

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



July 31, 2006

CSSIN LETTER: 06-05

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

SUBJECT: IV-A REFERRAL CASE OPENING PROCESS

This letter confirms that local child support agencies (LCSAs) may continue with the current practice of opening a case for a IV-A referral within 20 calendar days of receiving the paper referral from the IV-A agency if the referral information from the IV-A/IV-D interface is incomplete or unintelligible and does not contain sufficient information to open a case. After receipt of the paper referral, LCSAs must confirm the case is on the Master Referral Index (MRI) and then open or reopen the case by verifying information from the paper referral. LCSAs should reject any paper referrals that are manually produced rather than being produced through a IV-A automated system.

This case opening practice for IV-A referrals may continue as an interim solution until the IV-A/IV-D interface is enhanced to be fully automated with the appropriate referral data, but no later than the California Child Support Automated Systems Version 2 full implementation. If the IV-A agency has discontinued providing paper referrals, the LCSA must open the case by using the data provided through the MRI.

If you have any questions or concerns regarding this matter, please contact Jon Cordova at (916) 464-5055.

Sincerely,

/s/

KAREN ECHEVERRIA  
 Deputy Director  
 Child Support Services Division

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