

## TEXAS WORKFORCE COMMISSION LETTER

<b>ID/No:</b>	WD 17-08, Change 1
<b>Date:</b>	May 14, 2008
<b>Keyword:</b>	Child Care
<b>Effective:</b>	Immediately

**To:** Local Workforce Development Board Executive Directors  
Commission Executive Offices  
Integrated Service Area Managers



**From:** Laurence M. Jones, Director, Workforce Development Division

**Subject:** **Verification of Child Support Using the Office of the Attorney  
General Child Support Division Portal: Clarification**

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### **PURPOSE:**

This WD Letter provides **clarified** information and guidance to Local Workforce Development Boards (Boards) on use of the Office of the Attorney General (OAG) Child Support Division (CSD) portal, including:

- when it is permissible to access the CSD portal to verify child support; and
- retention of the Verification of Child Support Income Form (Form 1825).

### **CHANGES TO WD LETTER 17-08:**

New information in this WD Letter is indicated by:

- A ~~strike through~~ of the original language, which indicates that language has been deleted; and
- **Bold** typeface, which indicates new or clarifying language.

### **BACKGROUND:**

Information and guidance regarding access to the CSD portal is contained in WD Letter 19-07, issued March 7, 2007, and entitled “Access to the Child Support Income Verification Application on the Office of the Attorney General Child Support Division’s Portal.”

WD Letter 19-07 states that the purpose of the CSD portal is to assist Boards in verifying:

- child support income, as required in Texas Workforce Commission (Commission) Child Care Services rule §809.44(a)(11); and
- parent cooperation with OAG for cases in which the child has a noncustodial parent, as described in Commission rule §809.76(b)(1)(A).

Verification of parent cooperation with OAG is conducted at initial eligibility determination and at eligibility redeterminations for cases in which there are gaps in the provision of child care services.

While monitoring for compliance with the requirements of WD Letter 19-07, it was discovered that some Boards access the CSD portal to verify child support income during the child care applicant prescreening process—which precedes placement on the waiting list and the initial eligibility determination.

Commission rule §809.18(b) provides Boards flexibility when setting policy on a child care contractor’s prescreening process to establish whether a parent is potentially eligible for child care before placing him or her on the waiting list. However, OAG has zero tolerance for use of the CSD portal without a signed and dated Form 1825 on file; accessing the CSD portal during the prescreening process is an unnecessary step and places the Board at risk of noncompliance.

**PROCEDURES:**

Boards must ensure that:

- the CSD portal is not accessed during child care applicant prescreening for placement on the waiting list;
- ~~the CSD portal is accessed only during~~ **Form 1825 is signed by each child care recipient at** initial eligibility determination and at eligibility redeterminations for cases in which there are gaps in the provision of child care services;
- a completed, signed, and dated Form 1825 is obtained from the custodial parent—before retrieving parent information from the CSD Portal;
- the completed, signed, and dated Form 1825 is retained in the case folder; and
- the CSD portal is accessed to verify child support only for cases in which there is a noncustodial parent and the custodial parent is required to cooperate with OAG in order for OAG to establish paternity and enforce child support on an ongoing basis.

NLF

**INQUIRIES:**

Direct inquiries regarding this WD Letter to [wfpolicy.clarifications@twc.state.tx.us](mailto:wfpolicy.clarifications@twc.state.tx.us).

**RESCISSIONS:**

WD Letter 17-08

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**REFERENCE:**

Texas Workforce Commission Child Care and Development Rules: 40 TAC §809  
WD Letter 19-07, issued March 7, 2007, and entitled “Access to the Child Support Income Verification Application on the Office of the Attorney General Child Support Division’s Portal”

**FLEXIBILITY RATINGS:**

**No Local Flexibility (NLF):** This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must” or “shall.”

**Local Flexibility (LF):** This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”