

COPY

State Disbursement Unit (SDU)

Pre-1994 Child Support Orders

Overview The Office of the Attorney General (OAG) offers to process child support payments in orders established prior to January 1, 1994. County participation in this project is voluntary.

What the OAG will pay for... The OAG will pay all expenses associated with the following functions of processing child support payments in orders established prior to January 1, 1994 (pre-1994 cases):

Category	Description
Data gathering	The OAG will pay the counties a \$5.00/case data gathering fee when the case is redirected to the SDU.
Child support payments	The OAG will pay for the receipting and disbursing of the child support payments – including postage.
Notice of Place of Payment	The OAG will pay for producing and mailing the Notice of Place of Payment that is mailed to the: <ul style="list-style-type: none"> - non-custodial parent - non-custodial parent's employer - custodial parent - District Clerk or DRO
Customer Introduction Packet (includes the direct deposit application and Customer Identification Number)	The OAG will pay for producing and mailing the Customer Introduction packet.
Customer Calls	The OAG will pay for customer calls to the SDU and the OAG's Interactive Voice Response (IVR) system.

What the OAG cannot pay for... The OAG will not reimburse counties for the following actions:

- updates to case records
 - customer service activities
-

Continued on next page

Pre-1994 Child Support Orders, Continued

Contacting the OAG... Counties may contact the following staff if they have questions:

Name	Phone	Email
Debbie Mullen	(512) 460-6376	debbie.mullen@cs.oag.state.tx.us
Robert Canales	(512) 460-6283	robert.canales@cs.oag.state.tx.us
Debbie Symmes	(512) 460-6768	debbie.symmes@cs.oag.state.tx.us

Case Requirements

Pre-1994 cases must meet the following criteria in order to be redirected to the State Disbursement Unit (SDU):

- case has a current order
- payment has been received within the last six (6) months
- valid address for the custodial parent is available
- valid or last known address for the non-custodial parent is available

If the case...	then...
<ul style="list-style-type: none"> • has a current order • has received a payment within the last six (6) months • has a valid address for the custodial parent • has a valid or last known address for the non-custodial parent 	update the case record to TXCSES Web
does not meet the criteria listed above	do not update the case record to TXCSES Web

Note: Electronic case files cannot be accepted for this project.

Updating Pre-1994 Orders to TXCSES Web

Cases entered on STRADUS prior to February 2006 were not converted to TXCSES during TSI. County staff will enter all case data onto TXCSES Web.

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Pre-1994 Child Support Orders, Continued

Updating Pre-1994 Cases to TXCSES Web (Continued)

Staff should enter the following case data directly into TXCSES Web:

Category	Data Element	Required/If Available
Non-custodial parent	Name	Required
	Current or last known address	Required
	Social security number	If available
	Date of birth	If available
	Gender	If available
	Domestic violence indicator (Y or Blank [for no])	Required
Custodial parent	Name	Required
	Current address	Required
	Social security number	If available
	Date of birth	If available
	Gender	If available
	Domestic violence indicator (Y or Blank [for no])	Required
Dependent(s)	Name	Required
	Social security number	If available
	Date of birth	If available
	Gender	If available
	Domestic violence indicator (Y or Blank [for no])	Required
Order Information	Cause number	Required
	Court number	Required
	Start date of cause	Required
	Registry Type **	Required

Note:

** In order to facilitate the redirection process, counties **must** enter a "L" (local) in the 'Registry_Type' field.

**Redirection
Process**

Once the cases have been entered on TXCSES Web, the County should notify the SDU of all known employers by emailing the employer information to the following address:

txsduhelp.fc-sls@acs-inc.com

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Pre-1994 Child Support Orders, Continued

**Redirection
Process
(Continued)**

The SDU will enter the employer information and the payments will be redirected. If employers cannot be identified, a redirection notice will only be sent to the obligor.

**Counties
without Access
to TXCSES
Web**

Counties that did not have access to STRADUS in the past:

- faxed a copy of the court order to the SDU @ 210-924-4104, or
- forwarded the attached Data Gathering Form to the SDU

Counties without access to TXCSES Web may use the above procedures for the pre-1994 court orders.

Questions

Please contact the Problem Resolution Call Center (PRCC) at 1-877-474-4463 if you have questions regarding data entry or the redirection process.



ATTORNEY GENERAL OF TEXAS
GREG ABBOTT
CHILD SUPPORT DIVISION

To:
Fax: 210-924-4104

From: County Contact
Phone: (877) 474-4463
Ext. 6540, 6557 or 6677

DATA GATHERING FORM

This form is used for data gathering by counties that do not have TXWEB Portal access. Please indicate if the data on this sheet is New, Modified or not in TXCSES. The completed information should be sent to the County Contact Team by fax or mail. TxCSDU P.O. Box 659400, San Antonio, TX 78265

County Name: _____ Payable to: County _____ SDU _____ Court Number: _____ (Court where case was established) Start Date: _____ (Date when original order signed by Judge)	<p style="text-align: center;">New, Modified or Not in TXCSES (Please circle)</p> Cause Number: _____ Domestic Violence: (Please write Y for each individual that is a victim of Domestic Violence)		
Custodial Parent: _____ Custodial Parent SSN: _____ Custodial Parent: <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: 20px;"> Address: City: Zip: Phone: </div>	Drivers License No. _____ Domestic Violence _____ Sex: M F		
Non-Custodial Parent Name: _____ Non-Custodial Parent SSN: _____ Non-Custodial Parent: <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: 20px;"> Address: City: Zip: Phone: </div>	Drivers License No. _____ Domestic Violence _____ Sex: M F		
Employer Name: _____ (if available) Employer FEIN: _____ Employer Phone: _____ Employer Address: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> Primary Address <div style="border: 1px solid black; padding: 2px; width: 100%;"> Address: City: Zip: </div> </td> <td style="width: 50%; border: none;"> Secondary Address <div style="border: 1px solid black; padding: 2px; width: 100%;"> Address: City: Zip: </div> </td> </tr> </table>		Primary Address <div style="border: 1px solid black; padding: 2px; width: 100%;"> Address: City: Zip: </div>	Secondary Address <div style="border: 1px solid black; padding: 2px; width: 100%;"> Address: City: Zip: </div>
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ATTORNEY GENERAL OF TEXAS
GREG ABBOTT
CHILD SUPPORT DIVISION

Dependent Name: _____

DOB: _____

DP SSN: ____/____/____ DV__

SEX: Male or Female
(Please Circle)

Dependent Name: _____

DOB: _____

DP SSN: ____/____/____ DV__

SEX: Male or Female
(Please Circle)

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DP SSN: ____/____/____ DV__

SEX: Male or Female
(Please Circle)

Please retain the additional counterpart of this letter for your files. You may also contact the following staff if you have questions.

Name	Phone	Email
Debbie Mullen	(512) 460-6376	debbie.mullen@cs.oag.state.tx.us
Debbie Symmes	(512) 460-6768	debbie.symmes@cs.oag.state.tx.us
Robert Canales	(512) 460-6283	robert.canales@cs.oag.state.tx.us

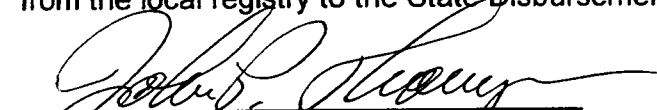
Sincerely,

Alicia G. Key

Alicia G. Key
Deputy Attorney General for Child Support

Acceptance Statement

Polk County accepts the offer of the Office of the Attorney General of Texas to redirect and process all child support payments in orders established prior to January 1, 1994, from the local registry to the State Disbursement Unit.



The Honorable John P. Thompson
County Judge, Polk County

Date: 2/23/10