



Department of  
**Human Services**

## Partnering to Improve Lives

Stacie Alexander, Central Registry Director

Sonja Matlock, Program Coordinator

May 5, 2022

# Title IV-D Child Support Program

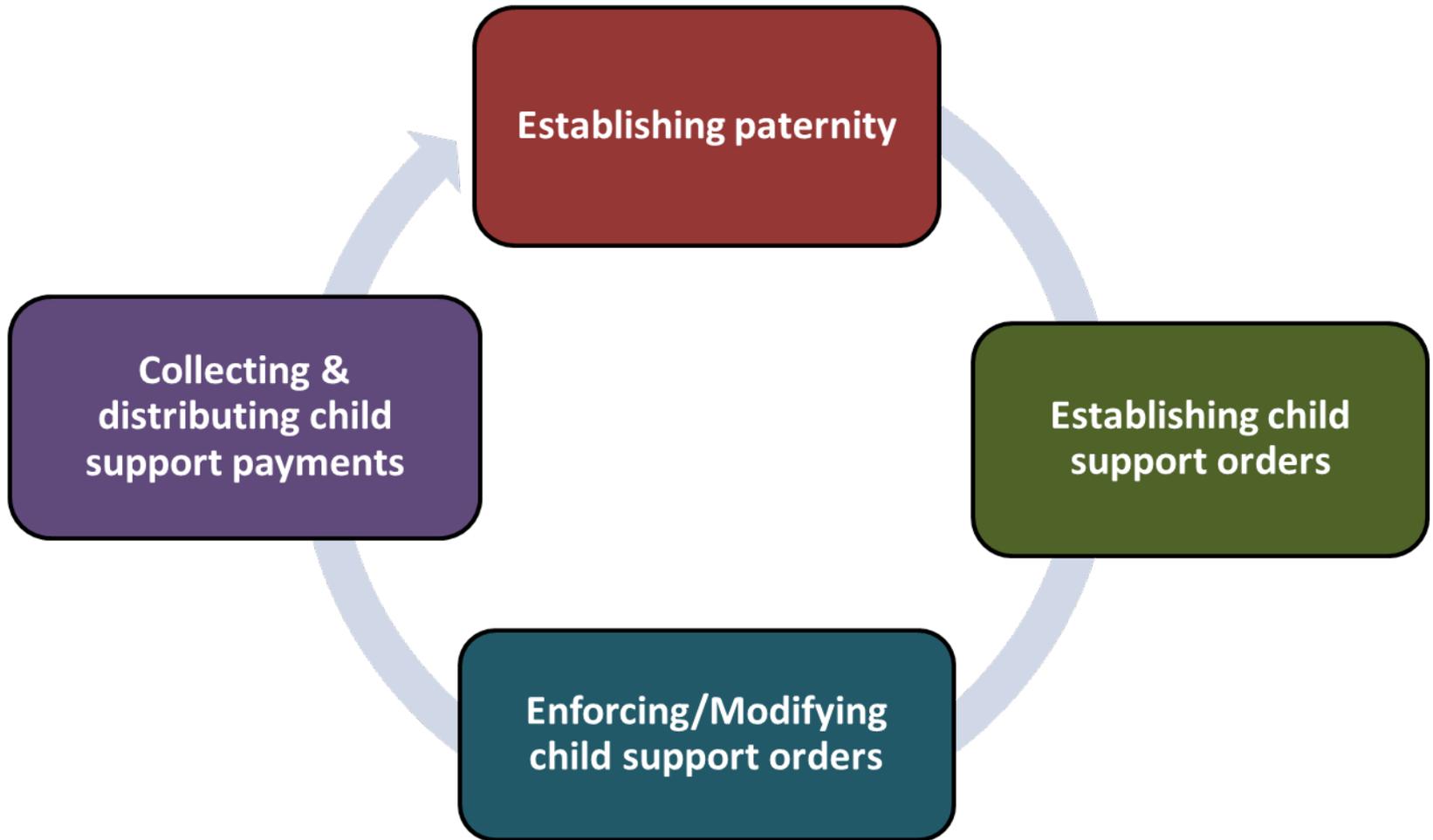
- A program authorized and defined by federal statute, Title IV-D of the Social Security Act.
- A Federal/State/Tribal/local partnership to help families by promoting family self-sufficiency and child well-being.
- The Child Support Program in Tennessee is administered by the Department of Human Services (DHS).
- The local offices are operated under a contract with DHS by either the District Attorney's Conference, Maximus, Veritas or Young-Williams; except the 4<sup>th</sup> JD.

# What is a Title IV-D Case?

Title IV-D child support services must be provided to the following individuals:

- Current and former Temporary Assistance for Needy Families (TANF) recipients
- The State's Title IV-E agency (in TN, the Dept. of Children's Services) on behalf of children who are in foster care
- Any other parent or person with physical custody of a child who has a parent living outside of the home may apply directly to the IV-D agency for child support services.
- The parent living outside of the home may also apply directly to the IV-D agency for child support services.

# IV-D Child Support Functions

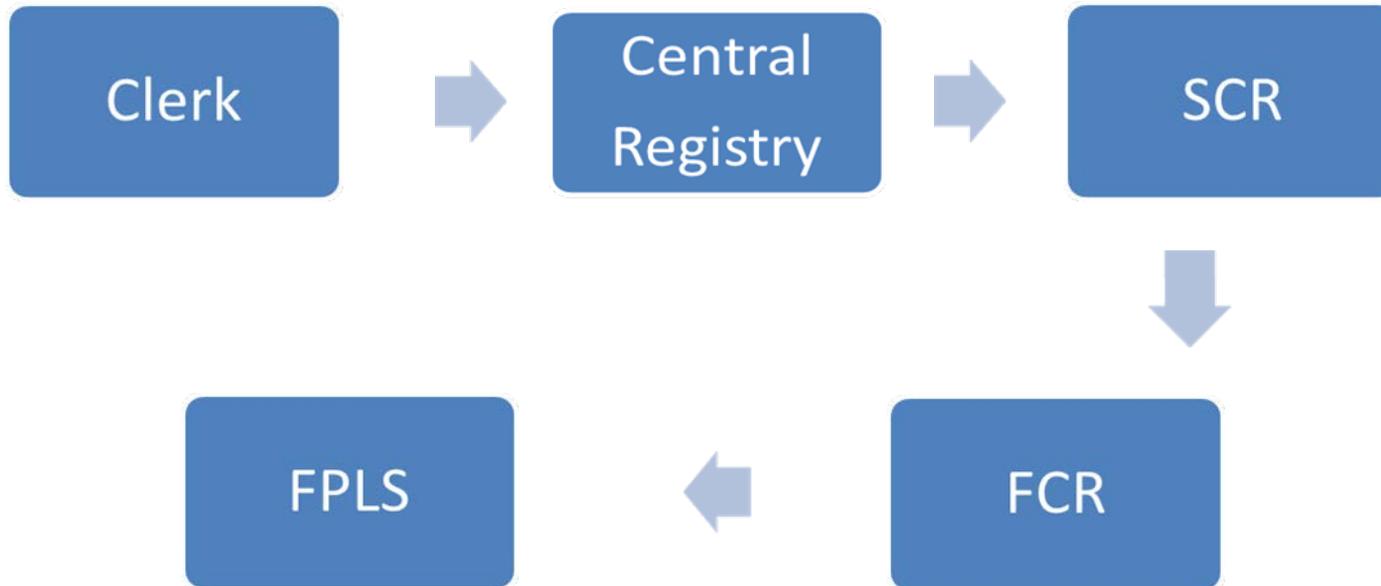


# What is a Non IV-D case?

- When an order of support is entered and neither party has applied directly to the IV-D agency for child support services, or the custodial parent has not applied for TANF.
- When there are no assigned arrears owed, no order terminating the obligation and the original applicant requests case closure

*Effective October 1, 1998, all Non-IV-D orders established or modified must be included in the State Case Registry (SCR) for submittal to the Federal Case Registry (FCR)*

# Why a Non-IV-D Case? Data Reporting



# Federal Parent Locator Service (FPLS)

- WHAT

National computer matching system operated by the Federal Office of Child Support Enforcement (OCSE)

- WHY

Locate parents

Minimize fraud

# Federal Case Registry (FCR)

- WHAT

National database that includes all child support cases handled by the state IV-D child support agencies (IV-D cases), and all support orders established or modified on or after October 1, 1998 (Non IV-D).

- WHY

To provide information to the FPLS

# State Case Registry (SCR)

- WHAT

State database that includes all child support cases handled by the state IV-D child support agencies (IV-D cases), and all support orders established or modified on or after October 1, 1998 (Non IV-D).

- WHY

To provide information to the FCR

# Actions on Non-IV-D Cases

- COURT CLERKS

Forward the completed Non-IV-D Demographic Worksheet to Central Registry

Issue Income Withholding Order (if applicable) with the case number assigned by Central Registry

- CENTRAL REGISTRY

Create a case for all original orders

Provide the court clerk with the assigned case number

# Non-IV-D Demographic Worksheet

- OBLIGEE - party to receive payments
- OBLIGOR - party to make payments
- If more than 2 children, send an additional sheet
- Clerk of Court's Fax Number is required
- TCSES Case Number will be written in and returned to clerk

# Method of Transmission for Non-IV-D Worksheet

- Fax to (615) 524-3102
- Encrypted e-mail to [NonIV-D.DHS@tn.gov](mailto:NonIV-D.DHS@tn.gov)
  - In order to encrypt an e-mail message to protect Personally Identifiable Information (PII), the sender **must type in the subject line: [secure email]**.
  - Senders must never include a social security number in the subject line of an email.

# Case Type Change

Non-IV-D  IV-D

- Either party can apply for services at any time.
- Application for services directly with the IV-D agency can be obtained from the website, a local office or by calling customer service.

IV-D  Non-IV-D

- The applicant for services can request case closure during the duration of the order if there are no assigned arrears owed. The case becomes a Non-IV-D case for state registry and payment processing purposes.

# Income Withholding Orders (IWO)

- 1) Income withholding from a person's wages for child support is one of the most effective means for securing payments
- 2) More than 75% of child support collections are through income withholding orders
- 3) In Tennessee, ONLY the Clerk of the Court and IV-D DHS employees or IV-D DHS contractors have the authority to issue IWOs per Tennessee Code Annotated §36-5-501 et seq
- 4) Although the Tennessee IV-D child support program does NOT enforce non-IV-D ("private") cases, We DO act as a third party by tracking all payments through our central receipting unit for IV-D and non-IV-D cases

# Tips to Successful IWO on Non-IV-D Cases

- Use the current version of the federal IWO form.
  - The fillable version of the IWO form can be found on the Office of Child Support Enforcement (OCSE) website under “Income Withholding for Support for Private Employers”
- Provide the 9-digit TCSES child support case number on all IWOs sent to employers.
  - If the court opts for the state child support program to load the court order, the TCSES case number will be provided on the Demographic form that is faxed to the court once the case is loaded
  - If the court uses TCSES or an interface with TCSES to load the order, a TCSES case number is immediately provided
- Including the TCSES case number ensures the child support payments are applied to the correct child support case and not placed in suspense

# Termination of IWO

- IV-D office will assist customers on active IV-D cases with issuing a Termination of Income Withholding Order (IWO) when needed.
- Non-IV-D cases will need the Termination of IWO issued by the Clerk of Court.

# Court Clerks - Important Role for Parentage

- File and certify parentage orders
- Send certified copies of parentage orders to Office of Vital Records in Nashville or to Vital Records in child's state of birth
- Partner in educating parents that the local health department is unable to make changes to a birth certificate based on court orders
- All amendments / changes to Vital Records documents are made in Nashville at the Office of Vital Records

# Court Clerks & Vital Records Fees

- T.C.A. 36-2-313(d)
  - The clerk is to send a certified copy of all parentage orders immediately upon logging in minutes book – with or without the fee
  - Fee: \$15.00 to amend the birth certificate
  - Additional \$15.00 for a certified copy

# Court Orders to Send to Vital Records

- Court Clerks should only send orders that tells Vital Records to make a change to a Vital Records document
  - ✓ Parentage Orders
  - ✓ Orders that Disestablish Parentage
  - ✓ Name Change Orders
  - ✓ Legitimation Orders



# Court Orders Not to Send to Vital Records

- Orders sent without the father's information (PH-3343 or Exhibit A) will be returned to the court clerk
- Do Not Send
  - Orders of Protection
  - Court Orders when child was born in another state –
    - make sure it's a TN birth
  - Child Support ONLY orders



# Special Services Unit – Parentage Orders Rejected

- Order did not decree child's name
  - If child's name changed, decree the full name
    - TCA 68-3-310(4)
- Order did not decree the father's name
- Orders are not certified
- Exhibit A (child support orders or PH-3343, *Notification of Order of Parentage* was not included with order
  - Father's DOB and Place of Birth is required for new birth certificate



# Court Clerks & Vital Records Fees

- Any orders clerks are holding should immediately be sent to TN Vital Records (or Vital Records in child's state of birth) along with the PH-3343 or Exhibit A.
- Upon receipt of the certified parentage order and PH-3343 (or Exhibit A), Vital Records will process all accurate orders, seal the original birth certificate and create a new birth certificate according to the order and place a 'M' Indicator ('M'oney is owed) on the certificate.

# Court Clerks & Vital Records Fees

- After the certified parentage order has been sent to Vital Records – DO NOT COLLECT ANY FEES!
- Instead, the court clerks should give parent(s) the Vital Records handout: '*Request for a Certified Copy of a Birth Certificate Following Court Action*'.
- Court clerks are not responsible for collecting fees after the order has been sent to Vital Records

# Vital Records Contact Information



**Sheila Williams** | Supervisor Special Services Unit  
PPA/Vital Records  
Andrew Johnson Tower, 1st Floor  
710 James Robertson Parkway, Nashville, TN 37243  
[Sheila.Williams@tn.gov](mailto:Sheila.Williams@tn.gov)

Office of Vital Records Phone: 615-741-1763

Special Services Unit: 615-532-2685

<https://www.tn.gov/health/health-program-areas/vital-records.html>

How do I get my certificate?

Vital Records FAQs

Fees

How do I get my certificate corrected?

How long will it take?

Applications

Genealogy Research



# Invoices

- New Act signed by Governor Lee regarding fees
- No changes yet to last fee chart – dated 2009
- Send invoice to [CSVendor.Invoices.DHS@tn.gov](mailto:CSVendor.Invoices.DHS@tn.gov)

# Electronic Documentation

Evidence transmitted via telephone, telecopier, or other electronic means may not be excluded based on the method of transmission. An affidavit, document substantially complying with federally mandated forms, or a document incorporated by reference only has to be given under penalty of perjury.

# EDE on State Services Portal

Office of Child Support Enforcement >  **Child Support Portal**

## CHILD SUPPORT PORTAL

*Secured Environment*

Portal Home FAQ | Logout

**Electronic Document Exchange**

---

[Request Documents](#)

---

[Query FCR](#)

---

[Respond to Requests](#)

---

[View Responses](#)

---

[Upload Unsolicited Documents](#)

---

[View Unsolicited Documents Sent](#)

---

[Download Unsolicited Documents](#)

---

[Reports](#)

---

[Intergovernmental Reference Guide](#)

---

*Welcome to  
Electronic Document Exchange*

The Electronic Document Exchange service supports states' exchange of child support documents.



---

**Messages**

Office of Child Support Enforcement  
[Contact Us](#)



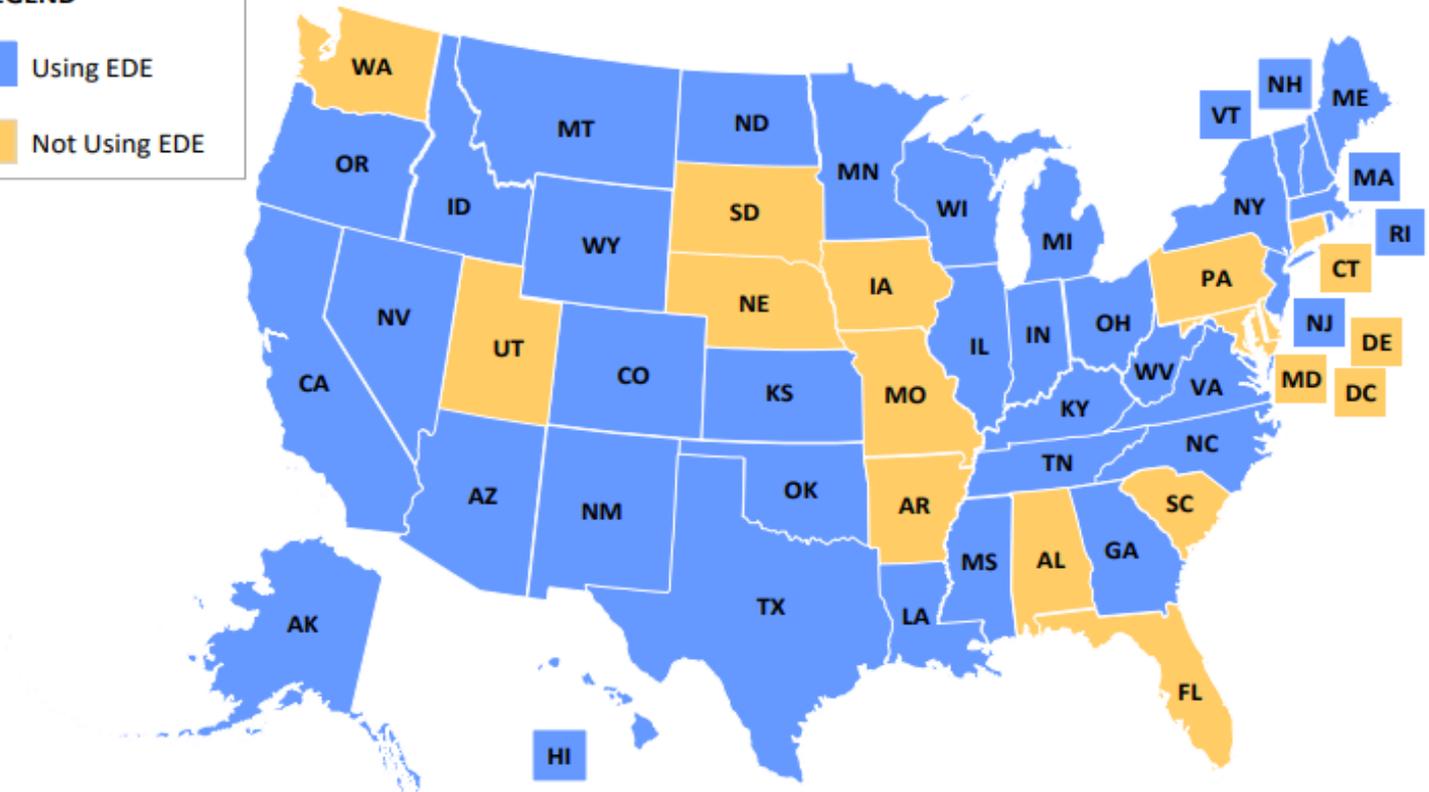
# Electronic Document Exchange

- Secure means for states to exchange child support documents and Uniform Interstate Family Support Act (UIFSA) forms electronically to improve the speed of child support case processing
- Resides on the State Services Portal (SSP)
- Implemented for TN child support offices statewide in October 2018

# EDE Benefits

- Savings in postage, printing, and storage
- Security—confidential data transmitted securely
- Reduces communication response time—faster delivery of documents
- Expedites case processing—documents are readily accessible
- No lost documents

# EDE Participating States



## U.S. Territories



# Contact Information

**Stacie Alexander**

Central Registry Director

(615) 742-4431

[Stacie.Alexander@tn.gov](mailto:Stacie.Alexander@tn.gov)

**Sonja Matlock**

Program Coordinator

(615) 313-5048

[Sonja.Matlock@tn.gov](mailto:Sonja.Matlock@tn.gov)