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

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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: 07-13

ALL IV-D DIRECTORS

SUBJECT: COUNTY BATCH PRINTING

This letter provides helpful information from the Department of Child Support Services (DCSS) to the Local Child Support Agencies (LCSAs) regarding the local batch printing process and constraints. The following characteristics describe the use of local batch printing.

Local batch printing is the ability of the Child Support Enforcement (CSE) system to print specific system generated forms to specially configured CSE printers in the LCSAs. Output for local batch print is determined based on document types defined in the CSE application. A particular form set always prints using local batch or always prints via central print. The Summons and Complaint legal document is one example that prints using local batch. The forms listed in the final section represent the current set of local batch managed documents.

Local Batch Printing Overview

- Documents are printed in local batch as a result of CSE system generated batch jobs, not direct user document requests. The timing of the batch jobs determine when the document is created and sent for printing. The local print batch process is designed to be scheduled at various times during the day and night to distribute the print load while delivering the documents in a timely manner.

- Documents are generated based on case conditions in CSE and actions taken against a case by LCSA staff. As there is no direct user request for the output, there is no user waiting for the output and responsible for collecting their output from the designated printers. A process should be developed for LCSAs to collect and distribute local batch print output.

- Local batch documents are directed to the LCSA based on case association. This cannot be changed at runtime to send it another printer – only by changing the case association in the CSE system.

- The local batch process, in common with other CSE capabilities, run with a statewide perspective. These documents generate output for all cases, across all counties that meet the criteria for document generation. There is no ability to run or turn off local batch for specific counties.

- Local batch is expected to generate a medium volume of print output. It was not designed to deliver the high print volumes directed to the central print facility, but it could generate significant numbers of pages in one batch.

Operational Considerations

- Each county is provided at least 2 local batch printers to better support unattended printing, especially at night. The two printers are seen by the CSE system as one 'location'. CSE sends output to both printers to help with load balancing and capacity (by using two printers in tandem, the total number of pages that can be printed without re-load is the combined capacity of both printers, and the effective printer speed is doubled). Equally important, if one printer fails (e.g. paper jam, out of toner, out of paper, or a mechanical issue) then CSE will stop sending output to that printer until the condition is rectified. During the time that a printer is out of action, all output is sent to the other printer.

- The local batch printers are physically different from other CSE deployed printers. They have a special card installed that supports advanced communications with the CSE system. This card is the means by which CSE can detect that a problem with a printer has occurred and adjust accordingly. For this reason, it is not possible to swap a local batch printer with a standard CSE deployed printer.

- The primary (and preferably only) purpose of a local batch printer is to support local batch printing. They need to be available and kept stocked with paper and toner to support the on-going local batch print volumes for the LCSA. Given this targeting limitation, the California Child Support Automated System (CCSAS) Project may have to revisit the printer distributions for Option 1 and smaller Option 2 and 3 counties.

- Local batch printers should be in physical proximity to each other. The system sees the local batch printers for an LCSA as one location, and except for the ability to load balance and failover, does not distinguish between the printers. Documents are sent to both printers, in a round robin fashion, when the batch job is running. To retrieve the output from a local batch run, LCSA staff will need to collect the documents from both printers.

- Some of the larger LCSAs have more than two local batch printers to accommodate their higher print volumes. Pools of more than two printers behave in the same way as a pool with two printers – the system sees them as one location and distributes output between them. Additionally, the largest LCSAs will receive some number of higher volume printer(s) to accommodate the expected daily page volume from local batch printing.

- Local batch printing is not the same as local domain printing. Local batch is the automated generation of print by the CSE system, directed to the special local printers deployed by CCSAS. Local domain printing is the ability of a user to print a document they are viewing on their workstation, such as a Word document, email, or a screen print from CSE, to a networked printer.

Recommendations

- Where possible, it is preferable for local domain printing to not be directed to local batch printers. Although printing of a CSE document via local print is supported by the local batch printers, any such activity will not be kept separate from the local batch print (unless the LCSA enables separator pages on their local area network), and will consume paper and toner that could cause issues for local batch while running unattended (e.g. at night). Also, users submitting local print to a local batch printer may need to 'search through' large quantities of local batch output to find their output, and run the risk of disorganizing the local batch output so that documents get out of sequence or lose pages.

- Local batch printers should never be used for printing non CSE documents that require different paper sizes or settings than defaulted at the printer. Documents from other sources may have different print settings that can interfere with the local batch print operation. Whenever possible, LCSA staff should use alternative printers for these types of document printing.

Forms controlled by local batch
1. CDX-119 - Child Support Enforcement Transmittal #1 - Initial Request - FS-FL-505
2. CDX-119 - Child Support Enforcement Transmittal #2 - Subsequent Actions - FS-FL-557
3. CDX-119 - Child Support Enforcement Transmittal #3 - FS-FL-559
4. CDX-119 - Locate Data Sheet (UIFSA) - FS-FL-558
5. ENF-505 - Notice of Support Judgment - FS-ENF-026
6. ENF-505 - Release of Judgment Lien (NCP) - FS-ENF-028
7. EST-504 - Personal Service Package for Order to Show Cause (with I&E) - FS-EST-061
8. EST-504 - Personal Service Package for Order to Show Cause (with I&E) - FS-EST-061
9. EST-504 - Personal Service Package for Order to Show Cause Regarding Case Consolidation - FS-EST-060
10. EST-504 - Personal Service Package for Order to Show Cause Regarding Health Insurance - FS-EST-057
11. EST-504 - Personal Service Package for Order to Show Cause Regarding Judgment or Modification - FS-EST-058

12. EST-504 - Personal Service Package for Order to Show Cause Regarding Case Consolidation - FS-EST-060
13. EST-504 - Personal Service Package for Order to Show Cause Regarding Health Insurance - FS-EST-057
14. EST-504 - Personal Service Package for Order to Show Cause Regarding Judgment or Modification - FS-EST-058
15. EST-504 - Personal Service Package for Order to Show Cause to Compel for Genetic Test - FS-EST-059
16. EST-504 - Personal Service Package for Order to Show Cause to Compel for Genetic Test - FS-EST-059
17. EST-504 - Personal Service Package for Summons and Complaint - FS-EST-050
18. EST-504 - Personal Service Package for Summons and Petition (UIFSA) - FS-EST-052
19. EST-504 - Personal Service Package for Summons and Petition (UIFSA) - FS-EST-052
20. EST-504 - Request for Service and Follow-up Instructions - FS-DCSS-0203
21. EST-505 - Judgment Regarding Parental Obligation - FS-EST-021
22. EST-505 - Judgment Regarding Parental Obligation More than 5 Children - FS-EST-036
23. EST-506 - Summons and Complaint - FS-EST-009
24. EST-506 - Summons and Complaint More than 5 Children - FS-EST-010

If questions of concerns, please feel free to contact Ira Androphy at Ira.Androphy@dcss.ca.gov or at (916) 464-5360.

Sincerely,

/OS/ by Joan Obert

JOAN OBERT
DCSS Deputy Director
Technology Services Division

cc: LCSA Coordinators