

	<b>INDIANA DEPARTMENT OF CHILD SERVICES TITLE IV-D POLICY MANUAL</b>	
	<b>Chapter 14: Payment Processing</b>	<b>Effective Date: 10/18/2021</b>
	<b>Section 5: Prohibition of Redirection of Support Payments to a Private Collection Agency</b>	<b>Version: 1.1 Revision Date: 10/18/2021</b>

**BACKGROUND**

On December 20, 2016, the Office of Child Support Services (OCSS) issued the Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs (FEM) final rule. One of the amendments to existing regulations was to ensure that child support payments are being disbursed to the family by making it clear on who can receive child support payments. This change prohibits Title IV-D Programs from redirecting and disbursing child support payments to a private collection agency when the obligee has hired one to enforce and collect child support.

**POLICY**

Any payment of child support required to be made to a family is made to either:

1. The resident parent, legal guardian, or caretaker relative having custody of or responsibility for the child or children;
2. A conservator representing the custodial parent and the child or children directly with a legal and fiduciary duty; or
3. An alternate caretaker designated in a record by the custodial parent.<sup>1</sup>

**REFERENCES**

- [45 C.F.R. § 302.38](#): Payments to the family

**PROCEDURE**

The Title IV-D Prosecutor’s Office or the Clerk of Courts shall not respond to requests by private collection agencies to redirect payments in a Title IV-D case.

An obligee’s retention of a private collection agency in a Title IV-D case does not change the requirement of the Title IV-D Prosecutor’s Office to continue to use all appropriate enforcement measures in the case.

**FORMS AND TOOLS**

N/A

**FREQUENTLY ASKED QUESTIONS**

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<sup>1</sup> 45 C.F.R. § 302.38

N/A

<b>RELATED INFORMATION</b>
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N/A

<b>REVISION HISTORY</b>
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<b>Version</b>	<b>Date</b>	<b>Description of Revision</b>
Version 1	06/19/2019	Final approved version
Version 1.1	10/18/2021	Updated for consistent formatting and language
	08/22/2023	Changed Office of Child Support Enforcement (OCSE) to Office of Child Support Services (OCSS)