street address (is it Ct, Blvd, St, Rd, etc and directional if in ABQ NW,SW, NE, SE) and any apartment numbers. City, State and Zip code as well. If the caller only provides you with the city and zip code, it is not necessary*
for you to ask for the state. If the caller claims to be homeless or refuses to provide address then note that in your diary and move forward with the call.

**After caller confirms addresses go to DEMO.**

Say: What is your current cell phone # please?

*If caller responds that the # they gave is their only phone # then no need to ask for additional #.*

Allow caller to provide #

Say: Do you also have current home phone #?

Allow caller to provide #

*Note: Confirming phone numbers includes area code. If caller only gives you a phone #, it is required you ask for the type and update DEMO accordingly. If caller claims to have no contact #s or refuses to provide them it must note in diary and go on with call. The goal is to have two current phone #s so if caller give you cell and work (or some other combination) it is not required to ask for a home.*

Say: Thank you, how may I help you on the case

If you are sending a referral to CSLA- ND or CSED; please ask: *Revised October 10, 2012*

Which one is the best daytime phone number to reach you?” “Please be aware the field office is unable to leave you a voice mail message with a direct number to call them back. Hopefully they can reach you on their first attempt to resolve your concerns”.

If there is Only one phone number per DEMO: There is no need to ask CP/NCP what is the best number to contact them. And there is no need to make notes about it in your diary.

If there are Two or three phone numbers in DEMO: Please ask the caller which is the best number to contact them, and add the information it to your diary.

If there are Two or three phone numbers in DEMO. However caller refuses to provide you the best number to call them back: Add in your diary that; CP/NCP
refused to provide the best number to contact CP/NCP back, and wants CSLA to try all numbers per DEMO.

**CASE NUMBER DOES NOT POP UP IN CC. USE THE FOLLOWING SCRIPT:**

This is ____ (Insert your name) may I have your case number please?

If caller does not know their case number

Say: Can you please provide your full Social Security Number?

*Pull case up in CSES and from this point on procedure is same as above but also provide caller their case number for future reference*

**NOTE:** If the caller is represented by an attorney, the only information that can be disclosed is payment info and hearing date/time. Please tell the caller they will need to have their attorney call for any other reason. CSIC staff are required to investigate MCON, RINF, and CASD (2 pages back) for attorney representation notes. (Revised 2-16-11)

1. All callers must be identified by their social security number as it is found in CSES. The caller may simply verify the last four digits of SSN if the case number was provided. If the caller refuses to verify their identify via social security number then ask caller for their date of birth. If caller refuses to provide both SSN or DOB then advice the caller that we are unable to assist, and they will need to provide their questions in writing to the local child support office.

   **Notes:**

   *If you see a SSN on CMAU that starts with 942 that is a number assigned to the party by the ISD office and not a true SSN. Caller should be asked to verify their date of birth. If caller provides CSIC info that does not match SSN or DOB on CMAU then please send referral to CSLA so the case can be reviewed for corrections.*

2. Be sure to change your caller type if it is anyone other than CP as Coverage Connect defaults to CP.

3. Verify the home number and the cell number of the NCP and the CP if they are the caller, clean up DEMO accordingly. If the same number is listed as both home and cell, staff are required to update DEMO and remove the duplicate number so it only appears one time with correct type. If caller claims no contact numbers please note that in diary so we know you asked for phone numbers. *(Revised May 1, 2009)*
4. All CPs and NCPs are asked to provide their residential and mailing addresses. Coverage Connect pulls the current residential address. The address for the NCP can be updated to current, however the CP is to be informed to fax in a written, notarized request to CSIC at 505-216-5401. The address will be updated within 24 hours.

*Notes:*
If there are current R and M addresses for NCP/CP and caller request either address be closed, CSIC staff cannot close either type of address unless there is another current address of the same type. Exception is when during the verification process, if you verify that the mailing address (not a PO box) is actually the residential address, update the M to an R as the type on the ADDH screen and staff can close the separate M address. *(Revised May 20, 2011)*. Or if NCP/CP claims to no longer have M address but confirms that mail can be received at the R address, CSIC can close the M address. If a PO Box is listed as R on ADDH, CSIC staff must update it to M as a PO Box cannot be a residential address.
If caller claims that a R or M address is incorrect and it has caused problems with letters/forms being delivered to the wrong address but does not provide a new address of the same type then CSIC staff may request supervisor permission to close the address. Staff must then notepad on ADDH that address was closed with supervisor permission.

If a caller informs you that all they have is the mailing address and case is not part of Navajo Nation just document in your diary that caller claims only to have mailing address, this will indicate to us that you did ask.

The CAP program is the Confidential Address Program that was set up by the Secretaries office for cases of domestic violence. If you see notepad on ADDH that NCP/CP is in CAP program do not ask for the residential address. If it is not on the ADDH screen like this and the CP or NCP tells you that he/she is in the CAP for their address, don't ask for the residential, be sure to note in your diary that the caller is in the CAP program.

Should either the NCP or the CP refuse to provide their address or phone numbers, it is ok to speak with them regarding the case but note in diary that caller refused to verify their address/phone number.

5. You are required to close out any old address of the NCP; this will need to be done in CSES using the ADDH screen, and cannot be done in Coverage Connect.
6. You are required to clean up the ADDH screen of the CP. After verification of residential and mailing addresses go to ADDH. If there are other address that are current or pending that need closed as CP confirmed the current address(s) as current, please close them out. Enter a notepad on that specific address that states the following:
   Case #_____________closed this address as CP verified current address. (Revised January 23, 2009)

7. To update a mailing address you need to do so by clicking on the mailing tab in Coverage Connect, click on caller on the left hand side of the screen. This will show you the mailing address of the caller (either NCP or CP depends upon what has been selected as caller). Then click on the Update Caller Mailing Address. This will reflect a mailing address as the type on the ADDH screen in CSES. The NCP's will go on as current, and the CP's will be pending until the notarized letter has been sent. Or you can do your updates in CSES directly on the ADDH screen of either party.

8. When you are provided with an address for NCP, that has been previously updated in NCP’S ADDH, and it is currently closed. Before entering the address, please read the notepad in ADDH, because this can be an ID Mismatch.

9. Once the caller is identified CASD is to be checked for any new information or notes that should be relayed to the caller.

10. If the caller is OSW and NM is the R state, and OSW is providing NCP’s address. Please update NCP’s address as pending, and send CSLA and FYI.

2) CONFIDENTIALITY

If the caller is represented by an attorney, we cannot discuss the case with her or him; tell them to have their attorney call the unit for any reason other than payment questions or hearing date/time. If NCP is calling to provide his/her current employer and request NWI, staff may still send a ND referral and note that no case info was discussed with NCP as NCP has atty (Revised June 30, 2011).

CSIC is required to investigate MCON, RINF, and CASD (2 pages back) screens on every call to avoid missing cases where parties are represented by an attorney. In order for the private attorney to be removed from the case if the caller claims no longer represented, send a Non-Discretionary Referral with the purpose of Attorney for CSLA to investigate and possible close attorney per MCON. We will no longer request CP/NCP to
provide CSLA, with the letter of withdraw from the atty, we will send a ND referral to CSLA instead. (Revised June 21, 2012).

When CP/NCP call and per the diary notes or MCON the party is represented by an atty, and the CP/NCP claims they are no longer represented.

Please ask CP/NCP: When did the attorney last represent you? And if the answer is 90 days or longer than that, then we will send a Non-Discretionary referral, providing the information to CSLA where CP/NCP no longer represented, for CSLA to update MCON, and also have CSLA assist CP/NCP with questions.

CSIC will not answer CP/NCP’s questions, until CSLA notes in CASD that is OK for CSIC to speak with CP/NCP- And/Or Closes atty per MCON.

Please make sure you add in your diary notes, the time that caller is claiming not to be represented since, the request to update MCON, and what is the assistance caller needs from CSLA.

We will no longer request CP/NCP to provide CSLA, with the letter of withdraw from the atty, we will send a ND referral to CSLA instead.

Note: If the customer is still represented by an attorney, but their attorney gives permission to speak to them. Than our attorney is the only one able to speak to the customer. CSIC will send an email, to refer to CSED atty.

As of 1-12-11, federal and state regulations no longer allow CPs or NCPs to have designated ROIs. Exception is if CSED ATTY has reviewed and approved legal docs and diary is located on CASD that CSIC can discuss case with third party. Case #30147 diary on CASD 5-17-11 is an example and below are guidelines given to CSLA on how to create the tickle:

Power of Attorney:

The tickle inside needs to say the name of who the POA, who it is for NCP or CP, and that it was approved by the Attorney in the office. On the first of each month the CSLA will need to make a new notepad with the same content inside so it won’t be missed. (Revised 5/19/11)
Alternate Payee (verified from last PMT issued on WHIS) has all rights that CP has and can be given info re case. Alt Payee is different then former ROIs and can still be assisted on calls.

If either party ask how to have a non-disclosure placed on their case, a CSED referral must be sent or party may walk into office as they will have to sign the required form and also provide documentation to support their request. In order to remove the non-disclosure the party must send a notarized statement to CSLA.

We may speak with the parent of a minor payer/payee. If the CP/ NCP is a minor then CSIC can discuss the case with the CP/ NCP OR the guardian of the CP/NCP.

CSIC staff can assist CP or NCP calling through the NM Relay system (for hearing impaired parties). If msg is sent to CSLA, info must be noted that CP/NCP called via relay system so the CSLA knows how to contact the party back. If diary is noted in CORR, it is not required to note that NCP/CP called through relay.

We cannot discuss case info with a third party on the telephone even if the NCP/CP gives their verbal authorization. The third party must hang up before CSIC can disclose case info with CP/NCP.

If caller is on speaker phone, CSIC should ask to be removed from speaker because of confidentiality. If caller is driving and claims cannot remove from speaker, it is ok to continue call. CSIC staff should be careful if they hear a third party in the background providing info to the caller. A good way to ask the caller to remove you from speakerphone is that you are having a hard time hearing them.

If caller claims they are recording the call or ask CSIC staff for permission to record call, this decision is left to the individual staff. If staff is not comfortable having their call recorded by the caller, staff should ask they stop. If caller refuses to stop recording then call should be transferred to supervisor. If caller acknowledges that recording was stopped, then staff should move on with call. If staff is ok with being recorded, then they should continue call.
The dependent child on the case is not a party to the case, and cannot be given any case information unless they also happen to be an alt payee.

CSIC cannot discuss case with attorney; email will be sent and CSED ATTY will handle.

If CP needs HUD or housing authority forms completed, the request along with CP’s signed release must be faxed to the local office who will complete forms and returned to requesting party.

Any caller can provide info they have to CSIC, but CSIC cannot disclose case info to caller.

If NCP/CP is on written contact only (see case 6250491 CASD 7/20/11 as example), this means that party cannot call and obtain any verbal info on case. CSIC staff must explain to caller the process, and provide address or fax # to local office as needed. After CSIC staff explain process, they need to tell caller they are disconnecting the call per directions on the case. Call should not be transferred, no emails, or referrals are sent on the case.

**I AM WITH A REALTY COMPANY/MORTGAGE COMPANY/BANK, ETC. I NEED TO KNOW THE BALANCE THAT IS OWED ON THE ACCOUNT.**

*Say:* CSED needs a release of information from the NCP to give you that information. You may fax your request and the release from the NCP, to CSLA (provide the caller with the local office fax number, per the Help Manual).

*Note: CSIC is not allowed to provide a third party with the case balance or payment record over the phone. CSLA is the only one that could assist them with that.*

**I AM CALLING FOR MY SPOUSE/SON/BOYFRIEND, ETC. AND I HAVE SOME QUESTIONS. (REVISED 4-20-10 AND APPROVED BY THE STATE)**

*As of 1-12-11, federal and state regulations no longer allow CPs or NCPs to have designated ROIs.*

*Say:* I am sorry, but pursuant to federal and state regulations, the release of information form is no longer accepted, which includes any previously signed release of information authorizations. If you wish to speak to CSED about the
case, please provide legal documentation authorizing you to do so or the actual party to the case can always obtain information. That document will be reviewed by CSED attorney who will determine if document can be used. If accepted there will be a diary on the case.

If asked how to go about this- advise the caller that “we are not allowed to provide with legal advice.”

Provide field office address as needed.

Do not transfer the call to your supervisor; they won’t be able to assist the caller either. Do not make any type of referrals on these calls, the answer is what it is. You can provide the office address if they need it.

3) HOW TO APPLY FOR CHILD SUPPORT

Check search function in Coverage Connect to see if there is already a case. If there is a case in CSES, verify the AF/NCP to ensure it is the one that the CP wants to have a case open against. If there is a case, and it is open advise the caller of the case status.

IF THERE IS A CASE, BUT IT IS CLOSED.

Say: Are you currently receiving any TANF, or Medicaid benefits for the child(ren)?

If yes

I will send a request to the office to reactive the case; no application is needed from you since you are receiving state assistance.

Send a CSED referral to the office, and indicate that the CP called, the DP is on (Insert TANF or Medicaid). CP is requesting the case to be reactivated.
CP IS RECEIVING CYFD-SPONSORED DAY CARE SERVICES

CYFD now requires the recipients of CYFD-Sponsored child care assistance to apply for CSED Services, if appropriate (EX. If CP and NCP are currently together).

If Cp Has a case already, but it is Closed: CP will need to apply for CSED services like Normal to re-open case. Please Offer to send CP application [APRS], or provide Cp with web address www.hsd.state.nm.us/csed/ to download Application. Or to submit application on-line https://elink.hsd.state.nm.us/cLink/.

NO ASSISTANCE

Say: I will need to send you an application to reopen your case, you can also download this from the internet at www.hsd.state.nm.us/csed/ or submit the application on-line at https://elink.hsd.state.nm.us/cLink/ or you may walk into your local office to complete an application there.

NO CASE/ASST.

Say: I can send you an application for services. There will be an address included for you to return the application to, or you can walk into the nearest child support office to complete application. In addition, you may also download an application from our web site at www.hsd.state.nm.us/csed/. Or you may apply direct online at the https://elink.hsd.state.nm.us/cLink/.

I AM NOT IN NM

Say:

You may apply for services no matter where you live. However, if NM establishes a new order, registers an existing order, or enforces your existing court order, you may be required to attend hearings in NM. If coming to NM for hearings would be a burden to you, you may want to consider applying for services in the state in which you are currently living.

DON’T KNOW WHERE HE IS AT?

Say:

One of our services is location of missing parents. While our success in locating the non custodial parent will depend to a great extent on what you can tell us,
we will also do all we can. Would you like me to send you an application? You can download it at http://www.hsd.state.nm.us/csed/ if you wish or apply on-line at https://elink.hsd.state.nm.us/cLink/.

**Missing Applications:**

**CP CALLS AND CLAIMS TO HAVE SUBMITTED AND APPLICATION MORE THAN 30 DAYS AGO AND THERE IS NOT A CS CASE OPEN IN CSES YET.**

**CASE FOUND PER CSES:**

If Application was returned to: CSED PO BOX 25110, Santa Fe NM 87502:

Please find the note in CASD about CSIC forwarding the application to the local office. If it has been 30 days, please send a CSED referral for an update on case being re-activated.

Or

If the application was returned to the CSED Local Office:

Please find any notes that state that the application was received and request a status by sending a CSED referral, if necessary.

**CASE NOT FOUND PER CSES:**

Ask the applicant for his/her SSN, Name and Last Name & DOB and verify if in fact the case has not been created in CSES. CSIC want to search the different search criteria allowed by MSCH. 1.- SSN 2.- Name, Last Name & DOB. If the case is not found, please ask CP the following questions:

1. **Where did you get the application from?**
   - If the CSED Application was received by CP from **CSIC, CSED Website** or **Local Office**; ask the next question.

2. **Where did you return the application to?**
• If the CSED Application was returned to Po Box 25110 Santa Fe NM (2009 S Pacheco; note: the physical address is only for CSIC to know if it was returned to Central Office; and cannot be provided to CP), or Local CSED Office. Inform CP you will request an update of the submitted application.
Send an email to MISSING APPLICATIONS, please follow the email format per Help Section. By sending an email, the application will be researched.

1. Where did you get the application from?
   • **If the CSED Application was received from ISD:**
     Ask the applicant if CP if they returned a CSED application or an ISD Compliance Packet.
     • If CP claims to have returned a compliance packet: Please refer CP to contact ISD.
       o Unless CP wants CSED services, mail CP an application for CSED services. Since these packets are provided to clients of ISD that are not required to have a Child Support Case.
       o Any other questions about being in compliance with ISD, CP needs to refer them to ISD.
     • If CP claims it was a CSED application follow the steps above.

4) **ESTABLISHMENT**

**QUESTIONS FROM EITHER PARTY (REVISED AUGUST, 2012)**

**ESTABLISHMENT LEGAL ACTION QUESTIONS AND RESPONSES:**

1. **Was a Petition filed?**

   **Answer:** yes (or no), on XX/XX/XX. Please obtain information from LGLD. See Example below:

<table>
<thead>
<tr>
<th>Remedy</th>
<th>Activity</th>
<th>Results</th>
<th>Date Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>_11 12 10</td>
<td>ENTER FILE DATE</td>
<td>11/02/2010</td>
<td>11 12 10 N U</td>
</tr>
<tr>
<td>_11 12 10</td>
<td>SENT DOCS FOR FILING</td>
<td>RETURNED</td>
<td>11 12 10 Y U</td>
</tr>
</tbody>
</table>

If they want to know what is next, **Answer:**
Because each case is different only the local office can answer that question, would you like your call referred to them?

2. Was the NCP/CP served?

Answer: yes (or no), on XX/XX/XX. Please obtain information from CSES screen SERV

SERV line 3, explains what CP/NCP is being served with:

LEGAL ACTION PTSU + PTN FOR SUPPORT  FILE DATE 11 02 10  HEARING DATE 07 05 11

SERV Line 5, tells us if NCP was served:

SERVED Y SERVICE DATE 11 24 2010 COUNTY 039 + TYPE PS + PERSONAL NOTEPAD N

Note: If you don’t find the information per SERV, LGLD may also tell you if NCP has been served, however the date that the activity was completed, may be different from when NCP/CP was actually served.

<table>
<thead>
<tr>
<th>Remedy</th>
<th>Activity</th>
<th>Results</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>_ 11 12 10 12 13 10 PTSU</td>
<td>CHECK NCP SERVICE</td>
<td>SERVED</td>
</tr>
<tr>
<td></td>
<td>11 04 10 12 01 10 Y U</td>
<td></td>
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</tr>
</tbody>
</table>

If they want to know what is next,

Answer:

Because each case is different only the local office can answer that question, would you like your call referred to them?

3. Did the NCP file a response?

Answer: yes (or no), on XX/XX/XX. Please obtain information from LGLD

<table>
<thead>
<tr>
<th>Remedy</th>
<th>Activity</th>
<th>Results</th>
<th>Date Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 23 08 01 22 09 PTSU</td>
<td>CHECK FOR NCP ANSWER</td>
<td>NOT FILED</td>
<td>01 12 09 N U</td>
</tr>
</tbody>
</table>

If they want to know what is next,

Answer:
Because each case is different only the local office can answer that question, would you like your call referred to them?

4. Is there a hearing set?

**Answer:** yes (or no), on XX/XX/XX. Go to XPRO and find out if a hearing has been set, LGLD or CASD might also give you the information if a hearing has been set for PTSU or PTNP.

Per XPRO:

**LEGAL ACTION PTNP + PTRNTY PETITION STIPULATED N HEARING ATTY HC213***

DTE FILED 02 22 2002 HEARING DTE/TME 09 26 2002 / 0830 A RESET _ REASON __ +

5. What happened at the hearing?

**Answer:** Only the local office can answer that question, would you like your call referred to them?

6. Is an order entered yet? Yes or no.

**Answer:** Please go to ORDR and see if the order has been entered yet.

**EFFECTIVE DATE 04 01 2009 FILING DATE 06 29 2009 ENTERED DATE 07 10 2009**

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**NCP CALLING**

**MY NAME IS ON BIRTH CERTIFICATE**

**Ask:** Was this child born during the marriage?

**If yes, say:** If a child is born during a marriage, the husband is the legal father.

**If no, say:** In the State of New Mexico, having the name of the father on a birth certificate does not establish paternity. To establish paternity of a child you may file a signed Paternity Affidavit with the Bureau of Vital Statistics, include paternity establishment in a private court action or open a full service case with CSED.
**I WANT TO SIGN A PATERNITY AFFIDAVIT, CAN YOU SEND ME ONE?**

*Say:* The form you need to complete is not a child support form. It is a Bureau of Vital Statistics form. Call the Bureau of Vital Statistics at 505-827-0121 to request that a form be mailed to you, or you may go to any hospital or to the county health department, to pick one up.

**WHAT IF SHE DOES NOT SHOW UP FOR GT?**

*Say:* If the mother does not show up for GT, the case can be closed for non-cooperation. If the mother is on state assistance, a sanction may be placed on her benefits.

**HOW LONG DO GT RESULTS TAKE?**

*Say:* Usually from 4-6 weeks. A copy of the results is then mailed to both the mother and father.

*We are not allowed to disclose the results of the genetic testing over the telephone. If you see that the results have been received, and mailed, you may tell the caller that they have been received, and mailed to you on __________________________ enter date. This will be found on the CASD screen.*

**WHY AM I BEING CHARGED FOR THE GENETIC TESTING?**

*General:* If the CP names an alleged father and that person is excluded as the father, the genetic testing costs are billed to the CP. The CP should not be charged if receiving TANF at the time of the testing.

*Say:* The party who request GT generally pays for the test

**JUST HAD HEARING, BUT NO ORDER IN CSES?**

*Say:* It can take 4-6 weeks for the judge or hearing officer to send the order to CSED office. Once we have received the order, it is entered as soon as possible. If you have a copy of the order, please send it to (office address). This will help us speed things up. Often times you will receive a copy of the order before we do.
WHAT AMOUNT OF SUPPORT AM I GOING TO PAY? IS THERE A SET PERCENTAGE PER CHILD I WILL HAVE TO PAY?

Say: In New Mexico, child support is established using financial information from both parents, based on the New Mexico Statutory Guidelines. I cannot speculate about how much it may be since financial information can change. It is important that CSED have all your valid information to enter the order correctly. You can also find a guidelines calculator on our website at http://www.hsd.state.nm.us/csed.html.

HOW DID YOU GET THIS ARREARS AMOUNT?

Say: This amount was arrived at by multiplying the child support obligation by the number of months that child support should have been paid.

DO I NEED AN ATTORNEY?

Say: You may represent yourself, which means you will precede pro se, or you can retain legal counsel. The choice is yours. If you chose to obtain an attorney please notify us right away and be aware that we will only be able to discuss the case with your attorney with the exception of payment info and hearing date/time.

MY PARENTAL RIGHTS WERE TERMINATED

Say: The issue needs to be addressed with your attorney (if NCP is being represented) or/and with the caseworker, would you like your call refer to your CSLA?

Send a CSED referral to CSLA, for further assistance

WHY IS HIS/HER PUBLIC ASSISTANCE GRANT EXEMPT WHEN DETERMINING INCOME?

Say:

Federal regulations have determined that any income from means tested, TANF/medical, programs would be considered exempt. However, for the purpose of the guidelines calculation, minimum wage is imputed at minimum wage because he/she is capable of at least earning minimum wage.
Why Are You Doing This? Why Is Your Unit Involved?

Check CSES to determine if the case is TANF, former TANF, or never-TANF. If TANF is being received, say:

The other parent/children are receiving public assistance from the State of NM. Or a CYFD-sponsored child care assistance.

If former TANF

Say: The other parent/children received public assistance from the State of New Mexico, and the Income Support Division (ISD) was required to make a referral to this office to obtain an order for child support on behalf of the children. The case is still open.

If never TANF

Say: The other parent, caretaker or state in which the custodial parent resides has requested our services.

Initial Contact Letter

Say: I need to confirm the information on your case.

Confirm and ensure that CSES correctly displays the following for the AF/NCP: 1) full name; 2) date of birth; 3) social security number; 4) address; and, 5) employer. Update information accordingly. Send an FYI referral to the local office to advice of the contact and the receipt of updated/confirmed information. Be sure to include in your entry that the 5 critical areas were verified and include specific info that NCP provided about employer like if NCP claimed to be unemployed, confirmed a current/pending employer in EMPD (include name of the employer in the diary) or if NCP provided new employer not on main list follow instructions for creating an EMP add request. Update DEMO with the AF/NCP’s phone number; do not place it in the FYI referral. If paternity is at issue,

Ask: Do you know if this child is your child?

If yes and the case is TANF
**Say:** We received a referral from the Income Support Division (ISD). Are you willing to cooperate with us on your case and accept service of the child support papers?

**If yes and the case is non TANF**

**Say:** The other parent, caretaker or state in which the custodial parent resides has requested our services. Are you willing to cooperate with us on your case?

*If yes, thank the caller and include in the FYI referral to the local office that it is for the purpose of acknowledging paternity/receiving service.*

**If the AF/NCP is unsure if the child is his**

**Say:** Would you like to agree to genetic testing to determine if the child(ren) are yours?

*If yes, include in the FYI referral the information that the AF would like to get an appointment for a stipulated order for genetic testing, thus expedite the process.*

**If no, or if for any reason the AF/NCP does not want to cooperate**

**Say:** We will serve you with the court papers that outline your child(ren)s needs.

**PETITION REC'D**

**Say:** Review all papers carefully. The papers will detail exactly what is happening, as well as your options for responding. Failure to respond may not be in your best interest since the court may enter an order that does not consider all the facts. You have 30 days to file a response with the district court after you have been served. You may also request an appointment to meet with CSED. Be sure to take all the papers you have to your appointment.
DEFAULT REC’D

NCP is given 10 days to respond to CSLA or default order will be entered against him/her for child support to be paid.

Say: You have received those papers since you did not file a written response within 30 days of being served with the petition. I will notify your worker that you did respond to the default. You will need to provide your financial information.

You may send CSED for the CSLA to call NCP and discuss or you may set up an appointment for the NCP to see CSLA in person. See below for appointment info.

If the AF/NCP requests an appointment to be schedule to discuss the papers send a Non Discretionary referral and

Say: We are happy to make a referral to the office for an appointment to be set for you. When would be the best time for you to come into the office?

We will check with the office to determine if that date and time are available. If you have not heard from the office (1) one day prior to the appointment, please call us back to confirm that the appointment has been set by the local CSED office.

ALREADY A COURT ORDER

Check CSES to determine if there is a court order on the system. If yes, check the date to ensure that the order was not entered after the papers were sent. If yes, check the diary to determine if the action has been cancelled or withdrawn.

If yes, advise the NCP: We received a copy of your court order after we sent the papers to you. The legal action has been cancelled.

If yes, but no information concerning the pending legal action is found, make a referral to the local office

Say: I will have to check further on this. We will try to call you back with our findings, however, if you have not heard from us by (give date, check referral call back calendar), please call us back.
If no, ask for the district court name that the order was filed in, along with the approximate month and year that it was filed

Say: Please send a copy of your order to (caseworker name) and (local office address.) You should also begin to send your payments to the State Disbursement Unit in Albuquerque, provide the address.

*Send an FYI referral that contains the District Court name, month and year of filing for the order.*

**I WANT TO ACKNOWLEDGE PATERNITY WHAT DO I NEED TO DO?**

*Check DEMO screen to see if paternity has been established.*

If it has, say: Our records indicate that paternity for this child is not at issue.

**I AM MARRIED TO THIS WOMAN, BUT THE CHILD IS NOT MINE.**

Ask: What is the date of your marriage?

*Compare the marriage date to the birthday date of the child (CMAU screen). If the child was born during the marriage, paternity is not at issue.*

Say: In the State of New Mexico, if a man was married to the mother at the time of conception, birth, or at any time during the period between conception and birth, the husband is the legal father. Paternity may be disestablished in a divorce action or a private action; however CSED is unable to assist with disestablishment. We will proceed with our action until an order is received which disestablishes you as the father. Have you obtained a divorce that addressed the paternity of this child in the final order?
If the caller says that there is a divorce, but that it did not address the paternity of the child

**Say:** You may file an objection with the court to request genetic testing. The court will only actually order this as long as you provide a valid reason. I cannot speculate about whether the court will allow this in your case or not.

If there is a divorce that does address the paternity of the child

**Ask:** Where was the action filed, and what is the court order numbers?

*Send an FYI referral to the CSED office and*

**Say:** Please send a copy of your court order to (give local office address).

**I MIGHT BE THE FATHER, BUT I WANT TO HAVE GENETIC TESTING. HOW DO I ARRANGE THAT?**

*If the call is in response to service of process for paternity establishment*

**Say:** You must file your request for genetic testing with the district court. You have 30 days to file the response from the date of service.

*Gt Can be requested only on EST cases, if ENF contact dc.*

**CAN I DEDUCT ALL MY BILLS WHEN ARRIVING AT GROSS INCOME?**

**Say:** No, the New Mexico Statutory Guidelines allow only those deductions for work related childcare and medical insurance. Your assets and bills will not be considered when calculating gross income.

**SPOUSE INCOME?**

**Say:** No, we will only be using your income. Your spouse is not a party to this action and has no legal obligation to support the child.

**HIGHER THAN MINIMUM WAGES/MY WAGES**

**Say:** The State is allowed to impute your income according to your employment records or the New Mexico Wage Survey.
DOES THE FACT THAT I’M NOT WORKING MEAN THAT I WON’T HAVE TO PAY CHILD SUPPORT?

Say: No, every parent must contribute to the support of his/her children by law.

I ALREADY HAVE MED FOR MY DP’S

Say: CSED is obligated to obtain an order requiring medical insurance coverage for the child (ren) when establishing a child support order. The fact that you already have medical insurance means that you are already complying with what will be in the order.

YOU HAVE THE WRONG PERSON

If caller provides critical information such as name, SSN or DOB that does not match info in CMAU/DEMO, this may be an identity mismatch situation. If identity mismatch call, the caller’s info like SSN, DOB, address and phone number should not be updated in ADDH/DEMO or included in diary but the phone # of the caller must be included in the diary.

Say: I will send a message for this issue to be researched, if you do not receive a call back (provide timeframe from calendar) please follow up with CSIC.

Send an email to NMCSED box following the format in desk aids for ID Mismatch if information does not match. Do not refer to the caller as the NCP or AF and do not list the info such as SSN or DOB that caller provides you in CORR. Please include the phone number that caller can be contacted at to resolve the issue.

IDENTITY MISMATCH (Link)

If information caller provides matches everything in CMAU/DEMO then send as CSED referral noting that caller claims not to know CP or DP(s).

NCP WANTS TO BE AWARE OF ADOPTION PROCEDURES

See link to Putative Father Registry if father ask this question.

G:\CSIC Help Manual\Putative Father Registry.pdf
Say: You will need to contact the Bureau of Vital Statistics to register for that information.

**CP CALLING**

**WHY WAS THIS CASE OPENED?**

Ask: Are you currently receiving TANF or MEDICAID?

If Yes, Say: When you are receiving TANF or MEDICAID, a child support case is usually required in order to continue to receive those services, and also as a benefit to you to get you additional assistance from the Dp’s father.

*Note: If cp does not wish to continue services with CSED, A request for case closure can be sent to CSLA (ND Referral). However if CP I still currently receiving TANF (Per cinf and/or GRNT) Cp must close her TANF case and call back after 30 days for a request for closure to be sent.*

If No, then Ask the Following

Ask: Are you currently Receiving CYFD-Sponsored Child day Care?

If Yes, Say: CYFD now requires the recipients of CYFD-Sponsored child care assistance to apply for CSED Services, if appropriate (EX. If CP and NCP are currently together).

*Note: Whether or not there is an ISD match that opened case in our system (TANF/Medicaid), and if that case was closed; or there is not an ISD match, CSIC MUST offer an Application for full Services to cp. Click Here for options to provide CP with an Application.*

**HIS NAME IS ON THE BIRTH CERTIFICATE**

Ask: Was this child born during the marriage?
If yes, say: If a child is born during a marriage, the husband is the legal father.

If no, say: In the State of New Mexico, having the name of the father on a birth certificate does not establish paternity. To establish paternity of a child you may file a signed Paternity Affidavit with the Bureau of Vital Statistics, include paternity establishment in a private court action or open a full service case with CSED.

WHAT IF HE DOES NOT ATTEND GT?
Say: If the alleged father does not show up for genetic testing and does not call the CSED to reschedule, a default order may be entered for paternity and child support. If the child support guidelines have not been done, this will be done first so the order may be entered immediately after test results are complete.

WHY AM I BEING CHARGED FOR THE GENETIC TESTING?
General: If the CP names an alleged father and that person is excluded as the father, the genetic testing costs are billed to the CP. The CP should not be charged if receiving TANF at the time of the testing.

Say: The alleged father you named was found not to be the father; therefore, you are liable for the costs of testing.

DO I HAVE TO ALLOW HIM/HER TO SEE THE CHILD IF I HAVE AN ORDER ESTABLISHED?
Say: Child support and visitation are separate issues. CSED cannot handle visitation issues, therefore, you should check with an attorney if you need further guidance.

HIS PARENTAL RIGHTS WERE TERMINATED?
Say: The issue needs to be addressed with your attorney (if NCP is being represented) or/and with the caseworker, would you like your call refer to your CSLA?

Send a CSED referral to CSLA, for further assistance
WHY IS MY PUBLIC ASSISTANCE GRANT EXEMPT WHEN DETERMINING INCOME?

Federal regulations have determined that any income from means tested, TANF/medical, programs would be considered exempt. If you become aware that he/she is no longer receiving assistance, or if you become aware that he/she becomes employed, please let us know as soon as possible.

HE IS IN JAIL

Say: Yes, it is possible to establish a child support order even if the AF/NCP is in jail. This is a particularly important step if paternity is at issue. However, our ability to collect support in this case will be limited by the AF/NCP’s ability to earn income.

MY CASE HAS BEEN IN ESTABLISHMENT FOR A LONG TIME AND I HAVE PROVIDED A COURT ORDER TO MY WORKER.

Check CSES to ensure that an order has not been entered by going to ORDR, look for notepad by hitting F6, look at OBLG for obligation, or may find notes on FNCD/LGLD. Research CASD to determine if there are any notes indicating that the order cannot be entered and why. If there is an order on the case, give the CP the information. If not, send a CSED referral to the worker as he/she may not be aware that there is a court order in the physical file. Include in the referral the district court and the approximate time (month and year) that the order was filed. You will need to ask the CP if he/she remembers these details.

Say: I am going to start research on your case to determine if the order is in the office. If we have any difficulty finding the order, you will be contacted.
**CP WANTS NOTHING TO DO W/HIM BUT CASE IS REQUIRED**

**Say:** If you or your children are receiving public assistance (TANF) or Medicaid from the State of NM, a Child support case is required to continue to receive benefits.

*NOTE: An ND referral for case closure can be sent if CP requests case closure, but only if case is Medicaid. If case is TANF, CP must get off of TANF to request case closure.*

**WE ARE BACK TOGETHER AND I DO NOT WANT CURRENT SUPPORT. I WANT TO CLOSE MY CASE.**

*Review the case to see if there has been public assistance expended, (check GRNT). If paternity has not been established, explain the benefits of establishing paternity for the child such as inheritance rights, social security survivor benefits, and insurance benefits.*

**If the case is former TANF**

**Say:** I will let your case worker know. The office will review to determine if we will pursue an order only for the time you and/or the children received benefits.

*Send a ND referral to the CSLA and use Request Closure as your purpose for the call.*

**If the case was never TANF, say: (Revised May 27, 2009)**

I will let your case worker know, and your case worker will get in touch with you.

*Send a ND referral to the CSLA and use Request Closure as your purpose for the call.*
If the case is current TANF, say:

We show that you are still receiving TANF benefits for yourself and/or the child. You must first close your TANF case before requesting closure of the child support case.

**WHY WAS I REFERRED FOR NON-COOPERATION AND WHAT DO I NEED TO DO?**

*Review the diaries for the reason; checking the entry on CASD for the 606 form. This CASD entry should contain the exact reason that the CP has been sanctioned. Inform the customer what action needs to be taken to remove the non-cooperation status. Among common reasons for sanctions are:*

- Failure to return a required document - Information Gathering Letter, Initial Paternity Questionnaire, Affidavit of Direct Payments
- Failure to provide information
- Failure to appear for an appointment, including an appointment for genetic testing

If it is due to the failure to return the Information Gathering Letter you can generate and mail to the customer from CASA. Inform the customer that he/she will remain non-cooperated until the document is received. There must be a current address for this to be generated.

**Say:** You were referred for non-cooperation because you failed to (give reason). I will (choose as appropriate)

1) Send you the document you failed to complete. Once the document has been received, we will advise ISD to remove the sanction.

2) Make a referral to the local office. They will set up an appt. for you to provide the needed information. Once you have provided the information, we will advise ISD to remove the sanction.

3) Make a referral to field office to call you and reschedule your genetic test. Once you (and/or the child) have appeared for the test, we will advise ISD to remove the sanction.

4) Encourage CP to walk into the local office.
If the CP does not cooperate and it is a non-TANF case, or a CYFD-sponsored child care assistance must apply for child support services, if appropriate. CSED can close the case and the system will send Intent to Close Letter to the CP. If it is a TANF case, CSED will send to ISD a form (606) to let the case worker know that the CP is not cooperating and to impose sanctions. Once CP cooperates, CSED will lift the sanction.

GROUP INTERVIEW

Basically the group interviews are for new establishment case. These customers are new TANF, Medicaid, or new NON-TANF applicants. This interview is to brief them about CSED and their relationship with CSED. We have them complete all information documents we need and may even have them sign legal documents. This just depends upon the current information that CSED already has on case. We cannot speculate as to the outcome of group interview.

Say: We mailed you a letter on (insert date from CASD) that provides this information to you.

If CP claims not to have rec’d information but can attend go to the forms and letter section of help manual and give CP the list of required documents.

If CP cannot attend send ND referral for CP to be rescheduled for the next available group interview.

WHAT IS THE STATUS OF MY CASE?

Check to see if there is a current address for the AF/NCP.

If no, say: We have not yet been able to locate an address for him/her. Do you have any information that can help find him/her? We need to have a physical address, not just a post office box. The AF/NCP must be served with the Petition for establishment.

If CP says, I know where he/she lives, but does not know the exact address.

Say: If you can draw a map to the home of the NCP that may help the office to determine if they can prepare the necessary paperwork to serve upon the NCP at the location you provide.
Because NM has a lot of uncommon address, it is helpful for the office to have a map that the CP has provided. This is particularly helpful if the NCP lives on a reservation. If CP provides possible address for NCP then add address as pending for the NCP on ADDH.

**If the CP has no information.**

*Say:* We will continue to search all available data bases and follow up on all leads until we find an address. Please call us right away if you do hear anything that will help.

*If there is an address, check LGLD/SERV/CASD. DO NOT PROVIDE NOTES from the LGLD screen. Provide any information of action in process. If there is no action, send a CSED referral asking for the expected timeframe for the next step in the process.*

*Say:* I am going to have to do some research on the status of the case to see when it can move forward to the next step.

**CAN CP REQUEST DNA TEST?**

CSED allows both parties to request a DNA test. If CP wants to request genetic testing, send a CSED referral to CSLA, with CP’s request.
5) ENFORCEMENT ACTIONS

PROCEDURAL QUESTIONS

DIFFERENCE: ORDER VS. NOTICE
An order is a legal document filed in the district court. The order is generated when a NWI is created or amended. The notice is a document that informs the employer that there is an order and it has to be followed. The employer will either receive a notice and/or an order.

TO COLLECT FROM SECOND EMP
Once the arrears on a case equal one month’s support, we will attempt to collect from the second employer.

IS CSIC CLOSING OLD EMP’S?
Performing this action keeps the system data clean and up to date.

We can close old employers which are no longer verified. However, before any employer can be closed we must still have current employer listed on EMPD. In order to close the employer the caller must be NCP or the employer reporting that NCP no longer works for that company.

If CSIC staff is able to close the employer on EMPD then no FYI is needed to CSLA. Only if you are not able to close employer are you to send FYI with info.

ALL OUT OF STATE ORDERS NOT REGISTERED?
There must be a request made by either party for the out of state order to be registered.

CP WANTS SECONDARY ENFORCEMENT ON OUT OF STATE ORDER
Check the LGLD for diary entries of registration of foreign support order (RFSO). This will show the order has been registered and if the office can take secondary action.
A NWI may have been sent without the employer being linked in INCW. Staff should confirm the date the NCP’s employer was confirmed on EMPD with LGLD and look for a NWI around the same day. If NWI cannot be found on LGLD, then it was not sent.

LGLD-Legal Diary

INCW-NCP Income Withholding

NCP’s employer being linked on INCW means WW was sent out

<table>
<thead>
<tr>
<th>S</th>
<th>Link</th>
<th>Employer ID</th>
<th>Employer Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>X</td>
<td>000566711</td>
<td>BLACKRIDGE CONSTRUCTION</td>
</tr>
</tbody>
</table>

NCP’s employer not linked in INCW means that WW may not have been sent out, check LGLD to make sure (see above examples from LGLD)

<table>
<thead>
<tr>
<th>S</th>
<th>Link</th>
<th>Employer ID</th>
<th>Employer Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>000135692</td>
<td>MASTEC INC</td>
</tr>
</tbody>
</table>

NCP and NCP employer sent Notice of Withholding Order (NWI)

_ 06 02 05 06 03 05  FORM: 728  EMP FED INCOM
_ 06 02 05 06 02 05  FORM 728 : NCP FED INCO
_ 06 02 05 06 02 05  FORM 728 : EMP FED INCO

Or

_ 04 20 11 04 21 11  FORM: 728  EMP FED INCOM FORM PRINTED  04 20 11 Y U

NCP and NCP employer NOT sent NWI

_ 05 12 11 05 13 11  GEN NTWI FORM 728  NOT SENT  05 12 11 Y U

NCP and NCP employer sent termination to stop NWI

_ 04 19 04 04 20 04  FORM: 713  NTC TERM INCO
**NWI**

**CP-WHAT IF NCP QUITS WORK?**

*Say:* Payments from that employer will stop, however, we will search for a new employer through our locate process and re-implement the NWI as quickly as possible. Employers are also required to report new hires to the State New Hire Registry within 20 days of hiring someone new. Do you have any new information?

**WHY DID YOU DO A WAGE ASSIGNMENT?**

*Say:* As of 10/98 it is federal law that all child support obligations be paid by wage assignment. {CFR 303.100(3)(a) and NMSA 1978 40-4.1} Wage assignment is entered in all cases in much the same way that taxes are deduction from earnings, and is not a reflection, in any way, on you.

*If calls are received from NCP and court order language is seen on the ORDR screen that stated no wage withholding; as follows CO, PA or NL, advise the NCP of the following:*

*Say:* Per State and Federal law we can do NWI to collect CS.

*If NCP doesn’t agree, send a message to CSLA for assistance*

**I WANT TO HAVE ANOTHER PAYMENT ARRANGEMENT INSTEAD OF INCOME WITHHOLDING.**

*Say:* Since income withholding is part of your current court order, another payment arrangement will require a court order. You may contact the court or your attorney to pursue this.

**WHY ARE YOU WITHHOLDING FROM BOTH MY JOBS?**

*Say:* I will send a message to your case worker, and she will be able to assist you with the issue. Send a CSED referral.
I AM ONLY WORKING PART-TIME/SEASONAL.

Say: Any earned income is subject to wage withholding.

WHAT IF I QUIT?

Say: The income withholding is binding on current and future employers. If you are not currently employed it is your responsibility to ensure payments are being made. You will need to inform us of your new employer once you start working again.

QUESTIONS FROM EMP

WHERE SHOULD I SEND THE PAYMENTS FOR ANY ORDER/NOTICE THAT I RECEIVED?

Say: Each order/notice can require a different payment location. Please send the payment to the location listed in each order/notice.

CAN I WITHHOLD A FEE FOR PROCESSING THE PAYMENTS REQUIRED UNDER THE ORDER/NOTICE?

Say: Yes, you may withhold a fee of $1.00 for each payment you withhold. The combination of the amount to withhold for the payment of child support and the processing fee cannot be an amount greater than 50% of the obligor’s net pay.

DO I HAVE TO SEND A PAYMENT IN EVERY WEEK, OR CAN I HOLD IT FOR A MONTH?

Say: By NM law, you must send the payment to the CSED within seven state business days from the date you pay your employee. Be sure to include the case number on the check.
MY EMPLOYEE DID NOT MAKE ENOUGH TO PAY THE FULL AMOUNT. WHAT SHOULD I DO?

Say: By NM law you must withhold 50% of the NCP net pay. To determine net pay you may subtract the following from the gross pay of your employee.

Debts owed to the United States, except when the child support judgment predates an Internal Revenue Service (IRS) levy and the district IRS director is satisfied that the amount released from the levy will be applied to support.

Witholding required by law including, but not limited to, federal employment taxes.

Federal, state, and local income taxes if the amounts withheld are not greater than what would be withheld if the person claimed all dependents.

Health insurance premiums

Mandatory retirement’s contributions

Mandatory life insurance premiums

Once these deductions are made, withhold 50% of the remaining pay and send it to the CSED.

I SENT IN A PAYMENT FOR ONE OF MY EMPLOYEES IN ERROR. PLEASE SEND ME THE MONEY BACK.

Say: I will have the case reviewed by a caseworker. To do this, I need the entire check number, including all of the zeroes, the amount, date, and whom it was for. Can you please explain to me why the payment needs to be returned so that I may record that information in the file? Once the caseworker researches the case, they will contact you regarding this request.

Get the entire check number (including all of the zeros), amount, date, and whom it was for. Send CSED referral to the field if pmt is located on CPOS. If pmt is not located on CPOS see “Questions for SDU” section.
**INSURANCE COMPANY (WORK COMP)**

**Say:** Yes, according to NM law, workers compensations claims are determined to be income and payment should be withheld. We will send you a notification for your records.

*Refer as a CSED referral to the field. Get the name and mailing address for the insurance company and add to the EMPD screen as verified employer. If insurance company is not on the main list, send info as an employer add doc so they company can be assigned an ID number. Refer to the field to generate lump sum NWI*

**MY EMPLOYEES ONLY RECEIVE TIPS SO I DON’T HAVE ANY WAY TO WITHHOLD BECAUSE THEY DO NOT REPORT THEIR TIPS?**

**Say:** We suggest that you contact an attorney regarding this issue. This is a legal issue and an attorney will be able to advise you regarding this better than our office can.

**I RECEIVED AN INCOME WITHHOLDING ORDER FOR A PERSON WHO IS A SUBCONTRACTOR OR CONTRACTOR. DO I STILL NEED TO WITHHOLD?**

**Say:** If you pay the person a fee or salary for services performed, then yes, you must withhold payment per the NWI. If the NCP is paid through 1099 (self-employed-meaning taxes are not withheld from wages) then no withholding can be done but if the NCP is paid earned income (W2 wages that taxes are deducted from) then yes the withholding must be done.

**REIMBURSEMENT CHECK**

**Say:** No, any type of reimbursement is not earned income (it is not taxed) therefore you cannot withhold from that type of check.

**MULTIPLE CASE- 2 DIFFERENT STATES**

**Say:** Here is how you figure the split of the money in this instance. Use the example below for the employer. Ask the employer what the NTW is for the other state, and for NM. Add up all the
obligations, in the example below $450.00 divide each individual obligation into the total monthly. $200.00 divided by $450.00 = 45% and so forth.

NCP’s Case 1 - Obligation $200/Mo  45%
NCP’s Case 2 -Obligation $150/Mo  33%
NCP’s Case 3 -Obligation $100/Mo  22%
NCP’s Total Monthly Obligation - $450
NCP’s Disposable Income $600/Mo
50% of Disposable Income = $300
45% of $300 = $135 / 33% of $300 = $99
22% of $300 = $66

Amounts For Each Case!

**LICENSE SUSPENSION**

**CRITERIA: AN OBLIGOR SELECTED FOR REFERRAL MUST PASS ALL OF THE SELECTION CRITERIA BELOW:**

1. Any delinquency and no payment in the past 60 days equal to one month support will certify the case
2. At least one court order with an ongoing obligation
3. Active case

**PROCESS**

CSES identifies cases that meet the criteria, and process is as follows:

1. Form 515-C is sent once criteria have been met, to notify the NCP of non-compliance and the NCP has 30 days to comply.
2. If the NCP comes into compliance within the 30 days the worker needs to know to update the ENOR screen to stop the referral. Send a Non Discretionary referral to the local office.

3. After the first 30-day period and no compliance a referral is made to the appropriate licensing authority.

**DONE IN ERROR**

If the case meets any of the following criteria, CSED will not be able to suspend a license.

The obligor does not have a court-ordered support obligation.

The arrearages do not equal or exceed at least one month’s support obligation.

If the ENOR screen show’s a “Y” in the OVERRIDE INDICATOR field, language is stated in the court order preventing license suspension. (Documentation is required)

Bankruptcy

Case has been suspended.

“X” type case = Non IV-D.

“X/A” = Non IV-D arrears only.

“X/C” = Non IV-D administrative offices of the court.

If the NCP is calling regarding a hearing about License Suspension, CSED cannot help NCP. NCP was sent letters regarding the hearing and where to contact the hearing office at TRD. That is where the NCP should be instructed to call *(revised July 9, 2009)*

**CREDIT REPORTING**

**CREDIT AGENCIES**

Experian

Trans Union
Innovis

Equifax

**AUTHORITY: 45 CFR 302.70 (A) 97):**

Social Security Act 466 requires the state to report any delinquent balance 30 days after the NCP has been given notice of his delinquent balance. If any delinquent balance exists, a notice will be triggered and sent to the NCP. The date of this notice can be found on LGLD.

If NCP calls about being reported to the Credit Bureau, please give NCP the options to file a dispute with the Credit Bureau, and/or if NCP wants to file a dispute with CSED, please send a CSED referral to CSLA for assistance:

In addition; the CSES screen **CBRS will no longer** be used. You should reference unverified balance per AMTR, and unverified past due balance from CSFS, to determine if NCP is delinquent. *(revised August 29, 2012)*

**CRITERIA FOR REFERRAL**

1. If any delinquency persists for more than 30 days
2. Active case.
4. No bankruptcy.

**REMEDIES**

1. Pay delinquency within 30 days of the notice.
2. Request review in writing within 15 days of the notice. The date of the Notice will be shown in a system-generated narrative, or send a CSED referral to CSLA that ncp is disputing the referral to the credit bureau. The review is conducted by CSED and will only addresses if the issues are:

   *The identity of the payer is wrong;*
The payer was reported in error; or,

There is a mistake in the balance.

**SUBSEQUENT REPORTING TO CREDIT AGENCIES**

Once reported, updated balance information is sent to the credit agencies each month until the delinquency is paid off. It is also reported if the payer has a zero balance. *If the credit agency still shows a balance due and CSES shows a zero balance, the payer should be instructed to file a consumer credit dispute with the credit agency. Or CSIC can also send a CSED referral for CSLA to assist NCP.*

**REMOVAL FROM CREDIT HISTORY**

Check LGLD screen to confirm whether or not CSED reported information to an agency. If not, explain that the information did not come from NM CSED and that it may have come from another state agency or source that the credit agency obtained on their own.

*Ask the caller:*

1. Which credit agency has the report;
2. What the specific entry says;
3. What specific negative information was reported; and,
4. What dates are given?

Refer to the field, as a CSED referral for further review.

**PASSPORT DENIAL**

Federal law authorizes CSED to notify the US Department of State requesting the NCP’s passport not be renewed. CSED policy is that all arrears must be paid in full before CSED will withdraw the denial request. This is only for CSIC information and not to be told to NCP or CP.

*NOTE: This is not a suspension of an existing passport, but a denial of renewal. Also, resolution of the issue is usually time-critical, as the NCP has often already made travel arrangements before he/she discovers the Passport Denial action. Therefore, NCP’s may speak with some urgency on the matter.*
LIENS

PASSPORT DENIAL (Link)

QUESTIONS FROM CP

I WANT YOU TO PLACE A LIEN ON THE NCP’s PROPERTY. CAN YOU DO THIS?

Check LGLD for a diary that reflects a lien has already been placed on property.

If yes, say: I find that a lien has already been placed on property that the NCP owns.

If no, say: We will send a request for research to begin on your request. Can you provide me with the type of property, legal description of the property (if that is unknown get the address of the property), and the county the property is in?

Send a CSED referral to the local office with the information.

CAN A LIEN BE TRANSFERRED?

Say:

A lien can be registered in multiple counties at the same time without having to transfer it from one county to the next.

QUESTIONS FROM NCP

WILL CSED DO A SATISFACTION FOR ME?

Say: Yes, if the balance has been paid in full. CSED can only prepare a satisfaction for IV-D cases. I will send a request to the local office for a satisfaction.

If the NCP requests a satisfaction you may refer as a CSED referral to the field for a request or the NCP may mail or fax the request to CSED their self.
HOW DID I GET A LIEN ON MY HOUSE?

Say: When you have an order for child support a lien may be filed in the county in which the property is located.

Note: If it is an out of state order a lien may also be filed, however, in order to achieve this, New Mexico CSED must involve the state that the property is located in.

CAN CSED DO A RELEASE OF LIEN?

NOTE: This question may come from the NCP’s Realtor, Mortgage Company or an attorney for the NCP as well as the NCP. If the Attorney is calling, send the proper e-mail to the NM CSED box. If the caller is the realtor or mortgage company, inform caller that NCP must call for assistance.

Check AMTR; if no balance

Say: I have reviewed the case, and cannot find that there is a balance due at this time. I will make a request to the CSLA to see if a release can be prepared for you.

Refer as a CSED referral to the field for the request.

If there is a balance on AMTR

Say: I have reviewed the case, and find that there is an unverified balance on your case through the month of _________(insert current month) is _________(Insert current balance amount from AMTR). At this time we are unable to provide you with a release of lien.

Note: If the caller disagrees, offer to send a payment record to the NCP. Also remind the NCP to request an audit of the balance that needs to be submitted in writing to the local office.

TAX OFFSETS
If TANF, add: The balance at the end of the previous month was $150.00 or more.

If non TANF add: Your balance is $500.00 or more at the end of the previous month.

*NOTE: We must also have a verified CP address in non TANF cases.*

**QUESTIONS FROM NCP**

**I RECEIVED A NOTICE THAT MY FEDERAL TAX REFUND IS BEING TAKEN TO PAY CHILD SUPPORT. WHY?**

*Say:* Your case fit the criteria for offset and was certified to IRS. Certification will be done weekly. The criteria are as follows:

**ALL CASES:**

- Active IV-D case
- No re-direction,
- Bankruptcy, or good cause

Must have or have had a valid court order. *(NOTE: This means that the court order could have ended and the NCP's case still meets the criteria for tax refund intercept. Example: a suspended child support order.)*

*Review CSES to determine if case is TANF or non TANF.*

**MY CASE IS PAID OFF. WHY DID I GET THIS NOTICE?**

*Say:* Our system will automatically de-certify you when the balance reaches zero. The system will also make any changes in the certification to reflect changes in the balance. If the case is decertified on time you will not be offset. If the amount of the offset is modified, then no more than that amount will be taken.

*You will be able to see the changes in the certification amounts on the IRSS & IRSD screens. There will also be narratives to show the de-certification of a case on LGLD. The program will run weekly. There is no need to refer for de-certification or modification. The payer will not receive a notice if the case decertifies. Please note it*
will still take about two weeks for all federal agencies to clear a
decertified case. (revised and approved by State 4-29-10)

I WANT TO CONTEST THIS NOTICE.

Requests for appeals must be made within 30 days of the Pre-
Offset Notice date. (Check IRSS for the pre-offset date).

If within the 30 day period

Say: You may file an appeal of the offset for only three
reasons. These are:

1) Balance is wrong,
2) No court order,
3) Order has been modified.

If one of the scenarios above apply, say:

I will send a request to the intercept unit (Send an email to NMCSED 
“NCP Requesting Appeal Hearing on IRS/TRD Tax Offset”).

NOTE: A request for an appeal can be taken over the phone and email 
will be sent to NMCSED, be sure to include in your diary the reason the 
NCP wants to appeal offset. As an option NCP can contact regional office 
with the request in writing or in person. However if NCP is on the phone 
with CSIC and email needs to be sent.

THAT TAX REFUND BELONGS TO MY SPOUSE.

Say: You must contact the IRS directly. You must also have to 
prepare an Injured Spouse form (form 8379) with your tax return. 
If you have already filed, you will still have to send in the Injured 
Spouse form to the IRS. CSED does not supply those forms. 
Consult your tax preparer or the IRS for a copy.

Note: This form only applies to federal taxes

If caller claims that State taxes were intercepted, Please
See Section 24, and follow email format for TRD taxes

TRD (STATE) TAXES

WE FILED A FEDERAL INJURED SPOUSE FORM. I WANT MY SPOUSE'S INCOME TAX REFUND.

Ask: Was the form filed with the tax return or after?

If the form was filed with the tax returns

Say: You will need to contact the IRS. They are responsible for splitting out the spouse’s portion and sending it to the spouse, not to CSED.

If the form was filed after the tax return was filed, look on NCPR to see if we have received the funds. If so, the money will be in hold status for 6 months from the date of receipt to allow the IRS to review the Injured Spouse Form. When the IRS determines the amount that belongs to the spouse, the IRS will take the money back from CSED.

Say: Once we receive the funds, they will be on hold for six months from the date of receipt to allow the IRS time to review the Injured Spouse Form. When the IRS determines the amount that belongs to the spouse, they will automatically take the money back from us and send it to your spouse.

Note: If you cannot see the IRS payment on NCPR, then CSED has not received it yet.

I AM THE NCP'S SPOUSE AND I WANT MY PORTION OF OUR TAXES APPLIED TO THE CASE. (REVISED FEBRUARY 24, 2009)

Note: we cannot disclose if inv pmt is on NCPR to spouse, if they ask if pmt was rec’d tell them that NCP will need to call for that info due to confidentiality
Say: I will request that the authorization letter be sent to you. This form will need to be completed and returned to the local child support office located at (provide address of the office). This form does require your signature to be notarized. Please provide me with your address, and the request will be made.

**TOOK MORE THAN WHAT I OWE**

Review AMTR for the appropriate balance. Refer to the field worker if necessary as a CSED referral. If the balance is greater than the refund amount

Say: I show your unverified balance on your case through the month of _________(insert current Month) is _________(Insert current balance amount from AMTR), which is greater than the amount of the refund.

If, in fact, the refund is greater than the balance

Say: I will refer this case for research to determine if a refund exists.

Send a CSED referral to the CSLA.

**I WANT MY OVERPAYMENT REFUNDED AS SOON AS POSSIBLE.**

Check NCPR to check if funds have posted and if the posting has resulted in an overpayment of the account. Funds have to be distributed to the case before a refund to the NCP can be requested. Check NCPR amount and AMTR current balance. If yes, send a CSED referral request a refund of the balance.

Say: I see that the funds have distributed to the case appropriately. I will request that your case be reviewed for a refund.

If no, say: The funds have not yet posted/distributed to your account. Please call us back then if you still wish those funds to be refunded quickly.

**ARE MY IRS/TRD TAXES ON HOLD, AND WHY?**
Please check NCPR and inform NCP if Inv pmts has been received or not, you can disclose the date and amount. However CSIC NOT ALLOWED to tell NCP if it is coming from TRD/IRS.

**Inform NCP:** Once the involuntary payment has been received it will be on hold for 30 days and it will be applied to the case.

**Note:** CSIC will not inform NCP that CSIC can send a Tax Release Form. Unless NCP is asking the following question.

**WHAT CAN I DO IF IT CAN BE APPLIED SOONER THAN 30 DAYS?**

You need submit a Tax Release Form. Would you like me to request one to be sent to you?

If NCP answers yes:

I will request that the authorization letter be sent to you. This form will need to be completed and returned to the local child support office located at (provide address of the office). This form does require your signature to be notarized. Please provide me with your address, and the request will be made.

**QUESTIONS FROM CP**

**WHEN DO YOU CERTIFY TAX REFUNDS FOR OFFSET? WHAT ARE THE CRITERIA?**

Say: Federal offsets will certify when the criteria is met. Each week the system will report the balance. As the balance accrues it will be reported for offset weekly. If it is paid lower then the next weekly reporting will indicate this and thus less will be offset.

**THE NCP LIVES IN ANOTHER STATE. WILL THE TAX REFUND BE INTERCEPTED?**

Say: Yes. If the case meets the criteria for federal tax offset the tax refund will be intercepted. The money is first sent to the Federal Office of Child Support Enforcement and then to the state that submitted the offset which is why it can be take up to 60 days to be received by NM CSED.
**HOW WILL THE TAX REFUND APPLY WHEN RECEIVED?**

**Say:** Tax refunds are applied based on Federal (PRWORA) rules for distribution. The State balances, if any, will always be paid first based on the oldest delinquency. Once the balance owed to the state is paid if full, remaining inv pmt will apply to balance owed to CP.

**ARE NCP’S IRS/TRD TAXES ON HOLD, AND WHY?**

Please see NCPR TRNL, then WHIS, and inform CP if any inv pmts have been applied to case and sent to CP. If the inv pmt already has been sent to CP or applied to case. Inform CP the date and amount on the inv pmt sent to her or applied to the case, without disclosing the source. CSIC can only refer to them as Inv pmts.

**If you see any pmts on hold.** Inform CP: No inv pmts have been received and applied to case in (year or month).

**IF CP CLAIMS NCP INFORMED CP OF THE INVOLUNTARY PMTS BEING ON HOLD:**

Inform CP that per federal regulations CSIC is not allowed to disclose confidential information. And if NCP has any questions to please contact us.

**WHAT CAN NCP DO SO IT CAN BE APPLIED SOONER THAN 30 DAYS?**

Inform CP that if NCP has any questions or need further assistance to please contact us.

**Note: CSIC will not inform CP that CSIC can send a Tax release form to NCP to have his inv pmt released sooner than 30 days.**

**TIME FRAMES FOR TAX OFFSETS**

**NON-Tanf collections:**
For a jointly filed IRS return, distribution occurs 30 days for ½ of a receipt and 6 months for the other ½ of the federal receipt.

**Tanf collections:**
For a jointly filed IRS return, distribution occurs 30 days for ½ of a receipt and 30 days for the other ½ of the federal receipt.
**FIDM**

The FIDM Unit is no longer giving the NCP information on FIDM cases and are informing the caller to contact their case worker.

**Effective as of March 1, 2013.**

We will no longer provide NCP with the FIDM Unit phone number, we will send a CSED referral to have the CSLA further assist the NCP.

Please note that if NCP calls and tells you that NCP is requesting a hearing about the freeze on his bank account, CSIC must inform NCP that; *A request for a hearing must be in writing.* Please send an FYI referral to CSLA. *(Effective 3-20-2013)*

If a custodial parent calls regarding a FIDM, Say;

We do not have any knowledge of a FIDM match.

*If the caller is persistent that the NCP informed her/him of this enforcement measure, send a CSED referral to the local office.*

**HE/I IS ON UIB**

Say: Yes, we can, and this is an automated match for unemployment benefits. It will not require an income withholding order to be sent. Payments will begin as soon as the match occurs.

*If the CP or NCP claims that the NCP is receiving UIB in another state, send a CSED referral for research. Diary must include which state NCP is receiving UIB from*

Say: I will request that your case be researched to verify if benefits are being received or not.

**WHEN DOES THE ORDER END**

*Review the language on ORDR screen and the end dates on OBLG. If the duration language code is YE, the order ends when the youngest child turns 18 unless the child will not graduate from HS until after his/her 19th birthday. In the latter case, the order end date is the youngest child’s 19th birthday.*
Say: Your current obligation will end when your youngest child turns 18, unless the child will not graduate from HS until after his/her 19th birthday. If that is the case, your order will end on when your youngest child turns 19 years old. You will need to provide proof of the child’s emancipation to (address).

If the order is YC, it will end when the youngest child turns 18.

Say: Your current obligation will end when your youngest child turns 18.

If the order is SD, it is set to end on a specific date.

Say: Your current obligation will end on (date).

If the specific date is contested:

Say: Please review your court order for the information, if you find that it differs then our information you will need to provide a copy of the court order to your case worker for review.

In all situations, add: Remember that payments will continue even after the end date if arrears are owed on your case.

NOTE: When there are multiple dependents on the order, if there is not a graduated order or a per child indicator on ORDR, the amount the NCP is obligated to pay will remain the same, even as some of the dependents emancipate.

6) PAYMENTS

If the caller is represented by an attorney, the only information that can be disclosed is payment info and hearing date/time. Please tell the caller they will have to have their attorney call for any other reason. CSIC staff are required to investigate MCON, RINF, and CASD (2 pages back) for attorney representation notes. (Revised 2-16-11)
The New Mexico Kids line is an automated service providing payment information to the CP or NCP, it is 24 hours a day, seven days a week, 365 days a year. Payments are processed overnight, the Kidslines will be updated around 5:30am Tuesday through Saturday to reflect payments issued the prior day. To hear the most recent pmt info callers won't have to wait to call during business hours.

The number to call is 1-800-759-5437 and it does work from the outside of the State of New Mexico. The party must enter case number and social security number.

Some things for everyone to know are:

Like CSES, KIDS will tell responding interstate CPs what/when we sent to the other state on their case, not necessarily what/when the other state disbursed to them.

KIDS gets daily snapshots of payments received and disbursements made; it is not a mirror of CSES financials and so payment adjustments to CSES don’t get back into KIDS.

For multiple-case CPs, although customer inquiries in KIDS are member-based, a CP will hear the total of all payments disbursed on all cases to her/his member number on a given day.

The issue date that the CP will hear is taken from the TRNL screen, not from WHIS. Customer Service will continue to use WHIS for the issue date and not TRNL.

NCP can also call and will be given the most recent payment received from NCPR. NCP will hear any inv pmts being held once rec’d.

If the CP/NCP claims they receive a message that their social security number does not match the case there are two causes for that to occur. The Kidslines only discloses pmts distributed/received to the CP/NCPR per TRNL/NCPR since Dec 2010. If most recent pmts were prior to Dec 2010 then CP/NCP will hear that message as there are no pmts to be given by the Kidslines. The callers will eventually be allowed to hear the last six payments, regardless of timeframe, the state will NOT attempt to import past data to accommodate this option. The past payment database will be built over time, with the initial load containing only the past month’s data. The second cause is if pmts on NCPR are ‘memo’ payments. The Kidslines is not able to recognize memo payments and
The caller will hear a message if their social does not match the case when no payment information is available to be given.

If the party does not have a Social Security Number (SSN) on the Client Management and Administration Unit (CMAU), they may enter all zeros (0s) in place of SSN.

**HOW LONG DOES IT TAKE CHILD SUPPORT (CSED) TO TURN AROUND A PAYMENT?**

**Say:** If all information is available on the payment, the turnaround time is two (2) business days. If some information is missing, for example, the case number, it may take a day or two longer.

**HOW DO I GET A RECORD OF PAYMENTS I HAVE MADE/RECEIVED?**

**Use the mailing tab on Coverage Connect to request mailing—must have current address for the party to request it. If the caller requests the records be faxed, CSIC staff can send referral to CSLA and CSLA will decide if the records can be faxed or not.**

**CAN YOU TAKE MONEY IF NCP IS ON UNEMPLOYMENT BENEFITS?**

**Say:** Yes, we can, and this is an automated match for unemployment benefits. It will not require an income withholding order to be sent. Payments will begin as soon as the match occurs.

*If the CP or NCP claims that the NCP is receiving UIB in another state, send a CSED referral for research. Diary must include which state NCP is receiving UIB from*

**Say:** I will request that your case be researched to verify if benefits are being received or not.

**Verify whether the caller is the CP or NCP. If CP, send NCPR and TRNL. If NCP, send ONLY NCPR.**

**Say:** I will send you a record of the payments made on this case.
ENFORCEMENT/LEGAL ACTION RESPONSES

1. I have not received any payments, what is CSED going to do?

Answer: Legal action must be determined by the assigned attorney. Because each case is different only the local office can answer this question. Would you like your call referred to them? If the answer is yes, please send ND referral to with the purpose of Further Enforcement.

2. Has a NTWI been sent? If the answer is no:

Answer: The local office will have to assess if a NTWI can be sent and when it is appropriate to send it. Would you like your call referred to them? If the answer is yes, please send ND referral to with the purpose of Further Enforcement.

3. The NCP hasn’t paid and the order say’s that a Bench Warrant will be issued, when will CSED request a BW?

Answer: Because each case is different only the local office can answer that question, would you like your call referred to them? If the answer is yes, please send ND referral to with the purpose of Further Enforcement.

4. I want a Delinquency and Demand Letter sent to the NCP.

Answer: Because each case is different only the local office can determine what action is most appropriate at this time, would you like your call referred to them? If the answer is yes, please send ND referral to with the purpose of Further Enforcement.
HAS MY PAYMENT BEEN RECEIVED AND WHEN WILL I GET IT?

Review the NCPR screen to determine if payment has been received and the date of receipt. Do not provide to the CP the dollar amount from NCPR. Go to TRNL screen to see how much will be going out to the CP and give that information. Select the payment using your F2 key to ensure you are providing the accurate issue date from WHIS. Keep in mind any holidays or weekend days that may impact the receipt date of the pmt. If case is interstate and NM is the R state, the date on TRNL will reflect when pmt was sent to the other state. Amount on WHIS will show the total sent to the other state and cannot be given to CP. CP should be given the amount from TRNL and document diary accordingly.

Say: The most recent payment was issued on (insert date) for (insert amount). Please allow up to (insert number of days, depending on method) to receive payment.

Document the appropriate case diary in CSES with payment amount provided, and the date issued and that this information was found on WHIS/TRNL depending on case type.

DO YOU HAVE ANY PAYMENTS PENDING?

CSIC is not allowed to disclose any payments that have not been issued to CP or applied to the case (if kept by state). No exceptions.

Payments in Futures: CSIC cannot disclose if we have any payments in futures. Even if CP claims to know, or has proof that NCP/EMP sent more monies than what CSED issued. Your response should always be the same:

Say: The obligation has been met for this month. Please follow up on (2nd business day of the next month) to see if pmts have been collected for your case.

IF I/HE/SHE MADE A PMT IN THE OFFICE, WHEN WILL I/HE/SHE GET THAT MONEY?

Do not disclose to the CP any payments that are not distributed to the case. That includes if diary on CASD, FNCD, LGLD or any other screens that NCP made pmt in the office. This is still considered an undistributed pmt and cannot be given to CP until issued to case per TRNL/WHIS. Staff should not even tell CP that NCP made office visit to make pmt, nothing should be told to CP until the pmt has been issued to case per TRNL.
**Say:** Payments are not processed at the local office, if the NCP did make a pmt it would be sent to the SDU for processing, who can take up to two business days after receiving the pmt. Until we see that pmt being issued to you, we do not have any knowledge of pending pmts. You may call our NM Kidsline 24/7 to check status of any pmt you are expecting.

**WHEN WILL I GET MY DISREGARD CHECK?**

**Say:** Disregards are not grants. They are actually paid after a payment is received from a non custodial parent. You may get up to $100 per month regardless of the number of cases as of Sept 1, 2010, prior to that time it was $50.00 per month.

**THE PAYMENT I GOT WAS FOR LESS?**

*Review the NCPR/TRNL screen to see if any money has come in from the NCP. If not,*

**Say:** We haven’t received a payment from the non custodial parent. Do you have any information on his/her employer?

*Review employer information and add if the CP has any new information. If a new employer is entered,*

**Say:** We will contact the new employer to verify employment and start income withholding. The employer should start withholding from wages within 30-45 days of receiving the NWI.

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*CSIC staff should enter the pending employer on EMPD or send emp add doc if the employer is not found on the main list. If phone # is provided in EMPD or part of the employer add in Coverage Connect select the following:
Follow Up Reason: Employer Verification
Priority: 2
Follow Up Notes: Type the name of the employer*
If the employer has not changed, look at the frequency of payments on the NCPR. If the NCP is paid, for example, every two weeks or every week, the CP will not receive the full monthly obligation in some months of the year. If this is the case,

Say: Some months have 5 weekly pay periods, instead of four (or, some months have three biweekly pay periods instead of two), so the month immediately before or after may be short. Over the course of the year, the full obligation will be met. The notice the employer receives instructs him/her to withhold based upon regular pay periods; not monthly obligations.

The amount you receive may depend on the pay schedule of the payer. Employers may split payments between paychecks.

For example, if the:

Obligation = $100.00 per month, and

Weekly pay = $100.00 x 12 mos. = $1200.00/52 weeks = $23.08, or

Bi-weekly pay = $100.00 x 12 mos. = $1200.00/26 pay periods = $46.15, or

Semi-monthly pay = $100.00 x 12 mos. = $1200.00/24 checks = $50.00.

If CSIC staff see that pmts are being rec'd on regular bias from employer but employer is only making partial pmts, send CSED referral for enforcement if NCP qualifies for it based on past due balance in CSFS. NCP is responsible to meet full month’s OBLG if employer is unable to through WW.

If the employer has not changed, yet payments are not being received, the NCP may no longer be employed, may be on a layoff, or may be out of work for some other reason.

Say: I will review the case to see if anything has changed.

Staff should review CASD, CORR, or EMPD for any notes that NCP or the employer has called to report a change in the employment status. If staff find info, tell CP in general but do not disclose any confidential details like the employer’s name. If nothing is found, ask CP if they have any info on NCP’s employment status.
If the employer has not changed, and payments are being received, check whether the NCP has other cases that are receiving payments. Since no more than 50% of the NCP’s disposable income may be deducted, (based on the Federal Fair Credit Act, and state law and policy) there may not be enough income to provide the full payment amount to all cases. Review NCPR (remove case number) to see if the NCP has another case or cases to which money is being applied.

Say: There appear to be other obligations on Mr./Ms. (NCP name)’s income. Since we cannot withhold more than 50% of his/her income, there are not sufficient funds to meet all the obligations.

If the CP asks if this means there are other cases, you may say yes. However, do not discuss any case-specific information regarding the other cases. To do so is a breach of confidentiality. If the CP asks for information,

Say: Federal privacy laws forbid me from releasing any information on other cases. We would also never release any information on your case. In this way, we protect everyone’s privacy.

If the payment has been received, select the pmt on TRNL = F11 (DBDL) and review distribution information. If money has been recouped from the CP’s pmt, check CPRH/RCVM to determine why.

Say: ($$ Amount) was recouped from this payment for (reason). The remainder of the payment, (amount) is what you received.

I HAVE NOT RECEIVED ANY PAYMENTS AT ALL?

Follow above directions to determine if a payment has been received and is due to the CP. If yes, review ADDH to ensure that the CP address is correct.

If no, proceed with address change.

Say: The warrant was mailed to your old (or an incorrect) address. Fax us a notarized request for address change as soon as possible and
we will change the address. Once the address is current, the warrant will automatically reissue. From the date we receive your notarized request, it will take approximately 14 days for you to receive the check. Please check back with us 24 hours after you have sent your faxed request to verify the address has been changed. The fax number is 505-216-5401. You will need to sign up for either PDC or DD, which form would you like me to send you. You can also find the forms on our website or at your local office.

**NOTE:** Obtain from the custodial parent the new address, and update the address in ADDH. It is ok to send DD or PDC form to CP’s pending address.

If the address is correct, check DBHS to see if the payment is being held for any reason. If yes, send CSED to CSLA for possible force release. CSIC cannot inform CP of any pmts being held and should note in diary that “CSIC did notice pmts on hold in DBHS however didn’t disclose those pmts to CP”.

If no, check NCPR to see how the employer is withholding pay. There are several possibilities:

- The NCP recently changed employers.
- The employer has changed its method of withholding (employee are changed from a weekly to a bi-weekly pay cycle, for example).
- The employer’s payment was lost and never arrived at the SDU.

**Explain the frequency and amount of withholding to the payee as it appears on the NCPR.**

If the withholding does not appear to be correct or if there is no withholding at all, review for employer call. Check the LGLD screen to determine if at least 45 days have passed since the NWI was sent. If 45 days have not passed,

**Say:** If we haven’t received the payment by (give date 46 days after income withholding order was sent), we can request that the employer be contacted to see what the problem is.

If 45 days have passed,

**Say:** Yes, I can send a request to CSLA; for a call to be placed to the employer to check on the status of payments. Please call us back on
___________ (insert day of the week, based upon the three day referral calendar. Please send a CSED referral.

**WESTERN UNION**

In person at any Western Union Agent location, and make the payment by cash; you may call 1-800-325-6000 to find a location near you.

By Phone using Visa, MasterCard, or Discover. You may call 1-800-634-3422, press option 2 from a verifiable phone number. Public pay phones excluded.

Online from anywhere using Visa or MasterCard; you may log on to www.westernunion.com and send a payment using the quick collect service.

Western Union will need the following information:

- **Pay to:** New Mexico Child Support
- **Code City:** NMCHILDSUPPORT
- **State:** NM
- **Account Information:** Include your case # and last name
- **Attention Line:** Include your date of birth and first name

**NCP: I PAID HER DIRECTLY**

Say: Please send all pmts to CSED for you to receive proper credit and avoid unnecessary enforcement actions taken against you. Please send proof of direct pmts to CSLA for review.

 Send as FYI to the field that NCP made a direct payment to CP. Try and obtain the date and amount that NCP claims he/she gave to CP directly. Check NCPR and be sure credit has not already been given, pmts will show as ‘MEMO’ pmts.

**EMP-I SENT PMT IN ERROR**

Say: I will have the case reviewed by a caseworker. To do this, I need the entire check number, including all of the zeroes, the amount, date, and whom it was for. Can you please explain to me why the payment needs to be returned so that I may record that information in the file? Once the caseworker researches the case, they will contact you regarding this request.
Get the entire check number (including all of the zeros), amount, date, and whom it was for. If pmt is not located on CPOS then send email to SDU using email format in desk aids. Before sending email, ask emp if the check is showing cashed. If not showing cashed, it may be lost in mail and emp may want to stop pmt on check and send replacement pmt.

**EMP- EFT**

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Fax: (505) 476-3920  

E-mail: Joseph.Anaya@state.nm.us

If the employer would rather call, than email, we should provide Benito’s name and phone number 505-222-9458.

---

### 7) BALANCE QUESTIONS

**WHAT IS MY BALANCE?**

Say: The unverified balance on your case through the month of _______(insert current Month) is _______ (Insert current balance amount from AMTR).

Check CSFS for any unverified past due balance. If a balance exists, add:

Of that amount, you owe (amount) as unverified past due support through (insert current month).

*Neither party can be told the assigned and unassigned arrears balance from CSFS. If CP is requesting this info, send CSED referral to field. If NCP request this info, inform NCP that balance is confidential to the State and CP per federal regulations. DO NOT send referral from NCP requesting this info.*

If caller ask how to obtain a verified balance, they must request audit in writing. Document on the proper CSES diary that the unverified balance, dollar amount, and current month was provided. Indicate the screen (CSFS and/or AMTR) that the unverified balances were obtained from.
**BALANCE IS NOT CORRECT**

Request that the payment record from NCPR be sent to the caller (CP can also be sent copy of TRNL), using the mailing tab on the HMS Coverage Connect or tell NCP/CP to log into web account and view PMT record. Be sure to ask the caller if he/she wants the entire record of just specific timeframe. In the special instructions field on the mailing tab indicate the specific time frame requested.

Say: I will request the payment record your case(s). Once you find the discrepancy, send a written request for a case audit, along with a description of the error and your proof to support your claim to (regional office address) in care of (CSLA name). We will do a complete review of your case and make any adjustment needed. This may take up to 30 days. We will send you the results of our audit in the mail.

**HOW DOES HE/SHE/I PAY OFF BAL?**

Say: First you will need to request an audit in writing to obtain a verified balance. Once you receive the verified balance you may send that amount to SDU like any other pmt. Be sure to include your case # on the check or money order.

**INTEREST**

Check OBLG screen and push F11 to see the right side of the screen. This is where you will see the percentage of interest charged. AMTR will also show interest being charged on the last day of each month, but it won’t show the percentage.

*Interest Codes mean the following:*

- **R** = Regular - the courts have remained silent on the issue of interest, but it is considered implied because it is money that is owed. NM does charge.

- **Z** = No Interest

- **S** = Specific start date - Interest will be charged starting the end of the month that contains the interest start date.
• D=Default Interest - Interest is calculated starting the day one of the obligation, but is not charged until the docket becomes delinquent. Interest rolls back to the start date of the obligation even though NCP may have made some payments.

• P=Deferred Interest - Interest is calculated and charged when the docket becomes delinquent. Interest does not roll back to start date but begins accruing from date of delinquency forward.

One of these codes is required for every obligation. Review to determine which code is set on the obligation, and inform the NCP of the interest rate as seen on OBLG Right side of the screen, and of the code. The court order entered dictates the Code.

THE NON CUSTODIAL PARENT OWES ME A LOT OF BACK CHILD SUPPORT. CAN YOU HELP ME COLLECT IT?

Review the case to see the obligations and payment history. Ensure that there is, in fact, an arrearage owed.

If no, say: Our records indicate that the non custodial parent is up to date. You’ll need to send us any documentation you have to prove that the other party is, in fact, behind before we are able to do anything more.

MY CHILD IS EMANCIPATING AND THE NON CUSTODIAL PARENT STILL OWES MONEY FOR PAST DUE CHILD SUPPORT. WHAT HAPPENS NOW?

Check to see if there is an active PP2 payment amount on OBLG. If yes, say:

Once the current support obligation ends (PP1), we will continue to collect the amount of (state amount established) until the money is collected.

If never a PP2 or PP2 is historical, refer to the field office and say:

We will need to file a Motion to Establish a Payment Plan (MEPP) on your behalf. I will refer this case to start that process.

Send this as a Non-Discretionary Referral with purpose for MEPP.
NOTE: If the CP is still receiving his/her payments in the form of a warrant (check), please advise the caller of the following: The state has moved to mandatory EFT payments to be received by direct deposit or on the prepaid debit card. Which enrollment form would you like me to send you today? Or you can download the forms from our website. If you have access to view your account online, you can sign up for direct deposit through your account.

Be sure to request the proper form using the mailing tab found on Coverage Connect. If the caller is not sure, it is ok to request both enrollment forms to be sent.

**CAN I PICK UP MY CHECK AT THE LOCAL OR STATE OFFICE?**

**Say:** We are unable to provide checks for pickup because the process for writing and mailing checks is highly automated. They are credited at the State Disbursement Unit, and printed and mailed from the Information Services Bureau. You will need to sign up for direct deposit or the prepaid debit card to receive payments instead of a warrant. These are safer methods of receiving your child support payments, and the state is mandating everyone receive their child support in one of those manners. Which enrollment form would you like for me to send you today? Or you can download the forms from our website. If you have access to view your account online, you can sign up for direct deposit through your account.

*If the custodial parent requests either of these forms, select on the mailing tab of the HSM Coverage Connect to request mailing.*

**I HAVEN’T RECEIVED MY CHECK YET. WHAT CAN BE DONE?**

Check TRNL/WHIS to see if the warrant (check) has been cashed. If TRNL/WHIS still shows the warrant was issued, check TWARS to confirm whether or not the warrant has been redeemed.
**IF WARRANT HAS NOT BEEN CASHED, AND THE CURRENT DATE IS LESS THAN 14 DAYS FROM THE ISSUE DATE ON TRNL/WHIS, TELL THE CP:** If you haven’t received your payment by (give the issue date from the TRNL/WHIS screen plus 14 calendar days), please call us back so that we can send you an Affidavit for Duplicate State Warrant. If you receive the payment before you complete and return the affidavit to us, you may cash it, simply call us and let us know. If you haven’t received the check, sign the affidavit in front of a notary, have it notarized, and mail the completed affidavit back to (give office address for regional field office.) Staff will then request a stop payment on the original warrant, and request a duplicate for you. If you get the original check you will be able to tell by the issue date after you complete the affidavit, call us to make sure the stop payment is not already in place. If it is, you will not be able to cash the warrant as it is no longer valid. It may take up to 45 days to replace a lost warrant.

**Be sure to inform the caller of the following:**

If the warrant has been returned to CSED due to a bad address on WHIS/DBHS, tell the CP: The warrant was mailed to your old (or an incorrect) address. Fax us a notarized request for address change as soon as possible and we will change the address. Once the address is current, the warrant will automatically reissue. From the date we receive your notarized request, it will take approximately 14 days for you to receive the check. Please check back with us 24 hours after you have sent your faxed request to verify the address has been changed. The fax number is 505-216-5401. In addition, you will need to sign up for either DD or PDC as the state is no longer going to issue paper checks. Which form I can send you? Or you can download the forms from our website. If you have access to view your account online, you can sign up for direct deposit through your account.

**NOTE: Obtain from the custodial parent the new address, and update the address in ADDH. It is ok to send DD or PDC form to CP’s pending address.**

**I ACCIDENTALLY WASHED MY CHECK! WHAT CAN I DO?**

Ask: Do you have any pieces of the check?

If yes, say: I am going to send you an affidavit for a duplicate warrant. Please complete it, attach the pieces, and return it to the address given. Once it’s received, we’ll order you a duplicate
warrant. Issuing a duplicate warrant will take 45 days from the date the affidavit is received and approved.

If no, say: I am going to send you an affidavit for a duplicate warrant. Please complete it, have it notarized, and return it to the address given. If determined that a duplicate warrant can be issued, this process can take up to 45 days from the date the affidavit is received and approved.

**I MOVED AND MY CHECK WAS SENT TO MY OLD ADDRESS, WILL IT BE FORWARDED?**

Ask: Please provide me your old address.

Verify the old address on ADDH. Do not proceed until the CP accurately provides the old address. Once verified, say: Please fax us, or mail to (give field office address) a notarized statement with your new address. We will update the address for you. If you have completed a forwarding order with the USPS, the check may be forwarded to your new address. If the postmaster opts not to forward, the check will be returned to us. After your address has been updated as current, the check will automatically be resent to your new address. Please check back with us 24 hours after you have sent your faxed request to verify the address has been changed. The fax number is 505-216-5401.

**NOTE:** Obtain from the custodial parent the new address, and update it as pending. Document in your diary that you did this and advised the CP to send notarized letter

**I DO NOT LIVE IN THE USA; CAN MY CHILD SUPPORT PAYMENT BE MAILED OUT OF THE COUNTRY?**

Say: Yes, the warrant is tagged by SDU as needing additional postage prior to pick up the warehouse. The warrant is pulled or separated by the warehouse and metered with additional postage prior to mailing. They also conduct a second check in case any foreign warrants were missed. You can download the forms from our website to sign up for direct deposit or prepaid debit card. If you have access to view your account online, you can sign up for direct deposit through your account.
**PREPAID DEBIT CARD**

CPs that had a Bank of America PDC (1-866-213-4074) were automatically sent Wells Fargo PDC on Aug 10, 2010. As of Aug 27, 2010, all EFT pmts were applied to the Wells Fargo PDC. Any remaining funds on the Bank of America PDC were available until May 1, 2011. CP must have used funds prior to the account being closed or will not be able to retrieve funds.

If you see a SSN on CMAU that starts with 942 that is a number assigned to the party by the ISD office and not a true SSN. CPs without a SSN assigned by the Social Security Administration cannot sign up for PDC.

If CP signs up for PDC while case is still in the establishment phase the application will be held until the case type changes to enforcement. If case type has changed and PDC not set up, send as email to NMCSED box under the SDU email format in desk aids.

All PDCs are input into CSES as a checking account with Wells Fargo. This does not mean that the CP is given a checking account with Wells Fargo, just how the system is set up for PDC. Letters sent to CP information them that EFT was set up with reflect this information. The card number and the account number are different, only the CP and Wells Fargo are given the full card number for security reasons.

If you have a CP who claims they activated the card over two weeks ago, please prepare an email stating “EFT Issue & case number” as the subject line. In the body of your email See CORR or CASD depending on where diary is and send your email to the NMCSED box. This will be forward to the SDU.

If the payment was made using EFT for the PDC, the funds should be on the card within one (1) business day. If pmtn was issued per WHIS but CP claims not to have rec’d on PDC, CP must contact Wells Fargo.
**BALANCE ON PDC?**

**Say:** Wells Fargo: By calling 1-866-898-2213 or at an ATM. You may also check your balance online at [www.eppicard.com](http://www.eppicard.com)

**WHAT IS A PREPAID DEBIT CARD?**

**Say:** A prepaid debit card, or PDC, is a VISA-branded debit card. It allows a custodial party to have their child support payments deposited directly to an account that is linked to the VISA debit card. You don’t need to have a bank account. The custodial party has access to their payments 24 hours a day, 7 days a week everywhere Visa is accepted, including ATMs and PIN-based point-of-sale terminals. It is fast, secure and an efficient way to receive your money.

**WHAT ARE THE BENEFITS OF RECEIVING CHILD SUPPORT PAYMENTS BY PDC?**

**Say:** The benefits of receiving child support payments by PDC include:

- **Convenience** - Use the PDC for purchases everywhere Visa is accepted, pinned point-of-sale terminals, and to make withdrawals at virtually any ATM 24 hours a day
- **Security** - You no longer have to carry large amounts of cash
- **Control** - Improve control over your money. Take only what you need, when you need it
- **Assistance** - Account information and customer service availability 24 hours a day, 7 days a week

**HOW DO I ENROLL IN THE PREPAID DEBIT CARD PROGRAM?**

**Say:** You can enroll by downloading the enrollment form, and mailing it to New Mexico State Disbursement Unit, Attention Joseph Anaya, PO Box 2348, Santa Fe, NM 87504 or by faxing your completed enrollment form to 505-476-3920. We can also mail one to you to be completed, and returned. The website address is [http://www.hsd.state.nm.us/csed.html](http://www.hsd.state.nm.us/csed.html)
If the custodial parent wants the form mailed, add to the mailing list on HMS Coverage Connect

- Be sure to verify the CP address and the CP name are correct on CSES. If not, tell cp to submit a notarized address change to CSIC, if the name is incorrect CP will need to submit in writing to the local CSED office the name change. These must all match on the enrollment form, or it will be denied.

- If the CSED case is in a suspense status, a prepaid debit card cannot be issued.

- The card can only be issued in the name of the CP, not the dependents.

- CP must have a valid SSN to be issued a PDC

**HOW LONG WILL IT TAKE TO RECEIVE MY PREPAID DEBIT CARD?**

Say: Once you enroll in the PDC program, it will take approximately 7 to 10 business days to receive your card. It will arrive via U.S. postal mail. Please read all information included with your card carefully to ensure proper activation and use of the card.

**I SENT IN MY ENROLLMENT FORM AND HAVE NOT YET RECEIVED MY PREPAID DEBIT CARD, CAN YOU HELP ME?**

Check FNCD and CASD for any notes regarding the PDC. If you find that there are notes on CASD that CSED has set it up, tell the CP the following:

Say: I see that we have set it up on our end; you will need to call the Wells Fargo call center for help as to what the status of the card is being sent to you. The number is 1- 866-898-2213.

Unless SDU sent PDC to CP, and we are waiting for CP to activate the card, and CP claims she didn’t receive it. Please follow instructions below as part of the PDC SP: #3
CAN I USE MY PREPAID DEBIT CARD IMMEDIATELY?

Say: Once the card is received you must contact the PDC Customer Service Center to activate the card. Once this occurs and you have been enrolled in the Child Support Enforcement System an electronic funding test is completed before you may use the card. As soon as the test is completed (10 business days) any child support payments received and owed to you will be transferred to your new Prepaid Debit Card. The PDC Customer Service Center toll free phone number is located on the back of the card and is listed within the PDC Package material.

If CP is not able to activate her PDC due to CP’s name, SSN or DOB not matching Wells Fargo’s records, please send an email to NMCSED for the SDU to assist CP with the issue (please make sure you confirm if CP’s information in CSES is the correct information, and include that in your diary).

HOW DO I MAKE A VISA SIGNATURE PURCHASE USING MY PREPAID DEBIT CARD?

Say: You can use your Visa-branded PDC everywhere Visa debit cards are accepted. Just press “credit” and you will be asked to sign a receipt.

CAN I GET CASH USING MY PREPAID DEBIT CARD AT A POS TERMINAL?

Say: Yes.

DO I HAVE TO TAKE OUT MY ENTIRE CHILD SUPPORT PAYMENT WHEN IT IS RECEIVED IN MY PREPAID DEBIT CARD ACCOUNT?

Say: No.

WHAT IF I RECEIVE CHILD SUPPORT PAYMENTS ON MULTIPLE CASES?

Say: All child support payments received on multiple New Mexico child support cases will be electronically deposited into your single PDC account. There is no need to enroll in the Prepaid Debit Card program more than once for multiple child support cases.
WHO DO I CONTACT IF THE CHILD SUPPORT MONEY IS NOT ON MY PREPAID DEBIT CARD ACCOUNT CARD?

Check TRNL, and WHIS to determine if fund are distributed. If yes, say:

I see that funds were distributed on (date from WHIS), therefore you will need to call Wells Fargo at 1-866-898-2213. Hit option 2 for child support, do not enter card number, and wait for option of lost or stolen card to speak with customer service representative.

If there have not been any recent payments; say:

The last payment on the account was (date from WHIS).

*Note: These payments will look like a regular EFT.*

IS THERE A DAILY MAXIMUM I CAN TAKE FROM MY PDC?

- **Say:** No. Unlike a traditional bank account, your PDC account has no daily purchase or withdrawal limits and you have full access to your available balance at any time.

WILL THE FUNDS HELD IN MY PDC EARN INTEREST?

- **Say:** No interest is not gained on the funds on your card.

CAN I ADD FUNDS TO THE PDC?

- **Say:** No, you cannot add Additional Funds to the card.

WHEN ARE FEES CHARGED?

- **Say:** You will need to call Wells Fargo for this information. 1-866-898-2213.

PDC CUSTOMER SERVICE INFO

- **Say:** For your convenience, automated account information, dedicated Customer Service Representatives and [www. eppicard.com](http://www.eppicard.com) or 1-866-898-2213 are available 24 hours day, 7 days a week, 365 days a year.
**CAN I USE MY LOCAL BANKING CENTER FOR CUSTOMER SERVICE?**

**Say:** No. All PDC customer service needs must be directed to Wells Fargo PDC 1-866-898-2213. Wells Fargo branches can assist with standard checking and savings accounts, but not PDC.

**HOW DO I CANCEL PDC?**

**Say:** The only way to cancel PDC is to enroll in DD. You may cancel your participation in the PDC program by sending a completed DD form to SDU. The fax number is 505-476-3920, and the mailing address is NM SDU, PO Box 2348, Santa Fe, NM 87504-2348.

**REC’D A LTR ABOUT MISSING SOMETHING FOR PDC ENROLLMENT?**

*Check CASD there will be an entry that references the Debit Card.*

Read it carefully to be able to tell the CP what is needed: two scenarios

**1)  Address on the enrollment form does not match that on CSES ADDH**

**Say:** Please fax a notarized address change to CSIS, to include the case number, and that this is regarding the Debit Card Enrollment.

**2)  Name on the enrollment form does not match that on CSES**

**Say:** Please fax to your local CSED office your name change with the documents for verification.

**CARD IS ABOUT TO EXPIRE**

**Say:** Your card will be good through the end of the month of expiration, approximately five (5) days before the end of the month a new card will automatically be mailed to you. If you have not received the new card by the middle of the next month following the expiration, please call the contact cardholder support to inquire on the status.

**ACCOUNT # & CARD # DON’T MATCH**

**Say:** The card numbers and account numbers are not the same. Card numbers are replaced over time through standard expiration dates of the card, customer name change or lost/replaced cards. The account number
never changes and is never given to CSED for security reasons, the the account holder will know the full account number.

**CAN I USE ANOTHER PDC?**

Say: SDU does not set up EFT to other prepaid debit cards, unless it is tied to your bank account. In that case, SDU would require your routing number and bank account number in order to set up direct deposit instead of the PDC.

*This includes any other PDC issued by the state, like if CP is receiving UIB. Funds can only go on CSED’s PDC.*

**SPECIAL PROJECT**

The state has us on a special project to make outbound calls to CP who show in the system as having the Debit Card sent to them, but have not yet activated it.

Could be a variety of reasons as to why not, and CSIC is going to be calling these CP’s and find that out. **The diary entries for these will be found on FNCD:** the tickle outside of the diary will say PDC Authorization, and inside Yolanda has noted Special Project, these I have seen in December. More recently she has changed it to say PDC Activation-SP. **Your diary as to what information you gathered from the CP will be placed underneath her entry on FNCD. Please be very specific as to why the CP states it was not activated. I have to monitor the responses and provide a report back to the state.** There is only one exception to this and that is #3 below.

If we leave a VM, and the CP calls back, please take the steps below as necessary.

**How to Activate Your Visa Debit Card**

Call 1-866-898-2213 (toll free)

- Enter your card number, when prompted.
- Enter the last four digits of your Social Security Number.
• Enter your date of birth, MMDDYYYY. (Example: 10011960).

• Select a four digit PIN. Enter it a second time to verify.

• Remember your PIN! You must have your PIN to use your card.

- Sign your name in ink on the back of your card.

• Read the enclosed Disclosure Statement to know your rights and responsibilities as a card holder.

**Note:**

- Funds will not be available on your card until you have activated your card, selected your PIN and you receive a payment to your account.

2. **They do not want to use the card; they want to receive a warrant.**

By mandate that will no longer be an option, you need to either use the card or set up direct deposit. (HMS has the forms for direct deposit and can mail them to CP)

3. **They lost the card, never received it (verify address), or they do not know where it is at and need a new one.**

   Advise the customer we will reissue the card, and for them to activate it immediately when they receive it

Make your diary on CORR, and send an email to the NMCSED@hms.com box, in the subject line indicate PDC-SP & the Case Number

4. **Where can I use the card, is there a location near me.**

Inform the caller that this is a Visa Branded card and it can be used any place that accepts Visa.

5. **The CP has other questions regarding fees, safety tips, notification of deposits, regarding EFT, etc.**
**DIRECT DEPOSIT**

When DD application is rec’d at SDU there will be an entry on FNCD. It will take up to ten (10) business days from that date for pmts to start going to account. In the mean time, CP will continue to get payment via current method.

CP can sign up for direct deposit from their website account under “manage case” section. Please see the website’s site map.

If the payment was made using direct deposit, also known as electronic funds transfer (EFT), add three (3) days to the issue date before the payment will be in the custodial parent’s (CP) account.

If CP’s bank rejects a DD pmt due to the account being closed, or any other reason. The SDU will send a physical check once the rejected EFT is returned to SDU and the DD will be cancelled. CP will be sent PDC form along with warrant until EFT is established again. If the pmt has not been returned and re-issued after 6 business days of the issue day on WHIS then CSIC should send an email to SDU tp research the lost pmt.

If CP request to cancel DD to enroll in PDC then CP must send formal request to cancel DD along with providing completed PDC application to SDU. If request is not rec’d to cancel existing DD then PDC will not be honored as DD is the preferred method of EFT.

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**CPOS**

HFAW _ Inquire Add Update Delete Reconcile 12:39:54

CSU002 CSES - Post Collection (CPOS) 11-25-2008

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<tr>
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MORE

Rct Case or Shrt Name/ Payor Name/ Rcpt Type/ Eff Date/ S
S Pre Member ID Pmt Meth Instrument # Pmt Src Rct Amount M t

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__+ _______________ __+ ___________
The CPOS screen is designed to allow a worker to look up where a particular payment came from or how it split.

Depending on the type of research you will be doing, you will need either the receipt ID or the check number/trace number of the actual payment sent to CSED.

**Batch ID field:** This field is used to search where a payment came from and how the original payment distributed (Multed). This is the field where you enter the receipt ID. Here is an example of a receipt ID broken down:

- **ID:** 001010012006001
  - The first six numbers (001010) represent the date: 10/10/2000, this is entered in the first three fields of the Batch ID. Note: when entering the year, you will have to use a four digit number.
  - The following three numbers (012) represent the batch the payment was entered into.
  - The next three numbers (006) represent the Receipt Prefix. This will show the actual payment and the amount that came in.
  - The last three numbers (001) represent the Receipt Suffix. Select the prefix of the payment you are researching, prompt to Mult F9, and this will show you how the original payment distributed among all cases. Each amount will have a different suffix for each case.

**Instrument # field:** Using the check number/trace number, this field is used to search for a payment. Enter the number provided and CPOS will inform you if the payment was received. Search for the payment amount and verify it distributed correctly.

---

### 9) INTERSTATE

If the caller is represented by an attorney, the only information that can be disclosed is payment info and hearing date/time. Please tell the caller they will have to have their attorney call for any other reason. CSIC staff are required to investigate MCON, RINF, and CASD (2 pages back) for attorney representation notes. (Revised 2-16-11)

**ICR (Interstate Case Reconciliation)**
John Robinson 505-476-7192- his number is only to be given to OSW when
they want to discuss case reconciliation. You must continue to handle all other OSW calls as usual.

<table>
<thead>
<tr>
<th>Interstate Status</th>
<th>Caller</th>
<th>Response</th>
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<tbody>
<tr>
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<td>NCP----</td>
<td>Tell NCP to call</td>
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<tr>
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<tr>
<td>I------------------</td>
<td>CP-----</td>
<td>Answer CP questions</td>
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<tr>
<td>R------------------</td>
<td>NCP----</td>
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<tr>
<td>R------------------</td>
<td>CP-----</td>
<td>Tell CP to call Initiating State</td>
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Exceptions

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<tr>
<td>Payments directly to CP</td>
<td>Payments from NCP or EMP</td>
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<tr>
<td>Simple payment questions</td>
<td>Intercepted Federal Taxes</td>
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<tr>
<td>CSES history of CSLA communications</td>
<td>CSES history of CSLA communications</td>
</tr>
</tbody>
</table>

Note regarding tax offsets and interstate cases: The initiating state will intercept any federal offset money while the responding state will intercept any state offset.

**NM IS THE “I” STATE FROM OSW**

**PAYER HAS INFORMED US THAT CHILD IS NOT IN THE HOME, PLEASE ADVICE.**

Review CASD to see if this information has been provided to us. If we are aware of this, say:

Yes, we were made aware of this information on (provide date), and the Case worker has informed the custodial parent that (provide information as found).

If we are not aware of this, say:

Do you know what date it was that the child left the home? I will provide this information to the case worker for further research.

Send a CSED referral to the field.
**INTEREST?**

*Say:* We do not charge interest on interstate cases

**HE MOVED OUT OF STATE**

*Say:* I will send a request to the case worker for review and research for the next step. Thank you for notifying us of this change. Do you happen to have a new address on the non custodial parent?

*Take any new information, and send a verification letter of the address to the post office. Make a CSED referral to the caseworker.*

**THE CP IS NOW IN OUR STATE, AND MONEYS NOW ARE ASSIGNED TO OUR STATE.**

*Say:* I will have research started on this case to determine our next course of action.

*Refer as a CSED referral to the field.*

**OS GOT INFO CP IS IN DIFFERENT STATE**

*Say:* I will have research started on this case to determine our next course of action.

*Refer as CSED to the field*

**WE ARE SHOWING THE BALANCE IS PAID IN FULL, SHOULD WE CLOSE OUR CASE?**

*Review AMTR screen, if there is a zero balance*

*Say:* I have reviewed the balance on our screen, and it is reflecting an unverified balance of zero through (insert current month), I will send a request for possible closure.

*Refer as a ND with purpose of closure to the field.*

*Review AMTR screen, if there is still a balance*
Say: I have reviewed the balance on our screen, and it is reflecting the unverified balance on the case through the month of __________ (insert current month) is __________ (insert current balance amount from AMTR). I will make a referral for research to the case worker to review this.

Refer as a CSED referral to the field.

WE HAVE AN INCOME WITHHOLDING IN PLACE WITH THE EMPLOYER. THE EMPLOYER CALLED AND ASKED WHY THEY GOT AN NWI FROM NM.

Say: Can you confirm for me the names of the children, payer and payee on the income withholding order that you currently have in place?

If the parties are the same; say:
I will make a request for research to be done on why that NWI was sent and review for NM’s withholding order be terminated.

If the parties are not the same; say:
The income withholding order that was sent from the state of New Mexico is for other dependent children of the NCP. The employer will need to honor this order as well as the one from your state.

FROM CP

WHY IS THIS TAKING SO LONG?

Review CASD to determine the date that the interstate packet was sent to the other state. If an interstate packet has been generated within 60 days,

Say: When there are two states involved with a child support case you must allow more time for the two states to work together. Federal regulations allow the other state up to 30-60 days to respond or provide our state with an information receipt of our request. I see that the initial
request was sent to the other state (give state name) on (provide date found on CASD). Please feel free to check back with us on (give date 61 days) for any response.

If there has not been an interstate packet sent to the other state for a case to be opened, say:
I will make a request for research to check on the status of the interstate action.

Send a CSED referral to the field.

If the request to the other state is over 60 days old; say:
I see that the request to the state of (give state name) was originally sent on (give date from CASD), I will send a referral for research as to the status of this request to the state of (give state name).

Send a CSED referral to the field.

I WANT SOMETHING DONE; I AM TIRED OF HIM/HER GETTING BY WITH THIS.

Review CASD for any new notes or contact with the Responding state, if more than 60 days have passed.
Say: I see that the last update was provided over 60 days ago, I will send a request for contact to be made to the state of (say state name) to see if we can find out a new status for you.

If less than 60 days, do not request contact with the other state.
Say:
I see that a request was sent to the state of (say state name) on (provide date from CASD) we will need to allow till (give 61 days from date sent) for a response from the other state. Please feel free to call us back on (give 61 days from date sent) to see if we have received a response.

I HEARD THIS/THAT IN REGARD TO OTHER STATE’S ENFORCEMENT PRACTICES.

This is a general statement about rumors about the responding state.

Say: It has been my experience that most of the states use the same basic types of enforcement of child support
orders. To name a few we use License Suspension, Credit Bureau reporting, tax interceptions, and motions to show cause.

*If the custodial parent wants to know more specifics about enforcement, send a ND referral to the field office for a response.*

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**NM IS THE “R” STATE**

**FROM OSW**

**WHAT CAN BE DONE SINCE HE/SHE IS SELF-EMPLOYED? WHAT ENFORCEMENT REMEDIES DOES YOUR STATE HAVE?**

Review the case to determine what has been done, check LGLD, XPRO, CASD, Check ADDH, EMPD, say:

*I have reviewed the case and the following automated enforcement tools have already taken place (provide the list found).*

Explain other methods such as FIDM, lien, license sanction, motion to show cause, etc. If the IV-D worker requests further measures, check ADDH first to determine we have valid locate.

*If locate is current, say:* I will make a request to the case worker for further enforcement against the non custodial parent.

*Send a Non-Discretionary referral to the field.*

*If there is no locate, say:* At this time we do not have a valid address on the non custodial parent. Do you or the custodial parent have any locate information on him/her?

*If no new information is provided, say:* I will make a request to the case worker for further enforcement against the non custodial parent. However please keep on mind that CSLA might not
be able to do enforcement on the case, until we have a locate on him/her.

Send a Non-Discretionary referral to the field, please make sure you add in your diary that; per ADDH no current locate for NCP and that CP claims not to know any new information on NCP’s locate (if that is the case, or that CP provided information on NCP’s locate and that you updated the information as pending per addh).

**MODIFICATION**

**Say:** We will need to determine who has continuing exclusive jurisdiction (CEJ) and the reason for review. Please send an interstate transmittal and the custodial parents income information to the local office at (provide address).

**CP HAS LEFT OUR STATE. HOW WILL WE HANDLE DISBURSEMENT OF MONEYS, AS MONEYS ARE ASSIGNED TO OUR STATE?**

**Say:** The current support will be paid first and arrears will be disbursed according to PRWORA; first come first serve basis for states arrears.

**WE ARE SHOWING THE CASE IS PAID IN FULL. I WILL SEND YOU A REQUEST TO CLOSE YOUR CASE.**

**Say:** You may send the transmittal request for closure to (provide address) or it can also be faxed to (provide fax number).

**CAN YOU PLEASE PROVIDE ME WITH A COMPLETE PAY RECORD?**

**Say:** Yes, we would be happy to make that request for you. Would you like this to be Faxed or mailed to you?

Send a CSED referral to the local office with details of how the IV-D worker would like to receive the payment record.
WE WANT TO REGISTER THE ORDER IN YOUR STATE. THE PAYER HAS PROPERTY THERE, OR WE WANT YOU TO HAVE THE NECESSARY JURISDICTION TO TAKE ADDITIONAL ACTIONS. WHAT DOES YOUR STATE REQUIRE TO PROCEED?

Say: We will need a certified copy of the order with all modifications and a payment record sent via transmittal, with a statement of registration of foreign support order.

THE CHILD IS NOW WITH THE PAYER.

Say: I will send this information to the caseworker for verification and we will try to call you back, however, if you have not heard anything by (date specific), please call us back for an update.

Send a CSED referral to the field.

MEDICAL INSURANCE IS COURT-ORDERED. WHAT CAN YOU DO TO ENFORCE?

Check ORDR screen to verify NCP is c/o to provide, check MINS screen for any insurance information.

Say:
I have checked the screen that has that information and have found (provide any information that was found).

If there is not any information on the MINS Screen, and there is not a verified employer, say:

At this time, we do not have a verified employer on the non custodial parent; therefore, we are unable to enforce the medical portion of the court order.

If there is not any information on the MINS Screen, and there is a verified employer, Check the EMPD screen and LGLD, are there any notes that the employer offers insurance? Or was the NMSN sent to the employer and returned?

If yes, and insurance is offered through the employer, say:

I have reviewed the employer screen and it appears that insurance is offered to the
NCP. I will send a request for follow up to the case worker for insurance information.

**If no, and notepads indicate insurance is not offered, say:** We received information from the employer (state employer’s name) that they do not offer medical insurance to their employees. There is nothing we can do at this time to enforce the medical portion of this order.

FROM NCP

**I JUST RECEIVED CHILD SUPPORT PAPERS. WHAT AM I SUPPOSED TO DO?**

*First, determine which papers were received.*

**Ask:** What papers did you receive?

Look at LGLD for the following papers and following instructions based on which package the NCP rec’d:

**RFSP: Registration of a foreign support petition**

This action is taken at the request of another state. The state has requested that NM establish a court order as the NCP resides in NM. The NCP will be served and will have 30 days to file a response with the District Court. The NCP may also request DNA testing at this time. When the NCP calls an FYI must be sent stating that the NCP has been served and CSIC informed NCP to file a response with the district court. You will also need to indicate if the NCP is or is not willing to cooperate or if he will be requesting DNA testing or wishes to acknowledge paternity at this time. A CSED referral should only be sent if the NCP requests a call back from CSLA to discuss papers.

**RFSO: Registration of a foreign support order**

This action is taken at the request of another state that has requested NM register their order in NM since the NCP resides in our state. The NCP will be served with the RFSO and will have 30 days to file a written response with the district court. When the NCP calls an FYI will need to be sent to CSLA stating that the NCP has been served with the RFSO and CSIC informed NCP to file a response with the district court. Also note in your diary that the NCP is willing or not willing to cooperate. A CSED referral should only be sent if the NCP request a call back from CSLA to discuss papers.
RSPP: Registration of support paternity petition:

This action is taken at the request of another state. The state has requested that NM establish a court order for paternity and retro support as the NCP resides in NM. The NCP will be served and will have 30 days to file a response with the District Court. The NCP may also request DNA testing at this time. When the NCP calls an **FYI must be sent** stating that the NCP has been served and CSIC informed NCP to file a response with the district court. You will also need to indicate if the NCP is or is not willing to cooperate or if he will be requesting DNA testing or wishes to acknowledge paternity at this time. A CSED referral should only be sent if the NCP requests a call back from CSLA to discuss papers.

**Say:** I will send a message to the caseworker that you received those papers. Please file your response with the district court within 30 days of being served.

**NEW MEXICO’S BALANCE IS WRONG BECAUSE THE OTHER STATE TOOK MY TAXES.**

As the R state, NM can only intercept NCP’s New Mexico TRD refund. The I state may intercept the IRS refund, and if they do not tell NM about the inv pmt the balance may be incorrect. Check NCPR to see if any pmts from the state appear with the same amount NCP claims the refund was intercepted for. If not;

**Say:** I will send a message to your caseworker with this info so they can contact the other state and confirm the inv pmt.

**Send CSED referral to the field with the amount and date of inv pmt NCP claims the other state intercepted.**

**If pmt is posted, inform NCP of the date and amount NM posted it and that if NCP still disputes the balance he/she may request audit in writing.**

**10) NAVAJO NATION**

It is ok to verify mailing only on the Navajo Nation cases only; these offices being Region 8, Region 9 and Region 19. The reason is that the residential are often times
directions to the home, and they really don't have residential address on the reservation. You do not need to note in diary caller only has mailing on Navajo Nation cases.

Navajo Nation cases, regions 8, 9 and 19, do NOT charge interest.

Navajo Nation offices use Notice of Public Assign to serve the NCP instead of a petition. Written response is sent to local office and not the courts.

FROM NCP

I WANT TO REQUEST GENETIC TESTING,

Say: Please send a written request to (give local office address.) Upon receipt of your request we will set up the genetic testing appointment and you will be notified.

CAN I DEDUCT ALL MY BILLS WHEN ARRIVING AT GROSS INCOME?

Say: The Navajo Nation Guidelines allows for minimal living expenses and related child care and medical insurance. Your assets and bills will not be considered when calculating gross income. If you are already paying on another order, you can get a deduction for that.

WHEN AM I SUPPOSED TO START MAKING PAYMENTS? WHERE DO I SEND THE MONEY?

Say: You will receive a copy of the administrative order establishing the child support obligation. If your order is filed at the beginning of the month, the first to the 14th your first payment will be due that month. If your order is filed between the 15th and the last day of the month, your first payment will be due the following month.

WHY ARE YOU OBTAINING A MEDICAL INSURANCE ORDER AGAINST ME WHEN I ALREADY CARRY MY CHILD(REN) ON MY MEDICAL INSURANCE PLAN?

Say: If the NCP is employed the Navajo Nation will establish the medical support, if NCP is not employed, medical support will not be ordered.
Navajo Nation does not use the NMSN. Order may state that Indian Health Services or Public Health Services is acceptable coverage.

I HAVE MORE THAN ONE CASE. WHEN MY OBIGATION ON ONE CASE ENDS, WILL YOU CHANGE THE AMOUNT I PAY PER MONTH?

Say: If there is an outstanding balance, you may go in to the office at (address) to negotiate the payment. Walk-ins are accepted from 8:00 a.m. to 4:30 p.m. Monday thru Friday.

WHAT AMOUNT OF SUPPORT AM I GOING TO PAY? IS THERE A SET PERCENTAGE PER CHILD I WILL HAVE TO PAY?

Say: This will be based on the Navajo Nation Guidelines.

FROM CP

HOW DO I GO ABOUT ESTABLISHING PATERNITY FOR MY CHILD?

The Navajo Nation Region 8, 9, and 19 have a different application form that we send to the caller. This is requested from the Mailing Tab of Coverage Connect. CP can also do walk in to office 8, 9, or 19.

WHAT IS THE STATUS OF MY CASE?

Check to see if there is a current address for the AF/NCP. If no, say:

We have not yet been able to locate an address for him/her. Do you have any information that can help us find him/her?

I know where he lives, but I do not know the exact address.

Say: Can you draw a map to the home of the NCP as that may help the office to determine if they can prepare the necessary paperwork to be served upon the NCP.

Because NM has a lot of uncommon address, it is helpful for the office to have a map that the CP has provided.
11) PAYMENT PROCESSING ONLY

GENERAL QUESTIONS

I OVERPAID MY ACCOUNT AND AM DUE A REFUND.

Review case balance to see if a refund appears to be in order, funds must be undistributed on NCPR. If no, provide all balance information. If yes,

Say: To issue a refund may take up to thirty days to complete. I will send a request to review your case to the case worker.

Send a CSED referral to the local office.

DON’T WANT GO THROUGH CSED

Check NCPR/TRNL to determine if payments are being made through income withholding. If yes,

Say: As long as payments are made through income withholding, payments must be processed through the child support enforcement division (CSED.)

If no, check AMTR to see if there is a balance owed to the state. If yes,

Say: As long as there is a balance owed to the state, payments must be processed through the child support enforcement division (CSED.)

In both situations, add:

This is a requirement of both Federal and State law.

If payments are not made through income assignment or to repay a state balance Say:

You may ask the court to redirect your payments. Once you have a court ordered saying this, send that to (regional office address) for redirection.
HOW MUCH DO SERVICES COST?

Say: Since this is a payment processing case only and no enforcement action is taken on your case, there is only a $25.00 annual fee.

DP IS 18, OUT OF SCHOOL

Check CSES for the district court address,

Say: We only provide payment processing services for your case. If you need your court order stopped, you will need to address that issue with (provide court information on DCKT) or seek a private attorney. Once we review that info and if refund is needed, CSED can review the case for possible refund of funds not yet distributed to CP.

NCP IS BEHIND IN HIS/HER PAYMENTS. WHAT CAN YOU DO TO ENFORCE THIS CASE?

Say: At this time, we only provide payment processing services. You may seek enforcement actions through a private attorney, or you may apply to CSED for full services.

If caller wishes to change case types, send application from APRS screen. He/she may also download an application from our web site at www.hsd.state.nm.us/csed/.

HOW DO I GET A COPY OF MY COURT ORDER?

Check CSES for the district court (OBDK) that the order was filed,

Say: You may get a copy by contacting the district court at (give address) where the order was filed, or you may contact your attorney if you have one.
I WOULD LIKE THE CASE REVIEWED FOR MODIFICATION, CAN YOU DO THAT?

Say: You will need to file your own motion with the district court or seek assistance from a private attorney as CSED cannot review payment processing cases only for modification. If you are successful in obtaining a modified order, you will need to provide a copy to the CLSA for it to be put into the system. You may apply for full services by submitting an application and once your case is changed, CSED can review for modification.

NWI QUESTIONS

HAS PP2 THAT IS DONE.

Say: To amend your notice to withhold income, you must ask the court to do this yourself or hire a private attorney. However, if your account is overpaid, the Child Support Division will process a refund check to you if the funds have not yet distributed to the CP.

If funds have already distributed to CP, NCP will have to seek private action from courts or attorney for CP to refund the money.

WANTING TO REQUEST MEPP ON NWI.

Check MSCH to see if there is a current full service case. If yes, check case status and advise CP of pending actions or actions that will be taken to collect arrears. If no, say:

You must request that the courts amend your Notice of Income withholding (NWI) or hire private counsel to do so. You may also complete an application for full services.

If the CP wishes to open a full service case, generate the application from APRS. Say:

I am sending you an application for services. Once you complete it, return it to (give field office address). You may also download an application from our web site at www.hsd.state.nm.us/csed/.
**NCP WANTS TO STOP NWI**

*Say:* Federal and state law require that all payments made through income withholding be sent to the Child Support Enforcement Division (CSED). You must ask the court, either on your own or through private counsel via a Motion to Quash, to end your Notice of Withholding Income and have payments redirected. If the judge agrees to your request, provide a copy of the order to (address) and we will close your case.

**EMP NEEDS COPY OF NWI**

*Say:* Contact the appropriate District Court for new or additional copies of income withholding orders or notices. We are unable to provide this.

**NCP W/NEW EMP**

**Enter new employment information:**

*Say:* Be sure to give your new employer a copy of your Notice to Withhold Income.

**CP WANTS TO START NWI**

*Say:* We are not currently providing full services for your case. You may complete an application for full services and we will issue a notice to withholding income once we verify the employer or you may hire a private attorney to assist you.

>*Make note of the employer information in the diaries for possible future enforcement.*

**NCP CLAIMS DP’S HAVE EMANCIPATED**

*Say:* We only provide payment processing services for your case. If you need your court order stopped, you will need to address
that issue with (provide court information on DCKT) or seek a private attorney. Once we review that info and if refund is needed, CSED can review the case for possible refund for funds not yet distributed to the CP. *If funds have already distributed to CP, NCP will have to seek private action from courts or attorney for CP to refund the money.*

### 12) MODIFICATIONS

#### MODIFICATION PROCESS

**Say:** I certainly can, we will send your request for a review for modification to your caseworker and you will receive information by mail. If the order meets the criteria for a modification, we will collect financial information from both parties. The modification can result in the obligation decreasing or increasing and once the process has begun, either party can continue it. What this means for you is that if the review shows that the order amount will change in a way that you do not find desirable, the other party can continue the action even if you don’t want to. The office will make the determination on if the modification can proceed or not. There is a $150 fee.

*Make a Non-Discretionary Referral to the local office with purpose of modification.*

*If caller is asking because they were sent right to review notice, reference that in diary.*

#### WHAT IF HE/SHE DOESN’T TURN IN ANY INFORMATION?

**Say:** We check all of the financial information that is available to us from various sources to find the correct financial information, however if we are unable to gather the information, as a last resort we have the authority to impute income.
WILL HE/SHE SEE MY INFO?

Say: Both parties will receive a copy of the completed worksheets that will list income information per child support guidelines but the other party will not be given a copy of your paystubs, W2s, tax returns, etc. That is confidential information that cannot be shared with anyone.

WHEN DOES THE NEW AMOUNT GO INTO EFFECT?

Say: The effective date and amount of the child support obligation will be noted in the court order.

DEPENDENT HEALTH CARE DEDUCTION?

Say: There must be a court order requiring the parent to pay for dependent medical insurance or it must be reasonably anticipated that the modified order will require the parent to maintain medical insurance coverage for the children. Acceptable verification includes pay-stubs, a statement from the employer, or the benefit card.

WITHDRAWING MOD REQUEST

Say: To withdraw a request, submit a written request to your local office. The non-requesting party will have the option to continue with the modification if he or she wishes to do so. Please note that if the children are receiving any TANF, Foster Care or medical assistance, the modification cannot be withdrawn.

CSIC can also send a ND referral to CSLA with the purpose of Modification, with the caller’s request.
DO I NEED AN ATTORNEY TO REPRESENT ME?
Say: You are not required to have an attorney for this process. Whether you have private counsel is your decision. We have an attorney that is here to represent only the state. That attorney does not represent the custodial parent or the non custodial parent.

CAN I CHANGE MY ORDER TO CONTINUE UNTIL MY CHILD GRADUATES?
Check ORDR screen. If the duration language code is YC
Say: I will send a request to the local office to review the case for a possible modification to continue support until the child graduates.

Send a Non Discretionary referral to the CSED office with purpose of modification.

If the duration language code is YE
Say: The language in your order allows for support to continue beyond the child’s 18th birthday to allow him/her to finish high school.

NOTE: Modifications for this purpose are readily done in New Mexico. All newer orders should contain language allowing for support to continue (YE language). Even if the order cannot be changed prior to the dependant’s graduation, arrears can be established in these cases.

PP1 ENDED, BUT HE OWES ME ARREARS, CAN WE MODIFY?
Say: No, modifications are not done except for current child support. However, that doesn’t mean the arrears are uncollectable. What we need is a Motion to Establish a Payment Plan (MEPP). I will make a referral to start this action for you.

Send a Non Discretionary referral to the local office with purpose of MEPP.
PP2 IS TOO HIGH, CAN I MODIFY IT?

**Say:** No, modifications are not done except for current child support. However, that doesn’t mean there isn’t an option. What we need is to make a request for an increase/decrease to the PP2 that is already ordered. I will make a request to start this action for you.

*Send a Non Discretionary referral to the local office with purpose of MEPP.*

MY ORDER IS RECENT, CAN I REQUEST A MOD?

**Say:** I will send a message to your worker for review and it will be determined by the CSED atty if a modification can be done.

*CSIC should never tell caller that their order is too recent for modification to be requested. Send a Non Discretionary referral to the local office and include in referral that caller is requesting review even though it is a young order (within past 3 months). Purpose of call should be modification.*

I RECEIVED MOD RESULTS, I DO NOT AGREE

**Say:** I will send a message to the worker for you that you disagree with the guidelines. They will review your file to see if a reconsideration can be done.

*Send a Non Discretionary referral to the local office with purpose of modification and reference the post-review findings on LGLD.*

*If NCP/CP call to say they agree with the findings, no referral is needed as case will move along if neither party disagrees. Diary just goes in CORR unless there is another reason that requires a referral be sent.*

LGLD-Legal Diary example to know if caller is responding to findings:

*NCP and CP sent results of modification review*
I REQUESTED MOD, BUT HAVE NOT RECEIVED ANYTHING?

CSIC staff should review CASD for referral being sent to CSLA and CSLA’s response. It is possible that CSLA didn’t start review for a specific reason. If staff find note, inform caller of info. If nothing is found, CSIC staff should also review LGLD to see if package was sent out. If so or staff find note saying it will be sent but caller claims never to have rec’d it.

Say: I will send a request to your case worker to resend the modification package.

Send a Non Discretionary referral to the local office with purpose of modification and reference the original mod package sent on LGLD if found.

LGLD-Legal Diary example of mod package being sent out:

NCP and CP sent the modification package to return their financial info.

13) MEDICAL SUPPORT

WHAT IS REASONABLE COST FOR A MEDICAL INSURANCE PREMIUM?

Say: According to New Mexico statute, the cost of health insurance coverage is reasonable if it is available through an employee’s employer or labor union.
QUESTIONS FROM CP

THE MEDICAL FORMS WERE SENT TO THE EMPLOYER MORE THAN 40 DAYS AGO AND HAVE NOT BEEN RETURNED. CAN YOU HELP ME?

Say: Yes, we will send a message to CSLA to contact employer regarding medical insurance for DP.

MAY I HAVE MY ORDER MODIFIED TO ADD MEDICAL INSURANCE?

Say: A modification of the order may be requested for the purpose of adding medical language to the support order. I will send your request to the case worker for review.

Send a non-discretionary referral to the CSLA for review for a modification. Be sure to specifically state in the referral that the CP is requesting that medical support be added to the order.

WILL I GET A MEDICAL INSURANCE DEDUCTION IN A MODIFICATION IF I AM PROVIDING MEDICAL INSURANCE?

Say: Usually, when medical support is added into the child support guidelines, the calculation may result in an increase to the other party’s support obligation to balance out the responsibilities of both parents.

IS INSURANCE PROVIDED BY THE NCP'S EMPLOYER? (REVISED MARCH 5, 2009)

Check the MINS screen for information. Check EMPD - see field “Insurance Avail”: U = Unsure, A = Available N = No Insurance Available. There may be a notepad on the EMPD screen to read. Check LGLD for the NMSN entry to see if there is a Notepad about it being returned to the Medical Support Unit.

If the EMPD screen reflects N - No insurance, check LGLD for a notepad on the NMSN form sent as insurance is not available.
Say: The employer does not offer employees medical insurance.

If the EMPD screen reflects A - Available - check LGLD for a notepad on the NMSN form sent for information from the employer, if the form was sent over 40 days ago, and no response.

Say: Yes, we will send a message to CSLA to contact employer regarding medical insurance for DP.

If the EMPD screen reflects U-Unsure, check LGLD for a notepad on the NMSN form sent for a response from the employer.
Say: (Answer will depend upon what information was obtained from the employer)

The medical insurance company is requiring that the children take a physical exam before adding them to the plan. Do I have to comply with this?

Check CSES to determine if case receives TANF or Non TANF

Say: The insurance company may ask about any pre-existing health condition that the dependent(s) may have, so you may be required to fill out the company’s questions or paperwork. If they do then, yes, you must meet the eligibility requirements of the plan, so if a physical is required, you must work with the company.

If the children receive TANF add: Failure to cooperate may results in sanctions against your TANF grant.

If a Medicaid-only CP, the non-cooperation action does apply.

THE NCP’S EMPLOYMENT IS SEASONAL. WHAT HAPPENS TO THE CHILD’S MEDICAL COVERAGE WHEN HIS/HER EMPLOYMENT ENDS?

Often times seasonal or temporarily employed persons do not have insurance available to them.
Say: A seasonal employee's medical coverage typically ends when the employee is laid off unless the NCP voluntarily pays for the coverage during the lay-off (i.e. under a COBRA extension). There is no authority to require an employee who is laid-off to extend medical coverage.

THE INSURANCE COMPANY SENT MY REIMBURSEMENT CHECK TO THE NCP.

Say: You should contact the insurance provider directly regarding this issue for clarification. If that is unsuccessful, please call us back for further assistance.

*If CP calls back for further assistance, prepare an e-mail to the NMCSED@hms.com box. Follow the format in the Desk Aids.*

WHY CAN'T CSED MAKE THE NCP GET INSURANCE WHEN HE IS NOT WORKING?

Say: Both the New Mexico state statute and your court order only decree that medical insurance be provided if it is available at a reasonable cost to the NCP and reasonable cost is defined as insurance that is available through the NCP’s employer or labor union. Current authority to order medical support does not extend beyond those limits.

IF I WANT TO DROP MY INSURANCE, WILL CSED PURSUE THE NCP? (REVISED MARCH 5, 2009)

Check ORDR to determine who is ordered to carry the coverage. In some instances both parties are ordered.

Say: If the NCP is the party ordered to carry the health insurance and it is available but not being provided, we can seek to enforce the medical support order condition. Please be aware that if you drop your insurance, and the NCP changes employment, or otherwise becomes ineligible for coverage, there will be no insurance for your child(ren).
If CP is also ordered to carry the coverage, do not tell CP that it is ok to drop coverage.

Send a CSED referral to the CSLA for medical enforcement

**MEDICAL BILLS NEED ENFORCEMENT**

**Say:** If the medical costs get reduced to a judgment with a stated dollar amount and frequency, then we can enforce as a medical judgment. Usually, this is done in a privately obtained order that can then be enforced by CSED.

**WHOM PAYS THE DEDUCTIBLE UNDER THE NCP’S INSURANCE PLAN?**

**REVISED MARCH 5, 2009**

**Say:** You may contact the insurance company for an explanation of medical coverage and information on the deductible. This is a personal matter between you and the NCP, and is not something we can help you with.

**ORSC FOR MED?**

**Say:** A Motion to Show Cause is one of many useful enforcement tools and each CSED office and attorney must make that decision based on what tool is appropriate under the terms of the order, and the circumstances. Motion to Show Cause is generally used when all of the persuasive methods have failed.

**WHAT IF THE EMP DOES NOT COMPLY**

Any employer who fails to comply with the NMSN requirements is in violation of New Mexico law. The employer will face possible penalties and sanctions, including fines, and the award of damages.

**QUESTIONS FROM NCP**

**I NEED THE DEPENDENTS SS# AND DOB TO SIGN THEM UP FOR INSURANCE.**

**Say:** I am unable to give you this confidential information. Please give me the name of the insurance provider and a contact person
and phone number so our Medical Support Enforcement Unit can contact the insurance provider. You may also complete the forms with all other information and send it to [give local office address] with a letter requesting that the insurance provider needs the dependent information to be forwarded to the insurance provider.

Send this as a CSED referral

I CAN’T AFFORD MEDICAL INS (REVISED MARCH 5, 2009)

Say: The cost of insurance is defined as reasonable if the insurance is available through employment, or labor union. You may request a review of your order, which will consider the amount you must pay for medical insurance in your support order amount calculation. If you wish to do that, I can make that request for you. Remember, however, that once a review has begun, either you or the CP may opt to continue. In the event the outcome is not what you expected, the CP may still opt to go forward.

Regular child support must then be withheld from the NCP’s adjusted net pay up to the 50% maximum. The effect of deducting a medical insurance premium from an NCP’s pay is to reduce the amount of net income available for current support. The prioritization of withholding requires that the on-going child support payment is the first amount to be paid out of the NCP’s adjusted net pay, for all cases that the member is the NCP. Then, the medical support amount (premium/cash payment, etc.) is considered, and withheld if appropriate and if the total withholding order does not exceed 50% of the NCP’s earnings. If any other money is available after the prior debts are deducted, then the arrears can be withheld.

On-going support is prioritized as follows:

1) Current Child support
2) Current Medical Support
3) Current Spousal Support

The prioritization of payment against the arrears is based on the same scheme:
1) Child Support Arrears
2) Medical Support Arrears
3) Spousal Support Arrears (which are collected ONLY if they are being collected in conjunction with the enforcement of an on-going child support obligation.)
The NCP has the option of requesting a review of the support order. This may, but not necessarily will allow the medical insurance premium to be calculated into the guideline computation and probably lower the monthly support obligation.

**I ALREADY HAVE PRIVATE INSURANCE COVERAGE FOR MY CHILDREN, AND I RECEIVED THIS NOTIFICATION THAT I HAVE TO ENROLL MY DEPENDENTS IN COVERAGE. (REVISED MARCH 24, 2009)**

*Say:* You will need to provide proof of this insurance coverage to the Medical Support Enforcement Unit; this can be done by faxing or mailing the proof. Until the documents are received your employer will be obligated to continue with the enrollment process. This can be sent to the following address or fax number:

Please send all policy information to the Medical Enforcement Unit at PO Box 25110, Santa Fe, NM 87502, fax (505) 476-7045.

**QUESTIONS FROM EMP**

**I AM CALLING W/ MED INS INFO**

*Say:* Please send all policy information to the Medical Enforcement Unit at PO Box 25110, Santa Fe, NM 87502, fax (505) 476-7045.

**NOTE: It is ok to provide the direct phone number to the Medical Support Unit at (505) 827-7238.**

**WHAT ARE THESE FORMS, AND HOW DO I COMPLETE THEM?**

*Say:* The form is a federal form called the National Medical Support Notice. It notifies employers and insurance plan administrators that an employee has a medical support order to obtain health insurance coverage for their dependent child(ren), and requests that the employer or plan administrator answer the
questions about whether the employee is eligible for the company insurance, supply coverage details and return it to CSED. Do you need any help with completing them?

**Help the employer through the forms if necessary.**

**HE WON’T SIGN THE DOC’S**

Say: Your Employee’s permission is not necessary to proceed with the enrollment unless the insurance plan requires it.

*It does make the enrollment problematic for the employer if it is customary practice to have the employee sign the enrollment forms. If the employer has a question about its obligations or responsibilities, you may provide the Medical Support Unit Number to the Employer (505) 827-7238.*

**CAN’T ADD AS DP IS NOT IN NCP HOUSEHOLD**

Say: The fact that the dependent does not live in the employee’s home is no longer a valid reason to deny coverage. The Omnibus Budget Reconciliation Act of 1993 (OBRA 93) makes this restriction illegal. We will have Medical Support Enforcement Unit (MSEU) notify the insurance company of their obligation to enroll the child(ren). Please give us the contact information for the insurance provider so that we can forward it to our Medical Support Enforcement Unit. (See Below)

*Take the information from the Employer, document it in CSES on CORR, and prepare an e-mail to the NMCSED@hms.com e-mail box. Follow the format in the Desk Aids.*

**I NEED THE CHILD(REN)’S SSN AND DATE-OF-BIRTH IN ORDER TO ADD THE CHILD TO THE PLAN.**

Say: That information is included on the NMSN form, unless we are not allowed to disclose it. Then the information will not appear on the form. If the enrollment cannot be done without this information, please ask your employee for the information. If your employee has a copy of their court order they can request the information from the Social Security Administration.

*We can request that the CP give the information directly to the employer or insurance company. However, it is policy in the State of New Mexico that we will not give out the information ourselves.*
THE CP WISHES TO CHOOSE A DIFFERENT MEDICAL PLAN THAN THE ONE THE DEPENDENTS AND NCP ARE CURRENTLY ENROLLED. CAN THE CP DO THIS?

Say: No, if the NCP is already enrolled in an insurance option, the dependent will be enrolled in the same plan. If the NCP is not already enrolled in a plan, and does not choose a plan at that time, the CP is then responsible for the choice of the plan. If more than one plan is available, the NCP cannot choose a plan which somehow excludes coverage of the dependents. The employer should not remove the children from the old plan until they can show that a new plan is in effect and provide the name, address, and coverage information of the new carrier.

HE HAS TO PAY FOR THE FAMILY POLICY AND BE ENROLLED WITH THE CHILD. CURRENTLY, THE EMPLOYEE HAS ONLY SINGLE COVERAGE. WHAT SHOULD I DO?

Say: Because the law requires the child to be covered under the same plan as the NCP, you will need to change the employee’s enrollment to the family coverage option. The NCP must provide the coverage according to the court order, even if the insurance will cost the employee additional money each month.

EMPLOYEE STATES THAT HE/SHE CANNOT AFFORD THIS AMOUNT PLUS CHILD SUPPORT. WHAT SHOULD I DO?

Say: Tell your employee after mandatory deductions (usually, these are state and federal taxes, FICA, etc.), the adjusted net pay of the employee is subject to withholdings. By law, all on-going child support obligations must be deducted first, before all other deductions, except for a repayment of a federal tax debt. Next the medical insurance premium is deducted if there is available income. Then, if there is on-going spousal support to be withheld, it would then, be withheld next. After that, withholding for child support arrears are withheld. At each phase, the employee must ensure that the withholdings after mandatory deductions cannot exceed the statutory limit for withholdings, which in New Mexico,
cannot exceed 50% of the adjusted net pay for the employee. If the NCP has any further questions, please tell him/her to call us.

**ALTHOUGH INSURANCE IS AVAILABLE, THE NCP IS NOT ENROLLED AT THIS TIME, WHAT SHOULD I DO?**

**Say:** The Omnibus Budget Reconciliation Act of 1993 (OBRA 93) requires you to enroll the child(ren) under the same plan as the NCP. If the employee was not previously enrolled, he/she must also be enrolled. The insurance company must enroll them now, regardless of whether this in an open enrollment period or not.

**WE HAVE NOT REC’D NMSN**

**Say:** You will need to contact the Medical Support Enforcement Unit at 505-827-7238, and they will be able to assist you with the issue

**WE DO NOT OFFER MED INS**

Within 20 business days of receiving the National Medical Support Notice (NMSN), the Employer should **complete Item 1 in the "Employer Response" portion of Part A of the NMSN** and return Part A by mail or fax to the issuing agency (CSED) at the address shown on the NMSN.

**NCP DOES NOT QUALIFY FOR MED INS**

Within 20 business days of receiving the NMSN, the employer must fill out **Item 2 of the "Employer Response" portion of Part A of the NMSN**, and return it by mail or fax to the issuing agency (CSED) at the address shown on the NMSN.

**NCP WAS TERMINATED**

Within 20 business days of receiving the NMSN, the employer should **complete Item 3 in the Employer Response portion of Part A of the NMSN** and return Part A of the NMSN by mail or fax to the issuing agency (CSED) at the address shown on the NMSN.
NCP NEVER EMPLOYED HERE

Within 20 business days of receiving the NMSN, the employer should complete Item 3 in the Employer Response portion of Part A of the NMSN and return Part A of the NMSN by mail or fax to the issuing agency (CSED) at the address shown on the NMSN.

RECEIVES WORKERS’ COMPENSATION/TEMPORARILY UNEMPLOYED, WHAT SHOULD THE EMPLOYER DO?

If the employee is not receiving wages from the employer when the employer received the NMSN, the employer should indicate so in the Employer Response portion of Part A of the NMSN and return it to the issuing agency at the address shown on the NMSN. If the re-employment date is known, the employer should provide it in the response. If a withholding under a NMSN is already in place, and the employee becomes temporarily unemployed, the employer should notify the issuing agency if such status results in a lapse of coverage.

IF NCP CLAIMS DP IS ON CP’S MED INS

The employer’s responsibilities under the NMSN are not affected by the child’s enrollment by the custodial parent in another health insurance plan so the DP must be or stay enrolled in the healthcare coverage with the NCP. Have your employee contact the medical support unit if he/she needs further clarification at 505-827-7238.

IF THE CHILD DOES NOT RESIDE IN THE INSURER’S SERVICE AREA, WHAT SHOULD THE EMPLOYER DO?

The employer’s responsibilities under the NMSN are the same regardless of the child’s residence. If the insurance coverage does not extend to the child's home state, send an e-mail to the NMCSED box- follow the format found on the E-mail format in the Desk Aids.
**DP IS ON MEDICAID/NEW MEXIKIDS**

The employer’s responsibilities under the NMSN are not affected by the child’s enrollment in Medicaid or New Mexikids. Health Care Insurance Plan’ is defined in the New Mexico law as health care coverage, not including Medicaid, and includes any health care insurance plan coverage for a minor which shall, at a minimum, meet the standards of minimum health care protection as defined in the New Mexico Insurance Code, Section 59A-23B, NMSA 1978.

**IF THE EMPLOYEE IS ELIGIBLE FOR HEALTH INSURANCE, WHAT IS THE FIRST STEP THE EMPLOYER SHOULD TAKE?**

Within 20 business days of receiving the NMSN, the employer should transfer the NMSN to the health insurance Plan Administrator.

**UNION PROVIDES HEALTH INSURANCE COVERAGE, WHAT SHOULD THE EMPLOYER DO?**

The employer should consider the union the Plan Administrator and forward Part B of the NMSN to the union, unless the employer checks items 1, 2, 3, 4 or 5 in the Employer Response portion of Part A of the NMSN.

**DO I HAVE TO NOTIFY NCP OF NMSN?**

No, the employee will receive a notice when the NMSN is sent to the employer. This notice advises the employee of his/her obligation to provide health insurance coverage and allows the employee the right to contest it by administrative review. Upon request, the employer may provide the employee with a copy of the NMSN.

**TIMEFRAME TO BEGIN WITHHOLDING MED PREMIUMS**

Withholding for health insurance premiums is to begin no later than the first pay period that occurs 14 days after the mailing date of the NMSN. The premiums are to be paid directly to the insurance carrier.
IF THE EMPLOYEE REQUESTS AN ADMINISTRATIVE REVIEW, CAN THE ENROLLMENT PROCESS BE TERMINATED?

No, employees may contest the withholding based on a mistake of fact. The employer must continue to withhold premiums during the administrative review until the employer receives notice from CSED that the issue has been resolved.

THERE IS ONLY ONE HEALTH PLAN AVAILABLE

The Plan Administrator should enroll the child(ren) in the plan and complete the Plan Administrator Response portion of Part B of the NMSN. Part B should then be returned to the issuing agency, and notify the employer of the cost of the coverage. The Plan Administrator should then notify the non-custodial parent/participant, the custodial parent and the enrolled child(ren) of the coverage. Notice to the custodial parent shall include claim forms and plan information. If the employee is not enrolled in the plan, the Plan Administrator can either enroll the employee and the dependents, or, if the Plan allows, they can enroll the dependent at the employee only rate.

MORE THAN ONE MED PLAN OPTIONS

If the plan has more than one option for medical coverage and the employee is covered under the plan, the child(ren) are to be enrolled in the same plan as the employee. If the employee is not enrolled in a plan, the Plan Administrator will notify CSED so a choice of plan can be made by the custodial parent. The Plan Administrator should complete Item 3 in the Plan Administrator Response portion of Part B of the NMSN, along with the required plan information (as indicated in the Instructions to Plan Administrator portion of the NMSN) and return it to the issuing agency at the address indicated on the NMSN. New Mexico law allows the child(ren) to be enrolled as an eligible dependent in an employment-related health insurance plan even if the employee is
not enrolled. The plan will charge the premium cost that would be charged if only the employee enrolled.

**If the issuing agency does not select one of the available health insurance plans within 20 business days, what should the Plan Administrator do?**

If a default plan exists, the Plan Administrator should enroll the child(ren) in the default plan, notify the employer of the cost of coverage, and notify the issuing agency, the non-custodial parent/participant, and the custodial parent of the enrolled child(ren) of the coverage. Notification to the custodial parent and child(ren) shall include claim forms and plan information. If there is no default health insurance plan, the Plan Administrator should enroll the child(ren) in the least costly plan.

**If the Custodial Parent does not select one of the available health insurance plans within 20 business days, what should the Plan Administrator do?**

The Plan Administrator should enroll the child(ren) in the default plan, notify the employer of the cost of coverage, and notify the issuing agency, the non-custodial parent/participant, and the custodial parent of the enrolled child(ren) of the coverage. If no plan is designated as the default plan, enrollment should be made into the least costly plan of the options. Notification to the custodial parent and child(ren) shall include claim forms and plan information.

**CAN WE WAIT FOR OPEN ENROLLMENT**

NO. All enrollments in the health plan are to be made without regard to open enrollment restrictions.

**BOTH NWI AND MED EXCEED 50%**

New Mexico law gives first priority to the collection of current support, and then health insurance premiums. If enrolling the child(ren) in the health insurance plan exceeds the limitation, return the Employer Response portion of the NMSN with number “5” selected. In New Mexico, health care enrollment will not occur in this situation. (Employers must follow the state laws of the
employee’s principal place of employment in prioritizing cash versus medical support limitations).

**DO WE NOTIFY IF PREMIUMS INCREASE?**

No. It is the employee’s responsibility. (It is however the employer's responsibility to notify the issuing agency when coverage terminates).

**HOW DO I KNOW WHEN TO STOP MED COVERAGE FOR DP?**

The Child Support Enforcement Division will notify the employer when the employer is no longer obligated to withhold premiums for a child. Once a termination notice is received, the employer should consult with the employee to determine whether he or she wants to voluntarily continue health care for the child(ren).

**WHAT IF HE QUITS AFTER BEING ENROLLED**

If the employee terminates employment, the employer should return the Employer Response section of the NMSN to the Child Support Enforcement office indicating the termination date. CSED must notify the custodial parent that the health coverage has terminated. No further premiums need to be submitted unless the employee wishes to enroll in the COBRA option.

**EMP CLAIMS THAT NMSN IS AN ERROR**

The employee may contact the issuing agency at the address and telephone number indicated on the NMSN to discuss the matter. Challenges can be made to the facts of the case, or an erroneous referral only. However, the Employer must proceed to comply with the employer responsibilities under the NMSN until notified by the issuing agency to discontinue withholding.
IF THE PLAN ADMINISTRATOR DETERMINES THAT THE NMSN DOES NOT CONSTITUTE A QUALIFIED MEDICAL CHILD SUPPORT ORDER (QMCSO) UNDER THE EMPLOYEE RETIREMENT INCOME SECURITY ACT OF 1974 (ERISA), WHAT SHOULD THE PLAN ADMINISTRATOR DO?

The Plan Administrator should complete Item #5 in the Plan Administrator Response portion of the NMSN indicating the deficiency and return it to the issuing agency at the address shown on the NMSN. In addition, the Plan Administrator should inform the non-custodial parent/participant, and the custodial parent of the reasons for determining that the NMSN is not a QMCSO.

WHEN THE EMPLOYEE COMPLETES THE PROBATIONARY/WAITING PERIOD, WHAT SHOULD THE EMPLOYER DO?

The employer should notify the Plan Administrator that the probationary/waiting period has ended, and that the Plan Administrator should enroll the child(ren).

WE DON’T OFFER MED, STOP SENDING THIS

Say: Yes, this can be done for you under the right circumstances. Do you offer medical insurance coverage to any of your employee’s?

If yes, then the change cannot be done. If the answer is no, we do not offer insurance to any of our employees, then

Say: I will send your request to our Medical support unit.

Prepare an e-mail and send to the NMCSED@hms.com box. Follow the e-mail format in the Desk Aids.
DOES THE NCP HAVE TO PROVIDE INSURANCE IF HE IS OUT-OF-STATE?

Say: Yes. If the court order requires the NCP to provide medical insurance, it makes no difference where the NCP lives.

IF AVAILABLE, DOES THE NCP HAVE TO SIGN THE DEPENDENTS UP FOR VISION AND DENTAL?

Say: Yes, if the court order requires it. Otherwise if it is part of the major medical policy and is available at no additional cost to the NCP, then it should be carried.

14) WEBSITE

LOCKED OUT

1. Verify they did get the lock out message (see below)
2. Inform them the web administrator is going to unlock their account.
3. Ask them if they want their password reset. Recommend this because they probably had problems with their old passwords and it will be reset to a shorter eight character minimum password.
4. Inform them a computer generated password will be e-mailed to them to the e-mail address they used when signing up.
5. Recommend they copy and paste the new password into the password box and that they be careful not to pick up any blank spaces on either side of the password.
6. Recommend they then go to the “I want to change my Password” link on the left hand side of the home page, once they are in, to create an easier to use password. Because the password is so long a sentence is the best password to use.
7. Recommend they review or update their secret question and answer on “I Want to Edit my Profile” which is right under “I Want to Change my Password’. If they forget their password or are having problems with their passwords, they can click on “Forgot my Password” when logging in, answer their secret question, and re-set their own password. A computer generated password will also be e-mailed to them. This can only be done before 4 attempts because they will be locked out on the 4th attempt.

8. If they ever change e-mail addresses they should update their e-mail address on “I Want to Edit my Profile” also.

Lock out example:

CP Name: Jane Doe

Telephone Number: 505-867-5309

E-mail address: janedoe4@aol.com

000000000 CP called and claims she received an error message stating she had been locked out and to call to CSIC. Read script to CP, CP requested her password be reset. Also CP claims she forgot her user ID and needs that info.

CP provided (email). Email sent per procedure. Thank you.

**WEBSITE ISSUES** (Email Link)

**OTHER WEBSITE ISSUES**

First you need to identify if the caller needs to sign up for the first time:
1. Ask caller if they signed up after 7/22/09 (look for access key sent on LOCD after this date. If they did not sign up after this date, you can offer that the instructions be mailed to caller. If caller has signed up after this date, they cannot sign up for duplicate account.

2. Any other issues, besides signing up for the first time.

   After caller signs up for the first time, it will take up to 10 business days to receive Web Access key in the mail. Before sending an email for assistance you can go to CP/NCP'S LOCD and confirm when web access key was processed, and note that in your diary. Then you can confirm that this case is not one of the following: Suspended Case or Non-disclosure. If this is the case, caller will not obtain access to CSED Website.

   If caller forgets their password, they may answer their secret question and a new password will be sent to the email address they provided.

   If caller has forgotten their User ID they must request it be re-sent which will be mailed to the caller within 10 business days along with a new password. If the person clicks on the ‘forgot my user id”, they will have to verify the same information as when they signed up for the account. If the caller has been locked up and also forgotten their user id, they can wait for the account to be unlocked and then click the forgotten user id link.

   If caller is trying to access website and receives message about server error on local browser, that is an internet issue on user’s side. The caller will need to contact their internet provider.

   If caller receives an error message stating they cannot access account or user already signed up, look on LOCD to see date of access key being processed. Ask caller if they received and entered the access key. If not, they must do so before gaining access.

   Reminder: If caller say that they never received the access key an email can be sent to have it re-sent to caller. Follow email format in desk aids for website.

3. If after caller follows these steps and still they cannot access CSED Website, follow instructions to send an email for further assistance
Please send an email request to the NMCSED Box, and you should include the description of the caller’s problem and a viable phone number to reach the customer so that Help Desk call reach the customer with the resolution (or get additional details).

WEBSITE ISSUES (Email Link)

SIGNING IN

Note: Pin is another name for password

Q: I attempted to log into the web site using my Member ID and I received the message, “User Access is Denied”. What does this mean?

A: You cannot log into the web site using your Member ID. You must request a valid User ID and PIN via the web site. In order to make a request you must have an active case and address on file with the State of New Mexico. If you have not already signed up for a User ID and pin, click the “Sign Up” button which is located on the Login page.

Q: I requested a User ID and PIN and I received the message; “You’re User ID and PIN request was not processed. Please call Customer Service at 1-800-288-7207.” What does this mean?

Customer Service rep should access the CSES system to determine if the case is either closed or is Foster Care or has been marked for Good Cause or Family Violence. Also, verify the first and last names, social security number and date of birth that the caller is entering on the sign up page. The information they are entering must exactly match what we have in CSES.

A: You received this message because your case is closed on our system. If you would like, you can reactivate your case. I can send you an application OR

You received this message because your case is a Foster care or because it has been marked for Good Cause or Family Violence (non-disclosure) and these types of cases cannot be accessed on the web site. OR

You received this message because the information you are entering on the Sign-Up page does not exactly match what we have in our system. If the information we currently have is not
correct, we will need to get it updated then you can make a request for a User ID and PIN. Please send in proof of your identification (for whatever it is ex: Copy of Driver’s license, copy of birth certificate, Copy of Social Security card etc.)

*If case is not closed and does not fall into one of these categories, you will need to email NMCSED box so the State Help Desk can contact caller for resolution. Once the situation has been resolved, someone from the State Help Desk will contact caller with the answer. If information needs to be updated in CSES, follow normal procedures for getting the information updated. Follow email format in desk aids for website.*

**Q: I had a User ID and PIN number, but I have lost my PIN number. What should I do?**

**A:** In order to get a new User ID and PIN number, you must re-request it through the web site. Once you have submitted your request, please allow seven to 10 working days for receipt of the information. Passwords will be emailed to the user and user ID mailed.

**Q: I think someone is accessing the web site using my pin number. Can I get my current pin number deactivated and get a new pin number?**

**A:** You can request a new pin number through the web site. When you are assigned a new User ID and PIN number, your old information becomes invalid. Please allow seven to 10 working days for receipt of the information.

**Q: My access key is not working?**

**A:** Be sure you are entering the proper upper and lower case letters. Caller will receive error message saying that access key not found. Caller may be entering small “L” instead of the number one (1).

*If another issue then caller entering wrong info, send email to NMCSED box under website format in desk aids.*
This document will outline the process of establishing a new account on the New Mexico Child Support Enforcement Division’s eCSES website.

As part of the NM Child Support Enforcement Division’s overall efforts to reach out to Custodial and Non-Custodial parties who have previously used the eCSES website to access and provide case information, the CSED Customer Service Information Center will;

Please read and follow the instructions on the web page carefully. This will help reduce the number of web access issues if done correctly. Website address is https://elink.hsd.state.nm.us/clink/

1) Access the eCSE website at http://www.hsd.state.nm.us/csed/ and click on “Child Support Enforcement Center Online” under related links on the left hand side.
2) A **Warning** message will display. Read the Warning page. If you wish to continue, click the **Continue** button.

3) A **Sign Up** page will display. Complete all of the required fields then click on the **Submit** button.

4) If you are eligible to create an eCSE account, you will see the following instructions displayed

   “**Your account request has been sent for processing. For security purposes, we will send you an access key to the mailing address on file (Cannot be sent to pending address). This will arrive within 10 business days. Upon receiving the access key, return to this site and click on the Activate button on the left panel to activate your online account.”**

5) When you receive your access key, re-access the eCSE website and click on the **Activate** button under **Activate Account** header.

6) The **Activate Account** page will display. Enter your Access Key and Social Security number and click the **Submit** button (not pictured). The Access Key may only be entered one time, then it may be discarded.

7) The **Sign Up – Create User Profile** page will display. Provide the requested information, reading the instructions carefully as you do so. When you have entered all of the required information, click the **I Agree** button.
8) A **Warning** message will display. Read the Warning page then click the **Continue** button.

9) The **cLink** Home page will display. Click the **eCSE** link towards the center of the page. At this point you may access your case and payment information. When you return to eCSE, begin by clicking the **Sign In** button under the **Registered Users** heading on the left side of the main page.
Colts is the system used prior to CSES being designed and implemented in 1998. On occasion we may need to access Colts to find cases that were closed and did not transfer over to CSES. There may be some old enforcement actions taken against a NCP that were never settled that the NCP now needs something. If caller claims the have an archived file and are requesting docs, the local office that sent the file to archive must request it. If caller is local, they may walk into their office and if out of state, they may send request in writing. CSIC will not send emails or referrals asking for archived files.

*Instructions for accessing COLTS (if you have problems, ask your supervisor has not all staff can access COLTS):*

1. Command Line type: LOGO
2. Type UCF1
3. Type HCAKCLTS
4. Generic Search Select with an X
5. Tab to SS number and enter (Shows name & COLTS Case Number)
6. Enter Appropriate Screen Number and Enter (Take Case Number)
8. To exit: Push Pause Key Twice
9. Type Bye

10. Type HGHI Back to CSES

Page Numbers: 31 - NCP Obligation 41 - NCP Payment Record

42 - Payment Distribution 61 - Case Activity Notes

63 - Case Journal (Notes)

****First digit of the case number represents the region the case was in.

**TWARS**

*Used to confirm if a warrant was cashed or not.*

Command Line in CSES

Type LOGO

Type TWARS

1-Enter

1-Enter

K-Warrant Number - Enter

Pause - To clear screen

HGHI to reenter CSES

**UPDATING DEMO**

*It is a contractual requirement for us to add new phone numbers and delete old telephone numbers from the DEMO screen in CSES. See procedures for answering call for guidelines.*

Go to Demo Screen within CSES (be sure you have captured the member who is calling ID but going to NCPR/GRNT)

Using F-10 and F-9, scroll to the telephone number and Type. Look for any duplicate numbers that need to be removed. Remove any numbers the caller doesn’t verify.
Removing Old Telephone Numbers

1. Action Code: U update (at the top of the DEMO Screen) on the number you want to remove

2. G/B Field, (next to the type), place a B for bad to remove number and hit enter

3. Confirm request to delete with a Y. (Look at the bottom of the screen). Hit enter.

4. Re-inquire by placing I at the top and hit enter. The telephone number should not be found.

Adding New Telephone Numbers

1. Action Code: U update (at the top of the DEMO Screen)

2. Type number in the phone field (no dashes in CSES)

3. In the “type” filed place C for cell phone, H for home number, W for work number, or M for message number and hit enter.

   *This can also be completed through Coverage Connect*

UPDATING ADDH

*It is a contractual requirement for us to confirm callers’ current mailing/residential addresses. See procedures for answering call for guidelines.*

Go to ADDH in CSES (be sure you have captured the member who is calling ID but going to NCPR/GRNT)

Using F-7 and F-8, scroll through addresses. Look for any current/pending addresses that may need to be updated or closed.

Closing Old Address

1. Action Code: U update (at the top of the ADDH Screen)

2. In “source” field place caller (NCP/CP)

3. Select the address by placing an “s” in the short field on the left side of screen

4. Enter date of call on the “closed” field and results. Could be NAP if caller is providing new address or OTH for other and type description in field. Hit enter.
**Adding New Address**

1. If no blank spaces on ADDH, hit F5 to refresh screen
2. Action code: A to add (at top of ADDH Screen
3. In “source” field place caller (NCP/CP)
4. Select the address by placing an “s” in the short field on the left side of screen
5. Type in address, include type (R for residential, M for mailing)

   5a. If NCP calling, place date of call in the “date info received” field and results of UCN. This will make the address current

   5b. If CP calling, leave the date blank and this will make address pending. Tell CP to send notarized letter to update to current.

6. Hit enter to add address.

*This can also be completed through Coverage Connect*

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**CASA**

*There are only two letters from CASA that CSIC staff can send to callers. Any other forms, require CSED referral to CSLA.*

**9 -General Letter (for closure only)**

*The only reason a general letter is sent is if the CP or the NCP have asked for a letter stating their case is closed. If the caller also wants it to state that there is a zero balance or other info, then a referral is sent for that to be sent by the CSLA.*

1. Before going to the CASA screen, check ADDH for a current address for the recipient of the general letter. Look at Coverage Connect for address as you need it to enter on CASA letterhead of the general letter. *NOTE: The general letter will not batch out without a current address on ADDH.*

2. CASA: Input number 9 and press, enter.

3. Action Code: A

4. Select the recipient of the general letter with an R
5. In the letterhead type the appropriate name and address.

6. Type the text of the letter. (More lines are available by pressing F-8.)

Text of your letter will state the following:

**GENERAL LETTER CASE CLOSURE**

Dear [Name], This letter is to inform you that your child support case is currently closed. This status letter was generated by the Child Support Information Center in cooperation with the region office. For further questions, please call 1-800-288-7207. Thank you, (Your Name).

Once you have finished typing the information, proof read your letter carefully to check for errors. **Have your letter reviewed and approved by a supervisor.** When completed press enter and confirm your request to add with a Y and enter, the letter will batch. (If you do not want to send the letter select N.)

*The completed letter will appear on CASD.*

**10- Information Gathering Letter**

*IGLs are only sent to CPs and must have current address on ADDH to generate. Go to CASA and enter 10. Hit enter.*

**16) LEGAL ACTIONS / HEARINGS**

*Regional Office 3, Albuquerque North!!!!! If you receive any calls from an NCP or a CP from the Region 3 Abq office, in regards to a Hearing, Office 3 wants to talk to all of them. Don't give any information, even if it is as simple as the date and time of the hearing. Always send via email no matter how far out*
the hearing is. And if it is a request to appear telephonically to the hearing, also provide them with the bernalillo county house number 505-841-8400, (Revised 12-14-2012)

**WANTS TO RESCHEDULE HEARING**

Say: I will send a message to CSLA with your request to reschedule the hearing.

Send a ND referral to the local office, to inform CSLA that CP or NCP is unable to attend the scheduled hearing, the reason why, and that CP or NCP wants to rescheduled the hearing. If hearing is same or next two business days follow email format for missed hearings and note in CORR as instructed below.

**QUESTIONS ABOUT HEARING**

(1) If NCP/CP calls and has questions about Hearing, and the hearing is in 3 business days or more, Please Send an ND referral to CSLA for assistance.

(2) If NCP/CP calls and has questions about hearing, and hearing is today, or within 2 business days, send email to NMCSED box

**COURT HEARING QUESTIONS**

**WILL NOT BE ATTENDING HEARING**

Depending on the circumstances of the missed hearing, choose the appropriate action.

Say: I will notify the case worker that you are unable to attend.

(1) If call is received at CSIC for hearing three business days or more before hearing or longer send FYI that NCP/CP is unable to attend hearing and the reason caller provided.

(2) If the call is received at CSIC for a hearing scheduled the same day or the next two business days notify the CSED attorney as soon as possible via e-mail protocol (E-mail to Nmcised@hms.com box for missed hearing) about the CP’s,
NCP’s or witness’ communication. If someone other than the NCP or the CP calls to report one of the parties not attending, send the e-mail regardless.

**WANTS A TELEPHONIC HEARING**

Regardless if it is the NCP or the CP calling the answer is the same, and your actions are the same.

*Say: (you must use these words in your diary and also to the caller as we cannot give the impression that it will be granted):* I will send a referral to the local office and they will inform you of the process for requesting a telephonic hearing.

In addition to this, you are to send an ND referral to the local office with purpose of inquiry that says caller is requesting to know process to request telephonic hearing. If hearing is same day or next two business day still send as email to NMCSED box under telephonic hearing format and do diary in CORR.

*Note: If Cp or NCP request telephonic Hearing and case is in either Region 7 Or 3, CSIC can provide phone number for courts and CP/NCP will have to contact to request this on their own. Phone #: 505-841-8400.*

**SAME DAY, CALLING AFTER HEARING**

(3) If the call is received for a hearing scheduled later than what is outlined in #2: send an FYI referral to the region containing all appropriate information.

**NOTE: CSIR will not tell the CP, NCP or witness to call the court, or that they need to file a motion for continuance.**

**IF A CP REQUEST ORSC**

*Say: There are currently automated remedies that are being conducted by the system. These include employer searches, tax offsets, and others. Do you have any new information to provide about the NCP?*

*Take all new information provided, and send the necessary verifications.*
ORSC Hearing when NCP has not been served:
If NCP calls CSIC for any reason and CSIC noticed that there is an Order to Show Cause Hearing scheduled, that NCP is not aware of. CSIC needs to inform NCP the date and time of the hearing, then send an FYI will be sent to let CSLA know that NCP called and was told about ORSC hearing. If the NCP wants to discuss, then it will be a ND referral. CSIC will also encourage NCPs to walk into the office to discuss with CSLA.

IF AN AF/NCP CALLS ABOUT BEING SERVED BY CSED
The person may respond directly to the court within the allotted time. Do not tell the caller to call the court for guidance. It is ok to tell AF/NCP that court may have Pro Se or Self Help Clinic that could assist them.

If NCP ask you how can he/she respond? Inform NCP to follow the instructions per the documents he/she was served with, and add your note in CORR, there is no need to send FYI to CSLA.

If NCP wants to further discuss with CSLA:
Send a ND referral for an appointment to be approved, and for the caller to meet with the CSLA concerning the issue for which they were served. All papers must be taken to the appointment.

Service of Process and Time frames (revised July 13, 2009)
Typically a court hearing will be held without proof of service upon the party being served. If you are asked the following question;

"How much time before the hearing must the other party be served?"

Say: It varies from court to court, and often times the hearing will be held without proof of service. The reason for this is that the courts send out a notice of hearing to each person that must attend. This is sent via the United States Postal Service. Often times parties will show up without service and the hearing will be held.

NEVER QUOTE DAYS TO THE CALLER.
**FILLING AN APPEAL TO AN ORDER**

When a CP/NCP wants to appeal the court order, we can encourage them to do a walk-in to CSLA'S office, and can tell them that they can consult a private attorney. If they are unable to do a walk-in to regional office, CSIC will send a ND referral for assistance.

**CP WANTS TO TRANSFER CASE TO A DIFFERENT REGIONAL OFFICE**

**If case is in enforcement status:**

*Say:* You will need a file a motion with the courts for a change of venue. If your motion is successful, please provide a copy to your CSLA for review of possible transfer.

**If case is in establishment status:**

*Say:* I will send a message to your assigned worker with your request.

*Send CSED referral to the field.*

**17) NEW HIRE REPORTING**

**WHAT IS NEW HIRE REPORTING?**

*Say:* Employers who do business in NM are required to report new hires and rehires of employees & contractors within 20 days of the date of hire to the State Directory of New Hires & NM New Hires Directory.

**HOW IS THE NEW HIRE INFORMATION USED?**

*Say:* CSED matches new hire reports against their child support records to locate parents, establish an order for support, or enforce an existing support order through an income withholding order.

Additionally, the data may be used to check for welfare fraud, incorrect unemployment benefits applications & as a location tool for Child Support enforcement.
WHEN WAS THIS PUT INTO EFFECT?

Say: New Mexico’s State Directory of New Hires was implemented Oct 1, 1997.

WHAT IS THE NATIONAL DIRECTORY OF NEW HIRES?

Say: The Welfare Reform Act of 1996 established that all states must establish a new hire registry and that each state must submit new hire data to the national directory of new hires by 10/1/1997. NM shares all new hire data with the Federal government as required.

QUESTIONS FROM EMPLOYERS

HOW CAN I REPORT NEW HIRES?

Say: You can submit the information using any of the following methods:

- A W-4 form (including company name, address, and FEIN)
- A form created by the State
- A computer print-out
- New Hire software provided by the State
- Internet reporting www.nm-newhire.com
- Electronic reports via Magnetic Tape/cartridge

Mandatory information which needs to be reported includes:

- Company name and mailing address
- Company Federal Employer Identification Number (FEIN)
- Employee’s name, mailing address, and social security number

**DO EMPLOYERS HAVE TO REPORT TO TWO PLACES NOW?**

*Say:* No, reporting to New Mexico fulfills the federal requirement.

**SHOULD I REPORT ALL EMPLOYEES?**

*Say:* Yes, all employees must be reported, whether temp or full-time.

**EMP FROM THE PAST NOT REPORTED**

*Say:* If you have not reported in the past, you can submit new hire reports for all individuals hired in the last 90 days to become current. You do not need to report any new hires over 90 days old, it is not necessary to report new hires over 90 days old as that employment data is available through your quarterly tax reporting.

**DO I REPORT REHIRED EMPLOYEES?**

*Say:* Rehired employees must be reported if they are terminated from employment a minimum of 6 consecutive weeks.

*Termination of employment means the payer of income no longer provides income to the employee, and the payer of income does not intend to provide income to the employee again in the future. Unpaid medical leave, unpaid leave of absence and temporary layoff do not count as terminations of employment.*

**I AM A MULTI-STATE EMPLOYER. DO I HAVE TO REPORT TO EACH STATE IN WHICH I HAVE EMPLOYEES?**

*Say:* If you are a multi-state employer, you have two reporting options. You may report newly hired employees to the state in which they are working or, alternately, you may select one of these states to which you report all new hires. If one state is chosen, your new hire reports must be submitted by magnetic tape or electronically. Also, you must notify the Secretary, Department of Health and Human Services, which state you will report your new hires to. Please note, however, that if you chose to report to a single state, the information may not be available to the employee’s work state for purposes of detecting fraud in the unemployment insurance or worker’s compensation programs.
**ADDITIONAL QUESTIONS:**

*If there are any questions that the employers have that are not addressed here or they need more in depth information, please provide the 1-888-878-1607 number to the employer.*

Employers should mail reports to:

New Mexico New Hires Directory  
P.O. Box 29480  
Santa Fe, NM 87592-9480

[www.NM-NewHire.com](http://www.NM-NewHire.com)

Employers should fax all reports to the toll free fax line:

Fax: (888) 878-1614

And if employers have any questions, they should call the toll-free phone number.

Phone: (888) 878-1607

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**18) DESK AIDS**

**PHONE AND REFERRAL LIST**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bureau of Vital Statistics</td>
<td>505-827-0121</td>
</tr>
<tr>
<td></td>
<td>Toll Free: 866-534-0051</td>
</tr>
<tr>
<td>NM Domestic Violence Hotline</td>
<td>1-800-773-3645</td>
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<tr>
<td>National Domestic Violence Hotline</td>
<td>1-800-799-7233</td>
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<tr>
<td>Esperanza *24 hr. Crisis Line</td>
<td>1-800-473-5220-emergency</td>
</tr>
<tr>
<td>Administrative Counseling Line</td>
<td>505-474-5536-non emergency</td>
</tr>
<tr>
<td>Kids Line</td>
<td>1-800-759-5437 State-wide</td>
</tr>
<tr>
<td></td>
<td>1-505-216-5460 Outside NM</td>
</tr>
<tr>
<td>New MexiKids</td>
<td>1-888-997-2583</td>
</tr>
</tbody>
</table>
General HSD Program Overview 1-800-432-6217

Crisis Intervention 1-888-920-6333

Suicide Crisis Intervention 1-800-273-8255

CYFD (Child – Youth – Families)
And Protective Services to report abuse- or neglect 1-855-333-7233

IRS Offset Information Center 1-800-304-3107

MVD Hotline (Toll Free) 1-888-683-4636

Santa Fe Police and Sheriff Department 505-428-3710

Espanola Police Department 505-753-5555

State Police Department 505-827-9300

State Personnel Office (Employment) 505-476-7777 (Santa Fe Area Number)

CREDIT BUREAUS (Fraud Lines):

Equifax 1-800-525-6285

Experian (Formerly TRW) 1-888-397-3742

Trans Union 1-800-680-7289

Social Security Administration (Fraud Line) 1-800-269-0271

Social Security Administration 1-800-772-1213

Employer’s Guide to Child Support (Training)

http://www.sba.gov/

Must have multimedia program www.macromedia.com picking macromedia shockwave and flash player
NM State Laws on CS

Child Support laws are in several sections: 40-4-1-20 is dissolution of marriage. The caller can do an internet search on child support and obtain the information they are looking for.

Employer Website: Elink (employer’s only) - STILL UNDER CONTRUCTION

https://elink.hsd.state.nm.us

New Mexico Child Support Website (account site)

https://elink.hsd.state.nm.us/clink/

New Mexico Child Support Website (main site)

http://www.hsd.state.nm.us/csed.html

Federal Laws on CS - Web site address

Federal Website for Child Support OCSE, if a caller wants a phone number to another state CSED offices, provide the website below, we do not have a list of the other states child support offices.
http://www.acf.hhs.gov/programs/cse

LETTERS AND FORMS

License Suspension Notice

D&D letter Example

Administrative Subpoena

Affidavit of Missing Warrant

Application For Full services

Auto Withdrawal

Cp's Information Gathering Letter

Quarterly Notice

Direct Deposit Form

NMSN

Notice Of Interview
Release of Info

NWI

Mod Financial Affidavit

ISD Cooperation Packet

Navajo Nation:

Navajo Nation Application

Notice of Public Assignment

Tax letters:

NCP and spouse are sent notice when cases(s) have been certified for offsets

Tax Certification letter

NCP and spouse are sent letters that notify pmts have been intercepted and sent to CSED (may take up to 60 days for us to receive funds). Please see case 181661 as example, inv pmt posted 9-19-11 and letter dated 9-2-11.

Pre-Offset letter

NCP and/or spouse can waive the 30 days/6 month hold period and have CSED apply inv pmts early to case(s)

NCP spouse Tax Release Form

NCP Tax Release Form

Continuing Service Letters:
CP may receive a Medicaid/TANF continuing service letter if CP changes the type of Medicaid rec’d or has to recertify for benefits or cancels benefits. The letter ask CP if she/he wants to continue service with CSED.

**Medicaid Continue Service Letter**

**TANF Continue Service Letter**

This letter tells CP that CSED will continue services UNLESS DECLINED by CP. If CP rec’s letter and wants CSED to close case, send ND referral with purpose of request closure to the field. If CP wants CSED to pursue case, no action is needed.

**SCSC**

In each of the CSED offices there is a Social and Community Service Coordinator (SCSC). This person will be receiving calls through the Information Center. The names of these people are found in the Desk aids section, CSED Offices. If you receive a call for one of these folks, please just send an e-mail to the NMCSED@HMS.com e-mail box. The e-mail should contain the following Information:

Who the call is for  
Who called and their Phone number

Be sure to verify the phone number, so that we are sending proper numbers.

Just so you are familiar with the types of calls and who we may receive calls from, below is an abbreviated list.

The types of calls that will be received will be:

- Calls from hospitals and outreach facilities trying to contact their SCSC (Social Community Services Coordinator) or the Voluntary Paternity Unit.
- Parents and the community requesting information and help completing the voluntary acknowledgement of paternity forms.
- Hospitals and the community requesting training and/or presentations regarding voluntary acknowledgement of paternity.
- Hospitals having questions regarding invoice with the VPU.
- Any acknowledgement of Paternity inquires

**MESSAGE FOR SCSC**

Message: SCSC NAME: (These are found on your CSED Regional Offices list)  
Caller Name:
Caller Phone Number:

Message: Nancy from St. Vincent’s Hospital is in need of more Paternity Brochures.

**COURT ADDRESS’S**

<table>
<thead>
<tr>
<th>COUNTY</th>
<th>DISTRICT</th>
<th>ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BERNALILLO</td>
<td>2nd</td>
<td>400 Lomas NW, Albuquerque, NM 87107</td>
</tr>
<tr>
<td>CATRON</td>
<td>7th</td>
<td>200 Church Street, Socorro, NM 87801</td>
</tr>
<tr>
<td>CIBOLA</td>
<td>13th</td>
<td>515 W. High Ave., Grants, NM 87020</td>
</tr>
<tr>
<td>CHAVEZ</td>
<td>5th</td>
<td>1597 South Main, Roswell, NM 88203</td>
</tr>
<tr>
<td>COLFAX</td>
<td>8th</td>
<td>1413 South 2nd Street, Raton, NM 87740</td>
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<tr>
<td>CURRY</td>
<td>9th</td>
<td>700 N Main (Suite 11), Clovis, NM 88101</td>
</tr>
<tr>
<td>DeBACA</td>
<td>10th</td>
<td>514 Avenue C, Fort Sumner, NM 88119</td>
</tr>
<tr>
<td>DONA ANA</td>
<td>3rd</td>
<td>201 W. Picacho Ave. (Suite A), Las Cruces, NM 88001</td>
</tr>
<tr>
<td>EDDY</td>
<td>5th</td>
<td>102 North Canal, Carlsbad, NM 88220</td>
</tr>
<tr>
<td>GRANT</td>
<td>6th</td>
<td>201 North Cooper, Silver City, NM 88062</td>
</tr>
<tr>
<td>GUADALUPE</td>
<td>4th</td>
<td>420 Parker Ave., Santa Rosa, NM 88435</td>
</tr>
<tr>
<td>HARDING</td>
<td>10th</td>
<td>4th and Pine St, Mosquero, NM 87733</td>
</tr>
<tr>
<td>HIDLAGO</td>
<td>6th</td>
<td>310 Shakespeare St., Lordsburg, NM 88045</td>
</tr>
<tr>
<td>LEA</td>
<td>5th</td>
<td>100 North Main, Lovington, NM 88260</td>
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<tr>
<td>LINCOLN</td>
<td>12th</td>
<td>300 Central Ave., Carrizozo, NM 88301</td>
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<tr>
<td>LOS ALAMOS</td>
<td>1st</td>
<td>100 Catron Street, Santa Fe, NM 87504</td>
</tr>
<tr>
<td>LUNA</td>
<td>6th</td>
<td>700 S. Silver #56, Deming, NM 88030</td>
</tr>
<tr>
<td>McKINLEY</td>
<td>11th</td>
<td>207 West Hill # 200, Gallup, NM 87301</td>
</tr>
</tbody>
</table>
MORA  4th  496 W. National (Suite 200), Las Vegas, NM 87701

OTERO  12th  1000 New York Ave # 209, Alamagordo, NM 88310

QUAY  10th  300 S. 3rd Street (2nd floor), Tucumcari, NM 88401

RIO ARRIBA  1st  100 Catron St., Santa Fe, NM 87504

ROOSEVELT  9th  109 W First Street, Portales, NM 88130

SAN JUAN  11th  851 Andrea Dr., Farmington, NM 87401

SAN MIGUEL  4th  496 W. National (Suite 200), Las Vegas, NM 87701

SANDOVAL  13th  1500 Idalia Rd Bldg A, Bernalillo, NM 87004

SANTA FE  1st  100 Catron Street, Santa Fe, NM 87504***

***Santa Fe District Courthouse will be moving to a new address on June 5-7 2013. The courthouse will be closed those dates. And it will be open starting on June 10.

The New address is:
225 Montezuma Avenue
Santa Fe, New Mexico 87501

Note: we have been informed that the court will send out amended notices of hearing with the new address for all hearings already scheduled.

SIERRA  7th  311 Date Street, T or C, NM 87901

SOCORRO  7th  200 Church Street, Socorro, NM 87801

TAOS  8th  105 Albright# H Street, Taos, NM 87571

TORRANCE  7th  903 North 5th St, Estancia, NM 87016

UNION  8th  200 Court Street, Clayton, NM 88145

VALENCIA  13th  1835 Hwy 314 SW, Los Lunas NM 87031

**ISD OFFICE LOCATIONS**

Toll Free Number – 1-888-473-3676
<table>
<thead>
<tr>
<th><strong>Bernalillo County-Northeast</strong></th>
<th><strong>Bernalillo County – Northwest</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>4330 Cutler NE</td>
<td>1041 Lambert Place NE</td>
</tr>
<tr>
<td>PO Box 36090</td>
<td>PO Box 25287</td>
</tr>
<tr>
<td>Albuquerque, NM 87176</td>
<td>Albuquerque, NM 87125</td>
</tr>
<tr>
<td>Phone: (505) 222-9600</td>
<td>Phone: (505) 841-7700</td>
</tr>
<tr>
<td>Fax: (505) 222-9650</td>
<td>Fax: (505) 841-7754</td>
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<tr>
<td>1711 Randolph Rd SE</td>
<td>3280 Bridge Blvd. SW</td>
</tr>
<tr>
<td>PO Box 19310</td>
<td>PO Box 12355</td>
</tr>
<tr>
<td>Albuquerque, NM 87119</td>
<td>Albuquerque, NM 87195</td>
</tr>
<tr>
<td>Phone: (505) 383-2600</td>
<td>Phone: (505) 841-2300</td>
</tr>
<tr>
<td>Fax: (505) 383-2105</td>
<td>Fax: (505) 841-2381</td>
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<th><strong>Catron County</strong></th>
<th><strong>Chaves County</strong></th>
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<tr>
<td>1014 N. California St.</td>
<td>1701 S. Sunset</td>
</tr>
<tr>
<td>PO Box LL</td>
<td>Roswell, NM 88203</td>
</tr>
<tr>
<td>Socorro, NM 87801</td>
<td>NO TOLL FREE #</td>
</tr>
<tr>
<td>Toll Free: 1-800-245-9571</td>
<td>Phone: (575) 625-3000</td>
</tr>
<tr>
<td>Phone: (575) 838-8700 (Rang with no answer or vm)</td>
<td>Fax: (575) 625-3099</td>
</tr>
<tr>
<td>Fax: (575) 835-9478</td>
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<tr>
<th><strong>Cibola County(Grants Area)</strong></th>
<th><strong>Colfax County(Raton Area)</strong></th>
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<tbody>
<tr>
<td>900 Mount Taylor Ave.</td>
<td>1233 Whittier Street</td>
</tr>
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PO Box 1390
Raton, NM  87740
Grants, NM 87020
Phone: (575) 445-2308
Phone: (505) 287-8836
Fax: (575) 445-2218
Fax: (505) 285-6278

**Curry County (Clovis Area)**
3316 North Main Street #A
Clovis, NM  88101
Phone: (575) 762-4751
Fax: (575) 763-0493

**De Baca County**
620 Historic Route 66
Santa Rosa, NM  88435
Toll Free: 1-800-523-6643
Phone: (575) 472-3450
Fax: (575) 472-3425

**Dona Ana County**
East Side of Las Cruces
2121 Summit Court
Las Cruces, NM  88011
Phone: (575) 524-6568
Fax: (575) 524-6510

**Dona Ana County**
West Side of Las Cruces
655 Utah
Las Cruces, NM  88001
Phone: (575) 524-6500
Fax: (575) 524-6509

**Dona Ana County – Anthony Area**
220 Crossett Lane
PO Box 4130
Anthony, NM  88021
Phone: (575) 882-5781

**Eddy County – Artesia Area**
108 N. 16th
Artesia, NM 88210
Phone: (575) 748-3361
Fax: (575) 746-6123
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<tr>
<th>Eddy County – Carlsbad Area</th>
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<tr>
<td>3604 San Jose Blvd.</td>
<td>3088 32nd St Bypass Rd. #A</td>
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<tr>
<td>Carlsbad, NM  88220</td>
<td>Silver City, NM  88061</td>
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<td>Phone: (575) 885-8815</td>
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<td>Fax: (575) 887-0550</td>
<td>Phone: (575) 538-2948</td>
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<tr>
<td>620 Historic Route 66</td>
<td>2536 Ridge Runner Road</td>
</tr>
<tr>
<td>Santa Rosa, NM  88435</td>
<td>Las Vegas, NM 87701</td>
</tr>
<tr>
<td>Toll Free: 1-800-523-6643</td>
<td>Toll Free: 1-888-456-0037</td>
</tr>
<tr>
<td>Phone: (575) 472-3459</td>
<td>Phone: (505) 425-6741</td>
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<tr>
<td>Fax: (575) 472-3425</td>
<td>Fax: (505) 454-0256</td>
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<th>Hidalgo County (Lordsburg Area)</th>
<th>Lea County (Hobbs Area)</th>
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<td>2120 N. Alto – Suite D</td>
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<td>Lordsburg, NM  88045</td>
<td>Hobbs, NM 88240</td>
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<td>Phone: (575) 397-3400</td>
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<tr>
<td>Phone: (575) 542-3562</td>
<td>Fax: (575) 393-2529</td>
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Fax: (575) 542-3226

Lincoln County (Ruidoso Area)                     Luna County (Deming Area)

26387 Hwy 70                                       910 E. Pear
PO Box 606                                          NO PO BOX
Ruidoso Downs, NM 88346                             Deming, NM 88030
Phone: (575) 378-1762                                Phone: (575) 546-0467
Fax: (575) 378-2204                                  Fax: (575) 546-9326

McKinley County (Gallup Area)                      Mora County

3006 E Hwy 66                                       2536 Ridge Runner Road
Gallup, NM 87301                                     NO PO BOX
Toll Free: 1-800-825-7422                            Las Vegas, NM 87701
Phone: (505) 726-7600                                Toll Free: 1-888-456-0037
Fax: (505) 726-7650                                  Phone: (505) 425-6741
                                                Fax: (505) 454-0256

Otero County (Alamogordo Area)                     Quay County (Tucumcari Area)

2000 Juniper Drive                                   421 W. Tucumcari Blvd
Alamogordo, NM 88310                                 Tucumcari, NM 88401
Toll Free: 1-800-826-4468                            Toll Free: 1-800-283-4465
Rio Arriba County (Espanola Area)  Roosevelt County

228 Paseo De Onate St.  1028 Community Way

NO PO BOX  PO Box 1090

Espanola, NM 87532  Portales, NM 88130

Toll Free: 1-800-231-2835  Phone: (575) 356-4473

Phone: (505) 753-2271  Fax: (575) 359-1539

Fax: (505) 753-5826

Rio Arriba County (Tierra Amarilla Area)  Sandoval County

County Rd 0324, Hwy 84  4363 Jager Drive

PO Box 816  Rio Rancho, NM 87144

Tierra Amarilla, NM 87575  Toll Free: 1-800-926-9425

Phone: (575) 588-7103  Phone: (505) 383-6300

Fax: (575) 588-7369  Fax: (505) 383-6307

San Juan County (Farmington Area)  San Miguel County (Las Vegas)

101 W. Animas  2536 Ridge Runner Road

NO PO BOX  NO PO BOX
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| Santa Fe County               | (Santa Fe Area)             |                                 |                   |                  |
| 39B Plaza La Prensa           |                             | 102 Barton St.                  |                   |                  |
| Santa Fe, NM 87504            |                             | T or C, NM 87901                |                   |                  |
| Toll Free: 1-800-231-8081     |                             |                                 |                   |                  |
| Phone: (505) 476-9200         |                             |                                 |                   |                  |
| Fax: (505) 476-6287           |                             |                                 |                   |                  |

| Socorro County (Socorro Area) | Taos County                 |                                 |                   |                  |
| 1014 N. California St.        |                             | 145 Roy Road                    |                   |                  |
| Socorro, NM 87801             |                             | Taos, NM 87571                 |                   |                  |
| Toll Free: 1-800-245-9571     |                             |                                 |                   |                  |
| Phone: (575) 838-8700         |                             |                                 |                   |                  |
| Fax: (575) 835-9478           |                             |                                 |                   |                  |

| Torrance County              | Union County (Clayton Area) |                                 |                   |                  |
| 109 Tulane Ave.              |                             | 834 Main Street                 |                   |                  |
| PO Box 400                   |                             | Clayton, NM 88415               |                   |                  |
| Moriarty, NM 87035           |                             |                                 |                   |                  |
| Toll Free: 1-866-335-7293    |                             |                                 |                   |                  |
| Phone: (575) 374-9401        |                             |                                 |                   |                  |
| Fax: (575) 374-2853          |                             |                                 |                   |                  |
Valencia County (Belen Area/Los Lunas Area) Valencia County (Los Lunas Area)

If you live in the Belen Area If you live in the Los Lunas Area
100 S. 5th Street, 2nd Floor 445 Camino Del Rey
PO Box 259 Los Lunas, NM 87031
Belen, NM 87002 Phone: (505) 222-0800
Phone: (505) 864-5200 Fax: (505) 222-0888

**GENERAL CSES SCREENS**

1) **CINF - Case Information**
   - Shows CSLA name, case type, status, interstate, date opened and case class

2) **CTYP - Case Type**

3) **USER - User Profile**
   - To find if CSLA is in satellite office (copy and paste CSLA #)

4) **CPRF - Case Profile**
   - Number of DPs
   - If member has other cases

5) **CMAU - Case Member Addition/Update**
   - List all members on case and status to case

6) **DEMO - Member Demographics**
- Screen for every member on case
- Tells you how paternity was establish
- Shows emancipation date of DPs

*Used to change phone numbers of CP or NCP

7) MCAS- Member Case Inquiry
- All cases for the member

8) ADDH- Address history
- Shows current, pending and closed addresses for CP or NCP

*Used to change addresses of CP or NCP

9) EMPH- Employment History
- Shows current, pending and closed employers
- Shows duration at employer

10) EMPD-Employment Detail
- Used to add or close employers

11) CTPH- Case Type History

12) CINT- Interstate Case Initiation
- If interstate case this screen shows the other state involved.

13) CASA- Case Activates
- Send forms or letters to CP/NCP

14) MINS- Member Insurance

15) MSCH- Member Search

16) APRS-Application Request Selection
- Used to send applications
17) LOCD- Locate Diary
-If caller uses member number, go to this screen and search

18) MCON-Member Contacts
-Used to see if party has attorney

19) CLDD- Zip Code Search

20) FDEF-Form Definition
-used to find out which forms were sent

21) PTST-Paternity Test Results
-shows results (cannot disclose to CP/NCP)
-shows time and site for testing

22) CSTA- Customer Service Activities
-used to create tickle, referral or CORR entry

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**ABBREVIATIONS**

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In General

1. Do not use any of your own personal abbreviations (use the approved abbreviation list as found in the desk aid section, Standard Abbreviations).

2. No cussing or even the use of *&**!# in an attempt to express cussing.

3. No CSLA criticism is to appear in any of your diaries. (Complaints by the caller can be faxed to the CD).

4. Watch your spelling - use a dictionary or spell check in a word document.

5. Make sure your words do not split in half from line to line in your CORR entries. Using Coverage Connect for your referrals it will wrap the words for you.

6. Use "claims" when appropriate - This signifies to the CSLA that we are passing along what the caller “claims” happened or did not happen.

7. Do not use "claims" when it is a fact, for example... NCP stated that CSED intercepted NCP federal taxes, and you can see that the funds are on NCPR.

8. All requests that are made in a referral are on the behalf of the caller; NCP requested, or CP requested......CSIC is not going to request that the CSLA take a specific action.

9. All CSED, ND, or FYI referrals should contain a “Thank you” or “Thanks” at the end of the referral. We want to show courtesy to the CSLA’s.

10. No emotions or feelings of the caller are to appear in any of your diary entries; Upset, Angry, Insisted, Demanded, Yelling, Screaming, Mad etc. These emotions do not enhance our referral to the CSLA. If the caller is extremely verbally abusive over the phone, it is ok to indicate that in your diary, but tread lightly. To convey extreme emotions and feelings to CSLA, CSIC staff may use the word "concerned".

11. Do not use “CP Acknowledged”, or “NCP Acknowledged” in your diary entries, this adds no value to the entry.
12. All employer calls must contain the phone number and name of the employer, regardless if the entry is on CORR or CASD. If a referral is sent to CSLA from any other third party (NCP's girlfriend, CP's mother, etc.) the phone number of that person is required in diary. CSLA may need to obtain more info from caller.

13. When providing balance info from AMTR or CSFS to caller, you are to say and note in diary: Informed CP/NCP of UNV balance of (insert $) through (insert month) per AMTR.

or

Informed CP/NCP of UNV past due balance of (insert $) through (insert month) per CSFS

14. Guidelines for tagging on to prior referral being sent. Tagging on is to add additional information to a referral, or new information that may help CSLA to better assist the caller. If you would not send your own referral for the call then you should not tag info on to the diary. If caller is calling about the same exact information, your notes should be in CORR.

a. You can only tag on to a diary when it is the same caller
b. You can only tag on to diary that is still open
c. You cannot tag on after CSLA added a note to the diary. You will need to start a new diary
d. It is OK to tag on to an FYI with a regular referral if caller calls back requesting call from CSLA. This is exception to rule that you will need to note in diary that caller is now requesting call back from CSLA.

**CASD REQUIREMENTS**

If sending an FYI referral, FYI must appear at the beginning of your referral. FYI referrals are considered to be free referrals, but please be considerate that the CSLA has to open these entries, read them, decide what to do, and complete them.

Coverage Connect will only automatically enter the case number for you on to the diary, not the FYI; you will have to enter that yourself.

Required to have who called, what they requested, what you told them and screen references. Thank you or thanks is required at end of diary.
Always make reference to the screen identified that the information was found from, and use specific dates the entry was on that screen, use the date on the far left side of the screen, not a date inside the entry.

If a caller refuses to provide you a reason for the call back from the CSLA, explain to the caller that you cannot make the required request without a reason. The CSLA just wants to know the reason, so that they are prepared when calling you back. If the Caller refuses, politely tell them that you are sorry, but the referral cannot be made. Management will back you up on this, as it was a directive from Central office to CSIC.

In closing, if you are ever in doubt ask a Lead or your Supervisor for guidance.

If the case is in the establishment phase, encourage the CP or NCP to walk into the office.

**CORR REQUIREMENTS**

Case #, who called, what they asked, and what you told the caller and screen reference.

Always make reference to the screen identified that the information was found from, and use specific dates the entry was on that screen, use the date on the far left side of the screen, not a date inside the entry.

Example:
Case #1234 NCP called for status of COC, informed NCP this was issued on 10-15, per LGLD, also read the CASD 10-16 to NCP

Give case details within reason.

An unacceptable entry example is as follows:
Case #1234 CP called for general questions on adoption, and I assisted CP. *This could get you into trouble as the CP could allege many things that you may have told the caller. We would not be able to back you up, if it is not documented.*

*Please see case diary examples in section # 20 (training steppers).*

**UNKNOWN CALLERS**

When you receive a call and the caller is no longer on the line, or you can’t hear the caller, however the case # was recorded in CC. Please add a diary in CORR, and stat your call in Coverage Connect.

*Note: It is not acceptable to call it "Ghost Caller"*
**CORR Diary**

Go to screen CSTA, press Tab, type the #4, then press enter, add the following codes to the fields:

- **PARTY**: OT + OTHER
- **NAME**: UNKNOWN CALLER
- **REASON**: GQ +
- **RESULT**: OT + UNKNOWN CALLER ON THE LINE

Once you press enter, a diary will be created in CORR, there is no need to do F6, like you usually do, to type your notes inside of the diary. Since the system will automatically add a diary. See the example below.

```
* 04 17 13 CM TR OT UNKNOWN CALLER GENERALQUESTION OTHER UNKNOWN CALLER Y
```

And inside of the CORR diary you will see:

UNKNOWN CALLER ON THE LINE.

**QUALITY ASSURANCE & DAILY FOLLOW-UP SHEETS**

Quality assurance is one of the practices that we focus on. When you are in the first 60 days 100% of your calls, will be reviewed for quality. After that your supervisor will do an evaluation and decide the frequency and percentage, that your work must be reviewed.

You will receive your follow up sheet every day, via email. Please review the procedure and ask your supervisor if you have any questions.

On days when your work was NOT reviewed (usually after you have been taking calls for 90 days, or more), you will get a follow up sheet that will just show your referrals, your call volume and your referral rate. All you need to do is respond to that email with a "Thank you" or "reviewed". This way we know that you received the information and understand it. **A response is required**
If your work WAS reviewed that day, you will get a record of the cases that were reviewed along with any notes, comments, or coaching remarks in regards to those cases. In addition, you will find a letter or symbol next to the case that tells you the result of the follow up on that specific case. Below you will see the letters and symbols you may see on your follow up sheet and what they mean:

**Feedback** - This means your supervisor had feedback to provide to you about the call. This is not necessarily a training issue, but just information that will help you grow and improve. This will only appear on your follow up for the first 90 days. (You will no longer see any (F) after you have been taking calls for over 90 days).

**Training** - This means that there was a training opportunity on the call. This is an issue that will not count against your accuracy as a mistake, however it is an issue to be learned from and to be addressed going forward. Please note that; even if it was a true mistake, for the first 60 days, you will still see a (T), that will be converted as an (M), after the 60 days.

**Mistake** - This means that something was done in error and will count against your accuracy. When you see an "M" on your follow up sheet, you want to make sure that you take note and make the necessary adjustments to your work to try to avoid making that mistake in the future. Please note that; from 60-90 days, you will start seeing (M), but it will be only for your information. After 90 days, you will see an (M) that will count as a mistake and against your accuracy.

**(*)** If the case was handled perfectly.

The reason you get the codes above is for your continued learning and development. When you receive these you are required to review each case, taking note of any mistakes or training opportunities in order to improve your performance and avoid the same mistakes in the future.
In some instances you will see a "Y" next to the case, as seen in yellow above. This means that there is some action required from you in order to correct or clarify the action you've taken on the case. When you see this, promptly take the action that is requested of you, making sure to ask questions if you need help. When you are finished, please respond to the email saying that you have reviewed your follow up and made all the necessary corrections. *A response is required*

Note: When reviewing your follow up, it is always best to handle the cases that are requiring action first, so that all necessary corrections and additions are added before the csla responds or the person calls back.

Keep in mind that if you have any questions regarding your follow up sheet, or the comments made on it, include those questions in your response email so that we can answer those questions and bring clarification for you.

*A response is always required when you receive your follow up; whether you received an accuracy rating that day or not.*

**REFERRALS**

This is not an all-inclusive list of Referrals.

*ALL REFERRALS ARE GENERATED THROUGH COVERAGE CONNECT AND APPEAR ON CASD. ANY REFERRALS SENT THROUGH CSES MUST BE REPORTED TO YOUR SUPERVISOR.*
**FYI Referrals**

(Generally, no action or response is required on the part of the CSLA. Responses from callers that are generated by CSED/CSLA actions; voice messages, letters, forms, or request for party to provide information to CSLA). Please see FYI stepper in section #20 for examples.

- If the NCP calls to say payments have been made directly, bypassing CSED. (Caller will be told to mail/fax proof to region office.)
- If the caller is not going to attend a scheduled court hearing that is more than 48 hours in the future. (Hearings less than 48 hours in the future are handled by an e-mail to the NMCSED mail box.)
- Alleged Father is responding to the initial contact letter. Referral includes the “Five Criticals” Correct name, DOB, SSN, address, employer, please list the name of the employer in your diary. If you need to send an employer add, make sure all employer information is also added along with EMP name.
- NCP calls on a case providing a new pending employer (not on the employer list), perform the regular employer procedures and send an FYI referral.
- The caller provides information about the case that you deem important for the CSLA to know as info will impact the case.
- If the indicator on ENOR reads “Y” and it appears it should have been reset to “N”
- If NCP or CP tells CSIC they have retained an attorney to represent them and the attorney info is not already on MCON or CASD. Include the attorney’s name, office, and phone number in FYI.

**CSED Referrals**

(Action and response are required on the part the CSLA. CSLA is required by Central Office to call and make three attempts to do so)

- The end of the month has occurred without full or any support being received from the NCP’s employer and the CP request a call to be placed to the employer for resolution, a referral needs to be sent to CSLA
- An employer calls claiming to have received two wage withholdings for the same case, one from New Mexico and one from another state. The employer would like to know which to honor.
- An employer calls about a possible lump sum payment or how to handle the NCP’s coming bonus.
- An employer wants funds refunded to them and the money has applied to the case.
- NCP requests a Satisfaction of Judgment (PP2); verify a zero balance in the system
• CP requests a lien be placed on NCP property.
• The NCP’s tax intercept results in the over payment of the account and the funds have posted, refer the request for a refund. (Check NCPR, AMTR and NCP’s ADDH.)
• NCP wants to make arrangements to pay arrears balance.
• NCP inquires about the Prison Outreach Program (POP)
• NCP wants to appeal either his or her state or federal tax intercept. The referral should contain the reason for the appeal and must be done within the 30-day pre-offset notice date. (IRSS)
• CP calls and informs you that the NCP is receiving SSD, send a referral so the CSLA can verify and send a wage withholding order.

NON-DISCRETIONARY REFERRALS

(Action and response are required on the part the CSLA. CSLA is required by Central Office to call and make three attempts to do so)

• All requests for appointments, or interviews with the CSLA. (Include the reason for the requested appointment, time/date followed by if possible within diary.) Purpose of the call Apt/walk in; this does NOT include GT apt or hearings as those are NOT with the CSLA.
• All License Suspension issues. Purpose of the call License Suspension
• The CP or the NCP calls to request a Review for Modification; diary must say caller is requesting review for mod. The word review must be in your diary. Purpose of the call Modification
• Request for a Motion to Establish a Payment Plan (MEPP) Purpose of the call MEPP
• CP contacts CSED and request the Child Support Case to be closed, NCP cannot request closure so CSIC cannot send ND with that purpose on behalf of NCP. Purpose for the call Request Closure
• Either party request process for telephonic hearing Purpose of the call Inquiry
• Either party has questions about scheduled hearing (more than 3 days in the future). Purpose of call is Question
• CSIC staff reads CSLA’s notes or response to caller; however, caller does not agree with, needs further clarification, or wants to discuss with CSLA. Purpose of the call is Dispute
• CP/NCP is represented by a attorney and claims no longer to be represented Purpose of the call Attorney
• CP calls to ask if further enforcement can be done. Send the request for case to be reviewed for further enforcement. The word reviewed must be in your diary. Purpose of the call is Further Enforcement.
Any request being made for a Notice To Withhold Income (NWI). The request can be made by CP, NCP or employer. **Purpose of the call is Further Enforcement.**

*Note: If the NWI is requested to be sent, re-sent, or Faxed for the first, second or third time. This is still considered an original request and ND referral.

If requesting an Amended, Termination of NWI, or general questions regarding NWI, it is a CSED.*

Any other ND referral sent with any other purpose is not accurately done.

At the end of every conversation when you have made a CSED or a ND referral you are required to state the following to the caller.

I have made the request for research, the case worker will receive the request and may get back with you as soon as tomorrow (or next business day); however; if you do not hear anything by ______________(insert day of the week) please call us back on ______________(insert day of the week).

These blanks are filled in by the use of the referral calendar as shown below. You are never allowed to tell the caller, to call back in 5 days. A caller may count the weekends as part of those five days, so it is always required you provide the day of the week, no exceptions. If there is a holiday within this time frame, the call back day will need to be extended by one day.

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Example if call is taken on Friday.....CSLA may call back as earlier as Monday; however, if you don’t receive a call by Wednesday please call us back on Thursday.

Example if call is taken on Friday and Monday is holiday.....CSLA may call you back as early as Tuesday; however, if you haven’t heard by Thursday please call us back on Friday.

If during your call you find that the NCP wants a NWI, and then decides as well that he/she would like a review for a modification. Always send as a ND referral with matching purpose, these do not count against the unit in the referral rate, nor will it count in your referral rate.

**REFERRALS BY E-MAIL TO THE NMCSE D MAIL BOX**

(E-mail referrals must contain all of the appropriate names and phone numbers for resolution. See the Desk Aid Section for E-mail Format)

Employer wants money refunded but the funds are in suspense and have not applied to the case.

NCP’s spouse is requesting the refund of his/her portion of a state tax intercept.

Caller is informing that they will not attend today’s or tomorrow’s scheduled court hearing.

Caller has question on scheduled hearing that is same day, next business day or 2 business days in the future.

An attorney wants to contact the region for a call back and does not want to fax the request.

Caller claims to have returned an IV-D application over 30 days ago and the case is not found in CSES.

Personal messages for the CSLA or region workers.

State website issues that cannot be resolved within CSIC.

Caller threatens to contact the Directors Office, Governor’s Office, media or a State Representative.

Calls from the media (television, radio, newspapers) wanting CSED information.

Calls from district court personnel.

NCP wants to resolve a passport denial issue.
Bankruptcy Issue (also requires FYI in addition to email)

Within your diary, it is required to note that an email was sent to NMCSED box per procedure.

CSLA Responsibility to Referrals
Customer Service Protocols

All CSED and ND referrals will be answered by the CSLA in the manner outlined below:

At least one attempt to return the call should be made each day from the first day the referral is received on Morning Mail. If not successful after the third attempt, a general letter should be sent. Each attempted contact to the customer should be documented with results.

When CSLAs are returning customer calls and receive a message about not accepting calls from a blocked phone, CSLA should enter the customer service toll-free number. If the customer’s phone service will not accept that, then a general letter should be sent.

Because of confidentiality, CSLA should minimize information left on customer’s voice mail. The message should be something like, Good Day Mr. or Ms. _______, this is your caseworker __________ with the Human Services Department. I am returning your call (then provide information on how the customer can respond, via customer service or walk-in, but not leaving case-specific information or a direct number).

The Secretary has mandated that the program field offices be staffed between 8 and 5, including the lunch hour. Her expectation is that if a customer comes in, they will be seen by someone in the office. We should not be turning people away because they did not come in during our set walk-in hours.

Customer Service will encourage walk-ins for certain establishment case and NCP license suspension callers. Customer Service will inform them of the walk-in schedule for the office their case is in. The details of which types of establishment and license suspension callers would be encouraged to walk-in will be defined by the Customer Service Oversight Committee.
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### SSI VS. SSD

**SSI (Supplemental Security Income)**

1. Disability income

2. Government program for those who are disabled but have not paid enough into FICA to get SSD

3. Monthly checks

4. No minor benefits available

5. Not considered income for purposes of establishing child support. It is a needs based program. To qualify you must show

**SSD (Social Security Disability)**

1. Disability income

2. Government program for those who are disabled and have earned benefits

3. Monthly checks

4. Minor benefits possible. NCP may enroll children to receive benefits on NCP’s behalf

5. Considered income for purposes of establishing child support because financial need is not necessary, only a disability.
financial need, not just a disability.

6. NWI cannot be used to collect child support as benefits are not assignable for any purpose. NWI may be used to collect child support and delinquencies as benefits are assignable for limited purposes such as child support.

7. HP99 / SDX will show if NCP is receiving SSI. If you are informed NCP may be receiving SSD you need to refer for verification to the local office.

8. Support order will continue if NCP receives SSI. NCP may request a modification based on reduced income or seek a private modification. Support order will continued if NCP receives SSD. NCP must enroll the children on the support order to have NWI reviewed for possible reduction of monthly support due to minor benefits.

9. Delinquencies will accrue if full obligation is not paid. Delinquencies will accrue if full obligation is not paid and will be collected by NWI.

10. No automatic change in order if discovered that NCP is on SSI, although modification may be done if all other criteria are met. If NCP tells you he is on SSD, you must refer this information to the local office.

**CC OR CSES DOWN**

**CSES goes down:**

1) Send an e-mail to your supervisor, if your supervisor is not in the office, send it to Julie. This is just to notify management.

2) Advise the caller of the following:
The system is down, if you have a general question, I can help you, but if you have a case specific question you will need to call back in 1 hour (Always say 1 hour unless you are notified otherwise). We are to help folks with general questions.

3) Log on to the local system of CC, stat the call using “Other” as the caller, and the purpose as CSES down. Username is same CSU number, password is capital first name initial and last name (for John Smith, password would be Jsmith). Check the box to log into the log system.

**Coverage Connect goes down:**

1) Send an e-mail to your supervisor, if your supervisor is not in the office, send it to me. This is to notify us.

2) Use CSES to assist the callers, make your referrals through CSES as well.

3) Send an e-mail to your supervisor of the case numbers that you make a referral on, CSED, ND and FYI. If your supervisor is out of the office, send it to Julie

NOTE: Send the e-mail when you have at a minimum of five case numbers that a referral has been made on. If you have sent an e-mail message to your supervisor you will NOT enter these into the system using Coverage Connect, you will use CSES only. If Coverage Connect comes back up, do NOT enter any of these into Coverage Connect; be sure you have sent an e-mail to your supervisor for all cases you did a referral on while Coverage Connect was down even if it is less than three.

4) You will NOT stat these any of the calls you took while coverage connect was down

19) **DEFINITIONS**

**A**

**Absent Parent (AP)** A legal/natural parent who resides outside the home and does not have primary custody of a dependent. Also referred to as non-custodial parent (NCP). **We will be using the term NCP not AP at CSIC.**

**Accrual** The sum of child support payments that are due or overdue.

**Administrative Process** A statutory system granting authority to an executive agency (instead of courts or judges) to determine child support legal obligations, including paternity establishment, order establishment, enforcement, and modifications.

**Aid to Families with Dependent Children (AFDC)** Title IV-A of the Social Security Act Cash and/or medical support paid from government funds to a parent or other approved guardian on behalf of children who do not have the financial support of one of their parents due to death,
disability, or absence from the home. AFDC, the Nation's welfare program, was replaced under the Personal Responsibility and Work Reconciliation Act (PRWORA) by Temporary Assistance to Needy Families (TANF) block grant program.

**Affidavit** A written statement signed under oath or by affirmation, which is usually notarized. We typically see Affidavit of Missing payment, Affidavit of Direct Payment, Affidavit of Financial Information.

**Alleged Father (AF)** a person who has been named as the father of a child born out of wedlock, but who has not been legally determined to be the father. Also referred to as putative father.

**Arrearage** The total unpaid child support obligation for past periods owed by a parent who is obligated to pay.

**Assigned Arrears (AA)** Confirmed and Unconfirmed arrears owed to the state because the CP is or was receiving TANF.

**Assignment of Support Rights** As a condition of eligibility for public assistance (TANF), the custodial parent must agree to turn over to the State any right to child support, including arrearages, paid by the obligated parent in exchange for receipt of cash assistance. The State may keep support paid, up to the amount of the support order or the amount of the assistance payment, whichever is less, for the period the child receives TANF to offset the cost of the assistance.

**Audit** Either one or two procedures: the in-office procedure of calculation an NCP's delinquency and/or arrearage, and accumulated interest; or the periodic review of CSED records conducted by federal auditors to determine if CSED is complying with federal regulations.

**Autodoc** Automated document generation through CSES.

**B**

**Bench Warrant (BW)** Is a level of enforcement that is usually only done when there is contempt language in the order. This can be found on the ORDR screen. If there is a bench warrant you should not inform the NCP of this unless the NCP has been notified or received information about the bench warrant. If the NCP is aware of the bench warrant send a regular referral to CSLA so that arrangements can be made or inform the NCP that the NCP may want to walk into the office to make arrangements to have the bench warrant quashed.

**Biological Father** The man who provided the paternal genes of a child. The biological father is sometimes referred to as the natural father.

**C**

**Care Taker (CT)** Guardian or someone other than a biological parent, caring for the child(ren). Often times this will be a Grandparent, aunt, uncle, or other family member.
Case A collection of people associated with a particular support order, court hearing, and/or request for IV-D services. A case typically includes a custodial parent, a dependent(s), non-custodial parent and/or putative father. In addition to names and identifying information about its members, a case includes information such as wage data, court order details, and payment history.

Case ID Unique Id number assigned to a case.

Central Office Headquarters for employees who provide statewide centralized functions for the agency.

Central Registry (CR) A centralized unit maintained by even jurisdiction responsible for receiving, distributing, and responding on all income IV-D cases from other states.

Chief Counsel The head agency attorney

Child Support Hearing Officers Positions created by statute to insure that support payments are made in compliance with federal regulations. They are attorneys appointed by the state district court judges to preside over child support cases in certain judicial districts. They are often appointed as special masters to hear non IV-D cases.

Client CSED's client is New Mexico Human Services Department. CSED attorneys do not represent CPs in a traditional attorney/client relationship.

COLTS Former computer system for CSED replaced by CSES It can still be accessed for data entered prior to August 1998, but new data cannot be entered into the system.

Court Exclusive Jurisdiction (CEJ) A provision found in UIFSA that, in conjunction with the concept of controlling order, prevents multiple orders from being entered. It says that there can be only one tribunal (courts) with authority to modify the controlling order, and sets forth rules for determining what State's tribunal (courts) can exercise (CEJ).

Child Support (CS) Financial resources contributed by non-custodial parents to provide the necessities of living (food, shelter, clothing, medical support) to their children.

Confirmed The judgment amount in the most recent order, less payments made and distributed to confirmed arrears

Controlling Order The one order that must be used by all States for enforcement and modification actions from the present time forward. In cases involving multiple orders issued prior to the enactment of UIFSA, UIFSA provides rules for determining the controlling order, the one order to be prospectively enforced.

Court Order A legally binding order from the court of law by a magistrate, judge, or properly empowered administrative office. A court order related to child support dictates issues such as
how often, how much, or what kind of support a non-custodial parent is to pay; how long he/she is to pay it; and whether an employer must withhold support from an NCP's wages

**Child Support Enforcement Network (CSENet)** A nationwide communications network that links the computer systems of the State IV-D agencies to one another, allowing States to request and provide information to and from each other quickly without excessive paperwork.

**Child Support Legal Assistant (CSLA)** Often referred to as "investigator," "caseworker", or "paralegal."

**Custodial Parent (CP)** Parent who has primary care of the child(ren), which may include having legal custody of the child.

**Custody** Legal custody is a legally binding determination that establishes with whom a child should live. Physical custody is a physical possession of a child, regardless of the legal custody status. Joint custody occurs when two persons share legal and/or physical custody of the child. Split custody occurs when children from the same parents are in the legal sole custody of different parents.

**D/E**

**Default** The failure of a defendant to file an answer or response or appear in a civil case within the required time frame after having been properly served with a summons and complaint.

**Default Judgment** A decision made by the court or administrative authority when the defendant fails to respond or appear.

**Delinquency** The total amount of court-ordered payments, those that are unpaid since the effective date of the last support order. This may include payments ordered toward current support, judgment or arrears, and/or interest delinquent support is sometimes referred to as "overdue support", "back support" or "past-due support." It must be distinguished from arrearage.

**Dependent (DP)** Any person who has not reached the age of emancipation or been legally declared emancipated.

**Direct Income Withholding** A provision of IFSA whereby an income withholding order or notice can be sent, directly to an obligor's employer, even if the employer does not do business in the State that issued the order or notice. The employer must withhold income from the obligor.

**Disbursement** The paying out of collected child support funds.

**Distribution** The rules covering the priority order for allocation child support collections. Welfare reform legislation changes distribution priorities to provide that families leaving welfare receive priority in payment of arrears.
**Due Process** The conduct of legal proceedings according to those rules and principles which have been established in our system of law for the enforcement and protection of private rights; it is a safeguard against unreasonable, arbitrary, and capricious decisions.

**Enforcement** A means of obtaining payment of a child or medical support obligation. Enforcement methods include: income withholding, State and Federal income tax refunds, offset, and liens against real and personal property.

**Federal Parent Locate Service (FPLS)** A computerized national location network operated by the Federal Office of Child Support Enforcement to help the States locate parents in order to obtain child support payments. FPLS obtains address and employer information from federal agencies and the National Directory of New Hires.

**Federal Regulations** As related to Child Support, the laws that mandate the state’s child support enforcement policy. They are found in section 45 of the Code of Federal Regulations.

**Foster Care (FC or IV-E)** A situation in which a child is raised in a household by someone other than his or her own parents.

**Full Faith and Credit** A doctrine under which a State must honor an order or judgment entered in another State.

**Garnishment** A legal proceeding whereby a person's property, money, or credit, in his possession of or under the control of a third party person (garnishee) is withheld from the defendants and applied to the payment of the defendants debt to the plaintiff.

**Genetic Testing (GT)** Scientific analysis of inherited factors (usually by blood or tissue test) of mother, child and alleged father which can help prove or disprove that the man is the biological father of the child. This is only a proof that the man is the father. This must be made into a court order to legally bind the man as the father of the child.

**Good Cause** A legal reason for which a TANF recipient is excused from cooperating with the child support enforcement process. Includes cases involving rape, incest, and potential for harm to the custodial parent or child from the non-custodial parent.

**Guidelines** A standard method for calculating child support obligations based on the income of the parent(s) and other factors as determined by State law. The Family Support Act of 1988 requires States to use guidelines as the refutable correct amount of support for each family.
Initiating Jurisdiction (IJ) In interstate cases, the State which sends a request for an action to another state (jurisdiction). In review and adjustment cases (Modification), the state in which one of the parties requests the review. Also referred to as initiating State.

Interest Amount of money charged on outstanding confirmed and unconfirmed arrears balances.

Interstate Cases in which the dependent child and non-custodial parent live in different States, or where two or more States are involved in some case activity, such as enforcement.

Income Support Division (ISD) The agency within the State of New Mexico that handles the TANF cases. Their system is referred to as ISD2. ISD was created pursuant to title IV-D of the Social Security Act to administer state public assistance programs.

IV-D Agency A single and separate organizational unit in the State that has the responsibility for administering the State plan for child support under Title IVD of the Social Security Act.

IV-D Case A child support case that involves a government child support enforcement agency (Also called a IV-D agency). IV-D cases can involve individual obliges who receive public assistance, as well as, those who do not. Some child support cases are handled solely by individuals or their private attorneys; therefore, not all child support cases are IV-D cases.

Judicial Process The use of courts or tribunals in determining child support legal obligations, including paternity establishment, order establishment, enforcement, and modification of orders.

Lien An encumbrance on any real or personal property. Real estate liens (mortgages) are usually filed where the property exists. Personal property liens are either filed statewide or in the county where the owner resides.

Locate Finding or attempting to find a non-custodial parent. Key data such as Social Security Number, date of birth, residential address, and employer are collected in an attempt to locate the individual.

Long Arm Jurisdiction Authority that a court has in another State over a person who is not in that State. A court can have this authority if certain circumstances exist in the case. These circumstances are defined in UIFSA.

Medical Support (MS) Legal provision for payment of medical and dental bills or premiums which can be linked to a parent's access to medical insurance.

Medicare This program helps the elderly and disabled pay acute-care health costs.
**Member** In CSES, any individual with respect to or on behalf of whom a duty of support is sought to be established, or who is an individual connected to an order of support or a child support case being enforced. Defined in the federal regulations as a "participant."

**Mixed Cases** A case where the CP has been both on and off public assistance and CSED is collecting support for both the state and the CP. Sometimes referred to as a "combined case".

**Modification** Change in the support order, usually the support amount, either up or down. The term "adjustment" is also used.

**Motion to Establish Payment Plan (MEPP):** A motion to establish a payment plan is done when no amount has been set to pay back the arrears on the case or when the PP2 is historical and the balance has not been paid in full.

**N/O**

**National Directory of New Hires (NDNH)** Under PRWORA, all stat, all States are mandated to establish New Hire Reporting programs as a tool for locating child support obligors. All employers are required to report certain information about newly hired employees to the State Directory of New Hires. The State Directory must perform database matching against lists of nonpaying parents.

**Non-AFDC** An individual who does not receive public assistance benefits but who receives child support services from the IV-D agency.

**Non-custodial Parent (NCP)** A legal/natural parent who resides outside the home and does not have primary custody of a dependent.

**Obligation** The amount of money to be paid as support by the non-custodial parent on an ongoing basis and the manner by which it is paid.

**Oblige** The person to whom a duty of support is owed. Also referred to as the custodial parent when money is owed to the parent who resides with the child, individual, oblige, respondent, or petitioner.

**Obligor** The person owing a duty of support. Also referred to as the non-custodial parent, respondent, or petitioner.

**Office of Child Support Enforcement (OCSE)** The Federal agency within the Administration for Child and Families in the Department of Health and Human Services that is responsible for the administration of the child support enforcement program. OCSE’S mission is to assure that assistance in obtaining support (both financial and medical) is available to children through locating parents, establishing paternity and support obligations, and enforcing those obligations.

**Order to Show Cause (OTSC)** Sometimes referred to as OSC. It is a court order usually issued ex parte upon the filling of a motion (MOTSC), requiring an NCP to show cause why he or she
should not be held in contempt of court for failure to obey a court order. It is one of CSED's major enforcement tools.

Pass-Through The amount of child support money that is determined by the State in TANF cases to be passed through to the custodial parent. Formerly known as a disregard payment.

Paternity Petition Petition to Determine Parent and Child Relationship filed under the Uniform Parentage Act.

Petition for Support (PTSU) This action is taken when paternity has already been established and CSED is trying to establish a support order. The NCP will be served and will have 30 days to file a response with the District Court. When the NCP calls an FYI will need to be sent stating that the NCP has been served and will be filing a response with the District Court. Also indicate if the NCP is or is not willing to cooperate with CSED. A CSED referral should only be sent if the NCP requests a call back from CSLA.

Petition to Determine Paternity (PTNP) This action is taken when paternity has not been established. The NCP will be served and will have 30 days to file a response with the District Court. When the NCP calls an FYI will need to be sent to the CSLA stating that the NCP has been served and will file his response with the District Court. You will also indicate if the NCP will be requesting DNA testing and if he is or is not willing to cooperate. A CSED referral should only be sent if the NCP requests a call back from CSLA.

Petitioner A person or agency that brings an action by filing a petition in a tribunal. As both obliges and obligors can file petitions in interstate cases, the term "petitioner" does not necessarily mean the oblige.

Pleadings Statement or allegations, presented in logical and legal form, which constitute a plaintiff's cause of action or defendant's grounds of defense.

Prior Months Unreimbursed Assistance (PUMA) The total amount of grant money paid to the CP minus any amount that has been recovered by the state.

PP1- Periodic Payment 1 (PP1) The current support obligation.

PP2 - Periodic Payment 2 (PP2) The arrearage or past-due support obligation.

Personal Reconciliation and Work Opportunity Reconciliation Act (PRWORA) Legislation which overhauled the nation's welfare system requiring working exchange for time limited assistance. Also known as welfare reform. The law contains strong work requirements, a performance bonus to reward States for moving welfare recipients into jobs, comprehensive child support enforcement, and supports for families moving from welfare.
to work including increased funding for child care and guaranteed medical coverage. Tough child support measures under welfare reform include: a national new hire reporting system; streamlined paternity Establishment; uniform interstate child support laws; computerized statewide collections; and tough new penalties.

**Public Assistance (PA)** Monies provided from the Federal or State Government to families in need of, and eligible for, support.

**Putative Father** A person who has been named as the father of a child born out of wedlock. But who has not been legally determined to be the father. Also referred to as alleged father.

**Q/R**

**Quasi-judicial Process** A framework or procedure under the auspices of a State's judicial branch in which court officers (other than judges) process, establish, enforce, and modify support orders, usually subject to judicial review. The court officer may be a magistrate, a clerk, a master, or court examiner. He or she may or may not have to be an attorney. Depending on the State's law.

**Reciprocity** Generally, a relationship between states or countries whereby favor (recognition) or privileges granted by one are returned to the other.

**Registration** The formal filing process through a tribunal by which an order of one State is recognized in another State. After registration, an action can be taken in a tribunal of the responding State as if the order was issued in that State. An order may be registered for enforcement, for modification, or both.

**Respondent** A person against whom a tribunal action has been brought and who must respond to that action. Both obliges and obligors can be respondents. A person can be a petitioner in one action in a case, and later be a respondent in another action brought in the same case. The term "respondents" therefore does not mean the same thing as "obligor".

**Responding Jurisdiction** The State/county/court, which has or will have jurisdiction over a non-custodial parent under a URESA or UIFSA order in response to a request from an initiating State. In review and adjustment, the responding State is the State that is requested by the initiating State to do a review of the existing support order to determine if modification is warranted. Also referred to as responding State.

**Review and Adjustment** The review of child support order for modification in accordance with the applicable child support guidelines. The personal Responsibility and Work Opportunity Reconciliation Act of 1996 specified three years for making adjustments to child support order: apply State guidelines to adjust the order, apply a cost-of living adjustments to the order (may be contested), and use automated methods to identify orders eligible for review, conduct the review, and apply the appropriate adjustment (may be contested).

**URESAs** The revised version (1968) of the Uniform Reciprocal Enforcement of Support Act (URESAs).
**Service of Process** The delivery of a writ of summons to the part to whom it is directed for the purpose of obtaining jurisdiction over that party.

**Social Security Disability (SSD)** Income received from the Social Security Administration by qualifying disabled person and dependents as a substitute for earned income.

**Spousal Support (SS)** Court ordered support of an ex-spouse. Also referred to as maintenance or alimony.

**State Parent Locate Service (SPLS)** A unity within the IV-D program mandated to perform activities relating to the location of non-custodial parents. The SPLS is operated by the State Child Support Enforcement Agencies to locate non-custodial parents to establish paternity and to establish and enforce child support obligations.

**Supplemental Security Income (SSI)** A means-tested federally administered income assistance program with uniform, national eligibility standards to provide monthly case payments to the needy, elderly, blind or disabled.

**Support Order** A legally binding edict from a court of law the dictates conditions of support that a non-custodial parent must pay. It can include how much is paid, how long it is paid, and whether an employee must withhold support from the non-custodial parent's wages. The order can be for child, medical, and/or spousal support.

**T/U/V**

**Tax Intercept** The processes by which an NCP's federal and state tax refunds are intercepted by government task authorities and turned over to a IV-D agency for application to support arrearages.

**Temporary Assistance to Needy Families (TANF)** Time limited assistance payments to lower income families. The program provides parents with job preparation, work and support services to help them become self-sufficient. Replaced Aid to Families with Dependent Children (AFDC).

**Title IV-A** Part A of Title IV of the Social Security Act contains provisions for the Temporary Assistance for Needy Families program (TANF), which replaced AFDC.

**Title IV-D** of Title IV of the Social Security Act mandates and contains the statutory provisions for the child support enforcement program.

**Title IV-E** Part E of the Social Security Act contains provisions for the AFDC-Foster Care program.
Title XIX  Title XIX of the Social Security Act mandates Medicaid coverage by the States for AFDC recipients, and certain other means-tested categories of persons.

Tribunal  An official entity which established, enforces, and modifies support order. Includes courts, as well as, administrative agencies.

Uniform Interstate Family Support Act (UIFSA)  Supersedes URESA, A 1992 law developed for State to replace URESA as the new interstate statute to govern the establishment, enforcement, and modification of child support orders and the establishment of paternity in cases where the non-custodial parent lives in a different state than his/her child(ren). PRWORA required all States and jurisdictions to adopt the revised version of UIFSA into their State law no later than January 1, 1998.

Unassigned Arrears  Confirmed and unconfirmed arrears owed to the CP.

Unconfirmed PPI/SP1 due since the most recent order less payment and distributed to unconfirmed arrears.

Uniform Reciprocal Enforcement Support Act (URES A)   A model law established in 1950 that provided a mechanism for establishing, enforcing, and modifying support obligations in interstate cases. URESA was replaced by the Uniform Interstate Family Support Act (UIFSA), required in all States by January 1, 1998.

Voluntary Acknowledgement of Paternity  An acknowledgement by a man, or both parents, that the man is the father of a child, usually provided in writing on an affidavit form.

Wage Withholding (WW)  A procedure by which automatic deductions are made from wages or income to pay a debt such as child support. The Family Support Act of 1988 required immediate wage withholding for all support, current, and past due. In New Mexico we refer to this as Notice to Withhold Income (NWI)

## 20) TIME FRAME CALENDAR

<table>
<thead>
<tr>
<th>ENFORCEMENT</th>
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<tbody>
<tr>
<td>Credit Bureau Reporting – Age of Delinquency Required for Reporting</td>
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</tr>
<tr>
<td>D&amp;D Letter – NCP Response Deadline</td>
<td>30 days</td>
</tr>
<tr>
<td>License Revocation Notice – NCP Response Deadline</td>
<td>30 days</td>
</tr>
<tr>
<td>License Revocation Referral – NCP Response Deadline TO MDV</td>
<td>30 days</td>
</tr>
</tbody>
</table>

ESTABLISHMENT
| Information Gathering Letter – CP Response Deadline | 30 days |
| Initial Contact Letter – NCP Response Deadline | 10 days |
| Paternity Questionnaire – CP Response Deadline | 30 days |

**INTERSTATE**

| Interstate Case Establishment Packet – Response Deadline | 60 days |
| Modification Request – O/S Response Deadline | 60 days |

**LEGAL ACTIONS**

| Service with Petition – NCP Filed Response Deadline | 30 days |
| Intent to Default – NCP Response Deadline | 10 days |

**MODIFICATION**

| Complete Review for Modification/MEPP | 4-6 month |

**NWI**

| Initial Establishment | 30 – 45 days |
| Payment Submission by Employer (From Paycheck Date) | 7 bus. days |

**TAX OFFSET - FEDERAL**

| Appeal Request (From Pre-Offset Notice) | 30 days |
| CSED Receipt of Funds (From Pre-Offset Notice) | 60 days |
| Disbursement of NCP’s Offset – TANF & Non-TANF | 30 days |
| Disbursement of NCP’s Spouses Offset – Non-TANF | 6 months |
| Disbursement of NCP’s Spouses Offset – TANF | 30 days |

**TAX OFFSET - STATE**

| Appeal Request (From Pre-Offset Notice) | 30 days |
| Disbursement of Offset – Applies to all Situations (TANF, Non-TANF, Spouse, etc.) | 30 days |

**VERIFICATION**
<table>
<thead>
<tr>
<th><strong>Address Verification – Post Office</strong></th>
<th>30 days</th>
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</thead>
<tbody>
<tr>
<td><strong>Employer Verification – Mail</strong></td>
<td>30 days</td>
</tr>
<tr>
<td><strong>Employer Verification – Phone</strong></td>
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<tr>
<td><strong>MISCELLANEOUS</strong></td>
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<tr>
<td><strong>National Medical Support Notice – Employer Response</strong></td>
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<td><strong>PAYMENTS</strong></td>
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<tr>
<td>Received at SDU and posted to case</td>
<td>2 bus. days</td>
</tr>
<tr>
<td>Pmt sent DD</td>
<td>3 bus. days</td>
</tr>
<tr>
<td>Pmt sent PDC</td>
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</tr>
<tr>
<td>Missing PMT to send affidavit</td>
<td>14 days</td>
</tr>
<tr>
<td>Once aft of missing PMT rec’d and new PMT issued</td>
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</table>

<table>
<thead>
<tr>
<th><strong>IRS (Federal)</strong></th>
<th><strong>TRD (State)</strong></th>
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</thead>
<tbody>
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<td>Fee to CP is $20.00 for each offset</td>
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<tr>
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<td>Balance must exist for 3 months</td>
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<td>Pays CP arrears first</td>
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<tr>
<td>Pays arrears only</td>
<td>Can be applied to CS</td>
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<td>Certifies weekly</td>
<td>Certifies at end of year</td>
</tr>
<tr>
<td>Modifies weekly</td>
<td>Modifies weekly</td>
</tr>
<tr>
<td>Single return held for 30 days</td>
<td>Single return held to 30 days</td>
</tr>
<tr>
<td>Joint return the spouse’s portion is held 6 months and requires an injured spouse form</td>
<td>Joint return the spouse’s portion is held 6 months and requires the spouse to call CSIC within 30 days (from pre-offset date listed on</td>
</tr>
</tbody>
</table>
from the IRS to refund money back to spouse  IRSS) and email sent for refund
Initiating state takes taxes  Responding state takes taxes

19) SPANISH SECTION

Palabras Usadas Comunmente
Cuando Se Habla De Sustento
De Menores

Usted oirá que estas palabras se usan frecuentemente una vez que la trabajadora social comience a trabajar en su caso.

Aprender esta lista de palabras y sus definiciones le facilitarán la tarea de solicitar el sostenimiento financiero de sus niños.

Administrative Procedures
Procesos administrativos

Es un método por el cual las ordenes de sustento de menores se hacen cumplir no por medio de cortes y jueces, sino por medio de una agencia con ese poder. Por ejemplo una audiencia se considera un proceso administrativo.

Arrearage
Deuda atrasada

La cantidad total en pagos para sustento de menores que adeuda un padre y que está obligado a pagar si está atrasado.

Assets
Bienes

Las posesiones personales de valor tales como una casa o un automóvil, y que pueden ser convertidas a dinero en efectivo. En los casos de sustento de menores, los bienes pueden
utilizarse para ayudar a determinar la capacidad financiera del padre para pagar por el sostenimiento de sus hijos.

---

**Caseworker/social worker**
**Trabajador/a social**

Esta es la persona en su oficina local para el cumplimiento del sustento de menores, asignada a usted para ayudarle a obtener el sostenimiento de sus niños.

---

**Child Support Enforcement**
**Hacer cumplir el sustento de menores**

Es un programa conjunto del gobierno federal, estatal y municipal que le asegura su derecho de recibir servicios para obtener el sustento de menores y los pagos correspondientes.

---

**Child Support Guidelines**
**Pautas o guías para el sustento de menores**

Un método que utiliza su oficina estatal para el cumplimiento de sustento de menores por el cual se determinan los pagos del sostenimiento de los niños. El pago está basado en el ingreso de ambos padres y otros factores determinados por las leyes del estado.

---

**Child Support Order**
**Orden de Sustento de Menores**

Esta orden es un documento legal que le exige al padre ausente que sostenga a su hijo financieramente. La orden indica la cantidad de dinero, cómo y cuando ha de pagarla, Puede que también especifique el pago de gastos médicos.

---

**Complaint**
**Reclamo**
Este es un documento escrito que se registra en la corte. en el cual la persona que entabla accion legal indica contra quien es la reclamacion, acusaciones que hace y la compensacion que solicita.

**Consent Order**
**Acuerdo Con consentimiento**

Esto es una admision voluntaria por escrito de la paternidad ode la responsabilidad de sostener a los hijos.

**Custody**
**Custodia**

Una determinacion legal la cual establece con quien vive el nino, o sea la madre o el padre guardian

**Custodial parent**
**Padre, madre,pariente u otra persona que tiene la custodia de unmenor.**

La persona con la custodia legal y con la cual vive el nino.Esta persona puede ser el padre, la madre, un pariente o alguna otra persona.

**Default Judgement**
**Fallo en ausencia del arusado**

Una decision hecha por la Corte cuando el acusado no ha respondido a una demanda.

**Electronic funds transfer**
**Transferencia electronica de fondos**

La transferencia de dinero de una cuenta a otra, o a una agencia encargada de hacer cumplir el sustento de menores.
Establishing Paternity
Determinacion de la paternidad

Esto se refiere a la determinacion que se hace de que cierto individuo es el padre de un nino en particular. Esto se puede lograr con pruebas geneticas.

Federal Parent Locator Service (FPLS)

Este servicio ayuda a los estados a conducir la busqueda del padre ausente.

Federally-Assisted Foster Care Program

Un programa auspiciado en parte por el gobierno federal, en el cual un nino es criado en un hogar por alguien que no es su propio padre o madre.

Form 1099

Un documento para impuestos federales que muestra el ingreso trabajado o no por la persona y otros pagos recibidos.

Garnishment (CP/NCP may use this term when calling CSIC, and it is different from NWI).
Orden deretencion o embargo de sueldo

Una orden de retencion o embargo de sueldo es un proceso legal en el cual una parte del cheque de una persona y/o sus bienes se le retienen para el pago de una deuda.

Genetic Testing
Prueba genetica
Un análisis de factores hereditarios generalmente a través de un examen de sangre de la madre, del niño y del supuesto padre, que puede ayudar a comprobar o descartar que el determinado hombre es el padre de determinado niño.

**Good Cause**  
*Causa justificada*

Documento escrito u otra prueba que declara que el identificar o localizar al padre ausente o no guardian puede ser un problema para la seguridad de la madre o del niño.

**Immediate Wage Withholding**  
*Deduccion Salarial Inmediata*

Son deducciones automáticas del ingreso que comienzan tan pronto los pagos son negociados.

**Interstate Wage Withholding**  
*Retencion salarial interestatal*

Este tipo de retención de salario ocurre cuando la oficina para el cumplimiento del sustento de menores donde usted tiene su caso, exige que si el padre no guardian vive en otro estado se le deduzcan de su cheque de sueldo los pagos para el sustento de menores.

**Lien**  
*Embargo*

Retención de bienes por mandato de una autoridad competente Petición legal que se hace sobre una propiedad para impedir su venta, transferencia o traspaso hasta cuando se haya pagado una deuda pendiente.

**Medicaid**

Este programa público ofrece asistencia médica a familias necesitadas y eligibles. Se le llama también programa de asistencia para pago de gastos.
Medical Support  
Pagos de gastos Medicos

Es una clausula legal para el pago de gastos medicos y dentales que puede calcularse dependiendo del seguro medico del padre.

Noncustodial parent  
Padre no guardian o que no tiene la custodia de los hijos

Esta persona es el padre o la madre que no vive con su hijo pero que esta obligado por la ley a sostenerlo financieramente.

State Parent Locator Service (SPLS)

Este servicio ofrecido por su oficina estatal para el cumplimiento del sustento de menores, conduce la b’squeda del padre ausente utilizando el numero del seguro social.

Temporary Assistance to Needy Familles(TANF)

Nuevo program de asistencia para pago de gastos o auxilio monetario que reemplaza al programa AFDC. La ayuda con pagos a familias necesitadas es por un tiempo limitado. El programa tambien ofrece preparacion para obtener trabajo, empleo y servicios auxiliares para ayudar a los miembros de la familia a convertirse en personas que se sostengan por si mismas.

Uniform Interstate Family Support Act(UIFSA)  &  
Uniform Reciprocal Enforcement Support Act(URESA)
Estas son leyes que los estados pueden usar para establecer y hacer cumplir la obligacion de sostener a menores cuando el padre o madre guardian y su hijo viven en un estado diferente al del padre ausente o no guardian.

**LEGAL DIARY**

Diario Legal

**October 15, 2009**

**RFSP: Registration of a foreign support petition**

La peticion de otro estado para el registro de sostenimiento. Esta accion es tomada en respuesta a la peticion de otro estado. El otro estado hace una peticion para que NM establezca una orden en la corte, porque NCP vive en NM. El NCP va a ser servido y tiene 30 dias para responder a la corte de distrito. En esta etapa el NCP puede pedir que se efectue una prueba genetica. (ADN).

**RFSO: Registration of a foreign support order .**

La peticion de otro estado para el registro de sostenimiento. Esta accion es tomada en respuesta a la peticion de otro estado. El otro estado hace una peticion para que NM registre una orden en la corte, porque NCP vive en NM. El NCP va a ser servido y tiene 30 dias para responder a la corte de distrito

**PTNP: Petition to determine paternity**

La peticion para determinar la paternidad.

Esta accion es tomada cuando la paternidad no ha sido establecida. EL NCP va a ser servido y tiene 30 dias para responder a la corte de distrito

**PTSU: Petition for Support**

La peticion para el sostenimineteto

Esta accion es tomada cuando las parenidad ya ha sido establecida y CSED esta tratando de etsablecer la orden para el sostenimineteto. El NCP va a ser servido y tiene 30 dias para responder a la corte de distrito
**ORSC: Order to Show cause:**

Orden para mostrar causa

La orden para mostrar causa se hace usualmente cuando después de haberle mandado una carta de D&D a el NCP, y no se ha recibido respuesta. El NCP va a ser servido con la orden para mostrar causa y se va fijar una audiencia. Si el NCP no se presenta a la audiencia después de haber sido servido, una orden de arresto puede ser ordenada.

**MOTC: Motion and order to show cause**

La acción que se prepara para fijar la orden para mostrar causa.

**MMOD: Motion to modify order:**

La acción para modificar una orden.

**BW: Bench Warrant**

Orden de Arresto

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**20) TRAINING STEPPERS**

G:\CSIC Help Manual\Address Stepper.docx

G:\CSIC Help Manual\Employer Stepper.docx

G:\CSIC Help Manual\Website Stepper.docx

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21) BANKRUPTCY

If either the NCP or CP calls to report a bankruptcy, please try to obtain the following information: date of filing, name of attorney, attorney phone number, and bankruptcy case number. When possible, have the debtor or attorney fax the bankruptcy notice to the field office.

Then make a FYI to the field with all available information plus send an email to the NMCSED box.

If the caller asks questions regarding a bankruptcy, make a referral to the field. No questions should be answered about possible actions, wage withholding, or otherwise.

Send an CSED referral to the field plus an email.

BANKRUPTCY (Link)

22) NON-MONETARY ORDERS

A. General Information
There are six types of non-monetary orders:

1. Orders that address paternity establishment only
2. Orders that address health insurance coverage only
3. Orders that address paternity establishment and health insurance coverage only
4. Divorce decrees that address Paternity Establishment only
5. Divorce decrees that address Health Insurance coverage only
6. Divorce decrees that address Paternity Establishment and Health Insurance coverage only

Of these six non-monetary orders, there are two subtypes in CSES

1. **Non-Monetary / Obligated** Child Support Order is an order that either a. addresses the establishment of paternity and includes an obligation to provide health insurance or b. one that only includes an obligation to provide health insurance coverage

2. **Non-Monetary / Non-Obligated** Child Support Order is an order that only addresses the establishment of paternity.

Screens used for these orders:

NORD: is the same as ORDR

NDSX: is the same as DSOX

NAPV: Shows DCKT, NORD, NDSX screens that need to be approved, once the non-monetary order has been approved a legal diary will show in LGLD and TRNL screens.

Case examples (may change status or type):

9935

63283

8433

60487

10779
If either party calls and they currently have a non-monetary order but want to convert to a monetary order, tell caller to send their request in writing to CSLA.

23) CSED REGION OFFICES

1) FARMINGTON
Carol Alshouse, CD
1800 East 30th
Farmington, NM 87401
Fax (505) 326-4868
**Fax (505) 325-3442** - this number to be used for complaints and verifications only.
SCSC Ernestine Begay & Yevette Snyder
Gallup SCSC Pamela White
Walk in hours are 8-4:30

Directions from leaving Santa Fe: Take I-25 South to the NM-165 E/US-550 West exit 242 towards Rio Rancho/Placitas. Merge onto US-550 North/NM-44 West towards Bernalillo/Rio Rancho/Farmington. Turn left onto W Broadway Ave/US-64. Turn right onto S Browning Parkway. Turn right onto E Main Street. Turn left onto E 20st Street and then turns right onto Sullivan Ave. Go straight until reaching 30th Street, turn right on to 30th and CSED is on the left side just a short distance away.
Staff from Farmington goes to the Gallup ISD Office located at 3306 E. Hwy 66 on the based on the days listed in the Gallup schedule below.

Directions: The office is located off old Hwy 66 right next door to the Navajo Nation CSED office

Farmington CSED Going to Gallup Schedule

Child Support Legal Assistants arrive on Thursday the first day of a scheduled visit at 8:00 a.m and work until 5:00pm. The Child Support Representatives arrive at 8:00am and leave at 2:00 p.m. on Friday the second day of their visit. All customers are seen on a First-Come/First-Served basis.

DNA testing dates will have staff in the office from 10:30 a.m.-2:00 p.m

The Gallup office is staffed during the lunch hour.
2013:

2013 GALLUP DATES

<table>
<thead>
<tr>
<th>DNA DATE</th>
<th>HEARING DATE</th>
<th>OFFICE DATES</th>
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<tbody>
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<td>07/25-07/26/2013</td>
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<td>8/7/2013</td>
<td>8/29/2013</td>
<td>08/29-08/30/2013</td>
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<td>10/9/2013</td>
<td>10/24/2013</td>
<td>10/24-10/25/2013</td>
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<tr>
<td>12/4/2013</td>
<td>12/19/2013</td>
<td>12/19-12/20/2013</td>
</tr>
</tbody>
</table>

21 LAS CRUCES
William Burk, CD
653 Utah Ave
Las Cruces, NM 88001
Fax (575) 524-6539

SCSC Denise Soto & Jessica Marquez

Walk in hours are 8-4:30

Cases out of Sierra County (51) will be transferred to Socorro, which it will be handled out of Los Lunas Office to:

Child Support Enforcement Division Los Lunas

445 Camino Del Rey STE C

Los Lunas, New Mexico 87031

CSED will continue to hold office hours in T or C at the Income Support Office located at 102 Barton Street on the second Friday of every month between the hours of 9:30 a.m. and 3:30 p.m. Also CSED holds office hours every Monday in Socorro at the Income Support Office located at 1014 North California Street between the hours of 9:00a.m. and 3:30p.m.

You may contact CSED at the phone numbers listed below to schedule an appointment with your case worker, or you may walk-in without an appointment on the second Friday of the month in T or C, any Monday in Socorro, or Tuesday through Friday in Los Lunas.

Directions from leaving Santa Fe: From I/25 South take the Lohman Ave exit 3. Turn right onto NM-342 West/East Lohman Ave. Turn left onto S Esperanza Street. Turn right onto Utah Ave. Go about 1/10 of a mile and office is on right side.

OR

If in Las Cruces….El Paseo is one of the main roads and Utah Ave is on the East side of El Paseo (there is a Village Inn and Long John Silver at intersection). Turn east on Utah Ave and go about 150 yards and office is on left side.
Staff from Las Cruces goes to the Truth or Consequences ISD office located at 102 Barton Street, the first Monday of each month. They are there from 9:30 a.m. to 2:30 p.m. CP/NCP can walk into the office or ask for an appt to be set up. If the first Monday of the month is a Holiday then they will go the second Monday of the month. They do not see people between the hours of 12:00 to 1:00 for lunch.

3) ALBUQUERQUE NORTH

Wendy Martinez, CD

1010 18th St. NW

Albuquerque, NM 87104

Fax # (505) 222-9944

SCSC Myra Gurule & Evangeline Carrillo
Walk in hours are 8-4:30

Torrance County **057** to Office 17, which is being handled by Los Lunas. However the physical files are still being worked out of the office 3 : ABQ North office 1010 18th Street NW by Abby Herrera (HC7981.) So even though in CSES county code 057 is showing under 17000 customers should be told to walk in to the ABQ North office not Los Lunas office. All cases for county 057 Torrance are under Abby so if you see the case “assigned” to HC7981 you know that case is in ABQ north.

Directions from leaving Santa Fe: Take I/25 South towards Albuquerque. Take the I/40 West exit 226B towards Gallup. Take then Rio Grande Blvd exit 157A. Turn right onto Rio Grande Blvd NW/NM-194 North and then a sharp left turn onto Rio Grande Blvd NW/NM 194 South. Turn Left onto Zearing Ave NW. Turn left onto 18th St NW

**OR**

If in Albuquerque...there is a traffic light at the corner of Rio Grande and Mountain Road, the NW corner of Old Town. Go East on Mountain through two traffic lights. Watch on your left for the street between the painted dinosaurs and the giant magnet with the sign that says “Explora” which is about a block down Mountain Rd. Turns left (North) onto 18th St NW and go about a block. The building, which is tan, is set back off the road, and it is across from the LP Lumberyard.
4) **LAS VEGAS**

Kathy Pape (ROM), Acting CD

2536 Ridge Runner Road

Las Vegas, NM 87701

Fax # (505) 425-7227

SCSC Angelina Sena

Walk in hours are 8-4:30

Directions: From Santa Fe, you will take University Ave exit 345. Turn left onto NM-104 West/East University Ave. Turn right onto 7th street/NM-518. Go up 7th Street to Legion and make left at Legion. First right turn after Wal-Mart (Ridge Runner Rd.), all the way down Ridge Runner turn left before the CYFD building.
Please note Ridge Runner is a new street therefore not marked on the map.

The Taos office that is located at 145 Roy has been officially closed as of Jan 20, 2012. However CSLA’s from Las Vegas go to Taos; every Thursday, when the weather permits. CSLAs arrive in Taos by 10:00 am and take lunch from 12:00 to 1:00 and leave by 3:00 PM. Please refer all callers to send any mail for Taos cases, to 2536 Ridge Runner Rd, Las Vegas NM, 87701.

5) **SANTA FE**

Gina Capener, CD

39A Plaza La Prensa

Santa Fe, NM 87507

Fax (505) 476-6265

SCSC Maria Ruiz
Walk in hours are 8-4:30

Directions from Santa Fe: Take Cerrillos Road towards I-25, turn right at West Frontage Road (across from the Premium Factory Outlet Mall), turn right at New Mexican Plaza, and turn right at Plaza la Prensa, the office is on the left side.

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6) ROSWELL

Leona Avent

2732 North Wilshire Blvd.

Roswell, NM 88201

Fax (575) 624-6187

SCSC Yvette Hernandez & Ginny Sena

Walk in hours are 8-4:30


Coming from the South - North Main and Wilshire Blvd
Staff from the Roswell office go to the Carlsbad ISD office located at 3604 San Jose on the 1st, 2nd and 4th Wednesday of the month from 10:00 am to noon and from 1:00 pm to 3:00. The last customer sign in will be allowed at 2:45 pm. Genetic testing in Carlsbad is always set for the 4th Wednesday of the month at the Carlsbad ISD office.

Staff from the Roswell office goes to the Artesia ISD office located at 108 N. 16th Street on the 3rd Wednesday of the month from 9:30 to noon and from 1:00 pm to 3:00. The last sign in there will also be at 2:45 pm. Genetic testing in Artesia is always set for the 3rd Wednesday of the month at the Artesia ISD office.

7) ALBUQUERQUE SOUTH
Jeremy Toulouse, CD
1015 Tijeras, NW Suite100
Albuquerque, NM 87102-2909
Fax (505) 222-9431
SCSC Rhonda Rodriguez
Walk in hours are 8-4:30
Directions from Santa Fe: Take I-25 South towards Albuquerque. Take Dr. Martin Luther King Jr Ave exit 224B towards Central Ave (Route 66). Stay straight to go into Locust St NW and then turn right onto Central Ave NE. Turn right onto 1st Street NW and start straight to go onto Copper Ave NW. Turn right onto 10th Street NW and then turn left onto Tijeras Ave NW. Office is on the right side.

Cross Streets: Two blocks North of Central, between 10th and 11th streets

8) NAVAJO NATION-CROWNPOINT
Judy Platera, CD
P.O. Box 1940
Crownpoint, NM 87313
Fax # (505) 786-2206
SCSC Alvona Begay, Sandra Roper & Elsie Martin
Walk in hours are 8-4:30 And Closed for Lunch from 12:00PM until 1:00PM
Directions: They are located in Suite 7 of the Basha's shopping Center along State Highway 371, and Navajo Route 9.
Cownpoint office handles cases for Region 8- Crownpoint & 19- which used to be Gallup office.

**9) NAVAJO NATION-SHIPROCK**
Elise Martin
P.O. Box 3499/Navajo Nation Shopping Ctr
Shiprock, NM 87420
Fax (505) 368-1036
SCSC Lucinda Chee & Eloise Allen
Walk in hours are 8-4:30 And Closed for Lunch from 12:00PM until 1:00PM

**10) CLOVIS**
Dee Hammons, CD
3316 N. Main Suite B
Clovis, NM 88101
Fax (575) 769-8125
SCSC Lori Torres & Rosa Loera
Walk in hours are 8-4:30
Directions from leaving Santa Fe: Take I-25 North towards Las Vegas. Take exit 290 onto US-285 South towards Clines Corner. Merge onto I-40 East left towards Santa Rosa. Take the US-84 exit 277 towards Fort Sumner. Turn right onto US-84. Turn left onto US-84 Sumner Ave. As you begin arriving to Clovis- continue under the Cannon AFB overpass, continue to the “Y”
intersection at the airplane display, turn left onto 60-84 (7th Street). Continue to Martin Luther King, turn left on MLK. Continue North to Llano Estacado. Turn right onto Llano Estacado. Continue East to Main St. Turn right on Main St. (at the High Plains Credit Union)

OR

If in Clovis.....take Prince Street North to Llano Estacado, Continue West on Llano Estacado to Main Street, turn South on Main and the office is located behind high Plains Credit Union.

Staff from the Clovis office goes to the Tucumcari ISD office located at 421 W. Tucumcari Blvd every Tuesday of the month. They are there from 8:30am to 2:00pm and CP/NCP are seen by appointment only.

12) SILVER CITY
Katherine Vinyard, CD
3088 32nd Street Bypass, Suite B
Silver City, NM 88061
Fax (575) 538-3212
SCSC Brandi Gomez
Walk in hours are 8-4:30
Directions from leaving Santa Fe: Take I-25 South towards Albuquerque. Merge onto North Franklin St exit 41 towards Hatch/Deming. Turn right onto West Hall Street. Turn right onto US-180 West. Turn slight right onto 32nd Street Bypass. Cross Streets are 32nd Street and HWY 180 East, heading West on 180 East, turn right on 32nd Street just before the Teleperformance Call Center. Office is on the right side of the road about 1/4 mile.

[Map Image]

1201] SATELLITE OFFICE
Deming
Katherine Vinyard, CD
910 W Pear
Deming NM 88030
Fax 575-544-2045
SCSC Loretta Gabbert
Walk in hours are 8-4:30

Directions from leaving Santa Fe: Take I-25 South towards Albuquerque. Merge onto North Franklin St exit 41 towards Hatch/Deming. Turn right onto West Hall Street. Turn left onto US-180 East. Turn right onto West Pine Street. Turn left onto NM-497/South 8th Street. Turn left onto Pear Street.

14) LOS LUNAS
Terry Herrera, CD
445 Camino Del Rey
Los Lunas, NM  87031
Fax (505) 222-0869

SCSC Lindsey Zamora

Walk in hours are 8-4:30

Directions leaving from Santa Fe: From I-25 Southbound exit at 203, NM-6, turn left on to Main Street. Turn right onto Camelot Blvd SW. Turn right onto Golden Gate Drive and Golden Gate Drive becomes Camino Del Rey Dr.

1401) RIO RANCHO

Rio Rancho

Terry Herrera, CD

4363 Jager Dr NE

Rio Rancho, NM  87144
Fax (505) 383-6373

SCSC Bernarda Gamino & Wendy Martinez

Walk in hours are 8-4:30


ORIf in Rio Rancho..... From 528 go West on Enchanted Hills Blvd. Take the first right, which is Jager. The office is on the left side of the road behind the Albertsons

Staff from Los Lunas goes to the Grants ISD Office located at 900 Mount Taylor, the first Tuesday and third Thursday of the month. They are there from 9:30 a.m. to 3:30 p.m. CP/NCP can walk into the office, or ask for an appt to be set up. They do not see people between 12:00 and 1:00 for lunch.

15) HOBB
Linda Williams, CD

2120 N. Alto, Suite D

Hobbs, NM 88240
Fax (575) 393-1642

SCSC Bernadette Ramirez & Linda Williams

Walk in hours are 8-4:30

Directions from leaving Santa Fe: Take I-258 North towards Las Vegas. Merge onto US-285 South exit 290 towards Clines Corner. Turn left onto E 2nd Street/ Turn right onto S Main Street. Merge onto US-82 West, go through Roswell to Tatum towards Lovington. Stay right to go onto NM-18 South/South Main Street. Turn slight left onto NM-18 South/West Bender Blvd. Turn Right onto North Alto Drive. Office is on the left side. Cross Streets E Michigan Dr and Interstate 18 - past the Post Office on the left side of the road.

17) SOCORRO AREA

Wendy Martinez, CD

445 Camino Del Rey
As of the close of business October 28th, 2011 the Socorro CSED office will be permanently closed. The Socorro and Catron Counties cases in CSES will still be designated in CSES as office 17000, but the physical files will be housed in the Los Lunas (14) office. A CSLA is in Socorro every Monday from 9am to 3:30pm with lunch from noon to 1pm. However if there is a holiday on Monday or snow delays and or closures CSLA will not be at office.

Torrance County 057 to Office 17, which is being handled by Los Lunas. However the physical files are still being worked out of the office 3: ABQ North office 1010 18th Street NW by Abby Herrera (HC7981.) So even though in CSES county code 057 is showing under 17000 customers should be told to walk in to the ABQ North office not Los Lunas office. All cases for county 057 Torrance are under Abby so if you see the case “assigned” to HC7981 you know that case is in ABQ north. Cases out of Sierra County (51) will be transferred from Las Cruces to Socorro, which it will be handled out of Los Lunas Office which physical files are in Los Lunas office.

CP/NCP can also do a walk in to the Torrance County ISD; every Wednesday from 9:00 till 12:00 and from 1:00 till 4:00.

DES18) ALAMOGORDO

Leona Avent

2000 Juniper Drive

Alamogordo, NM  88310

Fax (575) 434-8368

SCSC Kimberly Spugnardi Andrea Alaniz

Walk in hours 8-4:30

Major Intersection - Indian Wells Rd & N. Scenic Drive - From N. Scenic Drive, go West on Indian Wells, South on Juniper Drive. Juniper Drive is West of N. Scenic Dr. and East of Washington Ave.

Staff From Alamogordo go to the Ruidoso ISD Office located at 26387 Hwy 70, Ruidoso Downs the first and third Wednesday of the month. The third Wednesday is for Group Interviews.

They are there from 9:30am to 3:30pm CP/NCP can walk into the office, or ask for an appt to be set up. They do not see people between 12:00 and 1:00 for lunch.
**SDU Payment Address and EFT Info**

SDU
HSD- Human Services Dept
State Disbursement Unit
P.O. Box 25109
Albuquerque, NM 87125  Cannot go FedEx or UPS

**Deposit/Pre-Paid Debit Card Enrollment Forms**

NM SDU
PO Box 2348
Santa Fe, NM 87504-2348
FAX (505) 476-3920

(PDC and Direct Deposit requests and cancellations notices. Remember the EFT is now required so if CP ask about canceling existing method, CSIC staff must inform CP that new EFT will be required.)

**CSED Central Office**

IV-D Director, Andrew Vallejos
Po Box 25110
Santa Fe, NM 87502
FAX (505) 476-7045
Return Applications

CSED

Po Box 25110

Santa Fe NM 87502

2009 S Pacheco (CSIC cannot provide callers with this address, the address in only to identify where the application was mailed to, and for CSIC to use as reference).

CSIC Phone Numbers

Fax number (505) 216-5401-used only for address changes, notarized by CP

1-800-288-7207 Inside the State of New Mexico

1-800-585-7631 Out of the state of New Mexico

Medical Enforcement Unit

223 N. Guadalupe #550

Santa Fe, NM 87501-5407

Phone Number (877) 430-0545

FAX (877) 292-2375

24) EMAIL FORMATS

TRANSFER TO SUPERVISOR

EMPLOYER SUPPRESS MONTHLY-TURN AROUND DOCUMENT

PERSONAL MESSAGE FOR CSLA
Message: Region
To: CSLA Name

Alameda school called and said Sandy Lou needs to call the school due to her child being sick. Call Regina 505-471-1111.

MESSAGE FOR REGION OFFICE

Message: Region Number
From: Mr. Jones
Callers Telephone Number:

Mr. Jones called and wants to know when he should come to repair the copier.

WEBSITE ISSUES (Also in “website” section)

BANKRUPTCY

Message: See CASD for details

Note: You must also send an FYI referral

MISSED COURT HEARINGS

Note: Only sent for same day if hearing has not occurred yet or next two business days hearing. If hearing time has passed send as FYI referral noting the time that caller called to show it was after the hearing time.

COURT HEARING QUESTIONS

Note: Only send if hearing is same day, next business day, or in 2 business days and caller has questions about hearing. If more then 2 business days away, send ND with purpose of “question”.

TELEPHONIC HEARING REQUEST

Note: Only sent for same day if hearing has not occurred yet or next two business days and NCP or CP is requesting to know procedure to appear telephonically.

MESSAGE FOR SCSC

Message: SCSC NAME: (These are found on your CSED Regional Offices list)

Caller Name:
Caller Phone Number:

Message: Nancy from St. Vincent’s Hospital is in need of more Paternity Brochures.

**TRD (STATE) TAXES**

In the CORR diary include:

Case Number

NCP Name & SSN

NCP Spouse Name & SSN

NCP Spouse Address

Telephone Number

Requesting TRD split on taxes to be refunded; filed jointly.

Note: This email format is also used when NCP’s Spouse is requesting more than ½ of the TRD Tax Offset, filed jointly.

**NCP REQUESTING APPEAL HEARING ON FEDERAL/TRD TAX-OFFSET**

**ATTORNEY AND LAW OFFICE PERSONNEL**

**SDU or EFT REQUESTS**

**PASSPORT DENIAL**

**DISTRICT COURT PERSONNEL**

**MISSING APPLICATIONS**

Message: Applicant’s name

Applicants SSN

NCP’s name

Applicant’s Phone #

Please ask the CP the below information, and include it in your e-mail.
Message: Applicant claims to have returned the application to the __________office about __________weeks ago by _______(Mail)or (dropped it off at office).

COMPLAINTS TO GOVERNOR/DIRECTOR’S OFFICE/LEGISLATORS/REPRESENTATIVE

COMPLAINTS ON NAVAJO NATION CASES

Complaints can be sent to:

The Navajo Nation

ATTN: Judy K. Platero, Program Supervisor

Department of Child Support Enforcement

Post Office Box 7050, Window Rock, Arizona 86515

(Revised 4/21/11)

IDENTITY MISMATCH

MEDICAL

US VETERANS ASSISTANCE

PELL GRANTS

LAW ENFORCEMENT PERSONNEL

EMPLOYER WEBSITE

Details go in both CORR and Email

EFT EXEMPTION FORM

FYI EMAILS/REFERRALS NOT RESOLVED BY CSLA AFTER TIME FRAME
25) ARREARS MANAGEMENT PROGRAM/FRESH START PROGRAM

Caller may identify it as “Fresh Start” rather than “Arrears Management.”

CSIR's will attempt to get contact information during call without discouraging caller:

<table>
<thead>
<tr>
<th>Name</th>
<th>SSN</th>
<th>Day Time Phone Numbers</th>
<th>Address</th>
<th>Employer</th>
</tr>
</thead>
</table>

**Basic Spiel**

This is a program whose goal is to encourage non-custodial parents with large arrearages to become regular child support payers. CSED recognizes that non-custodial parents may be discouraged by the large amounts owed on their accounts. If you (the NCP) ask for a fresh start referral, CSED will:

Review your case to see how much arrearage is owed.

Work with you on a payment plan that would eliminate arrearage in exchange for a lump sum payment and regular, ongoing payments.

If you want to go forward with a Fresh Start with child support, please provide us your contact information (if not already obtained.)

A CSED representative will be contacting you at the phone number you have provided to set up an appointment to discuss your Fresh Start

The toll free number for all cases in the state is 1-888-293-0825. Document that caller requested this and make an FYI referral.

**Anticipated Questions:**

**NCP: If I do this program, will you forgive my arrearage?**
A: CSED is authorized to waive certain arrears in exchange for lump sum payments and regular payments.

CP: Are you going to give away what he owes me?

A: Not without your approval. If the non-custodial parent wants to participate in this program, CSED may be contacting you to discuss an agreement that would waive arrears owed to you in exchange for a lump sum payment and regular ongoing payments. Our goal is give the non-custodial parent an incentive to make regular payments, not to waive arrears.

The follow are the options offered on the Arrears Management/Fresh Start toll free number, 888-293-0825:

Las Vegas - County Office 4 - Option 0
Albuquerque - County Offices 3 and 7 - Option 1
Santa Fe - County Office 5 - Option 2
Roswell - County Office 6 - Option 3
Silver City and Deming - County Office 12 - Option 4 and 5
Farmington - County Office 1 - Option 6
Las Cruces - County Office 2 - Option 7
Clovis and Hobbs - County Office 10 and 15 - option 8
Los Lunas and Socorro - County Office 14 and 17 - option 9
Alamogordo- County Office 18 –option 5

*If you give out the 800 number to a caller on a specific case, you should send an FYI to the region managing the case.*

26) GENERAL CHILD SUPPORT QUESTIONS/INFO

New Mexico child support statute of limitations including the civil code, what age paternity must be established and emancipate rules.

*(Items in red are waiting approval from the State)*
New Mexico Age of Majority: when child support payments can be stopped.
18 years of age, unless still in high school, then up to 19 years of age.

Statutory cite or civil code reference for the age of majority?
Section 40-4-7 (b)(3)(b)

If not addressed in the order, at what age is child support automatically terminated as a matter of State law?
18 years of age, unless still in high school, then up to 19 years of age.

Does the date of the order impact what law is applied?
No

Does child support end if the child leaves the household but does not emancipate?
No

Is support ever paid beyond the age of majority?
Yes, if severely handicapped - by case law

Statute of Limitations to enforce a child support order.
14 years of age.

Statute of Limitations to establish paternity:
21 years.

Is dormancy revival/renewal possible?
Yes

If the DP has a child are they considered emancipated?
No

If the DP gets married are they considered emancipated?
Yes

If the DP enlist in the military are they considered emancipated?
Yes
My mom/dad never paid the other parent child support for me. How can I get the money?

**Say:** You will need to contact a private attorney or the courts for that info, CSED will only establish an order between the two parents/caretaker.

**What is Support Kids?** Support Kids is a private company that attempts to collect arrears owed to CP. NM CSED will not provide any info to Support Kids on cases. CP cannot change his/her address to have pmts or letters sent to Support Kids.