
Rules of
Department of Social Services
Division 30—Child Support Enforcement
Chapter 1—Organization

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**Title 13—DEPARTMENT OF
SOCIAL SERVICES**

**Division 30—Child Support Enforcement
Chapter 1—Organization**

13 CSR 30-1.010 Organization and Operation

PURPOSE: This rule describes the function and general organization of the Division of Child Support Enforcement.

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 the 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 the 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) General Provisions and Authority. The Division of Child Support Enforcement (DCSE) was established within the Department of Social Services by governor's Executive Order in December 1985. On August 15, 1986, the division was given statutory existence under section 454.400, RSMo. The division is responsible for operating Missouri's Child Support Enforcement Program, in compliance with Title IV-D of the Social Security Act, 42 U.S.C. 601 and Chapter 454, RSMo. Responsibilities include locating noncustodial parents, establishing paternity, establishing child support and medical support obligations, monitoring noncustodial parents' compliance with support obligations, enforcing child and medical support obligations, distributing support collections, periodically publicizing the availability of location, establishment, enforcement and modification services and annually assessing the performance of in-hospital paternity establishment programs, pursuant to federal regulations (45 CFR parts 301–307). The division serves all families. A family receiving public assistance under the Aid to Families with Dependent Children (AFDC) Program or the Medicaid Program automatically receives child support services. A family that is not receiving public assistance can apply for child support services at the local child support enforcement office responsible for the county where the family resides. The

division also provides services to other states' child support enforcement agencies, under 42 U.S.C. 602.

(2) Central Operations. The division is administered from its central office, 227 Metro Dr., P. O. Box 1527, Jefferson City, MO 65102-1527, (314) 751-4301.

(A) Director. The director is responsible for the division's organization and direction. This includes policy formulation, overall program organization and facilitation of service delivery as set forth by both federal and state laws and regulations.

(B) Deputy Director, Administration. This individual assists the director by directing the design, development, implementation, monitoring and evaluation of staffing requirements and personnel performance standards established and maintained by the Division's Personnel Unit. S/he further assists the director by working with the division's other deputies to establish the design, organization and direction of the division's programs and delivery of services. S/he serves as the division's liaison with the Department of Social Services' Personnel and Labor Relations Section. S/he assists with community awareness and outreach activities. S/he also supervises activities of the Fiscal Operations Unit, which directs the division's fiscal affairs including budget, fiscal management, procurement and office services. This unit ensures that lease agreements provide appropriate accommodations and conform to all rules and divisional policies and procedures. In addition, s/he further directs the preparation of fiscal notes for the general assembly. S/he provides consultative and liaison services to Level A, B and C counties and reviews county operations to ensure compliance with case-processing procedures. S/he also supervises the county reimbursement section, which includes reviewing, negotiating and settling departmental audits of county operations. During the director's absence, s/he performs the general administrative supervision.

(C) Deputy Director, Operations. This individual directs regional, district and field operations to ensure all activities performed in the state-administered child support offices are in compliance with federal and state laws, regulations and divisional policies. This individual directs the Quality Assurance Unit that reviews case actions to ensure compliance with federal and state regulations and procedures in all state- and county-operated offices. S/he is responsible for child support privatization projects to increase collections and the blood testing unit which handles payment processing, and vendor and staff prob-

lems resolution. S/he is also responsible for units that do Title IV-D recovery and operate the State Parent Locator Service activities within the division. In addition, s/he is responsible for statewide coordination of Parents Fair Share projects operated to provide employment/training services for non-custodial parents to enable them to meet child support obligations.

(D) Deputy Director, Internal Operations. This individual directs, coordinates and evaluates the design, development and implementation of tasks in the Program Development Unit, which include the writing and distribution of new policies and procedures relative to the child support enforcement arena. S/he further directs and coordinates the design, development and implementation of tasks in the Staff Development Unit that evaluates training needs assessments, and s/he manages the design, development, delivery and evaluation of training programs provided to division employees and child support enforcement staff within local governmental entities. This individual also directs, coordinates and supervises the delivery of services performed by attorneys that have an approved contract with the division to provide legal services. S/he serves as the division's chief legal advisor and directs the drafting and review of legislation related to child support enforcement and assists the deputy director of administration in the analysis of fiscal notes for proposed legislation. S/he further serves as the division's policy and legal liaison with the Division of Family Services, the Division of Legal Services, the Office of State Courts Administrator and the Division of Data Processing. S/he oversees and maintains the Title IV-D State Plan to ensure compliance with federal regulations. In addition, s/he directs and coordinates the activities of the Microcomputer Training and Support Unit responsible for acquisition, assignment and servicing of microcomputers and personal computer programs, and the design and development of microcomputer training programs provided to division employees, and the development of procedures for administration and maintenance of local area networks. This person also directs the Customer Relations Unit that coordinates communications with the division's clientele, elected officials and the general public by investigating and responding promptly to all inquiries regarding child support procedures and policies. This person also supervises the income tax review staff, who conduct administrative reviews or hearings, regarding proposed federal and Missouri income tax refund interceptions, and engage in dispute resolution



activities to resolve problems that arise between the agency and noncustodial parents.

(E) Deputy Director, Systems Administration. This individual directs all activities related to the implementation, maintenance and enhancement of the statewide automated child support enforcement systems. S/he is responsible for management of the division's system information needs and coordinates the design, development, or enhancement, or any combination of these, of the division's automated systems. S/he is responsible for the overall direction of the tax refund interception programs and further serves as a liaison with the Division of Data Processing and the data processing departments of other public and private entities.

(3) Regional Operations. Three (3) regional directors, one (1) responsible for the western portion of the state, one (1) for the eastern portion of the state and one (1) for central field support function, are responsible for overall administration and supervision of field operations in their respective regions. Their responsibilities include directing, planning and monitoring all activities in the state-administered child support offices in their districts, as well as providing liaison services to Level A, B and C counties.

(A) Eastern Region. The Eastern Region includes District I, District II, Subdistrict II, District V, District 55, Subdistrict 55 the Level A counties of Audrain, Butler and Montgomery, and the Level B county of Boone.

(B) Western Region. The Western Region includes District III, Subdistrict III, District IV, Subdistrict IV, District VII, Subdistrict VII, District 44, Subdistrict 44 and the Level A counties of Buchanan and Clay and the Level B county of Jackson.

(C) Central Region. The Central Region is comprised of units providing statewide services; locate and recovery; privatization pilots; blood testing; quality assurance; and interstate/alternative care units.

(4) District and Subdistrict Operations. The division provides the majority of its services at the district and subdistrict operational level. Each district and subdistrict office serves one (1) or more counties and consists of supervisory, investigative and clerical staff. The district and subdistrict offices receive support services from the prosecuting attorneys and circuit clerks throughout the state.

(A) District I. The District I offices serve City of St. Louis residents. The offices are located at 111 N. 7th St., Wainwright Bldg., 2nd Fl., St. Louis, MO 63101-2166, (314)

444-7400; 1501 Locust, 3rd Fl., St. Louis, MO 63103, (314) 340-7707; and 4411 N. Newstead 3rd Fl, St. Louis, MO 63115, (314) 877-2200.

(B) District II/Subdistrict II. The District II office serves Bollinger, Cape Girardeau, Madison, Perry, Scott, St. Francois, Ste. Genevieve, Stoddard and Washington county residents. The District II offices are located at 130 S. Frederick, Cape Girardeau, MO 63701, (314) 290-5720; and 3102 Blattner, Suite 103, Cape Girardeau, MO 63701, (314) 290-5717. The first Subdistrict II office serves Dunklin, Mississippi, New Madrid and Pemiscot county residents. The office is located at 911 Highway 84 West, P.O. Box 821, Caruthersville, MO 63830, (314) 333-0400. The second Subdistrict II office serves Jefferson county residents. The office is located at 203 N. Trument Blvd., Crystal City, MO 63019, (314) 933-6086.

(C) District III/Subdistrict III. The District III office serves Bates, Benton, Carroll, Cass, Henry, Johnson, Lafayette, Pettis, Ray, Saline and St. Clair county residents. The office is located at P.O. Box 417, Warrensburg, MO 64093, (816) 543-7948. The Subdistrict office serves Andrew, Atchison, Caldwell, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Livingston, Mercer, Nodaway, Platte and Worth county residents. The office is located at 525 Jules, #320, St. Joseph, MO 64501, (816) 387-2120.

(D) District IV/Subdistrict IV. There are two (2) District IV offices that serve Barry, Cedar, Christian, Dade, Dallas, Greene, Hickory, Lawrence, Polk, Stone, Taney and Webster county residents. The District IV office are located at 149 Park Central Square, 7th Fl., Springfield, MO 65806-1380, (417) 895-6338; and 819 Boonville Dr., Springfield, MO 65802-3831, (417) 895-6447. The Subdistrict office located at 1930 Delaware, Joplin, MO 64804, (417) 629-3080, serves Barton, Jasper, McDonald, Newton and Vernon county residents.

(E) District V. The District V office serves St. Louis county residents. The office is located at 11775 Borman Dr., St. Louis, MO 63146-4134, (314) 995-8500.

(F) District VI. The District VI office pursues support for children in alternative care and for children who live in other states but whose noncustodial parents live in Missouri. This office is the central registry for all incoming interstate referrals. The office is located at 2705 West Main, P.O. Box 1527, Jefferson City, MO 65102-1527, (314) 751-4224.

(G) District VII/Subdistrict VII. The District VII offices serve Jackson County residents and share responsibility with the

Jackson County Prosecuting Attorney's Family Support Division. District VII serves county residents who are currently receiving, or previously received, public assistance. Jackson county residents that have not received public assistance are served by the Jackson County Prosecuting Attorney's Family Support Division. The District VII office is located at 1730 Prospect, Suite 101, Kansas City, MO 64127, (816) 242-6200. The first Subdistrict VII office is located at 201 Partridge, 4th Fl., Independence, MO 64055, (816) 325-5820. The second subdistrict office is located at 1734 East 63rd St., Suite 110, Kansas City, MO 64110, (816) 889-3767.

(H) District 44/Subdistrict 44. The District 44 office serves Carter, Douglas, Howell, Oregon, Ozark, Reynolds, Ripley, Shannon, Texas, Wayne and Wright county residents. The District 44 office is located at 1559 Imperial Office Park, West Plains, MO 65775, (417) 257-2312. The Subdistrict 44 office serves Camden, Cole, Crawford, Dent, Gasconade, Iron, Laclede, Maries, Miller, Moniteau, Morgan, Osage, Phelps and Pulaski county residents. The subdistrict office is located at 1441 Forum Dr., Rolla, MO 64501-1233, (314) 368-2250.

(I) District 55/Subdistrict 55. The District 55 office serves Boone, Callaway, Chariton, Cooper, Howard, Lincoln, Monroe, Pike, Ralls and Randolph county residents. The office is located at 403 Vandiver Dr., Columbia, MO 65202, (314) 882-9950. The first subdistrict office serves Adair, Clark, Knox, Lewis, Linn, Macon, Marion, Putnam, Schuyler, Scotland, Shelby and Sullivan county residents. The subdistrict office is located at Hwy. 136 E, P.O. Box 245, Memphis, MO 63555, (816) 465-7246. The second subdistrict office serves Franklin, St. Charles and Warren county residents. The subdistrict office is located at 3737 Harry S Truman Blvd., Suite 200, St. Charles, MO 63301-4052, (314) 940-3100.

(5) County Operations. Under section 454.405.2., RSMo, the division can enter into a cooperative agreement with each county in the state to assist the division with its child support responsibilities. The agreement lists the county's child support enforcement responsibilities. It also lists the division's responsibilities to the county. Under the agreement, the county must provide the prosecuting attorney's and circuit clerk's offices with enough resources to adequately perform local child support enforcement activities. Also under the agreement, the division must reimburse the county from federal funds a percentage of the reasonable and necessary

costs spent in performing child support activities. Cooperative agreements are classified in three (3) levels A, B and C. These levels define the scope of child support responsibilities in a prosecutor's office. In addition, the division has cooperative agreements with fourteen (14) multi-county projects comprised of several jurisdictions which jointly employ staff and provide funds for office space.

(A) Level A offices perform the same functions as a state-administered child support DCSE office and differ only in that the local prosecuting attorney staff are not state employees. Functionally, level A prosecutors' offices may use both administrative and judicial processes to establish paternity and child support obligations and to enforce child support orders. Referrals for action may be received from DCSE offices or other level A prosecutors' offices. In this regard, a level A county performs the work of a level C county. There are five (5) level A counties in the state: Audrain, Buchanan, Butler, Clay and Montgomery.

(B) Level B offices perform specialized functions for the state and have more case authority and control than a level C county. There are two (2) level B counties: Boone and Jackson. In Boone County, the office receives referrals, but once the case is referred, the county has responsibility for the case until it closes. In Jackson County, the Prosecuting Attorney's Family Support Division has total case responsibility only for non-AFDC cases where the custodial parent has never received AFDC. The Kansas City DCSE staff screen and open these cases before directing them to the Family Support Division. Level B counties may either use administrative or judicial process to establish paternity and obligations and enforce child support orders.

(C) Level C and multi-county project offices receive referrals from DCSE staff or from level A and B county staff to perform specific establishment or enforcements actions. Once work is completed on the referral, the prosecuting attorney's responsibility for the case ends. Level C and multi-county offices exclusively use the judicial process for paternity establishment, obligation establishment and enforcement.

Amended: Filed June 15, 1995, effective Dec. 30, 1995.

**Original authority: 454.400, RSMo 1982, amended 1985, 1986, 1990, 1993.*

AUTHORITY: section 454.400, RSMo 1994. Original rule filed Feb. 16, 1988, effective April 11, 1988. Emergency amendment filed Dec. 13, 1993, effective Dec. 23, 1993, expired April 21, 1994. Emergency amendment filed April 11, 1994, effective April 21, 1994, expired Aug. 18, 1994. Amended: Filed Jan. 5, 1994, effective July 30, 1994.*