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DIRECTIVE #22-19

[Supersedes Directive #11-04]

[Questions or comments may be directed to
(609) 984-4228]

TO: Assignment Judges
Trial Court Administrators

FROM: Glenn A. Grant, J.A.D. 

DATE: November 21, 2019

SUBJECT: Child Support Obligee Address Change Procedures

This Directive supersedes Directive #11-04 and updates the procedures for child support obligee address changes. The following updated procedures reflect changes dictated by the current automated system, New Jersey Kids Deserve Support (NJKiDS):

1. Probation Child Support Enforcement (PCSE) or Family Division staff may make an address change. Address changes were previously assigned to a limited number of staff for internal control reasons. NJKiDS maintains an address history for each party and records the system user making the update and date it was entered.
2. Supervisor approval is not required prior to staff updating NJKiDS with a obligee's change of address.
3. Section C of the procedure has been revised to require an obligee testifying at an establishment or enforcement hearing to a complete an Address Change Form rather than recording the address on the order. Because court orders are public information and we seek to protect an obligee's information, it was determined that addresses should no longer be recorded on the child support order.

Obligees receiving child support payments via a debit card can update their address with the debit card vendor (Eppicard). The address and demographic information provided to Eppicard now interfaces with NJKiDS.

5. Section G of the procedures has been deleted as outdated since it referenced ACSES Address Reports and similar reports that are not generated on NJKiDS. NJKiDS maintains an address history for each party and records the system user making the update and the date it was entered.

6. All references to ACSES have been replaced with NJKiDS.

Questions concerning this directive may be directed to the Chief of Child Support Enforcement, Probation Services, at 609-815-3810.

EDITOR'S NOTE

*2019 Update – This Superseding Directive updates the Child Support Obligor Address Change Procedures. References to Automated Child Support Enforcement System (ACSES) have been updated as references to New Jersey Kids Deserve Support (NJKiDS). The procedures were revised regarding all child support staff having access to make address changes without the need for supervisory approval, the use of the revised Address Change Form at hearings rather placing the address on the order, and the availability for custodial parents to update their address through the Integrated Voice Response System or with Eppicard, the debit card company. This Superseding Directive also details the New Jersey Family Support Payment Center (NJFSPC) process for updating addresses on returned checks.

Attachments

cc:

Chief Justice Stuart Rabner
Family Presiding Judges
Steven D. Bonville, Chief of Staff
AOC Directors and Assistant Directors
Special Assistants to the Administrative Director
Larry Ashbridge, Chief Child Support Enforcement
Nancy Manuele, Chief, Child Support Hearing Officer Program Vicinage Chief
Probation Division Managers/VCPOs
Family Division Managers
Finance Division Managers
Assistant Probation Managers/VACPOs, Child Support

Child Support Obligor Address Change Procedures

A. Requests Made via the Integrated Voice Response (IVR) System or njchildsupport.org

1. An obligor should be encouraged to make address changes via the Integrated Voice Response (IVR) system or via njchildsupport.org utilizing their confidential PIN and member number.
2. An obligor requesting an address change over the telephone must be directed to the IVR or njchildsupport.org to request the change. The obligor may make the request in person or in writing in accordance with the procedures set forth below. The use of the IVR and web, however, should be encouraged by staff.

Note: An obligor can also request a change of address in the Eppicard system, which sends an overnight update file to NJKiDS.

B. Requests Made in Person

1. The obligor must complete the Obligor Address Change Form and present any one of the following forms of identification to Probation Child Support Enforcement (PCSE) staff:
 - a. Passport,
 - b. Photo Driver's License,
 - c. Any other government-issued photo identification card;

OR

any two of the following (if none of the forms of identification listed above is available):

- a. Non-photo driver's license,
- b. Property lease or deed,
- c. Utility bill (e.g., electric, gas, oil, water, telephone, cable),
- d. Any other government-issued non-photo identification card.

Note: The purpose of the above forms of identification is to confirm the identity of the obligor. It is not required that the new address be reflected on these identification documents.

Staff must photocopy the identification documents and return the originals to the obligor.

2. Staff must update the address on the AHIS screen and NOTE screen to indicate the address change and source of the change.
3. The *Address Change Form* and copies of any identification documents must be kept in the Probation case file for state and federal audit purposes.

C. Requests Made by Mail, Fax or E-mail

1. Address changes received in the mail may be in the form of a letter or an *Address Change Form*. Mail requests may be accepted without identification only if the *Address Change Form* or letter is notarized.
2. If the written request is not notarized, it must be accompanied by a photocopy of identification document(s), consistent with the requirements for in-person changes set forth in Section B, above.
3. Requests made by fax or via a scanned *Address Change Form* are acceptable with the same identification requirements as mailed requests except that a faxed notarized letter or scanned *Address Change Form* will require the same identification documents as a mailed non-notarized letter detailed in Section B above.
4. If there is any reason to question the identity of the letter's author, then a comparison of signatures should be conducted with the case file by PCSE staff prior to updating NJKIDS.
5. The *Address Change Form* and copies of any identification documents must be kept in the Probation case file for state and federal audit purposes.
6. PCSE staff must update the address on the AHIS screen and update NOTE to indicate the address change and source of the change.

D. Address Changes Identified at a Hearing

1. When an obligee testifies at a hearing as to a change of address, it is still necessary to complete an *Address Change Form*. The new address should not be listed on the court order as the order is a public document. Court staff will ensure that the *Address Change Form* is completed on the day of the hearing. Staff must update NJKIDS with the new address and forward the *Address Change Form* to PCSE where it will be maintained in the case file.

E. New Jersey Family Support Payment Center (NJFSPC) Generated Checks Returned by U.S. Postal Service

1. With a Forwarding Address

- a. Child support checks returned by the U.S. Postal Service will be sent directly to the NJFSPC. NJFSPC personnel will review NJKiDS to verify whether the address for the individual has been updated.
- b. If the NJKiDS address has already been updated, the check will be reissued using the bad address code "BA void/reissue".
- c. If the address has not been updated, the NJFSPC will use the code "RP-returned by Post Office", which end dates the address and places the case on hold. The NJFSPC will update the address in NJKiDS based on the data provided on the post office "yellow sticker". This address will be entered as "confirmed good" which will automatically release the hold.

Note: If the returned NJFSPC generated check is received at the local child support office, it should be sent via overnight mail to the NJFSPC to be processed in the manner described above.

2. Without a Forwarding Address

- a. If a child support check is returned by the U.S. Postal Service *without* a forwarding address, the NJFSPC will void the check, using the code "RP void/reissue", which end dates the current address and places the case on hold.

The check will auto-release once a new address is added to the AHIS screen, or if the CP becomes active for EFT or the Stored Value Card (SVC).

Note: If the returned NJFSPC generated check is received at the local child support office it should be sent via overnight mail to the NJFSPC to be processed in the manner described above.

_____ County
Probation Division, Child Support Enforcement

Phone: _____
Fax: _____

Website: www.njchildsupport.org

NEW JERSEY CHILD SUPPORT ADDRESS CHANGE FORM

Attached is the New Jersey Child Support Address Change Form. Thank you for providing your current address and phone number. Maintaining current records is helpful to the child support agencies.

- This form is to be completed by the obligee (payee) or obligor (payor). Please print clearly.
- Submit this form in person or via mail to the division that supervises your case.
- Please submit this form when the change is effective.
- The address and/or phone information will be used to update all of your New Jersey child support cases.
- **The division will only process a signed form.**

ADDRESS CHANGE IN PERSON

You must present any one of the following:

- Notarized letter from the obligee to the court or notarized Obligee Address Change Form certifying the change,
- Passport,
- Photo Driver's License,
- Any other government issued photo identification card

OR

Any two of the following (if the identification listed above is not available)

- Non photo driver's license
- Property lease
- Utility bills (e.g. electric, gas, oil, water, telephone, cable)
- Any other government issued non photo identification card

ADDRESS CHANGE REQUESTED BY MAIL

Address changes received by mail may be in the form of a letter or an Address Change Form. If the written request is not notarized, it must be accompanied by a photocopy of identification document(s). The identification requirements are the same as the **ADDRESS CHANGE IN PERSON** identification requirements listed above.

The purpose of requiring identification is to confirm the identity of the person submitting the change. It is not required that the new address be reflected on the identification documents.

MAIL THE FORM TO:

_____ County

Telephone:

_____ County
Probation Division, Child Support Enforcement

Phone: _____
Fax: _____

Website: www.njchildsupport.org

Plaintiff ☐ Obligee ☐ Obligor
vs.

Case ID: CS _____

Docket No.: _____

Defendant ☐ Obligee ☐ Obligor

NEW JERSEY CHILD SUPPORT ADDRESS CHANGE FORM

Complete this section.			
☐ I am the person receiving child support payments		☐ I am the person paying child support payments.	
Name of Obligee _____		Name of Obligor _____	
Case ID (if not pre-filled or is different from above)	Birth Date (mm/dd/yyyy) ____/____/____	SSN (TIN if no SSN)	
☐ Address Change Effective Date (mm/dd/yyyy) ____/____/____		☐ Telephone Number(s) Change Effective Date (mm/dd/yyyy) ____/____/____	
Street address			
City		State	Zip Code
Home telephone number	Cell phone number	Work telephone number / Ext.	
Check all that apply. The address change is effective for:			
☐ Residence address (where I live)		☐ Mailing address (where I receive mail)	
☐ The residence address is confidential by court order and remains confidential with this change under N.J.S.A. 2C:25-33		☐ The mailing address is confidential by court order and remains confidential with this change under N.J.S.A. 2C:25-33	
Signature: _____		Date: _____	

SWORN TO and subscribed before me this _____ day of _____

Notary Public in and for the State of New Jersey

Commission Expires _____

Signature of Notary Public

☐ Please check this box if this form is not notarized and include the following documentation:

- Any one of the following: Notarized letter from the obligee to the court, notarized Obligee Address Change Form certifying the change, Passport, Photo Driver's License or any other government issued photo identification card

OR

- Any two of the following (if the identification listed above is not available): Non photo driver's license, Property lease,
Utility bills (e.g. electric, gas, oil, water, telephone, cable), or any other government issued non photo identification.

The disclosure of your social security number and the social security numbers of your child(ren) is mandated by N.J.S.A. 2A:17-56.60 in order that the child support program may provide services related to the establishment of paternity and the establishment, modification and enforcement of child support obligations.

For Office Use Only	
Submitted by PCSE staff name: _____	Date: _____
Supervisor Approval: _____	Date: _____
Updated NJKiDS by (staff initials) _____	Date: _____