

CSSD Policy			
Subject:	Private Collection Agencies (PCA)	Number:	2008-41
Approval Date:		Pages:	
Approved by:	Benidia A. Rice, Director	Revisions	FINAL

PURPOSE: To explain the changing nature of the relationship between the IV-D agency and custodial parents once they hire private collection agencies to assist them in the collection of child support. The policy specifies the manner in which child support enforcement specialists will handle case inquiries, initiate agency correspondences, and process change of payee addresses when required.

REFERENCES: 42 U.S.C. § 653 (c) (1)-(3); Federal OCSE regulations: PIQ-03-05, “Guidance on Private Collection Agencies”; AT-02-04, “Providing FPLS services to an ‘agent of the child’ for child support purposes”; IM-02-09, “Effective Practices for Working with Private Collection Agencies”; DCL-02-35, “Federal Guidance on Private Collection Agencies”; PIQ-02-02, “Requests by Custodial Parents for a Change of Address for the Disbursement of the Custodial Parent’s Share of Child Support Collections”.

POLICY:

1) A custodial parent has the right to hire a private collection agency at any time during the pendency of a IV-D case, unless the IV-D cases consist solely of the following obligations:

- TANF Current Support,
- TANF Current Support and TANF Arrears,
- TANF Arrears

2) CSSD shall honor the right of any custodial parent to hire a private collection agency to collect child support monies on behalf of the custodial parent.

3) CSSD shall respond to all requests to the agency from the PCA within 30 days of receipt.

4) The custodial parent (CP) may choose to terminate the services of the PCA at any time.

5) CSSD will forward all payments to the PCA through the D.C. Child Support Clearinghouse within the State Disbursement Unit.

6) A custodial parent’s decision to hire a PCA does not constitute a change of payee. The only information that may be changed when the CP hires a PCA is the address of where the payments shall be sent. The name of the payee shall remain that of the CP.

7) The CSSD Enforcement Unit will have primary responsibility for the implementation of this Policy and Procedures, all case actions will be completed by enforcement specialists.¹

8) The non-custodial parent (NCP)/payor shall be instructed as follows: a) to continue to make all payments to the D.C. Child Support Clearinghouse, b)not to make any payments directly to the PCA, 3) to contact CSSD immediately if the NCP receives notice that the PCA has sent it's own wage withholding order to the NCP's employer.

9) In instances where the NCP has made direct payments to the PCA, CSSD will generally not give credit for those payments without written authorization and consent of the CP. If CSSD is unable to contact the CP, then CSSD may accept a notarized statement from the PCA regarding proof of payment. CSSD shall accept a court order as proof that the NCP has made payments and shall credit the account accordingly.

¹ Enforcement Specialists may also be in the CSSD Interstate Unit.