

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



February 8, 2008

LCSA LETTER: 08-02

ALL IV-D DIRECTORS

SUBJECT: ON-LINE CHILD SUPPORT APPLICATION OPTIONS

The purpose of this letter is to provide local child support agencies (LCSAs) with information about the options available to participate in on-line child support application solutions for your LCSA clients.

**On-Line Application Processes**

The Department of Child Support Services (DCSS) has approved two on-line application options for LCSAs. LCSAs have the option to use TurboCourt or the Orange County solution. Both systems allow the client to follow a series of simple questions to complete the DCSS Application For Child Support Services (Form DCSS 0373) and all other supporting forms that may be needed. In addition, both systems provide e-delivery of completed child support services applications to the appropriate LCSA. DCSS does not favor one method or vendor over another and all LCSAs are encouraged to choose the most efficacious method for their situation.

**TurboCourt**

TurboCourt was developed cooperatively by Contra Costa County Department of Child Support Services and business partner, Intresys.

Any non-assistance child support client may complete and print an on-line application through the TurboCourt system. The TurboCourt system is a fee-based consortium. As a result, for an LCSA to have the application e-delivered to the LCSA, the LCSA must be in the consortium. Being in the consortia also reduces the application case fee for the clients and provides the clients with automated notifications regarding the status of their application. Currently, Contra Costa, San Mateo, and Monterey LCSAs are using TurboCourt to electronically receive the DCSS 0373.

This system can be viewed at <http://turbocourt.com/>. For more information on TurboCourt, please contact Alexander Zilberfayn of Intresys at (650) 596-1790 ext. 101.

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

### **Orange County On-Line Application Service**

Similar to TurboCourt, this solution allows the client to complete and submit an electronic application for child support services. Orange County's on-line application is available to counties at no cost.

This system can be viewed at: <https://cssoaf.ocgov.com/oaf/webforms/opencase.aspx>. For more information on the Orange County On-Line Application solution, please contact Jesse Guillen, Orange County LCSA, Outreach Coordinator at (916) 347-8251.

### **Funding**

Please note that LCSAs must use existing administrative allocation funds to provide for any maintenance costs and fees associated with the use of these systems.

If you have On-Line Application program questions, please contact Lisa Straus at (916) 464-5601.

If you have any questions or concerns regarding the funding for these options, please contact Linda Adams at (916) 464-5177.

Sincerely,

\OS\ Cher Woehl

CHER WOEHL  
Deputy Director  
Administrative Services Division

cc: David Oppenheim, Child Support Directors Association