

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



March 18, 2010

LCSA LETTER: 10-06

ALL IV-D DIRECTORS

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

SUBJECT: ELECTRONIC BANKRUPTCY NOTICING AND TASKING PROCEDURE

The Department of Child Support Services (DCSS), in partnership with Local Child Support Agencies (LCSAs), announces a new procedure for handling bankruptcy documents received by the DCSS Operations Division from the US Bankruptcy Court regarding noncustodial parents (NCP) who have filed for bankruptcy. This new procedure does not change case management process regarding bankruptcy filings. The new procedure only involves the manner in which bankruptcy documents are received from the Bankruptcy Court and then distributed to LCSAs.

New Procedure:

Effective April 15, 2010, the US Bankruptcy Court will electronically fax NCPs' legal documents to DCSS Operations Division. This process will take approximately two to three days. This replaces the past process wherein bankruptcy documents were mailed by the Bankruptcy Court to DCSS and then mailed to LCSAs, taking an average of 14 days to reach the LCSAs.

As part of the new procedure, DCSS staff will upload an electronic fax image of the NCP's bankruptcy documents into the Child Support Enforcement (CSE) system. DCSS will then create a task in CSE notifying NCP's managing LCSA to enter the details of NCP's bankruptcy information into CSE. To facilitate the procedure, DCSS Operations Division will maintain a LCSA Bankruptcy Task List which contains the names and contact information of LCSA staff designated to receive this task.

CSE Task Functionality:

The new procedure utilizes CSE's tasking functionality. A request has been made to implement a new bankruptcy-specific task in CSE; however, the implementation date for this system change has not yet been determined.

For the interim period the following tasking approach will be utilized:

- DCSS staff, upon uploading a bankruptcy document image into CSE, will assign a default AN001 task in the CSE system to NCP's managing LCSA which is located on CSE's participant overview page.
- DCSS staff will specify the task in CSE as follows:
 - Task category/subcategory: Legal/Bankruptcy
 - Task title: Bankruptcy Documents Uploaded
 - Task Due Date: 15 days
 - Task Description: the task message informs the managing LCSA that bankruptcy documents have been uploaded into CSE for the NCP as identified by NCP's name, participant identification number and bankruptcy court case number. The message informs LCSA to "Update the Bankruptcy Detail page as necessary and to review NCP's case for next appropriate action."

The managing LCSA for NCP will enter NCP's bankruptcy information into CSE at the participant level. By entering NCP's information at the participant level, the CSE system--in the *multi-county case* situation--will automatically task all appropriate LCSA caseworkers to perform required bankruptcy-related action for each of the NCP's cases.

After the specific task has been created, the same information will be provided to the LCSAs except a new 'AN' task and the trailing number would be assigned as the next in logical order (most likely 018).

Training:

DCSS Statewide Training in conjunction with DCSS Operations Division will provide training on the new bankruptcy tasking functionality on April 1, 2010. Additional scheduling information will be forthcoming and a reminder will be sent.

Transitional Period:

There will be a one month "transitional" period during which the US Bankruptcy Court will both fax and mail NCP's bankruptcy documents to DCSS. The transitional period assures that the fax procedure functions as expected. Barring any problems, the mailings will cease following the transitional period. If there are any electronic issues after the process is established, the US Bankruptcy Courts will mail the notices to DCSS.

The overall goals of the electronic bankruptcy noticing procedure are cost and time savings when handling bankruptcy legal documents, while continuing to conform to CSE system requirements.

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If you have any questions or concerns regarding this process, please contact
Joni Hamblin at (916) 464-7103.

Sincerely,

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ROBERT JONES
Deputy Director