# Rules of Department of Social Services

## Division 30—Child Support Enforcement

### Chapter 2—Performance Measures

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Title 13—DEPARTMENT OF SOCIAL SERVICES  
Division 30—Child Support Enforcement  
Chapter 2—Performance Measures  

13 CSR 30-2.010 Prosecuting Attorneys’ Performance Standards

PURPOSE: This rule establishes additional standards by which the performance of the office of each county prosecuting attorney will be evaluated in determining whether sanctions affecting cooperative agreements between the county and the Missouri Family Support Division shall be imposed.

(1) Definitions. As used in this regulation—
(A) Prosecuting attorney means the person elected as the prosecuting attorney for any county or the City of St. Louis, or any assistant prosecuting attorney duly appointed by a prosecuting attorney, or any person employed by the prosecuting attorney, or any person acting on behalf of the prosecuting attorney with actual or apparent authority;
(B) Division means the Family Support Division;
(C) Director means the person serving as director of the Missouri Family Support Division;
(D) State agency means the Missouri Department of Social Services;
(E) Case means a matter in which the state agency or the division has initiated or will initiate an action to collect funds arising from a child support matter, including the case record maintained under 45 CFR 302.33 and 45 CFR 303.2;
(F) Referral means a case sent to a prosecuting attorney by the division;
(G) Successful completion of an action means that a referral has been determined by the division or the prosecuting attorney to require no further action by the prosecuting attorney. In cases where judicial proceedings are determined necessary by the prosecuting attorney, a case is completed successfully if the necessary documentation has been submitted to the clerk for filing and service of process has been completed or an unsuccessful attempt to serve process has been documented by the prosecuting attorney, and the prosecuting attorney is proceeding with due diligence. If the initial attempt at service of process is unsuccessful, then the prosecuting attorney shall proceed with diligent efforts to serve process as defined in subsection (1)(M);
(H) Adequate documentation means written or electronically stored records, the accuracy and authenticity of which specifically are adopted by the prosecuting attorney and from which a reasonable person, by normal and reasonable review, can determine what actions were taken by the prosecuting attorney and the outcome of those actions. Adequate documentation and adequate records shall have the same meaning. Documentation includes all case file records and all other records pertaining to referrals. For purposes of service of process, adequate documentation shall be a copy of the return of service from the process server or documentation in the case file of the contents of the return of service. No documentation shall be deemed adequate if it fails to meet the requirements of 45 CFR 303.2;
(I) Requested action means any act by the prosecuting attorney requested to be performed by the division including, but not limited to, the initiating of correspondence on a case, the research of legal issues and/or investigation, the filing or preparation of legal documents or other correspondence or the obtaining and forwarding to the division or the state agency data and information related to a referral(s). A requested action shall include all requirements of the cooperative agreement and any training or cooperation with federal or state agency auditors as may be asked of the prosecuting attorney by the division;
(J) A Level A county means a county in which the prosecuting attorney has sole responsibility for the entire operation of the IV-D program in that county and also performs specific legal functions on referrals sent to him/her by the division;
(K) A Level B county means a county in which the prosecuting attorney has sole responsibility for a specific portion of the IV-D program in that county and also performs specific legal functions on referrals sent to him/her by the division;
(L) A Level C county means a county in which the division has sole responsibility for the entire operation of the IV-D program in that county and the prosecuting attorney performs specific legal functions on referrals sent to him/her by the division;
(M) Diligent efforts to serve process means efforts which, in the sound discretion of the prosecuting attorney, are designed reasonably, under the particular circumstances of the case, to ensure accomplishment of personal service, taking into account the potential cost of the service and the risk of personal safety of the person attempting service. The prosecuting attorney shall provide adequate documentation to explain the failure of service. In cases where previous attempts to serve process failed and adequate identifying and other information exists, the prosecuting attorney, within ninety (90) days of the last attempt at service, shall reattempt service of process in the event that there is a likelihood of successful service of process.

(2) Performance Requirements Standards for All Counties on Cases Referred by the Division.

(A) The county shall complete all necessary actions and achieve successful completion of all requested actions as defined by subsections (1)(G), (1)(I), and (1)(M) of this rule within sixty (60) calendar days after the county accepts any referral from the division. A failure to comply with the terms contained in subsections (1)(G), (1)(I), or (1)(M) shall be deemed a failure to comply with this subsection (2)(A) only.

(B) In all cases needing support order establishment, regardless of whether paternity has been established, the county shall complete action to establish support orders from the date of service of process to the time of disposition within one (1) year. The term “disposition,” as used herein, shall include an order of support or genetic exclusion of all alleged fathers referred.

(C) The time frames contained in subsection (2)(A) of this rule shall be tolled for those time periods during which the prosecuting attorney has requested information from the division that is essential to the successful completion of the requested action; or time periods in which the custodian does not cooperate with the prosecuting attorney and the custodian’s cooperation is essential to the successful completion of the requested action, provided the prosecuting attorney has requested information those time periods during which the prosecuting attorney has requested information.

(D) All Counties on Cases Referred by the Division shall be imposed.
have taken appropriate action in the case for audit purposes regardless of whether the requirements of subsection (A) of this section have been met.

(F) In all petitions filed with the court for the establishment of child support orders, the prosecuting attorney shall request an order for medical support.

(G) If a prosecuting attorney determines that no appropriate legal remedy is available on a case, that case shall be dropped from the audit sample of a compliance review conducted based on the requirements of 13 CSR 30-2.010(2).

(H) The prosecuting attorney shall notify the division of the conclusion of all requested actions by documenting the conclusion in the Missouri Automated Child Support System and sending to the division any supporting documentation that provides information regarding the disposition of the referral within twenty (20) calendar days of the supporting documentation being received by the PA.

(3) Performance Standards for Level A Counties for Cases in Their Own Caseload. The prosecuting attorney shall—

(A) Make applications for child support enforcement services readily accessible to the public;

(B) Maintain records of all persons applying for IV-D services. The records shall include documentation that applications are being provided to the applicants in conformance with 45 CFR 303.2(a)(2);

(C) Date stamp all applications on the date of receipt; and

(D) Open the case, within twenty (20) calendar days of receipt of a referral of a case or filing of an application for services, by establishing a case record and by fully complying with all the requirements of 45 CFR 303.2(b).

(4) Performance Standards for Level A and Level B Counties for Cases in Their Own Caseloads.

(A) Definition. Location means information concerning the physical whereabouts of the absent parent, or the absent parent’s employer(s), other sources of income or assets, as appropriate, which is sufficient and necessary to take the next appropriate action on a case.

(B) For all cases referred to the IV-D agency or applying for services, the prosecuting attorney shall attempt to locate all absent parents or sources of income and/or assets when location is necessary to take necessary action. The location attempts shall be in full compliance with 45 CFR 303.3(b)(1)—(5).

(C) In all cases where previous attempts to locate absent parents or sources of income and/or assets have failed, but adequate identifying or other information exists to meet requirements for submission for location, the prosecuting attorney shall comply fully with all requirements of 45 CFR 303.3(b)(5) and (6).

(D) The prosecuting attorney shall refer all appropriate cases to the IV-D agency of any other state in full compliance with the requirements of 45 CFR 303.7.

(E) The prosecuting attorney, within ninety (90) calendar days of locating the alleged father or noncustodial parent, regardless of whether paternity has been established, shall establish an order for support, or complete service of process necessary to begin proceedings to establish an order for support, or complete service of process necessary to begin proceedings to establish a court order, and if necessary, paternity, or document unsuccessful attempts to serve process in accordance with subsection (1)(M) of this rule. In all cases needing support order establishment, regardless of whether paternity has been established—

1. The prosecuting attorney shall complete action to establish support orders from the date of service of process to the time of disposition within the following time frames:

   A. Seventy-five percent (75%) in six (6) months; and

   B. Ninety percent (90%) in twelve (12) months;

2. In cases where the prosecuting attorney uses long-arm jurisdiction and disposition occurs within twelve (12) months of service of process on the alleged father or noncustodial parent, the case may be counted as a success within the six (6)-month tier of the time frame regardless of when disposition occurs in the twelve (12)-month period following service of process;

3. In all cases in which the court or administrative authority dismisses a petition for a support order without prejudice, the prosecuting attorney, at the time of the dismissal, shall examine the reasons for dismissal and determine when it would be appropriate to seek an order in the future; and

4. In all cases in which the prosecuting attorney is seeking to establish a support obligation, the prosecuting attorney shall apply the child support guidelines as set forth in Supreme Court Rule 88.01. The prosecuting attorney shall notify the division of any deviation from the guidelines.

(F) For all cases referred to the prosecuting attorney by the IV-A agency or applying for services in which paternity has not been established, the prosecuting attorney shall—

1. File for paternity establishment, or complete service of process to establish paternity or document unsuccessful attempts to serve process in accordance with subsection (1)(M) of this rule, within no more than ninety (90) calendar days of locating the alleged father;

2. Establish paternity or exclude the alleged father as a result of genetic tests and/or legal process within the time frames set out in paragraphs (4)(E)1. and 2. of this rule; and

3. Meet the requirements set forth in paragraphs (4)(F)1. and 2. of this rule for all alleged fathers, in any case where an alleged father is excluded but more than one (1) alleged father has been identified.

(G) For all cases referred to the prosecuting attorney by the IV-A agency or applying for services in which the obligation to support and the amount of the obligation has been established, the prosecuting attorney shall maintain and use an effective system to—

1. Monitor compliance with the support obligation;

2. Identify on the date the parent failed to make payments in an amount equal to the support payable for one (1) month;

3. Enforce the obligation in full compliance with the requirements of 45 CFR 303.6(c)(1)—(3); and

4. Examine, in cases in which enforcement attempts have been unsuccessful, at the time an attempt to enforce fails, the reason the enforcement attempt failed and determine whether it would be appropriate to take an enforcement action in the future and take an enforcement action according to the requirements of this paragraph at that time.

(H) The prosecuting attorney shall comply with the system developed by the division for case assessment and prioritization.

(I) The prosecuting attorney shall comply with the system developed by the division for case closure.

(J) The prosecuting attorney shall comply with the provisions of 13 CSR 30-5.020.

(K) Notwithstanding the time frames contained in—

1. Subsection (4)(E) of this rule, if a support order needs to be established in a case and an order is established in accordance with Missouri Supreme Court Rule 88.01 during the audit period, the prosecuting attorney will be considered to have taken appropriate action in that case for audit purposes; and

2. Paragraph (4)(G)3. of this rule, if the requested action is an enforcement action and
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an action is taken, in addition to federal and state income tax refund offset, which results in a collection received during the audit period, the prosecuting attorney will be considered to have taken appropriate action in the case for audit purposes.

(5) Performance Requirements.

(A) The following are mandatory requirements by which prosecuting attorneys’ actions on referred cases shall be evaluated:

1. The county shall provide services on referred cases according to federal and state statutes and regulations and cooperative agreement requirements, including those related to financial reimbursement for services provided on referred cases. Failure to do so shall be deemed failure to comply with this rule and this provision. Waivers of this provision may be granted by the division director but are not effective unless granted in writing and are not effective retroactively unless specifically set forth by the director as being permissibly applied retroactively for a specified time period;

2. The county shall cooperate with compliance reviews conducted by the division pursuant to the requirements of 13 CSR 30-2.010(2), which will occur no more frequently than semi-annually. Upon completion of the compliance review, the division shall submit a draft compliance review results summary to the county. The county shall have the right to submit written rebuttals of this review to the manager of the division compliance review section within thirty (30) days of receiving the review results. The division shall then have sixty (60) days in which to submit, in writing, its decision on each and every case rebutted to the county. The county shall then have fifteen (15) days to submit, in writing, the division’s rebuttal decisions for review de novo by the division’s deputy director of field operations. After review de novo, the final decision of the division shall be issued within thirty (30) days. Either party may request in writing an extension of the time frames contained herein;

3. The division will otherwise retain authority to conduct special audits and take appropriate action based on the special audit. The division will also retain the authority to discuss with the prosecuting attorney the actions taken in all cases that have been referred to the county and take other action as set forth in the cooperative agreement between the state and the prosecuting attorney; and

4. The county shall achieve substantial compliance with the performance requirements set forth in this regulation concerning actions taken on referred cases and meeting time requirements in so doing. Substantial compliance means that the county has achieved the same case quality standards for those activities for which it is responsible, as are required by the division of its child support offices set forth by federal statutes, federal regulations, and federal IV-D policy.

(6) Sanctions by the Division.

(A) Upon determining that a prosecuting attorney has not complied with the requirements of this rule or is not complying with the requirements of this rule, the division may send notice that it has determined one (1) of the following conditions to exist:

1. That the prosecuting attorney is in significant noncompliance with this rule and that a written corrective action plan addressing all aspects of noncompliance as described in the division’s notice must be submitted to the division within thirty (30) calendar days after the division sends the notice of significant noncompliance. The division shall approve or disapprove each corrective action plan within twenty (20) calendar days after it is sent to the division by the prosecuting attorney. Failure by the division to send timely notice of approval or disapproval shall constitute approval. The prosecuting attorney shall have twenty (20) calendar days from the date the division sends a disapproval to resubmit a new corrective action plan. Failure to submit a new plan timely may be determined by the division to constitute substantial noncompliance;

2. To be approved by the division, a corrective action plan, at a minimum, must contain the following: 1) an overall completion date of no more than twelve (12) calendar months from the date of disapproval, 2) a statement of planned correction addressing each item of noncompliance as set forth in the division’s notice of significant noncompliance, 3) an individual completion date for each item of noncompliance contained in the division’s notice of significant noncompliance, 4) a statement that during the plan of correction, no part of the prosecuting attorney’s performance will become out of compliance during the plan of correction period, and 5) a statement that the prosecuting attorney will attend such training as deemed necessary by the division. The division’s notice of significant noncompliance shall contain the following: 1) a listing of specific items of this rule with which the division alleges the prosecuting attorney is not in compliance, 2) an explanation of the method used by the division to determine noncompliance, 3) a statement that the division’s determination is final and that a corrective action plan will be required, and 4) the date the corrective action plan is due; or

3. That the prosecuting attorney is in substantial noncompliance with this rule and that the cooperative agreement with the county of the prosecuting attorney will be cancelled. A notice of substantial noncompliance shall set forth, in addition to the information required for a notice of significant noncompliance, a description of the findings, facts and circumstances giving rise to the notice of substantial noncompliance and shall specify a date certain upon which the cooperative agreement will no longer be of any force and effect. The division may issue a notice of substantial noncompliance to a prosecuting attorney only when—1) there is no corrective action plan in effect for the office of the prosecuting attorney to which the notice is issued, 2) a review or audit of the prosecuting attorney’s child support enforcement procedures and/or records has been conducted and issued as a final report, and 3) a notice of significant noncompliance has been previously issued to the prosecuting attorney and has not been successfully completed or a notice of significant noncompliance has been issued and no corrective action plan has been approved by the division within ninety (90) calendar days from the date of the division’s notice of significant noncompliance.

(B) By issuing or failing to issue any notice of noncompliance, the division does not alter, waive or otherwise substitute this rule for any of the division’s rights or benefits agreed to in the cooperative agreement by the county of the prosecuting attorney.

(7) Waivers for Counties. The director may waive any requirement of this rule for any county if all of the following conditions have been met by that county prior to the waiver being granted:

(A) The prosecuting attorney has requested a waiver in writing, whenever possible, identifying the specific cases to which the waiver will apply;

(B) The prosecuting attorney has assured the director in writing that the waiver will not permit or cause a failure to achieve successful completion of a case; and

(C) The waiver does not violate any state or federal law or rule.

(8) All timeliness requirements of this rule that are calculated from the date the division sends a document, notice, or request, except those requirements found in paragraphs (5)(A)1.—5., upon request of the prosecuting attorney, shall be calculated from the date the prosecuting attorney actually received the notice, document, or request. This request
shall be granted if the prosecuting attorney has a reasonably accurate and reliable procedure to verify the actual date of receipt.


13 CSR 30-2020 Financial Performance Measures for Counties Under Contract With the Missouri Division of Child Support Enforcement for the Provision of Total Child Support Services in Local Jurisdictions (Level A Counties)
(Rescinded May 30, 2017)


13 CSR 30-2030 Standard Procedures for Handling Cash Receipts in Circuit Clerks’ Offices Under Contract With the Missouri Division of Child Support Enforcement for the Provision of IV-D Services

PURPOSE: This rule establishes minimum required procedures to provide for the separation of cash handling and accounting functions associated with the collection and distribution of IV-D child support payments.

PUBLISHER’S NOTE: The secretary of state has determined that the publication of the entire text of the material which is incorporated by reference as a portion of this rule would be unduly cumbersome or expensive. Therefore, the material which is so incorporated is on file with the agency who filed this rule, and with the Office of Secretary of State. Any interested person may view this material at either agency’s headquarters or the same will be made available at the Office of Secretary of State at a cost not to exceed actual cost of copy reproduction. The entire text of the rule is printed here. This note refers only to the incorporated by reference material.

(1) Definitions. As used in this regulation—
(A) Definitions of general terms shall be those in section 454.460, RSMo;
(B) Cash payment means any support payment made in the form of currency or check, money order or any other form of negotiable instrument;
(C) Circuit clerk means the person elected or appointed as the circuit clerk for any county or the City of St. Louis, or any person employed by the circuit clerk or any person with actual or apparent authority acting on behalf of the circuit clerk; and
(D) Custodial parent payouts means support payments made by or on behalf of the noncustodial parent, received by the circuit clerk and then paid to the custodial parent.

(2) Cash Payment Handling Requirements.

The circuit clerk shall:
(A) Open, on the day of receipt, all envelopes (mail) believed to contain cash payments;
(B) Endorse restrictively negotiable instruments, using a rubber stamp with the wording—“For Deposit Only to (Account Name)”;
(C) Record on the day of receipt, all cash payments in a cash control record. The cash payments shall not be routed to any other person before being recorded unless the person who forwards the cash payments first verifies the total by preparing an adding machine tape and attaching it to the negotiable instruments at the point of transfer. The tape must be retained to supplement the cash record;
(D) Use the cash control record to resolve any question about a payment;
(E) Issue receipts for cash payments received in the form of currency, whether received in person or through the mail. However, the circuit clerk should discourage the obligor from sending currency payments through the mail. The receipts must be prenumbered or printed by a computer with the receipt number assigned by the computer. Someone other than the person(s) issuing receipts shall account for all receipts issued;
(F) Keep all pegboard receipts in a locked area separate from the cash control record and ensure that only prior authorized personnel are permitted access;
(G) Ensure that someone other than the person who opens the mail prepares the proper transmittal forms to the state from the cash control record. These forms include the voucher stub printed with a check by the Automated Child Support Trustee System or reporting forms, the Report of Title IV-D Child Support Payments Received (cash) (CSE-191) and the Report Of Title IV-D Child Support Payments for Non-AFDC Clients (non-cash) (CSE-215);
(H) Ensure that before the reports are submitted to the state that someone other than the person who prepares the reports reconcile the total amount of Aid to Families with Dependent Children (AFDC) payments to the CSE-191 form and the cash control record, and the total amount of non-AFDC payments being reported to the CSE-215 and the custodial parent payouts;
(I) Return the reconciled report to the person who prepared the report for submission to the state. This person shall send the original CSE-191s and CSE-215s to the Division of Budget and Finance, keeping copies for the circuit clerk’s files. With the CSE-191, the clerk must attach a court-issued check equal to the Total Payments column on the CSE-191. If multiple CSE-191s are submitted, the check must equal the sum of the Total Payments columns for all of the CSE-191s being submitted. Reports must be submitted on a timely basis, either weekly or daily, as required in the cooperative agreement for the applicable period; and
(J) Discourage obligors from making checks and money orders payable to an employee of the county and require obligors to make checks and money orders payable to the circuit clerk of the appropriate county.

(3) If a circuit clerk’s office in a county is authorized to employ less than four (4) full-time equivalent positions and a waiver of the requirements of 45 CFR 302.20 from the federal Office of Child Support Enforcement is in effect, then the circuit clerk of that county, as an alternative to compliance with the procedures set forth in this rule, may adopt and comply with the Recommended Accounting Guidelines and Recommended Accounting Review Procedures for Appointing Authorities which are incorporated by reference in Supreme Court Administrative Rule 4.


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**Payment Codes:**
- P = Payment
- A = Arrears Payment
- F = Fine
- S = Settlement Payment (AFDC Client Recovery)
- U = Unemployment Compensation
- K = Income Assignment

**Total Payments This Page:** $ __________

**Check Reverse Before Submitting**

**Authorized:** __________________________

**Signature:** __________________________

**Date:** __________________________
CHECK THESE ITEMS CAREFULLY:

1. The check amount must agree with the total cash collections submitted. If not, the check and report will be returned for correction.

2. The page total must equal the amounts itemized on the page. If not, the report will be returned for correction.

3. Enter only one case per line. If more than one is entered, the report will be returned for correction.

4. Enter a valid case ID number for each payment reported. If this field is not completed or an incorrect number is listed, the report will be returned for correction. Refer to the CSE-212 or contact the appropriate IV-D office for the correct number.

5. Enter only one payment code per payment. If more than one code is submitted, the first code will be used. If no code is entered, the payment will be coded "P." Continued omissions or multiple submissions will cause the report to be returned for correction.

6. The report sent must have an original signature. A rubber stamp, facsimile signature, or omission of signature will cause the report to be returned for correction.
## REPORT OF TITLE IV-D CHILD SUPPORT PAYMENTS FOR NON-AFDC CLIENTS

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**PAYMENT CODES:**
- P = Payment of Current Support
- U = Unemployment Compensation
- A = Arrears Payment
- K = Income Assignment

**TOTAL PAYMENTS THIS PAGE**: 0

**CHECK REVERSE BEFORE SUBMITTING**

**AUTHORIZED**

**SIGNATURE**

**DATE**: __________

CODE OF STATE REGULATIONS

Chapter 2—Performance Measures

13 CSR 30.2
CHECK THESE ITEMS CAREFULLY:

1. The page total must equal the amounts itemized on the page. If not, the report will be returned for correction.

2. Enter only one case per line. If more than one is entered, the report will be returned for correction.

3. Enter a valid case ID number for each payment reported. If this field is not completed or an incorrect number is listed, the report will be returned for correction. Refer to the CSE-212 or contact the appropriate IV-D office for the correct number.

4. Enter only one payment code per payment. If more than one code is submitted, the first code will be used. If no code is entered, the payment will be coded "P." Continued omissions or multiple submissions will cause the report to be returned for correction.

5. The report sent must have an original signature. A rubber stamp, facsimile signature, or omission of signature will cause the report to be returned for correction.
13 CSR 30-2.040 Standard Procedures for Handling Cash Receipts in Prosecuting Attorneys’ Offices Under Contract With the Missouri Division of Child Support Enforcement for the Provision of IV-D Services

PURPOSE: This rule establishes minimum required procedures to provide for the separation of cash handling and accounting functions associated with the collection and distribution of IV-D child support payments.

(1) Definitions. As used in this regulation—
   (A) Definitions of general terms will be those in section 454.460, RSMo;
   (B) Cash payment means any support payment made in the form of currency or check, money order or any other form of negotiable instrument; and
   (C) Prosecuting attorney means the person elected or appointed as the prosecuting attorney for any county or the City of St. Louis, or any person employed by the prosecuting attorney, or any person with actual or apparent authority acting on behalf of the prosecuting attorney.

(2) Cash Payment Handling Requirements. The prosecuting attorney shall—
   (A) Not accept payments from obligors unless—
      1. Acceptance of the payment is unavoidable; or
      2. It is the prosecuting attorney’s opinion that acceptance is preferable for a specific case situation;
   (B) Open, immediately upon receipt, all envelopes (mail) believed to contain cash payments;
   (C) Endorse restrictively negotiable instruments, using a rubber stamp with the wording—“For Deposit Only to the Credit of [County Name] County Circuit Clerk’s Office.” In addition, the prosecuting attorney must note the IV-D case number on the negotiable instrument;
   (D) Record immediately all cash payments in a cash receipts log. The cash payments shall not be routed to any other person before being recorded;
   (E) Issue receipts for cash payments received in the form of currency, whether received in person or through the mail. However, the prosecuting attorney should discourage the obligor from sending currency payments through the mail. The receipts must be prenumbered or maintained as part of a bound book. Someone other than the person(s) issuing receipts shall account for all receipts issued;
   (F) Ensure that all receipts are maintained in a locked area separate from the cash receipts log and that only prior authorized personnel have access; and
   (G) Transfer daily all payments, properly identified and restrictively endorsed, to the appropriate circuit clerk’s office.
