




Memorandum #383

DATE: September 24, 2009

MEMORANDUM TO: CCS Contractor

FROM: Susan Ashmore, Director of Child Care Services 

SUBJECT: Parent's Guide for Accessing the Office of the Attorney General's Child Support Interactive Web Site

The Texas Workforce Commission (TWC) has released Technical Assistance (TA) Bulletin 215 *Parent's Guide for Accessing the Office of the Attorney General's Child Support Interactive Web Site*.

This TA Bulletin provides guidance to Boards on assisting parents with obtaining child support documentation through the Office of the Attorney General's Child Support Interactive (CSI) web site.

All comments and inquiries pertaining to this policy should be directed to: Susan Ashmore, Director of Child Care Services at (210) 581-1098.

Attached: TWC TA Bulletin and its attachment

WORKFORCE DEVELOPMENT DIVISION
Workforce Policy and Service Delivery Branch
Technical Assistance Bulletin 215

Keyword: Child Care

Subject: Parent's Guide for Accessing the Office of the Attorney General's
Child Support Interactive Web Site

Date: September 23, 2009

This Technical Assistance (TA) Bulletin provides information to Local Workforce Development Boards (Boards) on assisting parents with obtaining child support documentation through the Office of the Attorney General's (OAG) new Child Support Interactive (CSI) Web site.

WD Letter 43-08, Change 1, requires Boards to develop administrative procedures for documenting a parent's child support income and cooperation with OAG. The WD Letter gives Boards the option of requiring parents to provide documentation of child support and cooperation with OAG by accessing OAG's CSI Web site.

OAG has recently enhanced the application on its CSI Web site to provide parents with a customized Child Support Income Verification form that displays child support income for each of the custodial parent's children with an OAG case.

Parents who have an open OAG case can generate a Child Support Income Verification form to meet child support documentation requirements by following the instructions in Attachment 1, the Parent's Guide for Accessing the Child Support Interactive Web Site.

Appropriate staff can assist parents with obtaining child support documentation by:

- having parents access the CSI Web site from computers in the Texas Workforce Center; and
- providing Attachment 1 as a desk aid.

Direct inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.state.tx.us.

Office of the Attorney General
Child Support Division



**Parent's Guide
for Accessing the
Child Support Interactive Web Site**

Standard Operating Procedures

Effective: September 1, 2009

Parent's Guide for Accessing the Child Support Interactive Web Site

Background

As a condition of receiving subsidized benefits, parents must provide Child Care Services (CCS) with child support payment information.

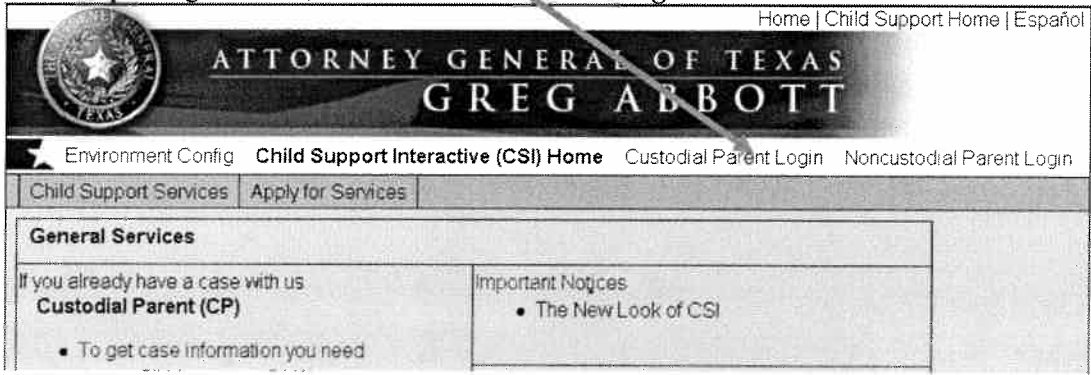
To assist in the documentation of child support income, the Office of the Attorney General (OAG) has provided parents with access to obtain Child Support Income information through the Child Support Interactive (CSI) Web site.

The Child Support Income Verification form will provide the following information:

- Amount and dates of the last three months of child support disbursements to the custodial parent (CP).
 - Amount and frequency of court ordered child support obligations.
-

Generating the Child Support Income Verification Form

Take the following steps:

Step	Procedure
1	<p>Go to the CSI website home page at https://childsupport.oag.state.tx.us/wps/portal/csi</p> <p>At the top navigation bar, click Custodial Parent Login.</p> 

2

At the **Custodial Parent Login** page:

- Enter your **Customer Information Number (CIN)**
- Enter your **Personal Identification Number (PIN)** (last 4 digits of SSN)
- If you do not have a PIN, enter your **TXCSES Member ID** in the **PIN** field
- Click **Login**

Ensure that you safeguard your personal CIN and PIN.

The screenshot shows the 'Custodial Parent Login' page. At the top, there is a header for the 'ATTORNEY GENERAL OF TEXAS GREG ABBOTT' with a star logo on the left and navigation links for 'Home', 'Child Support Home', and 'Español' on the right. Below the header is a menu with 'Environment Config', 'Child Support Interactive (CSI) Home', 'Custodial Parent Login' (highlighted), and 'Noncustodial Parent Login'. Underneath is another menu with 'Child Support Services' and 'Apply for Services'. The main content area is titled 'Custodial Parent Login' and contains the following text: 'For current payment information and case status, please enter your eight-digit customer identification number in the box labeled "CIN" and the last four digits of your social security number in the box labeled "PIN." Then click the **Login** button. If you lost your CIN, click here to request that your CIN be mailed to you. (Note: asterisk [*] indicates a required field)'. Below this text is a form with two input fields labeled 'CIN' and 'PIN', and a 'Login' button. At the bottom of the page, there is a footer with links for 'Accessibility', 'Privacy & Security', 'Open Records', 'Where the Money Goes', 'TRAIL', 'Compact with Texas', 'Texas Online', and 'RSS'.

- If you have lost or forgotten your CIN
 - contact your local OAG office or call 1-800-252-8014
 - request the CIN through CSI
 - CIN will be mailed to CP
- If your case is closed, the response on the Custodial Parent Login screen will state the following:
 - Your case is closed as of *00/00/0000*. If you wish to reopen your case, please call your local office at (800) 555-5555. (The actual phone number provided will be for the office your case was originally assigned to before it was closed.)

- 3 At the **Payments/Case Status** page, click **Income Verification** on the left menu bar.

Home | Child Support Home | Español

ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

Environment Config Child Support Interactive (CSI) Home Logout

Child Support Services Apply for Services

Payments / Case Status **Welcome TIFFANY! (CP)**

Payment Record **Payments/Case Status**

Income Verification Electronic payments are sent to your bank or to your Texas Debit Card account within two business days of being received by the Texas State Disbursement Unit (SDU). However, file transmission problems or bank holidays may delay the date the funds are available to you. **Before using the money in your account, please check with your bank to make sure the money is available.**

Address Change

Feedback

Compliments

Complaints Payments sent by mail are also processed within two business days. Please allow for normal mail

- 4 **Generating the Report:**

In the **Select Delivery Options** section, make sure the **Generate Report** button is selected, and then click the **Continue** button. (NOTE: The **Send Email** option works only for Housing Authority, not CCS).

Home | Child Support Home | Español

ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

Environment Config Child Support Interactive (CSI) Home Logout

Child Support Services Apply for Services

Payments / Case Status

Payment Record

Income Verification

Address Change

Feedback

Compliments

Complaints

Case Questions

FAQs

Contact Us

Webmaster

Find an Office

Important Notices

Forms

Important Notice

Case id	Member Name
0000000000	ANDREWS, TIFFANY

Select Delivery Options

Generate Report - Child Care or Housing Send Email - Housing only

Continue

Accessibility | Privacy & Security | Open Records | Where the Money Goes | TRAL | Comport with Texans | Texas Online | RSS

- 5 In the dropdown box in the **Select Form Type** section, select **Child Care Management Services**.

Home | Child Support Home | Español

ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

Child Support Interactive (CSI) Home Environment Config Logout

Child Support Services Apply for Services

Payments / Case Status
Payment Record
Income Verification
Address Change
Feedback
Compliments
Complaints
Case Questions
FAQs
Contact Us
Webmaster
Find an Office
Important Notices
Forms

Case Id	Member Name
000000000	ANDREWS, TIFFANY

Select Form Type
Form Type: Child Care Management Services

Alternate Agency Information
Information to be included on the form if applicable.

Contact Name:
Comments:

Generate Report Cancel

Accessibility | Privacy & Security | Open Records | Where the Money Goes | TRAC | Contact with Texans | Texas Online | RSS

In the **Alternate Agency Information** section, you may add an optional contact name and a comment that will appear on the Child Support Income Verification form.

Then click **Generate Report**. If you wish to return to the login page, click **Cancel**.

- 6 Wait for the report to generate. When the **File Download** window appears, click **Open**.

Home | Child Support Home | Español

ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

Environment Config Child Support Interactive (CSI) Home Logout

Child Support Services Apply for Services

Payments / Case Status
Payment Record
Income Verification
Address Change
Feedback
Compliments
Complaints
Case Questions
FAQs
Contact Us
Webmaster
Find an Office
Important Notices
Forms

Message:
Request completed. Please wait for the form to generate.

File Download
Do you want to open or save this file?
Name: PaymentHistory.pdf
Type: Adobe Acrobat document
From: westnet.com@state.tx.us
Open Save Cancel

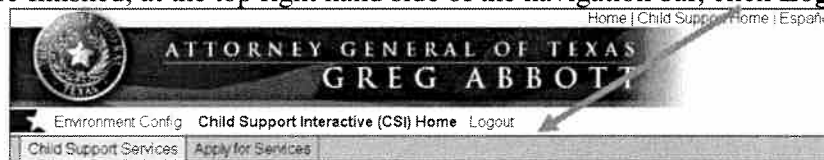
Alternate A
Contact Na
Comments

Generate Report Cancel

Accessibility | Privacy & Security | Open Records | Where the Money Goes | TRAC | Contact with Texans | Texas Online | RSS

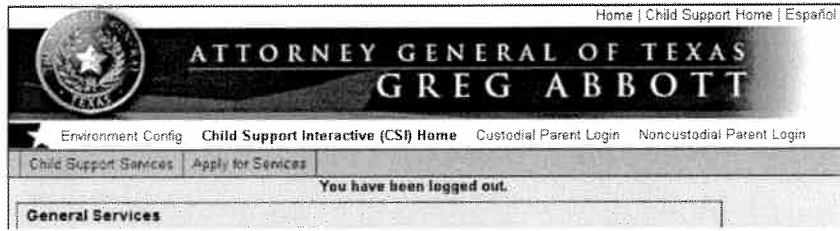
- 7 A PDF file of the **Child Support Income Verification** form opens and can now be printed:

- 8 When you are finished, at the top right hand side of the navigation bar, click **Logout**.



9

Logout is confirmed:



The screenshot shows the header of the Attorney General of Texas website. At the top right, there are links for "Home", "Child Support Home", and "Español". The main header features the Texas state seal on the left and the text "ATTORNEY GENERAL OF TEXAS" and "GREG ABBOTT" in large, bold letters. Below the header is a navigation menu with a star icon and links for "Environment Config", "Child Support Interactive (CSI) Home", "Custodial Parent Login", and "Noncustodial Parent Login". A secondary menu contains "Child Support Services" and "Apply for Services". A central message box states "You have been logged out." Below this, there is a section titled "General Services".