

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



July 27, 2004

CSS LETTER: 04-18

ALL IV-D DIRECTORS
 ALL COUNTY ADMINISTRATIVE OFFICERS
 ALL BOARDS OF SUPERVISORS

SUBJECT: DEPARTMENT OF MOTOR VEHICLES (DMV) LICENSE RELEASE
 REQUESTS

Effective August 2, 2004, the Department of Child Support Services (DCSS) will establish an Interim License Release Unit (I-LRU). This interim unit will become the single point of contact (SPOC) for local child support agency (LCSA) staff when submitting requests for the release of licenses by the Department of Motor Vehicles (DMV) (both driver's and occupational), or for inquiring about license release requests.

On the start-up date, the DMV will cease responding to phone calls or process faxed/mailed releases from the LCSAs. DMV will communicate solely with the I-LRU. LCSAs will also work through the I-LRU which can be reached by telephone at (916) 322-0001, by fax at (916) 322-0252 or by e-mail at ilru@dcss.ca.gov. These lines will be dedicated to the I-LRU and their usage will be restricted to LCSA staff. The unit will not respond to inquiries from Non-Custodial Parents, Custodial parties or their representatives. These inquiries will be forwarded to the appropriate LCSA for action.

The objective of the I-LRU is two-fold: from the LCSA perspective, it will allow for quicker license releases by the DMV; from the DMV perspective, it will eliminate the time spent researching duplicate release requests allowing the release of licenses in shorter time frames.

Each LCSA location is requested to submit to DCSS by July 30, 2004 a minimum of two LCSA staff contact names, their phone numbers and their e-mail addresses. The names should be submitted to Debra Harvey either via e-mail or letter but must come from the IV-D Director. These LCSA contacts will be the only LCSA staff that the

Reason for this Transmittal

- State Law or Regulation Change
- Federal Law or Regulation Change
- Court Order or Settlement Change
- Clarification requested by One or More Counties
- Initiated by DCSS

I-LRU interacts with regarding license releases and further, they will act as the only authorized staff that can transmit the daily release requests to DCSS. The authorized LCSA staff will also be the contacts that DCSS/I-LRU unit will use to transmit the release information back, such as confirming the license release or not, and the reason for a non-release if available.

To meet this objective, authorized LCSA staff will e-mail or fax the I-LRU with the following data elements for each request: Non-Custodial Parent name, social security number, license number and license type (both Driver's and/or Occupational), LCSA Agency. All of this information will be necessary for release requests to be processed. The I-LRU will compile a daily list of license release requests from these submissions and forward an all inclusive list to the DMV. The DMV has agreed to provide an expedient turnaround but no longer than 5 days as allowed in statute from the date it receives the information from the I-LRU to release the licenses. DMV will notify the I-LRU of the licenses that have been released, or of the reason(s) why specific licenses were not released. I-LRU staff will communicate this information back to LCSA's on the day it is received. LCSA's will continue to provide the hard copy release form (see attachment) required by the DMV for backup purposes, and will mail them to the I-LRU, Department of Child Support Services P.O. Box 419073, Rancho Cordova, California 95741-9073. The I-LRU will batch the hard copy release forms and submit them to DMV.

Submission of information **can** occur using e-mail. However, please do not send any email with attachments. All emails must incorporate the data elements listed above in the body of the e-mail. If an LCSA submits an e-mail with an attachment it will not be opened. The LCSA will be contacted via phone and asked to resend the information either by fax or in an e-mail using no attachments.

Please take the necessary steps to advise your staff about the creation of the I-LRU. A sample of the form to be used for license release requests is attached.

Thank you for your cooperation in this matter. If you have any questions or concerns regarding this matter, please contact Linda Sekany at (916) 464-5340 or Debra Harvey at 323-5664.

Sincerely,

JOAN M. OBERT
Deputy Director
Technology Services Division

Attachment

STATE LICENSING RELEASE FORM

DCSS 0253 (03/24/04)

ABSENT PARENT NAME

LOCAL CHILD SUPPORT AGENCY

SOCIAL SECURITY NUMBER

ADDRESS

LICENSING AGENCY

TELEPHONE NUMBER

LICENSE NUMBER

This is to inform you that the above named individual is currently in compliance with their judgment or order for support as defined in Family Code Section 17520(a)(4).

Superseded by CSSM 13-02

Signed

Title

Date
