

Office of Regulatory Management
Economic Review Form

Agency name	Department of Social Services
Virginia Administrative Code (VAC) Chapter citation(s)	N/A
VAC Chapter title(s)	N/A
Action title	Update Child Support Enforcement Manual
Date this document prepared	August 28, 2025
Regulatory Stage (including Issuance of Guidance Documents)	Updated Guidance Document for Publication

Cost Benefit Analysis

Table 1a: Costs and Benefits of the Proposed Changes (Primary Option)

<p>(1) Direct & Indirect Costs & Benefits (Monetized)</p>	<p>Direct Costs: No direct cost of the proposed changes:</p> <ul style="list-style-type: none"> • Updated to clarify the Division’s conflict of interest policy and procedures. • Updated to add clarification of Federal Tax Information (FTI) that can be disclosed to another state or tribal IV-D’s child support agency. • Updated to add that the Division will accept a verbal or informal written request for nondisclosure. • Added that verification is required of whether nondisclosure is still needed for an emancipated child with a Family Violence Indicator (FVI) who becomes a CP, NCP or Putative Father (PUTF). • Updated to add that if a temporary child support order is entered in conjunction with a protective order, file a petition to have a permanent support order entered. • Updated to clarify that an income withholding order (IWO) should be issued when an ASO is issued or when a court order is entered unless the order states that income withholding is not ordered. Clarified when an IWO is not issued. <p>Indirect Costs: Describe the indirect costs of the proposed change.</p> <ul style="list-style-type: none"> • Updated to clarify that Accurant should only be used when all other available system resources have been unsuccessful.
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	<ul style="list-style-type: none"> • Updated to clarify what needs to be in the case record to verify how paternity was established. • Updated to include when an employer is found or provided as a reason to issue a National Medical Support Notice (NMSN) to the employer within 2 business days and clarified how to determine the monthly payment amount for the Payment Agreement. <p>Direct Benefits: These updates do not have any financial impact nor monetizable benefits associated with the update/change. This is informational to bring clarity to the guidance for Field staff to follow. Indirect Costs: \$0 Indirect Benefits: \$0.</p> <p>Direct Benefits:</p> <ul style="list-style-type: none"> • Updated to add that cases involving foster care that have a unitary support order for multiple children meeting criteria to initiate civil contempt must be referred to Legal Counsel for review. • Added that support orders with overages that have missing terms or the way the overages are to be addressed is unclear must be referred to Legal Counsel. • Updated to add overages owed may be a part of the child support order. Also updated to add that when an NCP receives a combination of SSI and SSDI or SSR benefits, the case must be referred to court for the establishment of an obligation. • Updated to clarify policy and procedures for reporting loss of funds or assets in a district office. <p>Indirect Benefits: There are no monetizable indirect benefits associated with this change.</p>	
(2) Present Monetized Values	Direct & Indirect Costs	Direct & Indirect Benefits
	(a)	(b)
(3) Net Monetized Benefit		
(4) Other Costs & Benefits (Non-Monetized)		
(5) Information Sources		

Table 1b: Costs and Benefits under the Status Quo (No change to the regulation)

<p>(1) Direct & Indirect Costs & Benefits (Monetized)</p>	<p>Direct Costs: Describe the direct costs of this proposed change here.</p> <p>Indirect Costs: Describe the indirect costs of the proposed change.</p> <ul style="list-style-type: none"> • Updated to clarify a case in the review and adjustment process is an exception to case transfer. Clarified that when a case has transitioned from TANF to non-TANF (NTANF) and the 36-month TANF review is incomplete, the case can be closed using CDIS-NON-TANF APPLICANT REQST CLOSURE/NO ARREARS TO COV, once the review is completed. • Clarified that if the initiating agency notifies the Division that services are no longer needed or that they are closing the case, close the case using CDIS. • Updated to clarify a case in the review and adjustment process is an exception to case transfer. <p>Direct Benefits: Describe the direct benefits of this proposed change here.</p> <ul style="list-style-type: none"> • Updated to add that cases involving foster care that have a unitary support order for multiple children meeting criteria to initiate civil contempt must be referred to Legal Counsel for review. • Added that combination SSI and SSDI or SSR cases must be referred to court to complete the review and adjustment process. Also removed references to the review and adjustment team. • Updated examples for determining the arrears payment for an IWO and updated to clarify how the NCP may contest the IWO in an intergovernmental case. <p>Indirect Benefits: Describe the indirect benefits of the proposed change.</p> <ul style="list-style-type: none"> • Updated to remove the definition for Administrative Review. Also updated to add the definitions for Fictive Kin and Relative Maintenance Support Payment and added wording for FVI Disclosure in an event generated by the worker. • Added a link to the Family Engagement Services (FES) Team Case Referral and added to review the case and pursue all other enforcement actions as appropriate when the NCP is complying with the Agreement, but not with the support order, review the case to pursue all other enforcement actions. • Updated to remove the definition for Administrative Review. Also updated to add the definitions for Fictive Kin and Relative Maintenance Support Payment and added wording for FVI Disclosure in an event generated by the worker. 	
<p>(2) Present Monetized Values</p>	<p>Direct & Indirect Costs</p>	<p>Direct & Indirect Benefits</p>

	(a) Updated to clarify that an income withholding order (IWO) should be issued when an ASO is issued or when a court order is entered unless the order states that income withholding is not ordered. Clarified when an IWO is not issued.	(b) There are no monetizable indirect benefits associated with this change.
(3) Net Monetized Benefit	We cannot quantify cost for the following items as the prior explanation shows this fall with technical amendments to our internal processes.	
(4) Other Costs & Benefits (Non-Monetized)		
(5) Information Sources		

Table 1c: Costs and Benefits under Alternative Approach(es)

(1) Direct & Indirect Costs & Benefits (Monetized)	<p>Direct Costs: Describe the direct costs of this proposed change here. An alternative approach is not feasible because we cannot quantify cost for the items as the prior explanation shows this fall with technical amendments to our internal processes.</p> <p>Indirect Costs: Describe the indirect costs of the proposed change.</p> <p>Direct Benefits: Describe the direct benefits of this proposed change here.</p> <p>Indirect Benefits: Describe the indirect benefits of the proposed change.</p>	
(2) Present Monetized Values	Direct & Indirect Costs	Direct & Indirect Benefits
	(a) None	(b)
(3) Net Monetized Benefit		
(4) Other Costs & Benefits (Non-Monetized)		

(5) Information Sources	
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Impact on Local Partners

Use this chart to describe impacts on local partners. See Part 8 of the ORM Cost Impact Analysis Guidance for additional guidance.

Table 2: Impact on Local Partners

(1) Direct & Indirect Costs & Benefits (Monetized)	The updates to the guidance document have no impact on local partners. Direct Costs: Describe the direct costs of this proposed change here. Indirect Costs: Describe the indirect costs of the proposed change. Direct Benefits: Describe the direct benefits of this proposed change here. Indirect Benefits: Describe the indirect benefits of the proposed change.	
(2) Present Monetized Values	Direct & Indirect Costs	Direct & Indirect Benefits
	(a)	(b)
(3) Other Costs & Benefits (Non-Monetized)		
(4) Assistance		
(5) Information Sources		

Impacts on Families

Use this chart to describe impacts on families. See Part 8 of the ORM Cost Impact Analysis Guidance for additional guidance.

Table 3: Impact on Families

(1) Direct & Indirect Costs &	The updates to the guidance document have no impact on families.
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<p>Benefits (Monetized)</p>	<p>Direct Costs: Describe the direct costs of this proposed change here. We cannot quantify cost for the following items as the prior explanation shows this fall with technical amendments to our internal processes which do not impact our customers-families. Indirect Costs: Describe the indirect costs of the proposed change.</p> <p>Direct Benefits: Describe the direct benefits of this proposed change here.</p> <p>Indirect Benefits: Describe the indirect benefits of the proposed change.</p>	
<p>(2) Present Monetized Values</p>	<p>Direct & Indirect Costs</p>	<p>Direct & Indirect Benefits</p>
	<p>(a)</p>	<p>(b)</p>
<p>(3) Other Costs & Benefits (Non- Monetized)</p>		
<p>(4) Information Sources</p>		

Impacts on Small Businesses

Use this chart to describe impacts on small businesses. See Part 8 of the ORM Cost Impact Analysis Guidance for additional guidance.

Table 4: Impact on Small Businesses

(1) Direct & Indirect Costs & Benefits (Monetized)	<p>The updates to the guidance document have no impact on families.</p> <p>Direct Costs: Describe the direct costs of this proposed change here.</p> <p>Indirect Costs: Describe the indirect costs of the proposed change.</p> <p>Direct Benefits: Describe the direct benefits of this proposed change here.</p> <p>Indirect Benefits: Describe the indirect benefits of the proposed change.</p>	
(2) Present Monetized Values	Direct & Indirect Costs	Direct & Indirect Benefits
	(a)	(b)
(3) Other Costs & Benefits (Non-Monetized)		
(4) Alternatives		
(5) Information Sources		

Changes to Number of Regulatory Requirements

Table 5: Regulatory Reduction

For each individual action, please fill out the appropriate chart to reflect any change in regulatory requirements, costs, regulatory stringency, or the overall length of any guidance documents.

Change in Regulatory Requirements

VAC Section(s) Involved*	Authority of Change	Initial Count	Additions	Subtractions	Total Net Change in Requirements
	(M/A):				

	(D/A):				
	(M/R):				
	(D/R):				
				Grand Total of Changes in Requirements:	(M/A): (D/A): (M/R): (D/R):

Key:

Please use the following coding if change is mandatory or discretionary and whether it affects externally regulated parties or only the agency itself:

(M/A): Mandatory requirements mandated by federal and/or state statute affecting the agency itself

(D/A): Discretionary requirements affecting agency itself

(M/R): Mandatory requirements mandated by federal and/or state statute affecting external parties, including other agencies

(D/R): Discretionary requirements affecting external parties, including other agencies

Cost Reductions or Increases (if applicable)

VAC Section(s) Involved*	Description of Regulatory Requirement	Initial Cost	New Cost	Overall Cost Savings/Increases

Other Decreases or Increases in Regulatory Stringency (if applicable)

VAC Section(s) Involved*	Description of Regulatory Change	Overview of How It Reduces or Increases Regulatory Burden

Length of Guidance Documents (only applicable if guidance document is being revised)

Title of Guidance Document	Original Word Count	New Word Count	Net Change in Word Count
Child Support Enforcement Program Manual	197,753	192,178	5,575

*If the agency is modifying a guidance document that has regulatory requirements, it should report any change in requirements in the appropriate chart(s).