History of the Child Welfare / Child Support Process

When a child comes into IV-E agency (PCSA or IV-E Juvenile Court) custody, child support is to be pursued by the custodial agency. Agencies completed a paper referral form (1435) and submitted to child support.
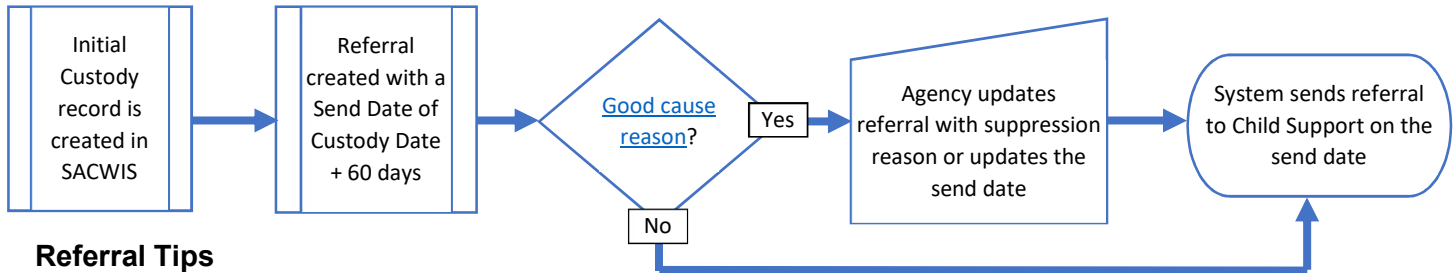
Where we are today

In November 2020, the paper referral was discontinued and replaced with an interface between the SACWIS system and the Child Support Enforcement Tracking System (SETS).

- **Child Support Referral** = Child and parent details sent *from SACWIS* to SETS
- **Child Support Information** = Child and parent details sent *from SETS* to SACWIS
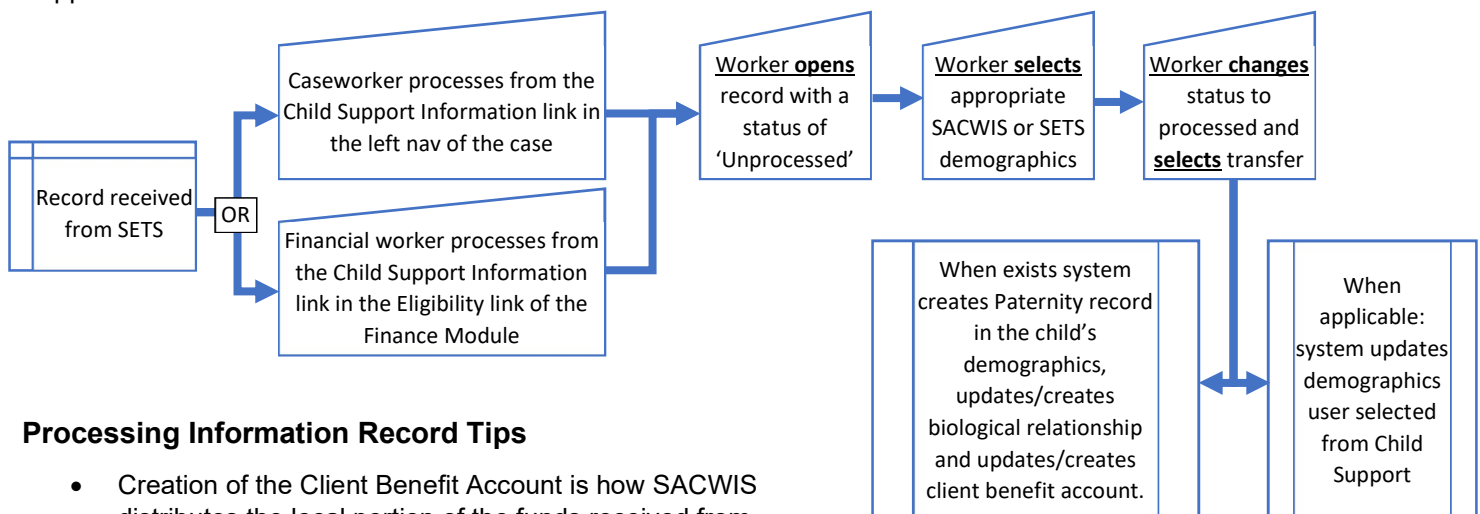
> OAC Rule 5101:2-47-08 supports this new process.

Initial Child Support Referral - Process is fully automated in SACWIS unless a user needs to add a suppression reason or send prior to the 60 days.

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Initial Custody record is created in SACWIS → Referral created with a Send Date of Custody Date + 60 days → Good cause reason? 
   Yes → Agency updates referral with suppression reason or updates the send date → System sends referral to Child Support on the send date
   No → System sends referral to Child Support on the send date
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Referral Tips

- User intervention is only required when good cause reason needs to be added to the referral.
    - Good cause reason for the child will stop the referral from going to Child Support for the entire custody episode.
    - Good cause reason for a parent will send with the good cause reason to Child Support and can be changed at any time during the custody episode.
- New referrals after the initial referral are system generated when Child or Parent demographics change or any of the following change: custody, parental relationship added to the child, eligibility, private insurance or SSI income or parent employment. The send date of these referrals will be the date of the change.

Child Support Information records – Child Support sending the information they have for the child in the SETS system. This consists of Child/Parent demographics, parent employment, SSI income, Established Paternity, Child Support Order details.

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Record received from SETS → OR →
   Caseworker processes from the Child Support Information link in the left nav of the case
   Financial worker processes from the Child Support Information link in the Eligibility link of the Finance Module
→ Worker opens record with a status of 'Unprocessed' → Worker selects appropriate SACWIS or SETS demographics → Worker changes status to processed and selects transfer

When exists system creates Paternity record in the child's demographics, updates/creates biological relationship and updates/creates client benefit account.

When applicable: system updates demographics user selected from Child Support
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Processing Information Record Tips

- Creation of the Client Benefit Account is how SACWIS distributes the local portion of the funds received from Child Support for the IV-E Eligible Children (this may mean processing a record when child is no longer in placement or case is closed so arrears can be assigned.)
- Processing the record automatically updates paternity details received from Child support into the Child's record.
- Records require processing for update referrals to transmit to Child Support
- Child Support sends records that display in the Child Information link when an update has occurred in the SETS system. When the records are not processed timely you may see the same child in the list multiple times with different batch process dates. Best practice is to complete from the oldest to newest batch process date.