

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



September 12, 2014

CSSIN LETTER: 14-08

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

SUBJECT: SOCIAL SECURITY ADMINISTRATION VERIFICATION REQUEST
CHANGES EFFECTIVE IN 2014

<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

The purpose of this letter is to inform local child support agencies (LCSAs) that the Social Security Administration (SSA) is changing the way verification services are provided by their local field offices to other agencies and beneficiaries. This letter supersedes CSSIN Letter 14-07 dated July 21, 2014.

In CSSIN Letter 14-07 we informed you that the SSA would no longer provide verification printouts or benefit verification letters to individuals or other agencies from their field offices. Subsequent to that letter being issued, we learned that SSA has partially retracted their decision and will continue to provide individuals with verification print outs or benefit verification letters from their field offices.

SSA field offices will no longer provide benefit verification services to other agencies effective October 1, 2014. LCSAs should continue to utilize the Federal Parent Locator Service (FPLS) State Services Portal (SSP) and the State Verification and Exchange System to obtain SSA verifications.

LCSAs may obtain benefit information, including lump sum payment amounts, through these sources. It can take five to seven days to receive the information requested. In addition, as with other data requests from FPLS, if a family violence indicator is in place for a participant in the Child Support Enforcement system, no data will be returned for that individual through the SSP.

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If you have any questions, please contact the Policy and Program Branch at (916) 464-5883.

Sincerely,

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VICKIE K. CONTRERAS
Deputy Director
Child Support Services Division