

Xochitl Esparza, TANF Program Manager
Authorized Signature

Number: SS-IM-12-004
Issue Date: 01/13/2012

Topic: Partner Agency Payment Error

Subject: Problem with Certain December 2011 Child Support Payments

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): SSP Transmittal Group |

*****Please note: There is no worker action required for this IM: It is for informational purposes only*****

Message:

Issue

The Oregon Child Support Program CSPay system experienced an error that resulted in some scheduled transactions failing to process on December 30, 2011. This problem impacted a total of 990 child support cases statewide and impacted cases in all Division of Child Support (DCS) offices.

Recipients on an open cash assistance (TANF) grant will be issued a child support pass-through for December, if appropriate, when the corrected support payments are received. These TANF recipients may get two pass-through payments in January; one for December and the other for January.

If there are questions that come up about a specific case, please contact the local DCS office for assistance.

Why did this happen?

Monday, December 26, was a state holiday. The DCS automated system experienced an error related to this holiday. This error prevented some scheduled transactions from processing correctly. Some transactions scheduled to be withdrawn from employer

bank accounts on December 30 did not process.

What is being done to correct this error?

The Child Support Program is correcting the cases involved to ensure that payments are posted correctly and that obligors are not negatively affected and money owed to families is distributed correctly for the months it was due. All affected cases have been placed on manual receipts to ensure payments are distributed correctly and credited to the month they were due.

If you have any questions about this information, contact:

Contact(s):	Amy Sevdy, TANF Policy Analyst 503-945-7017 Lisa Buss, TANF Policy Analyst 503-945-7017 Karen Gulliver, APD/AAA 503-946-6460
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