

Office of Child Support **POLICY SHEET**

SUBJECT

Application Process

PS# 09-09

POLICY

A complete **Application** is required when

- Opening a new NPA case;
- Reopening a closed case;
- When the other parent is requesting services on an existing case; and
- Changing a registry-only case to a IV-D case.

OCS strives to avoid bias and the appearance of bias and to provide equal access to Office of Child Support (OCS) services by providing the same information to parties about the services OCS offers and by requesting the same information from all applicants. Access to OCS services requires a full application because the application asks the applicant for relevant information that may have changed or that we never received. In addition, the application contains important information about OCS services, asks about domestic violence, and contains the Statement of Understanding (SOU).

A complete ESD Child and Medical Support Authorization for Services (137) is considered an application for child support services, this applies to SSI children who are not on a grant (case will be coded as RUFA active, the CP % field will be set based on # of children on case to allow child support to distribute to CP for SSI child, and the SSI child will have a removal reason of 20). Important OCS information, including domestic violence and authorization for electronic payments and an SOU will be sent with the 292 notice series when a parent's RUFA grant closes. They will not be required to return the SOU.

If a CP on a former RUFA case becomes the NCP on the case and would like OCS services, an application for services would be needed only if a 292 notice did not go out at the time of rollover. The 137 along with the 292 notice may be imaged to a flip case, so that services continue.

If an NCP becomes a CP who has never completed an application for services, an application will also be required.

If a party has OCS services (either through an application or prior submitted signed SOU) and then changes roles in the case, that is NCP to CP, OCS will not require a new application for

services. The customer will just need to complete an Authorization for Electronic Payment form and return to OCS. Payments will be held until the Electronic Authorization is received and processed by OCS.

When an applicant has an open child support case and has previously completed an application for services and subsequently has a new child with the same party, OCS will not require a new application including the newly born child if OCS has the child's name, social security number and date of birth. The application for services is a family application and is not specific to a child.

OCS' goals are to provide expedient child support services to the applicant and minimize paperwork while providing important notices to the applicant.

Secondary Applicant. If there is an open IV-D child support case (non-registry), OCS may provide services to a secondary applicant upon receipt of an application for services. However, since OCS already has an open case on the system, a secondary applicant need only complete Section 1 (Name, address, SSN, DOB phone and email), Section 2 (Name of other parent), Section 3 (Child Information), Section 8 (Signature) and Section 9 (Authorization for Electronic Payments). A CP must complete the entirety of section 9. An NCP can just sign on the bottom of the page without including account information. OCS staff providing the application may highlight those minimal sections and use their judgment to highlight any additional sections that would provide information that may be missing. The full application may certainly be completed, and in many cases a complete application is a useful way for OCS to gather information not already provided.

If the second-parent applicant is a parent or caretaker receiving support, they must always complete the Authorization for Electronic Payments and if applicable, the payment history.

If there is an open child support case, OCS may provide services to a secondary applicant upon receipt of a completed application for services. Services may be provided to secondary applicants while processing of the application is pending with Record Center.

PROCEDURES

When an application is received on an NPA case or when a 137 is signed, the Records Center (or anyone else trained in the requirements) should set the "Services" flag on the COMM screen to "Y" for the party that completed the application if the requirements are met. Prior to opening a new case or updating the "Services" flag as a result of an application from an individual claiming De facto parentage status under the Vermont Parentage Act, the application should be reviewed by the Vermont Parentage Workgroup.

Date	Action	Description
08/06/2009	Created	
06/05/2017	Revised	Application now required from both parties requesting services on a case

06/29/2017	Revised	Explained reasoning and process for secondary applicant application
11/30/2017	Revised	Added information regarding required fields for secondary applicant
07/23/2018	Revised	Addressed SSI child, application when role in case changes, and subsequent children added to case
09/13/2018	Revised	System set up for SSI child added, De facto parent application procedures added based on Vermont Parentage Act
04/22/2019	Revised	Payments held when no electronic authorization based on ReliaCard Disclosure requirements
12/14/2020	Revised	Prior signed SOU services can carry over to new case if existing case was not closed
03/23/2023	Revised	Standard formatting added; removed reference to SOU from Policy Title
06/14/2023	Revised	Clarified verbiage regarding application requirements and services being provided to secondary applicants while the application is in process.