

§ 308.3

State of that information within 10 working days pursuant to §303.7(b)(5) of this chapter.

(iv) Within 20 calendar days after receiving a request for review and adjustment pursuant to §303.7(b)(6) of this chapter.

(2) Responding interstate cases:

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

(ii) The Central registry responding to inquiries from other States within five working days of a receipt of request for case status review pursuant to §303.7(a)(4) of this chapter.

(iii) Within 10 days of locating the non-custodial parent in a different jurisdiction or State, forwarding the case in accordance with Federal requirements pursuant to §§303.7(c)(5) and (6) of this chapter.

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

(v) Within 10 working days of receipt of new information notifying the initiating State of that new information pursuant to §303.7(c)(9) of this chapter.

(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.

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(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.

§ 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 activities. 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 [RESERVED]

PART 310—COMPREHENSIVE TRIBAL CHILD SUPPORT ENFORCEMENT (CSE) PROGRAMS

Subpart A—Tribal CSE Program: General Provisions

Sec.

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310.5 What definitions apply to this part?

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Subpart B—Tribal CSE Program Application Procedures

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310.35 What are the procedures for approval or disapproval of Tribal CSE program applications and plan amendment(s)?

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Subpart C—Tribal CSE Plan Requirements

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310.65 What must a Tribe or Tribal organization include in a Tribal CSE plan in order to demonstrate capacity to operate a Tribal CSE program?

310.70 What provisions governing jurisdiction must a Tribe or Tribal organization include in a Tribal CSE plan?

310.75 What administrative and management procedures must a Tribe or Tribal organization include in a Tribal CSE plan?

310.80 What safeguarding procedures must a Tribe or Tribal organization include in a Tribal CSE plan?

310.85 What reports and maintenance of records procedures must a Tribe or Tribal organization include in a Tribal CSE plan?

310.90 What governing Tribal law or regulations must a Tribe or Tribal organization include in a Tribal CSE plan?

310.95 What procedures governing the location of noncustodial parents must a Tribe or Tribal organization include in a Tribal CSE plan?

310.100 What procedures for the establishment of paternity must a Tribe or Tribal organization include in a Tribal CSE plan?

310.105 What procedures governing guidelines for the establishment and modification of child support obligations must a Tribe or Tribal organization include in a Tribal CSE plan?

310.110 What procedures governing income withholding must a Tribe or Tribal organization include in a Tribal CSE plan?

310.115 What procedures governing the distribution of child support must a Tribe or Tribal organization include in a Tribal CSE plan?

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310.150 [Reserved]

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Subpart E—Accountability and Monitoring

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