

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	00- Miscellaneous Issuances Manual
	Part No./Name	E- Executive Bulletins
	Section No./Name	E-2500 Executive Bulletins
	Document No./Name	E-2548-00 Notice of Changes to DCFS Stored Value Card Program
	Effective Date	November 1, 2015

The State of Louisiana is in the process of moving stored value card services to a new bank. For DCFS customers, this change will take place in early 2016. The attached notice will be sent within the next few weeks to all CSE customers who have a DCFS Direct Payment Card. The notice encourages customers to sign up for direct deposit and asks that they update their contact information through CAFÉ. Requests for direct deposit forms and any updates to contact information will be received through Client Message Center in LASES Web and handled by Customer Service Representatives. Of course, CSE and DA staff should update contact information when received by the local office.

Direct deposit is the most convenient, secure, and efficient method to receive child support payments, and customers should be encouraged to sign up for direct deposit. Going forward:

- Direct Deposit Authorization forms should be offered to the custodial parent at every contact.
- Direct Deposit Forms and Instructions should be provided to custodial parents when a new order is established.
- If the customer chooses to complete the form when offered, it must be signed and dated. An original voided check or deposit slip must be provided for deposit into a checking account. If the account is a savings account at a credit union or savings and loan, a financial institution printout is required. Forward all completed authorization forms daily to:

LA CSC
Direct Deposit
P. O. Box 65165
Baton Rouge, LA 70896-5165

- Review and update the custodial party's address at every available opportunity.
- The Direct Deposit Form and Instructions can be accessed on the DCFS website and on the Policy Management System.

The goal of CSE is to minimize the impact of this transition on both customers and staff. If you have questions regarding policy or procedures, please forward them to DCFS-SES-Policy@la.gov. For questions regarding specific case financial issues, please contact DCFS-SES-Financial@la.gov.

Attachment

Date

URGENT NOTICE REGARDING DIRECT PAYMENT CARD CHANGES



Our records indicate that your child support payments are currently deposited to a DCFS Payment Card. This letter is to notify you that the State of Louisiana will be moving these services to a new bank in early 2016. DCFS Payment Cards allow customers who do not have personal bank accounts to receive child support payments electronically.

DCFS strongly encourages customers who have personal bank accounts to **sign up for direct deposit**. Direct deposit is the most convenient, secure, and efficient method to receive your child support payments and eliminates the potential risk of delayed payments during this transition. Payments will continue to be deposited to your DCFS Payment card until you enroll in direct deposit or you receive a new debit card from the new bank. You will be able to use your current payment card until all funds on the card have been expended.

For your convenience, we have enclosed a **direct deposit authorization form**. You may also visit our website at www.dcfslouisiana.gov/CSE to access the direct deposit authorization form and instructions. Complete the form and return it to:

LA CSC
Direct Deposit
P. O. Box 65165
Baton Rouge, LA 70896-5165

In addition, it is important that DCFS has your current contact information. This information is used to notify you of important activities associated with your case. Follow these simple steps to check/update your contact information.

1. Sign in using your LA CAFÉ account at: www.dcfslouisiana.gov/CAFE/.
2. Click on the Check My Cases link on the page labeled MyAccount.
3. Click on Child Support Enforcement Details located under Case Summary.
4. Click on "Member Information" tab to verify your address, email address and phone numbers. If information needs to be updated, click on the "General Information" tab at the top of the page.
5. Select the Child Support Enforcement Message Center link located in the General Information Section.
6. Click on Submit a Question link and enter your updated information in the box labeled "Question" and click "Submit Question".

If you do not have access to the internet, please call the Customer Service Center at 1-888-524-3578 for assistance or to report new contact information.

LA CSC
DIRECT DEPOSIT
P. O. Box 65165
Baton Rouge, LA 70896-5165

TEL: 1-800-256-4650
225-922-8100
TDD: 225-922-8111

OR

FAX: 225-248-0487
(Cancellation of Direct Deposit Only)

AUTHORIZATON FORM: Direct Deposit

Please Type or Legibly PRINT all information below in ink.

Check One: ☐ New Request ☐ Change Account ☐ Cancel Direct Deposit

Section 1: CUSTODIAL PARENT INFORMATION

Name: _____ LASES Case Number _____
Mailing Address: _____ City/State/ZIP: _____
Daytime Telephone: _____ Home Telephone: _____
Social Security Number: _____ Email: _____

Section 2: FINANCIAL INSTITUTION INFORMATION

Name of Financial Institution: _____
City/State/ZIP: _____ Telephone: _____
Routing Number: _____ Account Number: _____
Account Type (Check One): ☐ Checking ☐ Savings

***Note:** Be sure to include a pre-printed deposit slip or voided check. If the account is a savings account at a credit union or savings and loan, a financial institution printout showing the account number and routing number is required.

Section 3: AUTHORIZATION AGREEMENT FOR DIRECT DEPOSIT OF CHILD SUPPORT PAYMENTS

I authorize Child Support Enforcement Services (CSE) to deposit my child support payments directly into my checking account or savings account as specified above. CSE is also authorized to adjust any over/under deposit it has made to my checking account or savings account. I understand the deposits/adjustments will be made electronically by Automated Clearing House Network (ACH) transactions and I must allow the Federal Reserve two workdays from the disbursement date to have the funds available to my financial institution. I also understand the following: It is my responsibility to provide correct routing and account information for ACH transmissions by attaching a voided check or pre-printed deposit slip from my financial institution. I will immediately notify Customer Service Center (CSC) if my banking information changes. I must submit a new authorization form to change my direct deposit. I can stop my direct deposit by notifying the CSC. I must notify the CSC of any changes to my address. I must include my name and LASES case number on all correspondence regarding direct deposit. The CSC and website provide the date the CSE system disbursed my payment. To verify when a payment is posted to my account and funds are available, I will have to contact my financial institution.

By signing below I signify that I have read and agree to all of the conditions listed above.

Signature: _____ Date Signed: _____

Office Use Only

Sent By: _____ Date Received: _____ / _____ / _____ Entered By: _____