

**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

October 24, 2008

LCSA LETTER: 08-16

ALL IV-D DIRECTORS

SUBJECT: AUTOMATED ONLINE APPLICATION FOR CHILD SUPPORT SERVICES  
(REPLACES AND SUPERSEDES LCSA LETTER 08-02)

The purpose of this letter is to inform the Local Child Support Agencies (LCSA) of the newly developed automated Statewide Online Application (SOLA) for child support services available and located on the Department of Child Support Services' (DCSS) public website effective Monday, December 1, 2008. This letter is also a formal rescission of the previous LCSA Letter 08-02 dated February 8, 2008.

The SOLA process, once implemented, will be the single online application process approved by DCSS. LCSAs currently contracting with an outside entity for online application services may continue to use the services until the expiration of the existing contract. LCSAs shall not extend contracts or enter into new negotiations or contracts with outside vendors or entities for services specifically related to online child support applications. The use of the SOLA will ensure statewide uniformity during the application process; a benefit to the applicants and to the LCSAs. There are no fees charged to the applicant, nor is the LCSA responsible for an annual subscription fee.

The SOLA Phase I process is described below:

The SOLA offers the applicant a user-friendly automated online process to access and complete the application for child support services. The SOLA guides the applicant through the process while providing easy to follow instructions. Prior to printing the application, the applicant may save the application and return to complete or edit it at a later date. Once printed, the application is stored and the applicant will continue to have access to the pdf image of the application. The SOLA 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".

Once the applicant completes and saves the SOLA online, he/she is instructed to print and sign the documents and mail or hand carry them to the LCSA in their county of residence. For the applicant's convenience, a listing of LCSA addresses is also printed.

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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.

The SOLA Phase II process is currently under development and is tentatively scheduled for release in early 2009. Additional features will include an automated online submission process which will allow the LCSAs to retrieve applications submitted via the LCSA Secure website. The potential integration of the SOLA into the Child Support Enforcement System is also being evaluated.

If you have any questions or concerns regarding this matter, please contact Pam Frye, DCSS Technology Services Division, at (916) 464-5229.

Sincerely,

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JOAN OBERT  
CIO/Deputy Director  
Technology Services Division

Superseded by LCSA 10-10