

## **P2215 CHILD SUPPORT (continued)**

### **P2215C Answering questions about child support (Reach Up rule 2272)**

If OCS or ESD staff receive a call from a household indicating that they have not received their child support or they do not understand how their child support is affecting their Reach Up budget, double check to see if the household is receiving Reach Up or if their Reach Up has recently closed. Then check whether the case is currently TANF (Federally funded Reach Up) or SSF (Solely State funded Reach Up).

#### **TANF funded Reach Up grants**

- OCS transfers only the amount owed to ESD in a month; any additional collections are distributed by OCS directly to the family.
- OCS will determine if child support paid to arrears is owed to TANF (Public Assistance-PA) arrears.
- Questions about child support for TANF cases should be directed to OCS.
- OCS transfers any overage to the family within 48 hours of when it is collected.
- Child support collected that is more than the Reach Up grant or more than the monthly child support obligation will be sent to the household as a IV-D D3 payment. Money will go onto the household's OCS Relia Card.

This may include: child support for a child on SSI, child support for a child no longer in the Reach Up household, arrears owed to the household.

#### **Solely State Funded (SSF) Reach Up grants**

- OCS transfers all the child support collected to ESD in a month.
- Because ESD is responsible for disbursing child support for SSF cases, ESD must answer any questions regarding how the child support was disbursed in SSF cases. If household call OCS they will be referred to the ESD Benefits Service Center (800-479-6151).
- For SSF cases, ACCESS determines the total amount of child support collected that has been transferred to ESD during the current month. At the end of the month, ACCESS compares the amount received to the current child support obligation plus any arrearage and sends any excess amount to the household

at the beginning of the next month.

## **Distribution to Families**

This process is essentially the same process whether a family is TANF or SSF. The only exception is that for TANF families after OCS transfers the money owed to ESD, OCS transfers any overage to the family within 48 hours of when it is collected. SSF families must wait until the beginning of the next month to receive their overage in what is called a "Disposal".