

CY2022 State – County Scope of Services Summary of Language Changes

Item #	Section	Language Changes
1	2.19 County’s Responsibilities, NEW Section – Child Support Professional Training	<p>CSA staff to take equity and inclusion training that will be provided by the State.</p> <p>Final Language: All child support agency staff shall annually complete a training for child support professionals not to exceed 4 hours that is approved and provided by DCF. The training shall focus on effective customer service delivery to diverse participants and will include specific training on unintended bias and cultural competence.</p>
2	2.20 County’s Responsibilities, NEW Section – CSA Telework	<p>Teleworking by CSAs, PUB 1075 requirements, virtual check-in, and additional monitoring due to FTI data. This language should be included in the worker’s agreements. BCS to provide checklist of requirements.</p> <p>Final Language: CSAs that permit staff to telework must create a written policy outlining the requirements imposed by IRS Publication 1075 for staff who have access to FTI at a remote worksite. DCF will issue a child support bulletin providing guidance and will provide a copy of DCF’s FTI teleworking policy. The policy shall also outline how the CSA will monitor staff and ensure staff are following those requirements. In the event a staff member fails to comply with Publication 1075 telework requirements, the CSA shall immediately notify BCS.</p>
3	3.14 State Disbursement Unit (SDU) Advisory Group	<p>Remove SDU Advisory Committee language.</p> <p>Renumber section as needed.</p>
4	2.16 IRS Contract Language for General Services	<p>Original Proposal: Remove “The State is responsible for the issuance of a Child Support Bulletin to CSAs, which communicates the detailed requirements for the confidentiality of IRS information.” Comment - the requirements of Pub. 1075 are extensive and there are references within Pub. 1075 to other applicable laws.</p> <p>Final Language: The State will continue to provide Child Support Bulletins or similar guidance to CSAs, which communicate basic requirements and updates from the IRS for the confidentiality of Federal Tax Information.</p>