

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



April 1, 2009

EBLAST

TO: IV-D DIRECTORS

SUBJECT: INTERSTATE MAILBOX

The successful conversion to a single statewide child support enforcement system, and the transparency of cases it provides, presents us with an opportunity to communicate with each other in a more cohesive and efficient way. With this in mind, a need to centralize Interstate policy inquiries has been identified to facilitate timely responses and assist in evaluating where statewide policy is needed. To help accomplish this, Program Policy has implemented a new electronic mail (e-mail) address for policy inquiries specifically related to Interstate subjects.

Effectively immediately, please send Interstate policy questions to the following e-mail address: InterstatePolicy@dcss.ca.gov. If the inquiry involves an actual case, please include all pertinent case details and encrypt the message. Inquiries involving active cases will be prioritized to ensure that the local child support agency can respond in compliance with federal and state timeframes.

For all other policy inquiries, please continue to use the Policy.Branch@dcss.ca.gov e-mail address and form as provided in LCSA Letter 05-07.

Sincerely,

/os/

BILL OTTERBECK
Deputy Director