

State of New Jersey
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1804A Payment Forwarding

A. Payment Forwarding (previously known as Redirection)

Payment forwarding is an administrative action that is used when the CP/obligee relocates to another state and applies for IV-D services. There are two ways an agency can make a request for payment forwarding by either using the *Child Support Enforcement Transmittal #1 – Initial Request* (CS677), two-state interstate referral, or the *Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery* (CS680), requesting limited services.

1. Incoming Requests to the Intergovernmental Central Registry (ICR) for Payment Forwarding (Responding)

a. *Child Support Enforcement Transmittal #1 – Initial Request* (CS677)

This form will be used when the initiating agency is requesting a responding agency to open an intergovernmental case (two-state case). The ICR receives these requests and will create an ISIN record and change the interstate status to responding. The ICR will also generate an acknowledgement via the Send Interstate Correspondence/ISND page. Once processed, the ICR will create an action note and forward the *Child Support Enforcement Transmittal #1* (CS677) to the local Probation Division.

b. *Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery* (CS680)

This form is used when the requesting agency is only asking for payments to be forwarded to their state disbursement unit (SDU). Requests for payment forwarding made on a CS680 is considered to be a limited service request and does not

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require that a two-state case be created. The ICR will create an action note and forward this request to the local Probation Division. No ISIN record will be added for the requesting state; therefore, the interstate status will remain instate. All case activities must be documented on Create Note to File/NOTE page.

Note: The payment forwarding request must be forwarded to the local county office within 10 working days of receipt.

PCSE staff must also contact the requesting agency to ensure they do not take any enforcement action on the case as New Jersey is already enforcing the order. The contact information for the requesting agency can be found within system notes, on the original CS680, or on the Electronic Documents/EDOC page, if the CS680 has been imaged by the ICR.

Note: All requests for payment forwarding must be sent to the ICR. In the event another agency misdirects the request, staff must forward it to the ICR for processing.

2. Payment Forwarding Requests Referred to Probation for Action

Once the Transmittal #1 or Transmittal #3 request is received, Probation Child Support Enforcement (PCSE) staff must process the payment forwarding requests as listed below:

- a. PCSE staff must review NJKiDS to identify the last charge (accrual) day in the previous month on the Financial Events On A Case/ELOG page. Staff must also make a note of the last and next cost of living adjustment (COLA) dates on the Court Order/SORD page;

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- b. Submit a FNOMF – Modify Obligation FIPS/Funds Recipient requesting to terminate the New Jersey obligation and create a new obligation under the other states' FIPS effective the last charge day of the previous month. Failure to use this accrual day in the Obligations By Case/OWIZ modification may inadvertently impact the weekday that payments are due; PCSE staff must review the balances under New Jersey FIPS obligation on the Arrears Balances/OBAA page. If any arrears/credits [including credits to unpaid monthly support obligation(s) (MSO)] are owed to the CP/obligee, staff must transfer the arrears/credits from the New Jersey FIPS obligation owed to the CP/obligee (NA, UDA, or NIVD) to the other states' FIPS obligation as NA arrears (excluding genetic testing). If any New Jersey Temporary Assistance for Needy Families (TANF) Permanently Assigned (PA) arrears exist, this crucial step will preserve those arrears under our New Jersey FIPS obligation;
- c. Once the financial note is processed, Probation must verify that the history of disbursements is preserved by ensuring the obligation under New Jersey's FIPS code is terminated while new obligations are created under the state requesting Payment Forwarding. The following pages should be reviewed:
 1. Obligations By Case/OWIZ; and
 2. Arrears Balances/OBAA.
- d. The last and next COLA dates will be affected once the system is updated with the obligation modification. Once the nightly batch has occurred, PCSE staff will need to manually reset the dates that were previously

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noted, respectively. (Refer to *Probation Child Support Enforcement Operations Manual*, 1700 Cost of Living Adjustment Procedures, Section K, How to Change a COLA Date).

Note: If the COLA chain is open, the obligation modification will close the chain and generate the *Notice of COLA Cancellation due to Order Modification* (CS597). PCSE staff will have to manually open the chain to start the missed COLA process as listed above.

3. Outgoing Requests from Family/County Welfare Agency (CWA) for Payment Forwarding (Initiating)

An outgoing request will initiate from the Family Division or CWA. There are two options available to request payment forwarding, Transmittal #1 (two state case) or Transmittal #3 (limited service instate case). For non-paying cases, a Transmittal #1 may be used because enforcement will be needed. For paying cases, a Transmittal #3 may be used since enforcement of the order is not an issue. If CWA is involved, CWA staff will request a copy of the foreign order and payment history and file a petition with the Family Division. Family Division staff will docket the case and load the obligation into NJKIDS. When CWA is not involved, Family Division staff will request all required documents from the other jurisdiction.

Family Division staff will notify the other jurisdiction of any TANF Permanently Assigned (PA) arrears owed to New Jersey. The other jurisdiction can only collect New Jersey's TANF arrears up to the amount of arrears owed based on their court order [i.e., If other jurisdiction's total arrears balance is \$5,000 and New Jersey's TANF arrears are \$10,000, the other jurisdiction will only collect \$5,000 based on their court order as they have continuing, exclusive

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jurisdiction (CEJ) and controlling order]. Once processed, the case is transferred to the Probation Division for enforcement.

Note: In a Transmittal #3, Family Division staff will exempt all enforcement remedies on the Exempt Case Enforcement/CPRO page. Family Division staff must send an action note to file to the Probation Customer Service Liaison (RC075) role to request the exemption of enforcement on Update Tax Information/TAXI page. For additional information, staff can refer to AT 23-05.

Upon receipt of a payment forwarding case, PCSE staff must confirm whether the petition was filed under a Transmittal #1 (two state case) or Transmittal #3 (limited service instate case). In both instances, PCSE staff must review Query Interstate Cases for Kids (QUICK) to confirm the support obligations, verify disbursements are not being sent to CP/obligee, and request an updated arrears balance from the other jurisdiction, if needed. Doing so will help ensure our obligation balances match the other jurisdiction's obligation balances.

Note: A case created based on a Transmittal #1, will be coded as an initiating case and enforcement will either be excluded by NJKiDS or manually exempted when appropriate. A case created based on a Transmittal #3, will be coded as an instate case and enforcement on CPRO will need to be manually exempted.

For a Transmittal #3 (limited service instate case), Family Division staff is responsible for entering a case level exemption on CPRO. PCSE staff should confirm the payment forwarding exemption is in place. PCSE staff can use discretion if additional enforcement actions are needed from the enforcing jurisdiction due to partial or no payments being received. If enforcement is necessary, PCSE staff will create an ISIN record and forward a Transmittal #1 requesting enforcement thus creating a two-state case. In addition, PCSE staff

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must remove the case level payment forwarding exemptions that were previously entered.

Note: For additional information, staff can refer to the *Probation Child Support Enforcement Operations Manual*, 1804 Creating an Intergovernmental Case.

- a. *Child Support Agency Request for Change of Support Payment Support Location Pursuant to UIFSA § 319 (CS746)*

UIFSA 2008 amends section 319 to address concerns about the burden of receiving and disbursing support payments when no individual party or child resides in the state that issued the controlling order. It allows an agency to change a payment location of a support order issued by another state by using the CS746.

It is important to note that section 319(b) only applies to requests for redirection from a support enforcement agency when no individual party or child resides in the state that issued the controlling order. However, both the Administrative Office of the Courts (AOC) and the Division of Family Development (DFD) have asked PCSE staff to refrain from using this form until further written notice.

Note: Judiciary staff should refrain from using this form to make this type of request. It's important to be aware that this new request exists under UIFSA 2008 and while New Jersey is not ready to receive or send out, other states have begun to use this form. If local staff receive this form directly from a requesting agency, they should inform their supervisor immediately and forward the document to the ICR for further instruction.

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4. Multiple Jurisdictions

In an initiating case, when a third jurisdiction requests to become involved in the support matter by requesting payment forwarding, the ICR will not process the request. An initiating status on our system indicates another jurisdiction is already providing enforcement services and disbursing payments to New Jersey. Instead, the ICR will return the request and inform the requesting jurisdiction that another jurisdiction is enforcing the order and forwarding payments to New Jersey. The ICR will provide a copy of the request to Probation via Electronic Documents/EDOC and action note to alert Probation that the CP/obligee has relocated and applied for IV-D services elsewhere. Since both New Jersey and the requesting jurisdiction seem to be providing IV-D services to the same applicant, both agencies need to communicate and decide which of the two agencies will remain as the client's local IV-D agency.

In a responding case, the ICR will add an ISIN record for the new initiating/requesting jurisdiction, send an acknowledgment and inform them that New Jersey is already responding to another requesting jurisdiction. The ICR will forward the request to the local Probation Office for further review. Upon receipt, Probation must contact the original jurisdiction/State A to inform them of the client's relocation and application for child support services in a new jurisdiction/State B. Probation must reconcile case information and balances with the original initiating jurisdiction and if appropriate, request they close out their interest in the IV-D case so that New Jersey can begin to forward payments to the new requesting state. When appropriate, Probation staff must remember to close the ISIN record for the previous initiating/requesting jurisdiction, so that only one ISIN record remains for the one-initiating/requesting jurisdiction.

If New Jersey is enforcing and another jurisdiction is asking New Jersey to add their arrears to our system records, PCSE staff must thoroughly review the other jurisdiction's request and financial

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history/accounting documents. The balance on NJKiDS will determine whether New Jersey can preserve another jurisdiction's debt. In this situation, New Jersey has CEJ and controlling order over the arrears balance. New Jersey can only collect another state's TANF arrears up to the amount of arrears owed based on our court order (i.e., If New Jersey's total arrears balance is \$5,000 and the other jurisdiction's TANF arrears are \$10,000, New Jersey will only collect \$5,000 based on our court order).

Probation must reconcile balances with State A keeping in mind that New Jersey controls the accounting of the case. If the arrears balance permits, then we can preserve another jurisdiction's debt; however, if New Jersey's accounting shows the NCP/obligor has a zero balance/credit, then staff should not increase the case balance. If no monies are owed to State A or it's not appropriate to increase the case balance, Probation can proceed to advise State A to close out their IV-D case. Probation can close out the Interstate Information/ISIN page for State A. If arrears are owed to State A, once the Certification of Arrears has been received, then update NJKiDS accordingly (Arrears Balances/OBAA page). Notify State A that state owed arrears have been updated and that all future communication with New Jersey must be in paper transmittal form. Probation will close out the Interstate Information/ISIN page for State A and process State B's payment forwarding request.

Note: Ongoing communication with State A is required to monitor any major changes such as case closure, direct payments, tax intercept, and all other administrative payment remedies.

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Creating an Intergovernmental Case – List of Associated NJKiDS Forms

NJKiDS CS Number:	NJKiDS Form Title:
CS677	Child Support Enforcement Transmittal #1 – Initial Request
CS680	Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery
CS597	Notice of COLA Cancellation due to Order Modification
CS746	Child Support Agency Request for Change of Support Payment Support Location Pursuant to UIFSA § 319