

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



December 1, 2010

CSSIN LETTER: 10-11

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

SUBJECT: CALIFORNIA CENTRAL REGISTRY (CCR) REVISED CASE
ASSIGNMENT PROCESS FOR INTERSTATE RESPONDING CASES

<u>Reason for this Transmittal</u>
<input type="checkbox"/> State Law or Regulation Change
<input type="checkbox"/> Federal Law or Regulation Change
<input type="checkbox"/> Court Order or Settlement Change
<input type="checkbox"/> Clarification requested by One or More Counties
<input checked="" type="checkbox"/> Initiated by DCSS

In support of the goals outlined in the California Department of Child Support Services' (DCSS) Strategic Plan for 2010-2014, and to efficiently manage the increasing volume of incoming intergovernmental child support enforcement cases, the California Central Registry (CCR) is undertaking a review of its processes to standardize its workflow in order to promote more effective and efficient processing of cases. In that regard, CCR is standardizing the assignment of California Responding cases where the Initiating Jurisdiction (IJ) indicates the Non Custodial Party (NCP) resides in a county different from the county where the open California case resides.

In the current process CCR generally assigns the case to the county in which the NCP resides as indicated by the IJ. If enforcement, financial and/or legal activities are pending or if requested to do so by the managing county, then CCR will retain case management responsibility with the county where the case is open and managed.

Effective immediately, CCR will assign the new California Responding case to the county where the current case exists. All requested actions and documents will be forwarded to the Local Child Support Agency (LCSA) assigned to manage the case.

The standardized process will not only result in reduced CCR processing time but will provide the LCSA with more timely information in order to take the appropriate actions.

Additionally, the county currently managing the existing case will have the authority to determine if and when the case should be transferred to the county where the NCP resides.

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If you have any questions or concerns regarding this matter, please contact Michael Smith, CCR Manager, at (916) 464-6842.

Sincerely,

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CANDACE GILMORE
Assistant Director
Office of Payment Management and Intergovernmental Services