APPENDIX A

Hawaii Child Support Enforcement
IVR System

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Overview

The Hawaii Child Support Enforcement Agency (CSEA) IVR system allows callers to perform the following actions:

- Listen to instructions on using the system
- Listen to case information, including:
  - Payments / Disbursements / Balances
  - Case status
  - Hearings
  - Enforcement actions
- Request forms to be mailed
- Access special contact numbers if attorneys, employers, and out of state agencies
- Listen to general information
- Transfer to a Customer Service Representative (CSR)

System Specifics

System Entry

When a call is received, the Hawaii CSEA system first determines if the IVR is available. IVR availability is configurable through the System Administration application (refer to System Administration).

If the IVR is not available, the caller is informed and transferred to a Customer Service Representative (CSR). If the IVR is available, a brief greeting message is played.

Optional Message

Following the greeting, an optional message plays, if enabled. The optional message can be used to inform callers of any special situations that exist or inform callers of upcoming events. The optional message can be activated by the system administrator through the System Administration Interface (refer to *System Administration* section).

System Usage Options

The Hawaii CSEA application is designed so that callers can use the system with speech recognition or as a touchtone system. Each prompt allows callers to respond using touchtone or spoken responses.

Main Menu

The Main Menu options are as follows:

- Instructions for first time users
- Account and payment information
- General information
- Special contacts for attorneys, employers, and out of state agencies
- Transfer to a CSR
- Repeat these options

If the caller selects instructions, a message plays detailing how to use the system. The caller can repeat the message or return to the Main Menu.

Account Entry

Callers selecting account information from the Main Menu are prompted to enter and confirm their Personal Identification Number (PIN) (7-10 digits, all numeric) and access code (4 digits, all numeric). Callers who do not have a PIN and access code can request that a PIN and access code be mailed to them if they have a valid address. The caller must enter their SSN which is used to verify the user's address in the CSEA import file. If no SSN is found in the import file, or if the SSN does not have a valid address, the caller is informed and transferred to a CSR during business hours, or asked to mail in their request if the call is after hours.

If the caller enters a valid account number, looks up the account in the CSEA import file. If the account is found, the system ensures that the access code matches the account. If so, the call flow continues to Case Selection. If the account is not found, or if the access code does not match the account, the caller is prompted to re-enter the numbers, request their PIN/access code, transfer to a CSR, or return to the Main Menu.

Case Selection

Once a valid account is identified by the caller, retrieves all cases associated with the account. If there is only one case, the system announces the case number to the caller, and the flow continues to the appropriate case menu (*see below*). If more than one case is associated with the account, the system prompts the caller to either provide a case number (7-9 digits, all numeric) or listen to a list of cases. If the caller selects the list, the system builds a menu of the available cases, and prompts the caller to select the case they are accessing by reading back the case numbers of the cases for the caller to choose from. Once selected, the call flow continues to the appropriate case menu.

Case Menus

The options from which a caller can select depend on the identity of the caller in relation to the case selected. A caller can be identified as one of four types:

- Custodial Parent, IV-D Participant (CP IVD)
- Non-Custodial Parent, IV-D Participant (NCP IVD)
- Custodial Parent, Non-IV-D Participant (CP Non-IVD)
- Non-Custodial Parent, Non-IV-D Participant (NCP Non-IVD)

CP IVD Case Menu

A caller identified as CP IVD is presented with the following case options:

- CP Payment information
- Case status (if case status is enabled)
- Information on hearings
- Request forms to be mailed
- Select a different case (only offered if the account has multiple cases and if multiple case lookup is enabled)
- Transfer to a CSR
- Return to the Main Menu
- Repeat these options

NCP IVD Case Menu

A caller identified as NCP IVD is presented with the following case options:

- NCP Payment information
- Case status (if case status is enabled)
- Enforcement actions
- Information on hearings
- Request forms to be mailed
- Select a different case (only offered if the account has multiple cases and if multiple case lookup is enabled)
- Transfer to a CSR
- Return to the Main Menu
- Repeat these options

CP Non-IVD Case Menu

A caller identified as CP Non-IVD is presented with the following case options:

- CP Payment information
- Request forms to be mailed
- Listen to list of IV-D services
- Select a different case (only offered if the account has multiple cases and if multiple case lookup is enabled)
- Transfer to a CSR
- Return to the Main Menu
- Repeat these options

NCP Non-IVD Case Menu

A caller identified as NCP Non-IVD is presented with the following case options:

- NCP Payment information
- Request forms to be mailed
- Listen to list of IV-D services
- Select a different case (only offered if the account has multiple cases and if multiple case lookup is enabled)
- Transfer to a CSR
- Return to the Main Menu
- Repeat these options

CP Payment Information

When a CP caller selects the payment information option, the caller is presented with the following menu:

- Amounts applied (Allocations) to the case in the last 2 months
- Disbursements for last 2 months
- Obligation balances
- Other options for the case
- Transfer to a CSR
- Return to the Main Menu

Allocations

When the allocation option is selected, the system captures the payments from the last 2 periods. If there are no allocations, the caller is informed and returned to the CP Payments menu. If there are allocations, the system plays back the following information for each:

- Period amount was applied (month and year)
- Amount applied
- Date payment received

After all allocations are played back, the caller is returned to the CP Payments menu.

Disbursements

When the disbursement option is selected, the system captures the disbursements from the last 2 periods. If there are no disbursements, the caller is informed and returned to the CP Payments menu. If there are disbursements, the system plays back the following information for each:

- Period amount was disbursed (month, year)
- Check number (if available; only included in the import file for payments disbursed via paper check)
- Disbursement amount
- Issued to (receiver of disbursement noted by FIPS code, default to CP)
- Date Issued
- Whether check was cashed (if applicable; only included in the import file for payments disbursed via paper check)
- If disbursement was disbursed for multiple cases, amount disbursed for each case

To determine the method of disbursement, each disbursement record will include a disbursement method of either 'C' (check), 'E' (electronic), or "blank" (reimbursement of TANF benefits).

To determine the receiver of a disbursement, each disbursement record will be accompanied by one or more of the following: FIPS code, Check number, or “blank”.

- If the FIPS code exists along with the Check number and a method of 'C', the disbursement was issued by check to the State corresponding to the FIPS code.
- If the FIPS code exists with no Check number and a method of 'E', the disbursement was issued electronically to the State corresponding to the FIPS code.
- If the Check number exists without the FIPS code and a method of 'C', the disbursement was issued by check to the custodial parent of the case.

- If there is no Check number listed and no FIPS code and a method of 'E', the disbursement was issued electronically to the custodial parent of the case.
- If there is no Check number listed and no FIPS code and a method of 'blank', the disbursement was issued to the State of Hawaii as a reimbursement of TANF benefits.

After all disbursements are played back, the caller is returned to the payment menu.

Balances

When the balances option is selected, the system determines if a balance exists. If there is a zero balance, the caller is informed and returned to the CP Payments menu. If there are balances, the system plays back the following information:

- Balance owed to CP (if applicable)
- Balance owed to State (if applicable)
- Total balance
- Notification that an OIW served to employer of the NCP (if applicable)

The caller is then returned to the CP Payments menu.

NCP Payment Information

When an NCP caller selects the payment information option, the caller is presented with the following menu:

- Payments and allocations for last 2 months
- Obligation balances
- Other options for the case
- Transfer to a CSR
- Return to the Main Menu

Payments and Allocations

When the allocation option is selected, the system captures the payments from the last 2 periods. If there are no payments or allocations, the caller is informed and returned to the NCP Payments menu. If there are payments or allocations, the system plays back the following information for each:

Payments not applied

- Amount
- Date payment received

Payments applied

- Amount applied
- Date payment received
- Period amount was applied (month, year)

After all payments and allocations are played back, the caller is returned to the NCP Payments menu.

Balances

When the balances option is selected, the system determines if a balance exists. If there is a zero or credit balance, the caller is informed and returned to the NCP Payments menu. If there are balances, the system plays back the following information:

- Balance owed to CP (if applicable)
- Balance owed to State (if applicable)
- Total balance

The caller is then returned to the NCP Payments menu.

Case Status

When the case status option is selected, the system determines which case status activities are marked with an "Active" flag.

If no activities are marked as active, the caller is informed and returned to the appropriate case menu.

If there are activities marked, the system plays back all activities marked active.

The caller is then given the following options:

- Repeat the information
- Other options for the case
- Transfer to a CSR
- Return to the Main Menu

NCP IVD Enforcement

When the enforcement option is selected from the NCP IVD case menu, the system determines the available information concerning enforcement for the case. If there is no information for each item, that item is not read back. If there is information, the system plays back the information.

Information:

- Federal offset information, read back federal offset referral date and amount of last balance reported
- State offset information, read back state offset referral date and amount of last balance reported
- Credit bureau reporting, read back credit bureau and referral date
- Order for Income Withholding amount, read back total amount
- Suspended license information, read back notice referral date, release date, or notice certification date (only provided if license suspension information is enabled as a System Parameter setting).

The caller is then given the following options:

- Repeat the information
- Other options for the case
- Transfer to a CSR
- Return to the Main Menu

Hearings

When the hearings option is selected, the system checks for hearing or meeting types with a date.

If no hearings or meetings have been scheduled, the caller is informed and returned to the appropriate case menu.

If a hearing or meeting is scheduled, the hearing or meeting type, date, time, and location are played back for all scheduled hearings and meetings

The caller is then given the following options:

- Repeat the information
- Other options for the case
- Transfer to a CSR
- Return to the Main Menu

Request Forms

When a caller requests forms to be mailed, a brief introduction plays informing the caller that all forms available for a case may be requested once each during a single day.

A list of the available forms then plays. After each form in the list is played, the system prompts the caller to select the form or continue. After the last form is played, the system determines if the caller chose any forms. If not, the caller can repeat the list, or return to the appropriate case menu.

If the caller did select one or more forms, the system repeats these forms back to the caller for confirmation. Once confirmed, the system writes the form numbers to the export file. The caller is then given the option to return to the appropriate case menu or the main menu.

General Information

Callers selecting the General Information option are presented with a menu that may include up to eight options. Each option may include a general information message and/or a submenu of up to eight options. This may continue for several levels of messages and/or menu options.

While the general information module is dynamic and the options and the messages can be changed, the CSEA general information module will be initially configured as follows.

General information topics include:

- Office locations and hours
  - Oahu
  - Hawaii
  - Maui
  - Kauai
- Information about making payments
  - Address to mail payments (State Disbursement Branch)
  - Payment Processing including direct deposit
  - Public Assistance
- Enforcement services and actions
  - Collection of OIW & UIB
  - Federal Offset Program
  - State Tax Offsets
  - Referral of Names to Credit Bureau
  - Liens
  - Medical Support
- Paternity services
- Orders services
  - Establishment of support
  - Modification of support
  - Termination of support
- Interstate services
- Listing of services available to case participants who qualify for IV-D Services
- Location services
- Frequently asked questions
  - Change of custody
  - Emancipation
  - Closing a case
  - Tax intercept claims
  - IVD vs. Non-IVD cases
  - Adoption
  - Other information

Special Contacts

Callers selecting the special contacts option from the Main Menu are prompted to identify themselves as attorneys, employers, or out of state agencies.

Attorneys

If the caller is identified as an attorney, the system determines if the call is during attorney service hours (System Availability hours). If during

hours, the call is transferred to the attorney service line (the IVR attempts to transfer the caller to a series of attorney transfer numbers until an open line is found and the call is transferred). If not during hours, the caller is informed of the hours and offered the option of returning to the Main Menu.

Employers

If the caller is identified as an employer, the system determines if the call is during customer service business hours. If during hours, the caller is given the options to listen to information concerning employers, transfer to a State Disbursement Branch representative, or transfer to a CSR. If not during hours, the caller is informed of the hours and given the option to listen to information concerning employers or hang up.

If the caller selects to listen to information concerning employers, the caller is given the following employer information options:

- Wage withholding
- Medical enforcement
- EFT information
- Employer responsibility
- New hire reporting
- Information on stopping payments

Each option plays an informational message. After listening to each message, the employer information options repeat.

Agencies

If the caller is identified as an out of state agency, the system determines if the call is during customer service business hours. If during hours, the call is transferred to a CSR. If not, the caller is informed of the hours and given the option of leaving a voice mail message or hanging up.

FIPS Entry for Agency Voice Mail

If the caller opts to leave a voice mail message, the system prompts the caller to enter a FIPS number, which identifies the state agency. If the FIPS number is valid, the caller is transferred to voice mail. If the FIPS number is not valid, the caller is allowed to retry the number or return to the Main Menu.

Transfers

All transfer during non-business hours will be played a message stating the business hours and to call back during those hours. The caller is given the option of returning to the Main Menu or hanging up.

If during business hours, the IVR determines if KEIKI is down (configurable System Parameter). If KEIKI is down, the caller is informed that representatives will only be able to answer general inquiries. The caller is given the option of returning to the Main Menu or continuing to transfer.

For callers who are transferred, the system determines if the CSEA ACD is full (IVR receives a busy signal). If the ACD is full, the caller is

informed and returned to the Main Menu.

System Administration

System Administration Application provides the CSEA System Administrator access to system administration functions.

The System Administration Application provides the following options:

- **Reports** – allows the administrator to generate system reports. Date ranges and report destination are configurable (refer to *Reports* section)
- **Auto Reports** – allows system reports to be automatically generated on a regularly scheduled basis
- **System Settings** – allows the administrator to configure system parameters such as:
    - Transfer extensions (provide the transfer extension for CSR, Voice Mail, and Hotline transfers)
    - Multiple Case Lookup (allows callers to access more than one case per call when enabled)
    - Case Status Lookup (allows caller to access case status when enabled)
    - License Suspension Lookup (allows callers to hear license suspension information as part of Enforcement actions flow when enabled)
    - Enable Greeting Barge Ahead (allow callers to “key ahead” without listening to the Greeting)
    - Enable Main Menu Barge Ahead (allow callers to “key ahead” without listening to the entire Main Menu script)
    - Enable Hold Message (when enabled, system plays the (configurable) estimated hold time to callers who are being transferred to a representative.
    - Hold Time (provide the number of minutes the caller is estimated to be on hold before reaching a representative).
    - Enable Optional Message (when enabled, the system plays the optional message greeting message).
    - Enable General Information (Enables the General Information module. If this box is left unchecked, callers who select the

option for General Information will be informed that no information is currently available and will be returned to the Main Menu).

- **Hours of Availability** – allows the administrator to set hours of availability for:
  - IVR availability
  - Customer Service Representatives
  - Attorney Transfers
- **Attorney Transfer Extensions** – allows the administrator to manage the attorney transfers extensions.
- **Manage Users** – Create users and manage their system access (including ability to change passwords)

Reports

System Reports

The Hawaii CSEA system provides the following system reports:

- Call Summary – The Call Summary report provides summary information about all calls received during the designated report period.
- Call Details – The Call Details report provides specifics about each call received during the designated report period.
- Port Usage – The Port Usage report provides a matrix of port number represented along the y-axis and time (hourly) represented along the x-axis, with call volume for time/port specified.

Manual Reports

System Reports can be manually generated in the System Administration Application. The date range of each report is configurable.

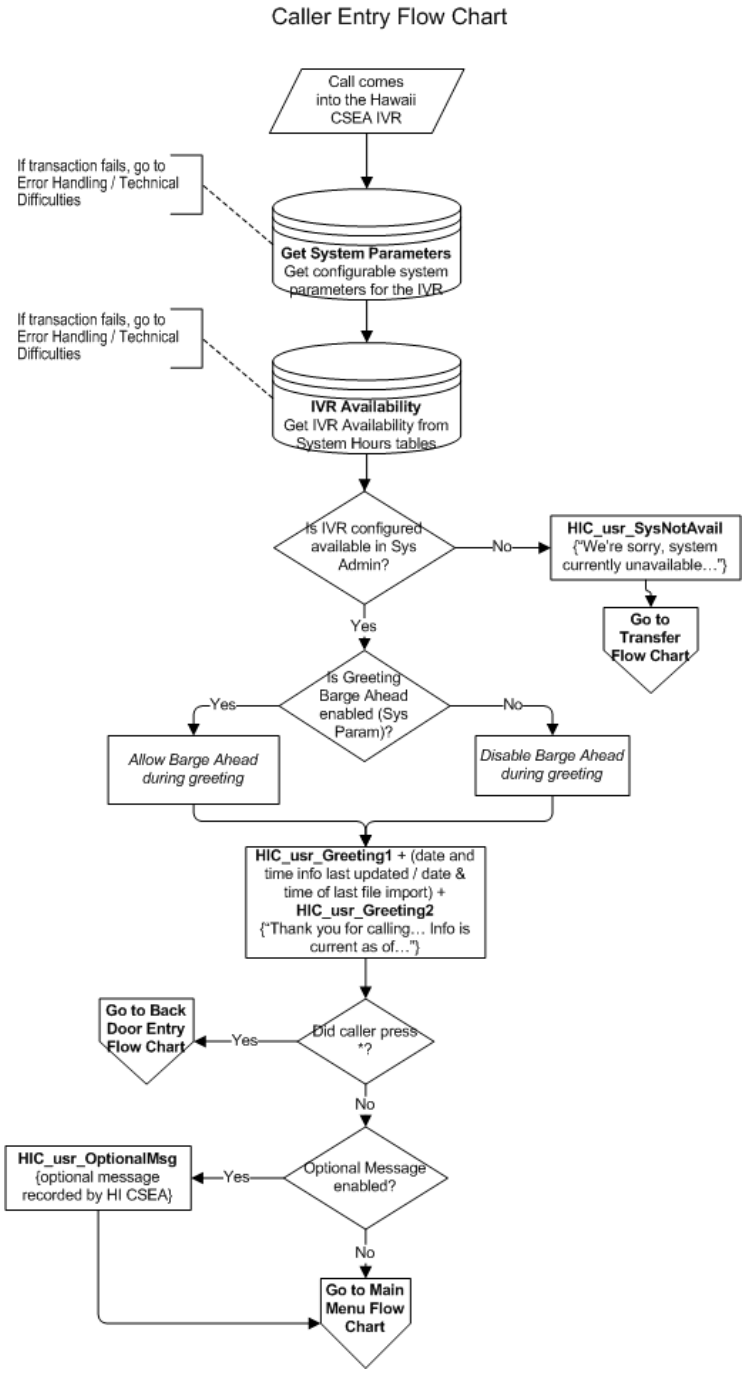
Auto Reports

The Auto Reports option of the System Administration Application allows the system reports to be automatically generated, and either printed to an attached (or network) printer, emailed to a designated email address, or placed on a network directory.

Call Entry Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_SysNotAvail	We're sorry. The State of Hawaii Child Support Enforcement Agency system is currently unavailable.
HIC_usr_Greeting1	Thank you for calling the State of Hawaii Child Support Enforcement Agency automated information system. This automated system is available 24 hours a day. Information is current as of…
HIC_usr_Greeting2	If you have not signed up for the receipt of payments through direct deposit to your bank account, you will be enrolled in a debit card program with US Bank called ReliaCard. This change in the way that payments are disbursed to custodial parents will occur over a two month transition period beginning November 4, 2009. When your name is selected for conversion to the debit card program, you will receive your personal ReliaCard along with information and instructions for its use in the mail. The only requirement for receiving your ReliaCard is that you must have the following personal data on file with the Child Support Enforcement Agency: mailing address; social security number; and, date of birth. If any of these items are missing and you have not signed up for direct deposit, payments may be delayed or returned to the Non-custodial Parent. Please also be aware that during the conversion to the debit card, your initial access to the payment may be delayed until you activate the card. Write to us, or call a customer service representative with your PIN and access code to sign up for direct deposit or to update your personal information. This will ensure that your conversion to the electronic transmittal of payments is completed with little or no interruption to your receipt of child support payments.
HIC_usr_OptionalMsg	{Recorded and enabled/disabled by System Administrator}

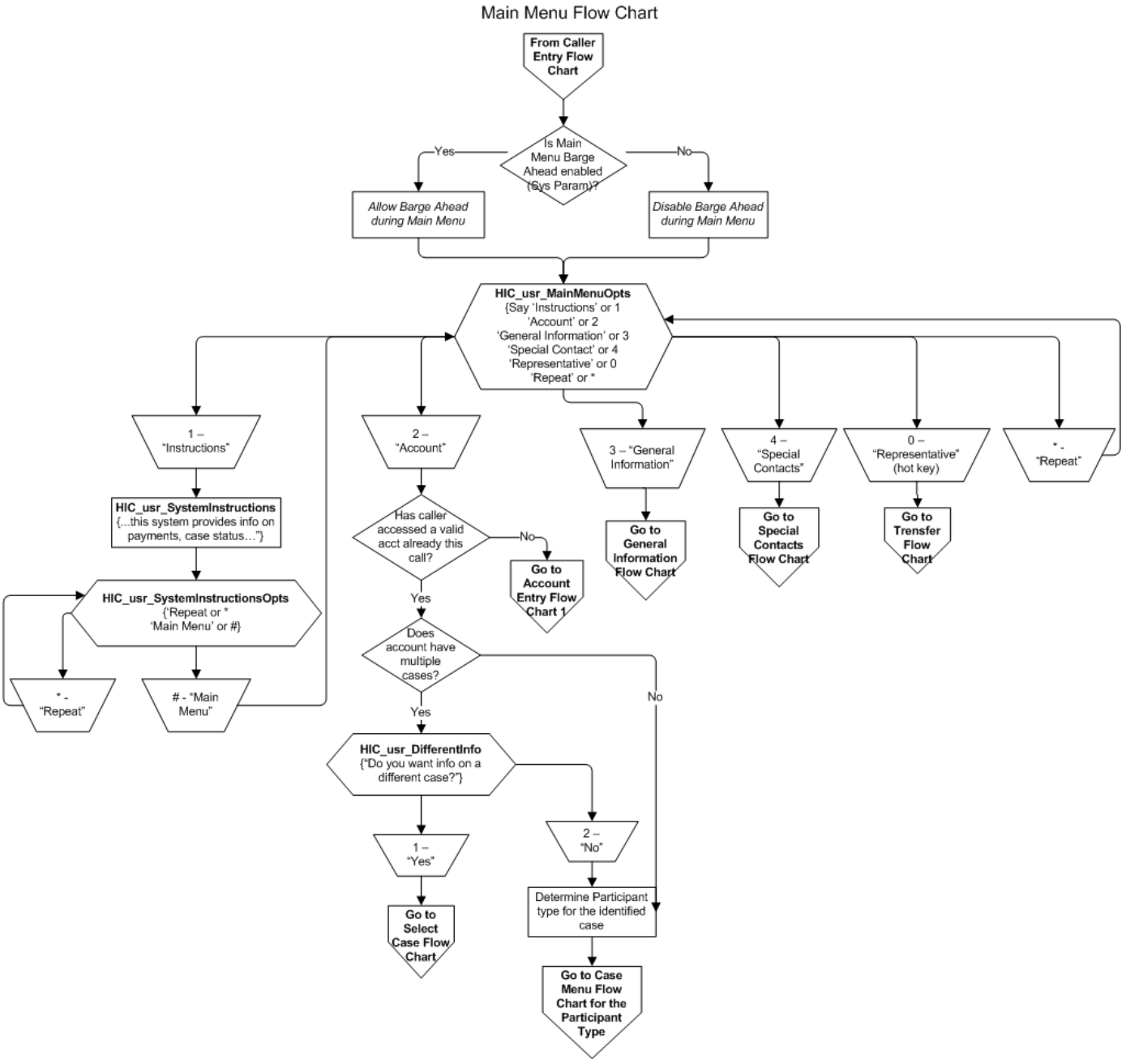
Call Entry Flow Chart



Main Menu Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_MainMenuOpts	If you are a first time user and need instructions for using this system, say “Instructions” or press 1. For account and payment information, say “Account” or press 2. For general information, say “General Information” or press 3. If you are an attorney, employer, or out of state agency, say “Special Contact” or press 4. To speak with a representative about any other information at any time, say “Representative” or press zero. To repeat these options, say “Repeat” or press star.
HIC_usr_DifferentInfo	Do you want to look up information for a different case? Say “yes” or press 1, or say “No” or press 2.
HIC_usr_SystemInstructions	In addition to general information, this system provides information on payments, case status, and scheduled hearings. You can also request forms using this system. To access information specific to your account, you will need your personal identification number and your access code. Your personal identification number is seven to ten digits and your access code is four digits. Both numbers were sent to you on our introduction notice, form FSU004, that was mailed to you upon the establishment of your case. The case number is the seven to nine digit number that can be found on a number of different forms that have been transmitted to you including notices, application for services and billing/statements. Please refer to the correspondence that you have received from our office. If you do not have your personal identification number and access code, you may request that they be mailed to you. Select the account option at the main menu, and at the prompt that asks if you have your personal identification number and access code, indicate that you do not. You will need your Social Security Number to request a new PIN and access code.
HIC_usr_SystemInstructionsOpts	To repeat this information, say “Repeat” or press star. To return to the Main Menu, say “Main Menu” or press pound.

Main Menu Flow Chart

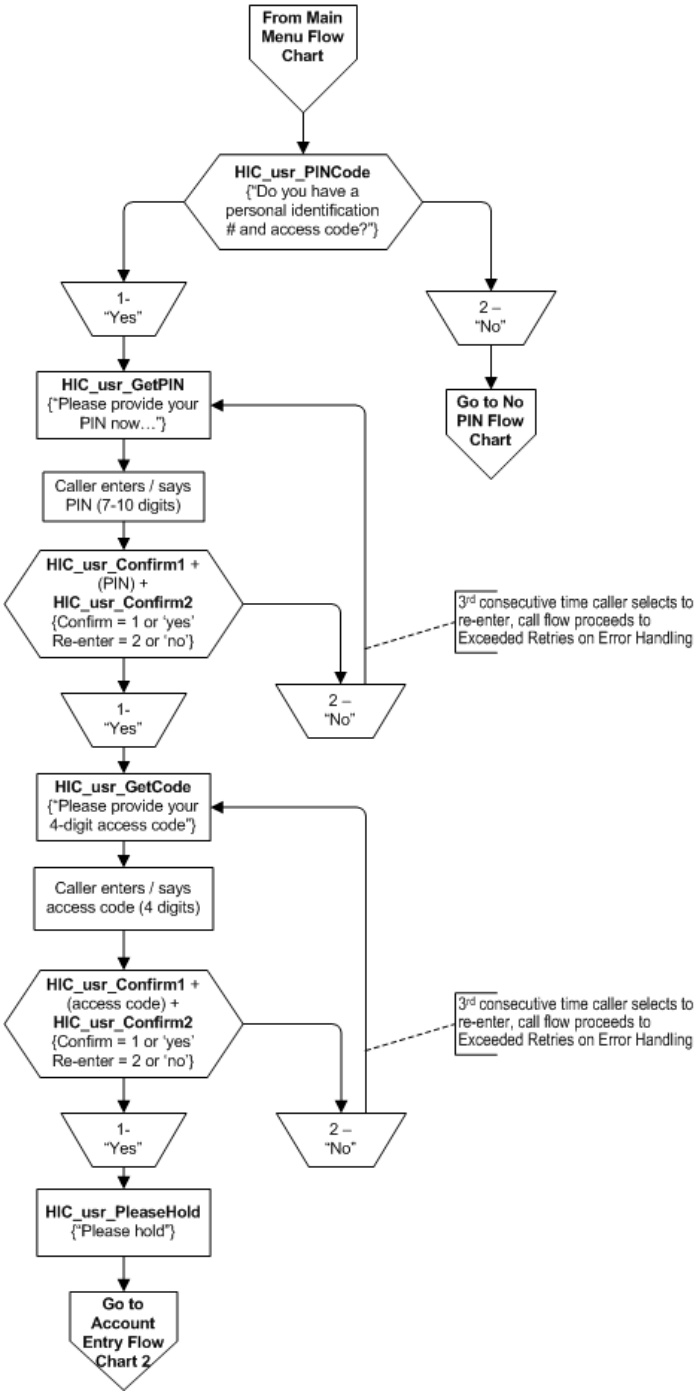


Account Entry Voice Scripts

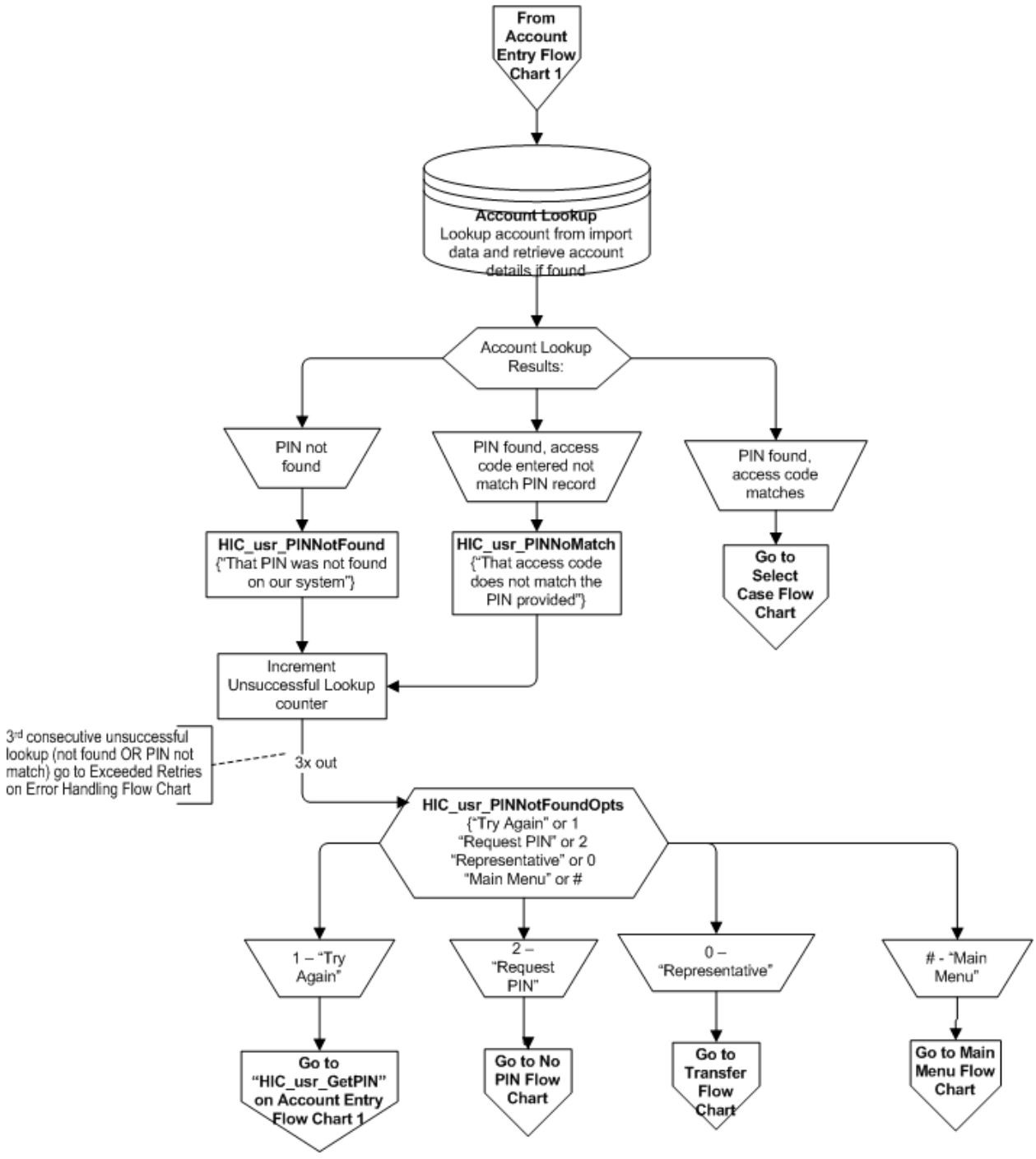
English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_PINCode	Do you have a personal identification number and access code? Say “yes” or press 1, or say “no” or press 2.
HIC_usr_GetPIN	Please say or enter your personal identification number now.
HIC_usr_Confirm1	Let me confirm that.
HIC_usr_Confirm2	Is that correct? Say “yes” or press 1, or say “no” or press 2.
HIC_usr_GetCode	Please say or enter your 4-digit access code now.
HIC_usr_PleaseHold	Please hold.
HIC_usr_PINNotFound	That PIN was not found on our system.
HIC_usr_PINNoMatch	That access code does not match the PIN provided.
HIC_usr_PINNotFoundOpts	To try the PIN number again, say “Try Again” or press 1. To request a PIN and access code, say “Request Pin” or press 2. To speak with a representative, say “Representative” or press zero. To return to the Main Menu, say “Main Menu” or press pound.

Account Entry Flow Charts

Account Entry Flow Chart 1



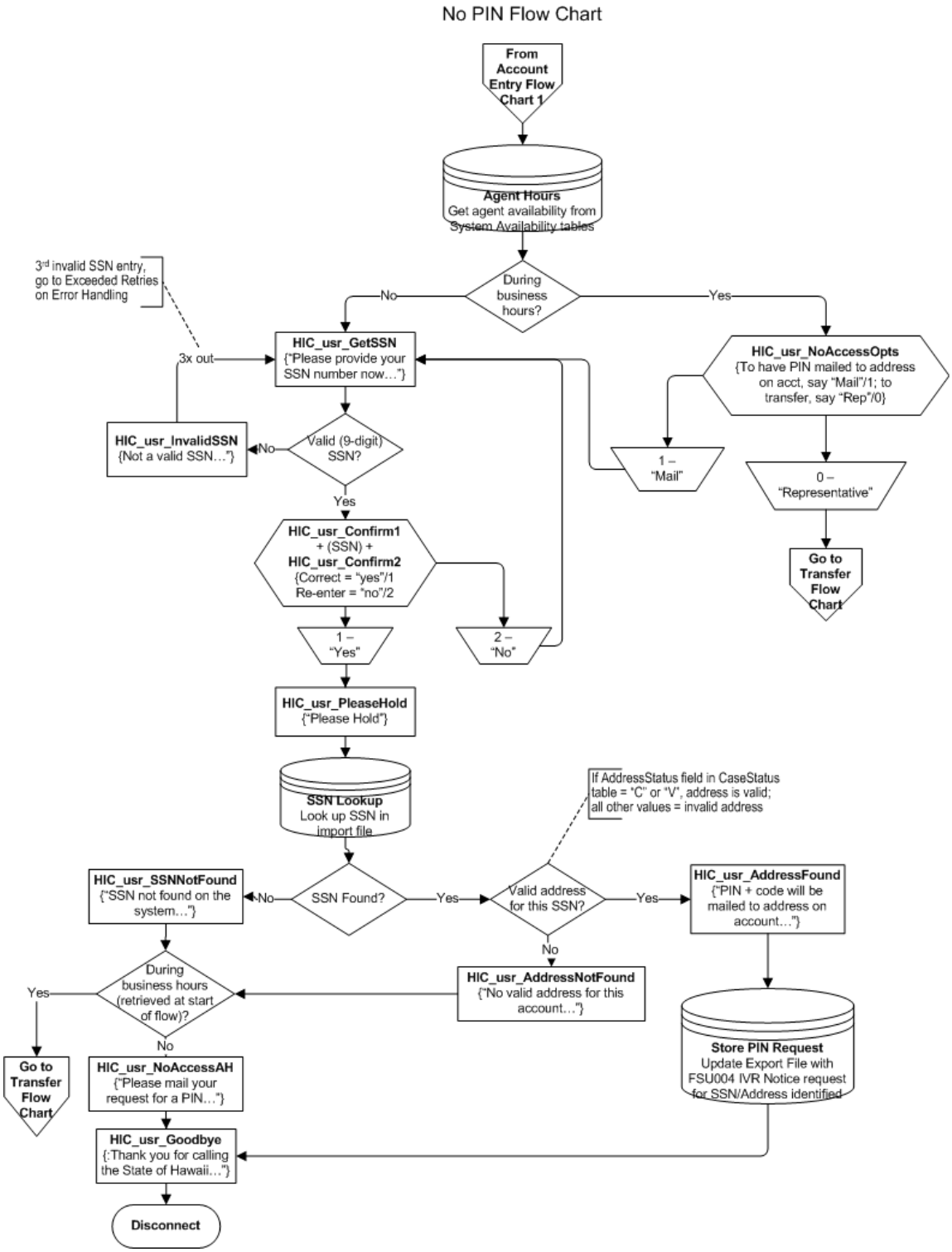
Account Entry Flow Chart 2



No PIN Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_NoAccessOpts	To have a PIN and access code mailed to the address on your account, say “Mail” or press 1. To speak to a representative, say “Representative” or press zero.
HIC_usr_GetSSN	Please say or enter your 9-digit Social Security number now.
HIC_usr_InvalidSSN	That does not appear to be a valid Social Security Number.
HIC_usr_Confirm1	Let me confirm that.
HIC_usr_Confirm2	Is that correct? Say “yes” or press 1, or say “no” or press 2.
HIC_usr_Pleasehold	Please hold.
HIC_usr_SSNNotFound	That social security number was not found on our system.
HIC_usr_NoAccessAH	Please mail your request for a PIN and access code to the nearest Child Support Enforcement Agency office.
HIC_usr_Goodbye	Thank you for calling the State of Hawaii Child Support Enforcement Agency automated information system. Goodbye.
HIC_usr_AddressNotFound	We do not appear to have a valid address for this account.
HIC_usr_AddressFound	A PIN and access code will be mailed to the address on this account. If you moved and have not updated your address with us, please mail in your new address and request for your PIN and access code.

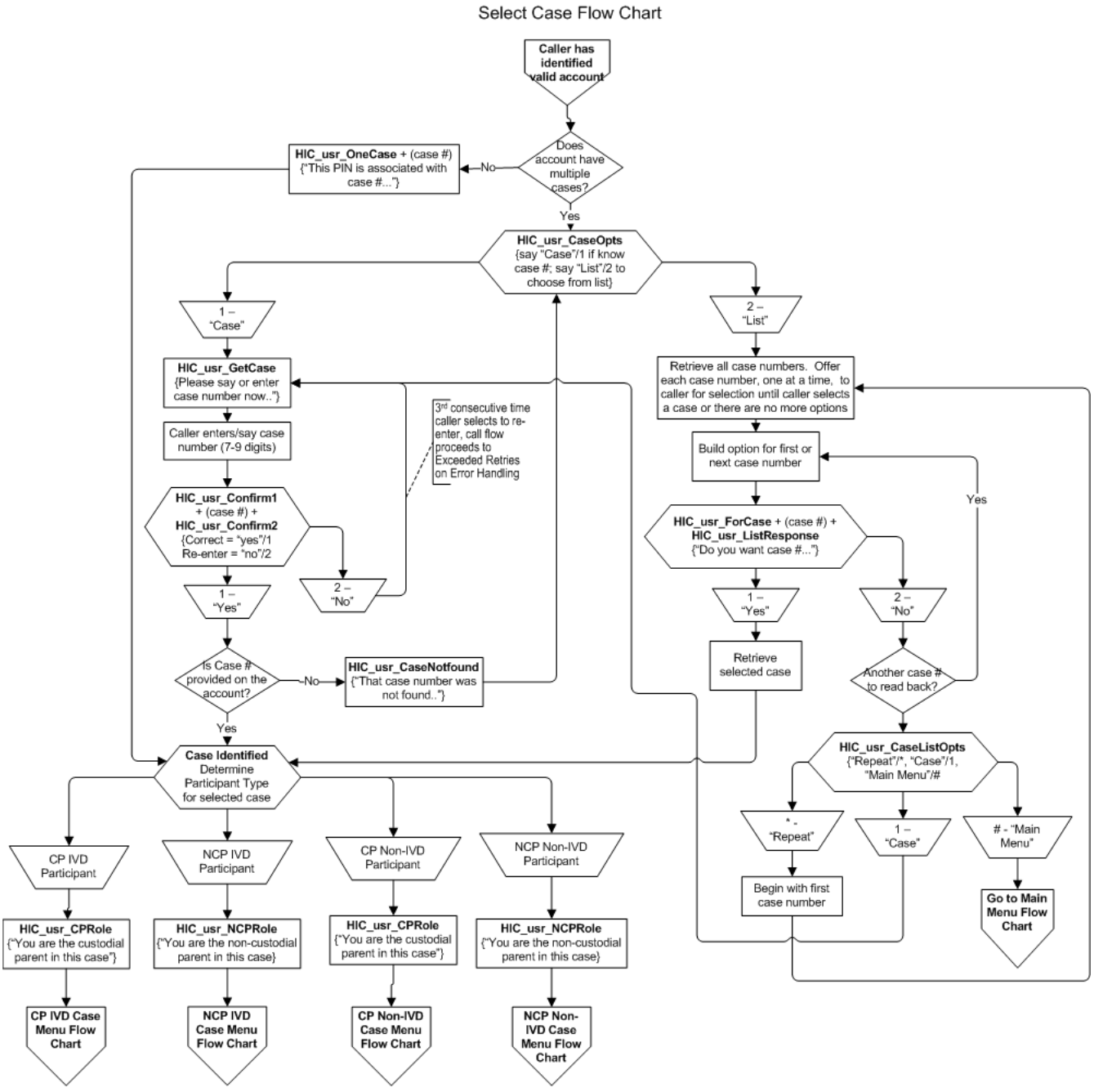
No PIN Flow Chart



Select Case Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_OneCase	This PIN is associated with case number...
HIC_usr_CaseOpts	If you know your case number, say ”Case” or press 1. To choose from a list of case numbers, say “List” or press 2.
HIC_usr_ForCase	Do you want case number...
HIC_usr_ListResponse	Say “yes” or press 1, or say “no” or press 2.
HIC_usr_CaseListOpts	To repeat the list of case numbers, say “Repeat” or press the star key. To provide the case number, say “Case” or press 1. To return to the Main Menu, say “Main Menu” or press pound.
HIC_usr_GetCase	Please say or enter the case number now.
HIC_usr_Confirm1	Let me confirm that.
HIC_usr_Confirm2	Is that correct? Say “yes” or press 1, or say “no” or press 2.
HIC_usr_CaseNotFound	That case number was not found.
HIC_usr_CPRole	You are the custodial parent in this case.
HIC_usr_NCPRole	You are the non-custodial parent in this case.

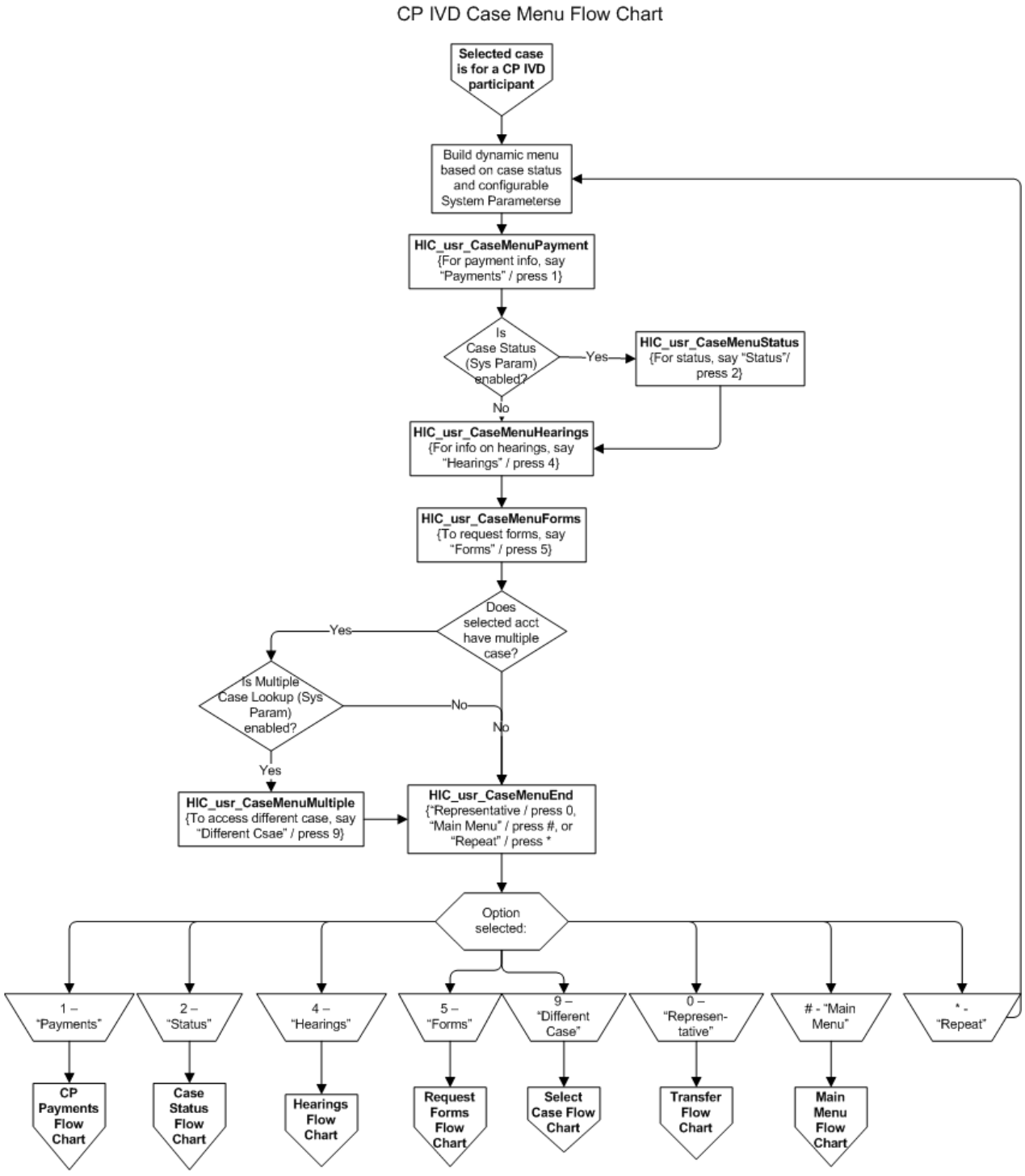
Select Case Flow Chart



CP IVD Case Menu Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_CaseMenuPayment	For payment information, say “Payments” or press 1.
HIC_usr_CaseMenuStatus	For the status of this case, say “Status” or press 2.
HIC_usr_CaseMenuHearings	For information on hearings, say “Hearings” or press 4.
HIC_usr_CaseMenuForms	To request forms to be mailed to the address on your account, say “Forms” or press 5.
HIC_usr_CaseMenuMultiple	To access a different case under this PIN, say “Different Case” or press 9.
HIC_usr_CaseMenuEnd	To speak to a representative, say “Representative” or press zero. To return to the Main Menu, say “Main Menu” or press pound. To repeat this menu, say “Repeat” or press star.

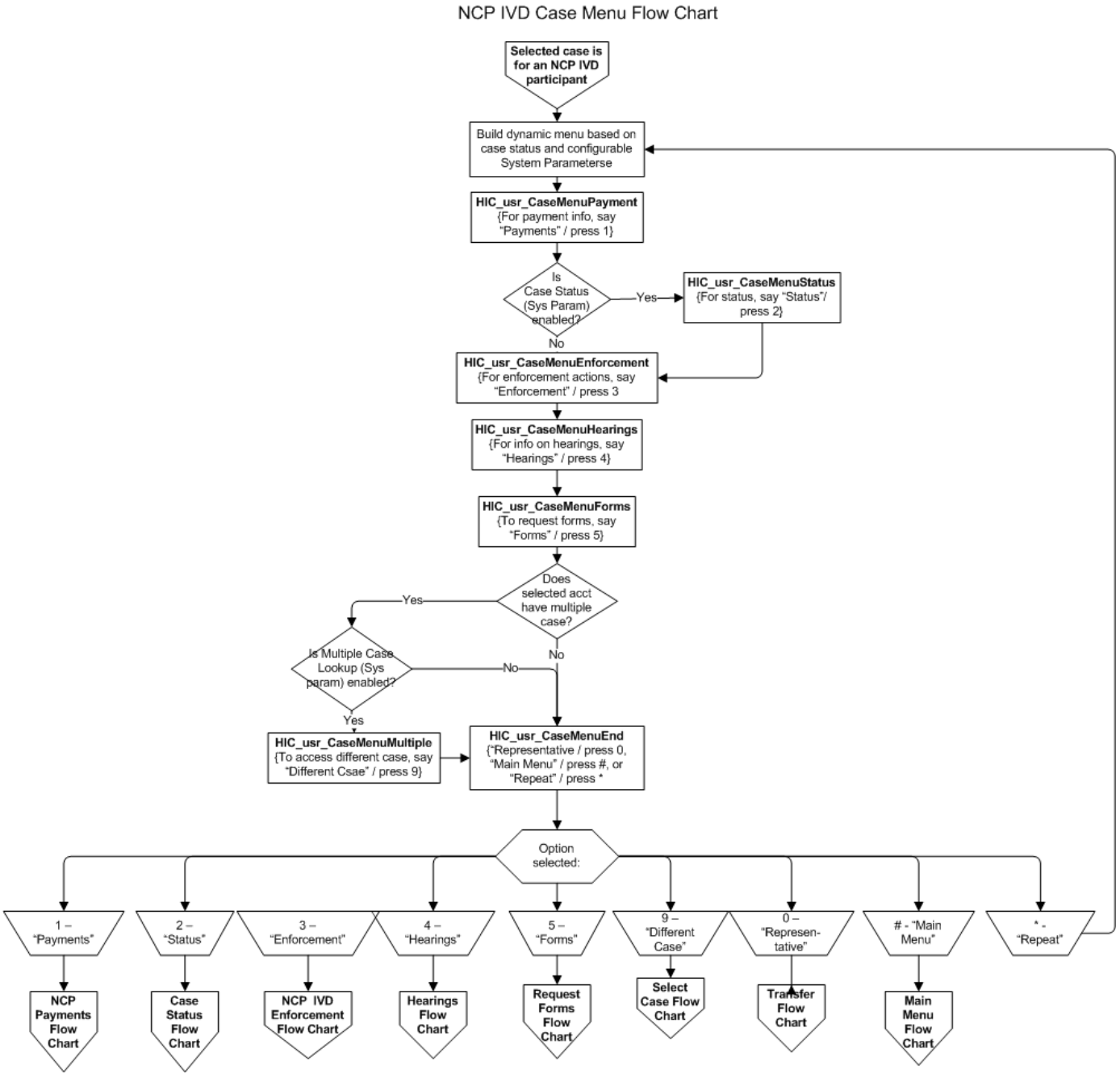
CP IVD Case Menu Flow Chart



NCP IVD Case Menu Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_CaseMenuPayment	For payment information, say “Payments” or press 1.
HIC_usr_CaseMenuStatus	For the status of this case, say “Status” or press 2.
HIC_usr_CaseMenuEnforcement	For enforcement actions related to this case, say “Enforcement” or press 3.
HIC_usr_CaseMenuHearings	For information on hearings, say “Hearings” or press 4.
HIC_usr_CaseMenuForms	To request forms to be mailed to the address on your account, say “Forms” or press 5.
HIC_usr_CaseMenuMultiple	To access a different case under this PIN, say “Different Case” or press 9.
HIC_usr_CaseMenuEnd	To speak to a representative, say “Representative” or press zero. To return to the Main Menu, say “Main Menu” or press pound. To repeat this menu, say “Repeat” or press star.

NCP IVD Case Menu Flow Chart

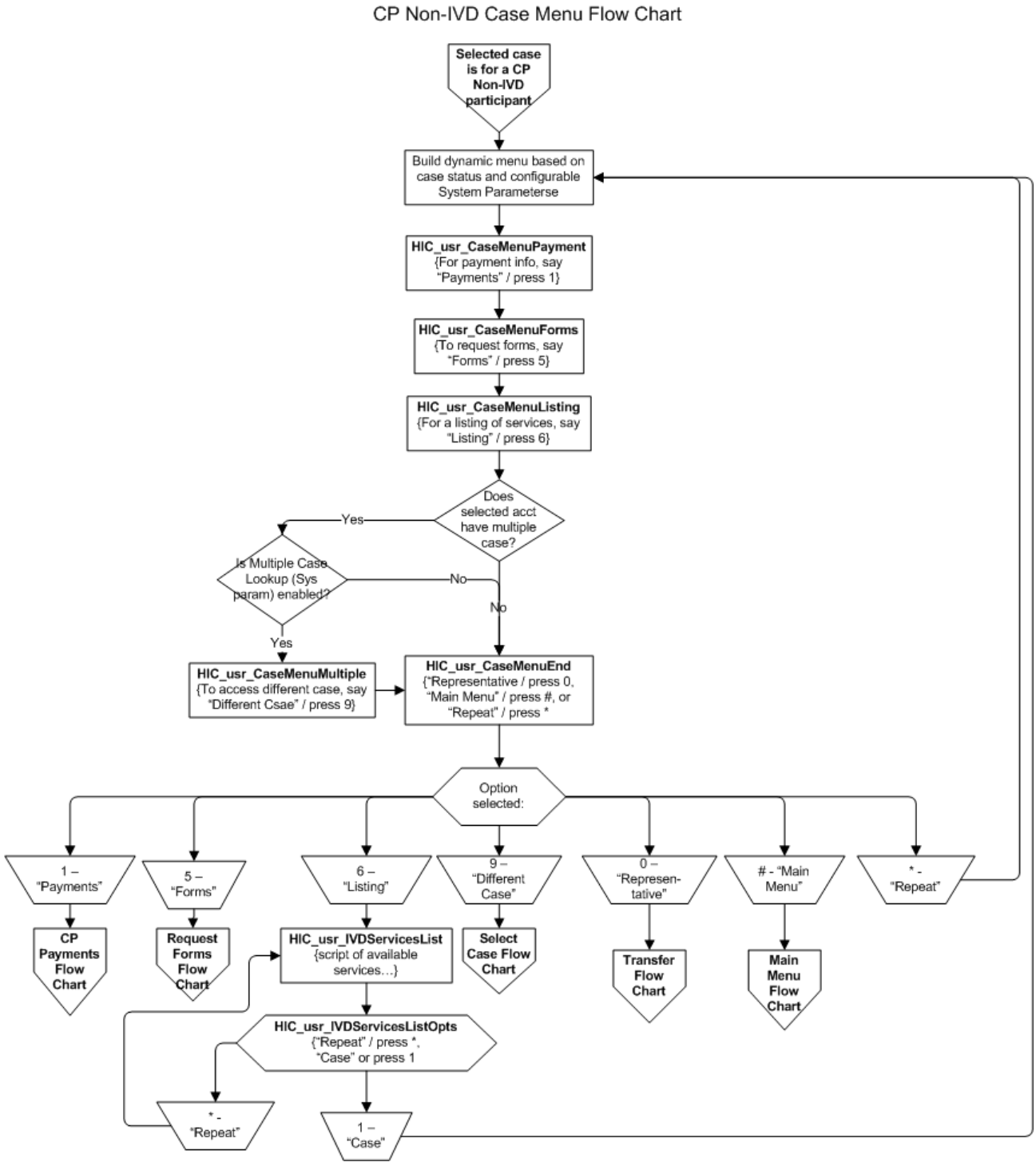


CP Non-IVD Case Menu Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_CaseMenuPayment	For payment information, say “Payments” or press 1.
HIC_usr_CaseMenuForms	To request forms to be mailed to the address on your account, say “Forms” or press 5.
HIC_usr_CaseMenuListing	For a listing of services that are available for case participants who qualify for IV-D Services, say “Listing” or press 6.
HIC_usr_CaseMenuMultiple	To access a different case under this PIN, say “Different Case” or press 9.
HIC_usr_CaseMenuEnd	To speak to a representative, say “Representative” or press zero. To return to the Main Menu, say “Main Menu” or press pound. To repeat this menu, say “Repeat” or press star.
HIC_usr_IVDServicesList	The parent or custodial party who has applied for services automatically receives all enforcement services that are offered by the Agency. These services include but may not be limited to: ▪ Locating the employer and verifying the employment status of the Non-Custodial Parent; ▪ Serving the Order for Income Withholding on the current employer to initiate the withholding of wages for the support obligations; ▪ Referral of the Non-Custodial Parent for State and Federal Tax Refund Offset when the criteria for submission are met; ▪ Referral of the Non-Custodial Parent for Federal Administrative Offset when the criteria for submission are met; ▪ Referral of the Non-Custodial Parent for License Suspension when the criteria for submission are met; ▪ Referral of the Non-Custodial Parent for Passport Denial when the criteria for submission are met; ▪ Referral of the Non-Custodial Parent for Financial Institution Data Match when the criteria for submission are met; ▪ The enforcement of medical support as required by the terms and conditions of the support order in compliance with State and Federal regulations; and ▪ The recordation of a child support lien with the Bureau of Conveyances. ▪ Establishment, modification, establishment of arrears, or the termination of your child support order.

English Speech Recognition Voice Files	
File Name	**Message**
	▪ Pursue medical insurance coverage for the children in all cases where they are not covered by a private insurance plan.
HIC_usr_IVDServicesListOpts	To repeat this list, say “Repeat” or press star. For other options for this case, say “Case” or press 1.

CP Non-IVD Case Menu Flow Chart

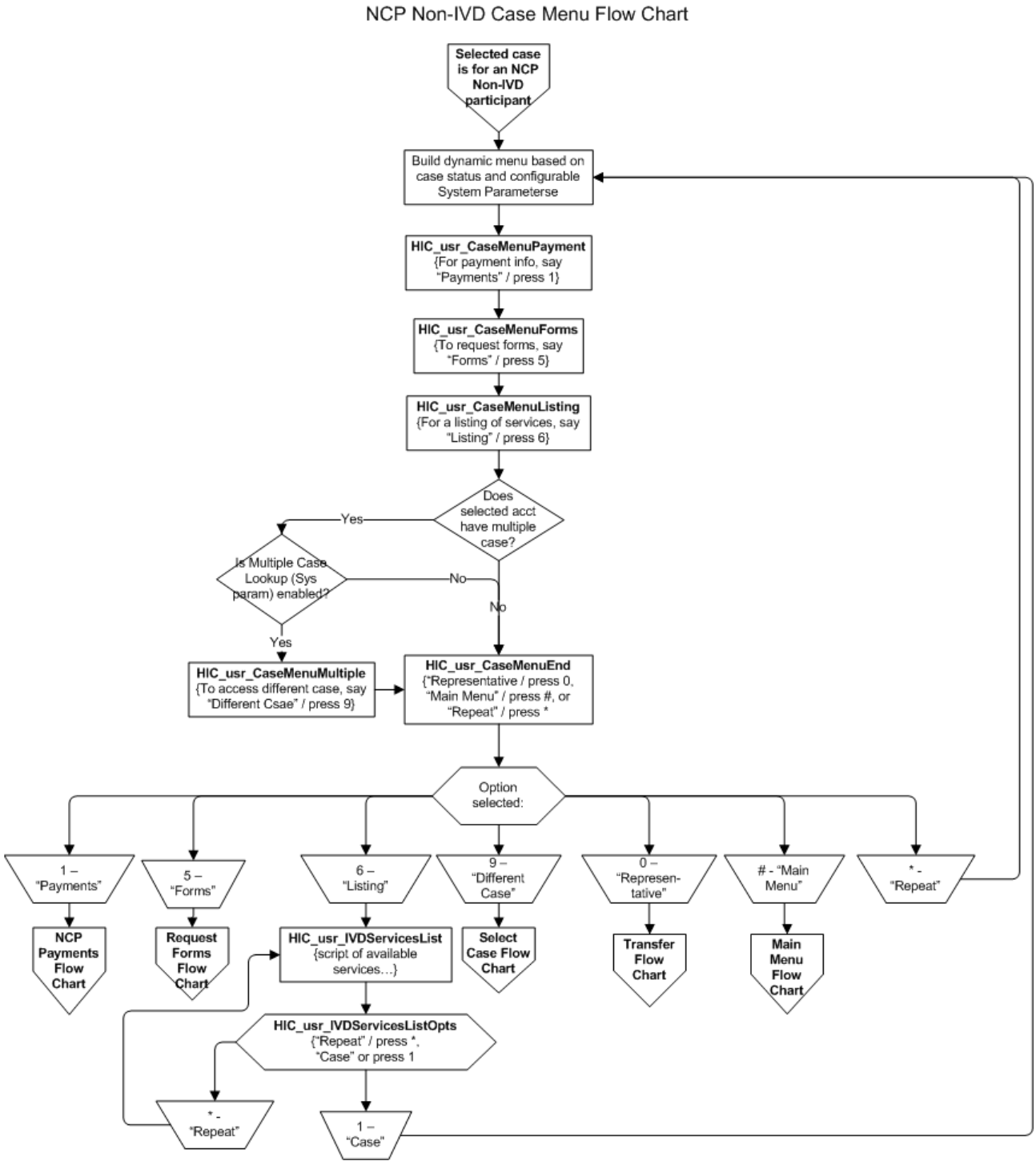


NCP Non-IVD Case Menu Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_CaseMenuPayment	For payment information, say “Payments” or press 1.
HIC_usr_CaseMenuForms	To request forms to be mailed to the address on your account, say “Forms” or press 5.
HIC_usr_CaseMenuListing	For a listing of services that are available for case participants who qualify for IV-D Services, say “Listing” or press 6.
HIC_usr_CaseMenuMultiple	To access a different case under this PIN, say “Different Case” or press 9.
HIC_usr_CaseMenuEnd	To speak to a representative, say “Representative” or press zero. To return to the Main Menu, say “Main Menu” or press pound. To repeat this menu, say “Repeat” or press star.
HIC_usr_IVDServicesList	The parent or custodial party who has applied for services automatically receives all enforcement services that are offered by the Agency. These services include but may not be limited to: ▪ Locating the employer and verifying the employment status of the Non-Custodial Parent; ▪ Serving the Order for Income Withholding on the current employer to initiate the withholding of wages for the support obligations; ▪ Referral of the Non-Custodial Parent for State and Federal Tax Refund Offset when the criteria for submission are met; ▪ Referral of the Non-Custodial Parent for Federal Administrative Offset when the criteria for submission are met; ▪ Referral of the Non-Custodial Parent for License Suspension when the criteria for submission are met; ▪ Referral of the Non-Custodial Parent for Passport Denial when the criteria for submission are met; ▪ Referral of the Non-Custodial Parent for Financial Institution Data Match when the criteria for submission are met; ▪ The enforcement of medical support as required by the terms and conditions of the support order in compliance with State and Federal regulations; and ▪ The recordation of a child support lien with the Bureau of Conveyances. ▪ Establishment, modification, establishment of arrears, or the termination of your child support order.

English Speech Recognition Voice Files	
File Name	**Message**
	▪ Pursue medical insurance coverage for the children in all cases where they are not covered by a private insurance plan.
HIC_usr_IVDServicesListOpts	To repeat this list, say “Repeat” or press star. For other options for this case, say “Case” or press 1.

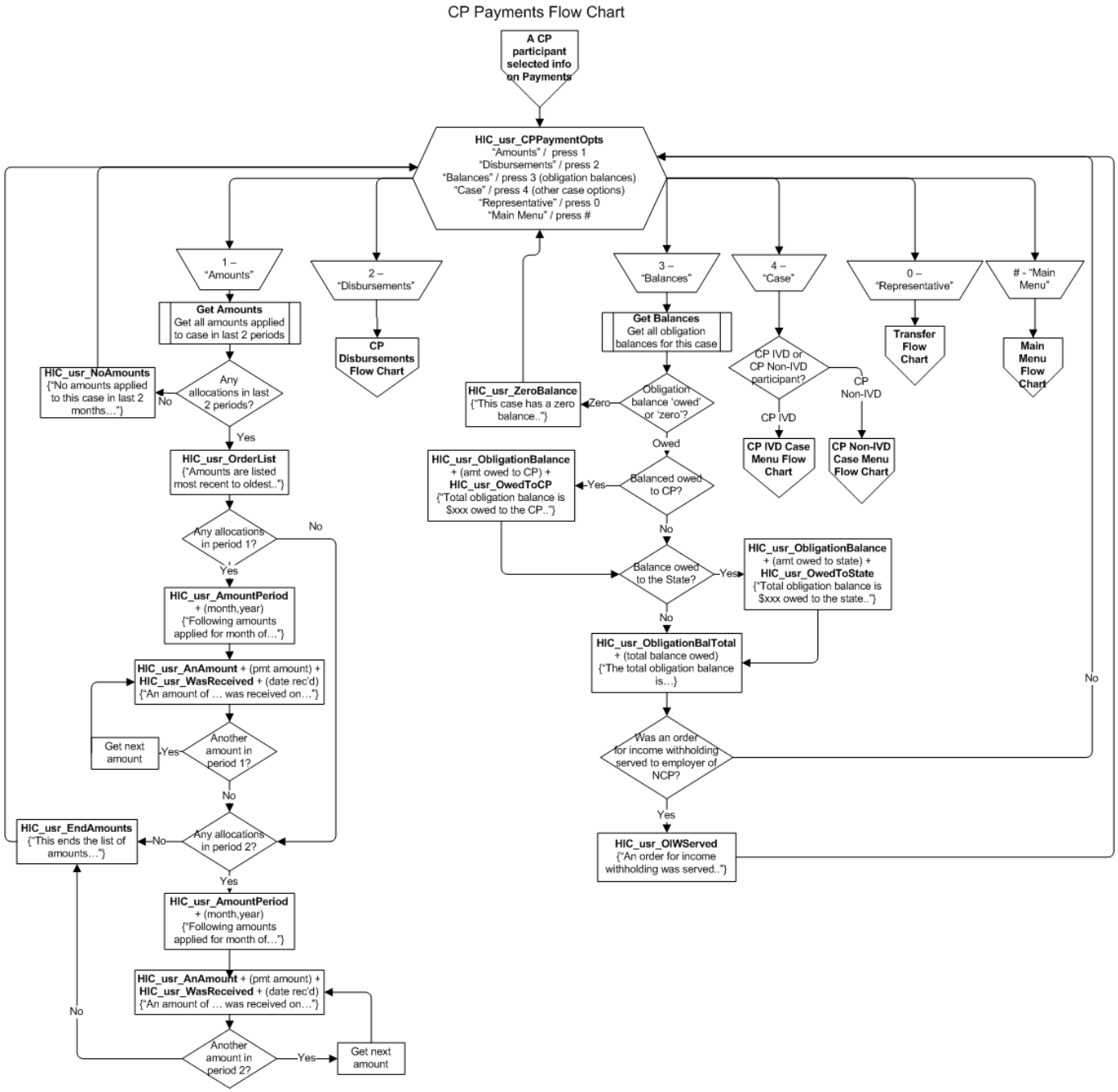
NCP Non-IVD Case Menu Flow Chart



CP Payments Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_CPPaymentOpts	For amounts applied to this case in the last 2 months, say "Amounts" or press 1. For disbursements made in the last 2 months, say "Disbursements" or press 2. For obligation balances for this case, say "Balances" or press 3. For other options for this case, say "Case" or press 4. To speak with a representative, say "Representative" or press zero. To return to the main menu, say "Main Menu" or press pound.
HIC_usr_OrderList	Amounts are listed from most recent to oldest.
HIC_usr_AmountPeriod	The following amounts were applied to this case for the month of…
HIC_usr_AnAmount	An amount of…
HIC_usr_WasReceived	…was received on…
HIC_usr_NoAmounts	No amounts have been applied to this case in the last 2 months.
HIC_usr_EndAmounts	This ends the list of amounts applied for the last 2 months.
HIC_usr_ObligationBalance	This case has an obligation balance of…
HIC_usr_OwedToCP	…owed to the custodial parent.
HIC_usr_OwedToState	…owed to the state.
HIC_usr_ObligationBalTotal	The total obligation balance is…
HIC_usr_ZeroBalance	This case has a zero balance.
HIC_usr_OIWServed	An order for income withholding was served to the employer of the non-custodial parent.

CP Payments Flow Chart

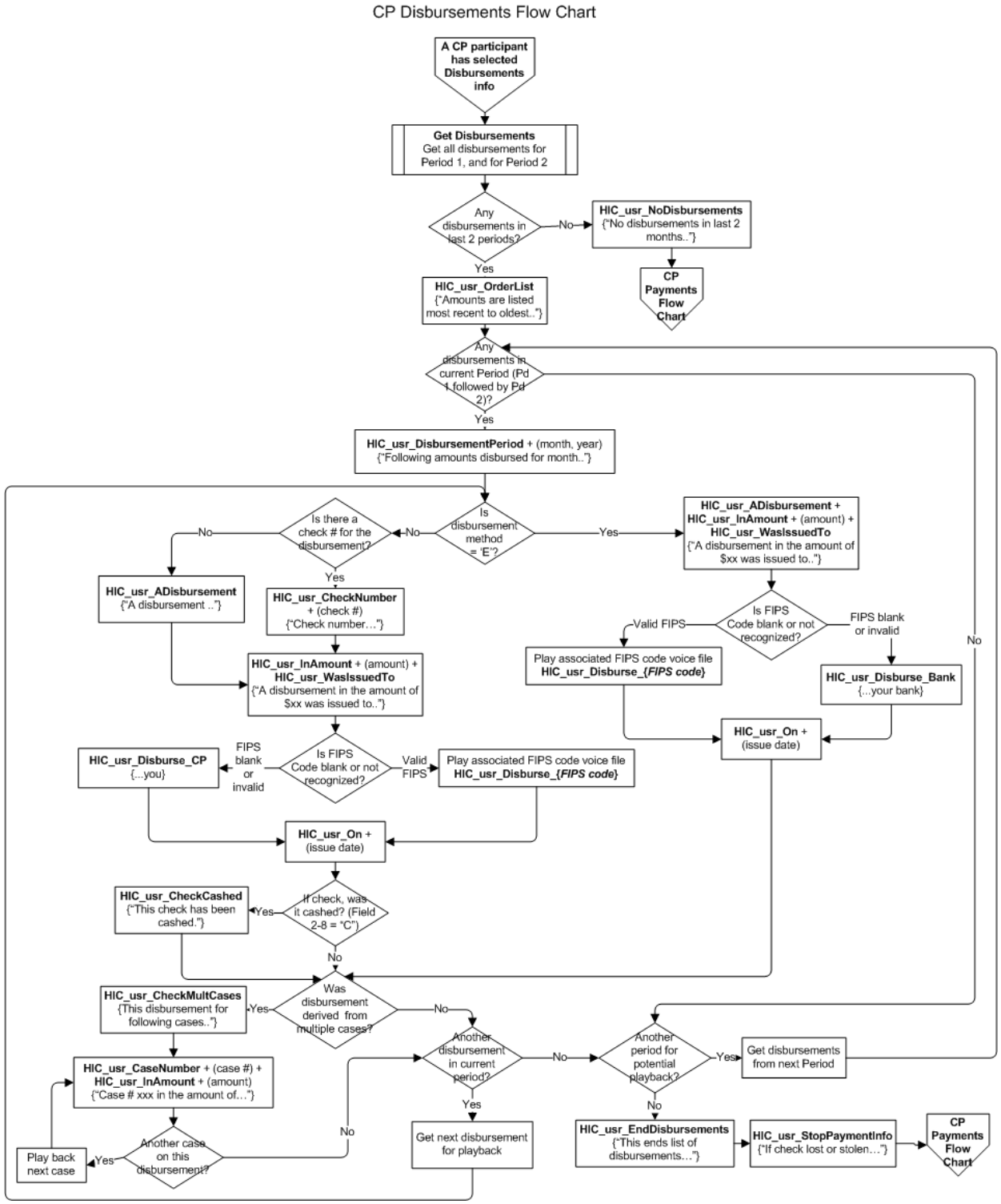


CP Disbursements Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_OrderList	Amounts are listed from most recent to oldest.
HIC_usr_DisbursementPeriod	The following amounts were disbursed for the month of…
HIC_usr_ADisbursement	A disbursement…
HIC_usr_CheckNumber	Check number…
HIC_usr_InAmount	…in the amount of…
HIC_usr_WasIssuedTo	…was issued to…
HIC_usr_On	…on…
HIC_usr_CheckCashed	This check has been cashed.
HIC_usr_CheckMultipleCases	This disbursement is for the following cases.
HIC_usr_CaseNumber	Case number…
HIC_usr_NoDisbursements	No disbursements have been made in the last 2 months.
HIC_usr_EndDisbursements	This ends the list of disbursements for the last 2 months.
HIC_usr_StopPaymentInfo	If your child support check has been lost or stolen, you must request an AFFIDAVIT for Lost Check Replacement form. Your request can be made by mail, fax, telephone, or in person at any CSEA branch office. Mail your request- to CSEA, PO Box 1860, Honolulu, HI 96805-1860. Fax requests may be made to 808-692-7082. Once the Affidavit has been requested, a stop payment is placed on the original disbursement check and it is no longer valid. If you find the check after the Affidavit is requested and attempt to cash it, you are responsible for any fees or penalties you may incur. The original completed Affidavit with your notarized signature must be mailed to CSEA, P.O. Box 1860, Honolulu, Hawaii 96805-1860. Within one week, you will be sent the replacement check or a denial of you request with an explanation.

NOTE: For Receivers of Disbursements, see Additional Voice Files near the end of this document.

CP Disbursements Flow Chart

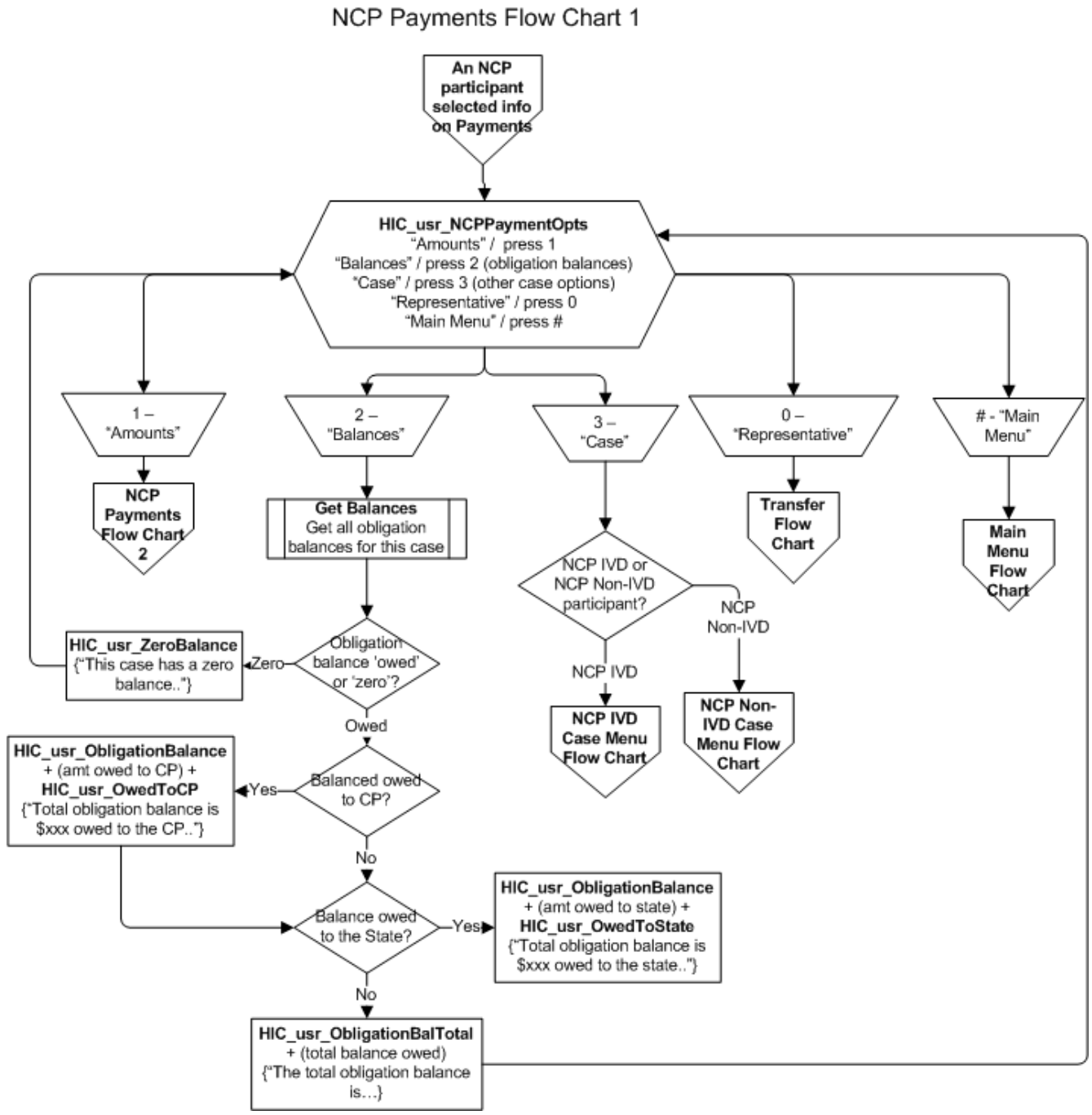


NCP Payments Voice Scripts

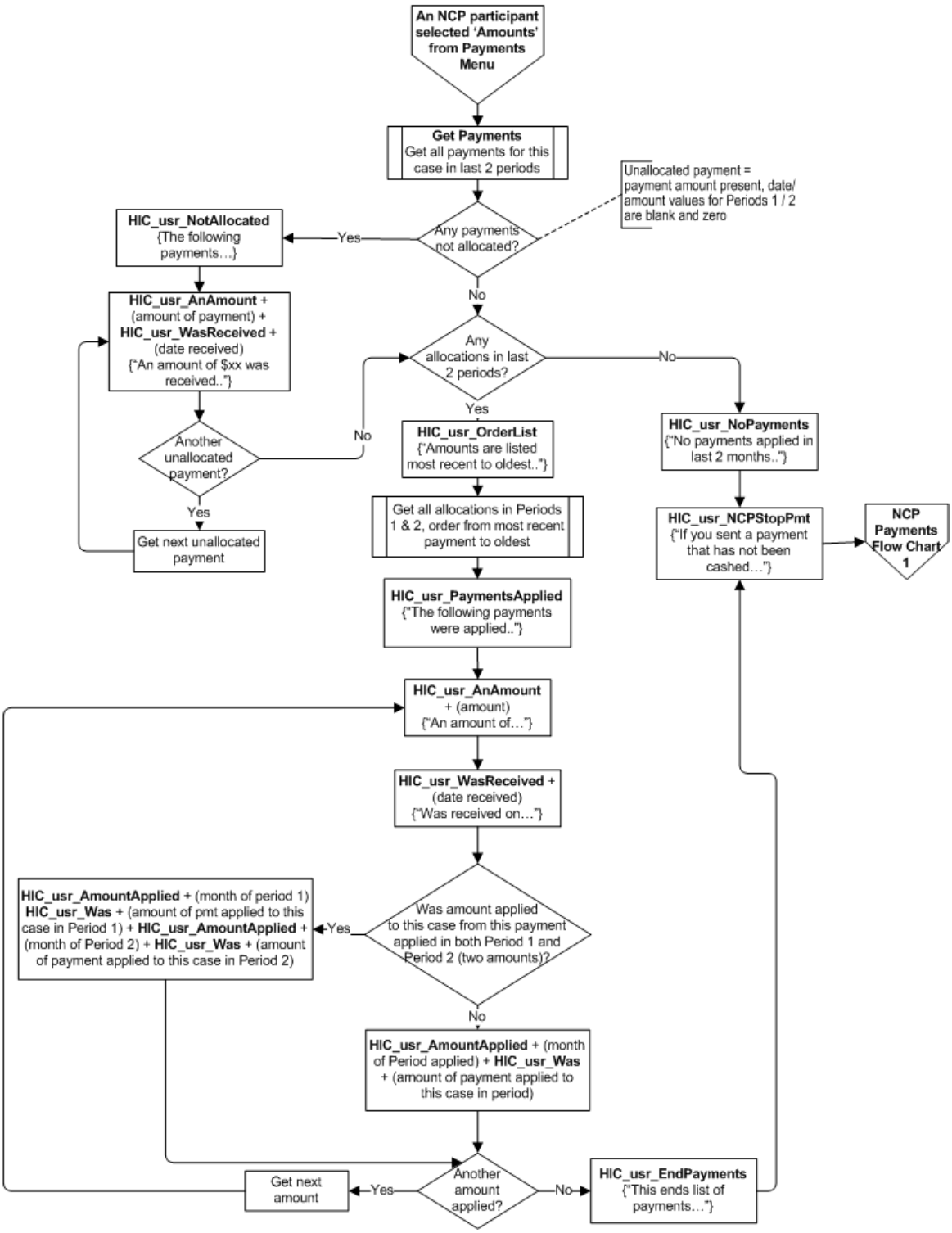
English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_NCPPaymentOpts	For payments and amounts applied to this case in the last 2 months, say “Amounts” or press 1. For obligation balances for this case, say “Balances” or press 2. For other options for this case, say “Case” or press 3. To speak with a representative, say “Representative” or press zero. To return to the main menu, say “Main Menu” or press pound.
HIC_usr_OrderList	Amounts are listed from most recent to oldest.
HIC_usr_NotAllocated	The following payments have not yet been applied to this case.
HIC_usr_PaymentsApplied	The following payments were applied to this case.
HIC_usr_AnAmount	An amount of…
HIC_usr_WasReceived	…was received on…
HIC_usr_AmountApplied	The amount applied to this case in…
HIC_usr_Was	…was…
HIC_usr_NoPayments	No payments have been applied to this case in the last 2 months.
HIC_usr_EndPayments	This ends the list of payments applied for the last 2 months.
HIC_usr_ObligationBalance	This case has an obligation balance of…
HIC_usr_OwedToCP	…owed to the custodial parent.
HIC_usr_OwedToState	…owed to the state.
HIC_usr_ObligationBalTotal	The total obligation balance is…
HIC_usr_ZeroBalance	This case has a zero balance.
HIC_usr_NCPStopPayment	If you sent a payment to the Hawaii Child Support Enforcement Agency, or CSEA, that has not been cashed within 30 days of the mailing date, you must notify the CSEA immediately and provide the check information, a contact name and contact phone number. Check information includes the check number, check date, check amount, post-mark date or date mailed and maker of the check. The CSEA’s Statewide Disbursement Branch, or SDB, will research to confirm non-receipt of the payment. You will then be notified whether the check has already been processed or a stop payment should be initiated. For stopped payments, you should provide a replacement check as soon as possible. Mail the replacement check to State Disbursement Branch, P.O. Box 1860, Honolulu, HI 96805-1860. Please include a letter about the payment that is being

English Speech Recognition Voice Files	
File Name	**Message**
	replaced so that if the original payment is received, it can be returned to you. If the stop payment is initiated prior to notifying the CSEA of the situation, you will be responsible for any penalties or fees incurred.

NCP Payments Flow Charts 1 & 2



NCP Payments Flow Chart 2

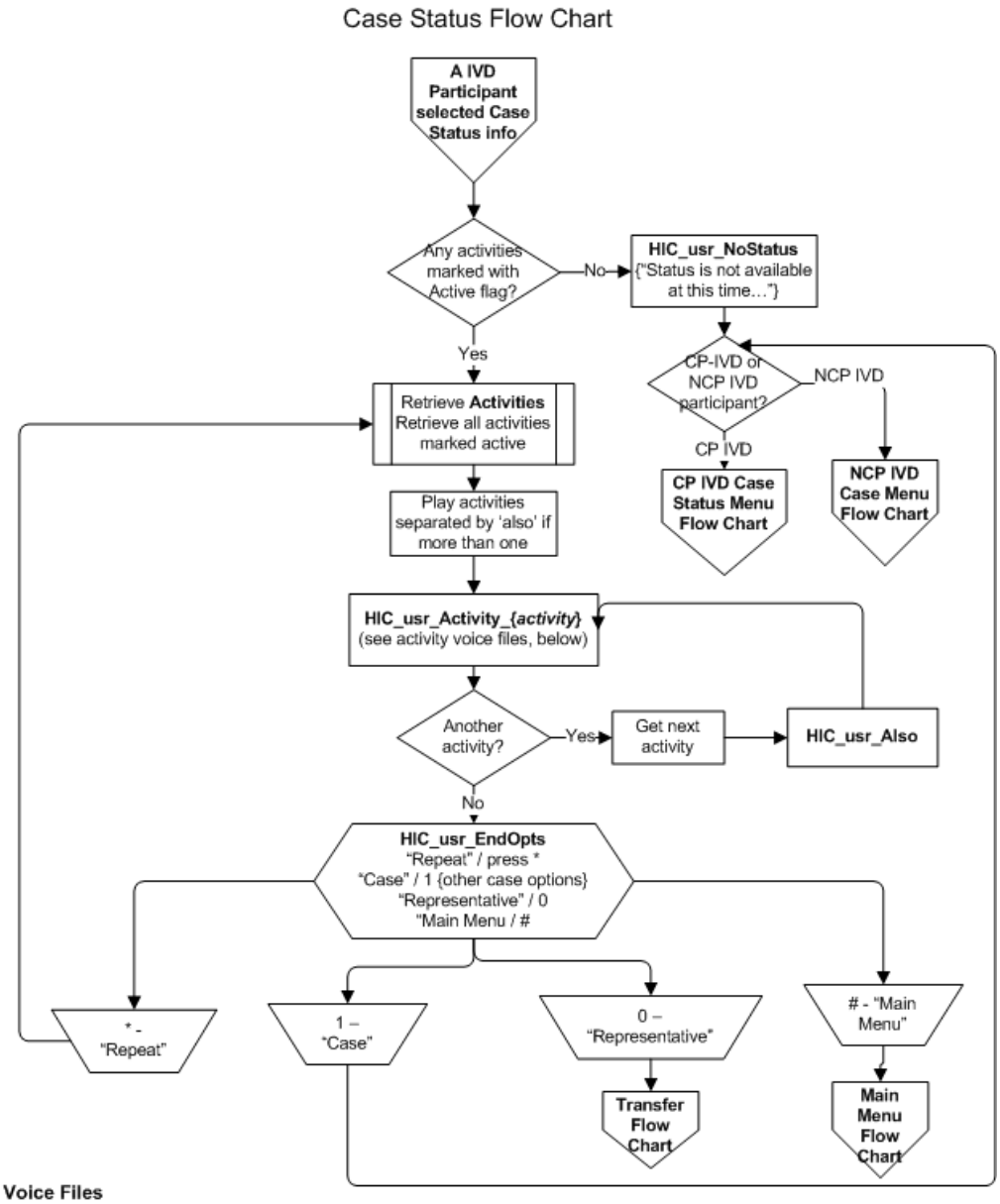


Case Status Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_NoStatus	Status is not available for this case at this time.
HIC_usr_Also	Also
HIC_usr_EndOpts	To repeat this information, say “Repeat” or press star. For other options for this case, say “Case” or press 1. To speak with a representative, say “Representative” or press zero. To return to the main menu, say “Main Menu” or press pound.

English Speech Recognition Voice Files	
Activities	
File Name	**Message**
HIC_usr_Activity_CaseEstablishment	Grounds for this case are being established.
HIC_usr_Activity_Locate_P	Obtaining the current address of the non-custodial parent is in progress.
HIC_usr_Activity_Locate_E	Identification of the non-custodial parent’s employer is in progress.
HIC_usr_Activity_Paternity	Paternity in this case is being determined.
HIC_usr_Activity_Interstate	Cooperation with interstate agencies is in progress.
HIC_usr_Activity_Enforcement	Enforcement of child support is in progress.
HIC_usr_Activity_OrderReview	Your case is currently in medical enforcement.
HIC_usr_Activity_OrderEstablishment	Your case is currently in the process of establishing a child support order.
HIC_usr_Activity_MedicalEstablishment	Your case is currently in the process of establishing a medical support order.
HIC_usr_Activity_OrderModification	There is a modification of an order or obligation in process.
HIC_usr_Activity_OrderTerminiation	There is a termination of an order or obligation in process.
HIC_usr_Activity_CaseClosure	Your case is closed.

Case Status Flow Chart



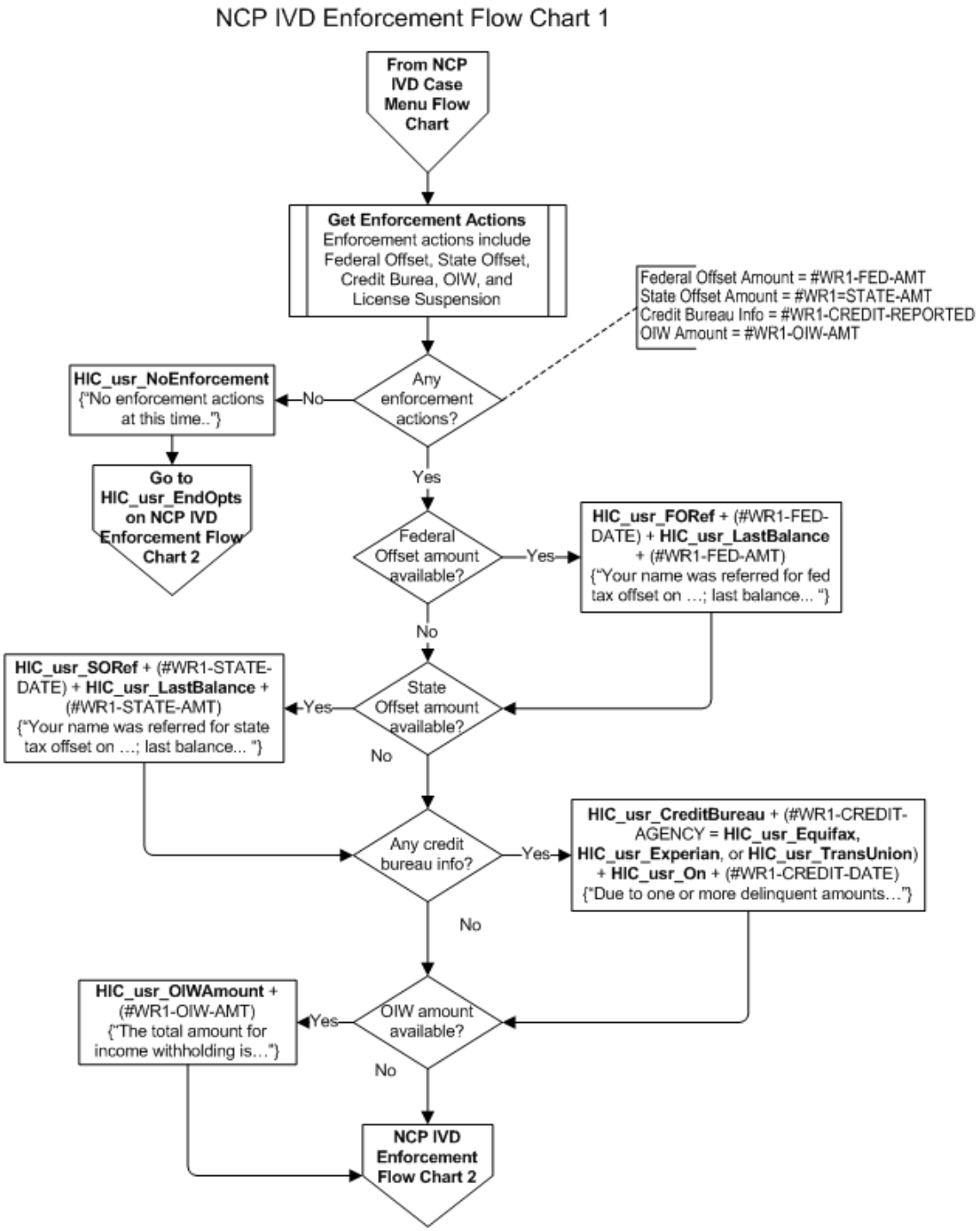
Activity Voice Files

Service_Type_Case_EST ="A", play HIC_usr_Activity_CaseEstablishment
Service_Type_Case_CLSE = "A", play HIC_usr_Activity_CaseClosure
Service_Type_LOCATE = "P", play HIC_usr_Activity_Locate_P
Service_Type_LOCATE = "E", play HIC_usr_Activity_Locate_E
Service_Type_PAT = "A", play HIC_usr_Activity_Paternity
Service_Type_INTR = "A", play HIC_usr_Activity_Interstate
Service_Type_ORD_EST_SUPP = "A", play HIC_usr_Activity_OrderEstablishment
Service_Type_MED_EST = "A", play HIC_usr_Activity_MedicalEstablishment
Service_Type_ORD_TERM = "A", play HIC_usr_Activity_OrderTermination
Service_Type_ENF = "A", play HIC_usr_Activity_Enforcement
Service_Type_ORD_REV = "A", play HIC_usr_Activity_OrderReview
Service_Type_ORD_MOD = "A", play HIC_usr_Activity_OrderModification

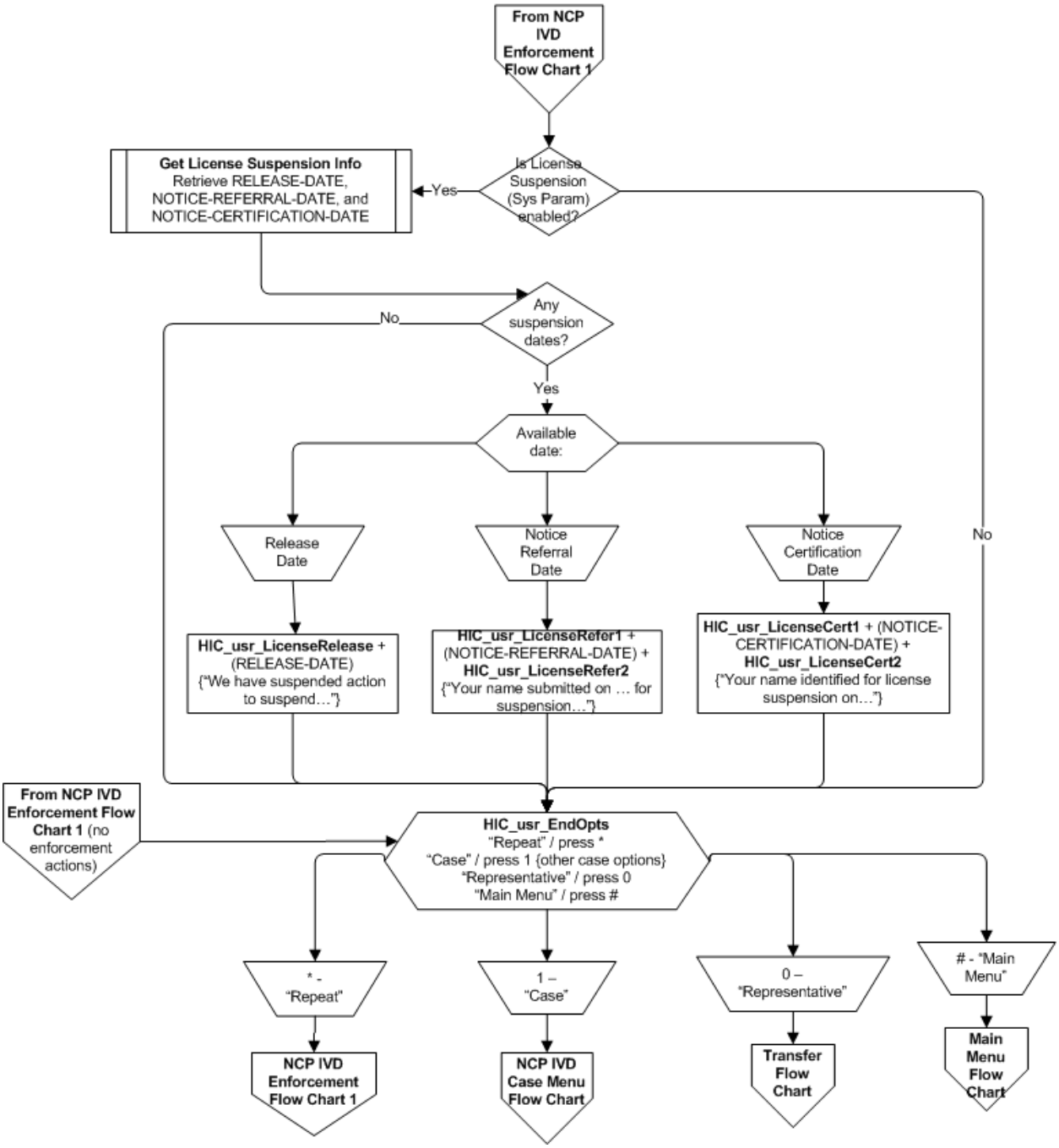
NCP IVD Enforcement Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_NoEnforcement	No enforcement actions have been taken at this time.
HIC_usr_Also	Also
HIC_usr_FORef	Your name was referred for federal tax offset on…
HIC_usr_SORef	Your name was referred for state tax offset on…
HIC_usr_LastBalance	The last balance reported for this case is …
HIC_usr_CreditBureau	Due to one or more delinquent amounts, your name was referred to the credit bureau…
HIC_usr_On	…on…
HIC_usr_Equifax	Equifax
HIC_usr_Experian	Experian
HIC_usr_TransUnion	Trans Union
HIC_usr_OIWAmount	The total amount in the order for income withholding is…
HIC_usr_LicenseCert1	Your name has been identified for license suspension on
HIC_usr_LicenseCert2	because of your unpaid support obligation balance.
HIC_usr_LicenseRefer1	Your name has been submitted to the various licensing authorities on
HIC_usr_LicenseRefer2	for suspension or denial of your licenses until you have satisfied your unpaid support balance with the C.S.E.A.
HIC_usr_LicenseRelease	We have suspended action to suspend your license effective
HIC_usr_EndOpts	To repeat this information, say “Repeat” or press star. For other options for this case, say “Case” or press 1. To speak with a representative, say “Representative” or press zero. To return to the main menu, say “Main Menu” or press pound.

NCP IVD Enforcement Flow ChartS 1 & 2



NCP IVD Enforcement Flow Chart 2



Hearings Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_NoHearing	No hearings or meetings have been scheduled.
HIC_usr_Schedule1	There is a…
HIC_usr_Schedule2	…scheduled on…
HIC_usr_At	…at…
HIC_usr_Also	Also
HIC_usr_OCSHTelephone	If you need further information, the telephone number for the Office of Child Support Hearing is 808-692-7110. For Interstate interview, say "Representative" or press zero.
HIC_usr_EndOpts	To repeat this information, say "Repeat" or press star. For other options for this case, say "Case" or press 1. To speak with a representative, say "Representative" or press zero. To return to the main menu, say "Main Menu" or press pound.

Meeting and Hearing Types

These voice files are used in the Hearings Flow Chart when informing the caller of a scheduled meeting type.
If code is not one that is listed below, play HMType_N1.

English Speech Recognition Voice Files		
Hearing and Meeting Types		
File Name	**Message**	**Code**
HIC_usr_HMType_08	Federal Offset Personal Review	08
HIC_usr_HMType_12	Federal Post-Offset Personal Review	12
HIC_usr_HMType_13	State Tax Refund Setoff Hearing	13
HIC_usr_HMType_14	Non-Debtor Spouse Hearing	14
HIC_usr_HMType_A	Administrative Hearing	A
HIC_usr_HMType_AC	Administrative Hearing	AC
HIC_usr_HMType_AI	Hearing for Foreign Order Registration	AI
HIC_usr_HMType_CH	Credit Bureau Hearing	CH
HIC_usr_HMType_LS	License Suspension Hearing	LS
HIC_usr_HMType_N1	Hearing	N1
HIC_usr_HMType_N2	Hearing	N2
HIC_usr_HMType_N3	Hearing	N3
HIC_usr_HMType_N4	Hearing	N4
HIC_usr_HMType_N5	Hearing	N5

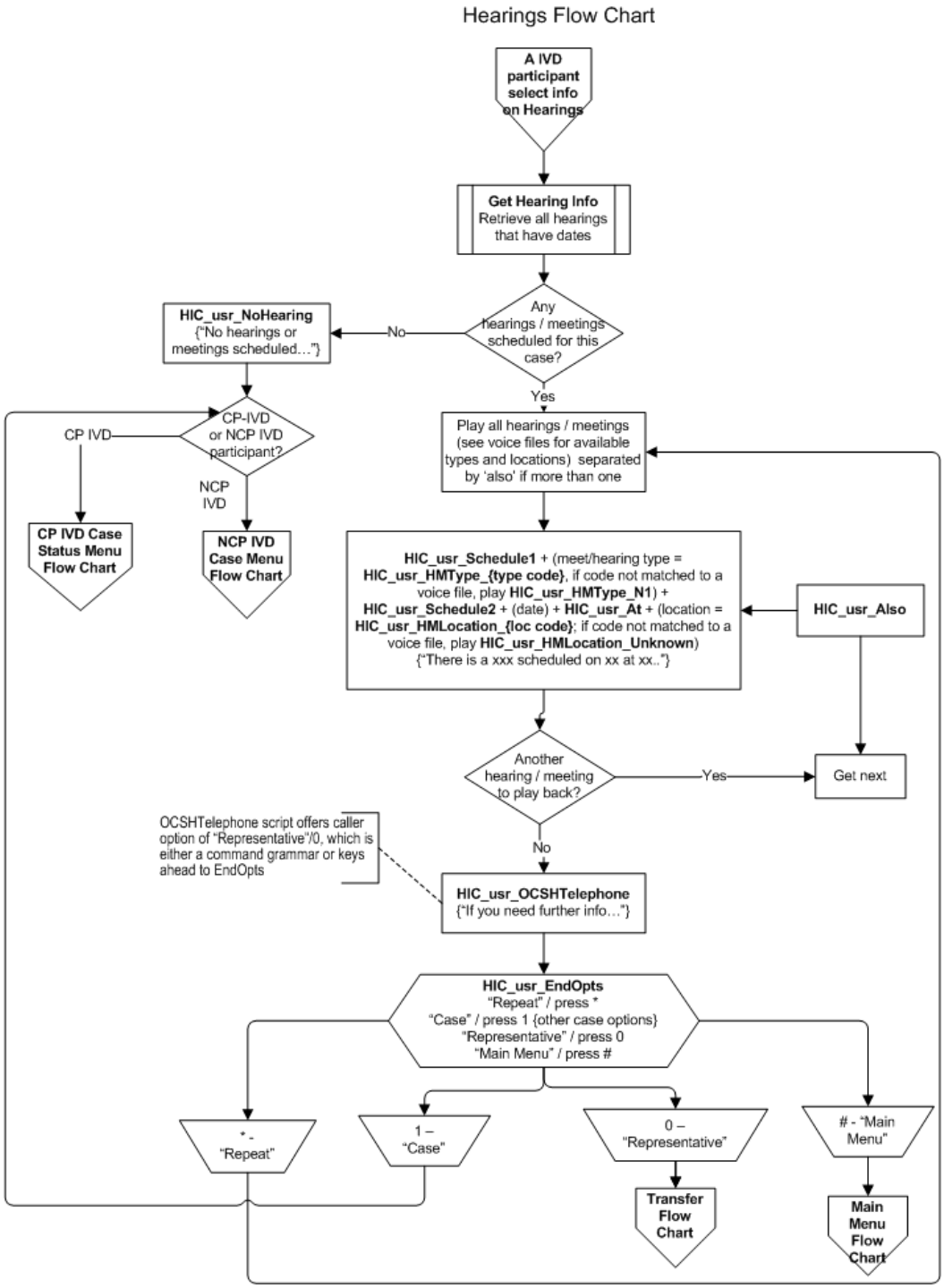
English Speech Recognition Voice Files		
Hearing and Meeting Types		
File Name	**Message**	**Code**
HIC_usr_HMType_OH	Order For Income Withholding Hearing	OH
HIC_usr_HMType_UR	Interstate Interview	UR

Meeting and Hearing Locations

These voice files are used in the Hearings Flow Chart when informing the caller of a scheduled meeting location.
If code is not one that is listed below, play HMLocation_Unknown.

English Speech Recognition Voice Files		
Meeting Locations		
File Name	**Message**	**Code (Mtg Rm)**
HIC_usr_HMLocation_Unknown	An undetermined CSEA location. Please speak to a representative for the location.	
HIC_usr_HMLocation_CSH	The Child Support Enforcement Agency, Hawaii Branch, Waiakea Kai Shopping Plaza, 88 Kanoelehua Ave., Suite 202, Hilo	CSH
HIC_usr_HMLocation_CSK	The Child Support Enforcement Agency, Kauai Branch, 4370 Kukui Grove St., Suite 204, Lihue	CSK
HIC_usr_HMLocation_CSM	The Child Support Enforcement Agency, Maui Branch, 35 Lunalilo St., Suite 201, Wailuku	CSM
HIC_usr_HMLocation_CSO	The Child Support Enforcement Agency, Oahu Branch, Kakuhihewa Building, 601 Kamokila Blvd., Rm. 251, Kapolei	CSO
HIC_usr_HMLocation_FSH	The Family Support Division, Hilo Branch, 688 Kinoole Street, Hilo	FSH
HIC_usr_HMLocation_FSK	The Child Support Enforcement Agency, Kauai Branch, 4370 Kukui Grove St., Suite 204, Lihue	FSK
HIC_usr_HMLocation_FSL	The Lanai District Court, Lanai City, Lanai	FSL
HIC_usr_HMLocation_FSO	The Molokai District Court, Kaunakakai, Molokai	FSO
HIC_usr_HMLocation_FSM	The Child Support Enforcement Agency, Maui Family Support Branch, 35 Lunalilo Street, Suite 203, Wailuku	FSM
HIC_usr_HMLocation_FSN	The Family Support Division, Kona Branch, 81-941 Halekii Street, Suite A, Kealakekua	FSN
HIC_usr_HMLocation_FSU	The Family Support Division, 715 South King Street, Suite 211, Honolulu	FSU
HIC_usr_HMLocation_OCS	The Office Of Child Support Hearing, Kakuhihewa Building, 601 Kamokila Blvd, Rm 436, Kapolei	OCS

Hearings Flow Chart



Request Forms Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_MaxForm1	You have already requested all of the forms for this case.
HIC_usr_AddressNotFound 2	We do not appear to have a valid address for this account. You will need to speak to a customer service representative or mail an address update to the nearest CSEA office along with your request.
HIC_usr_FormIntro_1	When requesting forms, you may select each form for a maximum of one per case, per day.
HIC_usr_ListInstruct	Please choose which forms you need.
HIC_usr_ForForm	Do you want form…
HIC_usr_ListResponse	Say “yes” or press 1, or say “no” or press 2.
HIC_usr_ListOpts	To repeat this list, say “Repeat” or press star. For other options concerning this case, say “Case” or press 1.
HIC_usr_YouRequested	You requested...
HIC_usr_Confirm	Is that correct? Say “yes” or press 1, or say “no” or press 2.
HIC_usr_MaxForm2	You have now requested all of the forms for this case.
HIC_usr_FormsMailed	These forms will be mailed to the address on your account.
HIC_usr_ListOpts2	For other options concerning this case, say “Case” or press 1. To return to the Main Menu, say “Main Menu” or press pound.

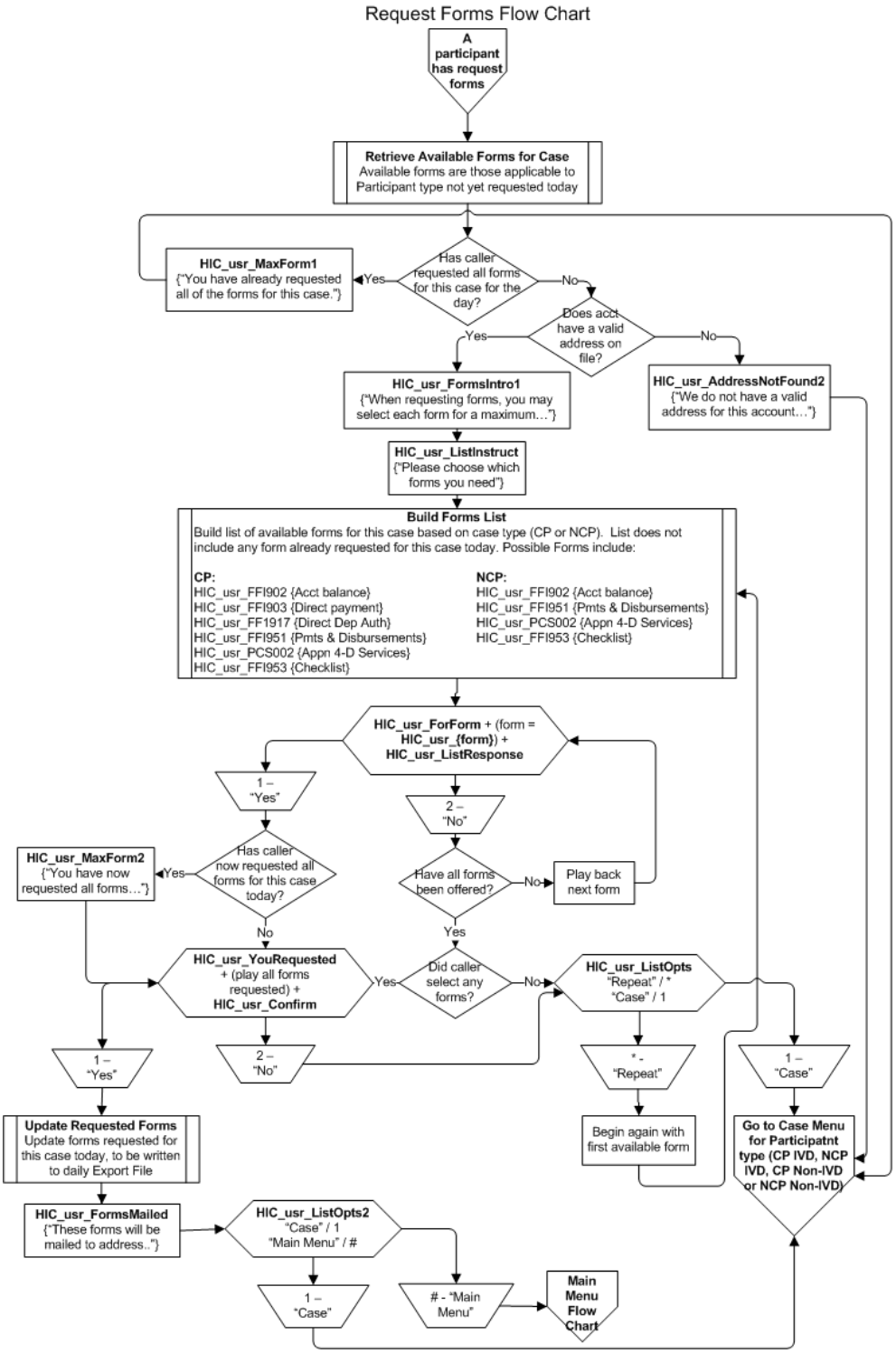
CP-IVD Forms and CP-Non-IVD Forms

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_FFI902	Statement of Account Balance
HIC_usr_FFI903	Statement of Direct Payment
HIC_usr_FF1917	Direct Deposit Authorization
HIC_usr_FFI951	Payments and Disbursement Details
HIC_usr_PCS002	Abbreviated Application for 4-D Services Packet
HIC_usr_FFI953	Checklist

NCP-IVD Forms and NCP-Non-IVD Forms

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_FFI902	Statement of Account Balance
HIC_usr_FFI951	Payments and Disbursement Details
HIC_usr_PCS002	Abbreviated Application for 4-D Services Packet
HIC_usr_FFI953	Checklist

Request Forms Flow Chart



General Information Voice Scripts

General Information

The general information module allows for flexibility in managing the menu options and messages to meet current and future needs. To make changes to the menu options and/or messages, Hawaii CSEA must contact Customer Support, allowing a reasonable timeframe for voice file recording and editing, and for configuration of the menu structure.

Demonstration Scripts

The phrase voice files used to construct the menu options use a naming convention that simplifies updates to menus or scripting. Since the menus are comprised of multiple voice files, demonstration menu scripts are provided below. The demonstration script presents the menu as a caller would hear it.

Information Menu

For office locations and hours of operation, say “Offices” or press 1. For information about making payments, say “Payments” or press 2. For enforcement services and actions, say “Enforcement” or press 3. For paternity services, say “Paternity” or press 4. For orders services, say “Orders” or press 5. For interstate services, say “Interstate” or press 6. For a listing of services that are available for case participants who qualify for IV-D Services, say “Listing” or press 7. For services concerning locating non-custodial parents and their employers, say “Locate” or press 8. For frequently asked questions about child support, say “Questions” or press 9. To speak to a customer service representative, say “Representative” or press zero. To return to the main menu, say “Main Menu” or press pound. To repeat these options, say “Repeat” or press star.

English Speech Recognition Voice Files – Information Menu	
File Name	**Message**
HIC_usr_OPTN_Offices	For office locations and hours of operation
HIC_usr_TRIG_Offices	Say “Offices” or press 1.
HIC_usr_OPTN_Payments	For information about making payments
HIC_usr_TRIG_Payments	Say “Payments” or press 2.
HIC_usr_OPTN_Enforcement	For enforcement services and actions
HIC_usr_TRIG_Enforcement	Say “Enforcement” or press 3.
HIC_usr_OPTN_Paternity	For paternity services
HIC_usr_TRIG_Paternity	Say “Paternity” or press 4.
HIC_usr_OPTN_Orders	For orders services
HIC_usr_TRIG_Orders	Say “Orders” or press 5.
HIC_usr_OPTN_Interstate	For interstate services

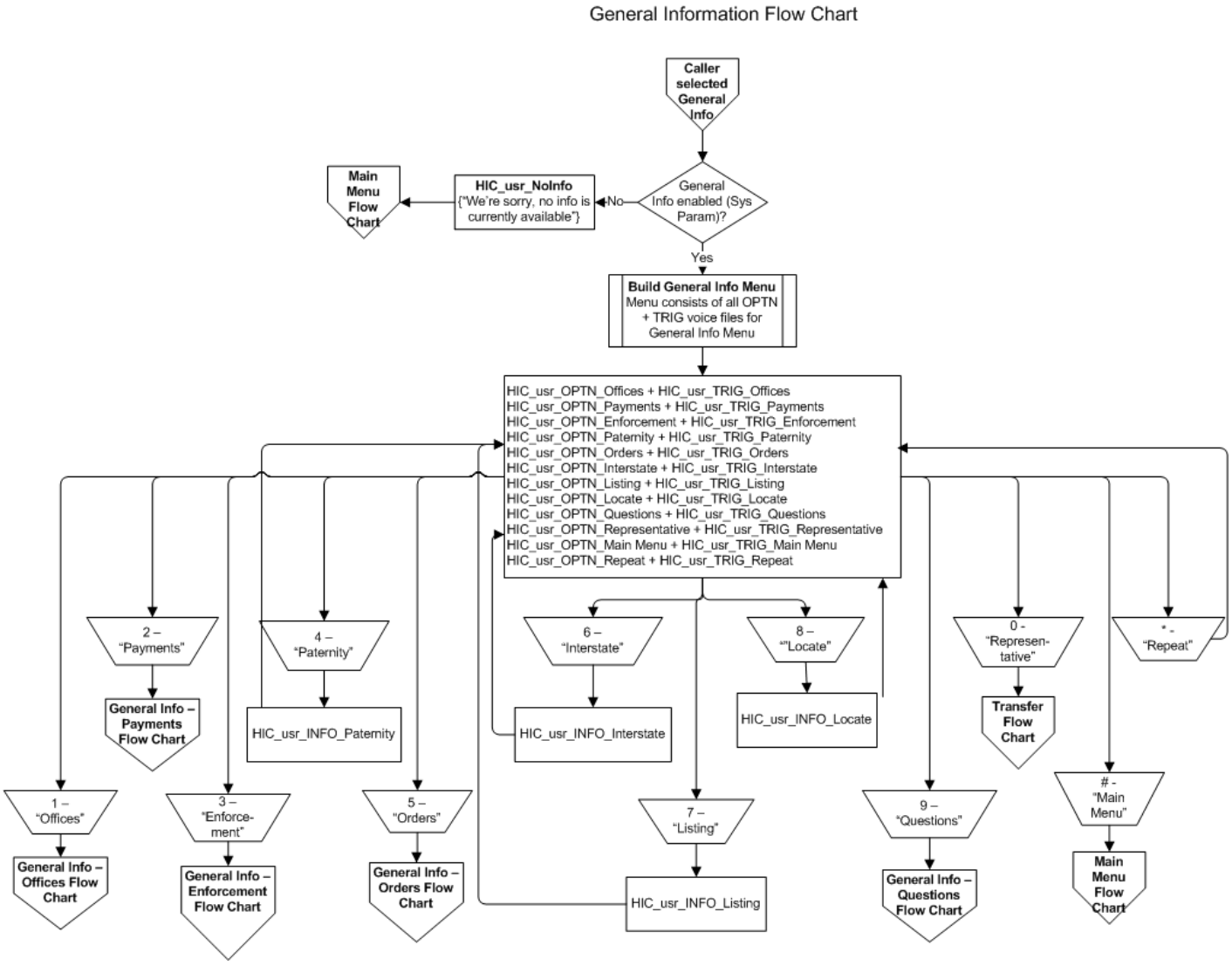
English Speech Recognition Voice Files – Information Menu	
File Name	**Message**
HIC_usr_TRIG_Interstate	Say “Interstate” or press 6.
HIC_usr_OPTN_Listing	For a listing of services that are available for case participants who qualify for IV-D Services
HIC_usr_TRIG_Listing	Say “Listing” or press 7.
HIC_usr_OPTN_Locate	For services concerning locating non-custodial parents and their employers
HIC_usr_TRIG_Locate	Say “Locate” or press 8.
HIC_usr_OPTN_Questions	For frequently asked questions about child support
HIC_usr_TRIG_Questions	Say “Questions” or press 9.
HIC_usr_OPTN_Representative	To speak to a customer service representative
HIC_usr_TRIG_Representative	Say “Representative” or press zero.
HIC_usr_OPTN_Main_Menu	To return to the main menu
HIC_usr_TRIG_Main_Menu	Say “Main Menu” or press pound.
HIC_usr_OPTN_Repeat	To repeat these options
HIC_usr_TRIG_Repeat	Say “Repeat” or press star.
HIC_usr_INFO_Paternity	The purpose of paternity establishment is to determine the legal father of a child born to parents not married to each other. Both alleged fathers and presumed fathers may be included in the paternity establishment process. The alleged father is the father named by the requestor. The presumed father is the father who is or was married to the child's natural mother, and the child was born during the marriage or within 300 days after the marriage is terminated; or the presumed father's name appears on a birth certificate issued prior to 01/01/98. Paternity establishment is a judicial process carried out by the Family Support Division which is responsible for all CSEA paternity establishment in Hawaii. Through the Family Support Division, CSEA takes action to establish paternity only when child support and /or medical support is at issue for the child. A presumed father may not request that CSEA take action to disestablish his paternity. Whenever possible, child support orders are established in conjunction with the paternity legal proceedings. If paternity for a child is at issue, the paternity establishment process may be initiated when:

English Speech Recognition Voice Files – Information Menu	
File Name	**Message**
	▪ CSEA receives an automated referral on a public assistance case. ▪ The custodial or non-custodial parent requests paternity establishment. ▪ CSEA receives an interstate request from another IV-D agency. ▪ CSEA has sufficient locate information available on an existing case in which paternity could not previously be determined to initiate the paternity establishment process. ▪ Steps in the paternity establishment process include: ▪ Obtaining financial data and other pertinent information on all parties. ▪ Generating and serving the legal documents. ▪ Evaluating responses and level of cooperation. ▪ Scheduling genetic testing when requested or ordered. ▪ Representing CSEA in court proceedings. ▪ Establishing paternity and child support orders. The paternity establishment processing function is further broken down into expedited or routine processing paths. Expedited processing is used when there is a single alleged father who is named on the birth certificate. Routine processing is used when multiple alleged fathers are named, the alleged father is not named on the birth certificate, and/or the birth certificate/birth expense information is not returned. When the custodial and non-custodial parents have signed the Hawaii Voluntary Establishment Of Paternity By Parents form, or an equivalent form from another state, the case is routed through order establishment since paternity is no longer at issue. For cases in which the alleged father does not reside in Hawaii and the child was not conceived in Hawaii, interstate procedures are used to establish paternity. When the alleged father resides in another state, but the child was conceived in Hawaii, long arm paternity establishment procedures are used. If this process fails, interstate procedures are attempted.
HIC_usr_INFO_Interstate	Interstate cases are processed under the Uniform Interstate Family Support Act (UIFSA). This act allows one state to request another state or jurisdiction to act in their behalf to establish, modify, or enforce an order. A state may petition for establishment of paternity or support, modification of an existing order, enforcement of an order, or collection of

English Speech Recognition Voice Files – Information Menu	
File Name	**Message**
	arrears. A state may also request another jurisdiction to register a support order (registration of a foreign support order) so that enforcement, modification or both enforcement and modification can take place.
HIC_usr_INFO_Listing	The parent or custodial party who has applied for services automatically receives all enforcement services that are offered by the Agency. These services include but may not be limited to: ▪ Locating the employer and verifying the employment status of the Non-Custodial Parent; ▪ Serving the Order for Income Withholding on the current employer to initiate the withholding of wages for the support obligations; ▪ Referral of the Non-Custodial Parent for State and Federal Tax Refund Offset when the criteria for submission are met; ▪ Referral of the Non-Custodial Parent for Federal Administrative Offset when the criteria for submission are met; ▪ Referral of the Non-Custodial Parent for License Suspension when the criteria for submission are met; ▪ Referral of the Non-Custodial Parent for Passport Denial when the criteria for submission are met; ▪ Referral of the Non-Custodial Parent for Financial Institution Data Match when the criteria for submission are met; ▪ The enforcement of medical support as required by the terms and conditions of the support order in compliance with State and Federal regulations; and ▪ The recordation of a child support order with the Bureau of Conveyances. ▪ Establishment, modification, establishment of arrears, or the termination of your child support order. ▪ Pursue medical insurance coverage for the children in all cases where they are not covered by a private insurance plan.
HIC_usr_INFO_Locate	Locate is composed of four major processes: immediate locate, continual locate, quick locate, and investigative referral. These processes work together to meet federal locate requirements. Locate processes query external

English Speech Recognition Voice Files – Information Menu	
File Name	**Message**
	sources to obtain information regarding non-custodial parents, alleged fathers, custodial persons and children. Such data includes, but is not limited to address, social security number, date of birth, employer, medical insurance and assets. A locate request is always for information on an individual, therefore, only one locate request needs to be initiated even if the individual is associated with more than one case.
HIC_usr_Noinfo	We're sorry. No information is currently available.

General Information Flow Chart



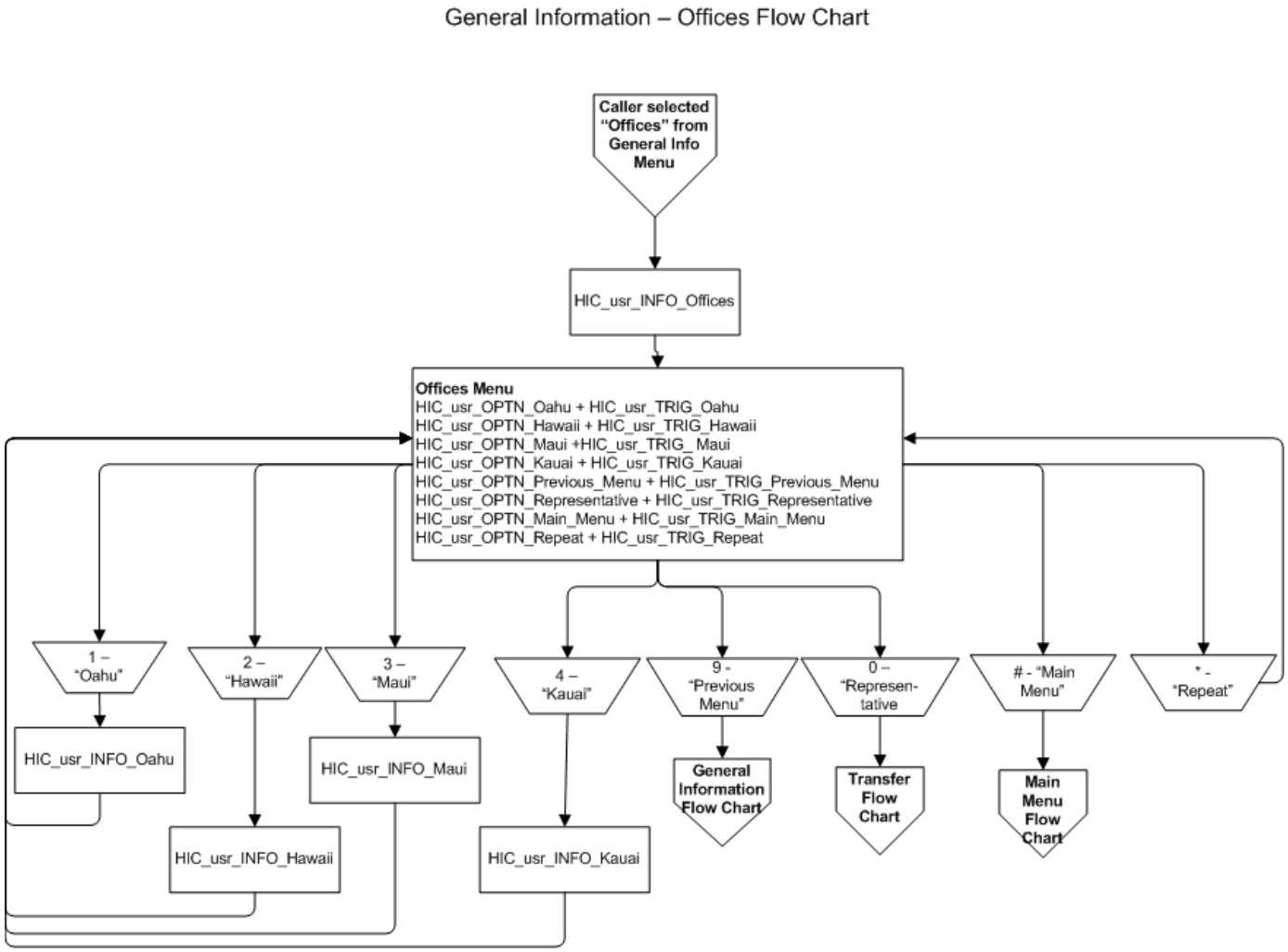
General Information - Offices Voice Scripts

Office Menu — For the Oahu office, say ”Oahu” or press 1. For the Hawaii office, say “Hawaii” or press 2. For the Maui office, say “Maui” or press 3. For the Kauai office, say “Kauai” or press 4. To return to the previous menu, say “Previous Menu” or press 9. To speak to a customer service representative, say “Representative” or press zero. To return to the main menu, say “Main Menu” or press pound. To repeat these options, say “Repeat” or press star.

English Speech Recognition Voice Files – Office Menu	
File Name	**Message**
HIC_usr_INFO_Offices	The Child Support Enforcement Agency has four offices. Public hours for all CSEA offices are 9:00 a.m. to 3:00 p.m., Monday through Friday, except for all state holidays, when the offices are closed.
HIC_usr_OPTN_Oahu	For the Oahu office
HIC_usr_TRIG_Oahu	Say “O`ahu” or press 1.
HIC_usr_OPTN_Hawaii	For the Hawaii office
HIC_usr_TRIG_Hawaii	Say “Hawai`I” or press 2.
HIC_usr_OPTN_Maui	For the Maui office
HIC_usr_TRIG_Maui	Say “Maui” or press 3.
HIC_usr_OPTN_Kauai	For the Kauai office
HIC_usr_TRIG_Kauai	Say “Kaua`I” or press 4.
HIC_usr_OPTN_Previous_Menu	To return to the previous menu
HIC_usr_TRIG_Previous_Menu	Say “Previous Menu” or press 9.
HIC_usr_OPTN_Representative	To speak to a customer service representative
HIC_usr_TRIG_Representative	Say “Representative” or press zero.
HIC_usr_OPTN_Main_Menu	To return to the main menu
HIC_usr_TRIG_Main_Menu	Say “Main Menu” or press pound.
HIC_usr_OPTN_Repeat	To repeat these options
HIC_usr_TRIG_Repeat	Say “Repeat” or press star.

English Speech Recognition Voice Files – Office Menu	
File Name	**Message**
HIC_usr_INFO_Oahu	On the island of O`ahu, the address is 601 Kamokila Boulevard, Suite 251, Kapolei, Hawai`i, 96707. The telephone number is (808) 692-8265, or toll free (888) 317-9081.
HIC_usr_INFO_Hawaii	On the island of Hawai`i, the address is Waiakea Kai Shopping Plaza, 88 Kanoelehua Avenue, Suite 202, Hilo, Hawai`I, 96720. The telephone number is (808) 933-0644 or toll free (888) 317-9081.
HIC_usr_INFO_Maui	On the islands of Maui, Moloka`i and Lana`i, the Maui Child Support Enforcement Agency's address is 35 Lunalilo Street, Suite 201, Wailuku, Hawai`i, 96793. The telephone number is (808) 243-5241, or toll free number for Moloka`i and Lana`i is 1-888-317-9081.
HIC_usr_INFO_Kauai	On the island of Kaua`i, the address is 4370 Kukui Grove St., Suite 204, Lihue, Hawaii. The telephone number is (808) 241-7112 or toll free (888) 317-9081.

General Information – Offices Flow Chart



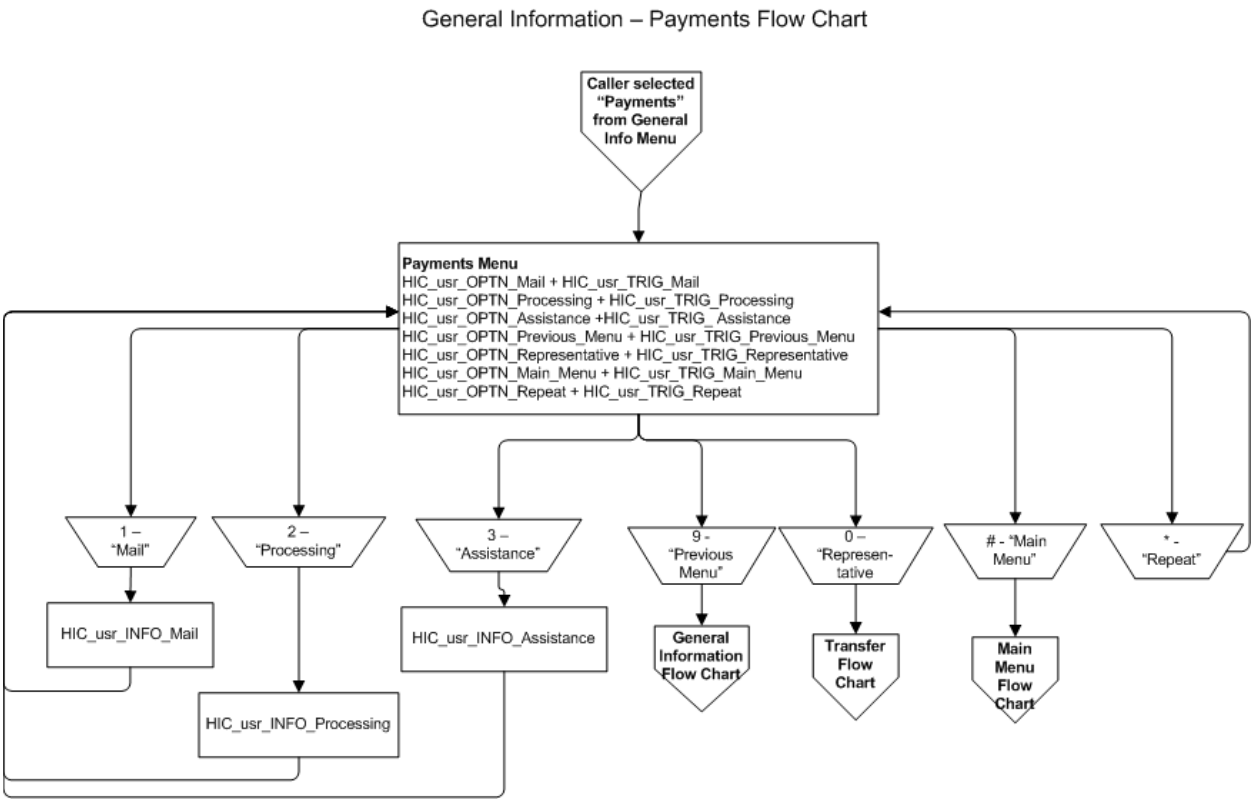
General Information – Payments Voice Scripts

Payment Menu — For the address to mail payments, say “Mail” or press 1. For information on payment processing, say “Processing” or press 2. For information on public assistance, say “Assistance” or press 3. To return to the previous menu, say “Previous Menu” or press 9. To speak to a customer service representative, say “Representative” or press zero. To return to the main menu, say “Main Menu” or press pound. To repeat these options, say “Repeat” or press star.

English Speech Recognition Voice Files – Payment Menu	
File Name	**Message**
HIC_usr_OPTN_Mail	For the address to mail payments
HIC_usr_TRIG_Mail	Say “Mail” or press 1.
HIC_usr_OPTN_Processing	For information on payment processing including direct deposit
HIC_usr_TRIG_Processing	Say “Processing” or press 2.
HIC_usr_OPTN_Assistance	For information on public assistance
HIC_usr_TRIG_Assistance	Say “Assistance” or press 3.
HIC_usr_OPTN_Previous_Menu	To return to the previous menu
HIC_usr_TRIG_Previous_Menu	Say “Previous Menu” or press 9.
HIC_usr_OPTN_Representative	To speak to a customer service representative
HIC_usr_TRIG_Representative	Say “Representative” or press zero.
HIC_usr_OPTN_Main_Menu	To return to the main menu
HIC_usr_TRIG_Main_Menu	Say “Main Menu” or press pound.
HIC_usr_OPTN_Repeat	To repeat these options
HIC_usr_TRIG_Repeat	Say “Repeat” or press star.
HIC_usr_INFO_Mail	The mailing address for the Statewide Disbursement Branch is P.O. Box 1860, Honolulu, Hawai`i, 96805-1860. Please include your Pin number and Social Security Number.
HIC_usr_INFO_Processing	Payments with sufficient information are processed and sent to the custodial parent or other appropriate payee within two

English Speech Recognition Voice Files – Payment Menu	
File Name	**Message**
	business days of receipt by the Hawaii Child Support Enforcement Agency. If you are the custodial parent and would like payments to be sent to you via direct deposit or would like to modify an active or pending authorization, complete a direct deposit authorization form. The form is availabvle from the Forms option under Case menu. If you would like to cancel your active or pending authorization, you may submit a letter or complete a direct deposit authorization form. The letter must contain your name, PIN, and signature and can be faxed to 808-692-7134 or mailed to CSEA, P.O. Box 1950, Honolulu, Hawaii 96805-1905.
HIC_usr_INFO_Assistance	If you are the custodial parent and are receiving support payments directly from the non-custodial parent while the children are receiving Temporary Aid to Needy Families financial public assistance, the support payments must be turned over to the Hawaii Child Support Enforcement Agency. If you are the non-custodial parent, you must send the support payments directly to the Agency.

General Information – Payments Flow Chart



General Information – Enforcement Voice Scripts

Enforcement Menu	For collection of payments through the automatic withholding of income or unemployment benefits, say “Collection” or press 1. For information about the Federal Offset Program, say “Federal” or press 2. For information about State Tax Offsets, say “State Tax” or press 3. For information about referral of names to credit bureau, say “Credit Bureau” or press 4. For information about liens, say “Liens” or press 5. For information concerning medical support, say “Medical” or press 6. To return to the previous menu, say “Previous Menu” or press 9. To speak to a customer service representative, say “Representative” or press zero. To return to the main menu, say “Main Menu” or press pound. To repeat these options, say “Repeat” or press star.

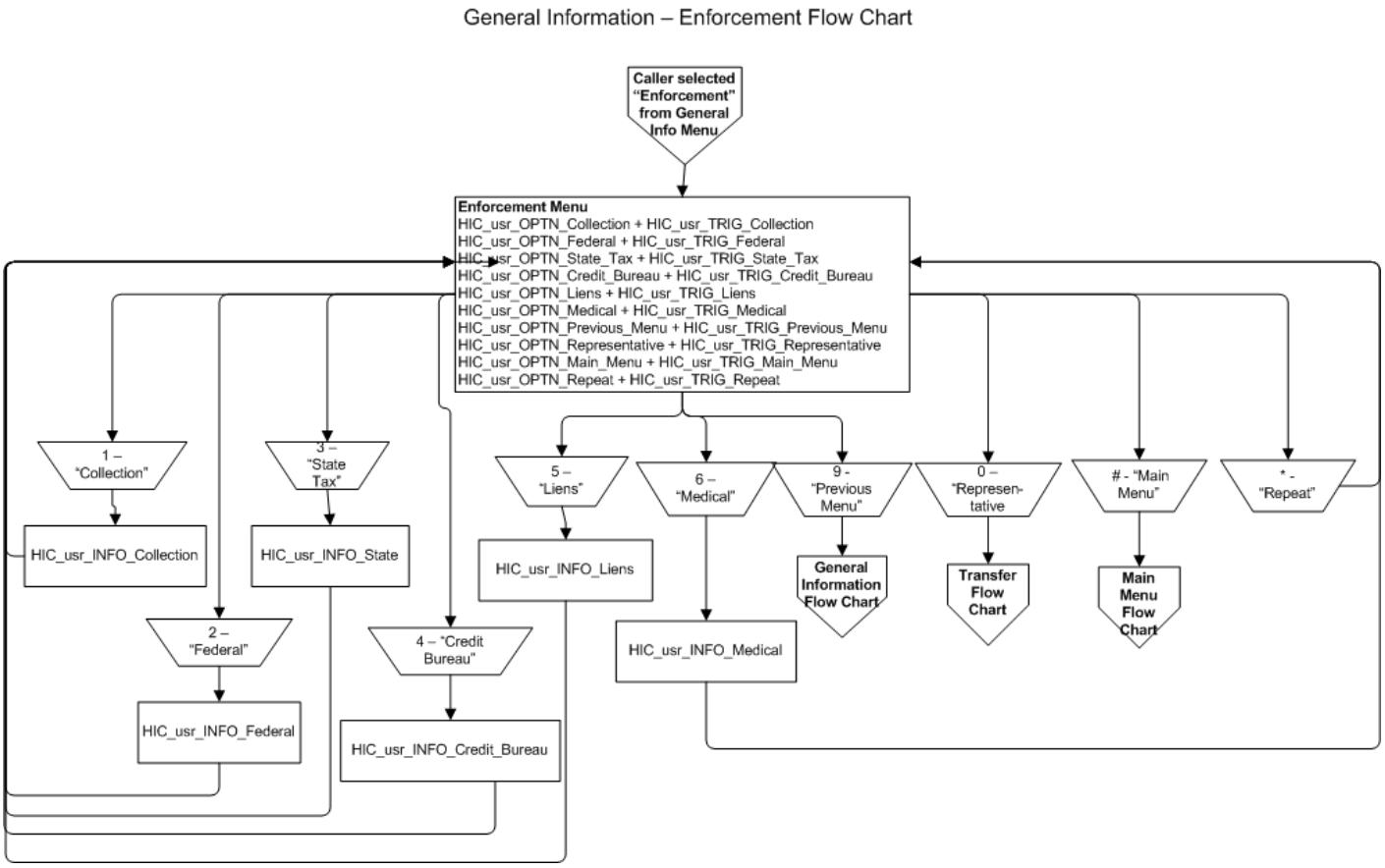
English Speech Recognition Voice Files – Enforcement Menu	
File Name	**Message**
HIC_usr_OPTN_Collection	For collection of payments through the automatic withholding of income or unemployment benefits
HIC_usr_TRIG_Collection	Say “Collection” or press 1.
HIC_usr_OPTN_Federal	For information about the Federal Offset Program
HIC_usr_TRIG_Federal	Say “Federal” or press 2.
HIC_usr_OPTN_State_Tax	For information about State Tax Offsets
HIC_usr_TRIG_State_Tax	Say “State Tax” or press 3.
HIC_usr_OPTN_Credit_Bureau	For information about referral of names to credit bureau
HIC_usr_TRIG_Credit_Bureau	Say “Credit Bureau” or press 4.
HIC_usr_OPTN_Liens	For information about liens
HIC_usr_TRIG_Liens	Say “Liens” or press 5.
HIC_usr_OPTN_Medical	For information concerning medical support
HIC_usr_TRIG_Medical	Say “Medical” or press 6.
HIC_usr_OPTN_Previous_Menu	To return to the previous menu
HIC_usr_TRIG_Previous_Menu	Say “Previous Menu” or press 9.
HIC_usr_OPTN_Representative	To speak to a customer service representative
HIC_usr_TRIG_Representative	Say “Representative” or press zero.
HIC_usr_OPTN_Main_Menu	To return to the main menu

English Speech Recognition Voice Files – Enforcement Menu	
File Name	**Message**
HIC_usr_TRIG_Main_Menu	Say “Main Menu” or press pound.
HIC_usr_OPTN_Repeat	To repeat these options
HIC_usr_TRIG_Repeat	Say “Repeat” or press star.
HIC_usr_INFO_Collection	All new court orders for child support include provisions for immediate income withholding. An Order or Notice to Withhold Income for Child Support is served on the Non-Custodial Parent's employer by regular mail. The employer is required to begin deducting child support payments from their employee’s wages or benefits and forward the amount to the Child Support Enforcement Agency. The income withholding by the employer remains in effect until an order terminating the Order to Withhold Income is filed and served upon employer or a Notice Terminating Income Withholding is sent. The Hawaii Child Support Enforcement Agency works with the State of Hawaii’s Department of Labor and Industrial Relations to withhold child support from any unemployment benefits that a Non-Custodial Parent qualifies to receive.
HIC_usr_INFO_Federal	The Hawaii Child Support Enforcement Agency, or CSEA, uses the Federal Offset Program that includes, Federal Tax Refund Offsets, the Passport Denial and the Administrative Offset Programs, to collect past due support obligations from the Non-custodial parent. The Federal Tax Refund Offset Program is used to collect past-due child support payments from the federal income tax refunds of parents who have been ordered to pay child support. If you have received a notice indicating that your federal income tax refund has been intercepted any you wish to contest that action, you must contact the agency that submitted you name to the Federal Offset Program. The notice that you received includes information on who you must contact. If you filed a joint federal income tax return, your spouse may be able to get back his or her share of the federal income tax refund. For More information, return to the previous menu, select Frequently Asked Questions, and then Federal Income Tax Return information. Passport Denial provides that a person may be denied the issuance or renewal of a passport if the person owes $5,000 or more in past due child support. The Secretary of State may take action to revoke, restrict, or limit a passport previously issued to an individual owing such past due child support.

English Speech Recognition Voice Files – Enforcement Menu	
File Name	**Message**
	If you have attempted to obtain or renew a passport and were denied, you must contact the state child support enforcement agency who submitted you for the Federal Offset Program to make arrangements to pay your outstanding child support obligation. Please note that you may be required to pay all outstanding child support amounts owed before you are allowed to obtain or renew a passport. The Administrative Offset Program is used to collect past-due child support payments by withholding federal payments that are paid to non-custodial parents such as expense reimbursements, travel or retirement payment. If you have received a notice indicating that your federal payment has been intercepted and you wish to contest that action, you must contact the state child support enforcement agency that submitted you to the Federal Offset Program. The notice that you received includes information on who you must contact.
HIC_usr_INFO_State	Section 231-51 through 231-53 of the Hawaii Revised Statutes permits the retention of your state income tax refund to satisfy part or all of this debt. The debt may include delinquency in periodic court-ordered or administratively ordered payments of child support, medical support, or spousal support when ordered in conjunction with child support. It may also include any liquidated sum due and owing for child support, medical support, and spousal support when being collected in conjunction with child support. If the amount of the refund is greater than the amount necessary to satisfy the child support debt, the difference shall be refunded.
HIC_usr_INFO_Credit_Bureau	If you are delinquent in the payment of your support payments, Section 576D-6 of the Hawaii Revised Statutes and Title 5-31-29 of the Hawaii Administrative Rules provides the Child Support Enforcement Agency with the authority to give information regarding delinquent accounts to any consumer reporting agency (credit bureau). On a monthly basis, cases eligible for credit bureau reporting are selected. Upon receipt of the notice of proposed credit reporting, the Non-Custodial Parent may make a written request for a hearing to contest the proposed credit bureau reporting within a specified number of days. If the hearing request is not received within the allowed time, the overdue child support is reported to the credit bureau.

English Speech Recognition Voice Files – Enforcement Menu	
File Name	**Message**
HIC_usr_INFO_Liens	The Hawaii Child Support Enforcement Agency records support orders with the State of Hawaii Bureau of Conveyances, or BOC. By recording the support order with BOC, a lien is created on any real property owned by the Non-Custodial parent when the they become delinquent in the payment of support or when the order establishes an arrears amount that is owed by the Non-Custodial parent. A lien is also created on any real property that is acquired by the Non-Custodial parent in the future.
HIC_usr_INFO_Medical	The purpose of medical support enforcement is to ensure that health insurance coverage for dependent children is being provided. The Non-Custodial Parent's employer is notified that medical support is to be extended to children on the support order and that failure to comply could result in action being taken against the employer. The process also includes notifying the Custodial Parent of the availability of the medical coverage and providing the Custodial Parent with the medical card.

General Information – Enforcement Flow Chart



General Information – Orders Voice Scripts

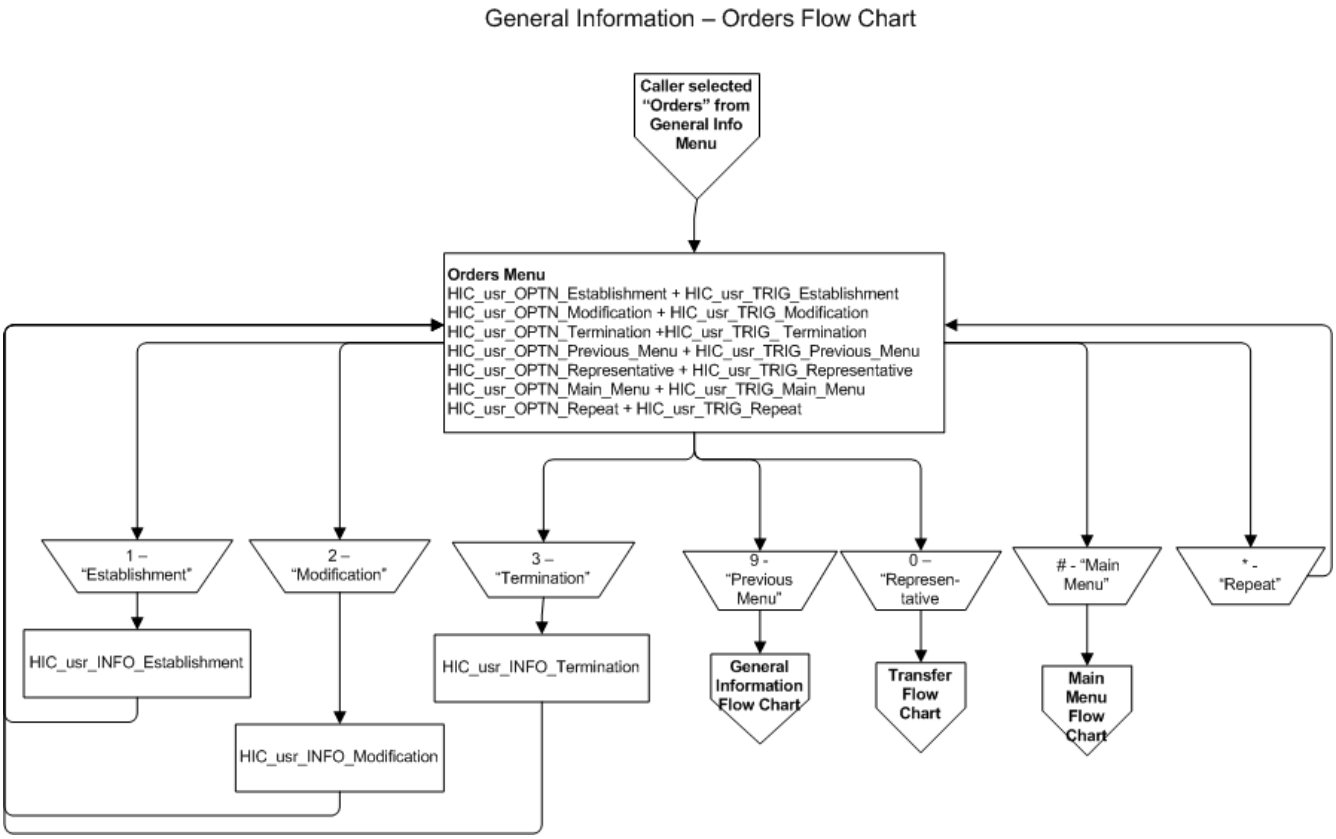
Orders Menu — For establishment of support, say “Establishment” or press 1. For modification of support, say “Modification” or press 2. For termination of support, say “Termination” or press 3. To return to the previous menu, say “Previous Menu” o press 9. To speak to a customer service representative, say “Representative” or press zero. To return to the main menu, say “Main Menu” or press pound. To repeat these options, say “Repeat” or press star.

English Speech Recognition Voice Files – Orders Menu	
File Name	**Message**
HIC_usr_OPTN_Establishment	For establishment of support
HIC_usr_TRIG_Establishment	Say “Establishment” or press 1.
HIC_usr_OPTN_Modification	For modification of support
HIC_usr_TRIG_Modification	Say “Modification” or press 2.
HIC_usr_OPTN_Termination	For termination of support
HIC_usr_TRIG_Termination	Say “Termination” or press 3.
HIC_usr_OPTN_Previous_Menu	To return to the previous menu
HIC_usr_TRIG_Previous_Menu	Say “Previous Menu” or press 9.
HIC_usr_OPTN_Representative	To speak to a customer service representative
HIC_usr_TRIG_Representative	Say “Representative” or press zero.
HIC_usr_OPTN_Main_Menu	To return to the main menu
HIC_usr_TRIG_Main_Menu	Say “Main Menu” or press pound.
HIC_usr_OPTN_Repeat	To repeat these options
HIC_usr_TRIG_Repeat	Say “Repeat” or press star.
HIC_usr_INFO_Establishment	All parents have a legal duty to support their children financially. Orders for child support may be obtained when one or both parents are not providing financial support for his or her children. Orders for child support may be issued at any time during a physical separation of the parents, during the course of a divorce proceeding, or when the children receive certain types of public assistance from the State of Hawaii, Department of Human Services. Child support may be established, modified, terminated, or enforced through the Family Courts or through the Child

English Speech Recognition Voice Files – Orders Menu	
File Name	**Message**
	Support Enforcement Agency. The Child Support Enforcement Agency, or "CSEA", uses an administrative process where hearings officers from the Office of Child Support Hearings issue decisions relating to child support. The administrative orders issued by the hearings officers have the same force and authority as the child support orders issued by the Family Court. The amount of child support owed by a parent is calculated using the Child Support Guidelines. The Guidelines take into account each parent's capacity to contribute income toward the support of their children. The calculations begin with a determination of both parents' gross monthly income and the minimum support needs of the children. The cost of health insurance coverage for the children and child care expenses for the working parent are factors in the calculation. The amount of child support calculated using the Guidelines must be followed unless the Family Court or administrative hearings officer finds that there is an exceptional circumstance which allows for the departure from the Guidelines amount. The Guidelines sets a minimum child support amount of $50.00 per child per month. When a child support order is issued by the Family Court or by an administrative hearings officer, an order for income withholding must also be issued. The order for income withholding requires that the employer deduct the amount of child support from the parent's wages and send the amount to the CSEA. In certain circumstances, the Family Court may allow for child support to be paid directly from one parent to the other, rather than through an income withholding to the CSEA.
HIC_usr_INFO_Modification	An order for child support may be modified if a change in the circumstances of either parent has occurred since the order was originally issued or at least three years have passed since the order was last reviewed for a modification. The party seeking the modification may choose to start the process by going through the Family Court or by applying for services with the CSEA.
HIC_usr_INFO_Termination	A Hawaii order for child support may be terminated through the Family Courts or through the Hawaii Child Support Enforcement Agency, or CSEA. The CSEA uses an administrative process where hearing officers from the Office of Child Support Hearings issue decisions relating to child support. The administrative process requires that both parties be served with a proposed administrative order

English Speech Recognition Voice Files – Orders Menu	
File Name	**Message**
	before any further action can be taken. The administrative orders, signed by the Hearings Officers and filed with the Family Court, have the same force and authority as the child support orders issued by the Family Court.

General Information – Orders Flow Chart



General Information – FAQ Voice Scripts

FAQ Menu	For change of custody, say “Custody” or press 1. For emancipation, say “Emancipation” or press 2. For closing a case, say “Closing” or press 3. For claims by a spouse for their portion of Hawaii State income tax refunds, say “Non-Debtor Spouse” or press 4. For claims by a spouse for their portion of federal income tax refunds, say “Injured Spouse” or press 5. For the difference between IVD and Non-IVD cases, say “Cases” or press 6. For adoption information, say “Adoption” or press 7. For other child support information, say “Information” or press 8. To return to the previous menu, say “Previous Menu” or press 9. To speak to a customer service representative, say “Representative” or press zero. To return to the main menu, say “Main Menu” or press pound. To repeat these options, say “Repeat” or press star.
Office Option Menu	For addresses of CSEA offices, say “Addresses” or press 1. To return to the previous menu, say “Previous Menu” or press pound.

English Speech Recognition Voice Files – FAQ Menu	
File Name	**Message**
HIC_usr_OPTN_Custody	For change of custody
HIC_usr_TRIG_Custody	Say “Custody” or press 1.
HIC_usr_OPTN_Emancipation	For emancipation
HIC_usr_TRIG_Emancipation	Say “Emancipation” or press 2.
HIC_usr_OPTN_Closing	For closing a case
HIC_usr_TRIG_Closing	Say “Closing” or press 3.
HIC_usr_OPTN_Non-Debtor_Spouse	For claims by a spouse for their portion of Hawaii State income tax refunds
HIC_usr_TRIG_Non-Debtor_Spouse	Say “Non-Debtor Spouse” or press 4.
HIC_usr_OPTN_Injured_Spouse	For claims by a spouse for their portion of federal income tax refunds
HIC_usr_TRIG_Injured_Spouse	Say “Injured Spouse” or press 5.
HIC_usr_OPTN_Cases	For the difference between IVD and Non-IVD cases
HIC_usr_TRIG_Cases	Say “Cases” or press 6.
HIC_usr_OPTN_Adoption	For adoption information
HIC_usr_TRIG_Adoption	Say “Adoption” or press 7.

English Speech Recognition Voice Files – FAQ Menu	
File Name	**Message**
HIC_usr_OPTN_Information	For other child support information
HIC_usr_TRIG_Information	Say “Information” or press 8.
HIC_usr_OPTN_Previous_Menu	To return to the previous menu
HIC_usr_TRIG_Previous_Menu	Say “Previous Menu” or press 9.
HIC_usr_OPTN_Representative	To speak to a customer service representative
HIC_usr_TRIG_Representative	Say “Representative” or press zero.
HIC_usr_OPTN_Main_Menu	To return to the main menu
HIC_usr_TRIG_Main_Menu	Say “Main Menu” or press pound.
HIC_usr_OPTN_Repeat	To repeat these options
HIC_usr_TRIG_Repeat	Say “Repeat” or press star.
HIC_usr_INFO_Custody	If you are calling about terminating your child support obligation because custody of your child or children has changed from the other parent to you, you must submit a copy of the court order awarding custody of the child or children to you. You may submit the documents by mail to the Hawaii Child Support Enforcement Agency, or in person. Please include your name, the other parent's name, and your case number.
HIC_usr_INFO_Emancipation	The duration of a parent's duty to support a child is determined by the terms of the child support order and the laws of the state that issued the child support order. In Hawaii, the duty of support ends when a child turns 18 years of age unless the child support order provides for continued support past the age of majority. Typically, Hawaii child support orders provide for continuing child support up to the child’s 23rd birthday if the child is a full-time student in an accredited college or university or vocational school. The Hawaii Child Support Enforcement Agency requires that the custodial parent or the child provide proof of continued education for the fall and spring semesters of each school year. Conditions that may lead to the termination of your support obligation include: a break in school enrollment or a failure to provide proof in a timely manner; the child entering active duty military service; or the child’s marriage. Please review

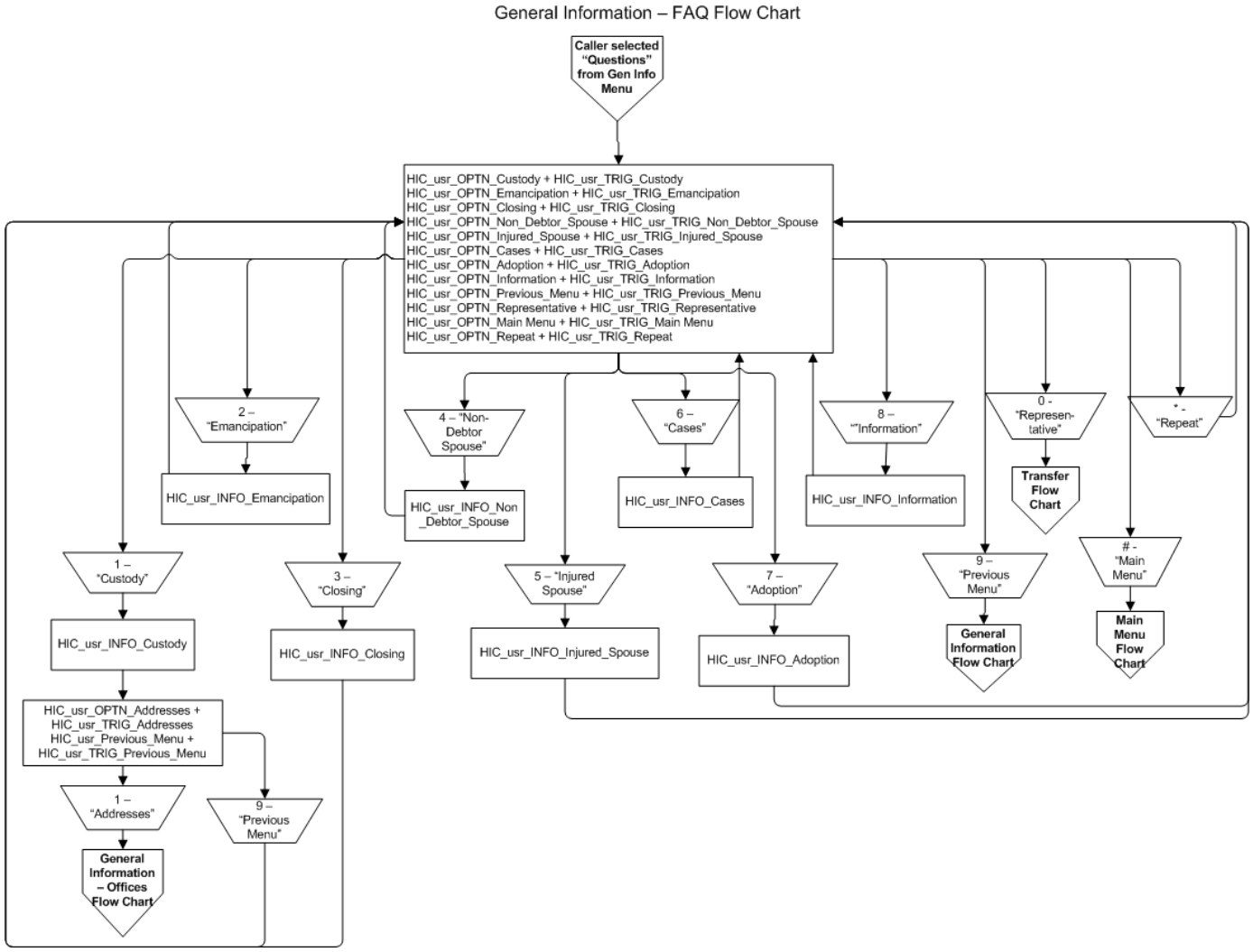
English Speech Recognition Voice Files – FAQ Menu	
File Name	**Message**
	your child support order to identify the specific situations when child support is to be terminated. If there are no terms in your order specifying when child support is to be terminated, the laws of the state that originally issued the child support order would apply.
HIC_usr_INFO_Closing	Parents whose children are recipients of Temporary Assistance to Needy Families, Medicaid, or foster care do not have the option of discontinuing child support services. If you are not a current public assistance recipient or if you were the parent who applied for child support services and you would like to discontinue receiving child support services, you will need to make a request for the discontinuation of services in writing. Please be informed that the child support obligation is not necessarily terminated upon discontinuance of child support services. If services are discontinued, a new application needs to be completed and filed with the agency should you want to reactivate services.
HIC_usr_INFO_Non_Debtor_Spouse	If your State of Hawaii tax refund has been intercepted to pay a child support debt that is owed by your spouse, you may be entitled to a portion of the joint refund. In accordance with Section 231-57 of the Hawaii Revised Statutes, your share of the joint refund would be proportionate to the amount of your gross earnings. This means that you may be entitled to the same percentage of the refund as you contributed to the joint earnings. If you wish to apply for the return of your portion, send photocopies of the actual tax return and W-2 and other equitable wage earning statement documents that you submitted to the State of Hawaii, Department of Taxation. Send all documents to your local office of the Hawaii Child Support Enforcement Agency - or CSEA.
HIC_usr_INFO_Injured_Spouse	If you and your new spouse (called an “injured” spouse) file a joint federal income tax return, your spouse may be able to get back his or her share of the federal income tax refund. Your spouse may file a request for an Injured Spouse Claim and Allocation of a Joint Return with the Internal Revenue Service, to claim his or her portion of any federal income tax refund due. The Internal Revenue Service encourages the injured spouse to file the claim at the same time the federal income tax return is filed. If the Hawaii Child Support Enforcement Agency is notified that you have filed a joint federal income tax return with your new spouse, the Agency may hold part or all of the federal income tax refund for up to six months, while waiting for the

English Speech Recognition Voice Files – FAQ Menu	
File Name	**Message**
	Internal Revenue Service's notification of any Injured Spouse Claim that may have been filed.
HIC_usr_INFO_Cases	The Hawaii Child Support Enforcement Agency, or CSEA, handles both Title IV-D cases and Non-Title IV-D cases. A Title IV-D case means that the CSEA is providing a full range of child support services as required by federal law. Such services may include, establishment of paternity, establishment of a child support order, and a wide range of enforcement actions to collect child support, such as withholding of wages and other types of income, interception of tax refunds, and liens on real property. Enforcement of the medical insurance provisions of the child support order is also required in Title IV-D cases if the obligor does not provide proof of having enrolled the child in a medical insurance plan. CSEA also handles Non-Title IV-D cases. Non-Title IV-D cases receive only services limited to receiving child support from the payer and sending the child support to the payee as required by the child support order. Anyone wishing to receive Title IV-D child support services may submit a completed and signed application form to the CSEA. If you have an account with CSEA and would like to request an application through this system, return to the Main Menu and select the Account option.
HIC_usr_INFO_Adoption	The adoption of a minor child is a valid reason for the termination of the on-going child support obligation. The termination provisions of the child support order determine what action is necessary to stop the child support obligation from continuing to accrue. If the child support order specifies that child support terminates upon the adoption of the child, no further court or administrative order is necessary to terminate the child support obligation. If the child support order does not specify that child support terminates upon the adoption of the child, an order terminating child support is necessary to stop the child support obligation from continuing to accrue. A copy of the adoption decree must be provided to the Hawaii Child Support Enforcement Agency before any action to terminate child support can be taken.
HIC_usr_INFO_Information	Child support may be established, modified, terminated, or enforced through the Family Courts or through the Hawaii Child Support Enforcement Agency – or CSEA. The CSEA uses an administrative process where hearings officers from the Office of Child Support Hearings issue decisions relating to child support. The administrative orders issued by the

English Speech Recognition Voice Files – FAQ Menu	
File Name	**Message**
	hearings officers have the same force and authority as the child support orders issued by the Family Court. The amount of child support owed by a parent is calculated using the Child Support Guidelines. The Guidelines take into account each parent's capacity to contribute income toward the support of their children. The calculations begin with a determination of both parents' gross monthly income and the minimum support needs of the children. The cost of health insurance coverage for the children and child care expenses for the working parent are factors in the calculation. The amount of child support calculated using the Guidelines must be followed unless the Family Court or administrative hearings officer finds that there is an exceptional circumstance which allows for the departure from the Guidelines amount. The Guidelines sets a minimum child support amount of $50.00 per child per month. When a child support order is issued by the Family Court or by an administrative hearings officer, an order for income withholding must also be issued. The order for income withholding requires that the employer deduct the amount of child support from the parent's wages and send the amount to the CSEA. In certain circumstances, the Family Court may allow for child support to be paid directly from one parent to the other, rather than through an income withholding to the CSEA. An order for child support may be modified if a change in the circumstances of either parent has occurred since the order was originally issued or at least three years have passed since the order was last reviewed for a modification. The party seeking the modification may choose to start the process by going through the Family Court or by applying for services with the CSEA.

English Speech Recognition Voice Files – Office Option Menu	
File Name	**Message**
HIC_usr_OPTN_Addresses	For addresses of CSEA offices
HIC_usr_TRIG_Addresses	Say "Addresses" or press 1.
HIC_usr_OPTN_Previous_Menu	To return to the previous menu
HIC_usr_TRIG_Previous_Menu	Say "Previous Menu" or press 9.

General Information – FAQ Flow Chart



Special Contacts Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_ContactsOpts	If you are an attorney, say “Attorney” or press 1. If you are an employer, say “Employer” or press 2. If you are an out of state agency, say “Agency” or press 3. To return to the main menu, say “Main Menu” or press pound. To repeat these options, say “Repeat” or press star.
HIC_usr_AttorneyAH	We’re sorry. No one is available to take your call at this time. Service representatives are available during our service hours, Monday through Friday, 9:00 a.m. to 3:00 p.m. Thank you for calling the State of Hawaii Child Support Enforcement Agency automated information system.
HIC_usr_AttorneyAHOpts	To return to the Main Menu, say “Main Menu” or press pound. Otherwise, you may hang up.
HIC_usr_CannotTransfer	We’re sorry, all lines are busy and we cannot transfer your call at this time. You will be returned to the Main Menu where you may again select the option to speak to our customer service representative.
HIC_usr_AfterHours	We’re sorry. No one is available to take your call at this time. Representatives are available during our customer service hours, 9:00 AM to 3:00 PM, Monday through Friday, except on State holidays.
HIC_usr_AgencyAHOpts	If you would like to leave a voice mail, say ”Voice Mail” or press 1. Otherwise, you may hang up.
HIC_usr_GetFIPS	Please say or enter your 5-digit FIPS code for your state agency now.
HIC_usr_Confirm1	Let me confirm that.
HIC_usr_Confirm2	Is that correct? Say “yes” or press 1, or say “no” or press 2.
HIC_usr_FIPSNotValid	That does not appear to be a valid FIPS code.
HIC_usr_InvalidFIPSOpt	To try the code again, say “Try Again” or pess 1. To return to the Main Menu, say “Main Menu” or press pound.
HIC_usr_Transfer	Please hold. Your call is being transferred.
HIC_usr_EmployerOpts	If you would like to listen to information of concern to employers, say “Information” or press 1. To speak to a representative of the Statewide Disbursement Branch, say “Hotline” or press 2. To speak to a customer service representative, say “Representative” or press zero.

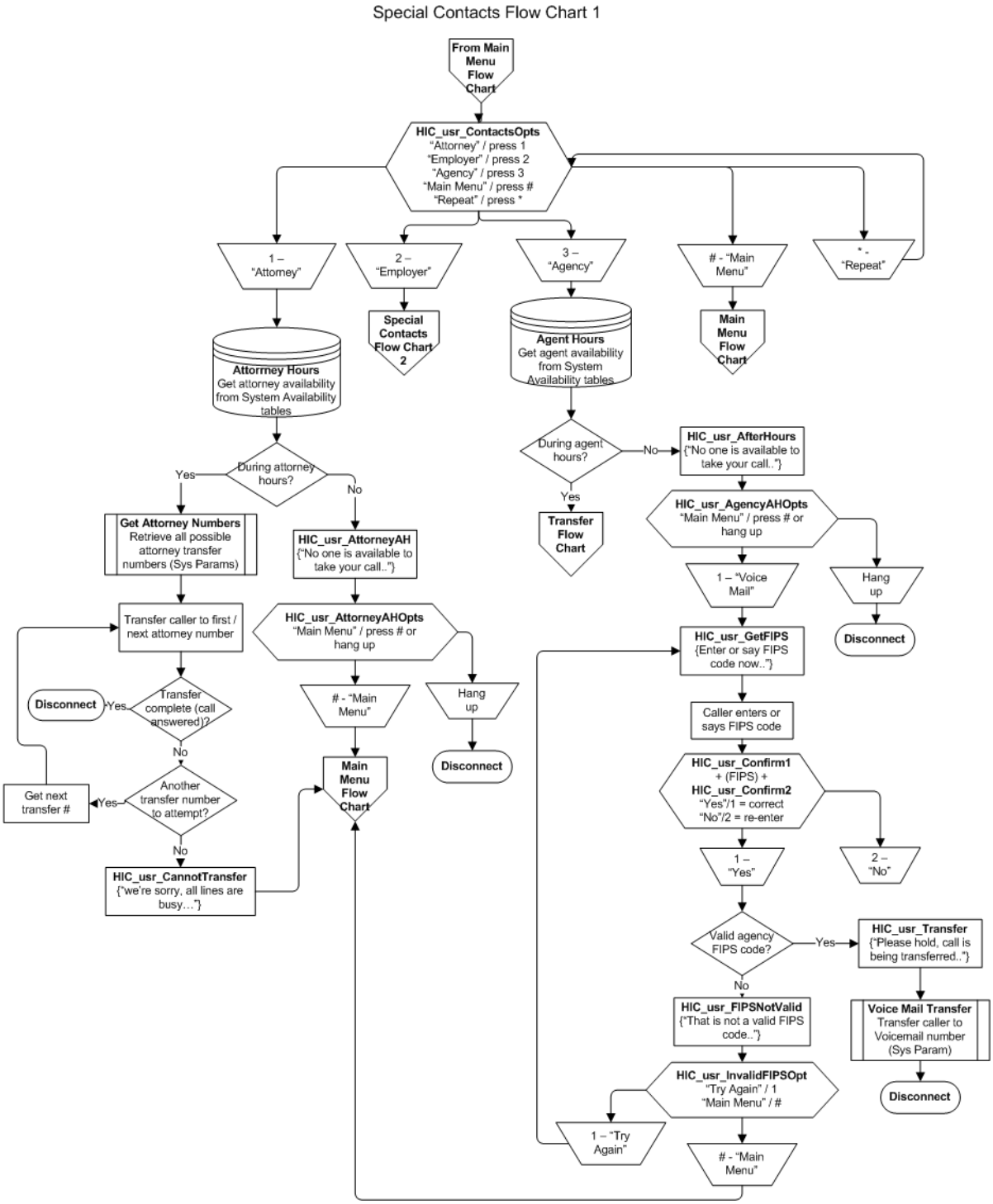
English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_EmployerAHOpts	If you would like to listen to information of concern to employers, say "Information" or press 1. Otherwise, you may hang up.
HIC_usr_EmployerInfoOpts	For information concerning wage withholding, say "Withholding" or press 1. For medical enforcement, say "Medical" or pess 2. For electronic funds transfer information, say "Funds" or press 3. For employer responsibility, say "Responsibility" or press 4. For new hire reporting, say "New Hire" or press 5. For information on stopping payments, say "Stop Payment" or press 6. To speak to a representative of the Statewide Disbursement Branch, say "Hotline" or press 7. To speak to a customer service representative, say "Representative" or press zero. To repeat these options, say "Repeat" or press star. To end this call, please hang up.
HIC_usr_WageWithhold	Federal and State laws provide for improved enforcement mechanisms including mandatory income withholding and expedited processes for establishing and enforcing child support orders, whether or not there is an arrearage owed. Because it taps the non-custodial parent's income at the source and becomes a regularly deducted item like Social Security, withholding has proven to be a very effective tool for enforcing child support obligations. By withholding income for child support, employers are providing a valuable community service. Withholding ensures that non-custodial parents, who are legally and morally responsible, provide support for their children so the burden does not fall on the taxpayers.
HIC_usr_MedEnforce	If you are the employer, you may receive a National Medical Support Notice for an employee. Federal and State law require the Child Support Enforcement Agency, or CSEA, to use the National Medical Support Notice to enforce an order requiring the employee to provide medical insurance coverage for the child. The instructions provide detailed information, including the timeframes, on the actions that must be taken. If you have more questions, you may contact the CSEA Employer Line at 808-692-7029.
HIC_usr_EFTInfo	The Hawaii Child Support Enforcement Agency, or CSEA, is currently accepting employers' withholding of child support payment through Electronic Fund Transfer – or EFT. Should you be interested in finding out more information on this process, please fax your request to our EFT coordinator at 808-692-7134. We will mail you an employer EFT packet that will assist you in getting started in the right direction. You may contact Bank of Hawaii and payroll service providers such as Ceridian and ADP

English Speech Recognition Voice Files	
File Name	**Message**
	regarding EFT if you are already working with one of those companies.
HIC_usr_EmpRes	The following is a brief summary of your legal responsibility as an employer under the Hawaii Revised Statutes Section 571-52, Section 576E-1, and Section 576E-16. 1. An Order/Notice to Withhold Income, or OIW, will tell you when to begin, how much to deduct, and where to send the support amount withheld. This OIW has priority against garnishment, attachment, execution, or other income withholding orders. 2. Income is defined as salaries, wages, earnings, workers' compensation, unemployment compensation, disability benefits, commissions, independent contractor income, and any other entitlement to money including pension, annuity, retirement, disability or death benefit. 3. Withholding must begin no later than the first pay period that occurs within 7 business days upon receipt of the OIW. 4. You must forward the amount withheld to the Child Support Enforcement Agency (CSEA) within 5 working days after the employee's payday. 5. If you withhold support for several employees, you may combine the amounts into one check, provided you include a listing of the date and amount withheld for each employee. 6. The total amount which may be withheld from any paycheck is limited to that specified by the Consumer Credit Protection Act (CCPA). CCPA limits are 50% of disposable earnings when the non-custodial parent is living with and is supporting a second family or 60% if there is no second family. Each limit is increased by 5% if payments are in arrears 12 weeks or more. 7. You may not change the amount or discontinue the withholding unless you receive a new OIW or you are notified by the CSEA or the Clerk of the Court. 8. For each payment you withhold and send to the CSEA, you may collect a $2 administrative fee. This fee is to be deducted only from income and not from the support amount. 9. If you fail to withhold support as specified in the OIW, you will become liable for the full amount you should have withheld from the employee's income. 10. You must immediately inform the CSEA in writing of any change that would affect your ability to comply with the order. When an employee leaves your firm, you must provide his/her last known address and the name and address of the new employer, if you have that information.

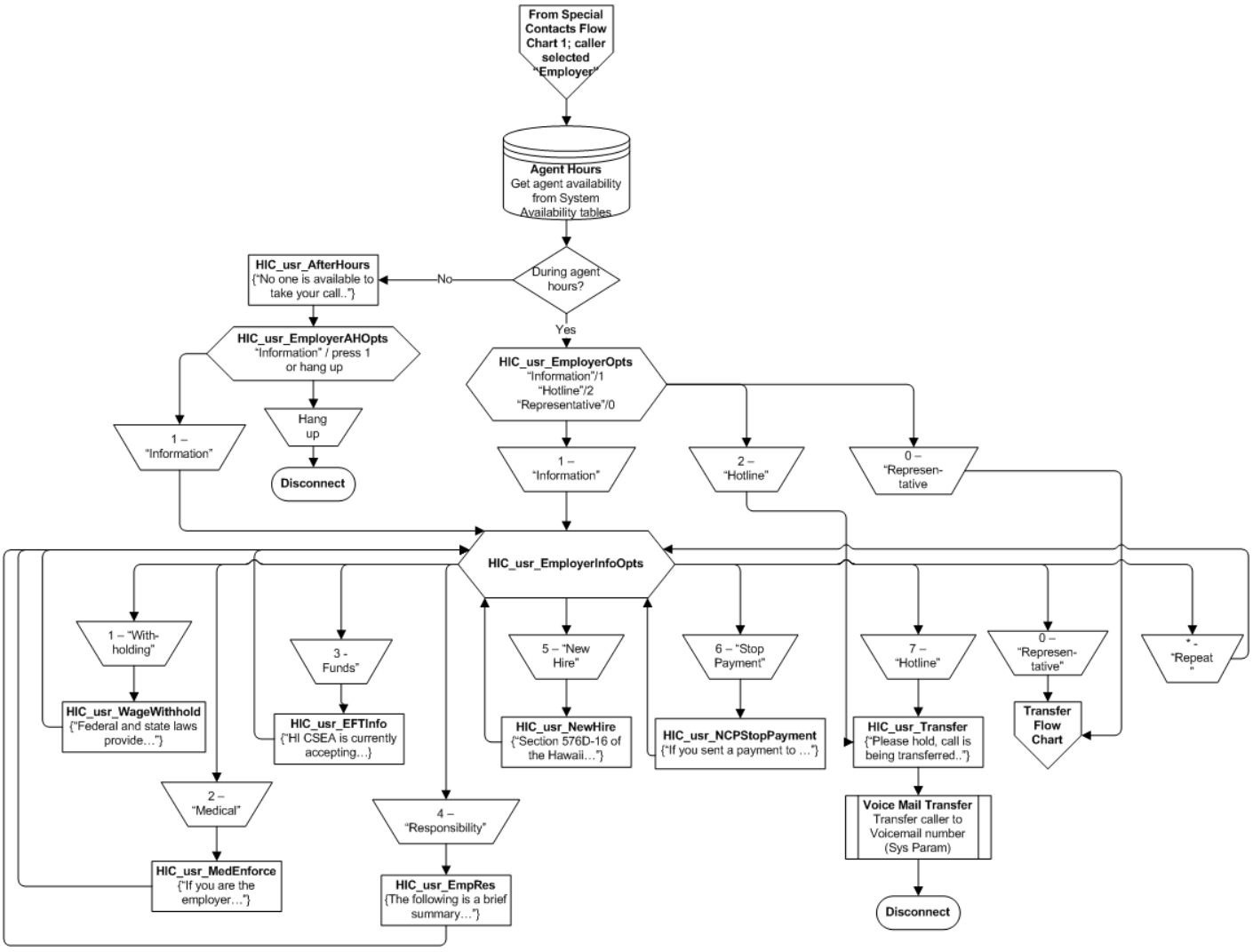
English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_NewHire	Section 576D-16 of the Hawaii Revised Statutes requires each employer in the State of Hawaii to report the name, address, social security number of each new employee along with the federal identification number and employer address to the Child Support Enforcement Agency. Each report is made by sending a W-4 form or its equivalent to the Hawaii Child Support Enforcement Agency by first class mail, by magnetic or electronic medium, or by fax to 808-692-7001.
HIC_usr_NCPStopPayment	If you sent a payment to the Hawaii Child Support Enforcement Agency, or CSEA, that has not been cashed within 30 days of the mailing date, you must notify the CSEA immediately and provide the check information, a contact name and contact phone number. Check information includes the check number, check date, check amount, post-mark date or date mailed and maker of the check. The CSEA's Statewide Disbursement Branch, or SDB, will research to confirm non-receipt of the payment. You will then be notified whether the check has already been processed or a stop payment should be initiated. For stopped payments, you should provide a replacement check as soon as possible. Mail the replacement check to State Disbursement Branch, P.O. Box 1860, Honolulu, HI 96805-1860. Please include a letter about the payment that is being replaced so that if the original payment is received, it can be returned to you. If the stop payment is initiated prior to notifying the CSEA of the situation, you will be responsible for any penalties or fees incurred.

NOTE: For valid FIPS codes, see Receivers of Disbursements in Additional Voice Files.

Special Contacts Flow Charts 1 & 2



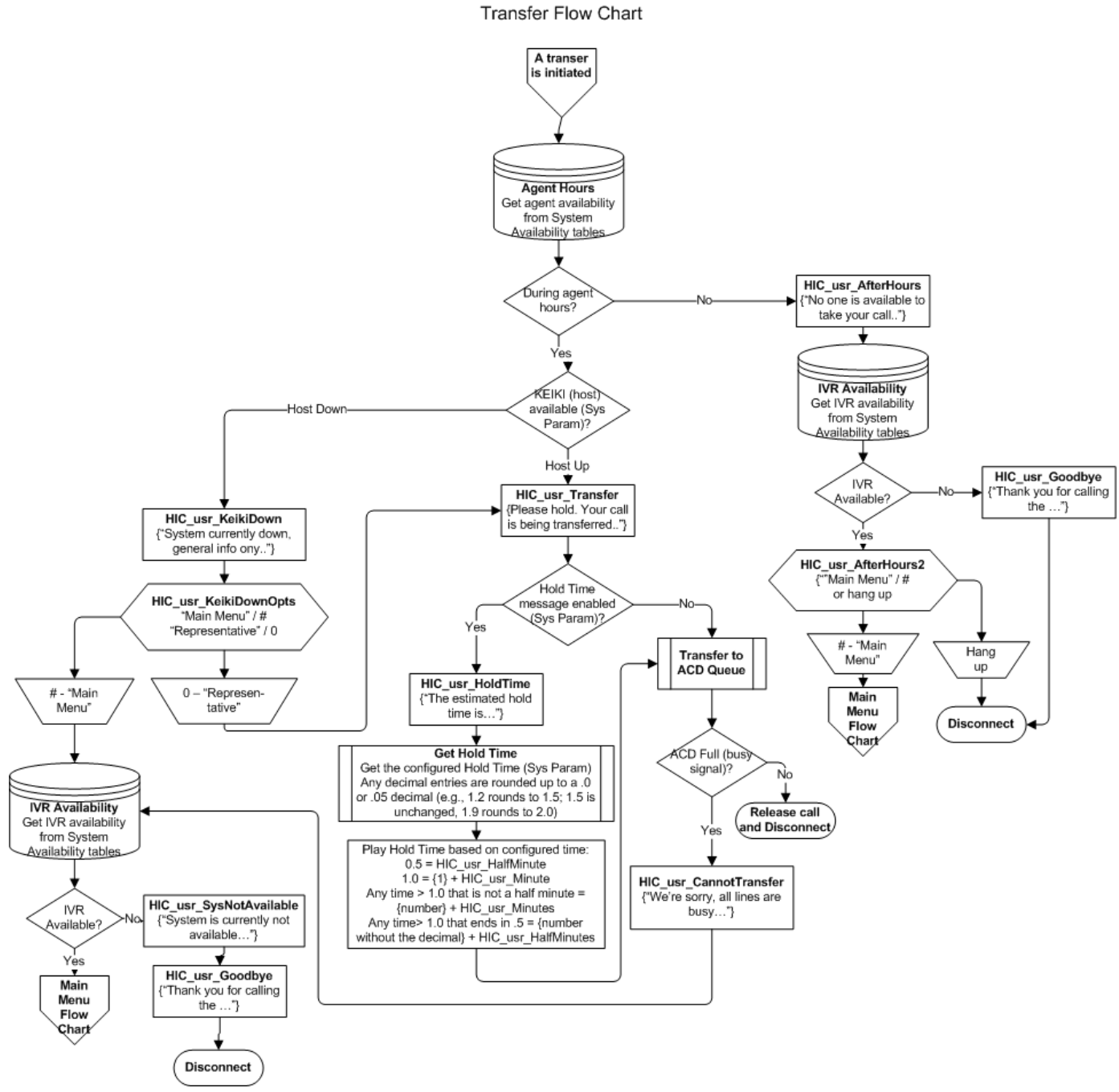
Special Contacts Flow Chart 2



Transfer Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_TransferHold	Please hold. Your call is being transferred. Your call may be recorded for quality assurance purposes.
HIC_usr_AfterHours	We're sorry. No one is available to take your call at this time. Representatives are available during our customer service hours, 9:00 AM to 3:00 PM, Monday through Friday, except on State holidays.
HIC_usr_KeikiDown	Our system is currently unavailable. If you are transferred, representatives will only be able to answer general inquiries.
HIC_usr_KeikiDownOpts	To return to the main menu, say "Main Menu" or press pound. To continue transferring to a customer service representative, say "Representative" or press zero.
HIC_usr_HoldTime	The estimated hold time for the next representative is approximately…
HIC_usr_Minute	…minute.
HIC_usr_Minutes	…minutes.
HIC_usr_HalfMinute	…30 seconds.
HIC_usr_HalfMinutes	…and a half minutes.
HIC_usr_Goodbye	Thank you for calling the State of Hawaii Child Support Enforcement Agency automated information system. Goodbye.
HIC_usr_CannotTransfer	We're sorry, all lines are busy and we cannot transfer your call at this time. You will be returned to the Main Menu where you may again select the option to speak to our customer service representative.
HIC_usr_SysNotAvailable	We're sorry. The State of Hawaii Child Support Enforcement Agency system is currently unavailable.
HIC_usr_AfterHours2	To return to the Main Menu, say "Main Menu" or press pound. To end this call, hang up.

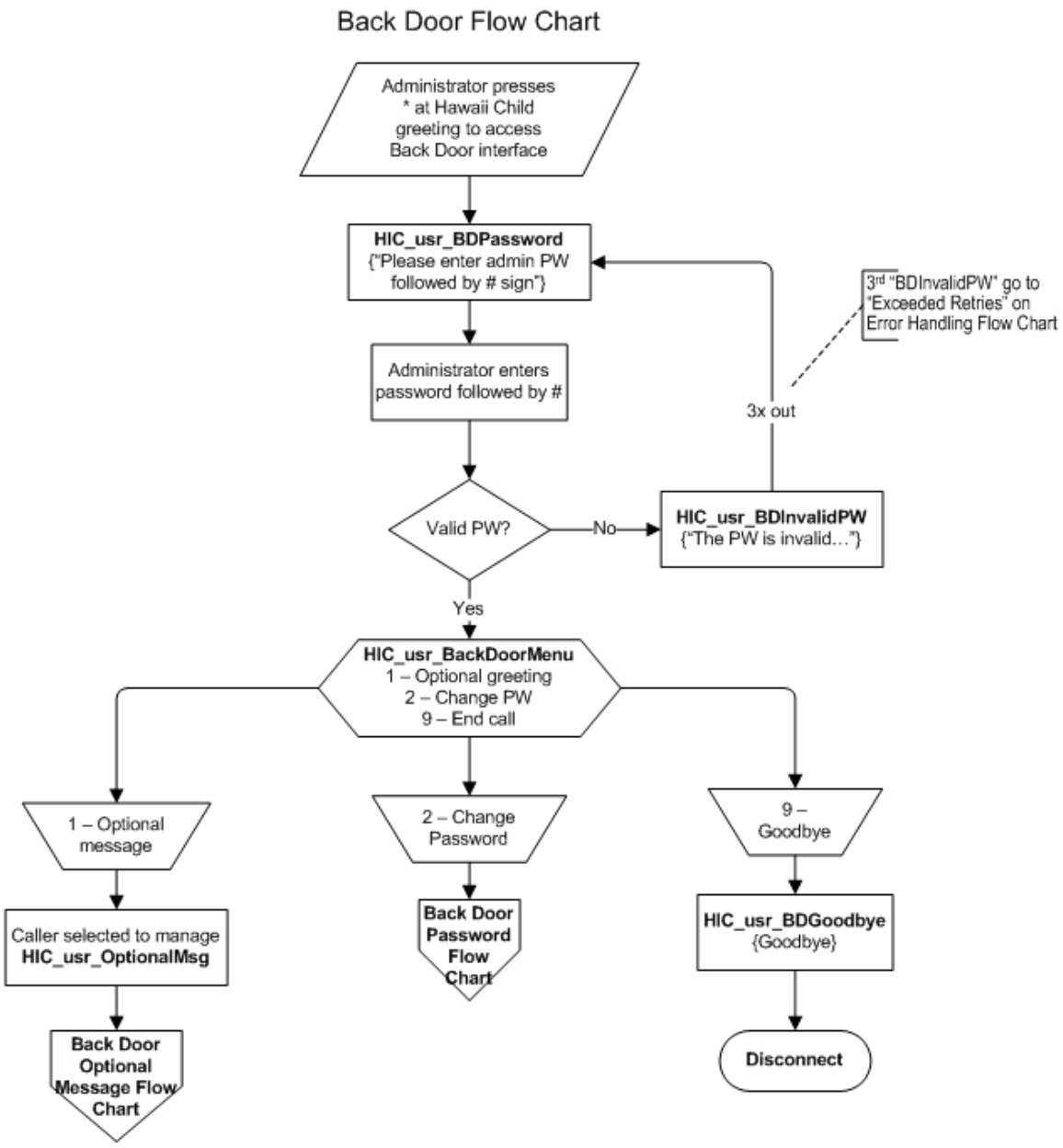
Transfer Flow Chart



Back Door Entry Voice Scripts

English Touchtone Voice Files	
File Name	**Message**
HIC_usr_BDPassword	Please enter the administrator password followed by the pound sign.
HIC_usr_BDInvalidPW	The password entered is not valid.
HIC_usr_BackDoorMenu	For the optional greeting message, press 1 or say “Optional Message”. To change the Back Door Password, press 2 or say “Change Password”. To end this call, press 9 or say “Goodbye”.
HIC_usr_BDGoodbye	Goodbye.

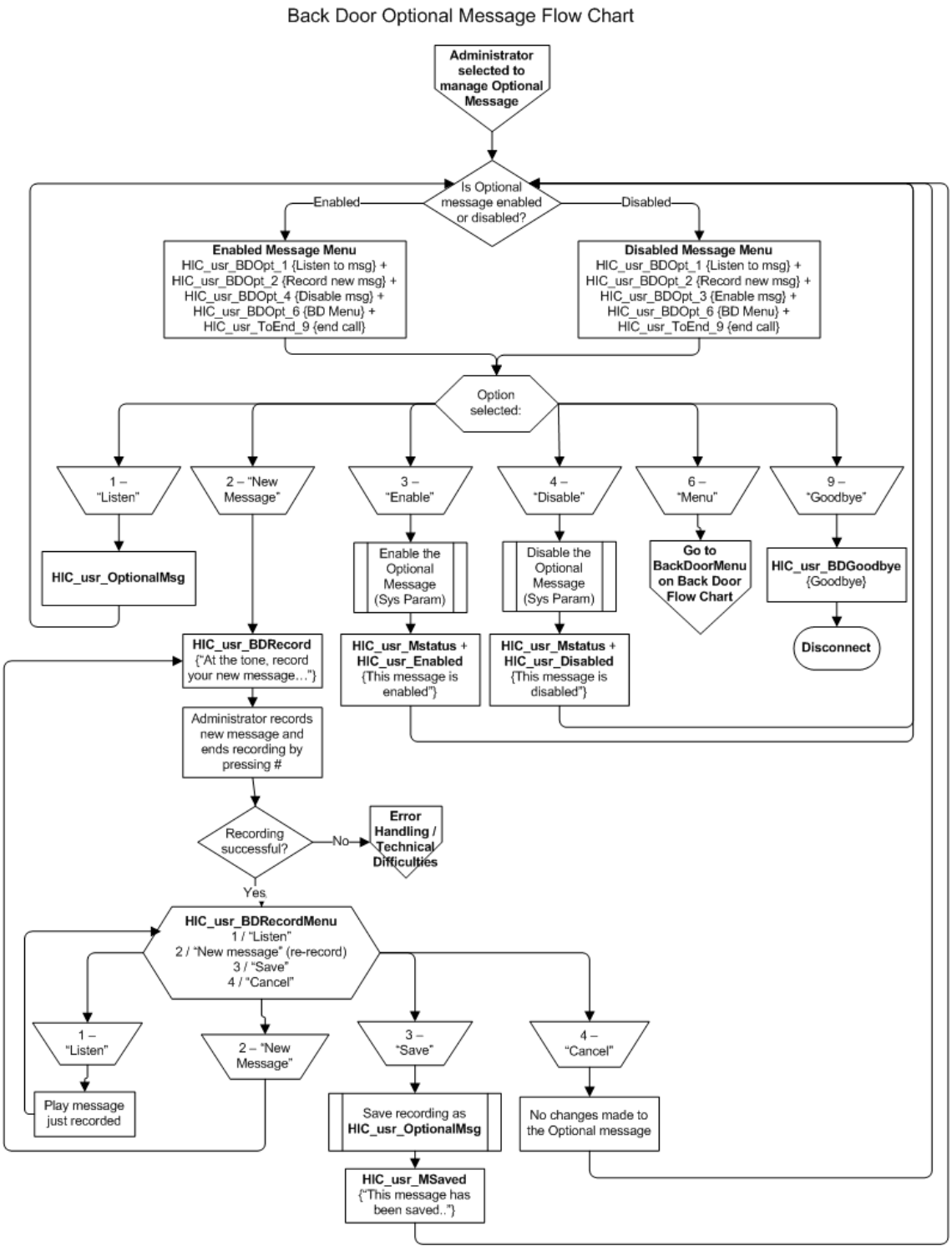
Back Door Entry Flow Chart



Back Door Optional Message Voice Scripts

English Touchtone Voice Files	
File Name	**Message**
HIC_usr_BDOpt_1	To listen to this message, press 1 or say “Listen”.
HIC_usr_BDOpt_2	To record a new message for this voice file, press 2 or say “New Message”.
HIC_usr_BDOpt_3	To enable this message, press 3 or say “Enable”.
HIC_usr_BDOpt_4	To disable this message, press 4 or say “Disable”.
HIC_usr_BDOpt_6	To return to the Back Door Menu, press 6 or say “Menu”.
HIC_usr_ToEnd_9	To end this call, press 9 or say “Goodbye”.
HIC_usr_BDRecord	At the tone record your new message. End the recording by pressing pound.
HIC_usr_BDRecordMenu	To listen to this message, press 1 or say “Listen”. To re-record this message, press 2 or say “New Message”. To save this message, press 3 or say “Save”. To cancel the recording, press 4 or say “Cancel”.
HIC_usr_MSaved	The message has been saved.
HIC_usr_MStatus	This message is ...
HIC_usr_Enabled	…enabled.
HIC_usr_Disabled	…disabled.
HIC_usr_BDGoodbye	Goodbye.

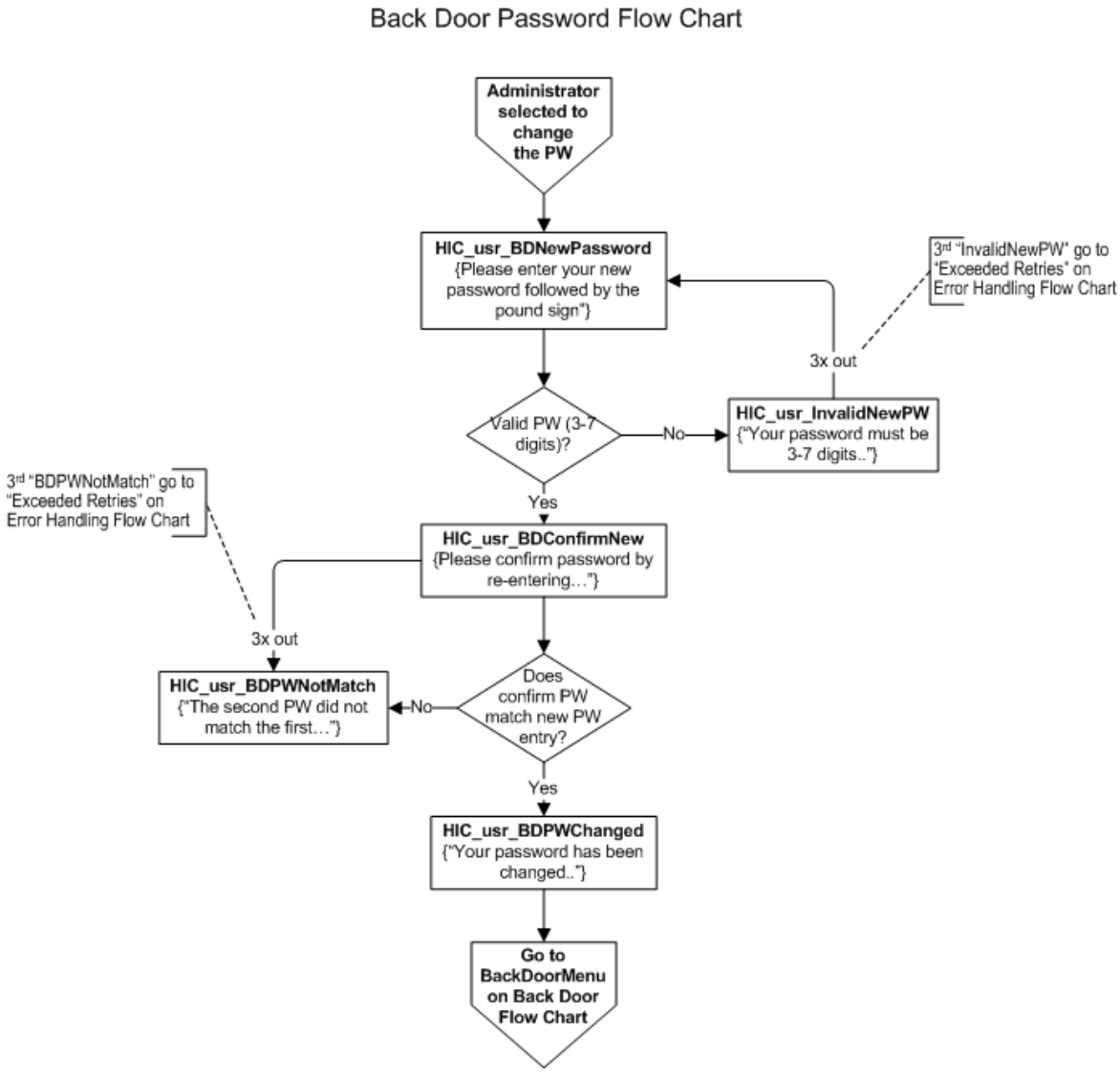
Back Door Optional Message Flow Chart



Back Door Password Voice Scripts

English Touchtone Voice Files	
File Name	**Message**
HIC_usr_BDNewPassword	Please enter a new password followed by the pound sign.
HIC_usr_InvalidNewPW	Your new password must be between 3 and 7 digits in length.
HIC_usr_BDConfirmNew	Please confirm your password by re-entering it now followed by the pound sign.
HIC_usr_BDPWChanged	Your password has been successfully changed.
HIC_usr_BDPWNotMatch	The second password you entered did not match the first one. You will need to re-enter a new password.

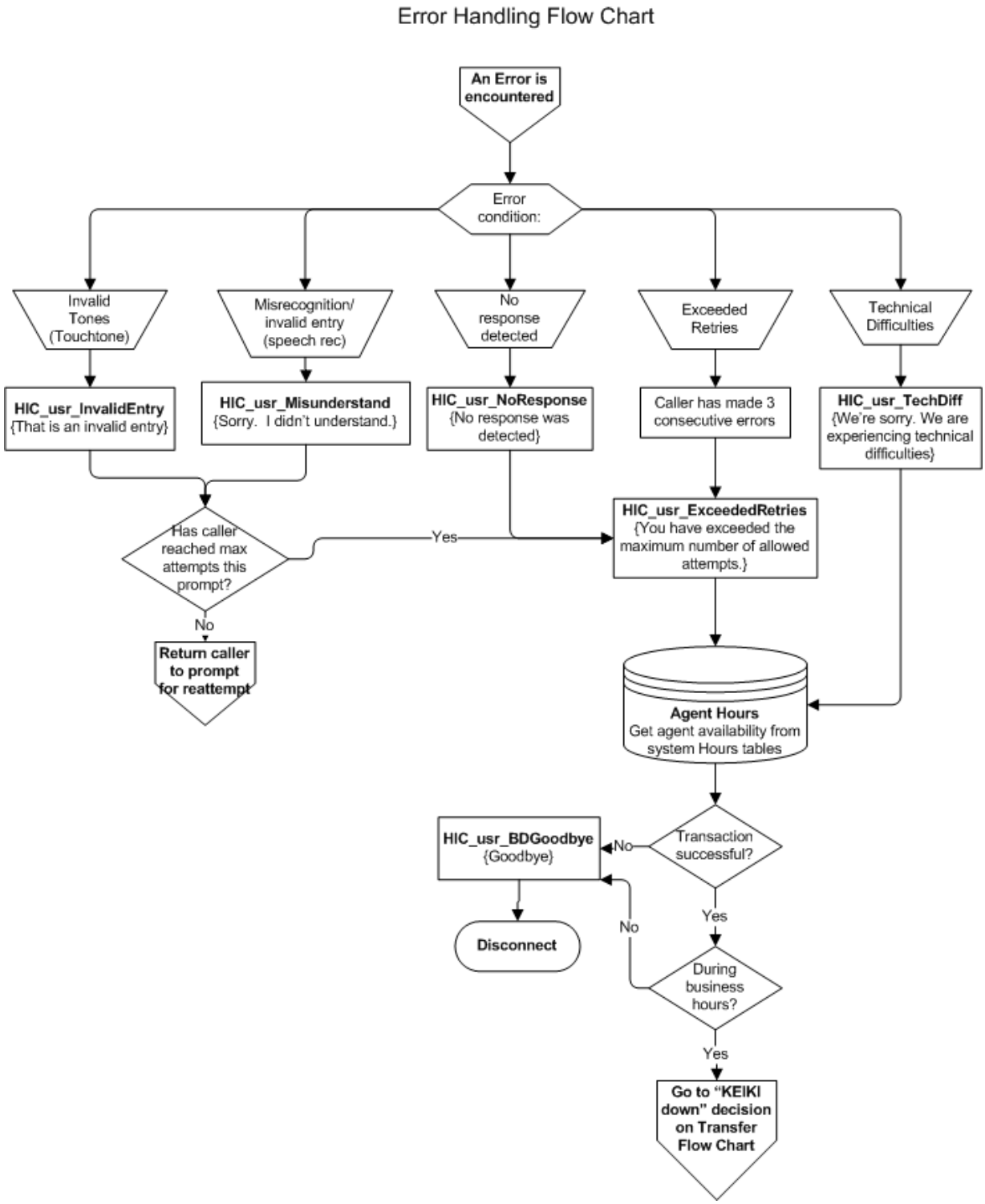
Back Door Password Flow Chart



Error Handling Voice Scripts

English Speech Recognition Voice Files	
File Name	**Message**
HIC_usr_NoResponse	No response was detected.
HIC_usr_ExceededRetries	The maximum number of allowed attempts has been exceeded.
HIC_usr_BDGoodbye	Goodbye.
HIC_usr_Misunderstand	Sorry. I didn't understand.
HIC_usr_InvalidEntry	That is an invalid entry.
HIC_usr_HIC_usr_TechDiff	We're sorry. We are experiencing technical difficulties

Error Handling Flow Chart



Additional Voice Files

Receivers of Disbursements and FIPS codes

These voice files are used in the CP Disbursements Flow Chart when informing the caller to whom a check or disbursement was issued. The FIPS codes are also used in the Special Contacts Flow Chart to validate an out of state agency before transferring to a special number.

To determine the method of disbursement, each disbursement record will include a disbursement method of either 'C' (check), 'E' (electronic), or "blank" (reimbursement of TANF benefits).

To determine the receiver of a disbursement, each disbursement record will be accompanied by one or more of the following: FIPS code, Check number, or “blank”.

- If the FIPS code exists along with the Check number and a method of 'C', the disbursement was issued by check to the State corresponding to the FIPS code.
- If the FIPS code exists with no Check number and a method of 'E', the disbursement was issued electronically to the State corresponding to the FIPS code.
- If the Check number exists without the FIPS code and a method of 'C', the disbursement was issued by check to the custodial parent of the case.
- If there is no Check number listed and no FIPS code and a method of 'E', the disbursement was issued electronically to the custodial parent of the case.
- If there is no Check number listed and no FIPS code and a method of 'blank', the disbursement was issued to the State of Hawaii as a reimbursement of TANF benefits.

NOTE: If FIPS code for disbursements is not one that is listed below, play Disburse_CP for check and Disbursement_Bank for direct deposit.

English Speech Recognition Voice Files			
Receivers of Disbursements and FIPS Codes			
File Name	**Message**	**Agency**	**FIPS Code**
HIC_usr_Disburse_CP	…you	Custodial parent	
HIC_usr_Disburse_Bank	...your bank	Custodial parent	
HIC_usr_Disburse_01	…the state of Alabama	AL	01
HIC_usr_Disburse_02	…the state of Alaska	AK	02
HIC_usr_Disburse_04	…the state of Arizona	AZ	04
HIC_usr_Disburse_05	…the state of Arkansas	AR	05

English Speech Recognition Voice Files			
Receivers of Disbursements and FIPS Codes			
File Name	**Message**	**Agency**	**FIPS Code**
HIC_usr_Disburse_06	…the state of California	CA	06
HIC_usr_Disburse_08	…the state of Colorado	CO	08
HIC_usr_Disburse_09	…the state of Connecticut	CT	09
HIC_usr_Disburse_10	…the state of Delaware	DE	10
HIC_usr_Disburse_11	…the District of Columbia	DC	11
HIC_usr_Disburse_12	…the state of Florida	FL	12
HIC_usr_Disburse_13	…the state of Georgia	GA	13
HIC_usr_Disburse_15	…the state of Hawaii	HI	15
HIC_usr_Disburse_16	…the state of Idaho	ID	16
HIC_usr_Disburse_17	…the state of Illinois	IL	17
HIC_usr_Disburse_18	…the state of Indiana	IN	18
HIC_usr_Disburse_19	…the state of Iowa	IA	19
HIC_usr_Disburse_20	…the state of Kansas	KS	20
HIC_usr_Disburse_21	…the state of Kentucky	KY	21
HIC_usr_Disburse_22	…the state of Louisiana	LA	22
HIC_usr_Disburse_23	…the state of Maine	ME	23
HIC_usr_Disburse_24	…the state of Maryland	MD	24
HIC_usr_Disburse_25	…the state of Massachusetts	MA	25
HIC_usr_Disburse_26	…the state of Michigan	MI	26
HIC_usr_Disburse_27	…the state of Minnesota	MN	27
HIC_usr_Disburse_28	…the state of Mississippi	MS	28
HIC_usr_Disburse_29	…the state of Missouri	MO	29
HIC_usr_Disburse_30	…the state of Montana	MT	30
HIC_usr_Disburse_31	…the state of Nebraska	NE	31
HIC_usr_Disburse_32	…the state of Nevada	NV	32
HIC_usr_Disburse_33	…the state of New Hampshire	NH	33
HIC_usr_Disburse_34	…the state of New Jersey	NJ	34
HIC_usr_Disburse_35	…the state of New Mexico	NM	35
HIC_usr_Disburse_36	…the state of New York	NY	36
HIC_usr_Disburse_37	…the state of North Carolina	NC	37
HIC_usr_Disburse_38	…the state of North Dakota	ND	38
HIC_usr_Disburse_39	…the state of Ohio	OH	39
HIC_usr_Disburse_40	…the state of Oklahoma	OK	40
HIC_usr_Disburse_41	…the state of Oregon	OR	41
HIC_usr_Disburse_42	…the state of Pennsylvania	PA	42

English Speech Recognition Voice Files Receivers of Disbursements and FIPS Codes			
File Name	**Message**	**Agency**	**FIPS Code**
HIC_usr_Disburse_44	…the state of Rhode Island	RI	44
HIC_usr_Disburse_45	…the state of South Carolina	SC	45
HIC_usr_Disburse_46	…the state of South Dakota	SD	46
HIC_usr_Disburse_47	…the state of Tennessee	TN	47
HIC_usr_Disburse_48	…the state of Texas	TX	48
HIC_usr_Disburse_49	…the state of Utah	UT	49
HIC_usr_Disburse_50	…the state of Vermont	VT	50
HIC_usr_Disburse_51	…the state of Virginia	VA	51
HIC_usr_Disburse_53	…the state of Washington	WA	53
HIC_usr_Disburse_54	…the state of West Virginia	WV	54
HIC_usr_Disburse_55	…the state of Wisconsin	WI	55
HIC_usr_Disburse_56	…the state of Wyoming	WY	56
HIC_usr_Disburse_60	…the territory of American Samoa	AS - Am Samoa	60
HIC_usr_Disburse_64	…the Federated States of Micronesia	FM - Micronesia	64
HIC_usr_Disburse_66	…the territory of Guam	GU - Guam	66
HIC_usr_Disburse_68	…the Republic of the Marshal Islands	MH - Marshal Islands	68
HIC_usr_Disburse_69	…the Commonwealth of the Northern Mariana Islands	MP - Mariana Islands	69
HIC_usr_Disburse_70	…the Republic of Palau	PW - Palau	70
HIC_usr_Disburse_72	…the Commonwealth of Puerto Rico	PR - Puerto Rico	72
HIC_usr_Disburse_74	…the U.S. Minor Outlying Isles	UM - US Minor Outlying Isles	74
HIC_usr_Disburse_78	…the U.S. Virgin Islands	VI -Virgin Island	78
HIC_usr_Disburse_AC000	…the country of Antigua and Barbuda	Antigua and Barbuda	AC000
HIC_usr_Disburse_AC004	…the city of Saint John, Antigua	Antigua, Saint John	AC004
HIC_usr_Disburse_AG000	…the country of Algeria	Algeria	AG000
HIC_usr_Disburse_AQ000	…the territory of American Samoa	American Samoa	AQ000
HIC_usr_Disburse_AR001	…the city of Buenos Aires, Argentina	Argentina, Buenos Aires	AR001
HIC_usr_Disburse_AS000	…the country of Australia	Australia	AS000
HIC_usr_Disburse_AU000	…the country of Austria	Austria	AU000
HIC_usr_Disburse_BB000	…the country of Barbados	Barbados	BB000
HIC_usr_Disburse_BD000	…the country of Bermuda	Bermuda	BD000
HIC_usr_Disburse_BD002	…the city of Hamilton, Bermuda	Bermuda, Hamilton	BD002
HIC_usr_Disburse_BE000	…the country of Belgium	Belgium	BE000

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File Name	**Message**	**Agency**	**FIPS Code**
HIC_usr_Disburse_BG000	…the country of Bangladesh	Bangladesh	BG000
HIC_usr_Disburse_BK000	…the country of Bosnia and Herzegovina	Bosnia and Herzegovina	BK000
HIC_usr_Disburse_BL000	…the country of Bolivia	Bolivia	BL000
HIC_usr_Disburse_BL004	…the city of La Paz, Bolivia	Bolivia, La Paz	BL004
HIC_usr_Disburse_BO000	…the country of Belarus	Belarus	BO000
HIC_usr_Disburse_BR000	…the country of Brazil	Brazil	BR000
HIC_usr_Disburse_CA000	…the country of Canada	Canada	CA000
HIC_usr_Disburse_CA001	…the province of Alberta, Canada	Canada, Alberta	CA001
HIC_usr_Disburse_CA002	…the province of British Columbia, Canada	Canada, British Columbia	CA002
HIC_usr_Disburse_CA003	…the province of Manitoba, Canada	Canada, Manitoba	CA003
HIC_usr_Disburse_CA004	…the province of New Brunswick, Canada	Canada, New Brunswick	CA004
HIC_usr_Disburse_CA005	…the province of Newfoundland, Canada	Canada, Newfoundland	CA005
HIC_usr_Disburse_CA007	…the province of Nova Scotia, Canada	Canada, Nova Scotia	CA007
HIC_usr_Disburse_CA008	…the province of Ontario, Canada	Canada, Ontario	CA008
HIC_usr_Disburse_CA009	…the province of Prince Edward Island, Canada	Canada, Prince Edward Island	CA009
HIC_usr_Disburse_CA010	…the province of Quebec, Canada	Canada, Quebec	CA010
HIC_usr_Disburse_CA011	…the province of Saskatchewan, Canada	Canada, Saskatchewan	CA011
HIC_usr_Disburse_CA012	…the Yukon Territory, Canada	Canada, Yukon Territory	CA012
HIC_usr_Disburse_CA013	…the Northwest Territories, Canada	Canada, Northwest Territories	CA013
HIC_usr_Disburse_CE000	…the country of Sri Lanka	Sri Lanka	CE000
HIC_usr_Disburse_CE023	…the city of Colombo, Sri Lanka	Sri Lanka, Colombo	CE023
HIC_usr_Disburse_CH000	…the country of China	China	CH000
HIC_usr_Disburse_CH022	…the city of Beijing, China	China, Beijing	CH022
HIC_usr_Disburse_CI000	…the country of Chile	Chile	CI000
HIC_usr_Disburse_CS000	…the country of Costa Rica	Costa Rica	CS000
HIC_usr_Disburse_CS002	…the city of San Jose, Costa Rica	Costa Rica, San Jose	CS002
HIC_usr_Disburse_CV000	…the country of Cape Verde	Cape Verde	CV000
HIC_usr_Disburse_CY000	…the country of Cyprus	Cyprus	CY000

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File Name	**Message**	**Agency**	**FIPS Code**
HIC_usr_Disburse_DA000	…the country of Denmark	Denmark	DA000
HIC_usr_Disburse_EC000	…the country of Ecuador	Ecuador	EC000
HIC_usr_Disburse_EI000	…the country of Ireland	Ireland	EI000
HIC_usr_Disburse_EI007	…the city of Dublin, Ireland	Ireland, Dublin	EI007
HIC_usr_Disburse_EN000	…the country of Estonia	Estonia	EN000
HIC_usr_Disburse_EN010	…the city of Tallinn, Estonia	Estonia, Tallinn	EN010
HIC_usr_Disburse_EP000	…the country of French Polynesia	French Polynesia	EP000
HIC_usr_Disburse_ES000	…the country of El Salvador	El Salvador	ES000
HIC_usr_Disburse_ES010	…the city of San Salvador, El Salvador	El Salvador, San Salvador	ES010
HIC_usr_Disburse_EZ000	…the country of the Czech Republic	Czech Republic	EZ000
HIC_usr_Disburse_FI000	…the country of Finland	Finland	FI000
HIC_usr_Disburse_FR000	…the country of France	France	FR000
HIC_usr_Disburse_GM000	…the country of Germany	Germany	GM000
HIC_usr_Disburse_GP000	…the country of Guadeloupe	Guadeloupe	GP000
HIC_usr_Disburse_GR000	…the country of Greece	Greece	GR000
HIC_usr_Disburse_GT000	…the country of Guatemala	Guatemala	GT000
HIC_usr_Disburse_GT007	…the city of Guatemala City, Guatemala	Guatemala City	GT007
HIC_usr_Disburse_GY000	…the country of Guyana	Guyana	GY000
HIC_usr_Disburse_HA000	…the country of Haiti	Haiti	HA000
HIC_usr_Disburse_HR000	…the country of Croatia	Croatia	HR000
HIC_usr_Disburse_HU000	…the country of Hungary	Hungary	HU000
HIC_usr_Disburse_IS000	…the country of Israel	Israel	IS000
HIC_usr_Disburse_IT000	…the country of Italy	Italy	IT000
HIC_usr_Disburse_JA000	…the country of Japan	Japan	JA000
HIC_usr_Disburse_JM000	…the country of Jamaica	Jamaica	JM000
HIC_usr_Disburse_JM017	…the city of Kingston, Jamaica	Jamaica, Kingston	JM017
HIC_usr_Disburse_LH000	…the country of Lithuania	Lithuania	LH000
HIC_usr_Disburse_LU000	…the country of Luxembourg	Luxembourg	LU000
HIC_usr_Disburse_MB000	…the country of Martinique	Martinique	MB000
HIC_usr_Disburse_MN000	…the country of Monaco	Monaco	MN000
HIC_usr_Disburse_MO000	…the country of Morocco	Morocco	MO000
HIC_usr_Disburse_MO024	…the city of Rabat, Morocco	Morocco, Rabat	MO024
HIC_usr_Disburse_MX000	…the country of Mexico	Mexico	MX000

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File Name	**Message**	**Agency**	**FIPS Code**
HIC_usr_Disburse_NL000	…the country of the Netherlands	Netherlands	NL000
HIC_usr_Disburse_NO000	…the country of Norway	Norway	NO000
HIC_usr_Disburse_NO012	…the city of Oslo, Norway	Norway, Oslo	NO012
HIC_usr_Disburse_NS000	…the country of Suriname	Suriname	NS000
HIC_usr_Disburse_NS016	…the city of Paramaribo, Suriname	Suriname, Paramaribo	NS016
HIC_usr_Disburse_NT000	…the country of the Netherlands Antilles	Netherlands Antilles	NT000
HIC_usr_Disburse_NU000	…the country of Nicaragua	Nicaragua	NU000
HIC_usr_Disburse_NU010	…the city of Managua, Nicaragua	Nicaragua, Managua	NU010
HIC_usr_Disburse_NZ000	…the country of New Zealand	New Zealand	NZ000
HIC_usr_Disburse_PE000	…the country of Peru	Peru	PE000
HIC_usr_Disburse_PE015	…the city of Lima, Peru	Peru, Lima	PE015
HIC_usr_Disburse_PK000	…the country of Pakistan	Pakistan	PK000
HIC_usr_Disburse_PK008	…the city of Islamabad, Pakistan	Pakistan, Islamabad	PK008
HIC_usr_Disburse_PL000	…the country of Poland	Poland	PL000
HIC_usr_Disburse_PO000	…the country of Portugal	Portugal	PO000
HIC_usr_Disburse_PO014	…the city of Lisbon, Portugal	Portugal, Lisbon	PO014
HIC_usr_Disburse_RO000	…the country of Romania	Romania	RO000
HIC_usr_Disburse_RO010	…the city of Bucharest, Romania	Romania, Bucharest	RO010
HIC_usr_Disburse_RP000	…the country of the Philippines	Philippines	RP000
HIC_usr_Disburse_RP0D9	…the city of Manila, Philippines	Philippines, Manila	RP0D9
HIC_usr_Disburse_RS000	…the country of Russia	Russia	RS000
HIC_usr_Disburse_SF000	…the country of South Africa	South Africa	SF000
HIC_usr_Disburse_SI000	…the country of Slovenia	Slovenia	SI000
HIC_usr_Disburse_SI061	…the city of Ljubljana, Slovenia	Slovenia, Ljubljana	SI061
HIC_usr_Disburse_SL000	…the country of Slovakia	Slovakia	SL000
HIC_usr_Disburse_SP000	…the country of Spain	Spain	SP000
HIC_usr_Disburse_SP029	…the city of Madrid, Spain	Spain, Madrid	SP029
HIC_usr_Disburse_SW000	…the country of Sweden	Sweden	SW000
HIC_usr_Disburse_SW026	…the city of Stockholm, Sweden	Sweden, Stockholm	SW026
HIC_usr_Disburse_SZ000	…the country of Switzerland	Switzerland	SZ000
HIC_usr_Disburse_SZ005	…the city of Bern, Switzerland	Switzerland, Bern	SZ005
HIC_usr_Disburse_TK000	…the country of the Turks and Caicos Islands	Turks and Caicos Islands	TK000
HIC_usr_Disburse_TS000	…the country of Tunisia	Tunisia	TS000

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File Name	**Message**	**Agency**	**FIPS Code**
HIC_usr_Disburse_TU000	…the country of Turkey	Turkey	TU000
HIC_usr_Disburse_TU068	…the city of Ankara, Turkey	Turkey, Ankara	TU068
HIC_usr_Disburse_UK000	…the country of the United Kingdom	United Kingdom	UK000
HIC_usr_Disburse_UK017	…the city of London, United Kingdom	United Kingdom, London	UK017
HIC_usr_Disburse_UK058	…the city of Belfast, United Kingdom	United Kingdom, Belfast	UK058
HIC_usr_Disburse_UV000	…the country of Burkina Faso	Burkina Faso	UV000
HIC_usr_Disburse_VE000	…the country of Venezuela	Venezuela	VE000