

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



February 11, 2010

EBLAST

TO: IV-DIRECTORS

SUBJECT: NEW COLLECTION OPPORTUNITY

We are pleased to offer a new tool for increasing child support collections. Among the most stable and continuing sources of financial payments to children and families are benefits offered by the Social Security Administration (SSA). The Federal Office of Child Support Enforcement (OCSE) collaborates with SSA to provide benefit information from SSA's State Verification and Exchange System (SVES) through the Federal Case Registry (FCR) to child support agencies. Since 2002, OCSE has provided information to states about Title II benefits received by retired or disabled persons and Title XVI benefits, also known as Supplemental Security Income (SSI), received by low-income aged, blind or disabled persons. More recently, OCSE began providing Title II Pending Claims data through the FCR to states that elect to receive it. This data represents individuals who have applied for, or made a change to, a current application for SSA benefits. This information allows states to then issue an Income Withholding Order (IWO) to SSA, where it is entered into its Court Order Garnishment System (COGS). This ensures that withholding will be in place for initial payments as well as lump sum payments for individuals who are approved for benefits. States that are receiving Title II Pending Claims data are seeing significant benefits from manually processing this information until it can be automated. (See OCSE Child Support Report, September 2009).

DCSS received our first Title II Pending Claims file on October 26<sup>th</sup>. In May 2010, new Pending Claim information will be processed in CSE, including generating IWOs. In the interim, an application has been created to generate a report from the matched file information, which will be made available on the DCSS LCSA secure website for manual processing of IWOs.

It is important to know that Title II Pending Claims information is not stored in the FCR, therefore, if an individual signed up for benefits yesterday, and a state has not elected to receive Title II Pending Claims file information, the opportunity to send an IWO to SSA prior to the person receiving benefits is lost, thus missing out on the initial payments and any lump-sum retroactive payments. Similarly, **matched information on the LCSA website that is not processed manually, will not be picked up after the automated process is implemented in CSE.**

The match information includes all participants, i.e. NCPs, PFs, CPs and children. Even though, IWOs should be sent only on NCP matches, pending claim information on other participants may also be of value. The reports posted on the website are sorted by county and participant type.

During these difficult economic times, applications for SSA retirement and disability benefits are showing an increase of over 20 percent. The total number of matches currently available stands at approximately 21,000, including approximately 9600 NCP matches. Matches are received on a daily basis from the FCR. They will be posted on a weekly basis to the Title II Pending Claim System. Manually processing these NCP matches will be a critical tactic in working toward achieving our strategic collection objectives for 2010. **If your county cannot meet the demand in processing the matches, please contact your Regional Administrator so that they can arrange assistance.**

### **Title II Pending Claim Report**

The reporting application will be located on the LCSA secure website listed under DCSS Data Retrieval (T2PC), Title II Pending Claim System. From a dropdown list you must first select a date (*Report Period*) which represents the date records were added to the application. If you select January 25, 2010 in the *Report Period* field, which was the date the initial file was entered into the system, the report will include all records from October 26, 2009 to January 15, 2010. When you select any other date, the report will include records received the week prior to the date you selected. You may select a date range (*Response Dates*) or you may leave these fields blank and you will receive all of the records in the report period. You may also search for an individual participant by completing the *Select Report Criteria* fields.

After clicking one of the Display buttons at the bottom of the screen, the report with all counties will populate. To select your county, click the Toggle Group Tree icon (third icon from the left at the top of the screen) and the counties will appear on the left-hand side of the screen. If you select the expand button next to the county name, the participant types are listed in the following order: NP, PF, CH, CP. If you select a participant type, the first page containing that type participant will display first.

The report lists the following information: Participant ID, Name, Claim Type, Participant Type, and SSA Office Address. The total number of records by participant type will be shown at the end of each LCSA's report for the *Report Period* you selected. For example, if you selected January 25<sup>th</sup>, you will see the number of records for the period ending January 15<sup>th</sup>. If you select January 26<sup>th</sup>, you will see records for the week ending January 21<sup>st</sup>.

Mary Ann Miller  
February 11, 2010  
Page 3

## **Printing the Report**

To print the report, select the print icon at the top of the report screen and enter the page range for your county in the print window. If you have trouble printing, you will need to add the following add-ons required by the Crystal Report Server.

Crystal ActiveX Viewer Control 12.0  
Crystal ActiveX Viewer Export Control 12.0  
Crystal ActiveX Viewer Web Report Source 12.0  
Crystal Reports Print Control 12.0

If you are currently printing OBIS reports, you should be able to print the Title II Pending Report. All OBIS users have been given access to the Title II report system.

## **Generating IWOs**

Title II applicants will be listed in the report as participants. You will need to issue an IWO for each of the NCP's cases. When the CSE auto-generates IWOs, it will generate one for each case associated with an NCP, however, when manually generating IWOs, you must manually generate an IWO for *each* of the NCP's cases. We have been advised to send the Notice for Support IWO, *not* the Lump Sum Payment IWO. SSA should contact you to verify arrears balances before issuing a lump sum payment when an application is approved.

If you wish to add additional users or have questions about the report system or printing, please contact the LCSA HelpDesk at 888-851-6326 or 916-464-5380.

Sincerely,

MARY ANN MILLER  
Assistant Director