

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



June 15, 2010

LCSA LETTER: 10-11

ALL IV-D DIRECTORS

SUBJECT: Q409 STATEWIDE COMPLIANCE REVIEW

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

Pursuant to Family Code Section 17702, the California Department of Child Support Services (DCSS) is required to assess local child support agency (LCSA) compliance with state and federal child support program requirements. This requirement is met through the execution of compliance reviews.

The compliance review process consists of three components:

Part I: Case Review

Part II: Expedited Process

Part III: Program Administration

As described in Local Child Support Agency (LCSA) Letter 09-14 for the Q409 review period covering Federal Fiscal Year October 1, 2008 to September 30, 2009, DCSS conducted a statewide review of 203 sample cases for the Case Review component. In conjunction with DCSS staff, LCSAs completed the Expedited Process component of the review. LCSAs were also responsible for completing the Program Administration component of the review.

The findings in the Case Review component reflected an overall compliance of 92.6 percent. The Expedited Process findings were met with 80.46 percent for the six-month timeframe, and 93.97 percent for the 12-month timeframe. Lastly, all seven of the components within the Program Administration component were met. Individual LCSA compliance results may be found on the DCSS Data Retrieval Website in the Compliance Review Tool for Child Support application.

Although the state achieved overall compliance, some LCSAs will be required to submit a Program Improvement Plan (PIP) and/or Corrective Action Plan (CAP). The individual LCSA must achieve 75 percent in the Case Review component to be considered in marginal compliance and must exceed 80 percent for substantial compliance. In addition, the LCSA must respond to individual ratings in any of the review components that fall below 75 percent (or 90 percent in Case Closure), or between 75 and 80 percent if the overall rating is marginal. In order to be in compliance

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for Expedited Process, the LCSA must reach disposition in at least 75 percent of the cases within six-months and 90 percent of the cases within 12-months. Under Program Administration, the LCSA must adhere to the procedural requirements for Required Notices, Case Application and Declarations of Paternity. Failure to meet these requirements requires a CAP. Four additional areas included in the review include Case Transfer, Complaint Resolution Tracking System, Co-Locate and Compromise of Arrears which are considered administrative. Failure in these areas requires a PIP. LCSAs required to submit either a CAP or PIP in any area will be notified in a separate email.

In addition, due to the state's overall compliance, quarterly compliance reviews are not required; however, LCSAs may review cases in the Q110 quarter if they choose to do so.

Staff is to be commended for their efforts in achieving overall state compliance. If you have any questions or concerns regarding this letter, please contact Judy Homme, manager of the Quality Assurance Section, at (916) 464-2660 or by electronic mail at judy.homme@dcss.ca.gov.

Sincerely,

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BILL OTTERBECK
Deputy Director
Child Support Services Division