

§ 308.3

IV-D agency when the information will be provided pursuant to §303.7(a)(6) of this chapter.

(2) Responding intergovernmental cases:

(i) Within 10 working days of receipt of an intergovernmental IV-D case, the central registry reviewing submitted documentation for completeness, forwarding the case to the State Parent Locator Service (SPLS) for location services or to the appropriate agency for processing, acknowledging receipt of the case, and requesting any missing documentation from the initiating agency, and informing the initiating agency where the case was sent for action, pursuant to §303.7(b)(2) of this chapter;

(ii) The central registry responding to inquiries from initiating agencies within 5 working days of a receipt of request for case status review pursuant to §303.7(b)(4) of this chapter;

(iii) Within 10 working days of locating the noncustodial parent in a different jurisdiction within the State or in a different State, forwarding/transmitting the forms and documentation in accordance with Federal requirements pursuant to §303.7(d)(3) and (4) of this chapter;

(iv) Within two business days of receipt of collections, forwarding any support payments to the initiating jurisdiction pursuant to section 454B(c)(1) of the Act;

(v) Within 10 working days of receipt of new information notifying the initiating jurisdiction of that new information pursuant to §303.7(a)(7) of this chapter;

(vi) Within 30 working days of receiving a request, providing any order and payment record information requested by an initiating agency for a controlling order determination and reconciliation of arrearages, or notify the State IV-D agency when the information will be provided pursuant to §303.7(a)(6) of this chapter;

(vii) Within 10 working days of receipt of instructions for case closure from an initiating agency under §303.7(c)(12) of this chapter, stopping the responding State's income withholding order or notice and closing the responding State's case, pursuant to §303.7(d)(9) of this chapter, unless the

45 CFR Ch. III (10-1-12 Edition)

two States reach an alternative agreement on how to proceed.

(h) *Expedited processes.* The State must have and use procedures required under this paragraph in the amounts specified in this paragraph in the cases reviewed for the expedited processes criterion.

(1) In IV-D cases needing support orders established, regardless of whether paternity has been established, action to establish support orders must be completed from the date of service of process to the time of disposition within the following timeframes pursuant to Sec. 303.101(b)(2)(i) of this chapter:

(i) 75 percent in 6 months; and

(ii) 90 percent in 12 months.

(2) States may count as a success for the 6-month standard cases where the IV-D agency uses long-arm jurisdiction and disposition occurs within 12 months of service of process on the alleged father or non-custodial parent.

[65 FR 77750, Dec. 12, 2000, as amended at 73 FR 42442, July 21, 2008; 75 FR 38644, July 2, 2010]

§308.3 Optional program areas of review.

(a) *Program direction.* A State may include a program direction review in its self-assessment for the purpose of analyzing the relationships between case results relating to program compliance areas, and performance and program outcome indicators. This review is an opportunity for States to demonstrate how they are trying to manage their resources to achieve the best performance possible. A program direction analysis could describe the following:

(1) Initiatives that resulted in improved and achievable performance accompanied with supporting data;

(2) Barriers impeding progress; and

(3) Efforts to improve performance.

(b) *Program service enhancement.* A State may include a program service enhancement report in its self-assessment that describes initiatives put into practice that improved program performance and customer service. This is an opportunity for States to promote their programs and innovative practices. Some examples of innovative activities that States may elect to discuss in the report include:

- (1) Steps taken to make the program more efficient and effective;
 - (2) Efforts to improve client services;
 - (3) Demonstration projects testing creative new ways of doing business;
 - (4) Collaborative efforts being taken with partners and customers;
 - (5) Innovative practices which have resulted in improved program performance;
 - (6) Actions taken to improve public image;
 - (7) Access/visitation projects initiated to improve non-custodial parents' involvement with the children and;
 - (8) Efforts to engage non-custodial parents who owe overdue child support to pay that support or engage in work activities, such as subsidized employment, work experience, or job search.
- (c) A State may provide any of the optional information in paragraphs (a) and (b) of this section in narrative form.

PART 309—TRIBAL CHILD SUPPORT ENFORCEMENT (IV-D) PROGRAM

Subpart A—Tribal IV-D Program: General Provisions

- Sec.
- 309.01 What does this part cover?
- 309.05 What definitions apply to this part?
- 309.10 Who is eligible to apply for and receive Federal funding to operate a Tribal IV-D program?

Subpart B—Tribal IV-D Program Application Procedures

- 309.15 What is a Tribal IV-D program application?
- 309.16 What rules apply to start-up funding?
- 309.20 Who submits a Tribal IV-D program application and where?
- 309.35 What are the procedures for review of a Tribal IV-D program application, plan or plan amendment?
- 309.40 What is the basis for disapproval of a Tribal IV-D program application, plan or plan amendment?
- 309.45 When and how may a Tribe or Tribal organization request reconsideration of a disapproval action?
- 309.50 What are the consequences of disapproval of a Tribal IV-D program application, plan or plan amendment?

Subpart C—Tribal IV-D Plan Requirements

- 309.55 What does this subpart cover?

- 309.60 Who is responsible for administration of the Tribal IV-D program under the Tribal IV-D plan?
- 309.65 What must a Tribe or Tribal organization include in a Tribal IV-D plan in order to demonstrate capacity to operate a Tribal IV-D program?
- 309.70 What provisions governing jurisdiction must a Tribe or Tribal organization include in a Tribal IV-D plan?
- 309.75 What administrative and management procedures must a Tribe or Tribal organization include in a Tribal IV-D plan?
- 309.80 What safeguarding procedures must a Tribe or Tribal organization include in a Tribal IV-D plan?
- 309.85 What records must a Tribe or Tribal organization agree to maintain in a Tribal IV-D plan?
- 309.90 What governing Tribal law or regulations must a Tribe or Tribal organization include in a Tribal IV-D plan?
- 309.95 What procedures governing the location of custodial and noncustodial parents must a Tribe or Tribal organization include in a Tribal IV-D plan?
- 309.100 What procedures for the establishment of paternity must a Tribe or Tribal organization include in a Tribal IV-D plan?
- 309.105 What procedures governing child support guidelines must a Tribe or Tribal organization include in a Tribal IV-D plan?
- 309.110 What procedures governing income withholding must a Tribe or Tribal organization include in a Tribal IV-D plan?
- 309.115 What procedures governing the distribution of child support must a Tribe or Tribal organization include in a Tribal IV-D plan?
- 309.120 What intergovernmental procedures must a Tribe or Tribal organization include in a Tribal IV-D plan?

Subpart D—Tribal IV-D Program Funding

- 309.125 On what basis is Federal funding of Tribal IV-D programs determined?
- 309.130 How will Tribal IV-D programs be funded and what forms are required?
- 309.135 What requirements apply to funding, obligating and liquidating Federal title IV-D grant funds?
- 309.145 What costs are allowable for Tribal IV-D programs carried out under §309.65(a) of this part?
- 309.150 What start-up costs are allowable for Tribal IV-D programs carried out under §309.65(b) of this part?
- 309.155 What uses of Tribal IV-D program funds are not allowable?