

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



September 12, 2008

LCSA LETTER: 08-11

ALL IV-D DIRECTORS

SUBJECT: RESOLVING CREDIT REPORT DISPUTES VIA E-OSCAR

The purpose of this letter is to provide you with the federal Dear Colleague Letter (DCL) 08-08 regarding the electronic - Online Solution for Complete and Accurate Reporting (e-OSCAR), a web-based system offering users an effective method to handle credit history disputes from child support obligors. The e-OSCAR services are supported by the Consumer Data Industry Association (CDIA). This letter supersedes LCSA Letter 04-17 dated October 19, 2004 and LCSA Letter 06-13 dated November 15, 2006.

The e-OSCAR replaces time-consuming methods of using mail, faxing or the telephone in responding to consumer disputes and more importantly, assists users to comply with the Fair Credit Reporting Act (FCRA). The FCRA requires consumer reporting agencies and IV-D agencies to investigate and respond to consumers within 30 days from the date a dispute is submitted.

Many local child support agencies (LCSAs) are already using e-OSCAR, and realizing benefits in terms of better usage of staff time and improved customer service. Interested LCSAs are encouraged to sign-up. Details on how to do this are outlined in the attached DCL.

DCSS will reimburse LCSAs for e-OSCAR costs and these costs may be claimed on the Administrative Expense Claim (AEC) 356. Instructions for claiming reimbursement are attached for your convenience.

If you have any questions or concerns regarding this matter, please contact DCSS County Allocations Manager Justina Gould at (916) 464-5015 or your DCSS County Allocations analyst.

Sincerely,
/os/ Mark Beckley

MARK BECKLEY
Acting Deputy Director
Administrative Services Division

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

Instructions for Claiming Reimbursement of E-OSCAR Costs

CDIA (E-OSCAR System) Instructions

Initially, each LCSA had to go on-line and register for services. (The LCSA was instructed to note DCSS' address as the billing address.) Please access your on-line account and change the billing address information to your address. CDIA will then bill the LCSA for all past and future charges.

AEC 356 Instructions

DCSS will reimburse the LCSA for e-OSCAR costs. LCSAs may claim e-OSCAR costs as follows:

- CS 356.1** - Enter costs on the CS 356.1, Section II., C. Other Operating Expenses (Non-EDP), 2. All Other Operating Expenses (Non-EDP).
- CS 356.2** - On the CS 356.2, under Federally Eligible costs, select the activity for "E-OSCAR" on the dropdown box. Selecting the activity on the CS 356.2 will allow that activity to appear on the CS 356.3.
- CS 356.3** - Enter costs as Direct Operating Expenses on the "E-OSCAR" line in the Federally Eligible expenses section.
- CS 356.5** - The costs will be displayed on the CS 356.5 as Federally Eligible Expenses and will not be applied against the LCSAs Administrative Allocation.

If you have questions, please contact your County Allocations Analyst or County Allocations Unit Manager Justina Gould at (916) 464-5015.

cc: DCSS Leadership Team
Feds – Region IX (S.F.)
Stakeholders
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Attachments (1)