

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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

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

May 28, 2010

LCSA LETTER: 10-10

ALL IV-D DIRECTORS

**SUBJECT: AUTOMATED ONLINE APPLICATION FOR CHILD SUPPORT SERVICES  
(REPLACES AND SUPERSEDES LCSA LETTER 08-16)**

The purpose of this letter is to inform the Local Child Support Agencies (LCSA) of updates to the Statewide Online application (SOLA) for child support services located on the Department of Child Support Services (DCSS) public website as well as the newly developed automated Statewide Online Application Repository (SOLAR), which will be located on the LCSA Secure Website starting Tuesday, June 8, 2010. This letter supersedes the previous LCSA Letter 08-16 dated October 24, 2008.

The SOLA/SOLAR process, once implemented, will be the single online application process approved by DCSS. The SOLA package includes the "Simplified Application for Child Support Services" (DCSS 0373), the "Request for Child Support Services" (DCSS 0055), and the "Instructions for Completing the Simplified Application for Child Support Services".

The use of the SOLA/SOLAR will ensure statewide uniformity during the application process, thereby benefiting both applicants and LCSAs. The SOLA application is available at no cost to the applicant and there are no annual subscription fees to the LCSA. We encourage all LCSA's to provide a link on the LCSA website to the DCSS public website: <https://www.childsup.ca.gov/resources/tabid/295/default.aspx>.

Phase I - SOLA (Released Monday December 1, 2008):

Currently, SOLA offers the applicant a user-friendly automated online process to access and complete the application for child support services. SOLA stores the application for six months to allow the applicant to have access to view and re-print their application. The SOLA guides the applicant through the process while providing easy to follow instructions; however, in Phase 1 SOLA did not support electronic submission. The applicant had to print and either mail-in or hand-deliver their application to a Local Child Support Agency.

## Phase II – SOLA/SOLAR:

The New SOLA/SOLAR process is scheduled for release on Tuesday, June 8, 2010. When implemented, the applicant will continue to complete an application in SOLA; however, they will submit their request for services via an online submission process. As with Phase I, prior to submitting the application, the applicant may save the application and return to complete or edit as needed; however, when the applicant is ready to submit, he/she will have to select an LCSA and agree to electronic submission before electronically submitting the application. SOLA will then instruct the applicant to print, sign, and retain the application documents for their own records. Once submitted, the SOLA system will lock the application from further editing and transmit the application data to SOLAR, a statewide repository of electronically submitted applications on the LCSA Secure Website.

LCSAs will retrieve, view, and print or save the applications as PDFs for entry into the Child Support Enforcement (CSE) system. The LCSA Intake Worker must have access to the LCSA Secure Website.

SOLAR automatically defaults to the specific county for retrieving their applications; however, LCSAs will have access to other LCSAs' submitted applications. For LCSA review purposes, SOLAR will retain the application for one month beyond the final processing date of that application by the LCSA. It is important to note that the CSE system remains the official system of record. As with all applications, an image of the electronically submitted application must be scanned and subsequently stored on CSE.

SOLA/SOLAR may be used for online submissions only. If an applicant wishes to complete a hard copy application manually, the process to access the complete "Application for Child Support Services Packet" is unchanged. The documents remain available to download and print from the DCSS public website.

If you have any technology questions or concerns regarding this matter, please contact Stephen H. Fullenwider, DCSS Technology Services Division, at (916) 464-3218.

If you have any policy questions or concerns regarding this matter, please contact Debbie Shanaberger, DCSS Program Policy Branch, at (916) 464-5883.

Sincerely,

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BECKY STILLING  
CIO/Deputy Director  
Technology Services Division