

Questions or comments may be
directed to (609) 292-1589

Directive #11-04

**To: Assignment Judges
Trial Court Administrators**

From: Philip S. Carchman, J.A.D.

Subj: Child Support Obligee Address Change Procedures

Date: September 22, 2004

The attached protocol establishes the procedures to be utilized for child support obligee address changes. This Administrative Council recommended this protocol for adoption as part of the Judiciary's Child Support Standardization and Best Practices Initiative. The procedures are effective immediately and are intended to ensure the accuracy and integrity of obligee address changes entered into the Automated Child Support Enforcement System (ACSES) and to increase internal controls. The procedures will minimize the potential for misdirection of funds to anyone other than the obligee for whom they are intended.

These procedures require that clients produce proof of identification prior to an address change being made in ACSES. Clients should be assured that, in this era of identity theft, these measures are in fact intended to protect their interests and should not prove overly burdensome.

As part of the implementation of these procedures, each Vicinage shall limit the number of Probation Child Support Enforcement (PCSE) staff who may enter address changes. Staff given this responsibility must not have case management responsibilities. ACSES has been modified to create a separate security profile for staff entering obligee address changes. The responsible child support enforcement staff within each Vicinage should notify Probation Child Support Enforcement Services in the AOC, in writing, of the names and logon identifiers of the staff who will be assigned the new address change security profile. Those listings should be sent **no later than October 22, 2004** to the attention of Jeff Rizzi, Technology Unit Supervisor, AOC Child Support

Enforcement Services, P.O. Box 976, Trenton, NJ 08625-0976. The vicinage must update these listings in writing whenever there is a change in the identity of the staff members handling this function.

Implementation of these new procedures will be complemented by two new transaction-level ACSES reports: (1) a daily report of all address changes, and (2) a monthly report comparing address changes between cases. These new ACSES reports will increase the effectiveness of supervisory review of all address changes.

Questions concerning this directive may be directed either to the Mary DeLeo, Assistant Director for Probation Services at (609) 984-5022, or to Richard Narcini, Chief, Child Support Enforcement Services at (609) 633-2390.

P.S.C.

attachments

cc: Chief Justice Deborah T. Poritz
Family Presiding Judges
Theodore J. Fetter, Deputy Admin. Director
AOC Directors and Assistant Directors
Vicinage Chief Probation Officers
Finance Division Managers
Richard R. Narcini, Chief, Child Support Enforcement
Vicinage Assistant Chief Probation Officers, Child Support Enforcement
John J. Nardone, Internal Audit
Steven D. Bonville, Special Assistant
Francis W. Hoeber, Special Assistant

Child Support Obligee Address Change Procedures

[Promulgated by Directive # 11-04]

A. Requests for obligee address changes made by telephone or e-mail must not be accepted.

Obligee address changes must not be accepted over the telephone or via e-mail. An obligee requesting an address change over the telephone must be instructed to request the change either in person or in writing in accordance with the procedures set forth below.

B. Requests for address changes made in person.

1. An obligee requesting an address change in person should complete and submit a *New Jersey Child Support Obligee Address Change Form*.
2. The obligee must present any one of the following forms of identification to Probation Child Support Enforcement (PCSE) staff:
 - a. Notarized letter from the obligee to the court or notarized Obligee Address Change Form certifying the change;
 - b. Passport;
 - c. Photo Driver's License;
 - d. Any other government-issued photo identification card; OR

any two of the following (if the none of the forms of identification listed above is available):

- a. Non-photo driver's license;
- b. Property lease;
- c. Utility bill (e.g., electric, gas, oil, water, telephone, cable);
- d. Any other government-issued non-photo identification card.

Note: The purpose of requiring the above forms of identification is to confirm the identity of the obligee. It is not required that the new address be reflected on these identification documents. Staff should photocopy the identification documents and return the originals to the obligee.

3. The completed *Address Change Form* and copies of identification documents are given to the PCSE staff designated to update addresses.

Note: Whenever an obligee address change is made, a notation must be made in the ACSES Notepad (ICNP) to indicate the address change and source of the change.

4. Staff should review ACSES the following day to confirm that the address change was accepted by ACSES and that no data entry errors occurred.

5. After the address change has been entered into ACSES, the *Address Change Form* and copies of any identification documents must be kept in the Probation case file. Documentation of address changes must be in the file for State and federal audit purposes.

C. Address changes identified at a hearing.

1. Obligees who testify as to a change of address in court or at a hearing need not complete an *Address Change Form*, so long as the address change is documented on the court order. Otherwise, the *Address Change Form* should be completed as indicated above and forwarded to PCSE staff and maintained with the case file.

Note: To protect victims of domestic violence, address changes must *not* be written on the actual orders issued in domestic violence cases. Obligees in domestic violence cases should be directed to Probation to request an address change in accordance with the procedures for requests made by mail or in person set forth in Section B, above.

D. Address changes requested by mail.

1. Address changes received by mail may be in the form of a letter or an *Address Change Form*. Mail requests may be accepted without requiring additional identification documentation only if the request form or letter is notarized.
2. If the written request is not notarized, it must be accompanied by a photocopy of identification document(s), consistent with the requirements for in-person changes set forth in Section B, above.
3. Requests made by fax are acceptable with the same identification requirements as mailed requests except that a faxed notarized letter will require the same identification documents as a mailed non-notarized letter (since the raised seal is not visible on the fax copy).
4. If there is any reason to question the identity of the letter's author, then a comparison of signatures should be conducted with the case file by PCSE staff prior to entry on ACSES.
5. The original letter or *Address Change Form* and copies of any identification documents should be submitted to the appropriate PCSE staff for entry on ACSES and maintained with the case file.

E. Check returned by U.S. Postal Service with forwarding address.

1. If a child support check is returned by the U.S. Postal Service with a forwarding address, the check should be transmitted immediately to the Finance Division. The Finance Division should first check to see if the address has already been changed on ACSES. If so, the check should be re-mailed to the new address.
2. If the address has not been corrected on ACSES, the check should be placed in a new envelope, along with an *Address Change Form* (with instructions) and a letter advising the obligee that he/she needs to submit an address change by mail or in person. This letter should advise the obligee that future payments will not be forwarded to the new address until an appropriate address request is made.

Note: As the U.S. Postal Service has a practice of making changes in addresses for mail forwarding without requiring identification, obligee addresses shall not be changed based solely on a postal notice. That is why, on receipt of a postal notice, the obligee is to be notified either by telephone or by letter to request an address change in accordance with the above procedures.

3. As soon as the check has been remailed along with the notification to the obligee of the need to submit a formal address change request, the case must be put on hold and a copy of the letter forwarded to PCSE staff. Additional checks that may be returned by the Postal Service (i.e., those mailed prior to the case being put on hold) must be voided and put on hold immediately upon return to the Finance Division.
4. Upon receipt of the appropriate address change documents, appropriate PCSE staff will update ACSES with the new address. The appropriate documentation is to be submitted to the Finance Division so the case can be removed from hold and any voided checks reissued and mailed to the new address.
5. If no confirmation of the address change is received within 30 days, the Finance Division should document that fact on the ACSES Notepad (ICNP). Notice should be provided to the PCSE staff person supervising the case so that location efforts may be initiated.

F. Check Returned by Post Office without Forwarding Address

If a child support check is returned by the U.S. Postal Service *without* a forwarding address, the check should be directed immediately to the Finance Division. The Finance Division must place the account on hold and the check should immediately be voided. PCSE staff must immediately be notified so that location efforts may be initiated.

G. ACSES Address Reports

1. Daily Report of Address Changes CS131 -- The daily report details every address change made and the name of the staff person who entered the change. The PCSE supervisor should monitor this report and ensure that changes are only entered by authorized staff.
2. Monthly Report of Address Changes CS048 -- The monthly report lists cases with the same payment address input into ACSES. Finance Division staff should monitor this report to help ensure that payments for multiple cases are not being directed to the same address.

NEW JERSEY CHILD SUPPORT OBLIGEE ADDRESS CHANGE FORM

This form is to be completed by the obligee (payee) and may be submitted in person or via mail. If mailed, it should be sent to the return address indicated on the outside of the check mailer.

Name of Obligee: _____

Name of Obligor: _____

Case Number: CS _____

County Office: _____ Probation Division

SSN: _____ - _____ - _____

Date of Birth: ____/____/____

Old Address: _____

City: _____ State: _____ Zip: _____

New Address: _____

City: _____ State: _____ Zip: _____

Home Phone: (____) _____ - _____

Work Phone: (____) _____ - _____ Ext. _____

Signature: _____ Date: _____

SWORN TO and subscribed before me this _____ day of _____, _____.

Notary Public, in and for the State of New Jersey
Commission Expires _____

Signature of Notary Public



Please check this box if this form is not notarized and include the following documentation:

Any one of the following:

- ☐ Notarized letter from the obligee to the court or notarized Obligee Address Change Form) certifying the change
- ☐ Passport
- ☐ Photo Driver's License
- ☐ Any other government-issued photo identification card; or

Any two of the following (in the event the above listed identification is not available)

- Non-photo driver's license
- Property lease
- Utility bills (e.g., electric, gas, oil, water, telephone, cable)
- Any other government-issued **non-photo** identification card.

----- Office Use Only -----

Submitted by PCSE staff name: _____ Date: _____

Supervisor Approval: _____ Date: _____

Updated ACSES by (staff initials): _____ Date: _____