

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



March 24, 2011

CSSIN LETTER: 11-04

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

SUBJECT: GOOD CAUSE

<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 checked="" type="checkbox"/> Clarification requested by One or More Counties
<input checked="" type="checkbox"/> Initiated by DCSS

This letter supersedes previously disseminated guidance by the Department of Child Support Services regarding good cause.

Pursuant to Welfare and Institution Code 11477.04, when the custodial party (CP) applies for aid, the IV-A agency is responsible for assessing whether good cause applies. When good cause is granted, a service request will not be presented to the IV-D agency and a case will not be opened. However, when good cause is pending, a service request is presented and the case is opened, but no actions occur on the case until the IV-A agency makes a determination of whether to grant or deny the claim. If a determination of granted is made after the case is opened, the Child Support Enforcement (CSE) system will automatically close the case.

The purpose of this letter is to clarify how local child support agencies (LCSAs) should process aided cases with a prior good cause determination in CSE when good cause is no longer claimed and granted. It should not be assumed that good cause still applies.

This guidance applies to the following scenarios:

1. If a CP has good cause granted in one county, moves to another county, applies for aid, but does not claim good cause; or
2. If an aided CP has good cause granted, remains on aid in the same county, and later, the IV-A agency determines that good cause is no longer applicable; or
3. If a formerly aided CP that had good cause granted and case has been closed, now requests IV-D services.

In processing the above described scenarios, the LCSA should;

- Open/re-open a case when the IV-A agency has not made a good cause determination at the time aid is granted.
- Interview the CP to determine whether any prior reasons for case closure still apply if case was closed, in accordance with Child Support Services Letter 06-02.
- Change the good cause status in CSE from granted to withdrawn.
- Manually document actions taken in CSE because a system generated activity log will not be created.

If you have any questions or concerns regarding this matter, please contact Cindi Pocaroba at (916) 464-5883.

Sincerely,

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BILL OTTERBECK  
Deputy Director  
Child Support Services Division