CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES
P.O. Box 419064, Rancho Cordova, CA 95741-9064

June 26, 2006

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
[X] Initiated by DCSS

LCSA LETTER: 06-06

ALL IV-D DIRECTORS

SUBJECT: REQUEST FOR RESEARCH OF UNKNOWN AID CODES

The Department of Child Support Services (DCSS) has completed a research project concerning aid code interface issues found during conversion of the new welfare systems. To ensure that the Department provides the best possible service to local child support agencies (LCSAs), we have instituted a process to initiate the research of any aid code issues that may arise in the future.

DCSS has developed procedures including a worksheet for LCSAs to request research of an unknown aid code. This information is available on the DCSS LCSA Secure Website by accessing https://counties (for internal users) and https://counties.dcss.ca.gov (for external users). The link titled, Aid Code – Request for Research of Unknown Aid Code/Fast Track, provides instruction regarding the preparation, completion, and submittal of appropriate information along with a detailed flow chart (refer to Attachment 1). The worksheet titled, "Aid Code Worksheet", (refer to Attachment 2) has been designed to encourage the LCSA's participation in: 1) conducting preliminary research of the aid code; 2) identifying statutory and/or regulatory authority; 3) locating historical data; and 4) citing all resources utilized in researching the aid code prior to submitting requests to the DCSS Policy Branch.

Preparing and Completing a Request for Research of Unknown Aid Code

The Request for Research of Unknown Aid Code/Fast Track process is to be used by the LCSA when initiating an Aid Code Worksheet. The LCSA Policy or Financial Coordinator (LCSA Coordinator) is responsible for ensuring that staff follows the steps of the preliminary process demonstrated on the flow chart before completing the worksheet. These preliminary steps will help to determine if either the Fast Track or the Non Fast Track process is needed.

If your IV-A Agency has transitioned to CalWIN, the requestor must bring the Aid Code Worksheet to the weekly CalWIN IV-A/IV-D Interface meeting for discussion to determine if any other counties have had this problem. Using this approach may provide resolution without any further action. The requestor must document the results of the group discussion, (i.e., other counties with same problem, proposed solution, if any, etc.) on the Aid Code Worksheet.

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Please be concise when preparing the worksheet and include relevant background information necessary to make the aid category and population absolutely clear. Please avoid the use of unique acronyms.

Preliminary research and review of any related letters from the California Department of Health Services (DHS) or the California Department of Social Services (DSS) concerning the aid code should be conducted to determine the population and aide category. This information can be obtained from your local county welfare department or by searching on the following websites:

- California Department of Health Services (DHS) Letters at:
  http://www.dhs.ca.gov/mcs/mcpd/MEB/ACLs/

- California Department of Social Services (DSS) Letters at:
  http://www.dss.cahwnet.gov/lettersnotices/default.htm

If the LCSA Coordinator or appropriate staff concludes the research and is unable to arrive at a definitive answer, the LCSA Coordinator should submit an Aid Code Worksheet citing any relevant background information gathered. Alternatively, if the LCSA Coordinator or appropriate staff concludes the research and arrives at an answer which is believed appropriate and would like DCSS confirmation, the LCSA Coordinator may submit the proposed response via the Non Fast Track method.

Submitting the Request for Research of an Unknown Aid Code

The Request of Unknown Aid Code/Fast Track process and flowchart is to be used by the LCSA Coordinator when submitting a request for research to DCSS. The LCSA Coordinator is responsible for ensuring that all the required fields are completed and any documentation (e.g., ACWDL, ACL, or CSS Letter) and/or statute citation(s) utilized in researching an issue are noted on the form. Note: A Non Fast-Track worksheet will be returned if the LCSA's IV-A Agency is on CalWIN and the worksheet does not contain the conclusions of the CalWIN IV-A/IV-D Interface Group meeting.

Once received, DCSS staff will review the Aid Code Worksheet and work with the requestor to ensure its proper completion. The assigned DCSS staff will add the unknown aid code to the Aid Code Analysis Matrix and indicate that the aid code identified as unknown is pending research. The Aid Code Analysis Matrix document is a work-in-progress that contains both those aid codes researched during the Aid Code Project and any aid codes that may be under analysis. The Matrix can be found on the DCSS Public Website in the Reference Library under Aid Code Reference.

http://www.childsup.ca.gov/library.asp

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DCSS Master Aid Code List

The DCSS Master Aid Code List can be accessed on the DCSS Public Website.
This list represents the Federal Medical Assistance Percentage rates used
to determine the federal, state and county shares of child support collections on the
Monthly Report of Collections and Distributions (CS 34) and Assistance Related
Distribution/Disbursement Summary (CS 35). The aid codes for CalWORKs, Foster
Care, KinGAP, and Medi-Cal Program (not an all-inclusive list of historical and/or
county-only aid codes) are the primary aid codes recognized by DCSS for child support
and medical support enforcement. Find the listing easily in the Reference Library under
Aid Code Reference.

<div align="center">http://www.childsup.ca.gov/pub/aidcode/masterlist2006-03.pdf</div>

Final Steps and Posting Research Results

DCSS will email the findings back to the LCSA that submitted the request. The Aid
Code Analysis Matrix and the Master Aid Code List will be updated on the DCSS Public
Website. DCSS will work with DHS and DSS to make changes to reflect the findings
and appropriately disseminate the information.

If you have any questions or concerns regarding the aid codes, please contact
Trish Salveson, Manager, Financial Management Policy Unit at (916) 464-5226.
Please direct any questions concerning the IV-A/IV-D Interface to Michele Murphy,
IV-A/IV-D Interface Team, California Child Support Automation Systems (CCSAS)
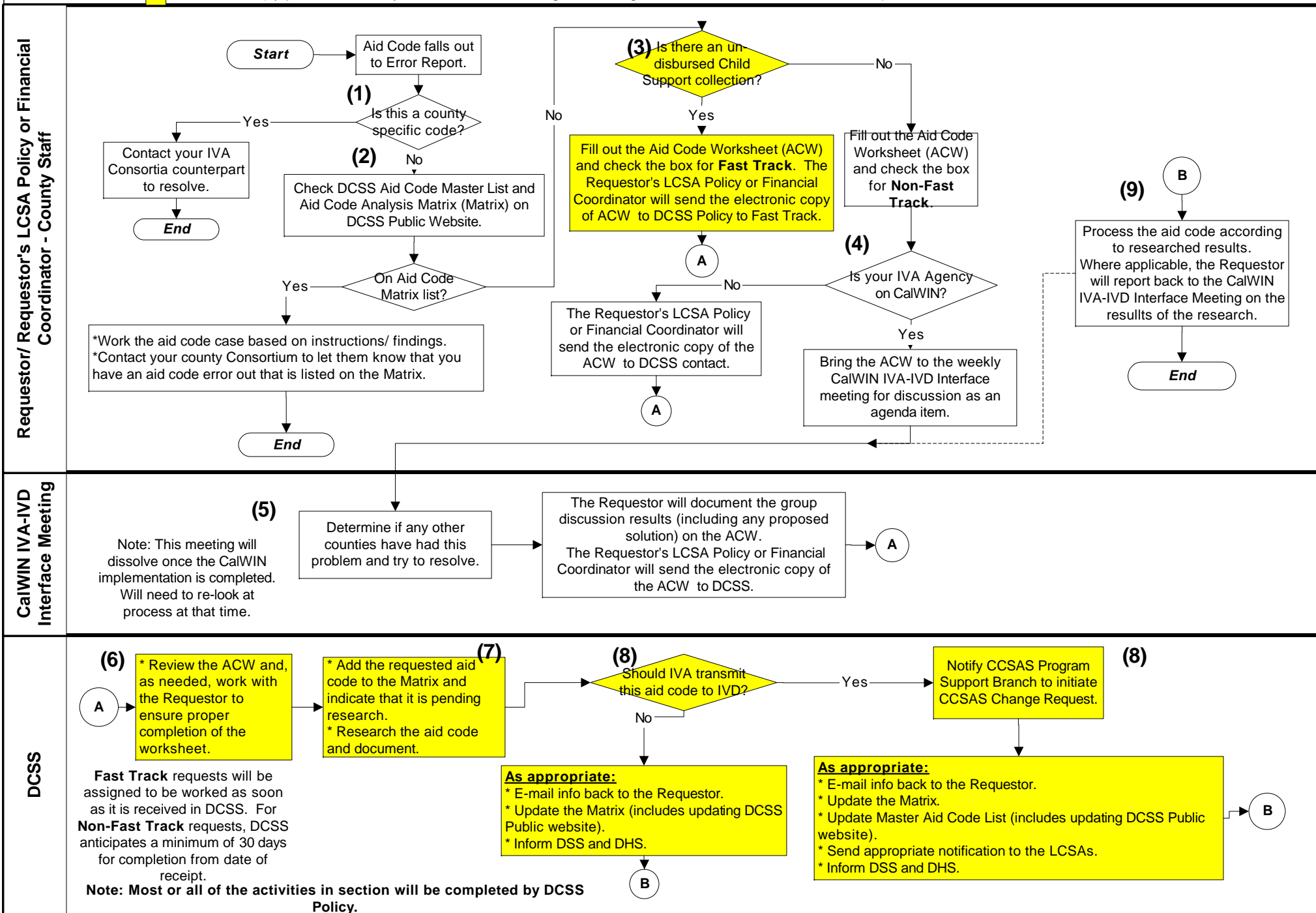Interface Management Branch at (916) 464-5600.

Sincerely,
     /os/

KAREN ECHEVERRIA
Deputy Director

Attachments

DCSS-PR-2006-POL-0034

Request For Research of Unknown Aid Code /Fast track - Flowchart (Revised 4/25/06)

[yellow box] = Fast Track (by-passes the weekly CalWIN IVA/IVD meeting and is assigned as soon as it is recieved in DCSS.)

Requestor/ Requestor's LCSA Policy or Financial Coordinator - County Staff

Start

Aid Code falls out to Error Report.

(1) Is this a county specific code?

Yes → Contact your IVA Consortia counterpart to resolve. → **End**

(2) No → Check DCSS Aid Code Master List and Aid Code Analysis Matrix (Matrix) on DCSS Public Website.

On Aid Code Matrix list?

Yes → *Work the aid code case based on instructions/ findings. *Contact your county Consortium to let them know that you have an aid code error out that is listed on the Matrix. → **End**

No →

(3) Is there an un-disbursed Child Support collection?

Yes → Fill out the Aid Code Worksheet (ACW) and check the box for **Fast Track**. The Requestor's LCSA Policy or Financial Coordinator will send the electronic copy of ACW to DCSS Policy to Fast Track. → **A**

No → Fill out the Aid Code Worksheet (ACW) and check the box for **Non-Fast Track**.

(4) Is your IVA Agency on CalWIN?

No → The Requestor's LCSA Policy or Financial Coordinator will send the electronic copy of the ACW to DCSS contact. → **A**

Yes → Bring the ACW to the weekly CalWIN IVA-IVD Interface meeting for discussion as an agenda item.

(9) Process the aid code according to researched results. Where applicable, the Requestor will report back to the CalWIN IVA-IVD Interface Meeting on the resullts of the research. → **End**

B

CalWIN IVA-IVD Interface Meeting

(5) Note: This meeting will dissolve once the CalWIN implementation is completed. Will need to re-look at process at that time.

Determine if any other counties have had this problem and try to resolve.

The Requestor will document the group discussion results (including any proposed solution) on the ACW. The Requestor's LCSA Policy or Financial Coordinator will send the electronic copy of the ACW to DCSS. → **A**

DCSS

(6) **A** → * Review the ACW and, as needed, work with the Requestor to ensure proper completion of the worksheet.

Fast Track requests will be assigned to be worked as soon as it is received in DCSS. For **Non-Fast Track** requests, DCSS anticipates a minimum of 30 days for completion from date of receipt. **Note: Most or all of the activities in section will be completed by DCSS Policy.**

(7) * Add the requested aid code to the Matrix and indicate that it is pending research. * Research the aid code and document.

(8) Should IVA transmit this aid code to IVD?

No → **As appropriate:** * E-mail info back to the Requestor. * Update the Matrix (includes updating DCSS Public website). * Inform DSS and DHS. → **B**

Yes → Notify CCSAS Program Support Branch to initiate CCSAS Change Request. **(8)**

As appropriate: * E-mail info back to the Requestor. * Update the Matrix. * Update Master Aid Code List (includes updating DCSS Public website). * Send appropriate notification to the LCSAs. * Inform DSS and DHS. → **B**

AID CODE WORKSHEET

DCSS 0588 (01/31/06)

INSTRUCTIONS: Use this worksheet when requesting a definition of an unknown aid code as shown in the process provided on the website. The LCSA caseworker (Requestor) applying for this research should provide as much information as possible prior to submitting this form to DCSS. The **Requestor's LCSA Policy or Financial Coordinator** will forward the completed worksheet(s) to: ***Policy.branch@dcss.ca.gov***

☐ Fast Track ☐ Non-Fast Track

Aid Code Number: Aid Code Title:

Submitted by (Name, Agency, telephone number, e-mail address):

Date and results of IV-A/IV-D Interface Workgroup discussion, (if applicable, include names of other LCSAs/counties having similar fall-out results with this aid code):

Description of the population and funding of this aid code:

Statutory and/or regulatory authority:

Historical references (ACWDL, ACL, etc.):

Comments and Recommendations:

Date submitted to DCSS for research:

DCSS findings:

Date Received:

Researched by: Date Returned:

Remarks:

Request For Research of Unknown Aid Code /Fast track Process
(Final)

The steps in this narrative process correspond with the steps in the Request For Research of Unknown Aid Code - Flowchart.

1. If an aid code falls out to an Error Report, the LCSA staff will determine if this is a county specific aid code. Is this a county specific aid code?
    *   **If Yes**, contact your IVA Consortia counterpart to resolve. *End the process here.*
    *   **If No**, go to Step 2.

2. The LCSA staff will check the *DCSS Aid Code Master List* and *Aid Code Analysis Matrix (Matrix)* under Reference Library, on the DCSS Public Website. Is the aid code on the Matrix and/or the Master Aid Code List?

    *   **If Yes**, the LCSA staff will work the aid code case based on instructions/ findings. Contact the county Consortium to let them know that there is an aid code that has errored out that is listed on the Matrix. *End the process here.*
    *   **If No**, go to Step 3.

3. Is there an undisbursed Child Support collection?

    *   **If Yes**, this unknown aid code should be Fast Tracked. The LCSA staff (referred to as "Requestor" from this point forward) must complete the Aid Code Research Request Worksheet[1] (ACW) and check the ***Fast Track*** box. The Requestor's LCSA Policy or Financial Coordinator will send the electronic copy of the ACW to the following Email:
        Policy.branch@dcss.ca.gov
        Go to Step 6.

    *   **If No**, the Requestor will complete the ACW and check the ***Non-Fast Track*** box. Go to Step 4.

    Note: Fast Track items will be assigned to be worked as soon as it is received in DCSS. DCSS anticipates that Non-Fast Track requests will require a minimum of 30 days for completion of the research from date of receipt.

4. Is your IVA Agency on CalWIN?
    *   **If Yes**, the Requestor must bring the ACW to the weekly CalWIN IVA-IVD Interface meeting for discussion as an agenda item. Go to Step 5.
    *   **If No**, the Requestor's LCSA Policy or Financial Coordinator will send the electronic copy of the ACW to the following Email:

        Policy.branch@dcss.ca.gov
    Go to Step 6.

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[1] Note: A copy of this process and its corresponding worksheet (ACW) is located on the LCSA website.

5. The CalWIN IVA/IVD Interface group will discuss the unknown aid code and determine if any other counties have had this problem and try to resolve.

    The Requestor must document the results of the group discussion (other counties with same problem, proposed solution, if any, etc.) on the ACW. The Requestor's LCSA Policy or Financial Coordinator will send the electronic copy of the ACW to the following Email:

    Policy.branch@dcss.ca.gov

    NOTE: If the workgroup proposes a solution, the solution is not final until DCSS has reviewed the information and concurs with the solution.

    Go to Step 6.

6. DCSS staff will review the ACW and work with the Requestor to ensure proper completion of ACW, as needed.

7. The assigned DCSS staff will add the unknown aid code to the Matrix and indicate that it is pending research.

8. The DCSS staff will research and document the findings or concur with the proposed solution. Based on the research, should IVA transmit this aid code to IVD?

    - **If Yes**,
        - Notify the CCSAS Program Support Branch (PSB) to initiate a CCSAS Change Request. The CCSAS PSB will work with DCSS Policy to create the change request.
        - And, as appropriate, the DCSS staff will:
            - ✓ E-mail information back to Requestor.
            - ✓ Update the Matrix (includes updating DCSS Public website).
            - ✓ Update the Master Aid Code List (includes updating DCSS Public website).
            - ✓ Send appropriate notification to the LCSAs.
            - ✓ Inform the Department of Social Services (DSS), Department of Health Services (DHS) and CCSAS.
    - **If No,** as appropriate, the DCSS staff will:
        - E-mail information back to the Requestor.
        - Update the Matrix (includes updating DCSS Public website).
        - Inform DSS and DHS, when applicable.

9. When the Requestor receives the researched information back from DCSS, the Requestor will process the aid code according to the researched results. If applicable, the Requestor will report back to the CalWIN IVA-IVD Interface Meeting the results of the research to close the open issue/action item that may have been created.

    NOTE: Send questions regarding this process or the completion of the ACW to the **Policy.branch@dcss.ca.gov.**