

This document provides instructions for accessing the DSS Director and Foster Care reports in Data Warehouse, as well as guidance on handling foster care cases.

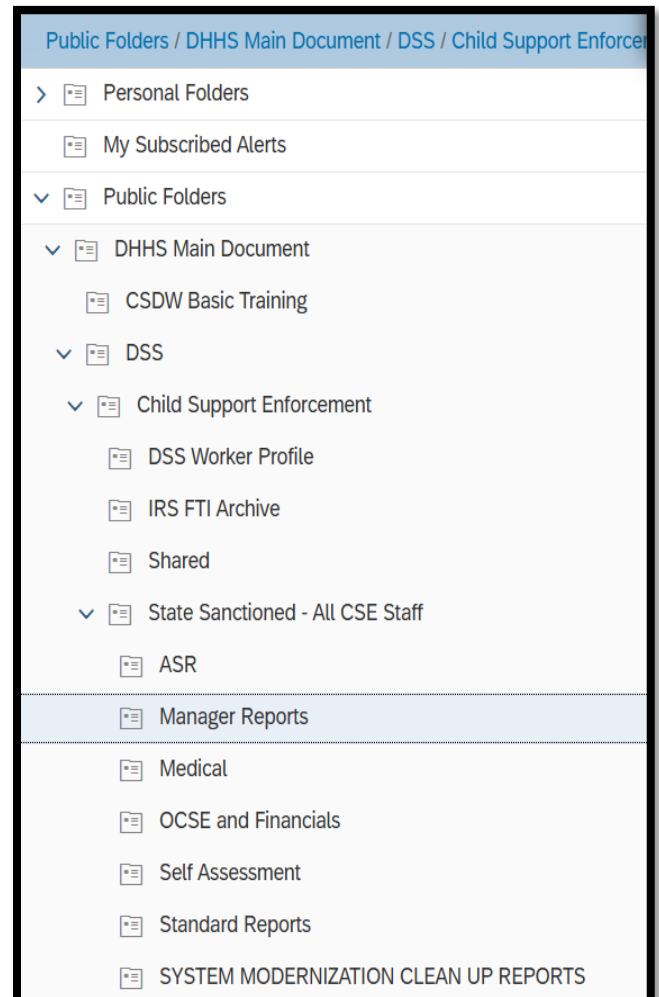
“DSS Director and Foster Care Report”

Locating the Report

Located in Data Warehouse: <https://csdw.ncdhhs.gov/BOE/BI>

1. Use the path below to locate the report in Data Warehouse.

Data Warehouse Path: Folders>Public Folders > DHHS Main Document > DSS > Child Support Enforcement > State Sanctioned – All CSE Staff > Managers Reports

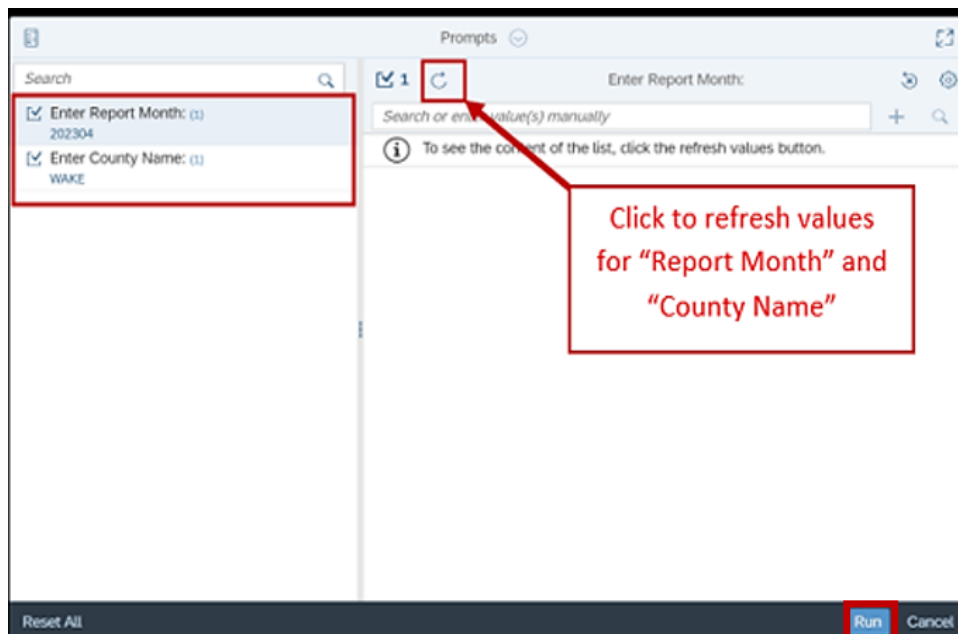


2. Double click “DSS Director and Foster Care Reports UPDATED”.

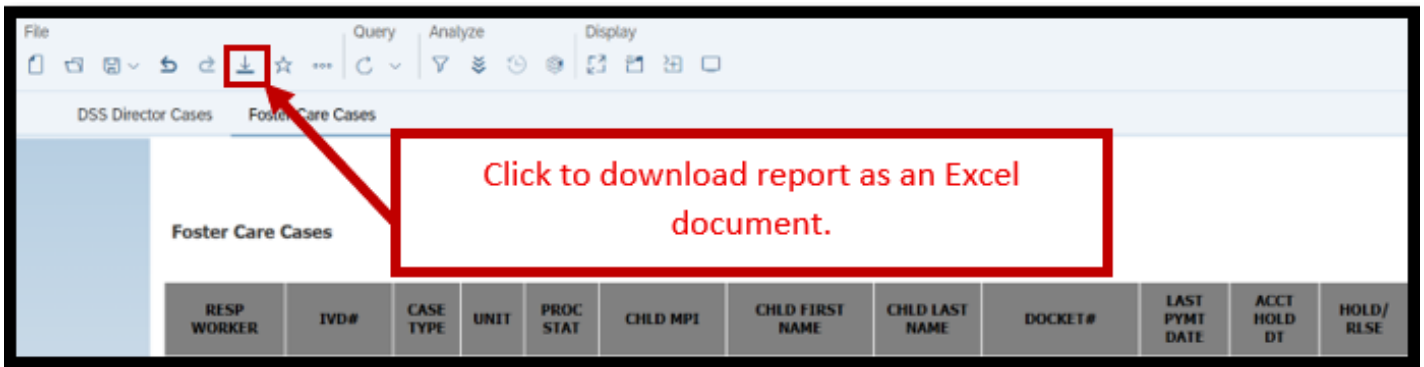
	Title ▲	Type	Last
	CLOSED CASES ON OR BEFORE MOST RECENT	Web Intelligence	
	CLOSED CASES ON OR BEFORE MOST RECENT	Web Intelligence	
	DSS Director and Foster Care Reports UPDATED	Web Intelligence	
	ENFORCEMENT and LOCT_LOCT REPORT	Web Intelligence	
	ESTABLISHMENT and LOCT_LOCT REPORT	Web Intelligence	
	Incentive Report by County FIPS for counties wit	Web Intelligence	
	Incentive Report by County Name with Statewide	Web Intelligence	
	IVD Net Alloc Collections for MONTH by Case Ty	Web Intelligence	
	NPA OPEN CASES - TOOL TO CHECK APP FEES U	Web Intelligence	
	NPA OPEN CASES WITH NO APPLICATION FEE C	Web Intelligence	
	UPDATED Incentive Report With Total Disbursed	Web Intelligence	

3. You will be prompted to select the Report Month & County Name.

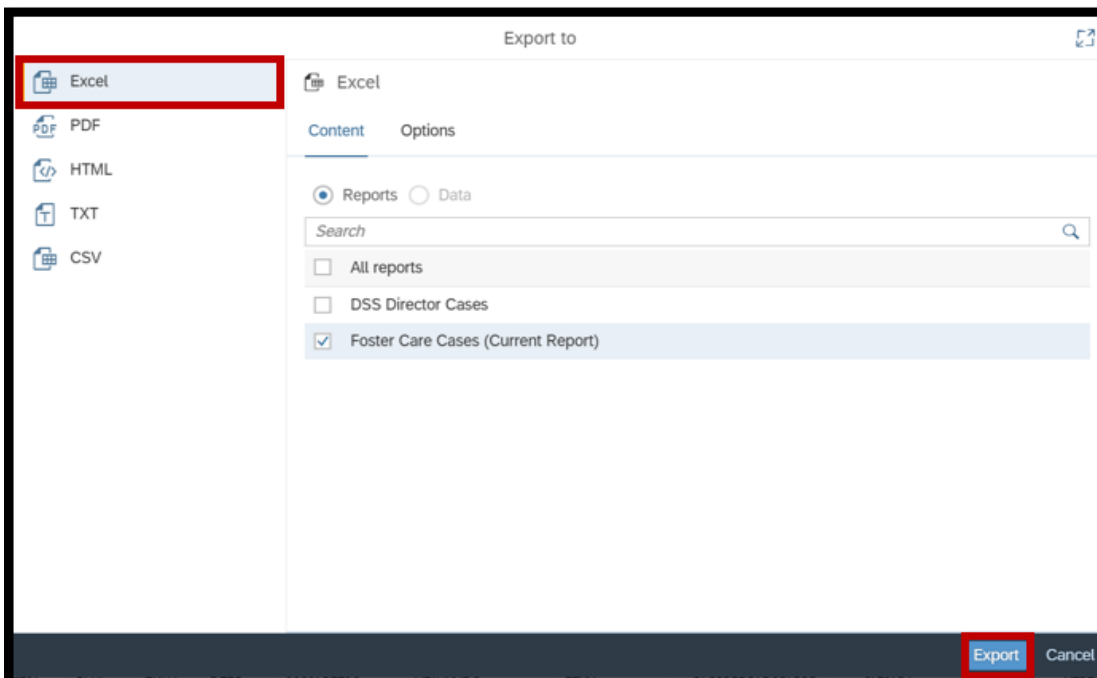
- Click “Enter Report Month” to select a value. If values are not present, click the Refresh icon.
- Click “Enter County Name” to select a value. If values are not present, click the Refresh icon.
- Once selections are made for “Enter Report Month” & “Enter County Name”, click “Run”.



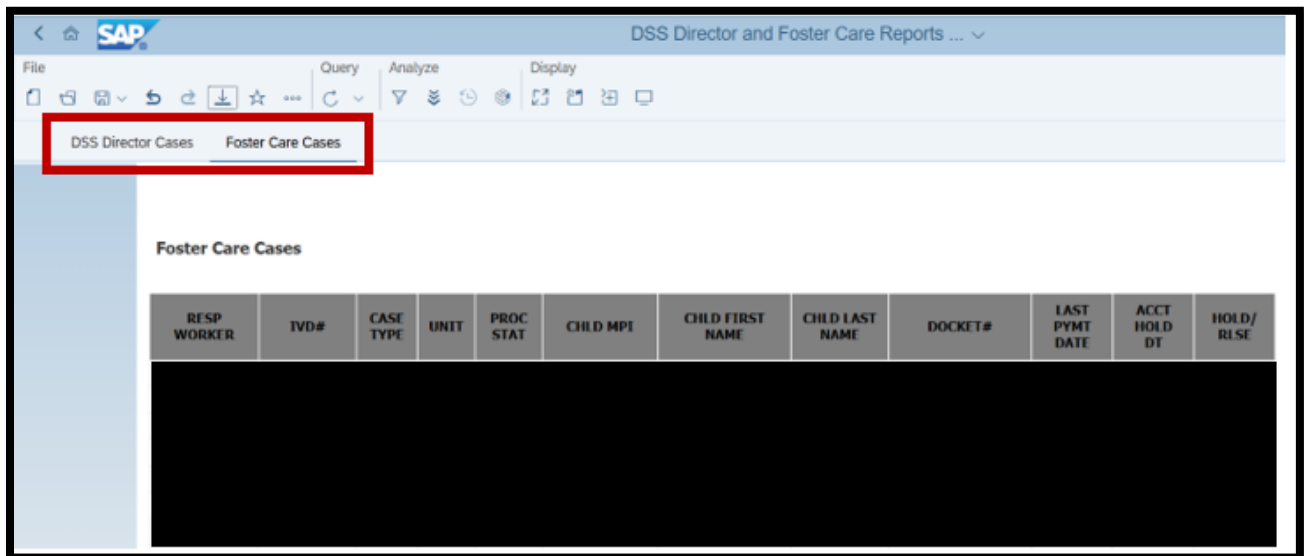
- Click on the Export icon on the toolbar across the top to download the report to an Excel document.



- From the Export pop-up window, select "Excel" from the menu on the left, then click "Export". Once exported to Excel, the report can be sorted as needed for caseload management.



6. The “DSS Director and Foster Care Reports” have two tabs available; one targets DSS Director Cases and the other is for Foster Care Cases (IV-E and SFHF).



Case Management: Existing IV-E, SFHF, or DSS Director Cases

Prior to October 1, 2025

Establishment – Using the Data Warehouse Report for IV-E, SFHF, & DSS Director Cases

Explanation: In existing IV-D foster care cases that have not yet had an order established, any action to establish support can be dismissed and the cases closed with no further action.

Existing Establishment Case with No Court Action filed

1. From the “DSS Director” tab, sort the report by Responsible Worker, Case Type, Unit and/or Processing Status.
 - a. These cases can be closed immediately using the CINR (Inappropriate Referral) case closure reason code
 - b. If the address of the NCP is known, send a Contact Letter (09.08.01) to the NCP to notify of case closure.
2. From the “Foster Care Cases” tab, sort the report by Responsible Worker, Case Type, Unit and/or Processing Status.
 - a. These cases can be closed immediately using the CINR (Inappropriate Referral) case closure reason code
 - b. If the address of the NCP is known, send a Contact Letter (09.08.01) to the NCP to notify of case closure.

Existing Establishment Case with Court Action Filed, No Order

1. From the “DSS Director” tab, sort the report by Responsible Worker, Case Type, Unit and/or Processing Status.
 - a. If paternity action has been started, complete pending action before closing case.
 - b. If court action has been filed, consult with IV-D Attorney regarding filing of a Voluntary Dismissal of the action.
 - c. Print the Civil Complaint: Dismissal (09.05.04) from ACTS to document the dismissal. Printing of this document is necessary to properly document the action even if a non-ACTS document is utilized.
 - d. Once the court action is dismissed, these cases can be closed immediately using the CINR (Inappropriate Referral) case closure reason code.
 - e. Send copy of Dismissal Order to the NCP.
2. From the “Foster Care Cases” tab, sort the report by Responsible Worker, Case Type, Unit and/or Processing Status.
 - a. If paternity action has been started, complete pending action before closing case.
 - b. If court action has been filed, consult with IV-D Attorney regarding filing a Voluntary Dismissal of the action.
 - c. Print the Civil Complaint: Dismissal (09.05.04) from ACTS to document the dismissal. Printing of this document is necessary to properly document the action even if a non-ACTS document is utilized.
 - d. Once the court action is dismissed, these cases can be closed immediately using the CINR (Inappropriate Referral) case closure reason code.
 - e. Send copy of Dismissal Order to the NCP.

Existing Case With Court Order (payable to IV-E, SFHF or DSS Director)

Explanation: In all existing IV-D foster care cases with an order in which the recipient of the payment is the DSS agency (IV-E, SFHF, DSS Director), motions must be filed by county CSS to suspend the order to remove current support and, if arrears have accrued, make the case(s) arrears only; CSS will collect foster care arrears that accrued prior to October 1, 2025.

1. From the “DSS Director” tab, sort the report by Responsible Worker, Case Type, Unit and/or Processing Status.
 - a. Complete a search of cases by Docket Number to capture all cases associated with the order.
 - b. Place the account(s) on hold to prevent any future money from being paid out. (05.07, IV-D#)
 - c. Consult with IV-D attorney on filing of a motion to suspend current support for all cases associated with the docket number.
 - d. Once the order is signed by a judge, complete a court order modification in ACTS to reflect order terms and produce an amended income withholding.
 - e. Review financials for correctness and release hold.
 - f. Send a copy of the order to the NCP.
 - g. Continue to enforce arrears accrued prior to October 1, 2025.
2. From the “Foster Care Cases” tab, sort the report by Responsible Worker, Case Type, Unit and/or Processing Status.
 - a. Complete a search of cases by Docket Number to capture all cases associated with the order.
 - b. Place the account(s) on hold to prevent any future money from being paid out. (05.07, IV-D#)
 - c. Consult with IV-D attorney on filing of a motion to suspend current support for all cases associated with the docket number.
 - d. Once the order is signed by a judge, complete a court order modification in ACTS to reflect order terms.
 - e. Review financials for correctness and release hold.
 - f. Send a copy of the order to the NCP.
 - g. Continue to enforce arrears accrued prior to October 1, 2025.

A. Initiating Cases (no court order)

Explanation: In all existing IV-D foster care cases that have not yet had an order established, any action to establish can be dismissed and the cases closed with no further action.

1. From the “DSS Director” tab, sort the report by Responsible Worker, Case Type, Unit and/or Processing Status.
 - a. Notify the responding state by CSENet (GSC17) or by Child Support Transmittal #2 that the NC case will be closing due to the child entering Foster Care and request that they close the case in their state.
 - b. When notification is received that the responding case has closed, the intergovernmental codes can be removed from the case.
 - c. The NC case can be closed immediately using the CINR (Inappropriate Referral) case closure reason code.
2. From the “Foster Care Cases” tab, sort the report by Responsible Worker, Case Type, Unit and/or Processing Status.
 - a. Notify the responding state by CSENet (GSC17) or by Child Support Transmittal #2 that the NC case will be closing due to the child entering Foster Care and request that they close the case in their state.
 - b. When notification is received that the responding case has closed, the intergovernmental codes can be removed from the case.
 - c. The NC case can be closed immediately using the CINR (Inappropriate Referral) case closure reason code.

B. Initiating Cases (with court order being enforced by a responding state)

Explanation: In all existing IV-D foster care cases with an order in which the recipient of the payment is the DSS agency (IV-E, SFHF, DSS Director), CSS will collect foster care arrears that accrued prior to October 1, 2025.

If the order being enforced is an NC order registered in the responding state, motions must be filed by county CSS to suspend the order to remove current support and make the case(s) arrears only, if arrears have accrued. If NC as the initiating state requested a responding state establish and enforce the order, CSS must determine what the state accepts as a request to suspend current support and collect any outstanding arrears. Based on the research, the county CSS either requests the action utilizing a Transmittal #2 or sends a petition to the responding state requesting a modification of the order.

1. From the “DSS Director” tab, sort the report by Responsible Worker, Case Type, Unit and/or Processing Status.
 - a. Complete a search of cases by Docket Number to capture all cases associated with the order.
 - b. Place the account(s) on hold to prevent any future money from being paid out. (05.07, IV-D#)

If the order is registered in the responding state:

- i. Consult with IV-D attorney on filing of a motion to suspend current support for all cases associated with the docket number.
- ii. Once the order is signed by a judge, request that the responding state register the amended order for enforcement, suspending current support and adjudicating any arrears.

If the order was established in the responding state:

- i. Determine what method the responding state requires to request suspending the current order and enforcing the remaining arrears.
- ii. Send the responding state a Transmittal #2 requesting the suspension, or, if required, a petition to the responding state requesting a modification of the order.

- c. Once the responding state notifies NC that the action has been completed, review financials for correctness and release hold.

2. From the “Foster Care Cases” tab, sort the report by Responsible Worker, Case Type, Unit and/or Processing Status.

- a. Complete a search of cases by Docket Number to capture all cases associated with the order.
- b. Place the account(s) on hold to prevent any future money from being paid out.
(05.07, IV-D#)

If the order is registered in the responding state:

- i. Consult with IV-D attorney on filing of a motion to suspend current support for all cases associated with the docket number.
- ii. Once the order is signed by a judge, request that the responding state register the amended order for enforcement, suspending current support and adjudicating any arrears.

If the order was established in the responding state:

- i. Determine what method the responding state requires to request suspending the current order and enforcing the remaining arrears, if any.
- ii. Send the responding state a Transmittal #2 requesting the suspension, or, if required, a petition to the responding state requesting a modification of the order.

C. Responding Cases

Explanation: Responding Cases will be handled according to current Intergovernmental policies & procedures. The NC statute does not affect a request from another state.

Case Management: Other Case Scenarios involving children in DSS Custody

Other Foster Care Scenarios

(These cases are not on the DSS Director and Foster Care Data Warehouse reports)

A. Procedures after October 1, 2025

Explanation: Child Welfare is still required to continue sending referrals for children placed in foster care after October 1, 2025, per Administrative Rule 10A NCAC 70B.0104. However, per NCGS 50-13.10(d)(5), current support and arrears do not accrue while a child is in custody of DSS foster care. CSS will no longer build IV-E, SFHF, and DSS Director cases after October 1, 2025.

NC FAST Referral, In-Office Applications, Online Applications (child in Foster Care):

Upon receipt of a referral or application for a child in foster care, the responsible worker searches for the child in ACTS to identify any cases the child is already a participant in. Based on the search, the worker takes the following steps:

- **No existing child support order (no CSUP or arrears owed):**
 - The responsible worker verifies the foster care status with the child welfare worker assigned to the case if needed.
 - The worker will build a IV-E, SFHF or DSS Director case from the referral if the interface does automatically build a case in ACTS.
 - The worker closes the case using case closure code CINR (Inappropriate Referral).
- **A child support order already exists for the child:**
 - Complete a search of cases by Docket Number to capture all cases associated with the order. For referrals received on NIVD or private cases, do not file a motion to intervene.
 - Place the account(s) on hold to prevent support being disbursed. (05.07, IV-D#)
 - Consult with IV-D attorney on filing of a motion to suspend current support for all cases associated with the docket number.
 - Once the order is signed by a judge, complete a court order modification in ACTS to reflect order terms.
 - Review financials for correctness and release hold.
 - Send a copy of the order to the parties.
 - Continue to enforce arrears owed to the original caretaker if appropriate that accrued prior to October 1, 2025.

Caretaker Application for Services on or after October 1, 2025: There are situations where it has been determined that DSS has legal custody of the child, but the child has been placed with a court approved caretaker, or a caretaker who is a relative. There will be no referral from Child Welfare, but the caretaker or relative may apply for child support services on their own. The responsible worker must handle these applications on a case-by-case basis. Upon receiving a CSS application from the caretaker, the responsible worker should consult with the IV-D attorney and work closely with the county child welfare team to evaluate how to proceed with this specific situation.

Application as result of Child Welfare Permanency Plan: An application for services may also be received as a result of the Child Welfare permanency plan. When a permanent plan of guardianship or custody is achieved, the court advises the guardian or custodian of the right to seek child support after the order awarding permanent guardianship or custody has been entered per 7B-906.2(f). When a custodial parent applies for child support, they should provide CSS with a copy of the guardianship/custody order provided by the court. This indicates that the child has been permanently placed and is no longer considered in custody of DSS.

CSS accepts the application and builds a case in ACTS. The case type is determined by whether the applicant already receives any public assistance funds such as Medicaid; if not, the case is built as NPA.

B. Existing Case With Court Order (payable to a caretaker)

Explanation: In all existing IV-D relative/caretaker cases with an existing child support order being paid to a parent or relative prior to October 1, 2025, enforcement of child support payments will continue. These cases are likely to exist when relatives assumed care of children or when parents of children have children in trial home placement. The CP in the case will be the caretaker, and case type may be either NPA or MAO.

Local CSS takes no action to redirect or change the payee on the case whether it is an IV-D or non-IV-D original order. These orders will continue with support payable to the payee who has custody unless a referral is received from Child Welfare, or one of the parties approaches CSS with information that the child(ren) has left the caretaker's home and entered foster care.

If either party approaches CSS indicating this change of circumstance after October 1, 2025, or a referral is received from Child Welfare, the responsible worker will verify the foster care status with the child welfare worker assigned to the case. The Foster Care Transmittal Form (DSS 4744) (found in SharePoint) can be used for that purpose but is not required. Since current support and arrears do not accrue while a child is in Foster Care, CSS (or one of the parties) can file a motion with the court requesting a stay of support in the caretaker's case.

If the child subsequently leaves the home of the caretaker to enter a licensed foster home, or otherwise receive IV-E, State, or County funding for care, motions must be filed by county CSS to suspend ongoing support, adjudicate arrears owed to the caretaker, and set a monthly frequency towards the arrears.