

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



December 29, 2011

CSSIN LETTER: 11-12

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

SUBJECT: NEW PROCEDURES FOR CONTACTING THE FAMILY
 RESPONSIBILITY OFFICE IN ONTARIO, CANADA

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

The Family Responsibility Office (FRO) of Ontario, Canada, recently notified the Department of Child Support Services (DCSS) that a new case management service delivery model was implemented on November 21, 2011. The FRO believes the new system will improve the delivery of client services by allowing direct access to case contacts or the opportunity to leave a voicemail message that will be returned within two (2) business days. As a result of this implementation, the Interjurisdictional Support Orders Unit (ISO) is redistributing caseloads and reassigning case contacts.

The purpose of this letter is to provide the local child support agencies (LSCAs) with new instructions for contacting the ISO. The LCSAs can continue to call the ISO at the main number, (416) 240-2410 or 1-800-463-3533. Pursuant to the FRO, callers "will be prompted to identify whether they are a payor, recipient or other, and enter their case number, which will be used to automatically route the call to their new case contact."

For Reciprocating Jurisdictions, we ask that you identify yourself as:

- **A payor** for any enforcement related inquiry.
- **A recipient** for any inquiry such as address update, a current Director's Statement of Arrears, payment related issue, a child status issue or court orders request.

Also, the FRO requests that for privacy/security reasons, do not send emails regarding case inquiries to the ISO. Instead, send fax inquires to (416) 240-2405.

CSSIN Letter: 11-12
December 29, 2011
Page 2

If you have any questions or concerns regarding this matter, please contact the DCSS Intergovernmental Services Section/California Central Registry at 888-851-6314.

Sincerely,

GAIL OVERHOUSE
Interim Assistant Director
Office of Payment Management and Intergovernmental Services