

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



November 4, 2009

EBLAST

TO: IV-D DIRECTORS

SUBJECT: FINANCIAL INSTITUTION DATA MATCH (FIDM) BUSINESS TRANSITION

Background

A major component of the V3.3.0 release on October 25, 2009 was the transition of the Child Support Recovery (CSR) system levy functionality to the Child Support Enforcement (CSE) system. Previously, CSE sent information on delinquent obligors to the Franchise Tax Board (FTB) to complete the FIDM matching, which was then forwarded to CSR for levy generation. With the V3.3.0 release, CSE now interfaces directly with FTB to receive FIDM match results and generates all automated bank levies.

Before CSE can begin generating the Orders to Withhold (bank levies), two things must occur. The first is to convert CSR data into CSE which is scheduled for implementation with the November 7, 2009 release. Secondly, the levy form set will be updated to place the State seal on the form set and update the return address to have it properly returned to the State Disbursement Unit rather than the Department of Child Support Services (DCSS) Operations. This is scheduled for implementation with the November 15, 2009 release.

CSE Functionality

Beginning on November 16, 2009, CSE will begin generating automated levies in a daily batch process. Levies and the Results of Action will be recorded within the CSE system and can be viewed on DCSS OTW/EOTW Detail page. A Result of Action is the response of the financial institution which is sent to DCSS after receipt of the levy. The asset information can also viewed on the Financial Institution Asset Detail page. These pages are "read only" unless a user has the proper security role to make updates and/or changes.

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Transition of Levy Responsibilities

DCSS, in consultation with the Child Support Director's Association (CSDA), has made the decision to delegate responsibility for responding to phone calls regarding levies to the local child support agencies (LCSA). The commencement date for the delegation of responsibility to the LCSAs is tentatively planned for mid-January 2010. DCSS Operations staff will continue to respond to levy phone calls until the planned transition is implemented.

DCSS Next Steps:

DCSS, in partnership with LCSA representatives, is developing statewide policy regarding FIDM. Procedures and training will also be developed to define scope of responsibility for LCSA and DCSS staff as well as CSE functionality. DCSS will also identify and implement changes to task routing rules. In addition, Integrated Voice Response changes will be implemented to route calls to LCSAs. DCSS expects to release a CSS Letter prior to the final transition date to further communicate details of this change in policy.

DCSS also asks that all LCSAs identify a FIDM Point-Of-Contact(s) who will be responsible for working with DCSS on implementing the new policy and procedures. DCSS will provide further instructions to LCSAs on reporting your FIDM Liaison to the Department in the upcoming CSS Letter.

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

Sincerely,

/os/

BILL OTTERBECK
Deputy Director