

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



August 28, 2006

CSSIN LETTER: 06-07

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

SUBJECT: ADMINISTRATIVE REVIEW PROCESS

The purpose of this letter is to notify you of the Department of Child Support Services (DCSS) Administrative Review process available to individuals who do not have an open case with a local child support agency (LCSA) and whose support payments are processed by the State Disbursement Unit (SDU). These are commonly referred to as "Non-IV-D cases."

BACKGROUND:

Federal law requires states to establish and operate a centralized unit for the collection and disbursement of support payments. To comply with this requirement, DCSS implemented the SDU. The SDU must process all payments for cases enforced by LCSAs, and payments made through wage withholding for individuals who do not have cases with LCSAs.

Federal law also requires states to have in place an administrative complaint resolution procedure. To meet this requirement for individuals with LCSA cases, DCSS implemented a complaint resolution and state hearing process for individuals with complaints against LCSAs. To continue the Department's commitment to enhancing customer service to all child support program clients, DCSS is making available an Administrative Review process for individuals who do not have LCSA cases, but whose support payments through wage withholding are processed by the SDU.

PROCESS FOR REQUESTING AN ADMINISTRATIVE REVIEW:

Child support customers who do not have open cases with LCSAs have immediate access to the SDU Call Center for assistance with questions or concerns. If the issue remains unresolved, the SDU Call Center may refer the caller to a Central Financial Worker at DCSS for further technical assistance, or inform the individual that he or she has the ability to request a DCSS Administrative Review. The instructions and template for requesting an Administrative Review are available on the DCSS website at www.childsup.ca.gov, or individuals can request a complete Administrative 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

package to be mailed to them by leaving a name and address on the dedicated Administrative Review request telephone line at (866) 249-0773.

IT IS IMPORTANT TO NOTE:

- The Administrative Review process is available only to individuals who do not have an open child support case with a LCSA. Individuals with open LCSA cases have available to them the existing complaint resolution and state hearing process as described in Family Code Section 17800-17804.
- The Administrative Review process addresses only SDU collection and/or disbursement issues that have not been resolved through contact with a SDU Call Center representative or Central Financial Worker. For example, the Administrative Review process does not address any issues related to court orders or enforcement actions.

TIMEFRAMES:

After a customer files a request for Administrative Review, DCSS will respond in writing, by mail, within 15 state working days from the date of receipt of the request. If more information or time is needed, DCSS will contact the individual and may extend the timeframe to a maximum of 15 additional state working days.

All information contained in the review will be treated as confidential and will be protected as required by law.

Sincerely,

SUSAN R. TUREK
Assistant Director

Attachments

ADMINISTRATIVE REVIEW REQUEST

DCSS 0619 (8/16/07)

Mail form to: Department of Child Support Services
 Public Inquiry and Response Team
 P.O. Box 419064, Mail Station 12-A
 Rancho Cordova, CA 95741-9064
 Attention: Administrative Review Process

Date of Receipt

Name: (Last)	(First)	(M.I.)	Daytime Telephone Number:
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Street Address:

City: State: Zip Code:

Social Security Number or Participant Identification Number:

Email Address:

Please provide a DETAILED DESCRIPTION of the issue that you believe was not addressed through your contact with the State Disbursement Unit Call Center.

(If you need more space, you may continue on another page and attach it to this document.)

Signature:	Date:
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PRIVACY NOTICE: The Information Practices Act of 1977 (Civil Code §1798.17) and the Federal Privacy Act of 1974 (Title 5, United States Code §552a(e)(3), §7 Note) require that this notice be provided when receiving personal information and social security numbers from individuals. Information requested in this format is used by the Department of Child Support Services for the purposes of identification and processing of your request. It is important to furnish all information requested. Failure to provide all information requested may result in the inability of completing a proper review.

The agency unit responsible for maintenance of the information is: Public Inquiry & Response Team, P.O. Box 419064, MS 12-A, Rancho Cordova, California 95741-9064, (866) 249-0773. Legal references authorizing solicitation and maintenance of this personal information include Title 42, United States Code, §666(a)(13), Title 45, Code of Federal Regulations §303.35, and Family Code §17212. Copies of this information will be maintained in confidential files at the Department of Child Support Services for 4 years and 4 months after the case is closed. You have the right of access to your submitted request by calling (866) 249-0773.

ADMINISTRATIVE REVIEW REQUEST

DCSS 0619 (7/27/07)

INSTRUCTIONS FOR REQUESTING AN ADMINISTRATIVE REVIEW

IMPORTANT: The Department of Child Support Services (DCSS) Administrative Review Process is available to individuals who do not have an open child support case with a local child support agency. This process is only for State Disbursement Unit collection and/or disbursement issues that individuals believe have not been addressed through contact with a State Disbursement Unit Call Center representative. To assist us in responding to your issue it is important that you complete the Administrative Review Request as soon as possible.

All requests for Administrative Review must be submitted in writing, signed and dated, and mailed to:

**Department of Child Support Services
Public Inquiry and Response Team
P.O. Box 419064, Mail Station 12-A
Rancho Cordova, CA 95741-9064
Attention: Administrative Review Process**

Written requests should contain the following information:

- PERSONAL INFORMATION
 - Your Name: (Last, First, Middle Initial)*
 - Your Address: (Street, City, State, Zip Code)*
 - Your Social Security Number or Participant Identification Number*
 - Your daytime telephone number
 - Your email address
- DETAILED DESCRIPTION OF ISSUE*
 - A detailed description of the issue that you believe was not addressed through your contact with the State Disbursement Unit Call Center.
- SIGNATURE AND DATE*
 - Sign and date your request.

CONFIDENTIALITY: All information is treated as confidential and protected as required by State and Federal Law.

The DCSS will respond in writing, by mail, to your request within 15 working days from the date of receipt. If more information or time is needed to address your concerns, DCSS will contact you. DCSS may extend the time to a maximum of 15 additional working days.

IMPORTANT: The Administrative Review Process ONLY addresses State Disbursement Unit collection and/or disbursement issues for individuals who do NOT have a case open with a local child support agency. For example, the Administrative Review Process does NOT address any issues related to court orders or enforcement actions.

For further information, please refer to the DCSS website at: www.childsup.ca.gov

DID YOU KNOW? Local child support agencies provide, free of charge, a full range of child support services. These services include establishing, modifying, and enforcing child support orders. To contact your local child support agency to obtain an application, visit the DCSS website at www.childsup.ca.gov and look under the Contact Local Office link.

* Required Information

SOLICITUD DE REVISIÓN ADMINISTRATIVA

DCSS 0619 SPA (8/29/07)

Enviar por correo a: Department of Child Support Services
Public Inquiry and Response Team
P.O. Box 419064, Mail Station 12-A
Rancho Cordova, CA 95741-9064
Attention: Administrative Review Process

Fecha de Recibo

Nombre: (Apellido)	(Primer)	(Inicial Segundo Nombre)	Número de teléfono durante el día:
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Domicilio: (Calle)

Ciudad:	Estado:	Código Postal:
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Número de Seguro Social o de Identificación de Participante:

Domicilio de correo electrónico:

Por favor, provea una DESCRIPCIÓN DETALLADA del asunto que usted considera que no se trató a través de su contacto con el Centro de Llamadas de la Unidad de Desembolso Estatal. (Si necesita más espacio, puede continuar en otra página y adjuntarla a este documento).

Firma:

Fecha:

AVISO DE PRIVACIDAD: La Ley de Prácticas de Información (*Information Practices Act*) de 1977 (Código Civil, § 1798.17) y la Ley Federal de Privacidad (*Federal Privacy Act*) de 1974 (Título 5, Código de Estados Unidos, § 552a(e)(3), Nota §7), exigen proveer este aviso cuando se recibe información personal y números de Seguro Social de las personas. La información solicitada en este formato es utilizada por el Departamento de Manutención de Menores (Department of Child Support Services) con el fin de identificar y procesar su solicitud. Es importante proveer toda la información solicitada. Si no se provee toda la información solicitada, podría hacer imposible completar la revisión.

La unidad departamental responsable de mantener la información es: Public Inquiry & Response Team, P.O. Box 419064, MS 12-A, Rancho Cordova, California 95741-9064, (866) 249-0773. Las referencias legales que autorizan la solicitud y mantenimiento de esta información personal incluyen el Título 42, Código de Estados Unidos, § 666(a)(13), Título 45, Código Federal de Reglamentos, § 303.35 y Código Familiar, § 17212. Copias de esta información se mantendrán en archivos confidenciales en el Departamento de Manutención de Menores durante 4 años y 4 meses después de cerrado el caso. Usted tiene derecho a obtener acceso a el solicitud que presentó llamando al (866) 249-0773.

SOLICITUD DE REVISIÓN ADMINISTRATIVA

DCSS 0619 SPA (8/29/07)

INSTRUCCIONES PARA SOLICITAR UNA REVISIÓN ADMINISTRATIVA

IMPORTANTE: El proceso de revisión administrativa del Departamento de Manutención de Menores (*Department of Child Support Services; DCSS*) está disponible para personas que no tienen un caso de mantenimiento de hijos en proceso con una agencia local de mantenimiento de hijos. Este proceso está disponible solamente para asuntos de cobro y/o desembolso de la Unidad de Desembolso Estatal que las personas consideren que no han sido tratados a través del contacto con un representante del Centro de Llamadas de la Unidad de Desembolso Estatal. Para ayudar con la respuesta a su asunto, es importante que solicite la revisión administrativa lo antes posible.

Todas las solicitudes de revisión administrativa deben ser presentadas por escrito, firmadas, fechadas y enviadas por correo a:

**Department of Child Support Services
Public Inquiry and Response Team
P.O. Box 419064, Mail Station 12-A
Rancho Cordova, CA 95741-9064
Attention: Administrative Review Process**

Las solicitudes por escrito deben incluir la siguiente información:

- INFORMACIÓN PERSONAL
 - Nombre: (apellido, primer nombre, inicial del segundo nombre)*
 - Domicilio: (calle, ciudad, estado, código postal)*
 - Número de Seguro Social o de identificación de participante*
 - Número de teléfono durante el día)
 - Domicilio de correo electrónico
- DESCRIPCIÓN DETALLADA DEL ASUNTO*
 - Una descripción detallada del asunto que usted considera que no se trató a través de su contacto con el Centro de Llamadas de la Unidad de Desembolso Estatal.
- FIRMA Y FECHA*
 - Su firma y la fecha en que envía su solicitud.

CONFIDENCIALIDAD: Toda la información se mantiene en forma confidencial y protegida, como requiere la ley estatal y federal.

El DCSS responderá a su solicitud por escrito por correo dentro de 15 días hábiles a partir de la fecha de recibir la. Si se necesitara más información o tiempo para evaluar su asunto, el DCSS se comunicará con usted. El DCSS puede prolongar el tiempo hasta un máximo de 15 días hábiles adicionales.

IMPORTANTE: El proceso de revisión administrativa SÓLO se ocupa de asuntos de cobro y/o desembolso de la Unidad de Desembolso Estatal para personas que NO tienen un caso abierto con una agencia local de mantenimiento de hijos. Por ejemplo, el proceso de revisión administrativa NO se ocupa de asuntos relacionados con órdenes judiciales o medidas de ejecución legal.

Para obtener más información, sírvase consultar el sitio Web del DCSS en el domicilio : www.childsup.ca.gov

¿ LO SABÍA? Las agencias locales de mantenimiento de hijos proveen, en forma gratuita, una amplia gama de servicios de mantenimiento de hijos. Estos servicios incluyen el establecimiento, modificación y ejecución de órdenes de mantenimiento de hijos. Para comunicarse con su agencia local de mantenimiento de hijos y obtener una solicitud, visite al sitio Web del DCSS en www.childsup.ca.gov y pulse el vínculo Contact Local Office (Comunicarse con la oficina local).

* Información obligatoria