NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

JOSH STEIN • Governor
DEV SANGVAI • Secretary
CARLA WEST • Division Director, Human Services

January 21, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: CAP Service for Ontario, Canada

REQUIRED ACTION: __X___ Information Only _____ Action Needed ____ Time Sensitive Action Needed ____ Immediate Action Needed

Effective January 20, 2025, Ontario, Canada joined the Central Authority Payment (CAP) service as a participating foreign authority and discontinued acceptance of child support payments in the form of paper checks drawn on US financial institutions. All international cases with Ontario, Canada in the Automated Collections and Tracking System (ACTS) have been identified and updated with the CAP Service FIPS code. North Carolina will send payments on international cases with Ontario, Canada to the CAP Service using the Automated Clearing House (ACH) electronic process. The CAP Service will then transmit those payments electronically to Ontario, Canada through the federal International Treasury Services.

Payments processed through the OCSS CAP Service will be transmitted once per week. Payments received by the CAP Service by Monday, will be transmitted to Ontario, Canada on Wednesday of that week. Those payments will be available to Ontario, Canada by the following Monday.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Verna Donnelly

Verna Donnelly
North Carolina State Child Support Deputy Director

Cc: Regional CQI Specialists
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