

Sec. 17b-179(m)-11. Administration

(a) BCSE or department functions

BCSE, the department, or an entity under contract with the department shall perform the following administrative functions.

(1) Federal reports

Prepare the federal reports required by OCSE for the IV-D program.

(2) Fair hearings

Provide obligors aggrieved by an alleged action or inaction with an opportunity for a fair hearing on matters concerning the withholding of state and federal income tax refunds; placement of liens on real or personal property; reporting overdue support to consumer reporting agencies; withholding of lottery winnings; SED determinations not to pursue motions for modification; certifications for passport denial, revocation, restriction or limitation, and administrative offset of federal payments; and seizure of financial assets.

(3) Oversight

Ensure that the functions delegated to cooperating agencies pursuant to the IV-D state plan are being carried out properly, efficiently and effectively.

(4) CCSES reports

Provide existing reports, and create and provide new reports, that are appropriate and necessary for the administration of the Connecticut IV-D program based on information contained in CCSES.

(5) Labor department cooperative agreement

Maintain a cooperative agreement with the state labor department that defines procedures for serving income withholding orders on the labor commissioner against the unemployment compensation benefits of child support obligors. The cooperative agreement shall also provide for payment of the labor department's costs by the IV-D program.

(6) Access to automated databases

Ensure access by SED to the automated databases of the departments of labor, motor vehicles, correction, and others as available, through CCSES.

(7) Automated interface

Arrange for and maintain an automated interface capability between CCSES and the department's Eligibility Management System for referral and information exchange in assistance and Medicaid cases.

(8) Bad checks

Receive IV-D support checks which have been charged back and returned by financial institutions, establish a bad check recovery disposition on CCSES, and return the original charged back check to the payer with appropriate notification and instructions.

(9) Returned checks

Receive IV-D support checks returned by the post office as undeliverable and remail such checks to a more recent valid address if one appears on CCSES. If a more recent valid address does not appear on CCSES, void such checks and invalidate the custodial party's address on CCSES using a unique code.

(10) Refunds

Process all refund requests and respond to all inquiries concerning such refunds other than those related to the preparation of the request itself.

(11) Recovery of retained direct support

Recover child support payments received directly and retained by custodial parties.

(12) Recovery of misapplied child support payments

Recover misapplied child support payments in accordance with section 17b-179(a)-3 of the Regulations of Connecticut State Agencies.

(13) Resolution of inquiries and complaints

Assist in the resolution of inquiries and complaints.

(14) Administrative enforcement inquiries

Accept and respond to initial telephone inquiries regarding the administrative enforcement mechanisms for which BCSE is responsible under subsection (c) of section 17b-179(m)-9 of the Regulations of Connecticut State Agencies.

(15) IV-D management forum

Establish a forum for the cooperating agencies at the managerial level to maintain open communications between the primary agencies involved in the administration of the IV-D program for the State of Connecticut. Such forum shall hold regular meetings for the purpose of identifying and resolving any functional issues not otherwise adequately addressed, maintaining a clear and unified vision of the aims and policies of the IV-D program, and planning for the implementation of any new federal or state requirements.

(b) SED functions

SED shall perform the following administrative functions.

(1) Interstate correspondence

Cooperate with BCSE in responding to any requests for information or services received from IV-D agencies in other jurisdictions.

(2) Financial statements

Submit to BCSE for the purpose of federal financial participation a quarterly statement of costs incurred in the performance of its responsibilities under the IV-D state plan no later than twenty days from the last day of each quarter, in accordance with an agreed cost allocation plan and the annual personnel plan consisting of the number of positions by job classification and a budget for the cost of services provided. Indirect costs shall be submitted annually no later than the second quarter of the state fiscal year, and calculated utilizing the statewide cost allocation plan and the standard indirect cost rate.

(3) Statistical reports

Submit monthly statistical reports to BCSE as required for the implementation of the IV-D state plan, subject to the availability of staffing and electronic data processing resources.

(4) Oversight

Assist BCSE in its monitoring responsibilities in accordance with the self-assessment plan issued by BCSE pursuant to federal IV-D program requirements to ensure that the IV-D agency remains in compliance with federal regulations and OCSE audit guidelines.

(5) Record retention

Retain all records for cases closed for a minimum of three years from the date of closure.

(6) Bad checks

Assist BCSE in the recovery of bad checks issued to the State of Connecticut in non-assistance cases when a payer fails to provide restitution to the department. SED assistance shall be limited to notifying the court of the existence of a bad check in the automated

enforcement process and remitting any recovery to BCSE for proper credit.

(7) Refund requests

Investigate and prepare requests for refunds of child support monies to obligors and custodial parties, and refer such requests to the department for processing. Respond to inquiries concerning such refunds that are related to the preparation of the request itself. Refer to the department or the State Disbursement Unit, as appropriate, cases associated with problems resulting from operator error or systemic failure for completing the refund request.

(8) Resolution of inquiries and complaints

Maintain a unit of judicial branch employees referred to as the child support information and problem resolution unit whose responsibilities shall include: responding to requests for child support program information, responding to questions and inquiries related to the child support enforcement program, and resolving case-related problems that require extensive, detailed research or time.

(9) Payment processing

(A) Transfer child support payments or other funds received by SED field offices to the State Disbursement Unit by electronic fund transfer, check or other automated process when appropriate. Such transfers shall be made in accordance with state and federal laws and regulations.

(B) Prepare and fax to the State Disbursement Unit a transmittal, which contains the appropriate detail, related to each payment received by SED and transferred to the State Disbursement Unit.

(C) Notify the State Disbursement Unit of misapplied or missing payments that are discovered by SED and document such payments in CCSES or on an appropriate form to ensure resolution.

(D) Assist the State Disbursement Unit in the resolution of non-disbursed funds due to a "not valid address" indicator in CCSES.

(E) Assist the State Disbursement Unit in the resolution of returned checks (not deliverable by the post office) by performing the following activities, as resources permit:

- (i) locate activities as appropriate,
- (ii) case closure,
- (iii) termination of income withholding, if appropriate, and
- (iv) notifying BCSE of action taken.

(F) Assist the State Disbursement Unit in contacting employers who are not in compliance with an income withholding order.

(10) Non-IV-D cases

(A) Process income withholding order forms from non-IV-D litigants or their attorneys.

(B) Enter the required information for non-IV-D cases in the state case registry.

(Effective July 31, 1995; Amended June 8, 1998; Amended July 10, 2000)