



Office of Child Support Enforcement
Training and Technical Assistance
Available to State and Tribal Child Support Programs



ADMINISTRATION FOR
CHILDREN & FAMILIES
Office of Child Support Enforcement

Office of Child Support Enforcement Training and Technical Assistance Services Available to State/Tribal Child Support Programs

(As of April 2023)

Introduction

The federal Office of Child Support Enforcement (OCSE) has many services available to state and tribal child support agencies. Here, you will find detailed information on our training, technical assistance, and major resources available to your program. Some materials are available on-demand on our website, and other resources are available by request. We can provide training and technical assistance based on need.

Primary OCSE Support for States and Tribes

Each state and tribe has an assigned OCSE Regional Program Specialist as the primary contact for identifying training and technical assistance needs.

Contact your [Regional Office](#) for more information.

Training

1. Child Support 101 Training

Insight into the core functions of the child support program and how OCSE supports states, tribes, and international child support agencies.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support staff

2. Case Closure

This training provides child support staff with an overview of case closure basics, federal case closure criteria, and interstate and international case closure. This training is part of the six-part [series on processing interstate cases](#) under UIFSA 2008. See item 16 below.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support staff

3. Child Support Distribution in Tribal IV-D Cases

A one-day course of basic knowledge in tribal IV-D distribution. The [training curriculum](#) has a Trainer's Guide, Participant's Guide, PowerPoint presentations, and handouts for six modules:

- Module 1: Introduction to Tribal Child Support Distribution
- Module 2: Tribal TANF and the Assignment of Child Support
- Module 3: Tribal IV-D Child Support Distribution
- Module 4: Coordinating Tribal Child Support Distribution with Tribal TANF and Kinship Care Programs
- Module 5: Tribal Child Support Distribution Case Studies
- Module 6: Tribal Child Support Distribution Policy Options

APPROPRIATE FOR: Tribes

INTENDED AUDIENCE: Start-up and comprehensive child support program management and caseworkers

4. Budgeting Tools for Parents

Training for caseworkers on incorporating budgeting assistance into routine conversations with parents, to build staff capacity for discussing financial issues with specific cash flow tools. In support of core program goals, budgeting tools can be a great help when talking with parents about establishing and modifying or reviewing a child support order. Further, budget tools can help with nonpayment, tax refund offsets, and even when the parent is no longer financially responsible for the child. This training is typically provided as direct training to staff (about one-half day) and can be adjusted in duration or format according to state/tribe needs.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support directors, supervisors, and caseworkers

5. Child Support Distribution in IV-D Cases

Provides child support staff with information on distributing child support collections. Topics such as PRWORA, DRA, and Pass-Through are covered in this training.

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support staff

Training

6. **Employer Services**

Information about employer's role in the child support program.

APPROPRIATE FOR: States, Tribes, employer/payroll providers

INTENDED AUDIENCE: Employer service liaisons and employer/payroll providers

7. **Federal Collection and Enforcement Child Support Portal Application**

Information on the passport denial and federal offset functionality on OCSE's Child Support Portal.

APPROPRIATE FOR: States

INTENDED AUDIENCE: Federal offset and passport denial liaisons

8. **Financial Management**

Training modules for child support professionals focused on:

- Program funding
- Program financials
- Understanding Audits to Improve Programs
- Best Practice in Financial Automation
- Best Practices in Budgeting
- OCSE 34 State/Tribal
- OCSE 157

APPROPRIATE FOR: States and Tribes

INTENDED AUDIENCE: Child support staff

9. **Flexibility, Efficiency, and Modernization in Child Support Programs Final Rule**

An overview of the final rule on Flexibility, Efficiency, and Modernization in Child Support Programs.

Note: Developed for state child support programs to deliver to their staff and available on the OCSE website, [Final Rule Resources](#).

AVAILABLE FOR: States

INTENDED AUDIENCE: Child support staff and trainers

10. **GrantSolutions/Online Data Collection (OLDC)**

GrantSolutions provides end-to-end innovative grants management services dedicated to advancing the mission of federal agencies. GrantSolutions supports federal agencies throughout the grants lifecycle – from pre-award planning through application, award, and closeout. As a shared service provider, GrantSolutions offerings solve shared mission needs across agencies while incorporating unique business and regulatory processes for grant programs.

OLDC is a convenient web-based method for submitting report forms. OLDC is accessed through GrantSolutions, but it is a separate system.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support directors and staff

Training

11. Incentive Reinvestment Exemptions

An overview of how states can request exemptions to reinvest child support incentive payments for non-IV-D activities, under section 458(f) of the Social Security Act. See [AT-20-01](#). States may request approval to reinvest incentives payments back into their programs for activities that would not otherwise be eligible for federal reimbursement but would improve the effectiveness or efficiency of their program, such as employment services projects.

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support directors

12. Intergovernmental Forms

A four-module series on the child support intergovernmental forms, which were substantially revised in 2016 to conform with UIFSA 2008. Includes PowerPoints and training recordings. Note: Developed for IV-D programs to deliver to staff, and available on the OCSE website, [Understanding the Child Support Intergovernmental Forms](#).

- Session 1: Overview, Confidential Information form, Personal Information Form for UIFSA § 311, and Transmittal #1
- Session 2: Transmittal #2, Transmittal #3, Letter of Transmittal Requesting Registration, and Uniform Support Petition
- Session 3: General Testimony and Request for Change of Support Payment Location (UIFSA § 319)
- Session 4: Notice of Determination of Controlling Order, Locate Request, and Declaration in Support of Establishing Parentage

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support caseworkers and trainers

13. International Case Processing

A nine-module series for processing international cases under the Hague Child Support Convention and UIFSA 2008. Includes PowerPoints, training recordings, and trainer notes.

Note: Developed for IV-D programs to deliver and available on the OCSE website, [International Case Processing Training](#).

- Module 1: Overview of 2007 Hague Child Support Convention
- Module 2: Central Authorities and Applications Under the Hague Child Support Convention
- Module 3: Recognition and Enforcement of a Convention Order Under UIFSA (2008) – Incoming Application
- Module 4: Recognition and Enforcement of a Convention Order Under UIFSA (2008) – Outgoing Application
- Module 5: Establishment of a Convention Order, Including Where Necessary Establishment of Parentage
- Module 6: Modification of a Support Order Under the Convention – Incoming Application
- Module 7: Modification of a Support Order Under the Convention – Outgoing Application
- Module 8: Convention Implementation Topics/Issues
- Module 9: Processing of a Non-Convention Case

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support caseworkers, central registry staff, and trainers

14. International Case Processing Training – Attorney and Judicial Version

A 90-minute PowerPoint presentation available specifically for attorney and judicial audiences.

APPROPRIATE FOR: States

INTENDED AUDIENCE: Attorneys and judges

Training

15. Domestic Violence (DV) Training, Policies, Protocols, and Partnerships

Multiple training options for state and tribal child support professionals:

- Safer Access to Child Support for Survivors of Domestic Violence - Baseline training for child support professionals. It focuses on the impact domestic violence has on parents in the child support program and how its dynamics impact effective delivery of child support services. The training builds knowledge and skills for a more effective delivery of child support services to domestic violence survivors. The training consists of four 90-minute sessions (virtual) and additional small group work.
- Balancing the Scales of Justice for Survivors of Domestic Violence - DV training developed specifically for child support program attorneys, hearing masters, and other judicial officers. It focuses on specific legal practice issues, court management, and the role of the IV-D attorney in promoting safety for survivors. The training consists of two 90-minute virtual sessions.
- Ten Things (Plus One) That Every Child Support Professional Should Know About Domestic Violence - A presentation introducing connections between child support services and domestic violence dynamics, providing practical steps to increase survivor safety. This training session is available virtually and is appropriate for statewide or regional meetings.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support administrators, caseworkers, judicial partners, and DV providers

16. Interstate Case Processing

A six-part series on processing interstate cases under UIFSA 2008. This training is for IV-D programs to deliver to staff.

The [Interstate Case Processing Training Materials](#) includes presentations and webinar recordings:

- Interstate 101
- Interstate 201
- Interstate Scenarios
- Interstate Payment Processing
- Interstate Case Closure
- OCSE's Interstate Tools and Resources

APPROPRIATE FOR: States

INTENDED AUDIENCE: Interstate caseworkers, central registry staff, and trainers

17. State Plan

State plan requirements and processing. See also OCSE training documents in [IM-18-04 IV-D State Plan Training Materials](#)

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support directors, management, or staff

18. Tribal Plan

Tribal plan requirements and processing.

APPROPRIATE FOR: Tribes

INTENDED AUDIENCE: Child support directors, management, or staff

Technical Assistance

19. Access and Visitation (AV) Support

Reviews the historical use of the AV grant funds, authorized activities, and examples of highly effective service models. Includes partnerships with access to justice and other legal services stakeholders use to leverage AV funding, and AV service models that also benefit IV-D program operations. May include exploring options to partner with tribal child support agencies.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support administrators and AV coordinators

20. IRS Safeguards Team Support for Child Support

IRS updates, audit scheduling, and safeguards program and technical assistance. Coordinated with the IRS Office of Safeguards.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support directors

21. Electronic Data Exchange (EDE) Consortium

A workgroup that meets quarterly for states that activated the EDE application or are considering. The purpose is to:

- Open lines of communication among states
- Encourage increased usage
- Assess individual state implementation
- Assist with rollout and training
- Identify best practices and lessons learned
- Report issues

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support intergovernmental, policy, and central registry staff

22. Electronic Income Withholding Orders (e-IWO) Support

Provides technical assistance to child support agencies using e-IWO. Also, trains employers on how to implement e-IWO.

APPROPRIATE FOR: States and employer/payroll providers

INTENDED AUDIENCE: IWO program and technical subject-matter experts and employer/payroll providers

23. Electronic National Medical Support Notice (e-NMSN) Support

Provides technical assistance to child support agencies using e-NMSN. Also, trains employers and plan administrators on how to implement e-NMSN.

APPROPRIATE FOR: States, employers, and plan administrators

INTENDED AUDIENCE: Employer services liaisons, NMSN program and technical subject-matter experts, and employers and plan administrators

Technical Assistance

24. Federal Reporting Support

For states: An overview of the federal reporting requirements that impact performance measures and incentive payments. Using the state's automated system, provides practical approaches and knowledge to improve reporting accuracy and performance outcomes.

For tribes: An overview of required federal reporting to ensure accuracy. OCSE demonstrates the use of the data in the Annual Report to Congress, including for improving performance outcomes.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support front-line staff/caseworkers (new and seasoned) and supervisors

25. Federally Assisted State Transmitted (FAST) Levy Training/Information Support

Information about OCSE's FAST Levy program. FAST Levy facilitates the exchange of freeze and seize actions between child support agencies and financial institutions.

APPROPRIATE FOR: States child support agencies and financial institutions

INTENDED AUDIENCE: MSFIDM liaisons and technical staff and financial institutions

26. Model Tribal System (MTS) Support

Provides several services to tribes interested in, installing, or currently using the MTS. See [Tribal Dear Colleague Letter 18-02](#) for detailed information about the services. Services available:

- Review and maintain a tribal Advance Planning Document (APD) template that addresses tribal program and IT staff salary costs; contracts for installation and MTS setup; travel and professional training; data conversion, testing, and help desk services; and hardware, software, and network connectivity
- Review and approve the APD for MTS installation
- Installation support for tribes that choose the OCSE-supported MTS installation
- FFP funding for operation and maintenance costs through the tribe's annual budget
- Perform MTS system engineering activities. It includes:
 - MTS release management
 - Change Control Board facilitation
 - System documentation maintenance
 - Unit and System Testing
 - User Acceptance Testing coordination
 - MTS defect fixes and enhancements
 - Source code maintenance
- Maintain the defect management tool (Bugzilla) and the document management system (Alfresco)
- Review annual budget costs associated with MTS operations and maintenance, including IT contracts for MTS maintenance; staff salaries; and computer equipment purchases, such as laptops and desktops
- Maintain OCSE recommendations for server specifications
- Demonstrate MTS software to interested tribes
- Technical assistance, as requested

APPROPRIATE FOR: Tribes

INTENDED AUDIENCE: Child support directors

Technical Assistance

27. **Federal Central Authority Payment (CAP) Service and International Payment Processing Support**

Supports states in developing alternative payment options with countries that can no longer process U.S. checks for international cases. Assists states in implementing international payment processing through OCSE's CAP service or provide other technical assistance.

APPROPRIATE FOR: States

INTENDED AUDIENCE: State Disbursement Units, child support directors, management, or staff

28. **National Directory of New Hire (NDNH) State Studies and State Program and Technical Support Site Visits**

Onsite analysis and constructive feedback to identify barriers to the successful use of NDNH information.

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support directors

29. **Parenting Time Schedules**

A review of the purpose of implementing parenting time schedules, detailed descriptions of models in use by other child support programs, and guidance specific to funding parenting time activities.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support administrators, caseworkers, and judicial partners

30. **Partnership Facilitation and Collaboration**

Builds collaborative relationships with organizations providing services to veterans, fathers, and incarcerated individuals.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support directors and staff

31. **Performance and Reporting Data Analytics**

Help to fully use the state data reported to OCSE to improve performance. Going beyond the five standard federal measures, these analyses may include cross-state comparisons of population, caseloads, labor markets, agency practices, and other data useful for performance improvement. Examples of areas for performance improvement include total arrears accrual, cash medical, and zero-dollar orders.

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support directors, administrators, and leadership

32. **Self-Assessment Reports**

Review of state self-assessment reports and technical assistance with corrective action plans.

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support directors and staff

Technical Assistance

33. Section 1115 Waivers

Section 1115 of the Social Security Act provides the Department of Health and Human Services with the waiver authority to fund demonstration projects for the child support program (See [IM 20-03](#)). States and Tribes wanting to develop and implement child support waiver projects can receive extensive technical assistance to:

- Identify innovative projects appropriate for 1115 waivers
- Design and develop waiver projects
- Address essential policy and budget requirements for waiver approval
- Develop evaluation plans for assessing waiver projects
- Ongoing waiver implementation support and technical assistance throughout the duration of waiver projects.

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support directors and staff

34. Domestic Violence and Safer Access to Child Support for Survivors

Help for state and tribal child support agencies wanting to improve delivery of child support services to domestic violence survivors:

- Help reviewing and updating current agency family violence indicator and good cause policies
- Develop model screening and response to disclosure of safety concerns
- Enhance legal practice for survivor safety
- Facilitate partnering and collaborating with community-based domestic violence service providers are some of the technical assistance offered.

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support directors and staff

Resources

35. Child Support Portal

A secure web portal that enables child support agencies to send and receive vital case information. It also provides employers, insurers, and financial institutions a gateway to share required information with child support agencies. Navigation Guides are available on the Portal for each application. The [Child Support Portal](#) has these applications:

- Access and Visitation
- Communication Center
- Data Reliability Audit Upload
- Debt Inquiry
- DoD Entitlement
- eEmployer
- Employer Services applications for employer community (employer reporting, employer information, updates/status including multistate employer reporting)
- Electronic Document Exchange
- eTermination
- FCR Misidentified Participant
- FCR Query
- Federal Collection and Enforcement (Federal Offset and Passport Denial)
- Insurance Match
- Intergovernmental Reference Guide
- Locate
- Multistate Financial Institution Data Match
- QUICK
- Self-Assessment
- State Plan
- State Statistical Reporting System

APPROPRIATE FOR: States, tribes, employers, insurance industry and financial institutions

INTENDED AUDIENCE: Child support directors, staff, employers, insurance industry, and financial institutions only. Authorized users have access.

36. SSA Data Desk Reference

Helpful information for child support staff dealing with SSA data. Located in the Helpful Information section of the Portal.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support directors and staff

Resources

37. FPLS Technical Support Team

[Help](#) in integrating federal systems data into all parts of your child support program. We maximize the data use in the most cost-effective manner to improve locate, establishment, and enforcement activities, increasing performance in key program areas through:

- **Training** – Provides knowledge in using federal data, child support policy and procedure, and automated child support systems to deliver customized training for caseworkers and managers. Topics:
 - The effective use of federal data to improve performance measures
 - SSN identification and verification
 - Address and asset location
 - Navigation of the Child Support Portal and more
- **Communication** – Dial into a conference call or log on to a webinar to get the latest news about enhancements to federal information or other topics like Income Withholding Orders (IWO) or Social Security benefits.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support directors and staff

38. Federal Parent Locator Service Helpdesk

Help with verifying Social Security, the Domestic Violence Override process, responding to International Locate requests, the Project Save Our Children (PSOC), etc. States may allow up to five people to contact the helpdesk; but most information is accessible via the Child Support Portal – Locate application.

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support staff

39. OCSE Website

The [OCSE website](#) has a multitude of resources. A few examples include:

- All official policy (e.g., Dear Colleague Letters, Action Transmittals)
- Intergovernmental Reference Guide (IRG)
- Intergovernmental forms
- Grant updates and results
- Annual Report to Congress
- Data blogs, Story Behind the Numbers, etc.
- Information for and about partners (e.g., financial institutions, courts, international)
- Information for employers
- Federal and state system information
- Information for parents
- Information about OCSE
- Contact information for state and tribal programs

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: All

Resources

40. [Departments of Corrections \(DOC\) Websites by State](#)

Links to [Departments of Corrections](#) for information about state prisons and incarcerated individuals in these facilities.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support directors and staff

41. [Child Support Initiatives and Success Stories](#)

Publicized initiatives and success stories in the [Child Support Report](#), on the OCSE website, and through HHS/ACF social media platforms. Note: Use of HHS/ACF social media platforms are subject to ACF Office of Communications approval.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support directors and staff

42. [Report - Employer Participation Project \(EPP\)](#)

The EPP identifies possible new hire reporting violations by employers by matching quarterly wage and new hire data and generates a report for each state to identify newly hired employees whose new hire information may not have been reported to the National Directory of New Hires. States use the information to conduct employer outreach. Note: The quarterly EPP Reports are maintained on the Child Support Portal.

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support directors and staff

43. [Report - Multistate Employer Registry](#)

Lists the multistate employers who have told OCSE they will report their new hires to a single state. Note: The monthly reports are maintained on the [Child Support Portal](#)

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support directors and staff

44. [Domestic Violence and Safer Access to Child Support for Survivors resources](#)

OCSE maintains a wide range of domestic violence resources to help child support professionals and parents on its [Family Violence](#) webpage:

- Domestic Violence Awareness Tear Sheet Flyers
- Child Support When You're Afraid of the Other Parent – "palm card"
- Enhancing Safe Access to Child Support: IV-D Program Inventory and Planning Resource
- Safely Pursuing Child Support - Training Tools
- Safely Pursuing Child Support: A Caseworker Desk Card
- Domestic Violence Policy guidance documents are also on the OCSE website: [IM-15-02](#), [IM-19-06](#), and [IM-22-04](#)

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support directors and staff

Resources

45. Report - State Statistical

State-specific statistics about data quality and volume submitted to and received from the FPLS. It provides statistical information about other federal programs and systems that states use to compare child support with national statistics.

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support directors and staff

46. Essentials for Attorneys in Child Support Enforcement

[Essentials for Attorneys, 4th edition](#), is a handbook for the child support (IV-D) attorney, but non-attorneys will also find it helpful because it describes changes in the child support program. Chapters one through three will benefit the attorney new to the IV-D program, describing the roles and relationships of the federal OCSE, its regional counterparts, and the state child support programs. The remaining chapters relate to case preparation and special initiatives, including domestic violence and access and visitation. The information is geared toward the IV-D attorney, even if the attorney practices in a judicial or administrative environment.

APPROPRIATE FOR: States and tribes

INTENDED AUDIENCE: Child support directors and staff

47. Child Support Resource Guide for State IV-D Directors

This [guide](#) has important information about the child support program, including primary contacts to assist with identifying training and technical assistance needs.

- Federal and state organizational information
- Program requirements, including federal regulations
- Federal reporting and state plan requirements
- Federal incentives for performance
- Federal audit requirements
- Child support automated systems information
- Intergovernmental and international child support information
- Federal grant information
- Child support organizations

APPROPRIATE FOR: States

INTENDED AUDIENCE: Child support directors

48. Tribal Child Support Budget Toolbox

The [toolbox](#) has federal forms, optional templates, trainings, and other materials to assist tribal child support agencies prepare and submit their budget by August 1 each year.

APPROPRIATE FOR: Tribes

INTENDED AUDIENCE: Tribal child support directors and financial staff

49. Tribal Child Support Directors Resource Guide

The [guide](#) has federal forms, optional templates, trainings, and other materials to assist tribal child support agencies prepare and submit their budget by August 1 each year.

APPROPRIATE FOR: Tribes

INTENDED AUDIENCE: Tribal child support directors

Resources

50. **Knowledge Works! Resources for Child Support-Led Employment Services**

The [Knowledge Works!](#) initiative helps child support agencies implement or enhance a noncustodial parent employment program by highlighting the work of successful programs in other jurisdictions. The website provides resources, trainings, and information on existing programs.

APPROPRIATE FOR: States

INTENDED AUDIENCE: State child support directors

51. **International Case Processing Resources**

The OCSE international website has a wealth of resources and information on international case processing with countries under the Hague Child Support Convention and countries with reciprocity agreements. The website includes:

- The Hague Convention Handbook and other case processing guides
- The [Hague Child Support Convention Judicial Guide](#)
- Information about individual countries and their child support programs
- International Training and forms

APPROPRIATE FOR: States

INTENDED AUDIENCE: State child support directors and workers