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STANDARDIZED WORK - B0033 Worklist Item REVIEW FOR INCOME WITHHOLDING-CASEWORKER NOTIFIED	**Date/Version:** *(03/01/2023 v1)*

Purpose - *Provide a process for enforcement officers to thoroughly review cases and take action towards payment or contempt.*

Step (1,2,3..)	Process Step *(list of the critical process steps)*	Dialogue *(clear and simple descriptions, appropriate level of detail for the task)* *(Required numbering list format: I.A.1.etc.)*
1	**B0391 is entered by Debt Team**	• The debt team enters this code when they cannot issue an income withholding order after loading an order and setting up debts for the following reasons.: 　○ No employer on NCJD 　○ Multiple open employers on NCJD • This creates for the case manager the worklist code **B0033 REVIEW FOR INCOME WITHHOLDING-CASEWORKER NOTIFIED**
2	**Assigned case manager calls the support payor.**	• A phone call is made to discuss the new order and to find out if the support payor is employed. Take the appropriate action as follows: 　○ If an employer was provided, proceed to **step 3** 　○ If no employer was provided or unable to contact the support payor by phone, proceed to **step 4**
3	**Add employer to NCP Job Detail (NCJD) screen and issue an income withholding order**	• Add employer to NCP Job Detail(NCJD) screen • Go to the Wage Withholding Detail (**WAWD**) screen, and use the link below for instructions on how to add and issue an income withholding order. 　**Adding an Employer to NCJD and Issuing an Income Withholding Order**
4	**Conduct research for support payor's employer/income source**	• Check BG01, The Work Number, Aztecs, HEAPlus, SSP, SDLI/NDLI, CLBD for employer/income source for support payor • Call the support recipient to possibly obtain any information on the other party • Document all locate actions on **CASE ACTIVITY LISTING (CAAL)** screen using the **L1005-NON-AUTOMATED LOCATE RESPONSE RECEIVED** and **NCP MANUAL LOCATE TRACKING (NCML)** screen • Based on the information found, take the appropriate action as follows: 　○ If employer or income source is located, go back to step 3 　○ If no employer or income source is located, send the support payor the **NOTICE OF CHILD SUPPORT OBLIGATION** from Eloquence *FCSE0001 F0543*

5	Enter the B0392-REVIEW FOR INCOME WITHHOLDING-ACTION STARTED	• Document **all actions taken in detail on CAAL** • **If no income withholding was issued, add a *Free Worklist Item* and monitor the case for a response to the notice of obligation letter after 14 days.** • If there is no payment after 45 days, proceed with the [Outreach and Engagement Standard Work Process](#)

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	CHANGE LOG				
Change Number	**Change Proposed**	**Updated by:**	**Change Made? Yes/No**	**Reason**	**Date Finalized**
example	Change font on all pages to pink	Jane Doe	No	Pink not within approved standard font scheme	4.13.2018
1					
2					
3					
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