

**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

December 27, 2004

CSS LETTER: 04-32

ALL IV-D DIRECTORS  
 ALL COUNTY ADMINISTRATIVE OFFICERS  
 ALL BOARDS OF SUPERVISORS

SUBJECT: COMPROMISE OF ARREARS – STATEWIDE IMPLEMENTATION

Effective August 11, 2003, Assembly Bill 1752 (Chapter 225 of the Statutes of 2003), required the Department of Child Support Services (DCSS) to establish an arrears collection enhancement process in which DCSS may accept offers in compromise of arrears and interest owed as reimbursement for public assistance. In early 2004, DCSS launched a collection enhancement pilot with five local child support agencies (LCSAs), Amador, San Diego, Santa Cruz/San Benito, Solano, and Sonoma, which were later joined by Orange County. At the same time, DCSS addressed the delay in Compromise of Arrears Program (COAP) development through implementation of the Interim Compromise of Arrears Program (I-COAP) as a temporary alternative to COAP.

DCSS has postponed statewide training and statewide release of COAP until July 1, 2005. This delay will allow DCSS, in conjunction with the Child Support Directors Association (CSDA), to convene a workgroup comprised of State COAP staff, staff from the COAP pilot LCSAs, and staff from non-pilot LCSAs. The workgroup will be charged with re-tooling COAP to address concerns related to the complex and labor intensive nature of the current program design while continuing to ensure program uniformity and consistency. It is DCSS's intent that re-tooling will improve non-custodial parents (NCPs) access to COAP, ease the NCP application process, and reduce the resources required of the LCSAs to operate COAP.

The Department values the hard work and dedication of the LCSAs to date in supporting the development of COAP and appreciates your continued support and patience as we continue to improve this vital program. We regret the inconvenience to LCSAs, or non-custodial parents who may have postponed I-COAP applications in anticipation of a December roll-out of COAP. These applications should be accepted and processed as soon as possible by all non-pilot LCSAs.

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Finally, there has been staffing changes in DCSS that has necessitated some changes in COAP analyst assignments. (See enclosed list.) These assignments are effective immediately.

If you have any questions or concerns regarding this matter, please contact Karen Echeverria at (916) 464-5080.

Sincerely,

A handwritten signature in cursive script that reads "Sandra O. Poole". The signature is written in black ink and is positioned above the typed name.

SANDRA O. POOLE  
Deputy Director  
Child Support Services Division

Enclosure

**Compromise of Arrears Program  
Analyst Assignments and Contact Information**

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