



California
Department of
Child Support
Services

California Child Support Automation System (CCSAS)

Quick Facts

- California's child support program is the largest in the nation – representing 1.6 million cases, or more than 10 percent of the federal child support caseload of 15 million. Los Angeles County alone serves more child support cases than the State of Georgia (the 9th largest caseload).
- The Department of Child Support Services has transitioned a decentralized program run by individual county district attorney offices into a centralized statewide child support program with standardized program policies, procedures and customer service standards.
- Developing CCSAS entailed folding 58 separate local agencies into a single automated case management system. Creating a single system required standardization of data, business practices, local automated processes, forms and correspondence, while at the same time allowing sufficient flexibility to accommodate the unique needs of counties as diverse as Los Angeles County and Del Norte County.
 - Previously, counties operated with the technology they had, some using older technology requiring a specific way of defining and keeping data, while other counties were using newer technology. This disparity meant local systems couldn't talk to each other, making tracking, locating and updating customer information labor intensive and inconsistent.
- The new CCSAS technology enables 8,000 system users to access the centralized database and case management application, scanning / electronic document imaging, forms generation, high volume centralized printing and locally printed system output.
 - The statewide automated system interacts with more than 21 state and federal systems including the Internal Revenue Service (IRS), the Employment Development Department (EDD), and other agencies. CCSAS updates and identifies new information and records of individuals automatically – making it faster and easier to locate and collect from individuals avoiding their child support obligation.
 - For child support customers it provides a self service web site and an automated interactive voice response (IVR) system with a virtual call center. Child support customers can check their information 24 hours a day via the web or by phone.
- In order to make CCSAS effective and meet federal requirements, California transitioned, child support payment processing from local child support agencies to a new State Disbursement Unit (SDU) in September 2006. In 2008, the SDU collected an average of 54,810 payments a day totaling \$10.6 million each day.
 - The SDU provides families with more payment options. Individuals paying support can use electronic transfer or automatic withdrawal from their bank account. Families receiving support can now get direct deposit or receive their child support payments on an Electronic Payment Card similar to an ATM card.
 - The SDU is also the single location for employers to submit all child support wage assignments – streamlining employer workload while providing employers options for submitting wage assignment payments electronically – eliminating needless paper and postage costs for California employers.

For more information, log on to <http://www.childsup.ca.gov/>.